

Section 22: Network Troubleshooting

172. Network Troubleshooting Theory

Seven Steps:

1. Identify the problem (Gather information, Question users)
2. Establish a theory of the problematic Cause (Use the OSI model "bottom to top or top to bottom")
3. Test the Theory
4. Establish a plan of action
5. Implement and test the solution
6. Verify system functionality
7. Documenting findings

Review:

*To find the problem, gather information, identify the symptoms of the problem, question users, and see if there have been changes

*Establish the theory of probable cause, use the OSI model to help identify location and problem, and consider future prevention methods

*Test the theory, isolate variables, establish a plan of action, plan out steps, implement, verify, and test

QUIZ

1. Troubleshooting networks add which element to the general troubleshooting model?
 - a. Gather basic information
 - b. Network model top-to-bottom approach**
 - c. Form a theory
 - d. Test the theory