# Root cause

«Servicedesk» tab-> Reports-> Reports Select the root cause report .
If a user experiences problems with accounting systems, while the root cause is in a network component. How do you get an overview of which components are causing trouble and what you should replace?
Use the root cause report in More Service. The report shows service objects and root cause objects per case.

Rapportdata

| Saks. nr | Emne | Tjenesteobjekt | Rotårsak |
|---|---|---|---|
| 279 | Agresso feil | Regnskapssystem | Visma , APPX01 |
| 278 | treghet i citrix??!?! | E-post | MS Outlook, HP Laserjet 31 |
| 276 | Kommer ikke inn i Agresso | Regnskapssystem | APPX01 |
| 275 | Oppdatering av server | Skolesystemer | APPX01 |
| 271 | Skriver virker ikke | Lokal printer | Canon C5051i |