Self Help

Are you experiencing problems with your laptop? Follow these steps before turning it in to the STS Department:

Most problems can be resolved by rebooting the computer.

Please reboot the computer BEFORE continuing.

Index

This document will be updated and expanded as problem resolutions are created.

Last Updated February 20, 2015

1. **Login Issues**
   a. Make sure that you have spelled your username and password correctly. Upper and Lower case characters can be used in the password.
   b. Make sure that the wireless network switch is turned on. On the Dell E5440 Laptops the switch is located on the left side of the computer. Please refer to pictures below

   If the switch is red the wireless card is not turned on. Move switch to the opposite position

   If you are using a Lenovo X131E Notebook you will find that it has no external switch like shown above.   You can turn the wireless adapter on and off by pressing Fn-F5 (Function-F5) simultaneously. See picture below:
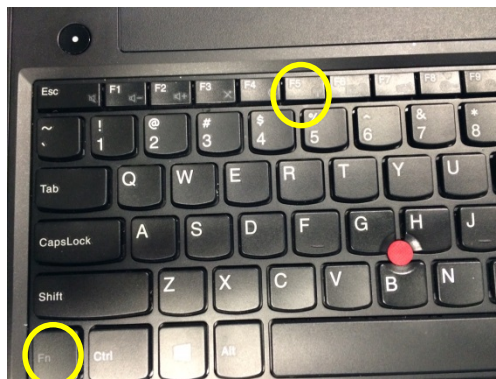

   c. If the switch is in the correct position and you still unable to login to the network you should shut the notebook completely off. Wait 5 seconds then turn it back on. Try logging in again.
      i. If after these steps you are still are unable to access the network you will need to follow proper procedures to initiate repairs. You will need to complete the Repair/Return Procedures form and bring it to the STS room. We will issue you a loaner while your computer is being repaired

Return to Index

2. **Networking and Internet**
   a. Cannot access the Internet? Please follow steps 1b and 1c above to determine if the notebook's wireless adapter is turned on.
   b. When at the Windows Desktop you will be able to view your connection status. This can be found in the lower right corner of the display as shown in the picture below:

   This shows that the connection is active
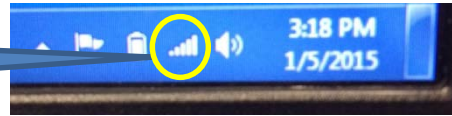
      i. ACTIVE CONNECTION: If the internet connection is active and you still cannot access the Internet site you should try another website. If that website is still not accessible you should try another browser. Google Chrome, Firefox or Internet Explorer is acceptable web browsers. If the connection still is not functioning please contact your teacher to see if others are also experiencing issues. Once you have determined that the issue is isolated to your device you will need to follow proper procedures to initiate repairs. You will need to complete the Repair/Return Procedures form and bring it to the STS room. We will issue you a loaner while your computer is being repaired.

   This shows that the connection is Inactive

   c. INACTIVE CONNECTION: If your wireless is not connecting to the schools network you may want to try rebooting your computer. If the device is still not connecting the district may be experiencing wireless issues or the wireless password has been corrupted. Please ask your teachers for the steps to properly initiate repairs with STS.

   This shows that the connection is Disabled

      i. DISABLED CONNECTION: If your wireless has been disabled you will need to follow steps 1b and 1c above. If these steps do not repair the connection you will need to complete the Repair/Return Procedures form and bring it to the STS room. We will issue you a loaner while your computer is being repaired.

3. **Internet Connection Issues**
   a. **All Internet sites are unavailable.**
      i. **All Internet webpages**
         1. Can others around you access the Internet? If they can please follow the instructions in the [Wireless Adapter](#) troubleshooting section. If they cannot then the district may be having issues with the wireless network in your area or the district Internet is experiencing an outage. Please inform your teacher of the issues so they can report the outage to STS.
      ii. **A particular webpage or group of webpages are inaccessible.**
         1. This issue could be caused by several different reasons. The filter may be blocking the content or the webpage may be experiencing issues. Either way you may need to wait for a few minutes and try again. It may also help to reboot your computer. If you think that the filter is blocking the site your teacher may create an FMX trouble call on the issue. **Do not return your device to STS for this issue.**

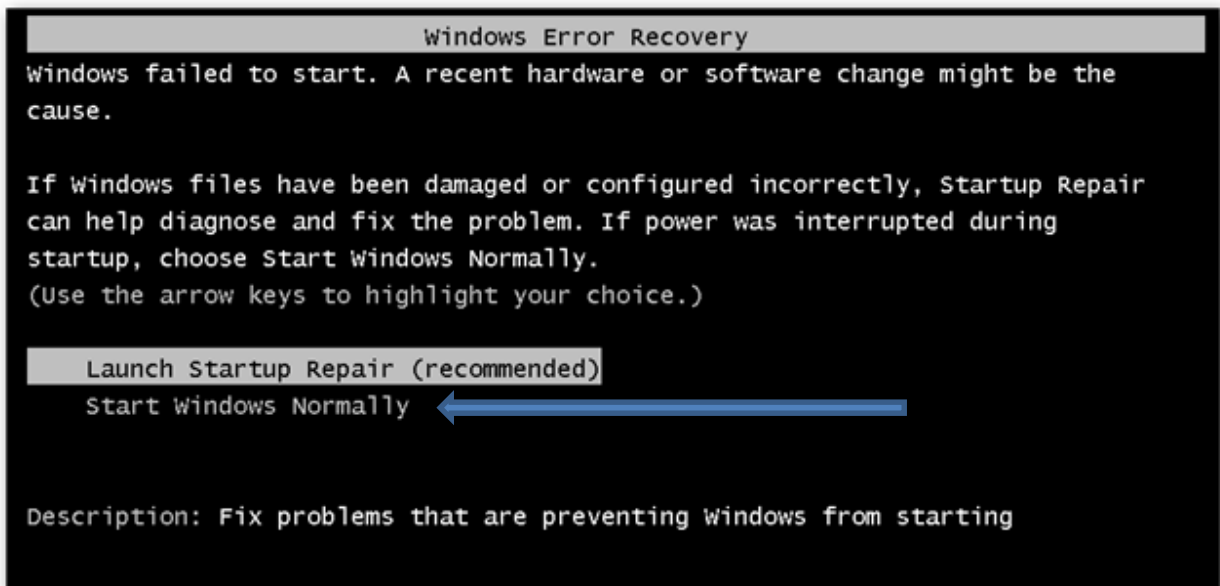[Return to Index](#)

4. **Computer will Not turn on or off**

   a. **Computer will Not Turn On**

      i. There are a few possible issues that could cause this issue. The computer battery may not be charged. Please take your computer to the assigned cart and plug it in. Try starting the laptop with the cable plugged in. If the computer starts you may need to turn the computer off and leave in cart for at least one hour. After charging, unplug the laptop and try turning it on again. If the computer turns on you should be ready to go. If the computer does not power up then you will need to complete the Repair / Return Procedures form and bring it to the STS room. We will issue you a loaner while your computer is being repaired

   b. **Computer will not Turn off**

      i. To force the laptop to turn off you will need to press and hold the power button for 15 seconds or until you hear the laptop power off. By turning your computer off in this fashion you will not allow the device to shutdown properly. **You may receive a boot screen that offers a choice of "Launch Startup Repair or Start Windows Normally". ALWAYS pick Start Windows Normally.**

```
                    Windows Error Recovery
Windows failed to start. A recent hardware or software change might be the
cause.

If Windows files have been damaged or configured incorrectly, Startup Repair
can help diagnose and fix the problem. If power was interrupted during
startup, choose Start Windows Normally.
(Use the arrow keys to highlight your choice.)

    Launch Startup Repair (recommended)
    Start Windows Normally

Description: Fix problems that are preventing Windows from starting
```

5. **BSoD –** Blue Screen of Death

   a. This is an example of a "Blue Screen of Death" screen. This screen is usually brought on by corrupt software of faulty hardware. Please fill out the Repair/Return Procedures form and bring it to the STS room. We will issue you a loaner while your computer is being repaired.
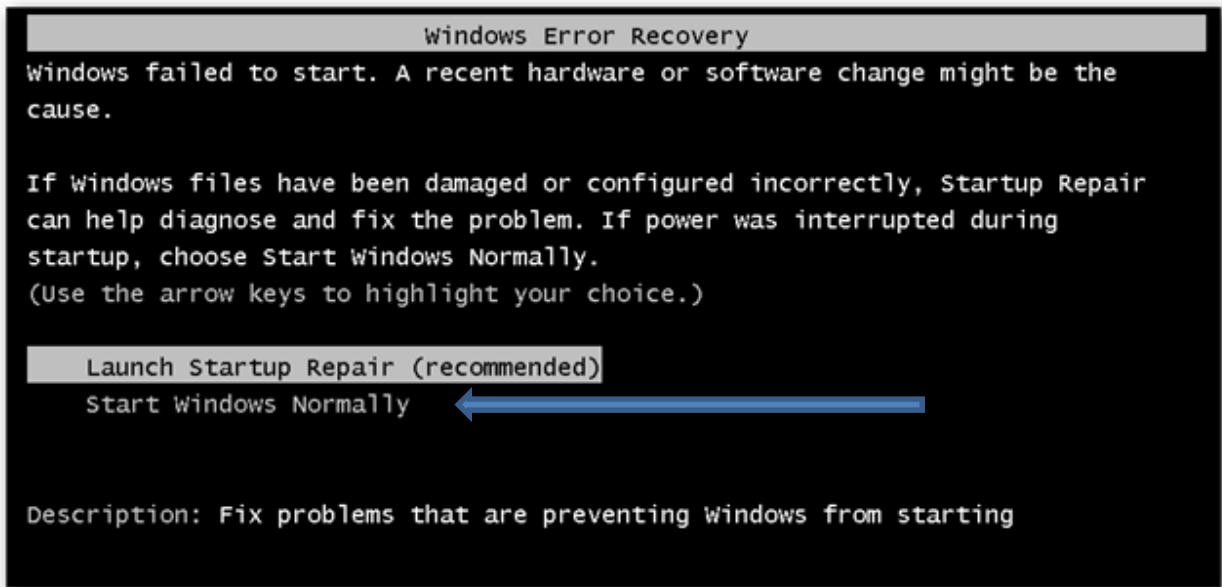
6. **Repair Mode (Windows Error Recovery)**
   a. The screen below will appear if the system has encountered an issue when booting. Please do NOT use the Startup Repair. Arrow down and select "Start Windows Normally". If your computer boots normally there is no further steps required and you can use the device in a normal fashion. If the computer does not boot properly you will need to complete the Repair/Return Procedures form and bring it to the STS room. We will issue you a loaner while your computer is being repaired.

```
                        Windows Error Recovery
Windows failed to start. A recent hardware or software change might be the
cause.

If Windows files have been damaged or configured incorrectly, Startup Repair
can help diagnose and fix the problem. If power was interrupted during
startup, choose Start Windows Normally.
(Use the arrow keys to highlight your choice.)

    Launch Startup Repair (recommended)
     Start Windows Normally


Description: Fix problems that are preventing Windows from starting
```

   b. **Reboot Loop**
      i. If your computer continually tries to reboot you will need to complete the Repair/Return Procedures form and bring it to the STS room. We will issue you a loaner while your computer is being repaired

7. **Printing Issues**
    a. Printing issues can be caused by a number of things. The first thing to try is a device reboot. If that does not clear the issue then use the checklist below:
        i. Are you logged into the network?
        ii. Do you have a wireless network connection?
        iii. Are others having issues printing? Report it to the teacher if you're not the only one having issues.
        iv. Does the printer that you're printing to have an error? Does it have paper?
        v. If you have verified that all of these items have been checked and you're still having issues you will need to complete the Repair/Return Procedures form and bring it to the STS room. We will issue you a loaner while your computer is being repaired.
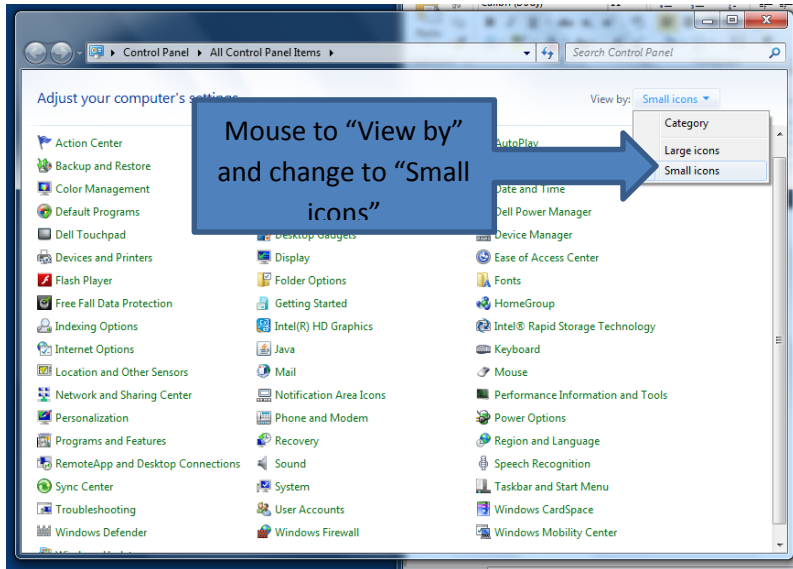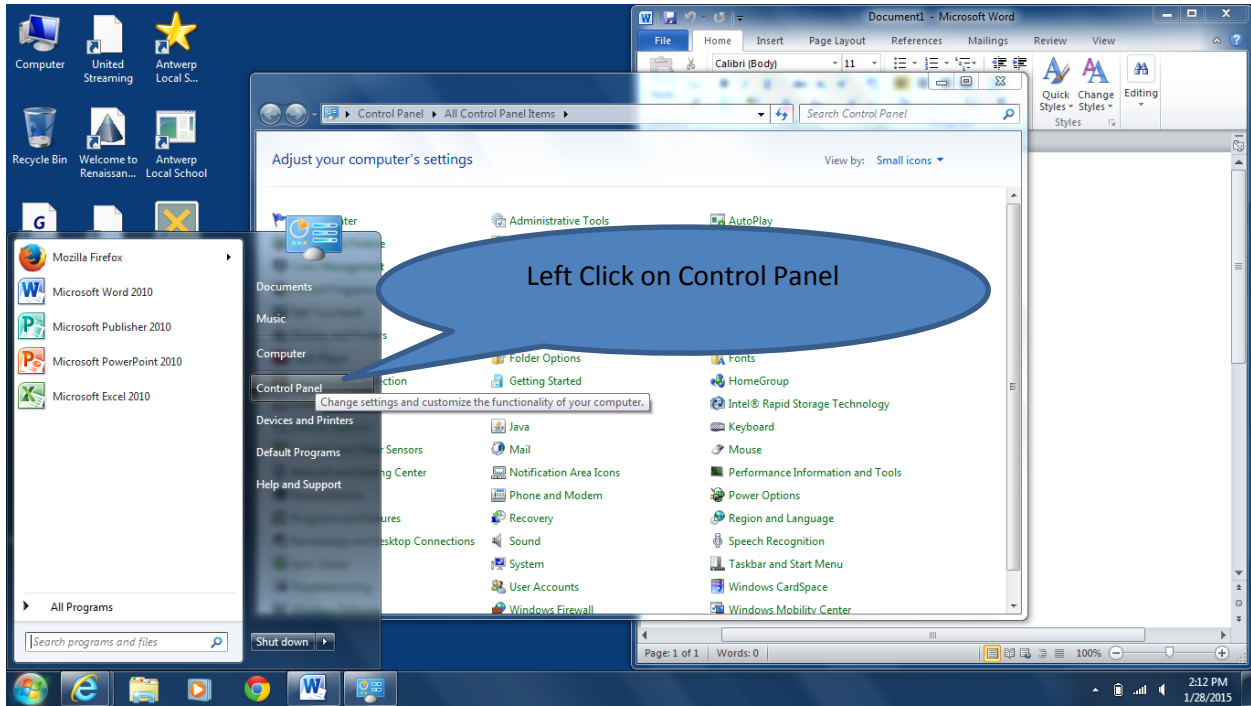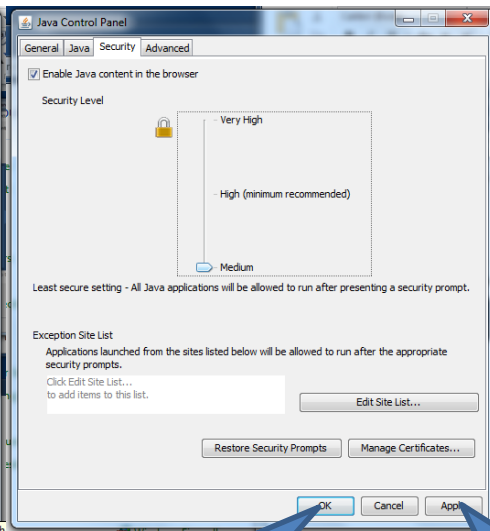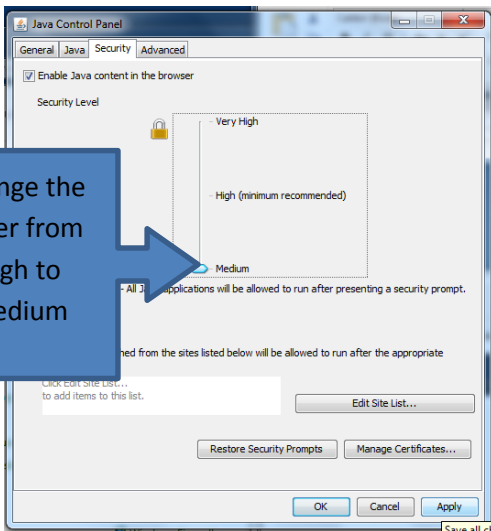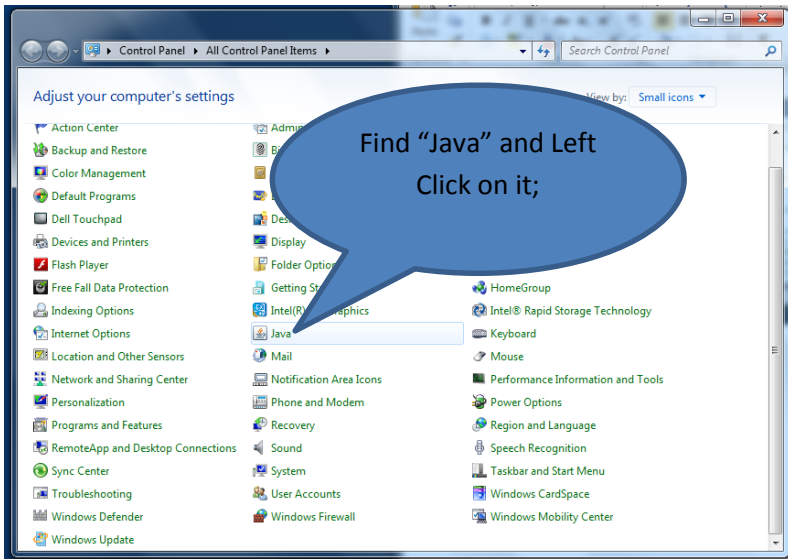
Return to Index

8. **Google Apps**
    a. If your experiencing slow response to Google Docs or the login page cannot be displayed the issue can be caused by several issues.
        i. Slowness can be caused by Internet or network congestion. But in most cases it is caused by Google's resources. Rarely does our connection experience delays due to lack of resources. Make sure you are using the Chrome browser. Google Apps has been created to use Chrome as its browser of choice.
        ii. Login Page issues can be caused by the filter or Google. The only troubleshooting method would be to reboot your computer. This will reestablish the filter connection. If you are still having issues with the login screen wait a few minutes and try again. If it continues, you will need to ask your teacher for advice.

Return to Index

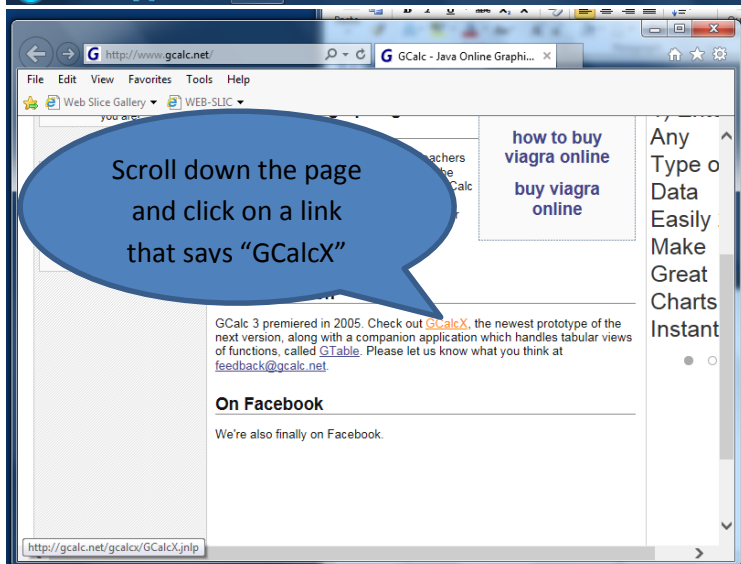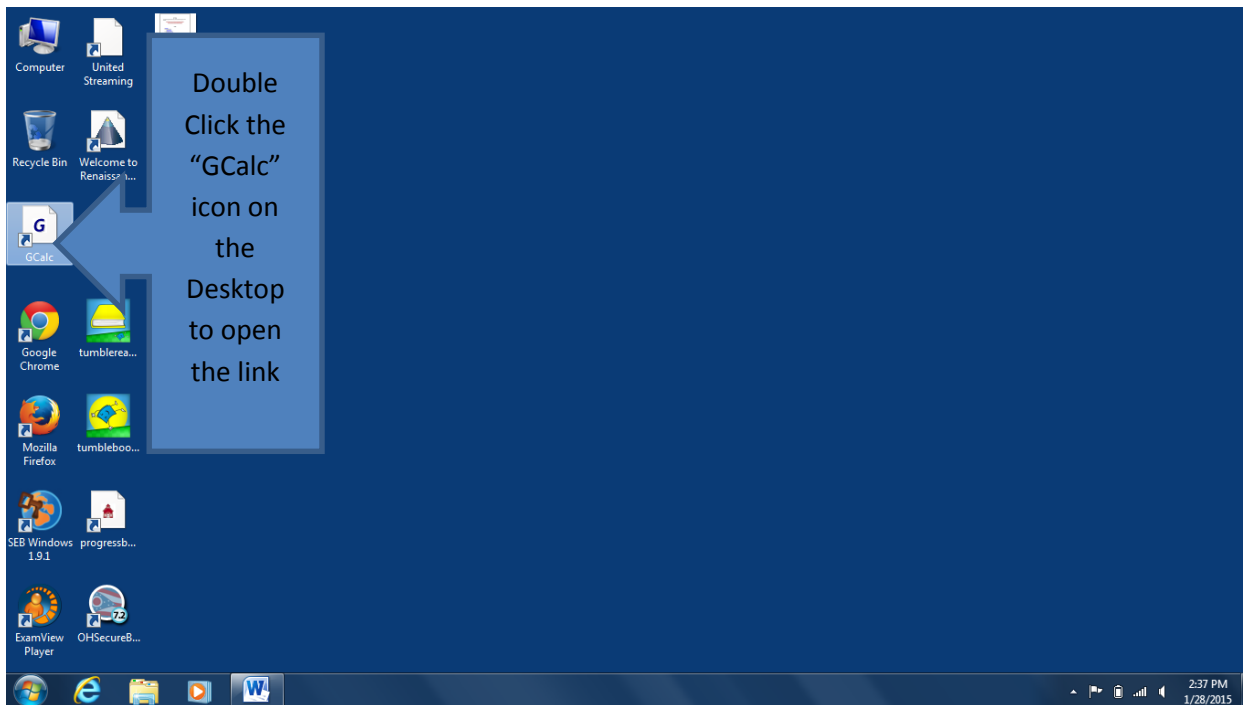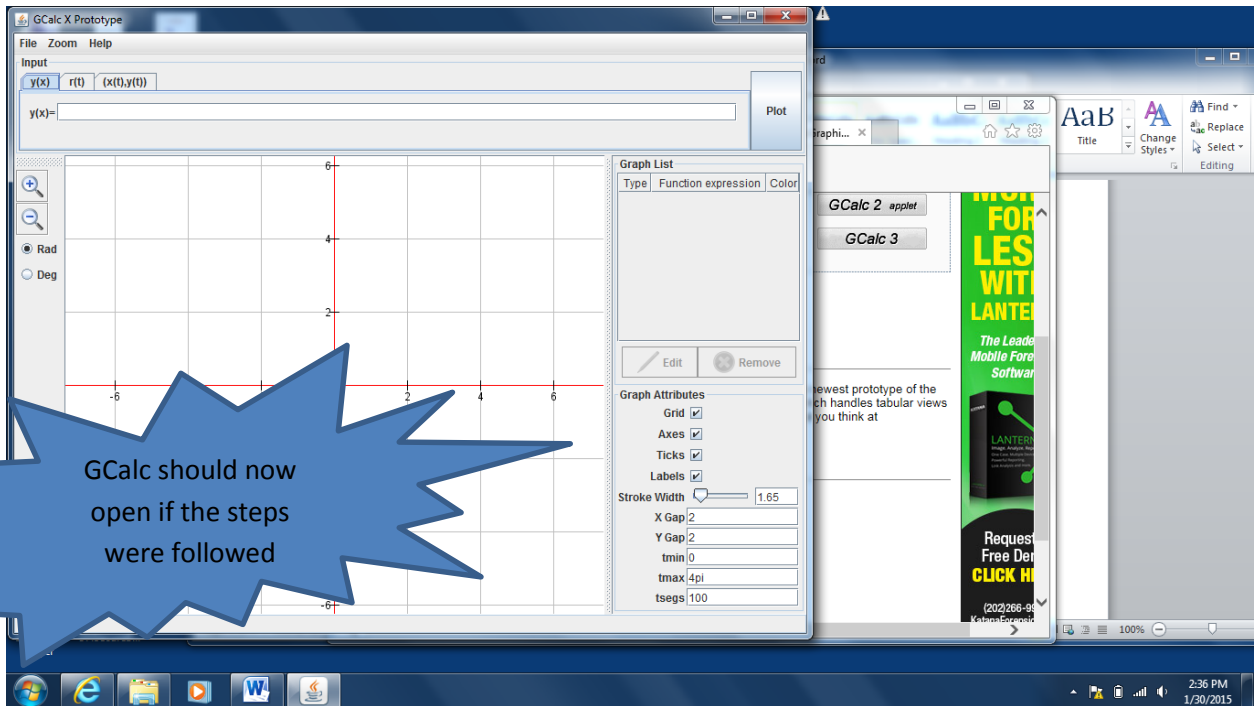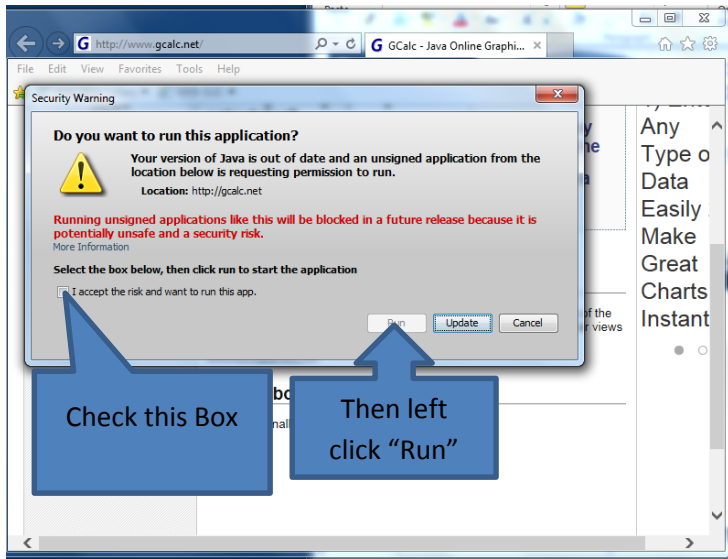**GCalc JAVA Configuration**

Left Click on Control Panel

Mouse to "View by" and change to "Small icons"

Find "Java" and Left Click on it;

Navigate to the Security Tab

Change the Slider from High to Medium

Then "OK"

First Left Click "Apply"

Double Click the "GCalc" icon on the Desktop to open the link

Scroll down the page and click on a link that savs "GCalcX"

GCalc 3 premiered in 2005. Check out GCalcX, the newest prototype of the next version, along with a companion application which handles tabular views of functions, called GTable. Please let us know what you think at feedback@gcalc.net.

On Facebook

We're also finally on Facebook.

http://gcalc.net/gcalcx/GCalcX.jnlp

how to buy viagra online

buy viagra online

Any
Type o
Data
Easily
Make
Great
Charts
Instant

Check this Box

Then left click "Run"

GCalc should now open if the steps were followed

Installing Format Factory

1. Open web browser and go to http://kbox
2. Left Click on User Console Library. Select the Install Format Factory 3.6.0.0. Then left click the Install button. The application will download to your computer and begin to run. This process could take up to 30 minutes. In most cases it is much faster.

Left Click on Install

Left Click on Agree

Very Important: _Uncheck both boxes_ and then left click on Next

Very Important: _Uncheck both boxes_ and then left click on Accept
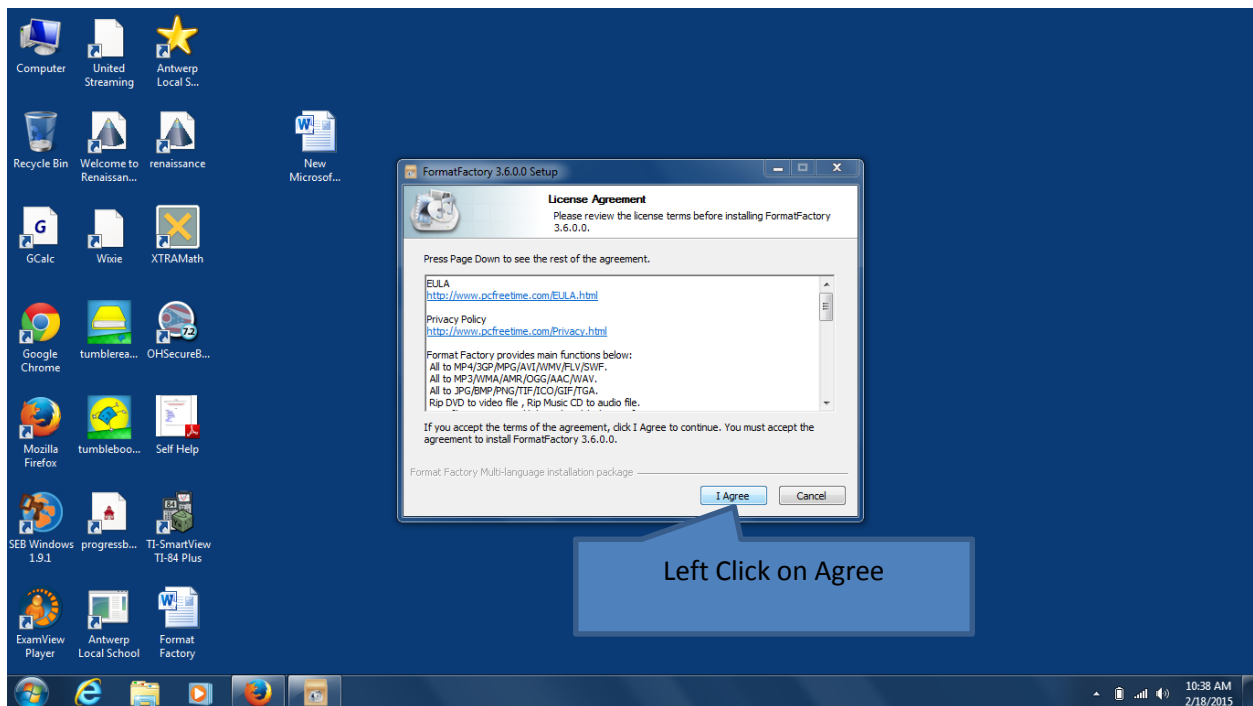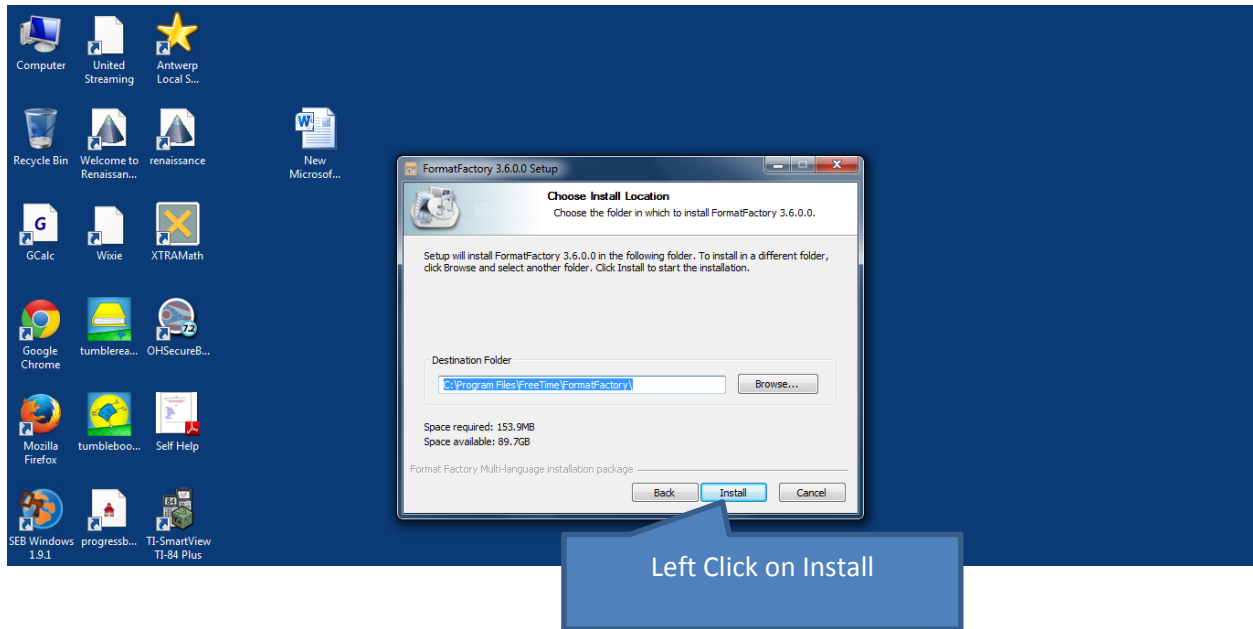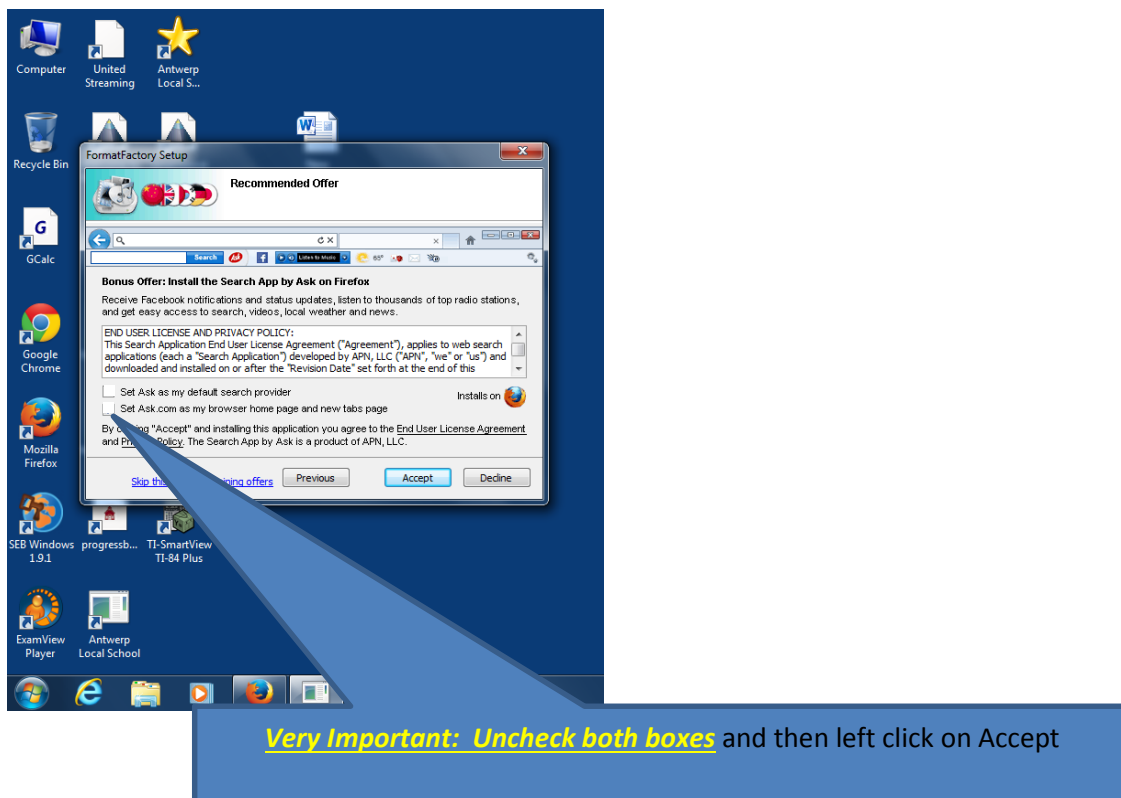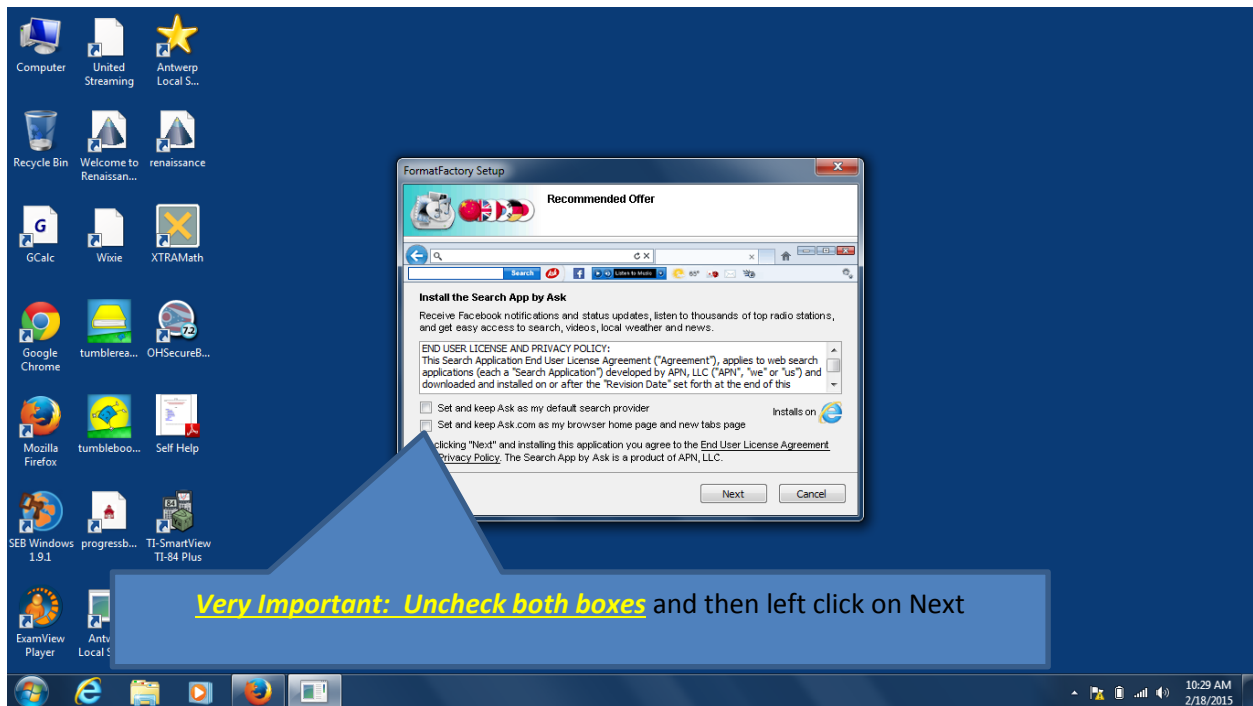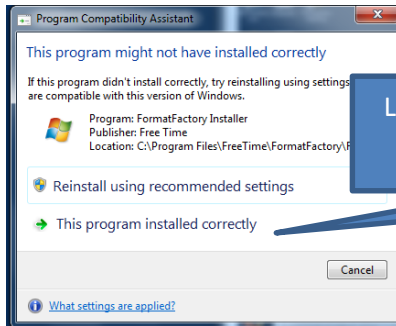
Left Click on "This program installed correctly". You will then be asked to finish the install. Please continue selecting the default settings

[Return to Index](#)

Create Format Factory Icon

Left Click on the Start Button

Double Left Click on the Local Disk (C:) drive

Double Left Click on the Program Files folder

Double Left Click on the Free Time folder

Double Left Click on the Format Factory folder
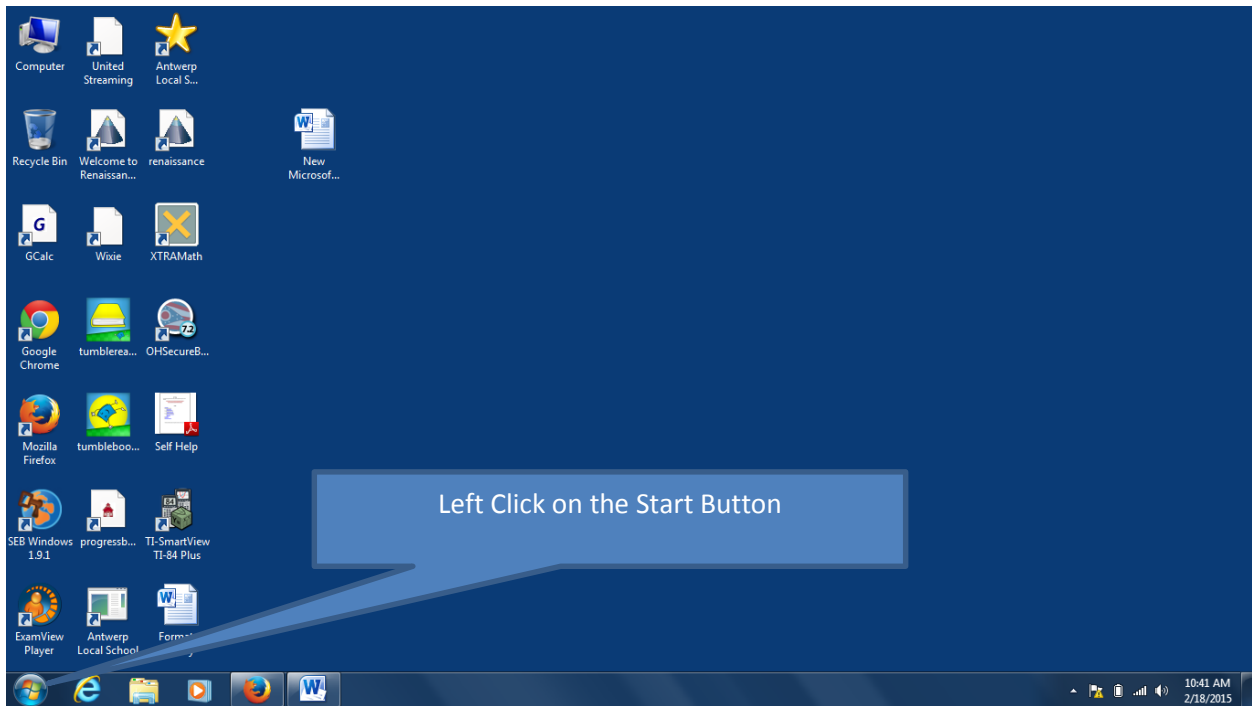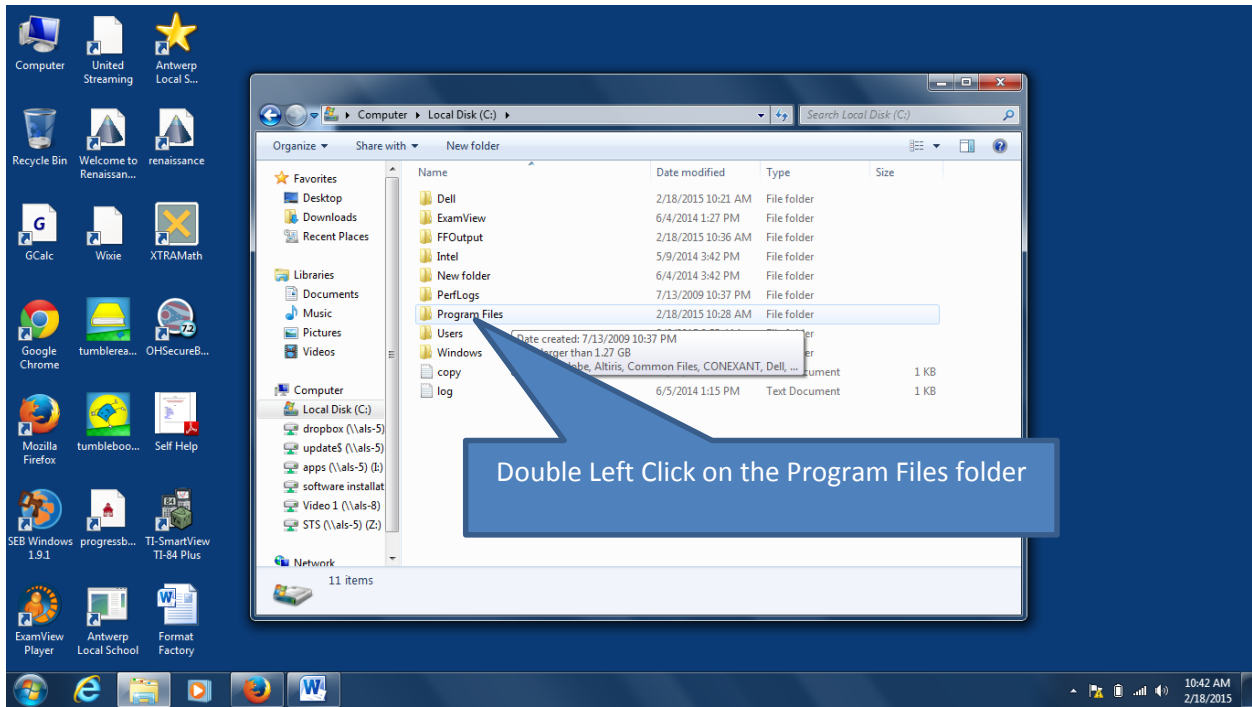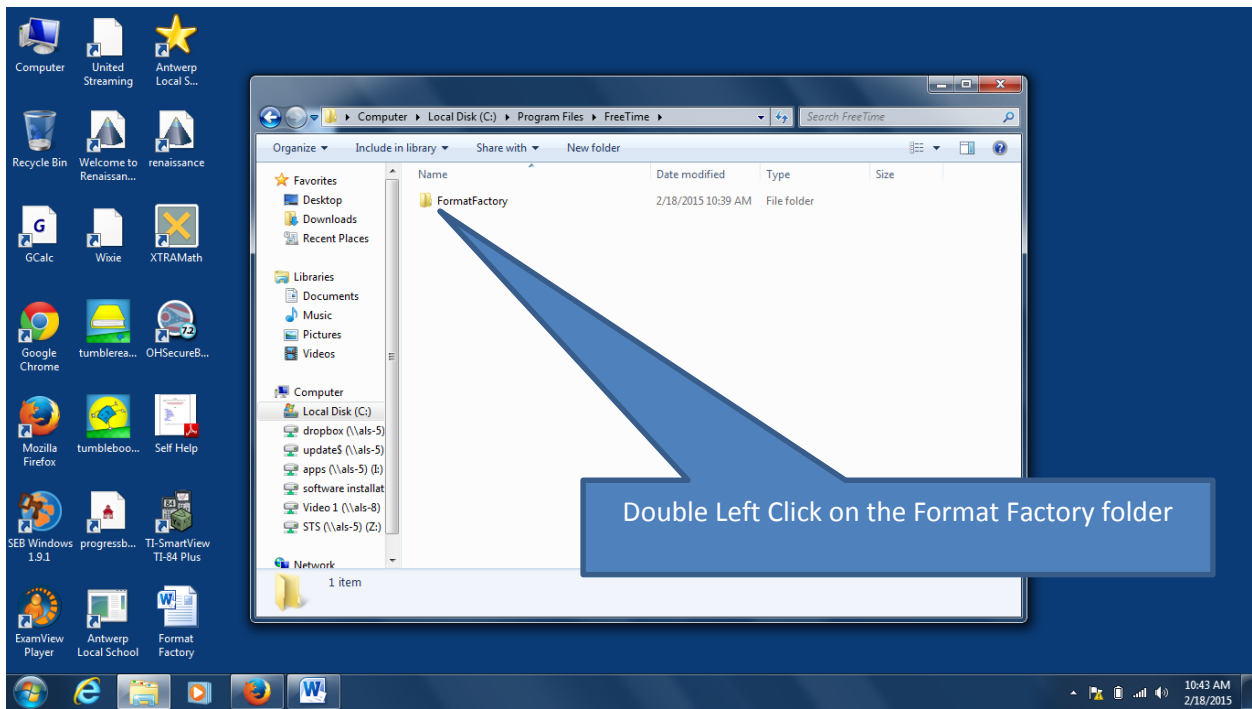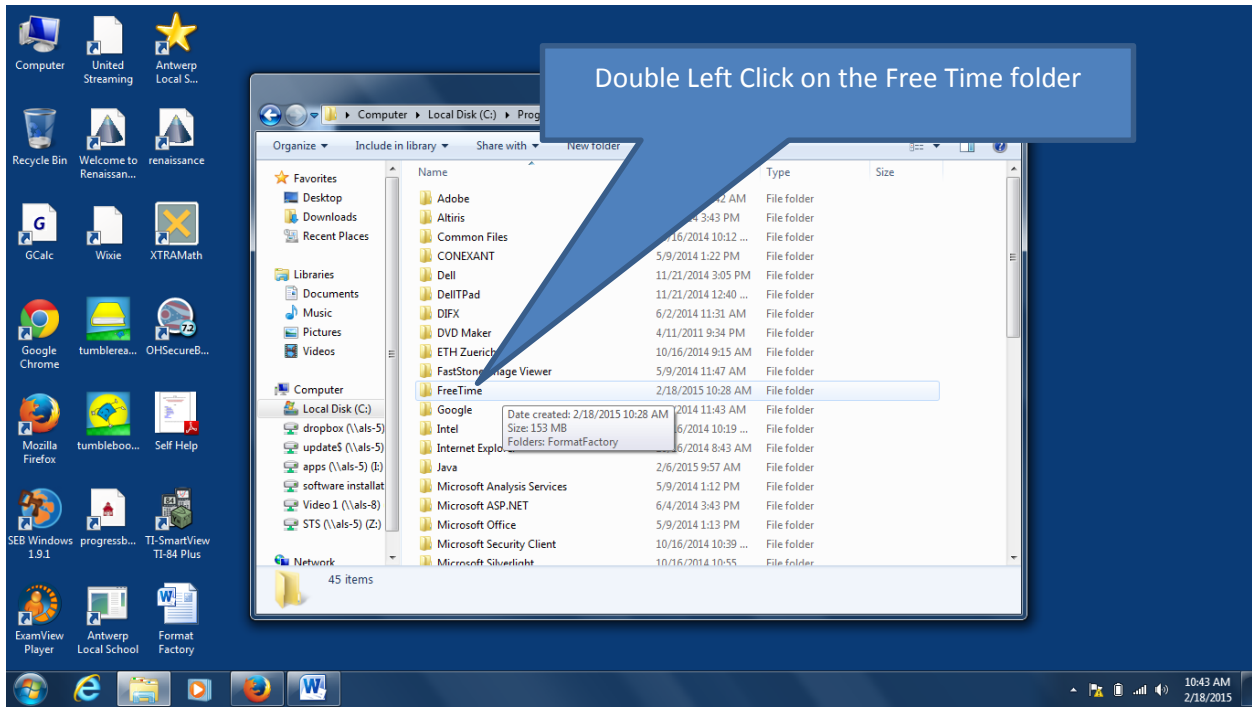
Right Click on the Format Factory Application File. Using the mouse pointer, hover over the "Send to" menu item. Another menu will appear. Left Click on Desktop (create shortcut). This will add a shortcut to your Desktop.
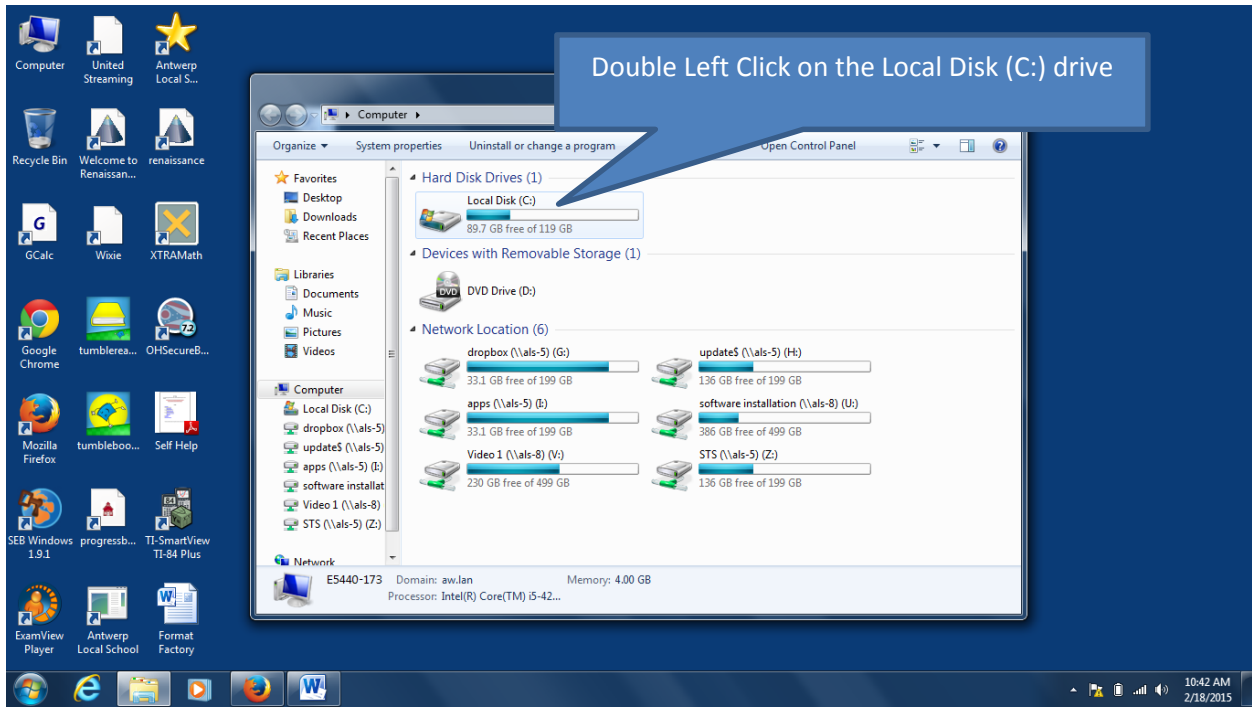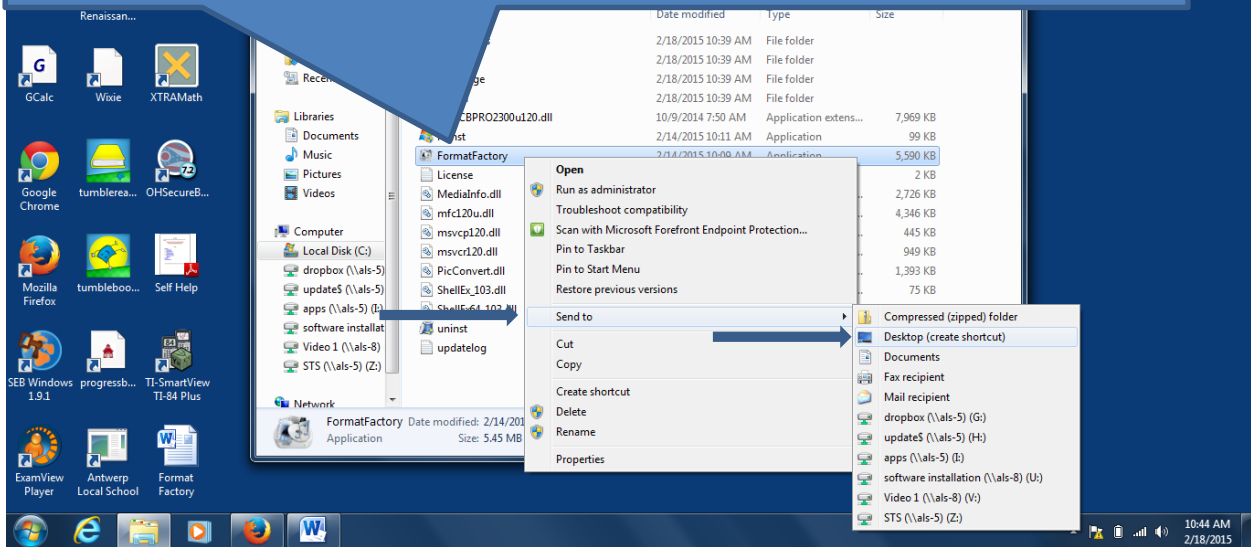
KACE User Console Library

You can use the User Console Library to download and install authorized software. To access these installation programs you will need to navigate to http://kbox using most web browsers. You will need to enter your school username and password to gain entry.

Left Click on User Console Library

We are currently not utilizing these menus.

User Console Library

User Console Library

My Computer

License Keys

Antwerp Service Desk

Knowledge Base

Download History

Left Click on the software Package that you wish to install.

Name

Install Adobe Fireworks CS6

Adobe Acrobat XI Installation - 2 Part

Install Adobe InDesign CC 2014 (32-bit)

Install Adobe Photoshop CC 2014 (32 Bit)

OHSECUREBOWSER7.2

Install FormatFactory 3.6.0.0

1 to 6 of 6

Software Library: Info and Download

Install: Adobe Fireworks CS6

Installation Instructions
Please do no turn off computer or log out during installation. You will be not...
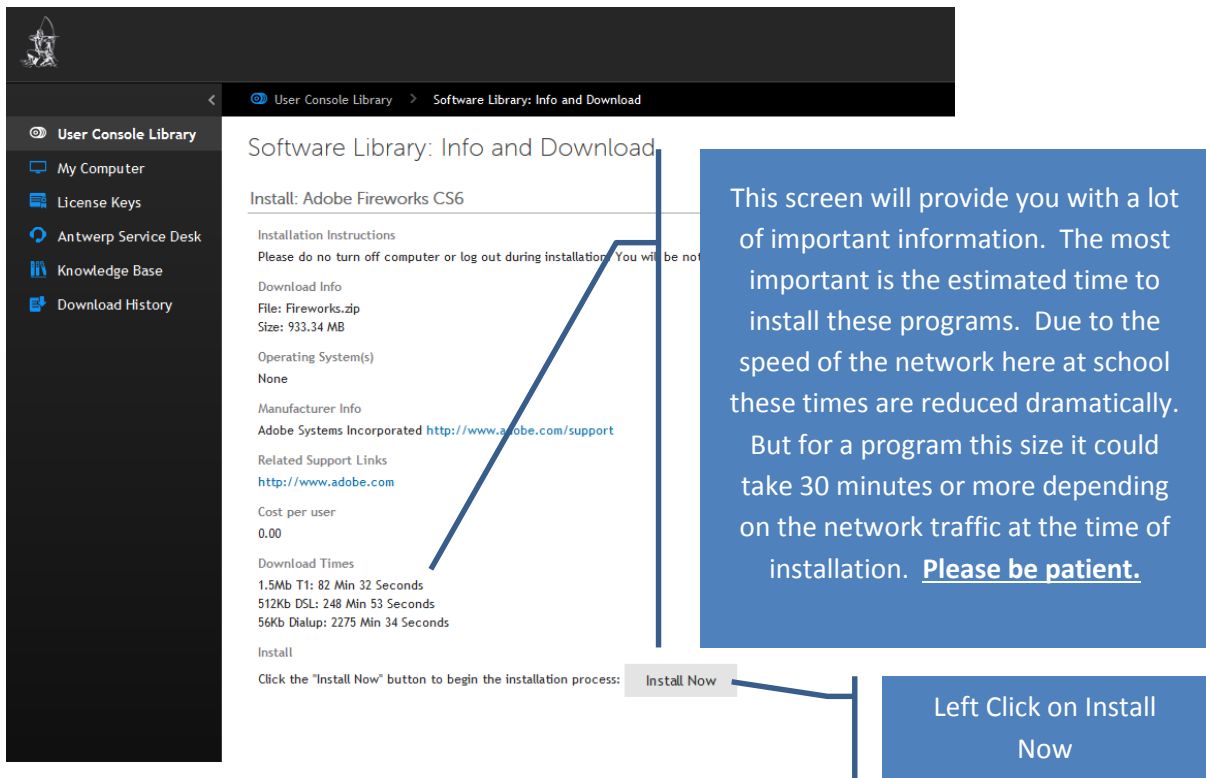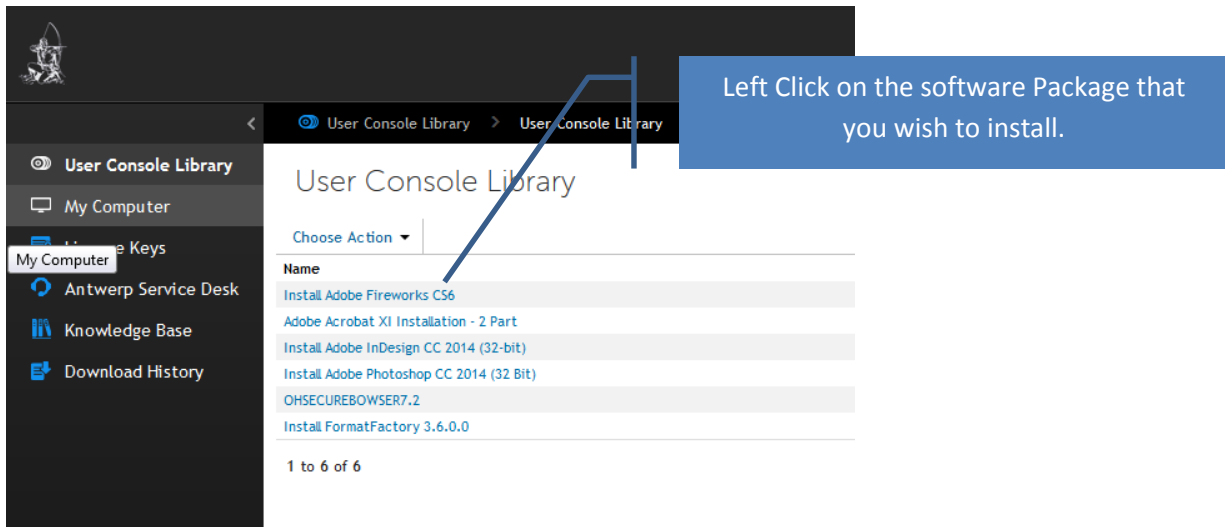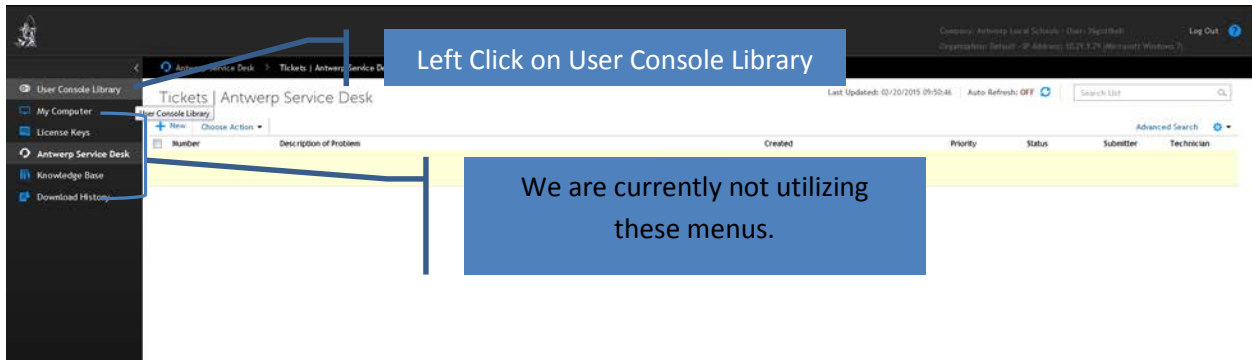
Download Info
File: Fireworks.zip
Size: 933.34 MB

Operating System(s)
None

Manufacturer Info
Adobe Systems Incorporated http://www.adobe.com/support

Related Support Links
http://www.adobe.com

Cost per user
0.00

Download Times
1.5Mb T1: 82 Min 32 Seconds
512Kb DSL: 248 Min 53 Seconds
56Kb Dialup: 2275 Min 34 Seconds

Install
Click the "Install Now" button to begin the installation process: Install Now

This screen will provide you with a lot of important information. The most important is the estimated time to install these programs. Due to the speed of the network here at school these times are reduced dramatically. But for a program this size it could take 30 minutes or more depending on the network traffic at the time of installation. **Please be patient.**

Left Click on Install Now

Download History

Name		
OHSECUREBOWSER7.2		
Install FormatFactory 3.6.0.0 Version: 3.6.0.0		
Install FormatFactory 3.6.0.0 Version: 3.6.0.0	Install Requested	02/18/2015 10:37:27
Install FormatFactory 3.6.0.0 Version: 3.6.0.0	Install Requested	02/18/2015 10:52:55
Install FormatFactory 3.6.0.0 Version: 3.6.0.0	Install Requested	02/18/2015 10:26:33
TISmartView 90 Day Trial	Install Requested	01/28/2015 09:57:20
Install Adobe Photoshop CC 2014 (32 Bit) Version: 15.1	Install Requested	01/17/2015 12:30:44
Install Adobe Photoshop CC 2014 (32 Bit) Version: 15.1	Install Requested	01/17/2015 10:41:13
Install Adobe InDesign CC 2014 (32-bit) Version: 10.0	Install Requested	01/14/2015 17:13:57

1 to 9 of 9   First   Previous   1   Next   Last   Show 250

After selecting the Install Now button you will be redirected to the Download History page. As stated before, please be patient. Do not repeatedly select the Install Now button as this will only prolong the task.