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Version 1.0.1

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troubleshooting and the *Universal Troubleshooting Process*.

The Mental Model

- Diagram of the system
 - Often a block diagram
- It's how you organize your knowledge
- Shows what diagnostic tests rule out
- On paper or in your head
- Necessary for Divide and Conquer

Constructing Your Own Mental Model

- A MUST in the 2020's
- Because vendors don't supply block diagrams anymore
- Because of complexity and lack of information.
- Partially inaccurate Mental Model better than no Mental Model.
- A Mental Model tells you at a glance what you ruled out.
- And what to rule out next.