

# Troubleshooting Common Issues

---

## Problem Topic:

1. [Workstation will not start.](#)
2. [Workstation 'freezes' during startup.](#)
3. [Mouse will not move.](#)
4. [Keyboard does not work.](#)
5. [Unable to log on to your workstation.](#)
6. [Unable to send/receive email.](#)
7. [Unable to print.](#)
8. [Unable to access Internet, file shares, or printers.](#)
9. [Application fails to launch.](#)
10. [Unable to open a file.](#)
11. [Email fails to sync with mobile device.](#)

## Troubleshooting Steps:

### 1. Workstation doesn't start up at all

- a. Check to ensure that the power cords and power strip are firmly connected. Check all cable and power connections. Restart the power strip or check to see that the unit is not in an alarm state.
- b. Check to see that there is electricity to the outlet. Check the status of other devices connected to the power strip, like the monitor.
- c. Check to see if the monitor or computer is running. Look for the 'on' light and listen for a fan or hard drive.
- d. If the hard drive and fan are making noise, check to see if the monitor connection to the computer is snug. If so, try substituting monitors with someone who has a working monitor.
- e. If you use dual monitors, swap the connections to verify one has not failed.

### 2. Computer gets stuck starting up the operating system (longer than 3 min)

- a. Do a 'hard restart' of the computer by powering it down.
- b. Press "F8" at start up, and try launching in "Safe Mode". Restart and see if computer reboots normally, or with scan disk.
- c. Do a 'hard restart' of the computer by powering it down. Restart twice, assuming that scan disk will run on the first restart.

### 3. The mouse cursor does not move

- a. Check the cable connections between mouse and the computer to see if they are connected, and if so to the right ports.
- b. Clean the mouse, specifically around either the track ball, or the optical sensor (use compressed air or a Q-tip, not Windex or alcohol)
- c. Swap the mouse temporarily with one that you know works on another machine.
- d. If problems with the mouse you are using occur frequently, visit the manufacturer's website, and check for newer drivers/software.

#### **4. The keyboard doesn't respond**

- a. Check the cable connections between the keyboard and the computer to see if they are connected, and if so to the right ports. (if it's wireless, are the batteries good?)
- b. Power off the workstation, then power it on (Do not reboot)
- c. Swap the keyboard temporarily with one that you know works on another machine.
- d. If problems with the keyboard you are using occur frequently, visit the manufacturer's website, and check for newer drivers/software.

#### **5. The computer/terminal will not log onto the network**

- a. Check to be sure the password being used is correct, and that the CAPS LOCK key is off (also c
- b. Check network cables, remove and reinsert.
- c. Restart your workstation to renew it's network settings.
- d. Try to log on with your credentials to a different workstation to verify there is no problem with your account.

#### **6. The email client is not working properly**

- a. Determine whether you can access file shares or the Internet.
- b. Verify that Outlook is not in 'offline mode' (bottom right hand corner of Outlook).
- c. Lock your workstation by pressing Ctrl+Alt+Del, then unlock it to ensure your password is in sync with Outlook.
- d. Restart your workstation.

#### **7. The computer/terminal will not print**

- a. Check the 'print' dialog box in the application to be sure that the right printer has been selected, and that the right driver for that printer has been installed.
- b. If you are using a network printer, verify you are able to access file shares and the Internet.
- c. If you are using a local printer, verify it has power/paper.
- d. Turn printer on and off. Check printer network/USB cables, remove and reinsert.
- e. Check for a paper jam or other problem at the printer. Press the 'reset/cancel' button on the printer.
- f. Check the printer queue, see if there are any jobs 'hung', try to restart them.

#### **8. The computer/terminal is unable to access the Internet.**

- a. Determine whether you can access file shares, or browse the local network.
- b. Click on the start menu, choose 'run', type 'ipconfig /renew'. Wait for the process to finish, and check again.
- c. Determine whether anyone in the office can get onto the web from any other computer.
- d. Verify power to the network room, check batteries for alarms/errors, reset as needed (Strongly recommended to call ADNS for assistance).

**9. A software application doesn't work**

- a. Try opening the application directly, rather than through a shortcut/file.
- b. If the program accesses/requires resources on the network, are those resources available such as a network share, etc?
- c. Identify if any files have been deleted from the computer recently. If so, software may need to be reloaded.
- d. Restart the workstation.

**10. A file will not open**

- a. Try opening the file directly, rather than through a shortcut.
- b. Verify that you have permission to the file/location.
- c. Ensure you have a program installed that is associated/capable of opening the file type.
- d. Open the application that created the file first and load it from within the program.
- e. Files that have the .zip or .rar suffix have been compressed and will need to be decompressed (WinZip or WinRAR).

**11. Email sync Failures (Windows Mobile, iPhone, and Blackberry)**

- a. Has your password changed?, if so, update the password on your device.
- b. Are you connected to the Internet? Ensure your device is not in 'Airplane Mode'.
- c. When was the last time you reset your device?, Try powering off your device, then powering it back on (make sure you do not just put it to sleep).

The preceding are just a few steps to take when troubleshooting common workplace technology issues. Always be sure to document errors, and steps you have taken to resolve, as this can greatly reduce the time it takes a technician to diagnose and resolve your particular opportunity, as there are no problems, just resolutions waiting to be found.

If you actively select a window (click on the window's title bar), you can press and hold the 'Alt' key while pressing the 'Print Screen' key and this will take a screen capture of just that window, you can then paste this in an email to aid your technician.

Please be sure to follow your department's policy on escalating events to the certified staff at [Advanced Data & Network Solutions](#).