

BASIC FAULT GUIDE

This is a self help guide aimed to get you to try a few things before getting in touch with Helpdesk. It is also helpful in fault reporting that we know enough about the problem and what you have tried to fix it. With 23 sites it's not always easy to be there quickly.

GENERAL ADVICE

Be patient

Don't keep pressing or clicking thinking that nothing is happening. When your work station returns to normal you may have performed functions you did not mean to. Wait until you're sure of the problem before acting. Make sure the egg-timer has finished before you perform another function or open any application, especially P-mail.

Never move a PC that is switched on

This can seriously damage the hard disk and is quite often unable to be fixed. You can move monitors, keyboards, mice etc.

Don't just reboot

There are some cases where rebooting is all that can be done (see below). But there are usually ways of rectifying the problem without having to reboot. Constant rebooting can be damaging to the PC as applications are open.

Don't be scared:

In general there is little you can do to seriously damage your PC or the System. Our common desktop means that Systems have more control over problems. Because most of the data is held at Server level and not on your PC it's easier for us to rectify if there is a problem. However, there are spots to be careful of:

- Deleting: be careful of deleting, especially off k: drive as this is a collective file. The rule is don't delete anything you didn't put there yourself (unless someone responsible for the file asks you to)
- Saving: make sure you're saving things to the right place. The drives that you see are all open so make sure you don't go saving your work over someone else's or putting your work somewhere where it is difficult to find.

For a description of file management techniques and how divisional drives are intended to be used see section 5

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Monitor

No power	Check all cables are plugged in correctly and not loose Check button is working Check plugs and switches
Flickering on/off with crackling noise	see above
“No signal” message on screen	Your PC is not on. Check power and cables.
Screen image badly positioned	Try using manual adjustments. For more in depth information see section 2
Display problems e.g. missing toolbars	Try using manual adjustments at the bottom of the monitor (for info see section 2) It may be a software fault. Check in <i>view</i> from your toolbar to see toolbar settings. Check later sections (Section B) for each application
Resolution too small/large of the common desk top icons	Seek advice from Helpdesk
Resolution too small/large of Office packages, Advance, etc	Check your formats in each application. See section B
Colour changes	If colours have changed, check your desktop in each application. If colours change or jump, or if some colours are obviously missing contact Helpdesk
Blurry patches	Does your screen need cleaned? If not contact Helpdesk with details.

Mouse

Not responsive	Check connection: if loose you will have to shut down the PC before plugging the mouse back in and logging on again.
Tracking faulty/slow	Clean the mouse ball
Clicking too slow	Make sure the problem is not with the network. Be patient and don't repeat click. If it really is the mouse click time see section 2

Scanners (Service points)

No light	Check connections. It may be keyboard connections so check them too. The machine will have to be switched off and on for the PC to recognise the scanner.
Unusual noises	Check connections as above. If this doesn't work try reprogramming your scanner. Details are held at Service Points
Not reading bar-codes properly	Try reprogramming. See above. Try cleaning.

PC (processor)

Problems with processors are usually more serious than other hard ware problems. Never move a PC that is switched on. If you are experiencing problems please do not just reboot your PC as this can cause faults. In some cases however rebooting is the only thing that can be done. Please check below.

Hanging	<p>Be patient. Make sure the network is not just slow. Try other applications. It may be that Voyager or P-mail is hanging but other applications are ok. (N.B. use Alt-Tab)</p> <p>Try using ALT-F4. This closes down applications in order of viewing. A box will appear, choose End-task. WARNING - this will close the programme immediately, without allowing you to save (see saving information section 4)</p> <p>If this doesn't work repeat Alt-F4 a few times. If you are not prompted to End task try rebooting.</p> <p>N.B. When you log back on an error message may appear saying Windows had not shutdown properly. Ok this and the PC will scan its hard disk to make sure everything's ok.</p> <p>Check with Helpdesk to see if there are any Network problems.</p>
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Noise	A continuous bleep may mean a bad connection between mouse or keyboard and PC (or both). Try logging off, switching off, checking connections and switching back on.(N.B. check scanner connection as well if you have one) Any unusual noise which is not due to faulty connections should be reported to Helpdesk.
Error message when switching on: “Windows was not properly shut down. One or more of your disk drives may have errors in it. Press any key to run Scandisk on these drives”	The last time the PC was used it was not shut down correctly. Press any key to run Scandisk. Wait until the normal Win 95 login box displays. IMPORTANT: Make sure all applications are shut down properly before logging off.
PC running in Safe Mode	There may have been an error shutting down. Use the cursor keys to highlight Normal Mode then press return
Error messages about the Hard Disk (except those listed above)	Should be reported to Helpdesk immediately.

Printers and printing

If you are unable to print it could be for various reasons. You may be given some alerts by the system to suggest what the problem is. These may include: printer out of paper, printer busy, printer not active, printer offline. In most cases please be patient. Don't keep trying to print as the printing jobs will remain in a queue to be printed when the fault is gone. You can check what jobs are waiting (see section 6) you can also kill jobs which you alone have sent if necessary and resend them. For all error messages make double sure the printer has paper in it (sometimes error messages tell fibs!)

Printer not active	<p>Check the printer is on-line.</p> <p>Check that you are attached to the printer through the system see section 5</p> <p>If the printer is directly attached to your PC (i.e. on LPT1) check cables from the printer to your PC</p> <p>Check the Ethernet cable from the printer if you are networked.</p> <p>Check that the Jetdirect box is lit (if you have one) See section 5</p> <p>Check the printer has paper</p>
Printer expecting a different form e.g. letter	Check what the printer says. If asking to “load letter” press proceed. For future use check your defaults within your applications and change from Letter to A4 see section 6

Printing seems to have been sent ok, but no output from the printer	Check which printer you are attached to. You may be printing to someone else's printer. (see section 6) See if your printing is in the queue (see section 6). You can then try deleting this and sending the printing again. Press Test page on Jet Direct box before switching off and on again.
Printing faded/patchy	Toner problem. The toner cartridge may be taken out and shaken slightly from left to right to get the toner powder to lie more evenly. If this fails to remedy the problem, new toner cartridge needed (available through General Office)
Printer taking a long time/only printing parts of a document	Printers have a limited memory. Graphics and long documents take time to communicate. Long documents may need to be split into printing jobs see section 6
Printing a banner or blank pages	See section 6 on how to remove banner. Check that your document has no blank pages in it.

Logging on

Access denied	Check you have used the right password and login name. Have you been prompted to change your password recently? (see section 3) If so your grace logins may have run out: Contact Helpdesk. Check the Ethernet connection to your PC. Check with Helpdesk to see if the Network is down.
Logging on to too many workstations	Check you're not logged on anywhere else (the PC may be taking it's time to close) If you are not logged on anywhere else wait a few minutes and try again. If the error message occurs again contact Helpdesk.

Saving work

In general, problems with saving are usually connected to viruses or lack of memory. If you are prompted about lack of memory (N.B. not the same as out of disk space messages) then try shutting down some of the other applications open on your desktop.

Error messages when trying to save work	<p>Check that you are saving to the right place.</p> <p>Check that you aren't trying to save a read only file (the system should tell you)</p> <p>If you have typed in a file name and path, check that it is correct.</p> <p>If you are resaving a piece of work and the system will not allow it, try renaming the file slightly.</p> <p>Try opening a new file and cutting and pasting from the document you're working on.</p>
Out of disk space messages	Systems are aware of this immediately and will be working on the problem. No need to report.
Not enough memory messages	<p>Try shutting down other applications (the less you have open the better your PC will perform)</p> <p>If you still are unable to save it may be a virus. To save your work you can try cutting and pasting to another file and saving in smaller chunks.</p>

Floppy disks

Disks non-formatted	<p>If you are trying to read a non-formatted disk do not format it. This will wipe the disk. You may need to use a different machine. Contact Helpdesk</p> <p>If you are trying to save, details of how to format disks are in section 2</p>
Error when saving	The disk may be corrupt. Try another disk.
Problems trying to read from disk	<p>The disk may be corrupt or non-formatted (the system will alert you) see above.</p> <p>Try copying the files through file manager/windows explorer and then opening them.</p>
Disk stuck in the machine	Contact Helpdesk

P-mail

Mail is returned	<p>Check you have the correct address.</p> <p>Try using the reply to address from e-mails sent to you rather than typing in.</p> <p>There may be problems if you're sending to an external server e.g. their server is down. Try again later.</p>
Not receiving e-mails	<p>Check that people are using the correct address.</p> <p>If they are, check with Helpdesk to see that your Lib-srv4 address and @ed. address are linked</p>
Not receiving mail list e-mails	<p>Check with Systems department to see that lists are correct.</p> <p>Check that the person sending is using the correct/current list.</p>
Lost folders/new mail	<p>Lost new mail is often caused by opening p-mail too soon. Please be patient.</p> <p>In most cases Helpdesk can retrieve the lost mail.</p> <p>Make sure you haven't had your mail redirected e.g. after absence.</p> <p>If none of the above then try to reindex folders (found in folders option of tool bar) see section 8</p>
Problems reading attachments	<p>Try saving the files before opening them.</p> <p>They may be in the wrong format for opening in our applications, try getting the person who sent them to send them in a different format.</p> <p>Try saving to H: and getting advice from Helpdesk.</p>
Problems sending attachments	<p>See section 8 on sending attachments.</p> <p>Make sure the file is not too big. Try splitting the file if necessary.</p>

CD Roms

Problems with stand-alone CDs.	<p>Check the disk is clean/scratch free.</p> <p>Check you are installing it according to Systems instructions (all software must be passed to Systems to check before use)</p> <p>Check you have the correct version (Win 95/97 etc)</p> <p>Check the disk does not need a caddie before installing.</p>
CD Rom Network access	<p>Details for connecting to the CD Rom Server are in section 10</p> <p>Try to access the CD Rom a few times before reporting to Helpdesk</p>

MS Office problems

Queries about the use of Microsoft Office packages should be directed to the General Office. The exceptions to this rule are:

Being unable to save	see section above
Being unable to print	see section above, and section 5

Reporting to Helpdesk

If, after going through the checklists above no remedy is found then please contact Helpdesk. If it is a hardware fault it is helpful for us if you to give us the serial number, location and user of the machine/monitor.

If reporting a network fault it helps us speed things up with EUCS if we have a Segment number. This is found on most Ethernet points on the wall. Each Ethernet box should have a number. If you can't see the Ethernet point or it doesn't have a number then please give us the serial numbers of PCs which are affected by the fault.

To contact Helpdesk. Just type helpdesk in the address field.