

Computer Use Troubleshooting Guide

Developed by the School District of Lodi
Technology Integration Council

| | Problem | Possible Solution |
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| LOG IN | Can't type in login screen— (seems frozen) | ▣CTRL + ALT + DELETE, then press ESC |
| | Can't login | ▣Check username spelling ▣Retype password ▣Check to make sure there are NO SPACES before or after username—spaces will prevent it from working ▣Try resetting the login screen by clicking the X in the top right corner, then click OK or Enter. Retype username and password. ▣If in the ES lab, check the student password card located in the file folders in the gray bin. ▣Some students need to click the year they will graduate from an additional screen at log in time. (two people with same username) They will need to reset the login screen if they couldn't get logged in. |
| | Can't login—error message “you are trying to log into too many stations.....” | ▣Make sure you are not logged into another computer, you can only log in to one at a time. ▣If you tried logging into a computer and it froze on you, you will not be able to log in to a different computer until you log back into the one that froze and then log off correctly. |
| | Windows password screen | ▣Check the network cord connection at both ends and reboot the computer |
| CAN'T OPEN OR CAN'T SEE OR BLANK DOCUMENT | Can't open an application or can see the application behind the menu screen, but can't open it. An error message appears. | ▣This is caused by over-clicking to start the application. (Anything more than a double-click will cause this error.) Avoid this error by clicking once, then pressing the ENTER key once. WAIT, it will eventually run. ▣Click OK, to clear the error message. Then click on the application name on the Start menu bar at the bottom of the screen. (the long gray bar at the bottom) |
| | Information is missing, (page is completely blank) after opening document | ▣Usually, this happens when someone clicks OPEN instead of SAVE when they save it. If it asks the question "do you want to REVERT to the saved document?", always click NO. Clicking yes will erase your document. You will need to retype the document. |
| BLACK SCREEN | Laptops: Black screen | ▣Fn key and F5 |

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| COMPUTER FREEZES | Computer freezes, can't do anything. | <p>▣CTRL+ALT+DELETE, Check to see if program is responding. If it says (not responding), then click "END TASK", then press ENTER. This will close the application and you will lose any information not saved.</p> <p>▣If after pressing CTRL+ALT+DEL, you notice there are more than one of the same application open, click on each of the extras and click END TASK, then Enter. This may "unfreeze" you.</p> <p>▣If you are not allowed to "end task", keep pressing CTRL+ALT+DEL until the computer restarts.</p> |
| | After logging in, computer freezes and the main screen doesn't show up | <p>▣If Start menu is still there, click START, SHUTDOWN, RESTART COMPUTER.</p> <p>▣or CTRL+ALT+DEL until computer restarts</p> |
| SAVING | When saving, you cannot find your directory (goes to C: instead) | ▣You need to restart the computer. Save document to a disk (A: drive) or you will need to retype it. |
| PRINTING | Printer Reads PC Load Letter | ▣Load paper into tray of printer |
| | Printer Reads 41.3 Paper Error | ▣Hold down the shift key and hit Reset. All print jobs sent after the error will still print---don't resend. If it continues, take the paper out of the tray and fan through it to make sure it isn't sticking together---or replace it with new paper. |
| | Printer Reads ME FEED COM 10 Or LEGAL | ▣Printer is trying to find non-standard paper. Turn off the printer and turn back on while holding down the shift and reset buttons. This should clear the Job. Make sure your paper is not set incorrectly in your document. Alternatively open the front feed tray and manually feed any piece of paper in. |
| | Printer is all backed up or printing multiple copies of something | ▣Call LMC director or designee to clear the print queue. EXT _____ |
| SHUT DOWN | Laptops and WIN 98: Won't finish shut down | ▣Hold power button until it turns off |
| WINDOWS 2000 | Re-installing Microsoft 2000 applications | ▣CTRL-ALT-DEL, End Task, Log off, Log on |