

# Module 4: Technical Support and Problem Solving

**Objective:** Equip staff with the necessary skills and knowledge to effectively troubleshoot and resolve technical issues Within Truehost Support Department.

# Common Technical Issues

## 1. Domain and DNS Issues

- Common Problems: Domain registration issues, DNS propagation delays, incorrect DNS settings.
- Resolution Techniques: Verifying domain status, checking DNS records, and using tools like:

WHOIS and DNS lookup tools to diagnose and correct issues

<https://whois.com/>

- <https://dnschecker.org/>
- <https://intodns.com/>
- <https://dnssec-debugger.verisignlabs.com/>

# Common Technical Issues..continued.

## 2. SSL Certificate Installation and Troubleshooting

- Common Problems: SSL certificate errors, installation failures, mixed content warnings.
- Resolution Techniques: Verifying certificate details using tools such as :
  - To decode CSR: <https://www.sslshopper.com/csr-decoder.html>
  - To confirm installation: <https://www.sslshopper.com/ssl-checker.html>

# Common Technical Issues..continued.

## 3. Email Hosting and Configuration Problems

- Common Problems: Email delivery failures, incorrect email client configurations, spam filtering issues and others.
- Resolution Techniques: Checking MX records, SMTP settings, and ensuring proper email authentication methods (SPF, DKIM, DMARC) are in place.
- Tools: <https://mxtoolbox.com/> and other tools as needed.

# Common Technical Issues..continued.

## **4. Cloud/VPS and Dedicated Server Management**

- Common Problems: Server downtime, resource allocation issues, security vulnerabilities.
- Resolution Techniques: Monitoring server health, optimizing resource allocation, performing regular security audits, and applying necessary updates and patches.
- Guide clients as needed.

# Problem-Solving Framework

## **1. Identifying the Problem**

- Steps: Gather information from the customer, ask clarifying questions, and replicate the issue if possible. Use diagnostic tools and logs to collect relevant data.

## **2. Diagnosing the Root Cause**

- Steps: Analyze the gathered data to identify the underlying cause. This may involve reviewing server configurations, checking for recent changes, or isolating specific issues.

# Problem-Solving Framework

## **3. Implementing Solutions and Follow-Up**

- Steps: Develop and execute a plan to resolve the issue. Communicate clearly with the customer about the steps taken and ensure they understand the solution. Follow up to confirm that the problem has been fully resolved and provide additional support if needed.

# Core Values Integration

## 1. Growth Mindset

- ***Embracing Challenges***: View technical issues as opportunities to learn and grow. Be encouraged for continuous learning and training to stay updated on the latest technologies and industry best practices.
- ***Learning from Issues***: Analyze recurring problems to identify areas for improvement in processes, documentation, or training and recommend them to supervisor or team trainer.

# Core Values Integration

## 2. Innovation

- ***Utilizing New Tools and Technologies:*** Encourage the use of advanced diagnostic tools and software to enhance problem-solving capabilities. Stay informed about new developments in the industry to adopt innovative solutions that can improve service delivery.
- ***Continuous Improvement:*** Fosters a culture of innovation by encouraging staff to propose new ideas and solutions for common technical challenges.

# Conclusion.

- This module aims to build a solid foundation in technical support and problem-solving, ensuring that staff can efficiently address a wide range of technical issues.
- By integrating core values like Growth Mindset and Innovation, the team can continuously improve and adapt to evolving customer needs and technological advancements.