



# Troubleshooting Worksheets

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To isolate problems in your internetwork, you must first compile all the relevant facts and then methodically address each suspect problem. The following troubleshooting worksheets can help you in this process. Use these worksheets as *guidelines* to assist you in developing your own worksheets—worksheets tailored to your own internetworking environment.

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**1** Symptoms reported:

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**2** Network topology map—attach separate sheet(s)

**3** Network protocols implemented:

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**4** Protocols routed:

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**5** Protocols bridged:

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**6** Points of contact to external networks:

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**7** Internetwork equipment (including network address, vendor, model, and function):

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**8** Suspect end system and internetwork nodes (including network address, vendor, model, and function):

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**9** Applications being used on the network (FTP, sendmail, NFS, NetWare, and so forth):

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**10** Symptoms and possible problems:

[illegible]

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Problem	Action Plan
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## Action Plan

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**12** Action outcomes:

[illegible]