

# MEC IT TROUBLESHOOTING GUIDE

Try these issues before calling IT

## TURNING ON THE COMPUTER TO FIND A BLANK SCREEN:



The most common cause for this is loose cables. Ensure the computer is turned on. Check that there are active lights on the computer itself. Also, check to see if there are any active lights on the monitor.

Physically check that the video cable (usually blue headed) is firmly in place at both the monitor and computer. Apply pressure to it. Ensure that power cords are securely plugged in.

On a few occasions we found that Windows was running an update and needed a few minutes to finish install.

These tips will fix most of the problems associated with a blank display. If they have not fixed it, give the help desk a call. Let them know...

1. Are there any lights on the monitor?
2. Are all the cables securely connected?
3. Is your computer a laptop or desktop computer?
4. When did the problem start occurring?

## MOUSE OR KEYBOARD NOT WORKING:



Corded mice and corded keyboards are very reliable. Ensure that the cables are plugged into the computer and that the cables are not damaged. If you are getting a little bit of movement with your mouse, ensure that under the mouse is clean and not clogged up with dust or a hair. The same goes for keyboards. If some keys work but not others, it is most likely that there is some dirt or other objects under the keys. Be warned, cleaning out a keyboard is not an easy task.

**Cordless mice & Keyboard:** The most likely and frequent cause is that the batteries are dead. Try replacing them to see if that fixes the problem.

The next step is to ensure they are “connected”. Click the connect button on the mouse or keyboard.

If you are not up and running with these tips, give the IT a call. Let the help desk know if there are any lights, under or on the mouse. Also tell them the checks you have already done.

5. Is it a corded or cordless mouse?
6. Are there lights on the mouse?
7. Have you tried changing batteries?
8. Have you tried to “connect” your mouse or keyboard to the receiver?
9. Are you getting any movement or key presses?

There are some really odd problems that can effect the keyboard and mouse, and how they respond. It is sometimes nothing to do with the mouse or keyboard at all. They are just how the problem shows itself.

## UNABLE TO ACCESS COMPULINK THE INTERNET OR RECEIVE EMAIL:

The most likely cause for this is that your network connection is currently unavailable. If you know that other staff members near you are on the same network as you, check with one of them to see if they are able to receive email or access the Internet.

If they aren't able to get on the network, ensure the help desk is aware that the network is down at your office, either by asking staff if the help desk has been phoned already (preferable), or by calling

the help desk yourself.

If they are able to access the network, you have narrowed the problem down to being your computer only. The next step is to check that your network cable is plugged in correctly. This may have been knocked out.



Network cables go from the wall (normally) to the back of your computer. Check on the back of your computer to see if the cable is plugged in. Network ports have lights on them. If the lights are flashing, you know that the cable is connected properly. If there are no lights, push the cable in at both the computer and wall, to ensure a secure connection.

If the lights come on during this check, your network may well have come back up for you. Try your Internet and Email again to see if it working. If you are unable to get lights, or you have had lights flashing since your check, there is not much more you can do but call the help desk. The information you have gathered will surely speed up the technician in finding a solution for you.

Let the help desk know...

10. When the problem started to occur.
11. If colleagues are able to connect to the Internet.
12. If there are lights flashing on the network port of your computer.
13. If you are using a wireless or cabled network.

If you are sure the cables are plugged in securely.

### **UNABLE TO LOGIN TO COMPULINK FROM AN OUTSIDE OFFICE OTHER THAN MARION:**

The most common reason why a computer won't login is an incorrect password or username. Check that your username hasn't been changed from its default (your normal username) to another staff members username. If this is correct, then move onto the password.

#### The First login gets you connected to the Compulink server

- FIRST LOGIN: Should me your Email username/password
- EXAMPLE USERNAME: marioneye\username (The direction of \ is important)
- PASSWORD: xxxxxxx# (8 characters one capital and a number)

#### The Second login gets you connected to Compulink

- SECOND LOGIN: Compulink assigned username/password
- EXAMPLE USERNAME: jsquibb
- PASSWORD: xxxxxxx# (8 characters one number)

Check that your caps lock is not on, and that your shift key is not stuck down. You can test your password out in the username box. This way you can ensure that when you type it, and you see the dots replacing characters, the correct information is going into the box.

If you are sure that your username and password are correct, the next step is to ensure you have a working network connection. MEC keeps all the usernames and passwords on a central database. If your computer can't access the network, it has no way to authenticate itself with the database, and it won't be able to let you login.



The easiest way to confirm whether or not you have a network connection, is to look at the back of your computer. The network port, pictured on the right (probably the only port with lights) should have a cable going into it, and the lights should be flashing. If the lights are flashing, you will need to ring the help desk for them to look at your login.

If the lights aren't flashing, check that the network cable is securely in place at both the wall and computer ends. Ensure you apply pressure to the connection rather than simply looking at it. Often cables can be slightly disconnected.

If you are unable to get the lights flashing, check if other staff around you are able to login, and if they can't, check with them to see if the help desk has been informed. If the help desk hasn't been informed, give them a call. This will let the help desk focus on the problem at hand, rather than answering more calls reporting the same issue.

## HOW TO FIND YOUR VNC NUMBER

### Instructions

1. Click "Start" on the computer, then click "Run" (if using Windows XP) or "Search" (if using Windows Vista or 7) and then type "cmd" in the "Run" or "Search" box. Press the "Enter" key.
2. Type "ipconfig" on the command line and press the "Enter" key. Note the IP address listed for the network adapter connected to the network. This is your VNC Number for that computer. For example 192.168.100.xxx would be one for Marion. Carbondale would be 192.168.135.xxx. xxx would be three numbers that identify the individual computer. IT will need to know all the numbers.

## DOCTOR ROOM COMPUTER POWER SUPPLY NOT RECOGNIZED:

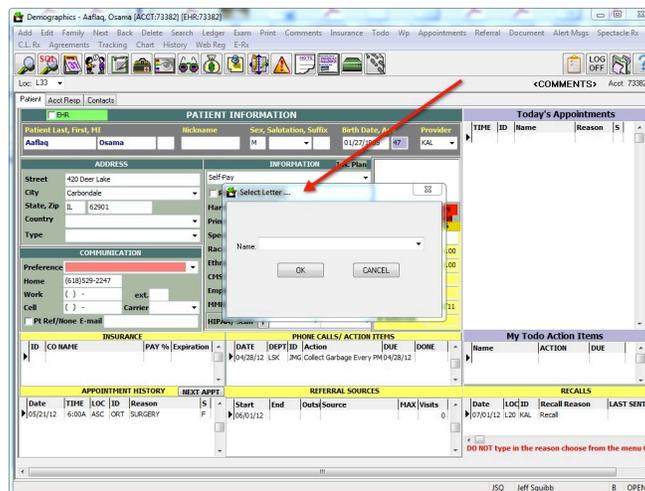
Click on F1 to Continue: Report the message with the VNC Number to IT.

## COMPULINK LOOKS AND FEELS LIKE IT HAS LOCKED UP

On occasions Compulink feels like it has locked up. One of the reasons is that you may have clicked too quickly and a screen has gone behind another. One of the biggest areas we find that does this is when you print.

Try clicking Escape this sometimes works.

To solve this right click on a empty area of the tool bar at the bottom of windows where the start button resides at. A menu will popup and click on "show Desktop". Then click on "Internet Explorer" wait for it to open then close it. Then click on Compulink and it should show the window that fell behind the main compulink screen.



## BEFORE CALLING IT THIS IS WHAT WE WILL NEED:

- VNC number of the machine:
- Write down the error message: (if it's a problem in compulink or the computer the vendor will need to know the exact error message.)

