

Troubleshooting tips should have consistent content. The following guidelines can help you create a troubleshooting tip.

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Creating your Troubleshooting Page

Type the name of your troubleshooting topic into the **search** box. Use the following syntax:

<product name> Troubleshooting

For example, "Cisco Unity Express Troubleshooting"


If the page does not exist, you will be prompted to create a page. Copy the source code at [Template:Simple Troubleshooting Template](#) to your new page to develop your content.

 **Note:** This template contains details that might not be applicable to your troubleshooting information. Please edit at your discretion.

Topology

The topology that you upload should be a JPEG or GIF file. Many tools provide icons for topologies. Cisco also provides icons at the [Marketing Library](#).

Configuration Output

 **Caution:** Make sure that you scrub the IP addresses, domain names, and any other sensitive information. Examples of clean content are shown at [DocWiki:No Proprietary Information](#).

Examples should use preformatted text. Put your example in the following format:

```
<pre>Your configuration output text</pre>
```

Categories

Categories for Troubleshooting differ slightly from a regular article. For the most part, the paths for the categories are the same as for Cisco Products (see [DocWiki:Categories](#)). An additional layer of categories is placed right above the article so that troubleshooting information can be grouped together.

