

**Before you do anything get a complete update from the NOC or help desk on what's happening, who's impacted, and try to narrow it down to location or application-pool.**

1. \_\_\_ Is there an outage with one of the service providers [Internet and telecom providers have outages too]?
2. \_\_\_ Are there any alarms or alerts in your email from equipment?
3. \_\_\_ What alerts has the NOC been seeing on their monitors?
4. \_\_\_ Is the issue due to a hardware failure? Is there a dependency offline? License expired or 3rd party vendor issue.
5. \_\_\_ Is there network congestion caused by backups running or something similar?
6. \_\_\_ Are backups trashing storage and using up all your IOPs?
7. \_\_\_ Is your ESXi host maxed because too many VMs are sucking up all the memory and CPU?
8. \_\_\_ Is something else going on that is causing performance issues?
9. \_\_\_ Are there any alerts or warnings showing up in vCenter?
10. \_\_\_ How does the performance chart look on memory, CPU, storage latency or network?
11. \_\_\_ Do you see anything else going on in vCenter that could be causing VM performance issue?
12. \_\_\_ Did you notice any latency when logging into the server?
13. \_\_\_ Maybe the log in failed and the server is frozen and needs to be rebooted?
14. \_\_\_ After logging in how's the VM performance? Check perfmon or run top.
15. \_\_\_ Are there any services stopped that need to be restarted, IIS or Apache?
16. \_\_\_ Is there a resource issue like memory, CPU or storage space?
17. \_\_\_ If all looks good can you ping the gateway?
18. \_\_\_ Is storage latency too high?
19. \_\_\_ Is antivirus scanning or backups running?
20. \_\_\_ Did you check the logs for errors?
21. \_\_\_ Is the DB blocking or locking?
22. \_\_\_ Is SQL service running?
23. \_\_\_ Has a gigantic report been running for hours and taking up all the resources?
24. \_\_\_ Is the application hanging?
25. \_\_\_ Was there a code update pushed recently?
26. \_\_\_ Did a developer make a unapproved change?
27. \_\_\_ Was the system hacked?