

The Launch Pad

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Subject: Tech Note 11/4/02

In the ongoing saga of service pack installation, I have located a site with a solid article on methodology for service pack deployment.
<http://www.labmice.net/ServicePacks/articles/deployssp.htm>.

Along those lines, it is important that whatever is done on a client site to a particular workstation or server be fully documented. We have had a few customer issues lately where fixing one problem causes another. Sometimes this is unavoidable given the nature of computers. However, there are a few steps you can take to make sure that we don't create a bigger problem than we started with and one that we are responsible on our own time for fixing.

- 1) Do a single step at a time, reboot if needed and test functionality before moving on to the next step. In other words don't remove a network protocol, change the video display settings and install a software program all at the same time.
- 2) Document, in writing, for you and for me later, each step in a troubleshooting process. Make sure you are completely clear about what you have done, for yourself and for someone else if they go on the customer site for additional troubleshooting.
- 3) Make sure you thoroughly research a problem whenever possible before you go on site. Bring documentation or needed patches and drivers with you. This is your responsibility as an expert to be prepared and knowledgeable before you get to the client site. Obviously, things will always come up on site and further research and investigation may be necessary. But make sure for things you know you are addressing, you have the tools and information beforehand.

Also, if you find a problem that was a particularly tricky fix or not well documented, document it in a step-by-step and send it to me. After all, victories should be shared. That way, I can include it in future tech notes and we can add it to our knowledgebase. Makes us all look smart. :)

Thanks.

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