

Common Troubleshooting Issues and Resolutions

Issue

Symptoms

Causes

Fix

Forgotten Password / Account Lockout

- . User cannot sign in
- . "Incorrect password"
- . "Account locked due to too many attempts"
- . Password expired

- . User forgot password
- . Password expired
- . Account locked after retries
- . Not using the correct domain (AD/Entra)

- . Reset password via portal or admin
- . Unlock account in AD/Entra
- . Confirm correct username/domain
- . Encourage password manager & MFA backup codes

No Internet Connection

- . The device shows "No internet" or a warning icon.
- . Websites do not load.
- . Wi-Fi appears connected but traffic does not flow.
- . Ethernet has no link light.

- . Wi-Fi is disabled or the device is connected to the wrong network.
- . DHCP has failed, resulting in an APIPA address.
- . The router or access point is offline.
- . The network cable is unplugged or faulty.
- . DNS issues are preventing traffic

- . Reconnect to the correct Wi-Fi network.
- . Renew the IP address.
- . Try manually opening Authenticator.
- . Check or restart network equipment.
- . Change DNS to a known working resolver.

Slow Device Performance

- . Applications load slowly.
- . The device freezes or lags.
- . The fan runs loudly.
- . The system becomes unresponsive.

- . Too many startup programs are running.
- . The device has low storage space.
- . Drivers or the OS are outdated.
- . Malware or unwanted software is installed.

- . Disable unnecessary startup items.
- . Free up disk space.
- . Update the OS and drivers.
- . Run an antivirus scan.

Application Not Opening / Crashing

- . The application closes on launch.
- . The user sees "Not responding".
- . The app works for others but not this user.
- . The app freezes shortly after opening.

- . The installation is corrupted.
- . The user lacks required permissions.
- . Location-based restrictions
- . The app version is outdated.
- . Add-ons are causing conflicts.

- . Restart the device and try again.
- . Run application as administrator.
- . Fix policy assignments/conditions
- . Repair/ reinstall the application.
- . Disable or remove add-ons.