Your presenter, Steve Litt

1979-1985
Repair stereos

1984-2002
Develop software

1992-present
Ruled out By Test 1

<table>
<thead>
<tr>
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<th>Test</th>
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<tr>
<td>4</td>
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Teach troubleshooting
It's not how smart you are, It's how you operate your brain.

*Peter Ph.D.*

Is it the wire, the switch, the software, the arp cache? I'll just replace the server!

*Donnie Dropout*

Me, I'd just run diagnostic tests to narrow it down to the root cause.
It's not how much you know, it's how you organize the knowledge.

Entity Relationships

Functional Layout of dnscache
Not including logging

Blue area: dns cache program and directory

/etc/resolv.conf
nameserver 192.168.100.2

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Q
Don't try to fix it
Just try to narrow it down.

Right

<table>
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Wrong

It's plain to see it's a virus!

Wrong

I've spent four days, tried everything I can think of, and it's still messed up!

Wrong

6/17: Replaced the thermostat and that didn't fix it.
6/19: Replaced the radiator and that didn't fix it.
6/22: Replaced the water pump and that didn't fix it.
6/25: Replaced the heater core and that didn't fix it.
6/28: Replaced the radiator hoses. That fixed it!

Boy I charged a lot of money!
Keep repeating:
“How can I narrow it down just one more time?”

Because if you don't...

Anxiety  Delay  Anger  Pressure
This is the foundation, Get the rest from Troubleshooters.Com.
Review

- It's how you operate your brain.
- It's how you organize your knowledge.
- Don't try to fix it, just try to narrow it down.
- How can I narrow it down one more time?
- Get the rest from Troubleshooters.Com
  - http://www.troubleshooters.com