





# Diagnostics Checklist

***Diagnostics Checklist***

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ Phone number: \_\_\_\_\_

Service tag (bar code on the back of the computer): \_\_\_\_\_

Express Service Code: \_\_\_\_\_

Return Material Authorization Number (if provided by support technician): \_\_\_\_\_

Operating system and version: \_\_\_\_\_

Peripherals: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Expansion cards: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you connected to a network?  yes  no

Network, version, and network card: \_\_\_\_\_

Programs and versions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

See your operating system documentation to determine the contents of the system's start-up files. If the computer is connected to a printer, print each file. Otherwise, record the contents of each file before calling Cisco.

Error message, beep code, or diagnostic code: \_\_\_\_\_

Description of problem and troubleshooting procedures you performed: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

