

Welcome to Section 13

Troubleshooting Concepts

Follow Policies and Standards

- Communication
- Involve the right people
- Open up a ticket
- Resolution techniques or methods
- Maintenance schedules (M-F or Weekends)
- Approval process



Documentation Or Ticketing Process

- Look for any existing documentation
- Wiki
- Ticketing system
- Post-mortem or Incident Report
- Root Cause Analysis
- Document Vendor recommendations
- Training.



Patience To Work with the Users/Group

- Do **NOT** panic
- Involve others in your group to seek help
- Work patiently with other groups (*finger pointing*)
- Explain the situation when others get panic or annoyed
- Setup a conference call to bring everyone together
- Handover to someone with more experience (*Do not take it personal*)
- Do not let others derail you from the issue.



Get Online Help

- Select a preferred search engine
- Look for specific error messages (Do not be too generic)
- Sign up for Linux community forums
- Ask questions if you cannot find your answer
- Be aware of security issues
 - Do not let anyone login to your system
 - Hide IP address or hostname
 - Do not search online from the server which is having issues
 - Do not send any documents that has company information
 - Do not download a file or script and run in your environment
- Make sure to add a thank you note to a helpful article.



Understanding the Issue Before Making a Decision

Ask yourself questions

- Who is the source
- Who is the target
- What is the port number
- Who will be impacted
- Who do you need to notify
- Trace the issue.



Log Monitor

- Check for Logs
 - Systems
 - Application
 - Hardware
 - Networking
- Trace for logs
 - E.g., webserver → application server → database server
- Copy the log error and search online
- Save the logs before system reboot.

