Basic Computer Troubleshooting Guide for CVCA Leesburg

1 Can't start your computer? Check the basics.

1. Examine the cables, connectors, and power cords to make sure they are plugged in securely. Often times a loose cable or connector (power, network, keyboard, mouse, speaker, monitor cable, etc.) is the cause of the problem.

2. If you are using a power strip or a surge protector, make sure it's on and that it works. Remember that a surge protector may not be working because it is designed to self-destruct. When an electric jolt is too much, your surge protector takes the hit saving your more expensive hardware from the voltage.

3. Try plugging something else directly into the electrical outlet to make sure there isn't a power problem.

4. Check to see if your monitor is powered on.

2 Can't get on to the network or the Internet?

1. Check to see if anyone else is having a similar problem**.** If so, there may be an issue on the network.

2.   Check to make sure the network cable is connected to both the computer and the wall.

3. Check where the network cable connection is made to the back of the computer, you should see a little green light right where the cable connects. If the light isn't on or flashing then you are not getting a signal to the computer. If rebooting doesn't fix it, contact CSU.

3 Error Messages - Write them down or create a screenshot(see step #7).

1. What tipped you off to the problem? Sometimes it's an error code or message displayed on screen. Be sure to write it down or capture a screenshot — it may describe the problem and how serious it is. Be sure to document the exact wording of any error messages. This can make the job of the Help Desk much faster.

2. Other times you get no warning — everything just freezes. Message or no message, be sure to note what was going on when the problem occurred. Were you starting your computer? Were you on the Windows Desktop? Were you in a particular application? Surfing the web?

Phone: 703.968.2600   14240-G Sullyfield Circle, Chantilly, VA 20151   Fax: 703.968.5562

4 Think about what changed recently on your computer.
Try to pinpoint when the trouble first started. Did the problem coincide with any recent changes?

1. Did you change any settings? If you did change them back or let CSU know.

2. Have any peripherals been added or removed recently (such as a printer, external hard drive or external Memory Card reader?)

3. Has anyone else been using your computer recently?

4. Have you downloaded anything off the Web? File sharing and free MP3's are an easy way to get a virus on your machine.

5 The computer is on but…

1. Everything on the screen is frozen and the keyboard and mouse are not responding.

Try tapping on the Num Lock key. On a standard PC keyboard it's located on the right-hand side of the keyboard above the number 7. While tapping the Num Lock key, notice whether or not the Num Lock light goes on and off. If it doesn't, the computer is completely locked up. You'll have to reboot the computer. If the light does go off and on, wait a minute before giving up hope. It may come back to life on its own.

2. Pressing Alt + F4

If a software program stops working or freezes up, try pressing the ALT+F4 keys to close the window that you're currently working in. This can shut down a frozen window and bring the computer back to life. If the keyboard is frozen as well, you'll have to reboot.

3. The "Blue Screen" has appeared.

The dreaded "Blue Screen of Death". There's not a lot to be done except to reboot the machine. If it keeps occurring, this could be an indication of a major problem with the computer.

4. The computer is on but there is no sound.

Is there a speaker icon next to the clock on the taskbar? (It's in the lower right side of the screen) If you can find it, double click the **speaker** icon to bring up the audio controls for the computer. See if any of the volume controls have been muted or turned all the way down. Uncheck any **Mute** boxes that are selected.

5. The computer is on but the keyboard doesn't work

Swap the keyboard or try plugging the keyboard into another computer. If it doesn't work on the other computer, there is likely something wrong with the keyboard. If it does work on the other computer, there is likely something wrong on the computer or the connection to the computer.

6. CTRL-ALT-DEL

When you press the Ctrl-Alt-Delete buttons together, you will bring up a control panel where you can select "Task Manager" then select "Application Tab" and see if any of the programs are shown as "not responding".   You may be able to shut down the offending program from there. If you can't get to this screen, you'll have to reboot.

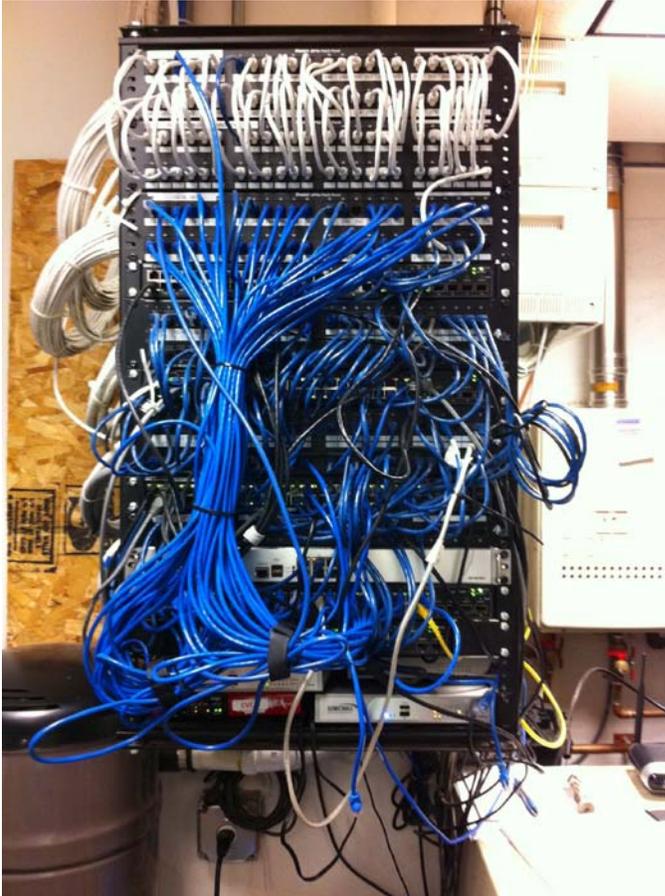## 6   Rebooting can do wonders.

Don't just pull the plug!
A simple reboot may clear up the problem. Go to the Start Menu and select Shutdown. Didn't work? It's time to try a forced reboot — with, unfortunately, no way to save your work — by pressing the keys **CTRL-ALT-DEL** simultaneously twice in a row.

If that didn't work, you have no choice: you have to turn the computer off manually with the power switch. Hold the power button down (for about 5 -10 seconds) and the computer will shut down. Wait at least 10 seconds for the hard drive to stop spinning and then restart the machine.

If the computer starts up, start the applications you were using when the crash occurred. Some programs, like Microsoft Word, make timed backups of your work and may bring up recovered files. If the program notifies you that there is a "recovered document" save the file under a different name and compare them to your previously saved files.

7   Create a Help Desk ticket with CSU. You can email your issues to CSU at helpdesk@csuinc.com or call the office at 703-968-2600. You can also click the HELP icon 🔴 on the bottom right of your screen and select "Create Service Ticket".   From here you can also attach a screenshot.

Watchguard Firewall is located on bottom left side of rack

Watchguard Firewall