TRCC Trouble Shooting Guide (Quick Reference)

Three Rivers Community College 574 New London Turnpike Norwich, CT 06360
(860) 215-9049  (860) 215-9210

The Department of Educational Technology is happy to provide you with this quick-use reference & procedural handbook. This booklet addresses the most common issues and problems that arise for staff and faculty at TRCC and helps guide you towards a speedy resolution. It contains information on the college’s computing policies, a brief glossary of computer terminology, common errors and how to troubleshoot them, how to request a work order on office or classroom equipment, how to reconnect your “I” drive, and how to request software. We hope the booklet will serve as a valuable resource that will help provide a smooth user experience.

Table of Contents:
Introduction (Purpose of guide)
This document provides guidelines for basic troubleshooting information that can be used to resolve common technical issues of computer at Three Rivers Community College. It is not a comprehensive document covering all aspects of computer use or troubleshooting. It offers principles to help guide members of the TRCC community, and specific policy statements that serve as a reference points. It will be modified as new questions and situations arise. If after following the procedures outlined in this guide please call the IT help desk at (860) 215-9049.

If the problems or questions you have pertain to learning technologies (i.e. how to perform a task in a software suite, learning management system (LMS), how to design an online course, etc), please direct these questions to Kem Barfield, Director of Educational Technology.

General inquiries can be sent to the Kem Barfield – (860) 215-9210 tr-distancelearning@trcc.commnet.edu E-Wing, Room 117

PART I: Speaking the Same Language
- Computer Policy
- Technology Terminology
- Internet
- Hardware
- Software

PART II: Troubleshooting
- Reconnect Drive
- Computer login/Reset myCommNet Password
- Communication Errors
- PC Is Locked
- Troubleshooting Your Internet connection
- Troubleshooting Printer Connections
  - PC
  - Printer
- PC Maintenance
  - Error Checking
  - Disk Defragmenter
  - Disk Cleanup

PART III: Getting Additional Support from IT
- Error Messages
- Program Installations
- Home Use Software
- Requesting a Computer Lab
Part I: Speaking the Same Language

Computer Resources Policy

The Community College System offers computing service to faculty, staff, and students for instructional and administrative use through the system data center and local campus computer centers. The availability and use of these resources carry with it a set of responsibilities for all the users of these resources. All accounts for the usage of these resources are allocated on the condition that their use is governed by the following policy. Colleges shall post the policy in all student computer laboratories and other areas that contain computer resources (e.g., libraries) and shall include the policy in either their catalogs or student handbooks. Further, this policy statement shall be distributed to all faculty and staff involved with college computing resources and be reviewed in all pertinent classes at the first meeting of each semester.

Technology Terms – Quick Reference

Internet Terms
Applet An applet is a Java program that can be embedded in a Web page. The difference between a standard Java application and a Java applet is that an applet can't access system resources on the local computer. System files and serial devices (modems, printers, scanners, etc.) cannot be called or used by the applet.

Cookie A cookie is data sent to your computer by a Web server that records your actions on a certain Web site. It's a lot like a preference file for a typical computer program. When you visit the site after being sent the cookie, the site will load certain pages according to the information stored in the cookie.

Firewall A computer firewall is used to protect a networked server or client machine from damage by unauthorized users. The firewall can be either hardware or software-based.

Hardware Terms
Hard Drive The hard drive is what stores all your data. It houses the hard disk, where all your files and folders are physically located.

Machine Machine is the term for the whole physical computer with its internal components. It is a more general term that includes tower, desktop, laptop, notebook, computer, etc. It is used by IT technicians rather than the terms above.

Software Terms
Application An application, or application program, is a software program that runs on your computer. Web browsers, e-mail programs, word processors, games, and utilities are all applications. The word "application" is used because each program has a specific application for the user.

Browser A Web browser, often just called a "browser," is the program people use to access the World Wide Web. It interprets HTML code including text, images, hypertext links, JavaScript, and Java applets. After rendering the HTML code, the browser displays a nicely formatted page. Some common browsers are Microsoft Internet...
Explorer, Mozilla Firefox, Opera, and Apple Safari.

Dialogue Box A dialog box serves to initiate a dialog with the user. It is a window that pops up on the screen with options that the user can select. After the selections have been made, the user can typically click "OK" to enter the changes or "Cancel" to discard the selections. It is customary for menu options that include an ellipsis at the end, such as "Preferences..." or "Save As...," to open a dialog box when selected.

I: Drive An intranet virtual storage drive used for faculty and staff at Three Rivers. Although the drive is typically installed with the letter designation I: it can be located on other drive letters but is only available on campus. The I: drive is being phased out in favor of other storage options Blackboard and the cloud.

Mal-ware Short for "malicious software," Mal-ware refers to software programs designed to damage or do other unwanted actions on a computer system.

Plug-in Software plug-in is an add-on for a program that adds functionality to it.

Trojan Horses Trojan horses are software programs that masquerade as regular programs, such as games, disk utilities, and even antivirus programs. Typically, they are hidden and embedded in links in email, on web pages, and in unsecure social media links, particularly online game applications. If they are run, these programs can damage files and applications including in some cases the operating system (Windows or Apple).

Boot In simple terms, to boot a computer is to turn it on. Once the computer's power is turned on, the "boot process" takes place. This process involves loading the startup instructions from the computer's ROM, followed by loading the operating system from the current boot disk. The boot disk is usually an internal hard drive, but can also be an external drive, a CD or DVD-ROM, or even a floppy disk. Once the operating system software is loaded, the boot process is complete and the computer is ready to be used.

Warm Boot Refers to restarting a computer that is already turned on via the operating system. Restarting it returns the computer to its initial state. A warm boot is sometimes necessary when a program encounters an error from which it cannot recover.

Cold Boot Refers to powering down a computer and restarting it from a powered-down, or off, state. To Cold boot a computer that is already turned on press the power button and hold for approximately 3-5 seconds.

PART II: Troubleshooting

“I:” Drive is not displaying

1. Reboot your PC and log back into the computer. Check to see if I drive is now displaying. If the drive is still not displaying, proceed to step 2.

2. Right click on the “My Computer” icon.

3. From the pop-under menu select the “Map to a Network Drive” option.

4. Select “I:” from the drive category.
5. Staff & All Adjunct Professors, enter the following information:

a. \trshare\FirstInitialLastName$

b. Ex: \trshare\vsmith$

6. Remove the checkmark from the “Reconnect at Login” option

7. Click the “Finish” button

8. You should now be able to see and access your “I:” drive.

Computer Log-in/myCommNet Password Reset

1. Go to http://www.commnet.edu/netid

2. Select the “Reset Forgotten Password” option from the left hand frame.

Enter you NetID. Your NetID is composed of the following two items:

- Username: BannerID (without the "@")
- Domain: @trcc.commnet.edu (faculty)
  @student.commnet.edu (student)

3. Select the “Next” button

4. Next enter the LAST 4 (four) digits of your SSN# and you birthday.

5. Next, you will be prompted to answer the security question you previously choose.

6. Finally, you will be prompted to choose a new password. This password must be at least 8 (eight) characters in length, contain at least one capital letter, AND one special character OR number.

Communication Errors (unresponsiveness):

For: Mouse, Speakers, Keyboard, and Phone

1) Trace the cable to its input source.

2) Unplug and re-plug the cable.

3) Check to see if communication with the hardware has been reestablished.

Further steps: Speakers

1. Go to the Start Bar > Control Panel

2. Double click on the “Sounds and Audio Devices” icon

3. Check to make sure that the “Mute” box is cleared and that the device volume slider is set to high.
Locked PC

If Machine is locked by another user:
1. Press and hold the power button until the machine powers itself down.
2. Then turn the pc back on. This will unlock the computer.

Troubleshooting your Internet Connections

The one thing you need to keep in mind when troubleshooting the Internet connection is that there are a lot of things that can go wrong. To resolve these issues you need to take it one step at a time and isolate the problem. When troubleshooting you should always remember to be LAZY! Do simple things first, and go slowly. This should help to avoid completely messing up the computer.

Follow these steps in order.
1. **RESTART** You should always restart the computer first. Restarting typically solves about 80% of all computer glitches, especially when the error makes no sense.

2. **Try another Internet based service.** For example if Internet Explorer isn’t working, try using your email client (Outlook) or another browser like Netscape or Mozilla. If you can narrow it down to one program, then you can uninstall and reinstall the program, which will often fix the problem.

3. **Check the connection from another computer.** Is there just a problem with the single computer or is there a problem with the entire network? Test the application from another networked machine.

4. **If the problem still persists, call the IT Help Desk** Indicate that you have followed all of the steps outlined in this guide and ask that a technician be sent to look at your machine.

Printers – Intro

Your networks are configured with Networked Laser Printers. These printers have built in network cards that allow them to connect to the Ethernet network just like a regular computer. The printer is setup on one computer (the “server”), and then all of the rest of the computers print via that computer. The main benefit of this is that if any network settings change, you will only need to change the setting on that one computer. The downside is that if that one computer’s connection to the printer is lost, no one will be able to print.

Troubleshooting

Microsoft has significantly improved the printer-troubleshooting tool with Windows XP. Try using this tool first. You can find the tool either by selecting the option when you try to print, or go to Windows Help (Start > Menu > Help) and searching for “Print Troubleshooting Wizard”.

To troubleshoot the printer you will need to deduce whether it is a:
1) Printer problem,
2) A pc problem or
3) A network problem.

Always restart everything first, one item at a time. Restart the printer, then the computer, testing to see if you can print after each restart. Restarting will usually resolve the problem you are experiencing.

Narrowing Questions On most occasions, your print error will be the result of a network
or computer configuration problem, but occasionally the printer will have some internal failure that can’t be fixed with a restart. Use the following questions to determine what is causing the issue.

1. Can anyone else print?
   Yes – More than likely it is a problem with that computer’s configuration
   No – Possible network or printer problem

2. Can you re-network to the printer?
   Yes – Not a network problem
   No – Could be a network or a printer problem.

PC

1. Restart the Computer
2. Make sure that the printer is set as the Default and not set to Work Offline
   a. To set your printer as the default printer
      i. Click “Start,” point to “Settings,” click “Printers.”
      ii. Right-click the icon that represents your printer.
      iii. Click “Set as Default.”
   b. To determine whether your printer is set to work offline
      If the workstation is powered on before the Server, occasionally this will cause the workstation’s printer to be set to be offline.
      i. Click Start, point to Settings, and click Printers.
      ii. Right-click the icon that represents your printer.
      iii. If the “Use Printer Offline” option is checked, clear it. If the pc can’t connect with using the settings it will stay offline.

3. Reinstall the Printer
   a. To delete the printer
      i. Click “Start,” point to “Settings,” and then click “Printers.”
      ii. Right-click the icon that represents your printer.
      iii. Click “Delete,” and then click “Yes.”
      iv. If you are prompted to delete files used only for this printer, click “Yes.”
      v. If you are prompted to change the default printer, click “OK.”
   b. To add a new printer
      i. Select the “Add a Printer” option from the “Printer Tasks” pane. It will provide you with a networking wizard.
      ii. Select the option labeled “A network printer, or a printer attached to another computer.” Click “Next.”
      iii. Select the option labeled “Find a Printer in the Directory.” Click “Next.”
      iv. From the directory select “TRCC,” click “Find Now,” Navigate to the desired printer and double click to finish the install.

Printer

1. Turn the printer off and back on. This action clears the memory of the printer and can solve a number of problems.
2. Is your printer turned on and online? "I wish that I didn’t need to ask this" is how I usually start this question, but unfortunately this happens far to avoid the question…

   CHECK THE FOLLOWING:
   □ Is the printer plugged into a power outlet?
   □ Is the printer’s power switch turned on?
   □ Is the printer plugged into a surge protector that is not on?
   □ Is your printer set to online? (On most printers, a light next to the On-Line button indicates online status.)
3. Is your printer supplied with paper, toner, and not jammed?

PC Maintenance

Error-Checking (formerly ScanDisk)
With Error-checking you can check the integrity of your disks (hard disks and floppy disks), and repair most problems that may occur. Windows XP/7/8 will start Error-checking automatically when the operating system is shut down improperly or your disk contains a critical error. This is not enough! Running Error-checking through Windows allows you to specify several options and run a more thorough scan of your hard drive.

What Error-checking checks and fixes: File system errors in the operating system. It can also check for bad physical areas of the hard drive. Although it cannot repair bad areas, it can move the information stored there to good areas.

To Use Error-checking
1. On your desktop, double-click on My Computer (XP) or Computer (Vista/7).
2. Right-click on the local disk (usually C:).
3. Click on Properties.
4. Click on Tools.
5. Under Error-checking, click the Check Now button.
6. Under Check disk options, click on the check both boxes.
7. Click Start.

Disk Defragmenter
When a program is installed on your computer, the program's files may be broken up over multiple locations on your hard disk. This is called fragmentation. If fragmentation occurs on your hard disk, the performance of programs on your computer is slower. The Disk Defragmenter tool optimizes the performance of your computer by reorganizing the files on your hard disk into contiguous blocks. When the Disk Defragmenter tool completes the defragmentation of files on your hard disk, the performance of your programs is faster because the files are arranged closer together.

NOTE: You can use your computer while Disk Defragmenter is running. However, your computer operates slower and the defragmentation process restarts if the contents of the drive you are defragmenting changes, so it is NOT RECOMMENDED.

1. Click Start, point to Programs, point to Accessories, point to System Tools, and then click Disk Defragmenter.
2. Click the drive you want to defragment, click “OK,” and then click “Yes.”

Disk Cleanup
To make it easier to delete useless files hogging your disk space, Microsoft provides the Disk Cleanup utility that searches the drive and then lists files that you can safely delete.

1. On the “Start” menu, point to “Programs,” point to “Accessories,” point to “System Tools,” and then click “Disk Cleanup.”
2. Select the drive you want to clean up.
3. On the Disk Cleanup tab, select the files you want to delete.
Part III: Getting Additional Support from IT

Error Messages

If you are presented with an error message, please take a screen capture of the message and include it in your e-mail to the help desk when requesting service. This will ensure that we know exactly what error occurred and exactly how to remedy it. The steps for how to create a screen capture follow.

1) On Windows, press the **Print Screen** or **Prnt Scrn** key on your keyboard, found at the upper right of the keyboard. To capture only the active window, press **Alt + Print Screen**.

2) Next, open up MS Word or MS Paint (**Start>Programs>Accessories>Paint**) or any paint program, including Photoshop, Paint Shop Pro, Corel PhotoPaint.

3) In the paint program, select **File/New**, then **Edit/Paste**. Save the capture and send as an attachment with your e-mail request for tech support.

Program/Software/App Installations

If there is a program that you require you will need to make a formal request to have it installed. Please note that program installations are dependent upon the number of available licenses and are necessity based. Please be aware that while the IT department will do best to fulfill your request, depending upon situational factors, it is possible that we will be unable to fulfill the request.

Please send these requests to the IT Help Desk e-mail account at TR-service.desk@trcc.commnet.edu. Include:

- Your name
- Your office and pc location
- Software Name & Version
- Reason for request

Software – Home Use Versions

The college provides Microsoft software applications for home use for full time faculty members only. Should you need a copy, please read and return the attached form. Adjunct faculty members can purchase MS Office packages at the discounted rate from the student bookstore. Faculty not wishing to obtain a new copy of office can download a free compatibility pack from Microsoft.com that will allow the user to open documents created in the Office 2007 and 2010 suites.

Requesting the use of a Computer Lab

In order to reserve a computer lab OR request a change of computer rooms you must contact Cathy Davenport via tr-servicedesk@trcc.commnet.edu or (860) 215-9049.