Checklist

For all three of these scenarios, I feel like it is important staying up on issues and utilizing resources to stay informed.

What to do when the server is down?

Identify the cause – Power Failure, Hardware Issue, Driver Crash, Server Startup Issues, etc.

Check Server Environment, Temperature, Ventilation

Boot into safe mode.

View Event Viewer Log and Device Manager

Check for errors

Fix Issue

What to do when the server is up and giving errors?

Determine the scope and review error and events leading up to error.

Based on how many people are affected and information presented, investigate from a macro to micro perspective.

Utilize and review resources to make informed decision.

Take corrective action.

What to do when the server is online but slow?

Review network flow to determine if there is slowness due to intermittent problems, regularly slow or an event has led to being slow, and scope of issue.

Review configuration, bandwidth consumption, CPU, memory, coding errors, etc.

Review affected computer for usage, memory or other causes.

Determine issue and events leading up to slowness.

Take corrective action.