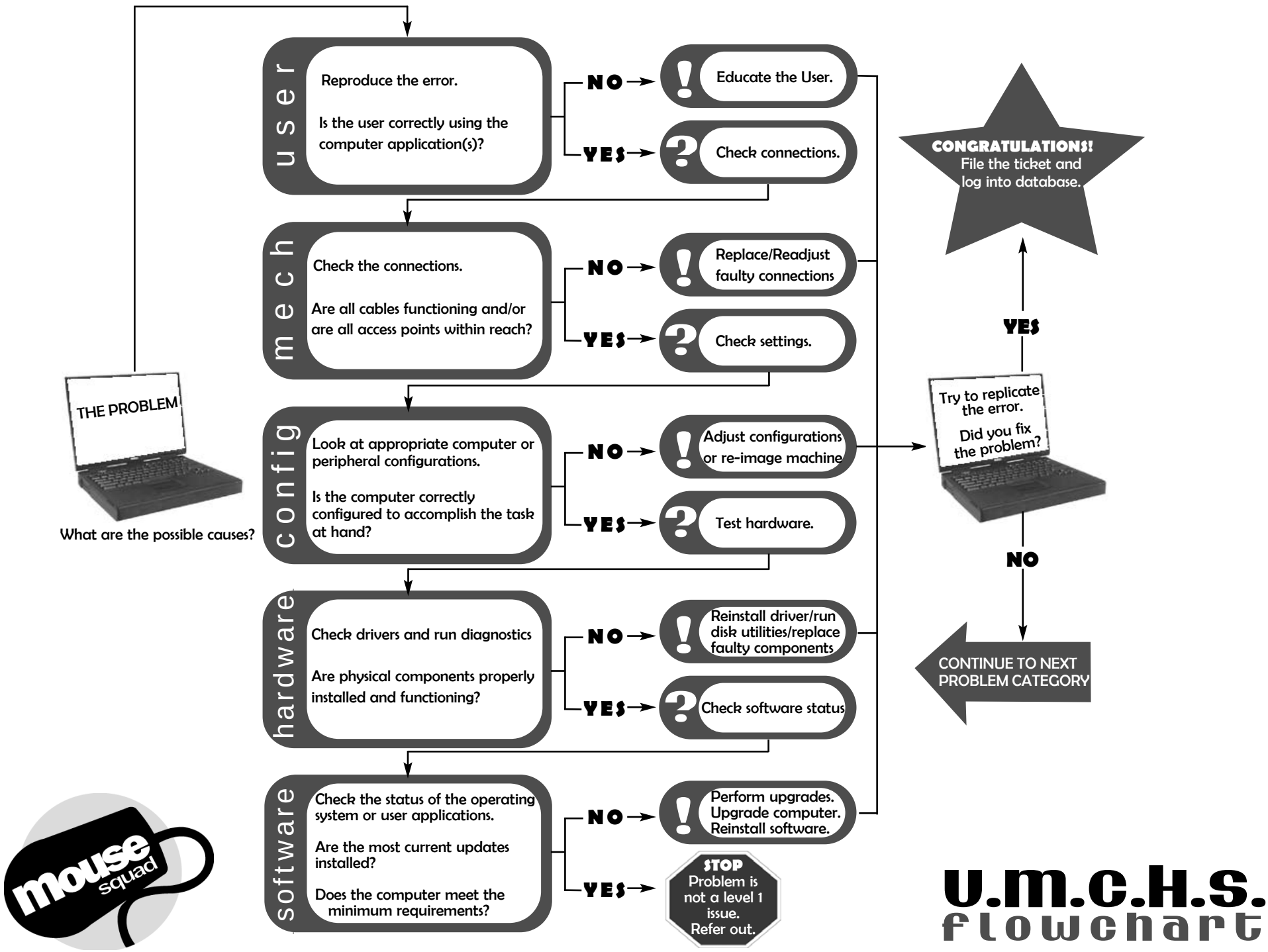
THE PROBLEM
What are the possible causes?
user
Reproduce the error.
Is the user correctly using the computer application(s)?
NO
Educate the User.
YES
Check connections.
mech
Check the connections.
Are all cables functioning and/or are all access points within reach?
NO
Replace/Readjust faulty connections
YES
Check settings.
config
Look at appropriate computer or peripheral configurations.
Is the computer correctly configured to accomplish the task at hand?
NO
Adjust configurations or re-image machine
YES
Test hardware.
hardware
Check drivers and run diagnostics
Are physical components properly installed and functioning?
NO
Reinstall driver/run disk utilities/replace faulty components
YES
Check software status
software
Check the status of the operating system or user applications.
Are the most current updates installed?
Does the computer meet the minimum requirements?
NO
Perform upgrades. Upgrade computer. Reinstall software.
YES
STOP
Problem is not a level 1 issue. Refer out.
Try to replicate the error.
Did you fix the problem?
YES
NO
CONGRATULATIONS!
File the ticket and log into database.
CONTINUE TO NEXT PROBLEM CATEGORY
mouse squad
U.M.C.H.S.
flowchart