

# The 4 W's of Troubleshooting



## WHAT

- What exactly is the issue?
- What symptoms, error messages, or behaviors do you see?
- What has changed recently (updates, new devices, etc.)?

## WHEN

- When did the issue start (Now, Last Week, Always)?
- Is it intermittent or consistent?
- Has it happened before?

## WHERE

- Where is the problem occurring (specific device, location, certain software section)?
- Is it isolated to one user or affecting multiple users?

## WHO

- Who is experiencing the issue? (Caller, customer?)
- Does the user have proper permissions or access?
- Are others reporting the same issue?