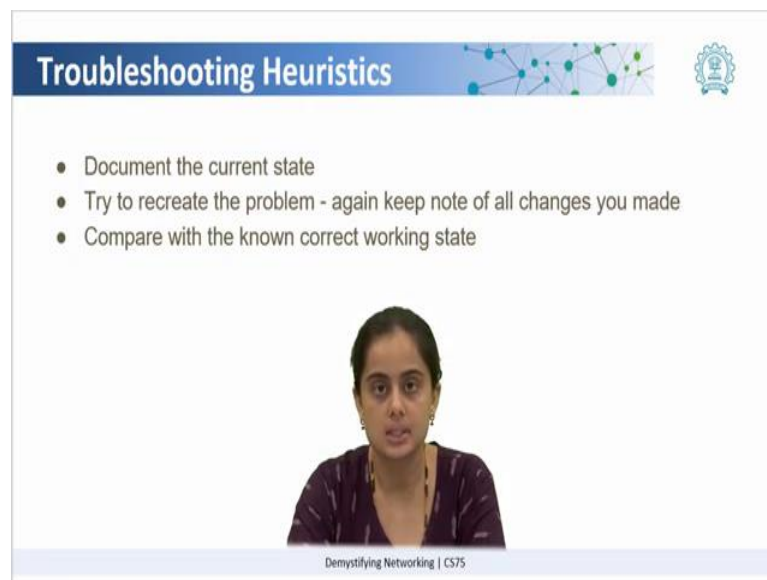


Demystifying networking
Department of Computer Science and Engineering
Indian Institute of Technology, Bombay

Lecture - 93
Troubleshooting Heuristics

Now, that we have seen what tools and commands can be used at different layers of computer network, it is time to see heuristics related to troubleshooting a computer network.

(Refer Slide Time: 00:09)



The slide features a blue header with the title "Troubleshooting Heuristics" and a network diagram icon. Below the header is a bulleted list of three heuristics. At the bottom of the slide, there is a video inset showing a woman speaking. The footer of the slide reads "Demystifying Networking | CS75".

- Document the current state
- Try to recreate the problem - again keep note of all changes you made
- Compare with the known correct working state

The first important thing to do is, document the current state that is take a note of what parts of the system are working, which parts are not working, how are the connections made, what access is given to different systems etcetera. After you do that try to recollect when was the system working correctly as desired and then try to see or recollect if any changes were made after which the system is showing an undesired behavior.

Now, try to compare this current undesired behavior of the system with the desired behavior of the system and try to narrow down which sub system might be reason for this undesired behavior.