

Enterprise Firewall Hardware Troubleshooting Template

1. Device Information

Device Model/Type:

Serial Number:

Firmware/OS Version:

Location:

IP Address:

2. Issue Overview

Reported Issue Description:

Date & Time Reported:

Reported By:

Ticket/Case Number:

3. Initial Checks

Check	Status	Remarks
Device Power	<input type="text"/>	<input type="text"/>
Cable Connections	<input type="text"/>	<input type="text"/>
LED/Indicator Status	<input type="text"/>	<input type="text"/>
Fan/Temperature	<input type="text"/>	<input type="text"/>

Module/Port Health		
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4. Troubleshooting Steps

Step	Action Taken	Result/Findings
1		
2		
3		

Additional Notes:

5. Resolution / Escalation

Issue Resolved?

Select

Resolution Steps / Escalation Details:

6. Engineer Details

Name:

Date:

Signature: