

CSD TROUBLESHOOTING TIPS

Printer/UDrive Doesn't work! Can't Find Tree! Password Wrong! Network Log In

N Are you logged in to the network using the appropriate username and password? Some functions (printing, UDRIVES, etc.) won't work if you haven't logged in properly. If you canceled out of the log in box, you aren't logged on to the network. To log in without restarting just right click on the red N (lower right taskbar) & go to NetWare Login. If you can't log in, check the network cable between the computer and the wall. If all else fails try restarting.

Blank Screen

When & Why ... The screen is blank. Listen first. If you can't hear the computer running, check the computer's power.

Step 1 ... Check to see whether the monitor is on.

Step 2 ... Make sure the monitor is plugged into the back of the computer.

Step 3... Turn the monitor off and then back on.



Frozen Screen

When & Why ... Often, this happens when the computer tries to do too many things at once.

Step 1 ... Press Ctrl + Alt + Del (all three keys at the same time) to bring up the Task List. Select any program that says

"Not Responding" and click the End Task button. Repeat this until all tasks are ended or the computer responds.

Step 2 ... Check to see that the keyboard is properly connected to the computer. Unfortunately, you will have to shut down and reboot before continuing your work if the keyboard is not connected properly.

Step 3 ... If all else fails, turn the power off. Wait a couple of minutes before turning the computer back on.

Warning ... You will probably lose any unsaved work if you restart by turning the power off.



Can't Access Internet

When & Why... Could be one of several problems...

1. Make sure your IP Settings are correct. Right Click My Network Places—Properties Then Right Click Local Area Connection—Properties—Scroll Down to Internet Protocol, highlight and click on properties again on the General Tab and highlight Internet Protocol.

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

Obtain an IP address automatically
 Use the following IP address:

IP address:	10 . 5 . 1 . 56
Subnet mask:	255 . 0 . 0 . 0
Default gateway:	10 . 0 . 0 . 2

Obtain DNS server address automatically
 Use the following DNS server addresses:

Preferred DNS server:	10 . 1 . 1 . 2
Alternate DNS server:	150 . 199 . 101 . 1

Make sure your IP config is setup...

2. Make sure your firewall is disabled

by going to Start-Control Panel-Security Center.

WIRELESS Can't login? Start by logging in workstation only. Different locations require different configurations. The following locations require a Wireless IP address to connect; CMS, Field, Central all other locations you can set to automatically obtain or DHCP (Dynamic Host Configuration Protocol). To view your Wireless Network Config go to Start – Connect to – Show All Connections– Right Click on Wireless Network Connection – Properties – Scroll down to Internet Protocol Highlight and Click Properties.

Printer Problems

When & Why... If your printer is not printing correctly, turn the printer off and then turn the computer off. Wait 15 seconds, turn the printer on and then turn the computer on.

If nothing prints after doing this, your print jobs are "paused". You need to "un-pause" them. To do this on a Windows XP computer, follow these steps:

- Click Start, then click Settings, then click Printers
- Double click the desired printer icon
- In the window that opens, click on the item named Printer on the menu bar. There should not be a check mark in front of Pause Printing. If there is, click Pause Printing and the check mark will go away and your job (s) will start to print. Then cancel all print jobs.

Access Denied

When & Why ... When you try to copy a document or do something else while it is open, you may be told that access is denied. Generally, only one copy of a document can be open at a time.

Step 1 ... Check the taskbar and Window menu to see what program are open.

Diskette

The system will not start with a disk in Drive A: Remove it & press the space-bar.

Power Cables

Check power cables to the machine and the wall or power strip.

No Power When & Why

Blank screen, no sounds. If you try to turn the computer on and nothing happens, it could be a problem with the computer's power.

Step 1 ... Check to see that the computer and monitor are plugged in.

Step 2 ... If you are using a power strip, make sure it's on, then plug the computer directly into an outlet instead if things still don't work.

Step 3... Plug the computer into a different outlet. There could be a blown circuit.



Power School Problems

I keep getting security pop ups, Help!! Open Internet Explorer and go to Tools, Internet Options. Select the "Security" Tab and then click on the "Custom Level" button. Scroll down until you see the option: "Display mixed content". Select "Enable". Click Ok. Then you will get a "Security Warning" pop-up. Click Yes.

In Firefox just click To correct this error just select Accept this certificate permanently or create an exception.