Troubleshooting Steps

1- Identify The Problem- Gather clear information about what the user is experiencing, when it began, and any recent changes that might be relevant. This may involve reviewing the ticket and asking focused questions by email or phone to build an accurate understanding of the issue before continuing.

2- Establish A Theory- Form a theory based on the information gathered. This may involve checking local system settings, reviewing user permissions, looking at Event Viewer for errors, or confirming network configuration. Sometimes reproducing the issue in a test VM is a good idea to determine whether the behaviour is isolated to the user or linked to a broader configuration problem.

3- Test the Theory- Use the appropriate tools to confirm whether your suspected cause is correct. This could involve running basic network diagnostics, reviewing system logs, testing the same action on a VM, or signing in with a different user account or device. If the results don't support your theory, revise it and test again until the root cause becomes clear.

4- Establish a Plan Of Action- Decide on the most effective fix and consider the tools required. This may include updating or reinstalling software, adjusting user permissions, applying configuration changes through admin portals, modifying network or system settings, or testing the planned fix on a VM first to avoid unintended impact.

5- Implement The Fix- Apply the solution using the relevant software or management tools. This could involve changing system or application settings, deploying updates or patches, modifying directory or policy configurations, reinstalling or repairing applications, or restarting affected services. Ensure changes are made carefully and communicated to the user.

6- Verify the Resolution and Document the Fix- Confirm the issue is resolved by testing the affected functionality or having the user repeat the action. Once successful, record the cause, the steps taken, and the tools used in the ticketing system. Clear documentation helps maintain consistency in support processes and provides a reference for future troubleshooting.