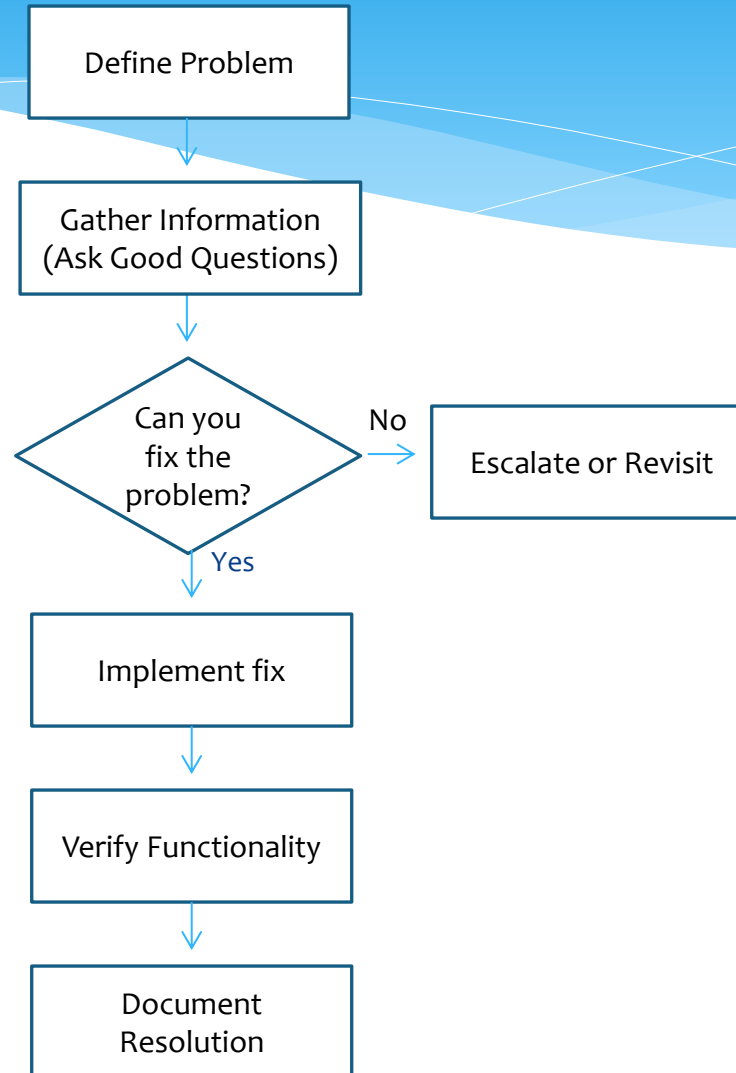


Troubleshooting Basics

Martin County School District

Troubleshooting Model



Define the Problem

- * Ground up approach
 - * Approach each problem from the most simple level and work your way from there
 - * Break larger issues into smaller chunks to help simplify
 - * Confirm with end user

Gather Information

- * Things to consider
 - * Ticket information is only a starting point
 - * Allow end user to demonstrate the issue while you observe
 - * Use information to separate symptoms from root causes and help pinpoint the issue

Good Questions

- * Examples

- * When was the last time it worked correctly?
- * Have you noticed anything else that coincides with the problem?
- * Have you changed anything recently?
Installed new software, installed new peripheral, updated software, downloaded software, accepted a free iPad offer

Can you fix the problem?

- * Limiting factors
 - * Physical limitations such as room/building access, absent end user, etc
 - * Problems that go beyond the desktop and peripherals (network outage, district policies, web filtering, managed print)
 - * Lack of administrative rights (security permissions, passwords, etc)
 - * Time constraints (technician or end user)

Escalation

- Site based staff will act as first responders and escalate problems as needed
- E1, E2, and SST technicians will report unresolved issues to the site media specialist
- Helpdesk is liaison between sites and ET department. Kevin will route issues to proper people to facilitate resolution.
- Provide complete and accurate information

Implement – Verify - Document

- Ensure that the fix you implement is technically sound and is aims to resolve the issue long term
- Verify the fix has worked to the end user, and if possible have them verify it themselves. Attempt to reproduce problem for further confirmation
- Document in detail all aspects of the problem including the fix within your ticket. Communicate directly with co-workers when necessary.

Common Issues and Information

- * Peripherals
- * Software
- * Software & Settings to verify
- * Interactive Boards
- * Network
- * User Profiles

Peripherals

- Does it have power?
- Are the proper cables installed?
- Are the cables seated all the way
- Try different ports or plugs
- Reboot/Power Cycle
- Swap for known good replacement

Software

- Viruses and Malware
- Error codes and crashing
- Performance issues
- Non-standard software
- Out of date software
- BSOD
- Drivers

Software & Settings to Verify

- * Computer name importance
- * Endpoint Protection
- * SCCM Client

Interactive Boards

- * Verify
 - * Connection to computer via USB
 - * Proper software and drivers for attached device are installed
 - * No visible damage or disconnections
- * Projection issues
 - * Use remote control and adjust settings in the menus to attempt resolution
 - * Contact media if bulb or hardware issue is suspected

Network

- * No link lights
- * No connectivity
- * Blocked Website
- * Missing Drive Mappings

User Profiles

- * User specific items include
 - * Desktop
 - * Favorites
 - * Network Printer mappings
 - * Drive Mappings
 - * Internet filter level
 - * Shared folder access level

SCCM

- * Software Packaging and Deployment
- * Remote Control
- * Windows Updates
- * Compliance
- * Querying
- * Reporting

Year 2015/2016 specific info

- * Sound issue when display port cable
- * Google Chrome and flash player (NPAPI)
- * Tunneling Software