



## DESIGN X TECHNOLOGY

# Simple Problem Solving & Troubleshooting Checklist

### ☐ Identify the Problem Clearly

- ie. is the issue software (CAD) related, Hardware (Laptop, server, network) related, Design Related, etc..
- Write Down the symptoms/causes (Error messages, xref path missing, scales not correct)

### ☐ Break the Problem Down

- What are the possible Causes:
  - Missing xrefs could result from renamed files or upper level folders being moved/edited
- Check any Diagnostic tools related to the issue and make notes (AutoCAD reference manager, Internet connection test, hardware testing, etc..)

### ☐ Brainstorm Solutions

- List possible fixes, prioritizing most likely/ease of fix.
  - ie. Repair/update xref paths, restore the original file names
  - connect to a different wifi/network to test
- Reach out to Forums (CAD Support [cadintensions.com/cadsupport](https://cadintensions.com/cadsupport)), reddit, and the Autodesk knowledge network for potential fixes!

### ☐ Test Solutions Incrementally

- Test and apply one solution at a time to assess it's impact on the issue
  - This applies to drawing cleanup as well, removing potential problem objects or references one at a time.
- **Important:** Create a backup or save copy of your file to go back to just in case

### ☐ Document the Process

- Record each potential solution and it's results
- document the process to repair or fix the problem.
- share and present your findings/insights with your team or simply save them for future reference

Keeping notes is an important part of the process.

This lets us learn from our issues and solutions but also provides a great reference point for future Career discussions.

Being able to point to problems you've solved throughout the year is a great starting point when discussing performance, potential promotions, and raises/bonuses!

