

# CSU\_GLB IT Issue & Troubleshooting Guide

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- **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.