

## What information do you need to diagnose my computer problem?



The more information you can provide to the Technology Help Desk to assist in troubleshooting your problems the better. The following information is key to resolving your problem quickly and efficiently.

- Version numbers for all involved software (operating system, browser, applications)
- Hardware add-ons installed (audio, video, accessibility devices)
- What you were attempting to do when the problem occurred
- Whether you have been able to reproduce the problem

There are fields to provide this information in the Technology Help Desk [KBOX](#) trouble ticket system.

### Related Topics

**Source URL:** <http://www2.humboldt.edu/its/node/1271>