TechRepublic's Application Troubleshooting Decision Tree

"My application isn't working right."

Tell user to close application and reopen it.

Is problem solved? → **Yes**

Probable solution: The application didn't load into memory properly.

No

Reboot the machine.

Is problem solved? → **Yes**

Probable solution: Application didn't completely end during previous step.

No

Reconfigure application preferences related to problem.

Is problem solved? → **Yes**

Probable solution: Fixed corrupt Registry information by overwriting the bad data.

No

Check, if possible, the software company's support page for known issues or fixes.

Is problem solved? → **Yes**

Probable solution: Issue or fix was found that resolves problem.

No

Reinstall over existing application, or run repair utility for application.

Is problem solved? → **Yes**

Probable solution: A corrupt .dll or .exe file was replaced.

No

Uninstall and reinstall application.

Is problem solved? → **Yes**

Probable solution: Uninstall pulled everything out of the Registry, and reinstall rewrote new .dll and .exe files.

No

Call software company's support department and explain problem.

Is problem solved? → **Yes**

Probable solution: Patches, latest service packs, or incompatabilities with other applications are discovered. Software company's support staff provides solution.

No

Consider reimaging the machine if the application is critical.

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