TROUBLESHOOTING ESSENTIALS · COURSE TOOLKIT

Problem Log Template

> **Toolkit 3 of 10** · Problem Log Template · Adapted from Appendix B of Dr. Tahseen Al Doori's *Troubleshooting Essentials*, University Edition (2026), with a continuation sheet added for this course.

How to use this sheet

Open a problem log as soon as a problem is reported, and fill it in **as you work**, not afterwards. Every significant problem should be recorded with a consistent template; over time these records become a knowledge base in which recurring problems are spotted and solutions reused. Use the main log for the summary and the continuation sheet for the detailed record of each test and change. Never write passwords in a log.

Problem log

Fields as in Appendix B of the book.

FIELD	ENTRY
Reference number	
Date and time reported	
Reported by / contact	
Device, system and location	
Problem statement	
Exact error message	
Recent changes	
Theories tested and results	
Root cause	
Solution applied	
Verified by (user) and date	
Preventive measures	
Time spent / escalated to	

Continuation sheet — action record

Record every theory, test and change in order, with its result. This is what lets another person continue from where you stopped (Step 4 of a good handover).

#	DATE AND TIME	STEP (1–7)	THEORY OR ACTION	RESULT	NEXT DECISION
1					
2					
3					
4					
5					
6					
7					
8					

Before-change record

Complete before Step 5 for any change that could affect data or settings.

ITEM	ENTRY
Change to be made	
Data backed up (what, where, verified?)	
Original settings recorded (where)	
Rollback steps	
Approval obtained from (if the change affects others or costs money)	

Closure check

✓	BEFORE CLOSING
☐	The action that originally failed has been repeated successfully
☐	Related functions checked; nothing else broken
☐	The user has confirmed the system works for them
☐	Preventive measures considered and recorded
☐	Root cause recorded, or the reason it is unknown
☐	Log complete enough for a stranger to understand

Sources

- Dr. Tahseen Al Doori — *Troubleshooting Essentials*, University Edition (2026), Appendix B, §3.4–3.7, §13.3, §13.5