

TROUBLESHOOTING GUIDE

PROBLEM DESCRIPTION	POSSIBLE CAUSE	#	CHECKS	COMMENTS	SOLUTION
PC does not come on	General power failure Internal (school) power failure Tripped breaker Faulty adapter / multi-plug or extension cable	1	Plug another device into the same wall socket, or check with another teacher on the same mains supply. Bypass extension cables and adapters to eliminate them as a cause of the problem.	Some multi-plug extension boxes have their own, built-in breaker. Check this has not popped out due to an overload.	Report the problem to Mr Victor or one of the maintenance staff.
	PC's power cable is unplugged	2	Follow the power cable from the wall socket / adapter / multiplug or UPS to the socket in the PC's power supply.	If loose, the PC may have been recently moved or the cable may have been pulled loose by hooking onto something.	Ensure that the connector is firmly in place.
	PC's power supply is switched off	3	Some power supplies have their own ON/OFF switch, which is found at the back of the PC case.	If OFF, the PC may have been recently moved or tampered with.	Move switch to ON (or "1") position.
	UPS is off	4	The UPS's power light will be OFF. Press the UPS power button to turn it back on. You should hear it beep and you may also hear a fan running inside.	If the PC connects to a UPS and there has been a long power failure or the UPS battery has failed, it may have switched itself off.	If you suspect the UPS has failed, send it to the Computer Centre for repair. You may be able to continue using the PC by connecting the UPS input and output cables together.
	PC's power supply is in self-protect mode	5		Some power supplies have built-in protection against power surges.	Unplug the power cable, wait about 10 seconds and then reconnect the cable.
	PC's power supply or its motherboard has failed	6	After working through the above checks, if the PC still does not come on when you press the ON button at the front, then it has a hardware failure.	This is a fairly common problem, especially after major power dips and surges or lightning storms.	Send the PC tower to the Computer Centre for repair. Expect long delays if the motherboard has failed!
PC comes on but the monitor is blank (no data projector is connected)	The monitor is not powered up or not switched on, the data cable is disconnected, or there is no output from the PC to the monitor	7	If the monitor is ON, there should be a power light visible on the front of it, otherwise make sure the monitor's power cable is firmly plugged in at the back of the monitor and the power source. Check that the data cable is properly connected.	Sometimes the PC's video output can exceed the capabilities of the monitor, in which case you will see the normal bootup displays, but once Windows loads, there is no display at all.	If there is no power light, send the monitor to the Computer Centre for a replacement. If there is, ask a network administrator to check the PC's video output remotely.
PC comes on, the monitor is blank but the data projector displays the Windows desktop correctly	The data projector has been set as the primary display, probably because the monitor was off during booting.	8	Ensure that the monitor is switched on, then reboot the computer. While the PC is shutting down for the reboot, switch off the data projector.	Once the primary display has changed, you may need to change the display settings to get the dual display working again.	Ask a network administrator or IT Champion to show you how to do this. The method varies between computers.

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PC comes on, you hear it beep, but there is only white writing on a black background	Hardware or BIOS problem	9	Remove any flash drives and other USB devices you may have plugged into the PC, then reboot the computer by switching it off and back on again. To switch it off, hold the power switch in or unplug the power cable.	The PC may have been moved or bumped recently. Extreme changes in the weather can also cause the "creep" that unseats memory and hard drive cables.	Send the PC tower to the Computer Centre for repair.
PC comes on, it does not beep, and there is only white writing on a black background	Hardware problem, probably unseated memory				Send the PC tower to the Computer Centre for repair.
PC comes on, it beeps and you may even see a Windows logo, but a blue screen with white writing appears	Hardware problem, probably unseated memory but could also be caused by a failing hard drive				Send the PC tower to the Computer Centre for repair.
You cannot log on	You have forgotten to type in your own username	10	Select the current username in the logon screen, and type your own username in its place		
	You have forgotten or mistyped your password, or the administrators have reset it if you have asked them to work on your profile recently.	11	Make sure that the Caps Lock key is OFF, then re-enter your password.	Your username is not case sensitive, but your password is. If a network administrator has recently had to work on your PC, he may have reset your password to "pass", so try this as your password instead.	
	You do not have a network connection	12	If you connect via cable, check that there is a link light at the point where the network cable plugs into the back of your PC. If not, try re-connecting the network cable at both ends. They should click firmly into place.	There is usually a steady "link" light and a flashing "activity" light.	Report the problem to a network administrator so that he can trace the network fault to its source. Often this is a remote issue not related to your PC or laptop. <u>Note:</u> If there has been a major power failure, wait for a minimum of 20 minutes before switching your PC back on. This allows time for the servers to be re-started first.
If you connect via WiFi, check whether you have a connection and good signal strength using the on-screen software utility installed on your PC / laptop.			Learn how to do this on your system. The method varies between computers.		
You can log on, but you cannot access your files on the server and the display looks unfamiliar	You may not have a network connection, or your file server is unavailable	14	Check if you still have internet access. If you do, then you have network connectivity but your file server may not be available. See points 12 and 13 above if you do not have internet access.	Depending on how it is configured, a PC or laptop may allow you to log on locally, without having network access.	

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You can log on and access your files on the server, but you cannot access the internet	The internet server is not available, or the external link is down.	INTERNET & EMAIL			Report the problem to a network administrator so that he can trace the network fault to its source. Often this is a remote issue not related to your PC.
MS Outlook reports errors when attempting to send or receive email	The email server is not available.				
MS Outlook requests your email username and password.	Your email account has been locked out because someone has been trying to hack it				Ask a network administrator to unlock your account.
People outside the school are sending you emails but you do not receive them	Their email exceeds 10MB in size, it is infected with a virus, or their email server has not been properly configured		Check junk or spam folder in case their email is being directed there		Request technical letter from network administrators for forwarding to the sender/s
When attempting to open the Zimbra email client, you get an error message	The email server is not available				Ask a network administrator to investigate
Data projector does not come on	There is no power to the projector or it is in stand-by mode.	DATA PROJECTOR	Ensure that the projector is properly connected to the mains and switched on.		Initially it will be in stand-by mode (indicated by a small, coloured light) and the ON/OFF button on the projector or remote will have to be pressed to turn it fully on and make the lamp light up.
There is no signal to the projector	The projector is not connected to the computer, or the computer needs to be configured to output to the projector		Ensure that the data projector is connected to the computer and it is fully on.		Ask a network administrator or IT Champion to show you how to do this if you do not know. The method varies between computers. Familiarise yourself with your own system.

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There is no sound coming from the speaker system	The speakers are not powered up	SPEAKER SYSTEM	No power light on the speakers will indicate that this is the problem.		
	The speakers are not connected to the computer, or are connected to the wrong socket		Connect the speakers to the computer via the green "Line-In" socket.		
	The computer's sound output has been muted		Sound output can be muted via the computer's own volume controls, or the media player's controls (e.g. Windows Media Player or PowerDVD). Check both.		Ask a network administrator or IT Champion to show you how to do this if you do not know. The method varies between computers. Familiarise yourself with your own system.
The speaker volume is low	The volume controls need to be adjusted		Volume can be controlled via the volume control on the right-hand speaker, the computer's own volume controls, or the media player's volume controls (e.g. Windows Media Player or PowerDVD). Adjust all three until you have the desired volume with the least distortion.		
The bass / treble adjustment is wrong	The bass controls need to be adjusted		Bass can be controlled via the bass control on the sub-woofer, the computer's own bass controls, or the media player's bass controls (e.g. Windows Media Player or PowerDVD). Adjust all three until you have the desired bass with the least distortion.		
The speakers make crackling or buzzing sounds	The volume and bass controls need to be configured to avoid distortion, or an audio cable has partially disconnected		See above	The audio extension cable in the trunking may have partially disconnected if the cable has been pulled.	Report the problem to a network administrator