

CSU_GLB IT Issue & Troubleshooting Guide

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Contents

• IT-001: Laptop Blue Screen / Crash	2
• IT-002: VPN Connection Failure	2
• IT-004: Wi-Fi Connectivity / Network Drop.....	3
• IT-005: Printer Not Responding	3
• IT-006: MFA / 2FA Authentication Failure	3
• IT-007: Software Installation / Update Failure	4
• IT-008: Server Access Denied / Permission Issue.....	4
• IT-009: Application Crashes or Slowness	5
• IT-010: Peripheral Issues (Mouse, Keyboard, Monitor, Webcam, Audio).....	5

- **IT-001: Laptop Blue Screen / Crash**

Description: User laptop crashes with blue screen (BSOD) during normal operation.

Troubleshooting Steps:

1. Check the error code and message on the blue screen.
 2. Review Windows Event Logs for critical errors and driver issues.
 3. Verify hardware health (RAM, HDD/SSD, CPU temperature).
 4. Boot in safe mode and attempt system restore if recent changes caused the issue.
 5. Update drivers and Windows patches.
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- **IT-002: VPN Connection Failure**

Description: Employee cannot connect to corporate VPN.

Troubleshooting Steps:

1. Confirm user credentials are correct and account is active.
 2. Check VPN client configuration and server connectivity.
 3. Verify network access/firewall rules allow VPN traffic.
 4. Restart client device and retry connection.
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- **IT-003: Email Access / O365 Login Issue**

Description: Cannot access corporate email or O365 apps.

Troubleshooting Steps:

1. Verify username and password are correct.
 2. Check if O365 services are operational.
 3. Clear browser cache or try a different browser.
 4. Ensure MFA/2FA is completed if enabled.
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- **IT-004: Wi-Fi Connectivity / Network Drop**

Description: Frequent disconnects or slow Wi-Fi in office.

Troubleshooting Steps:

1. Confirm Wi-Fi adapter is enabled and drivers are up to date.
 2. Test connection to multiple Wi-Fi networks to isolate device vs network issue.
 3. Check access point status and router logs.
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- **IT-005: Printer Not Responding**

Description: Office printer does not print jobs or shows error codes.

Troubleshooting Steps:

1. Verify printer is powered on and connected to the network.
 2. Check print queue for pending or stuck jobs.
 3. Restart printer and client device.
 4. Update printer drivers.
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- **IT-006: MFA / 2FA Authentication Failure**

Description: Multi-factor authentication fails or does not send codes.

Troubleshooting Steps:

1. Confirm correct authentication method (app, SMS, token).
 2. Check time settings on authenticator devices.
 3. Clear app cache or re-register MFA device.
 4. Test from a different device if possible.
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- **IT-007: Software Installation / Update Failure**

Description: Applications like Adobe, PowerBI, Tableau, or internal apps fail to install or update.

Troubleshooting Steps:

1. Verify system meets software requirements.
 2. Check for previous installations or locked files preventing updates.
 3. Ensure antivirus or firewall is not blocking installation.
 4. Retry installation as Administrator.
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- **IT-008: Server Access Denied / Permission Issue**

Description: Cannot access internal servers, AWS, Azure, or file shares.

Troubleshooting Steps:

1. Verify the user account is active and assigned the correct group/role permissions.
 2. Ensure credentials (username/password, SSH key, MFA) are correct and test connectivity.
 3. Check firewall/security rules and review server logs for authentication failures.
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- **IT-009: Application Crashes or Slowness**

Description: Teams, Zoom, Slack, Confluence, Jira, SAP, Salesforce, or SQL queries run slowly or crash.

Troubleshooting Steps:

1. Check system resource usage (CPU, RAM, disk space).
 2. Update the application to the latest version.
 3. Clear application cache or reset settings.
 4. Restart the application or device.
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- **IT-010: Peripheral Issues (Mouse, Keyboard, Monitor, Webcam, Audio)**

Description: External devices not functioning properly.

Troubleshooting Steps:

1. Check physical connections and replace cables if necessary.
2. Verify drivers are installed and up to date.
3. Test device on another workstation to confirm functionality.