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BASIC
TROUBLESHOOTING

TIPS:

Steps to Take before Calling IT Help
Weld RE 5J School District

1. A software program stops working, will not open, or will not close.

Step 1: Simultaneously press the **CTRL, ALT & Delete** buttons on your keyboard.

Step 2: **In Windows XP**, click on the **Task Manager** or **Task List** button and select the program that is "not responding."

Step 3: Click on **End Task** when a new screen option comes up.

Step 4: Click on **End Task a second time, if necessary.**

Step 5: An extra step that also helps in **Windows XP** is to repeat step 1 and go back to the Task Manager and click the **Processes** tab.

Step 6: Processes can be displayed alphabetically by clicking the "**Image Name**" column heading.

Step 7: Select the process with the name of the program (or abbreviation) that is not opening or closing properly. Click the "End Process" button.

Step 8: If none of these steps work, or if your computer locks up or freezes, you may need to hold the computer's Power button in for 5-10 seconds until it shuts off completely. Then, press the Power button again to boot the machine. Normally, this fixes the problem.

2. Your computer has no sound, CDs won't play sound, or volume is too low.

Step 1: Single click the little speaker icon in the bottom right corner of your screen (known as the "system tray").

Step 2: Increase the volume level by holding down your left mouse button and sliding the volume level up.

Step 3: Increase the volume level on your computer through the monitor volume (either on the side or the front of the monitor).

Step 4: Double-click on the little speaker icon in the bottom right corner of your screen and make sure that the volume for WAV is turned up.

Step 5: Make sure that none of the Mute boxes (such as Master or Compact Disc) have a check in them.

3. You cannot print to your printer.

Step 1: Make sure your printer power or green light is on.

Step 2: Make sure that paper is in the printer.

Step 3: See that there is not a paper jam. If there is, open the front of the printer and carefully guide the paper through. Then close the printer lid and try printing again.

Step 4: Click on **Start**. Then click on **Control Panel**

Step 5: Double-click on Printers

Step 6: Right-click on the printer that you want to print to.

Step 7: Choose "Set As Default", close Control Panel windows and then try printing again.

Step 8: Make sure that the paper is pushed as far as it will go into the printer.

Step 9: Turn the printer off for 30 seconds then back on.

4. You cannot stop printing pages.

Step 1: Click on **Start**.

Step 2: Click on **Control Panel**.

Step 3: Double-click on **Printers**.

Step 4: Double-click on the icon of the printer you are using.

Step 5: Go to the **File** menu, pull it down and choose "Cancel All Documents"

5. Your program (or computer) has "performed an illegal operation and will be shut down."

Step 1: Click the X in the top right corner of the message.

Step 2: Try running the program again.

Step 3: If the program does not come on properly, go to **Start→Shut Down→Restart**. (on some HP computers and Laptops, you will need to hold the Power button in for 5-10 seconds). Then, turn it on again.

Step 4: When your computer boots up again, log in and try the program again.

6. While typing a Word document, you receive the error message "You have performed an illegal operation" and your document has to be shut down. To see if the document can still be recovered:

Step 1: Double-click on **My Computer**.

Step 2: Double-click on **"C"** drive.

Step 3: Double-click on the **Windows** folder.

Step 4: Double-click on **Temp** folder.

Step 5: Search for the name of the document you were working on.

Step 6: Right-click on that document (if you find it) and choose "Send To".

Step 7: Send To your desktop (where you can find it easily).

Step 8: Double-click on the document to open it.

7. Your monitor is black or not showing a picture

Step 1: Start by checking the monitor is on by pressing the power button on the front. It is comes on for a second then shuts back off the monitor needs to be replaced and you must call IT support.

Step 2: If the monitor does not do anything after pressing the power button check to make sure it has power by looking in the back to see if 2 cables are going to it. One goes to the computer tower and the other goes to an outlet or powerstrip

8. When starting your computer, you see the error message: "Invalid system disk. Replace the disk, and then press any key."

Step 1: Check your floppy disk drive.

Step 2: If there is a floppy disk still in the drive, remove it.

Step 3: Press any key to continue.

Step 4: You may need to power off and restart, or press the reset button on the front of your computer.

9. Your computer goes into Safe Mode or it starts up in Safe Mode.

Step 1: Click OK and bring up your system in Safe Mode.

Step 2: Click Start→Shut down→Restart.

Step 3: It should come up in its normal mode.

If it still starts in "Safe Mode," report the problem to your building tech contact.

10. Your monitor says "Check Signal Cable."

Step 1: Check to make sure your computer is **on** and that the power button is pushed all the way in and not stuck.

Step 2: Check the monitor cable to see if it is plugged into the back of the computer.

11. You have no sound coming out of your computer.

Step 1: Check to see if one end of your speaker cord is plugged into the back of the speakers.

Step 2: Make sure that the other end of your speaker wire is plugged into the green headphone hole (jack) in the back of the computer.

If these steps do not improve the problem, other options include:

Step 1: Click on the speaker icon in the bottom right corner of your screen. See that the volume is turned up at least halfway. If it isn't, then slide it up.

12. You cannot connect to the Internet.

Step 1: Make sure that the blue or gray Ethernet cable (which looks like a fat phone cable) is tightly plugged into the back of your computer, and is also plugged into the wall jack.

Step 2: Make sure that if your computer is at school, that it is plugged into a Network jack and not simply a phone jack. Network jacks are often blue or orange, while phone jacks are normally gray. If it says **V-##** on the jack, it is for telephone only.

Step 3: If your Ethernet cable was not connected properly, after any changes you make, restart your computer.

13. How do I delete my csg file to reset gradebook

Step 1: Click on start and select Search.

Step 2: Click on All Files and Folders

Step 3: In the search box type csg

Step 4: After a few minutes it will come up with the csg files on the computer.

Step 5: Highlight the csg files and press the delete button on the keyboard.

Step 6: Next time you open gradebook it will load your data from the server, it may take extra time to load.

14. You tried to make a program shortcut on your desktop, but the shortcut was put into the Program Menu instead. Now there are two icons for the same program and no desktop shortcut.

Step 1: Go back to Start→Programs and find the program that you duplicated.

Step 2: Right-click on the duplicated program that **has the number 2 next to it**.

Step 3: Choose **Delete** (to remove it from the program menu). Only remove the one that has the number "2" next to it.

Step 4: To make a shortcut to your desktop, go back to **Start→Programs** and find the program again.

Step 5: Right-click on the program you want (ex. Microsoft Word or Excel).

Step 6: Click on the desktop and find where you want to place the shortcut. Position your mouse cursor in that area of the desktop.

Step 7: Right-click and choose **Paste**.

15. Your computer is running very slowly. What can you do to speed it up?

Step 1: Close and save any programs you are currently running.

Step 2: Restart your computer by clicking Start→Shut Down→Restart. By doing this, your computer will often solve many of its own problems as it restarts its memory and processor.

Step 3: If this doesn't help, go to Start→Search→Files or Folders

Step 4: Type into the Named box: ***.tmp**

Step 5: Click the "Find Now" button.

Step 6: Your computer finds temporary files on your computer, which can be removed.

Step 7: Go to Edit→Select All

Step 8: Go to File→Delete

Step 9: If you get an error message saying you cannot remove a particular temp file, leave that one alone and delete the rest of them.

16. Your computer gives an error message that reads: "Not enough memory..." or "Out of Memory".

Step 1: Close all programs and restart your computer.

Step 2: Wait until you no longer see the hourglass, and then try to open the same program.

Step 3: If the first two steps don't solve the problem, double-click on My Computer.

Step 4: Go to the drive that ends in "C" and click once. Then right-click on it and choose Properties. This will show how much disk space you have left on your computer--in the form a pie-shape graph.

Step 5: Another possible solution is to eliminate your Temp files by going to **Start→Find→Files or Folders** and typing ***.tmp** into the **Named** box and then clicking **Find Now**.

Step 6: By typing ***.tmp** into the **Named** box, this will produce a list of Temp files. From this list, press the **Ctrl** and **A** keys at the same time. This will select all of the temp files in the list. Then go to **File→Delete**.

Step 7: At least one of the files probably will not delete, and will return an error message. Leave that file alone and delete as many as possible. Holding down the **Ctrl** key on your keyboard will allow you to select more than one file to delete. The more files you delete, the more memory it will free up on your hard drive.

Step 8: If you have plenty of memory space left and the above steps have not helped, you need to call a technician to look at the RAM inside your computer.

17. You click on the Outlook icon but it will not open

Step 1: Simultaneously press the **CTRL, ALT & Delete** buttons on your keyboard.

Step 2: **In Windows XP**, click on the **Task Manager**

Step 3: Click on the **Processes** tab

Step 4: If you see OUTLOOK.EXE listed multiple times this is why it will not open

Step 5: Click the OUTLOOK.EXE then click **End Task**.

Step 6: If you close all the processes and outlook still will not open then restart the computer.

18. My screen saver keeps coming on after only one minute, even while I'm typing or working on something. How can I stop this from happening?

Step 1: Right-click on the desktop (anywhere that there are no icons).

Step 2: Left-click on Properties.

Step 3: Left-click on the Screen Saver tab.

Step 4: In the middle of your screen next to Wait, change the number from 1 or 2 minutes (or another small number) to 10, 15, 20 minutes or higher. This will provide you with much more time before the screen saver comes on.

Step 5: Another option is to disable the screen saver altogether by clicking the down arrow under Screen Saver, scrolling up to the top and choosing None.

19. An hourglass has been on the screen for a long time and nothing is happening. How do I get rid of it?

Step 1: Simultaneously press the following keys on your keyboard: **Ctrl, Alt & Delete**.

Step 2: Wait a few seconds.

Step 3: Then choose "End Task".

Step 4: You may see this come up again. If it does, click "End Task" again.

Step 5: Restart your computer.

20. You are about to download a program and you get two options: "Save this program to disk" or "Run this program from its current location." Which should you choose?

Step 1: For most program downloads, it is practical to choose "Save this program to disk." You will then be prompted to choose a location to store the installation file. This installation file may have a long abstract file name. So you need to store it in a place where it is easy to find. The best place is your desktop. So choose **Desktop** from the choices in the **Save in:** box.

Step 2: After saving the installation file to your Desktop, you need to run it in order to actually install the program to your computer. So, double-click this file and it will automatically display a (normally blue) Setup Wizard on your screen.

Step 3: Most of the choices will require you to "**Accept**" a license agreement and click "**Next**", just like any other program installation. After you do this, you will eventually choose **Finish**, and then **Restart** your computer before running the program for the first time.

Step 4: When your computer has restarted and your desktop screen is back up, click Start→Programs, and then find the program you just installed (from the list of Programs) and click on it. This should begin your new program.

21. The E-mail message you just sent has been returned to you with an error message, such as: "Undeliverable Message", "Mailer Daemon", or "Message Could Not Be Delivered."

Step 1: Near the top of the returned message should be the address you typed into the **To:** box when you sent the message. Look closely to see if there is a comma in the address instead of a period (dot).

Step 2: After close inspection, if you discover that you have made a mistake in the address, simply click NEW and retype a new address with the proper corrections made, such as a different spelling, different punctuation, etc. And then either retype your letter **or** highlight your message and go to **Edit→Copy**, and in the New Message with the correct address, click **Edit→Paste** to paste the old message into the message box of your new message.

Note: Returned E-mail is almost always related to a mistaken or mistyped address.

Other reasons for returned E-mail are as follows:

1. The user may not be in the School District's E-mail system (such as a substitute or newly-hired teacher)
2. There was a space in the E-mail address.
3. Punctuation was used, such as ; : / , \

22. One or more of your toolbars has disappeared.

In WORD, EXCEL or PowerPoint:

Step 1: Click on **View** at the top of your screen.

Step 2: Choose **Toolbars**.

Step 3: Make sure that **Standard**, **Formatting** and **Drawing** all have check marks next to them. If they don't, then click on any these, and this will add them to your screen.

*In **Internet Explorer** or **Netscape Navigator**, click **View** and choose either **Toolbars** (in Explorer) or **Show** (in Netscape), and then choose **Standard Buttons**, **Address Bar** and **Links**. This should add the appropriate toolbars.

Step 4: A shortcut that allows you to do the same as above is to hover your mouse pointer over the menu bar and right-click. This will bring up the Toolbar list. Then click on the type of toolbar you want.

23. When using Microsoft Word , you have somehow gotten into Overwrite mode instead of Insert mode, and the words you type are deleting other words when you try to insert. How do you get back into Insert mode?

Step 1: Look at the Status Bar toward the bottom of your screen, and see if **OVR** is lit up. If it is, move on to step 2.

Step 2: On your keyboard, pressing the **Insert** button will take you back and forth between **Insert** and **Overwrite**.

24. Your screen has frozen or locked up, and pressing Ctrl, Alt and Delete has not shut down the computer. What is the next step? Should you unplug it?

Step 1: A much better **alternative** to unplugging your computer is to press the Reset button on the base of your computer. It's the little button next to the Power button on some models. However, you might not have a Reset button. In this case, go to Step 2.

Step 2: Simultaneously press and hold down the **Alt** and **F4** keys on your keyboard.

Step 3: If neither of the first two steps allows you to shut down your computer...

Step 4: Press in the Power button on the front of your computer. You may have to hold the button in for 5 to 10 seconds before it actually shuts off.

Step 5: Wait 10 seconds and press the Power button in again to turn it back on. Let it go through Scan Disk until your normal desktop comes back on.

25. You do not have access to all of the Novell Network drives on your computer.

Step 1: Right-click on the red "N" in the bottom right corner of your computer.

Step 2: Choose Network Login.

Step 3: Enter your name and password and click OK

Step 4: If you do not see an "N" in the bottom right corner of your screen, restart your computer and wait until the **Novell Network Client** screen comes up, and enter your first initial and last name (no spaces) and your password. Then click OK.

26. You cannot get E-mail on the Internet through the District website . When you enter your name, it brings up an error message.

Step 1: Make sure you type in your first initial and last name with no spaces followed by @weldre5j.k12.co.us

Step 2: You must click the "Login" button to the right with your mouse

Note: If you need to go back, but the system will not allow you to retype your Username, then use the Back button on your Internet browser (in the top left corner of your screen. Go back to the District website again and click **Check District Email**. Now you should be able to enter your user name and password.

Step 3: If you are still getting an error message after typing in your user name and password, call IT at x6065 or 6811 and they will see that your user name has been entered into the District's mail system.