

Troubleshooting Checklist

- Use the following checklist to help resolve problems.
- Always check the simple things first.
- Always be able to answer the question: ***WHAT HAS CHANGED SINCE THE COMPUTER LAST WORKED?***

Symptom	Possible Problem	Thing(s) to Check or Try
THE COMPUTER DOES NOTHING; IT APPEARS TO BE COMPLETELY “DEAD”		
There are no lights or any indication that there is power to the computer	<ul style="list-style-type: none"> ✓ The computer could not be getting power 	<ul style="list-style-type: none"> ✓ Check the on-off switch, turn it on. ✓ Are other computers around this one working? ✓ Is this computer plugged into a working power strip? ✓ Does anything else work on the power outlet this computer is plugged into? ✓ Check for lights, indicators that there is power to the computer ✓ Report the problem to PCHelp
The computer shows a light(s), but the monitor does nothing	<ol style="list-style-type: none"> 1. The monitor is not getting power 2. The monitor is not turned on 3. The monitor is not attached to the computer 4. The computer could be in ‘sleep’ mode or the screen saver could be enabled 	<ul style="list-style-type: none"> ✓ Check the power cable to the monitor. Is it plugged in? ✓ Check the monitor’s on-off switch, turn the monitor on ✓ Check the video cable attached to the computer. Is it attached? ✓ Press the space bar, or move the mouse to ‘waken’ the computer ✓ Report the problem to PCHelp
The monitor shows a light, but the computer does nothing	<ol style="list-style-type: none"> 1. The computer could be turned off 2. The computer could be in ‘sleep’ mode or the screen saver could be enabled 3. The computer could be ‘locked’ 	<ul style="list-style-type: none"> ✓ Turn the computer switch on ✓ Move the mouse, or press the space bar to ‘waken’ the computer ✓ Turn the computer off, wait 30 seconds, turn the computer back on ✓ Report the problem to PCHelp
The computer and the monitor both have lights on, but still no picture	<ul style="list-style-type: none"> ✓ The controls on the monitor may be set incorrectly 	<ul style="list-style-type: none"> ✓ Check the monitor brightness and contrast adjustment knobs. Turn them from one stop to the other. ✓ Report the problem to PCHelp

Symptom	Possible Problem	Thing(s) to Check or Try
THE MOUSE DOES NOT WORK		
<p>Two common problems with mice are:</p> <p>Not working at all or working, but erratic</p>	<ol style="list-style-type: none"> 1. The mouse could be unplugged from the computer 2. The mouse could be plugged into the wrong port 3. The trackball could be missing 4. The trackball could be dirty 5. The drivers for the mouse could be corrupt 	<ul style="list-style-type: none"> ✓ Check the connection on the rear of the computer. ✓ Check to make sure that the keyboard and mouse plugs are not reversed ✓ Check the mouse, make sure there is a trackball in the mouse ✓ Use an approved cleaner and cleaning technique to clean the mouse tracking mechanism ✓ Corrupt or incorrect drivers can happen if a mouse is replaced with another style or type ✓ Make sure the mouse matches what the computer thinks it is ✓ Report the problem to PCHelp

Symptom	Possible Problem	Thing(s) to Check or Try
SPEAKERS OR HEADSETS ARE NOT WORKING		
<p>Common problems with speakers or headsets are:</p> <p>Hardware related</p> <p>Software related</p>	<p>Speaker Hardware problems:</p> <ol style="list-style-type: none"> 1. Bad connections to speaker. 2. Dead Batteries in speakers 3. Damaged wires to speakers 4. Speaker power switch turned off. 5. Speaker volume control off. <p>Speaker Software problems:</p> <ol style="list-style-type: none"> 1. Speaker volume control muted 2. Drivers for audio card corrupt or incorrect. 	<ul style="list-style-type: none"> ✓ Check connections to the speaker. Are the speakers plugged into the PROPER port on the sound card or CDROM? ✓ Are the speakers plugged into a power source? ✓ Are the speakers turned on? ✓ Are the speaker wires cut or damaged? ✓ Have the speaker wires been pulled out of the speaker? ✓ Do the speakers need batteries, are the batteries installed correctly? ✓ Is the volume control at the speaker turned down? (full counter-clockwise) ✓ Check the speaker icon in the desktop toolbar: Is it there? Is it disabled? (red bar diagonally through the speaker) ✓ Report the problem to PCHelp

Symptom	Possible Problem	Thing(s) to Check or Try
THE KEYBOARD DOES NOT WORK		
	<ol style="list-style-type: none"> 1. The computer could be locked up 2. The keyboard could be connected to the wrong (mouse) port 3. The keyboard could be unplugged from the computer 	<ul style="list-style-type: none"> ✓ The best way to check for a locked computer is to press the <i>NumLock</i> or <i>CapsLock</i> key while watching the <i>NumLock</i> or <i>CapsLock</i> indicator lights. If the lights respond to the keyboard, the keyboard is connected, and computer is working ✓ If there are no lights, check the connections ✓ Report the problem to PCHelp

Symptom	Possible Problem	Thing(s) to Check or Try
UNUSUAL NOISES		
The Computer is making unusual noises.	Unusual noises coming from the computer range from high pitched 'whirring' noises to grinding; clicking noises and usually indicate something mechanical is failing	<ul style="list-style-type: none"> ✓ Check for obstructions in the cooling fan at the rear of the computer. ✓ Shut down the computer, wait 30 seconds and restart. ✓ If the noise is still there, shut down the computer, report the problem to PCHelp
The CDROM is making unusual noises.	Unusual noises coming from the CDROM usually indicates an improperly installed CDROM	<ul style="list-style-type: none"> ✓ Press the CDROM eject button, reposition the CDROM in the tray when it ejects. ✓ Shut down the computer, wait 30 seconds and restart. ✓ If the noise is still there, shut down the computer, report the problem to PCHelp
The floppy disk is making strange noises	Unusual noises coming from the floppy disk are usually caused by: <ol style="list-style-type: none"> 1. No floppy disk in the drive when the computer is expecting one 2. Bad media 3. Bad floppy drive 	<ul style="list-style-type: none"> ✓ If there is no floppy disk in the floppy drive, insert a new, formatted floppy. ✓ If there is a floppy disk in the drive, remove it. ✓ If the noise is still there, shut down the computer, report the problem to PCHelp

Symptom	Possible Problem	Thing(s) to Check or Try
SOMETHING IS STUCK SOMEWHERE		
The floppy disk is stuck in the floppy drive	Floppy disks that have bent or damaged media covers (that silver thing that slides open and closed) can get jammed in the floppy drive	<ul style="list-style-type: none"> ✓ Do Not Try to Remove the Disk ✓ Report the problem to PCHelp
The CDROM is stuck in the CDROM Drive		<ul style="list-style-type: none"> ✓ Do Not Try to Remove the CDROM ✓ Report the problem to PCHelp

Symptom	Possible Problem	Thing(s) to Check or Try
PRINTER PROBLEMS		
The Printer does not work	<p>Printer problems range from the simple (the printer is not turned on) to complex (the drivers are corrupted)</p> <ol style="list-style-type: none"> 1. No power to the printer 2. No connections (network, local) to printer 3. Printer problems: Out of paper, paper jams 4. Software problems: Wrong, corrupted drivers, wrong printer selected for printing 	<ul style="list-style-type: none"> ✓ Is the printer turned on? Is there power to the printer? ✓ Is the printer attached to either the network or the computer? ✓ Are there warning lights (amber, red) on the printer? ✓ Is there a paper jam in the printer? ✓ Is the paper tray empty? ✓ Make sure the correct printer is selected in the print menu. ✓ Make sure the proper print drivers are selected.
The printer prints garbage	There are several standard print formats available, if the wrong one is selected, the printer can start printing many pages of garbage text	<ul style="list-style-type: none"> ✓ Make sure that you select the proper print drivers for a particular printer (Post Script, PCL, etc.)
The printer tries to print, but the paper comes out blank	<p>This can happen on a dot matrix printer if the print ribbon is damaged or incorrectly installed</p> <p>This will happen on an ink jet printer if the ink cartridge is clogged or dried out</p> <p>The most common time for this to happen is in the fall, after the printers have set idle for three months</p>	<ul style="list-style-type: none"> ✓ Check ink cartridge or printer ribbon, replace if necessary ✓ Report the problem to PCHelp
The color printer prints strange colors	Color printers blend the four primary colors to make their color prints. When one or more colors run out, the remaining colors print. Make sure there are no clogged spray jets in the cartridge	<ul style="list-style-type: none"> ✓ Make sure the ink cartridge spray jets are clean ✓ Refer to the printer owners manual for proper cleaning techniques ✓ Check the ink cartridge, replace if necessary. ✓ Report the problem to PCHelp

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NETWORK PROBLEMS		
Can't receive E-mail	When your E-mail client Reports a problem, this usually indicates a network problem.	<ul style="list-style-type: none"> ✓ Reboot the computer and make sure you are logging in correctly. ✓ Make sure you can browse the Internet ✓ Report the problem to PCHelp
Can't browse the Internet	You get an error "This page cannot be displayed"	<ul style="list-style-type: none"> ✓ Check another page that you know should be good ✓ Check your network connection. Is the connection light on the network interface card (NIC) lit? ✓ Is the computer attached to the network? ✓ Reboot the computer and make sure you are logging in correctly ✓ Report the problem to PCHelp
Can't log in and get properly validated	You get an error message: "The username Cannot be found" and you know you are a valid user	<ul style="list-style-type: none"> ✓ Make sure you typed your name in correctly when you log in. ✓ Make sure the caps lock is off when typing in your password ✓ Make sure you are attached to the correct network Domain or Tree ✓ Report the problem to PCHelp