

Troubleshooting Page Format

[Troubleshooting: <Issue Name or Error>]

Summary

Description of the problem and when it occurs.

Symptoms

- Bullet points describing the issue.
- Error messages, behavior, or logs.

Affected Systems / Roles

- List of systems, apps, or user types impacted.

Root Cause (if known)

Brief explanation of the technical cause or contributing factors.

Resolution Steps

Step 1: [First troubleshooting action]

Describe what to do. Include options based on different conditions if needed.

Step 2: [Next action]

Continue until resolution is reached.

Escalation / Support

- If unresolved, contact [Team Name or Contact Person].
- Link to support form or ticket system.

Related Articles

- [Similar KBs or solutions]

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