Troubleshooting Methodology

Use this document to review the troubleshooting basics for HP LaserJet printers.

SYMPTOM

Specify the Symptom
The first phase in troubleshooting is to define the symptom.
- Make sure you understand the symptom *before* you try to understand the cause. Verify with the customer. Time spent correctly identifying the symptom will reduce the amount of rework, minimize the chance of troubleshooting the wrong cause, and help alleviate frustration.
- What indicates that there is an issue? Note any error messages, codes, or indicator lights.

Analyze the Symptom
Analyzing the symptom can help you break down and categorize general symptoms and then study the factors that will eventually provide a solution. Identify the characteristics of the symptom.
- When does the symptom occur?
- Is the symptom repeatable or intermittent?
- Does anything seem to make the symptom decrease or increase in frequency or magnitude?
- Have there been recent maintenance or changes in the location of the equipment?
- Has this symptom been documented?

CAUSE

Determine Possible Causes and Eliminate Unlikely Causes
Consider the information gathered and use it to narrow down the number of potential problems.
- List all possible causes of the symptom.
- Through the process of elimination, reduce the number of possible causes by applying knowledge of the product and how it is supposed to function. Use your resources.
- Judge the gathered information to ensure it is relevant to the problem.
- Some situations may require possible causes to be eliminated in a specific order.

Prioritize Probable Causes
Prioritize the remaining probable causes using the following criteria:
- Using the gathered information, determine which cause makes the most sense.
- Start with the most likely cause and progress to the least likely cause.
- Consider the amount of time it will take to debug a probable cause. If several possible causes are about equal in probability, first list the ones that are quickest to resolve.
- Determine the likelihood of the probable cause creating the symptom.

SOLUTION

Identify a Possible Solution
Using the prioritized probable causes to identify possible solutions.
- Use what you know about the product and available resources to identify solutions.
- Prior experience and documentation can assist in generating a solution.
- The information gathered previously will be useful in determining solutions.

Develop a Solution Path
Beginning with the most likely solution, develop a step-by-step process where only one variable changes, testing to see if the symptom disappears with each change.
- If several changes are made simultaneously, the actual change that solved the problem will remain unknown. By changing only one variable at a time, a specific solution to a given problem is identified.
- The solution path will help you solve the same problem if it occurs in the future.

Test and Verify the Solution
Analyze the results of the solution path to determine whether the problem has been resolved. Test to ensure that the problem has been completely solved.
- Verification can include power cycling the unit, attempting to recreate the customer's error, and any tests of the unit to prove functionality.

If the problem hasn't been resolved, return to the probable causes and debug the second most likely cause.
- The verification of the solution is an excellent time to educate the customer. Providing the customer with a few tips or techniques that could prevent the need for an additional call is a good way to end the process on a positive note.
- Reiterate the steps taken to resolve the issue with the customer. If the issue is the result of customer implementation of the equipment, politely recommend changes in the product's use or maintenance.

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