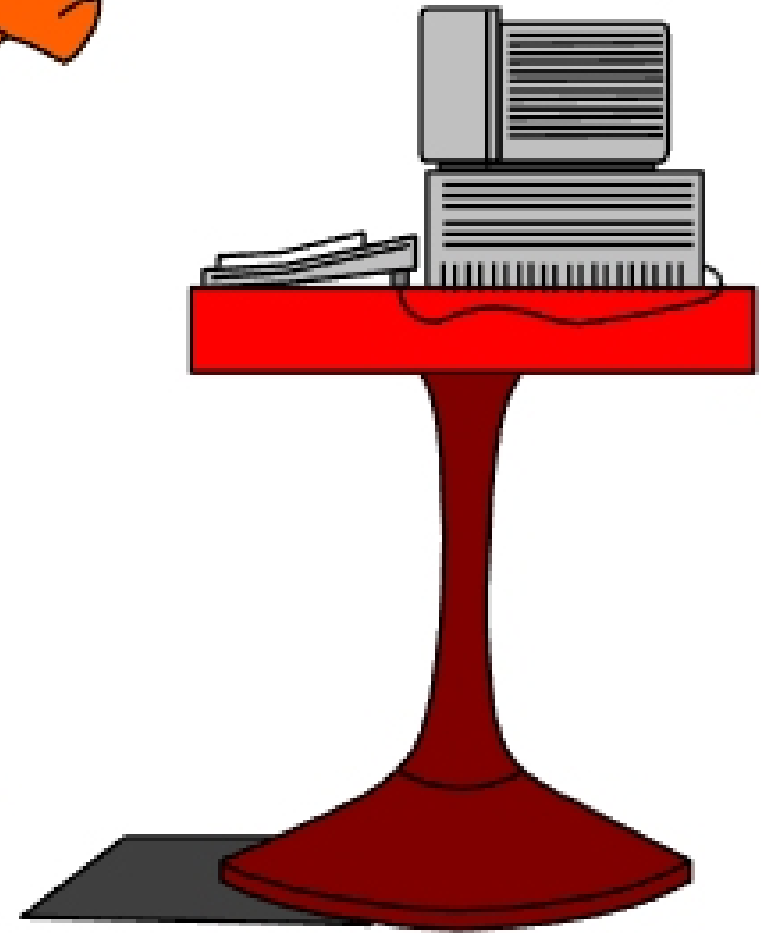


# Trouble Shooting

- It's Broken!





**The BEST approach**

# Troubleshooting Tips

- Did the user back anything up?
  - No: Oh Well...
  - Yes: Proceed with troubleshooting
- Isolating the problem
  - If it ain't broke don't fix it!
  - Communicate with the user
  - Is it hardware failure or improper use?
  - Is the problem local or regional?