

Troubleshooting with the internet

The background features a dark, almost black, field with several bright, white, diagonal light rays emanating from the right side, creating a sense of depth and movement. At the bottom of the image, there is a solid, dark grey horizontal bar that spans the entire width.

Troubleshooting

- What is troubleshooting?
- A process of elimination

- What is the most important assumption someone can make when troubleshooting?
- No matter how much you know about technology, is that you could be wrong

Why to use the internet

- In most scenarios internet is used to find a solution for a problem you are unable to solve on your own.
- Another good reason is that if a fix that you have done works, and you have no idea why, then it isn't really fixed

Using the internet to solve an issue

- When searching the internet for solutions one should put in the name of the software / device you are trying to trouble shoot and a brief description of what is wrong.
- When you finally find a solution, don't immediately believe it. Many things on the internet are not true. Find several credible sources, such as the manufacturer or a well no troubleshooting site, with the same general outline, before trying to apply a fix. I generally find like to have 3-4 but 2-3 is okay.

3 steps to using the internet

- When using the internet and you don't understand the problem entirely use the main 3 steps of troubleshooting
 - Ask – ask a series of basic questions pertaining to the problem
 - Narrow – using the questions asked narrow down the possibilities of what the real issue is
 - Verify – after narrowing down to one specific fix and you apply it verify that it solved the problem

Why to verify solutions

- In many scenarios a fix will work and the troubleshooter doesn't know why.
- In large scale networks with a large amount of computers that are the same make and model and same software, many issues tend to reoccur.
- Understanding a problem's solution allows for quicker troubleshooting, and a better quality of work.
- It helps colleagues if you can give some insight when they are troubleshooting a similar problem.