Appendix C: Customer Feedback Case C

Prior to use of Tools:

The process for Troubleshooting was…

1. An event would happen during a test that was random and so did not turn on logging at rate that would have been useful to diagnose the issue.
2. Would then try to set up the same conditions that caused the issue, but this time with logging rate turn on.
3. Test would run and would hope that the event occurred again, many times it would not.
4. If the event occurred, then would process the data from the format taken into format that could view in efficient program to view it. This would take 1 hour of concentrated effort.
5. Process and review the file for the event symptoms to see what can learn about the event and what the root cause was.

With the use of Tools:

The Tools allow a significant historical log to be captured and to be always present.

1. An event would happen during a test that was random. But because the log is always present was able to have the details of what happened during this event.
2. Detailed log was exported to file in 5 seconds (8 hours of history)
3. Event file processed and reviewed in under 10 seconds from when event happened.

Key improvements from Tool:

1. Being able to capture the event the first time it occurred <u>drastically reduces troubleshooting time and increases accuracy</u> of diagnosis.
2. Being able to access this <u>log in under 10 seconds, when previously took 1 hour before</u> is a game changer. It is like how often you would do a Google Search if it took 1 hour? Not very often. The tools allow actual use and have minimal time cost to answer all kinds of questions as they come up.