

# Troubleshooting Checklist

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- Identify the problem
  - What is the problem statement?
  - When did the problem occur for the first time?
  - Is the problem constant or intermittent?
  - What are the steps to reproduce the problem?
  - What are the criteria of success?
  - What is the impact on the business?
  - What is the function of the system overall?
  - What process(es) in the system are having trouble?
- Analyze the environment
  - How is the system configured?
  - What else is running on the system?
  - What has changed recently?
    - New hardware
    - Different drivers
    - Software installation/upgrade
    - Change in workload
  - Should the data collection be scheduled or based on an alert condition?
  - How many samples (when collecting diagnostic data) are needed, and what should their durations be?
  - Which data points need to be captured?
- Research the symptoms and identify possible solutions
  - What are the error messages/code numbers?
  - Should a support case be opened with the vendor?
  - Are there patches/updates to fix the problem?
  - Is there a best practice to avoid the problem?
  - Does the system need more resources?
  - Can the workload be split up or rescheduled?
- Implement the leading solution
  - Which is most likely to solve the problem?
  - Which is the fastest solution?
  - Which is the least expensive solution?
  - Which will solve the problem the fastest?
  - Which carries the least risk?
- Test the resolution
  - Has the problem been resolved?
  - Has enough diagnostic data been captured (comparable to during the initial analysis)?
- Tie up loose ends
  - Communicate the solution to the customer
  - Document the details of the case in a ticketing or defect tracking system
  - Are there similar vulnerabilities in the rest of the system/product?