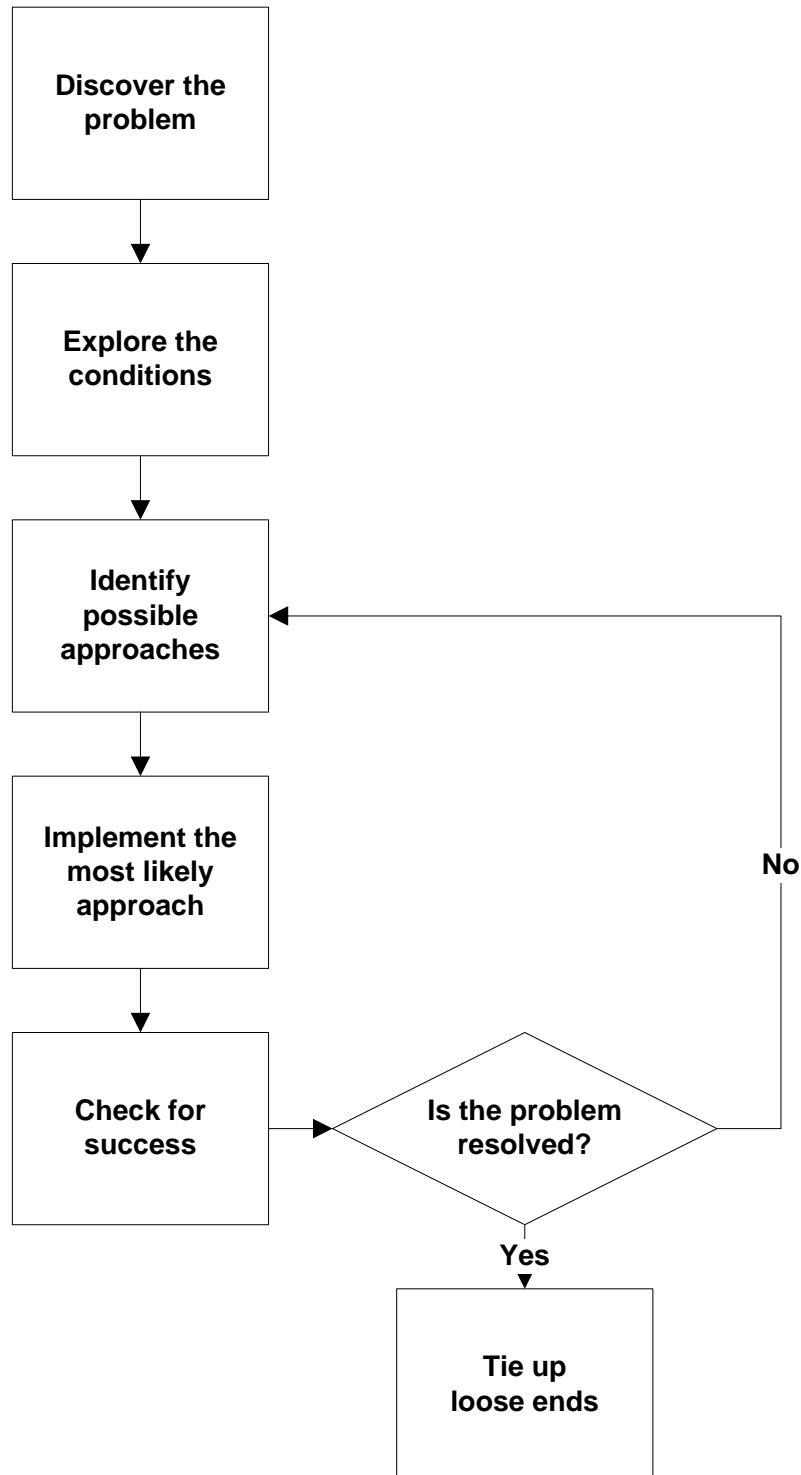


Troubleshooting Methodologies

Northrup, Tony et al. *Microsoft Windows Server 2003*

Troubleshooting Guide. Redmond, WA: Microsoft Press, 2005.



Wolf, Chris. *Troubleshooting Microsoft Technologies: The Ultimate Administrator's Repair Manual*. Boston, MA: Addison-Wesley, 2003.

1. Identifying the problem
2. Documenting the history of the problem
3. Analyzing the current environment
4. Documenting processes involved in the problem
5. Eliminating what's right
6. Correcting the problem
7. Testing the corrective action
8. Following up