

# Troubleshooting Boot up Problems

## Scenario 1: You don't see anything on the screen at all

#	DESCRIPTION	NOTES
1	Check that both ends of the monitor's power cord are plugged in tightly.	
2	Check that both ends of the power cord are plugged in tightly.	
3	Is the surge protector plugged into the wall? Are there lights on the surge protector?	
4	Press the power button on the CPU. Which lights, if any, are lit up on the front of the tower? What color are they?	
5	Press the power button on the monitor. Does the monitor's power button light up? What color is it?	
6	If you see power lights on the monitor and the tower, but nothing on the screen, make sure the brightness and contrast on the monitor aren't set to zero. Usually they should both be set between 70 and 90. The monitor controls are different for each model, but they're usually found near the bottom of the monitor. Consult the monitor's manual for more information.	
7	If you still don't see anything on the screen, contact tech support.	

## Scenario 2: You see some boot up messages, but the computer doesn't make it to the logon screen. See notes and call Tech support where directed to.

#	DESCRIPTION	NOTES
1	Turn the computer off, let it sit for 30 seconds, and turn it back on.	
2	If you still can't logon, make sure you've removed all CD's, DVD's, floppy disks or USB drives. Reboot.	
3	If you're comfortable accessing the BIOS, get into the BIOS and make sure that the hard drive is set as the first boot device. Exit saving changes.	Contact Tech Support
4	If your machine runs Windows and you're familiar with last known good configuration or restore points, press F8 to access the menu. Reboot.	
5	What was the end user doing before the computer began malfunctioning?	Information needed when contacting Tech support.
6	Has anyone added new hardware or software to this machine recently?	Information needed when contacting Tech support.
7	Where does the machine stop? Does it freeze, turn off or reboot? Does it show any error messages? Write all of this information down.	Information needed when contacting Tech support.
8	Contact tech support	For number 5 to 7

# Software Troubleshooting Steps

#	DESCRIPTION	NOTES
1	Close all open programs and dialog windows.	
2	Restart the program and try to recreate the problem.	
3	If the problem recurs, turn off the computer, let it rest for ten seconds and turn it on again.	
4	Log on and try to recreate the problem.	
5	If the problem recurs, did you change any configuration settings recently? If so, reverse the changes.	
6	Did you install new hardware or software recently? Uninstall and try to recreate the problem.	
7	If the problem recurs, record the exact sequence of actions and clicks that generated the unexpected results. Also describe in detail how the program reacted and why that reaction was abnormal or undesirable.	Information needed when contacting Tech support.
8	Finally, write down word for word the text of any error messages that you see.	Information needed when contacting Tech support.
9	Also write down the name of the computer that's experiencing the problem. On most Windows machines, go to Start → Run, and type in sysdm.cpl. Click on the Computer Name tab. Right down the full name of the computer.	Information needed when contacting Tech support.
10	Contact tech support.	For number 7 to 9

# Internet Connectivity Troubleshooting Steps

#	DESCRIPTION	NOTES
1	If you feel it's appropriate, ask the end user what Web site they're having trouble getting to and write it down.	
2	Click the refresh button on the Web browser toolbar.	
3	Try to visit at least two other Web sites. For example, if you can't reach the library catalog, go to <a href="http://www.cnn.com">http://www.cnn.com</a> , and <a href="http://www.abcnews.com">http://www.abcnews.com</a> . Can you reach any of these sites?	
4	Are the computers nearby reaching the Internet? If not, you can skip steps 5 through 9.	
5	Close all the open Web browser windows and relaunch the Web browser. Try to reach one or two different Web sites.	
6	Reboot the computer. Log on and try to reach one or two different Web sites.	
7	Check the network cable (aka Ethernet cable) on the back of the computer. Make sure it's plugged securely into the back of the computer and the network jack on the floor or the wall. Try reaching the Internet again.	
8	If you're still having trouble, use a different network cable, preferably one from a computer with a working Internet connection. If your Internet connection works again, you should replace the defective network cable.	Information needed when contacting Tech support.
9	If you're still having trouble, check to see if there's a green light on the back of the computer where the network cable plugs in.	
10	If you know how to use the ping utility, open a command prompt and see if you can ping the loopback address (127.0.0.1), the default gateway and an address outside your local network (e.g. 4.2.2.2).	Information needed when contacting Tech support.
11	Write down the name of the computer that's having trouble. If you know how to find the computer's IP address, write that down as well.	Information needed when contacting Tech support.
12	Call tech support.	For number 8, 10 and 11

# Troubleshooting Problems with a Network Printer

#	DESCRIPTION	NOTES
1	Reboot the computer. If there's a print job stuck in the local print queue, this usually clears the problem. Log on again and try to print a test page from Microsoft Word.	
2	If you're still having a problem printing, open a Web browser and try to access one or two different Web pages. If you can't access them, you probably have an Internet connection problem rather than a printer problem.	
3	Try printing to the same networked printer from another computer. If you succeed in printing from another PC, the problem is local to the first machine and you should skip to step 10.	
4	Make sure the printer is plugged in and check that the lights are on.	
5	Check the paper trays and make sure there's paper.	
6	Check for paper jams. If you find one, turn off the printer and slowly, carefully pull out the paper.	
7	Many printers have an online/offline button. Make sure the display indicates that the printer is online.	
8	Many printers have a resume button that you have to press after a problem or interruption.	
9	Many printers have a resume button that you have to press after a problem or interruption.	
10	If you're still having trouble, turn the printer off and on again.	
11	If the problem is only happening on one computer, try printing from another program.	
12	If you have authorization, go to Start → Settings → Printers. Make sure that the network printer you're trying to print to is listed and set as default. If you don't know the name of the network printer, you can often find a label on the printer itself. If you're still not sure, write down the name of the default printer so you can tell tech support.	
13	Double-click on the icon corresponding to the printer you're trying to print to. Delete any stalled print jobs. Also, make sure the printer itself isn't paused.	
14	If you're still experiencing a problem, call tech support.	