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Troubleshooting is a systematic approach to repair failed products or process. Whenever we hear the word troubleshooting, the first thing that comes into our mind is computer troubleshooting. Today iPod troubleshooting, cell phone troubleshooting and camera troubleshooting are also familiar to everyone. Though lots of troubleshooting guides are available in the web, many are interested in going for Chat support and online support troubleshooting services.

Defining the problem is the first step of troubleshooting. To correct the problem, the troubleshooting expert should know details about the problem. In order to make him understand the details of the problem, what all steps you can take? Ask some basic questions to yourself like: -

What are the symptoms of the problem?

When does the problem occur?

How does the problem occur?

Under what conditions does the problem occur?

What are the after effects of the problem?

By answering these questions the troubleshooting expert can locate the trouble and solve it. To get a better picture about the problem, we should break each question into several micro questions and analyze it.

What are the symptoms of the problem?

Each device will show its own specific symptoms. If it is computer, then you will have software problem, hardware problem or operating system problem. And if it is an ipod, then you will have resolution problem, battery problem, headphone problem or connection problem.

If we subdivide questions related to symptoms of the problem, then we can ask,

When the problem started?

What is the error message, or error code showing on the screen?

How the problem started? If it is a computer, then the system will crash or hang. And if it is an ipod, then the system will freeze or doesnâ€™t respond.

What is the impact of the problem? Can we work on the device or it stopped responding in all manners.

When does the problem occur?

To determine the exact reason behind the problem, we have to dig into the problems origin. Though its not an easy step, determining the starting point will help us to finish the problem easily. For example, computers will have multiple operating systems and the problem with one operating system wonâ€™t affect other. In that case, we have to specify which operating system, which disk and

which drive is showing problems. We also have to specify where the problem occurs. Some of the following questions can give us minute details about the problem.

Is the problem is associated with one platform or multiple platforms?

How often does the problem happen?

Whether it is affecting only one application or other applications?

Whether the problem is permanent or repetitive?

What are the product specific errors?

By responding to questions like this you can easily frame incidences that led to the problem. It will simplify procedures related to the investigation of problem.

Under what conditions does the problem occur?

It is important to know when the problem occurs. Is it occurring while running one system or application, or is it occurring while using in a general way. By checking the different conditions related to which the problem is occurring, we can easily understand the main cause for the problem. To get a clear picture about the problem, we can analyze different situations contributing to the problem.

Can you use other applications, when there is problem?

Whether the problem is occurring when you are performing a task?

Does a sequence of incidents happen before the problem occur?

Can you reproduce the problem?

Problems with each and every device can be easily solved if appropriate troubleshooting measures are taken. Most of the companies give user manuals to get clear cut idea about the device, itâ€™s working and troubleshooting. If you canâ€™t fix problems by yourself, then ask for online troubleshooting agentâ€™s help.

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Annphilip - About Author:
Ann likes to write articles related to everyday activities. Recently she bought a new iPod and now she is not able to play music on it. She asked the help of a ipod troubleshooting agent and they fixed the problem. This article throws light into the world of troubleshooting.

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ipod troubleshooting, troubleshooting service, System troubleshooting

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