

## TIPS TO TRY BEFORE CALLING SUPPORT

### DOCUMENT HOW TO RECREATE THE PROBLEM (IF POSSIBLE)

- Replicate the problem – see if with your own eyes.
- Users are typically very bad at describing a problem – so watch the process that caused the issue using a remote session.
- If you can identify a specific set of actions that consistently cause the trouble to occur, the Tech Support Specialist can outline your steps to determine the problem.
- Write down the precise sequence of actions.

### IDENTIFY WHETHER THE ISSUE IS GLOBAL OR INDIVIDUAL

- Often, the user will have no clue if others have the issue.
- Helps in getting to the root cause of why something is not working with the hardware/software.

### IDENTIFY WHETHER YOUR SOFTWARE IS THE ISSUE

- Close the software and try to replicate the problem.
- If you can still replicate, then the issue is not software-related.

### DID ANYTHING CHANGE RECENTLY THAT COULD HAVE CAUSED THE ISSUE?

- Did the trouble begin shortly after you installed something/new piece of hardware/update a device driver?
- When did ... last work properly?
- If your computer was working satisfactory yesterday or the last time you were logged on but are now having trouble, try to identify everything that has changed recently.

### PROVIDE SPECIFIC ERROR MESSAGES/SCREEN SHOTS (IF CONSISTENT ERROR MESSAGE)

- If consistent, write down the exact error message that appears on the screen.
- Either write it down word for word, or take screen shot.
- Snipping Tool, or SnagIt.

### CHECK WINDOWS LOGS (EVENTVWR.MSC)

- Lets administrators and users view the event logs on a local or remote machine.
- It supports logging events, querying events, subscribing to events, archiving event logs, and managing event metadata.
- Reports minor start-up and processing errors.
- Uses event IDs to define the events that a Windows computer can encounter.

### INDICATE WHAT YOU EXPECT TO HAPPEN

- How does the expected outcome differ from what is currently happening?
- Helps to explain background of feature to the person who is doing the troubleshooting.

### DOCUMENT ANY TROUBLESHOOTING STEPS ALREADY PERFORMED

- E.g. rebooting, reinstalling.
- Can help save time, avoid repeating same processes.

## HAVE YOU TRIED?

Calling tech support does not have to stress you out. Before calling, take these steps so your time is spent efficiently, and you have the information that the support team will need.

	<p>DOCUMENT THE SOFTWARE VERSION YOU ARE CALLING ABOUT</p> <p>Different versions of software have different “known issue” lists and different required approaches to troubleshooting</p>
	<p>DOCUMENT HOW TO RECREATE THE PROBLEM (IF POSSIBLE)</p> <p>Replicate the problem – see if with your own eyes – grab a screen shot</p> <p>Document the specific set of actions that consistently cause the trouble to occur</p>
	<p>IDENTIFY WHETHER THE ISSUE IS GLOBAL OR INDIVIDUAL</p> <p>Ask other team members if they are experiencing the issue, or, if the steps you documented above cause the same error for them</p>
	<p>DOCUMENT RECENT CHANGES OR UPDATES</p> <p>Did the trouble begin shortly after you installed something/new piece of hardware/update a device driver?</p> <p>Did Windows updates recently run?</p> <p>When did it last work properly?</p>
	<p>PROVIDE SPECIFIC ERROR MESSAGES/SCREEN SHOTS</p> <p>Telling support you “get an error” does little to nothing to help them.</p> <p>Write down the exact error message, or better yet, grab a screen shot</p>
	<p>DOCUMENT ANY TROUBLESHOOTING STEPS ALREADY PERFORMED</p> <p>Have you rebooted your machine, reinstalled the software, run an update?</p>