

# Troubleshooting Tips & Tricks

What is the problem?

□ **This helps identify the severity of the issue and ground yourself back to what the original problem was.**

What is the error message? If there is one.

□ **If the software gives you an error message, believe it or not, that is most of the work done....if maybe half of your cases but it usually depends. That being said, always make sure there isn't some indication of an error when being told the issue. It goes really far. Some old printers from the 90's even gave error messages. They have been around forever for a reason! Use them!**

When did this start and how long has this been going on for?

□ **The timeline of events are very important to know. I once knew a place in my home town where lightning struck near their building and fried like 10 KDS (Kitchen Display System). They thankfully were honest and talked about how the storms hit them hard, but believe it or not, there are people/customers who will lie about how an issue started happening. Just always be vigilant and play troubleshooting like a detective!**

Is this happening with multiple people or multiple devices?

□ **Is grandpa unable to watch Hallmark again or is there something different about the one device with the issue? Always investigate to find out if the issue resides elsewhere as it can help you fix the problem much faster.**

What is your current theory for the cause of the problem?

□ **It is important to remember when creating your first theory to remind yourself if the issue is related to software or hardware, then go from there. Deducing hardware being an issue definitely takes more effort in time, but there are plenty of signs that can indicate to someone right away that they have a hardware issue.**

What do you suggest as the solution to this problem?

□ **There is no such thing as a dumb solution; but there are bandaid solutions. Temporary but actually end up being permanent.**

---

Revision #2

Created 2026-02-03 01:05:34 UTC by Caleb Brendel

Updated 2026-02-03 01:05:59 UTC by Caleb Brendel