TROUBLESHOOTING ESSENTIALS · COURSE TOOLKIT

One-Page Checklist and Seven-Step Reference Chart

> **Toolkit 1 of 10** · One-Page Checklist and Seven-Step Reference Chart · Adapted from Appendix A and §3.8 of Dr. Tahseen Al Doori's *Troubleshooting Essentials*, University Edition (2026).

How to use this sheet

Print this page and keep it beside you. When you are under pressure, work down the checklist line by line and tick each item as you complete it. Use the reference chart on the second half of the page to check what each step should produce before you move on. Start a fresh copy for every incident; file the completed copy with your problem log.

Part 1 — One-page troubleshooting checklist

Adapted from Appendix A of the book.

✓	STEP	NOTES
☐	Stay calm and ask: **what changed?**	
☐	Record the exact error message and code	
☐	Answer **What, When, Where, Who, Which, How**	
☐	Reproduce the problem, or start an occurrence log	
☐	Check **power**	
☐	Check **connections**	
☐	**Restart**: application, then device, then network equipment	
☐	Check **settings**, input selection, account and date/time	
☐	Check **storage, updates and resources**	
☐	List probable causes, simplest first	
☐	Test one theory at a time	
☐	Isolate: half-split, substitute, compare, remove and restore, roll back	
☐	Back up data and record settings before any fix	
☐	Apply one change, then test	
☐	Verify with the user; check nothing else broke	
☐	Find the root cause (5 Whys) and add prevention	
☐	Document symptom, cause, fix and result	
☐	Escalate if unsafe, beyond authority, or out of time	

Part 2 — Seven-step reference chart

Identify → Theory → Test → Plan → Implement → Verify → Document

Adapted from §3.8 of the book.

STEP	KEY QUESTION	OUTPUT BEFORE YOU MOVE ON
1 Identify the problem	What exactly is wrong?	A clear problem statement
2 Establish a theory of probable cause	What could cause this?	A ranked list of probable causes
3 Test the theory to determine the cause	Is this theory correct?	A confirmed or rejected cause
4 Establish a plan of action	How will it be fixed safely?	Steps, backup and rollback plan
5 Implement the solution or escalate	Was the plan applied carefully?	The change, or an escalation
6 Verify full system functionality	Does everything work now?	User confirmation; preventive measures
7 Document findings, actions and outcomes	What was learned?	A written record

The loop. If a theory is rejected in Step 3, return to Step 2 and test the next most likely cause. Continue until a cause is confirmed or the problem is escalated. **No fix is applied until a cause is confirmed.**

Part 3 — Quick reminders

FIVE QUICK WINS (IN ORDER)	ISOLATION TECHNIQUES	STOP AND ESCALATE WHEN
1 Power	Half-split	Safety is at risk
2 Connections	Substitution	Data may be lost
3 Restart	Comparison	Security is involved
4 Settings and input	Following the path (bottom-up, top-down, follow the flow)	The fix is beyond your authority or access
5 Updates, storage and resources	Remove and restore	The equipment is under warranty or contract
	Rollback	All theories are exhausted or an agreed time limit has passed
		Many users or critical business services are affected

> **Warning.** Back up data and record settings before any change. Never ask anyone for their password. Disconnect power before opening equipment, and never open power supplies or monitors.

Sources

- Dr. Tahseen Al Doori — *Troubleshooting Essentials*, University Edition (2026), Appendix A, §3.1–3.8, §5.1–5.5, §6.1–6.6, §13.1