

System Failure Checklist

InfoDome

If you get an error message while trying to access a InfoDome or the workstation(s) appears frozen:

1. Try rebooting the affected workstation first. If the problem still persists, try accessing InfoDome from another workstation. If the problem still persists, then this maybe a network, system and/or multiple workstation failure.
2. a. Try telnetting to libweb to check the network connection.

At Netscape's Open Location prompt, type:

telnet://libweb.sdsu.edu

OR

At the Telnet package prompt, type:

telnet libweb or **telnet 130.191.17.212**

If Libweb's UNIX login prompt DOES NOT appear, then this maybe a network failure. Call the Circulation Desk Supervisor to log the problem and receive information on any recent TNS Alerts about the network. If Libweb's UNIX login prompt DOES appear, then this NOT a network failure and you can Quit your Telnet package.

OR

2. b. If accessing InfoDome from another workstation fails, this maybe a system and/or multiple workstation failure. Call the Circulation Desk Supervisor to log the problem and describe what steps you took.

OR

2. c. If you can log into InfoDome and navigate through the menus, but one or more **remote databases** are unavailable (I.E cannot make internet contact with remote host(s)), try another cluster and/or call another Reference Desk to see if they are also having a problem. If after doing this and the remote databases are still unavailable, this maybe an Internet Gateway failure. To verify this, try accessing one of the following databases via URL -

http://infodome.sdsu.edu/alpha_databases.html

GPO (Government Printing Office) or CollegeSource Online.

If for example these databases can not be contacted, then DO NOT CALL ANYONE; repairing an Internet Gateway is beyond InfoSys's capabilities and access will wait until the Internet is ready.

OR

2. d. If you can log into InfoDome and navigate through the menus, but one or more **local databases** are unavailable (I.E cannot make contact with the local File Server (OVID), this may mean the File Server had a failure. To verify this, try accessing the following databases via URL -

http://infodome.sdsu.edu/alpha_databases.html

MLA Bibliography (OVID) database.

If for example this database can not be contacted, then call the Circulation Desk Supervisor to log the problem and identify the database you tried and describe what steps you took.

3. If the problem does not exist on another workstation, then turn the problem workstation off, wait 10 minutes, turn the problem workstation on, and try to access InfoDome again.
4. Try the **Hardware Tips for Common Personal Computer Failures.**
5. If the problem still persists, then this is a failure of a single workstation. Submit the problem using an InfoSys Service Request form through the normal methods (46753 (Voice), 48982 (FAX), and infosys@library.sdsu.edu (Email)).

PAC Failures

If you get an error message while trying to access a database or the workstation(s) appears frozen:

1. If all PAC terminals are NOT down and the tips in Troubleshooting WYSE terminals document DO NOT correct the problem, then this is a failure of a single terminal. Submit the problem using an InfoSys Service Request form through the normal methods (46753 (Voice), 48982 (FAX), and infosys@library.sdsu.edu (Email)).

2. If all PAC terminals are down/inaccessible, then this maybe a system failure and/or multiple terminal failure. Call the Circulation Desk Supervisor to log the problem.