

Marion Eye Center

IT Troubleshooting Guide

Try these steps before calling IT

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Turning on a computer to find a blank screen:



Computers with a tower and a separate monitor:

The most common cause for this is loose cables. Ensure the computer is turned on. Check that there are active lights on the computer itself. Also, check to see if there are any active lights on the monitor. Physically check that the video cable (usually blue headed) is firmly in place at both the monitor and computer. Apply pressure to it. Ensure that power cords are securely plugged in. On a few occasions we found that Windows was running an update and needed a few minutes to finish install. These tips will fix most of the problems associated with a blank display. If they have not fixed it, give the help desk a call. Let them know...

- Are there any lights on the monitor?
- Are all the cables securely connected?
- Is your computer a laptop or desktop computer?
- When did the problem start occurring?

If your computer is frozen – Hold down the power button or unplug the power

Ctrl-Alt-Del is a waste of time to close Compulink. Booting you off the server is the quickest way and more effective. Ctrl-Alt-Del does not close your session off the server.

All in one computers (Doctor and Tech Rooms, and some front desk and optical.)

If you have an all in one computer that has a blank screen, you will need to check to make sure that the power cord is plugged in. Sometimes moving those computers back and forth could cause the power cord to get disconnected and sometimes even break. If you have checked the power cord and it's working properly and still have a blank screen, simply pull the power cord out of the back to disconnect the power. Wait for about 10 seconds or so and plug it back in and then restart.



Mouse or keyboard not working:

Corded mice and corded keyboards are very reliable. Ensure that the cables are plugged into the computer and that the cables are not damaged. If you are getting a little bit of movement with your mouse, ensure that under the mouse is clean and not clogged up with dust or a hair. The same goes for keyboards. If some keys work but not others, it is most likely that there is some dirt or other objects under the keys. Be warned, cleaning out a keyboard is not an easy task.



Cordless mice & Keyboard:

The most likely and frequent cause is that the batteries are dead. Try replacing them to see if that fixes the problem. The next step is to ensure they are “connected”. There is a USB stick that is attached to your computer. Unplug it and plug it into another USB port on your computer. If you are not up and running with these tips, put in a Help Desk Ticket. Let the help desk know if there are any lights, under or on the mouse. Also tell them the checks you have already done.

- Is it a corded or cordless mouse?
- Are there lights on the mouse?
- Have you tried changing batteries?
- Have you tried to reconnect the USB stick to another port?
- Are you getting any movement or key presses?

There are some really odd problems that can affect the keyboard and mouse, and how they respond. It is sometimes nothing to do with the mouse or keyboard at all. They are just how the problem shows itself.

Logging into Compulink from a remote office

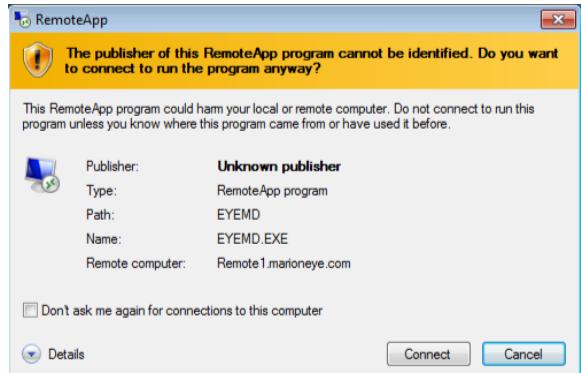
(An office other than Marion)

Follow the steps below to login to Compulink at an office that is not Marion.

1. Double click the Compulink icon on the desktop

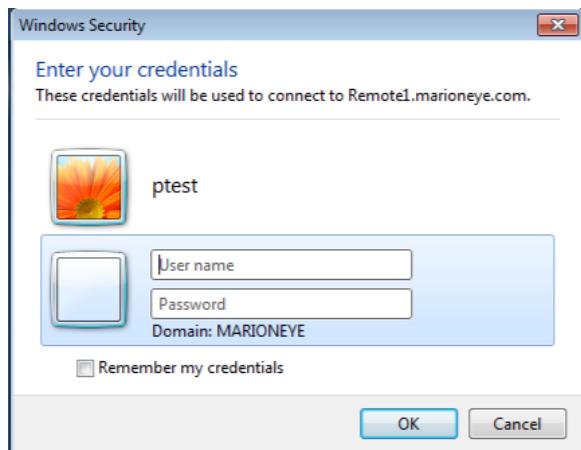


2. Click connect at the security window with the yellow banner



3. When prompted, enter your username and password. (This is

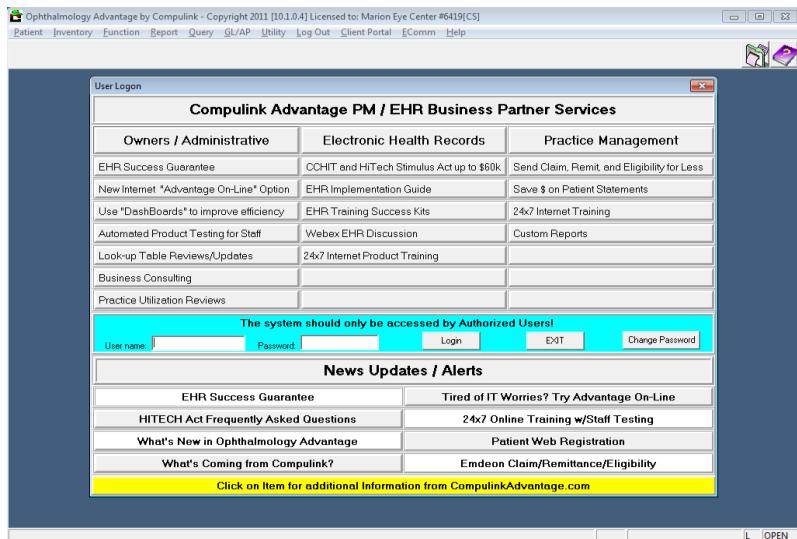
your e-mail username and password)



4. Once you have entered your username and password and clicked OK you will see the screen below. This screen is connecting you to Compulink.



5. Once you are connected Compulink will open and you can enter your username and password and login. (Your password for Compulink is different from your e-mail password and your time clock password)



Notes: At step #3 it is possible when entering your username and password you will have to enter the domain name in front of your username. This is the same concept as changing your e-mail password.

For example: marioneye\rdecker

Also note that the slash between the domain name and your username must be in the correct direction.

Unable to access Compulink, the internet, or receive email:

The most likely cause for this is that your network connection is currently unavailable. Check with your co-workers to see if they are able to receive email or access the Internet. If they aren't able to get on the network, ensure the help desk is aware that the network is down at your office, either by asking staff if the help desk has been phoned already (preferable), or by calling the help desk yourself. If they are able to access the network, you have narrowed the problem down to being your computer only. The next step is to



check that your network cable is plugged in correctly. This may have come loose.

Network cables go from the wall (normally) to the back of your computer. Check on the back of your computer to see if the cable is plugged in. Network ports have lights on them. If the

lights are flashing, you know that the cable is connected properly. If there are no lights, push the cable in at both the computer and wall, to ensure a secure connection. If the lights come on during this check, your network connection may be back up. Try your internet and email again to see if it's working. If you are unable to get lights, or you have had lights flashing since your check, there is not much more you can do but call the help desk.

The information you have gathered will speed up the technician in finding a solution for you. Let the help desk know...

- When the problem started to occur.
- If co-workers are able to connect to the Internet.
- If there are lights flashing on the network port of your computer.
- If you are using a wireless or cabled network.
- If you are sure the cables are plugged in securely.

If there is no internet access in the office reboot the firewall and modem prior to calling. Unplug the power cord only to those devices. The firewall is a red box that has "Watchguard" on it. The modem has a cable line plugged into the back of it. Again unplug the power cord only to these devices, wait a few seconds and then plug them back in.

Unable to login to Compulink from an outside office other than Marion:

The most common reason why a computer won't login is an incorrect password or username. Check that your username hasn't been changed from its default (your normal username) to another staff members username. If your user name is correct, then move onto the password.

The First login gets you connected to the Compulink server

- FIRST LOGIN: Should me your Email username and password
- EXAMPLE USERNAME: marioneye\username (The direction of \ is important)
- PASSWORD: XXXXXX# (8 characters one capital and a number)

The Second login gets you connected to Compulink SECOND LOGIN:

- Compulink assigned username/password
- EXAMPLE USERNAME: jdoe
- PASSWORD: XXXXXX# (8 characters one number) Check that your caps lock is not on, and that your shift key is not stuck down. You can test your password out in the username box. This way you can ensure that when you type it, and you

see the dots replacing characters, the correct information is going into the box.

If you are sure that your username and password are correct, the next step is to ensure you have a working network connection.

If your computer can't access the network, it has no way to authenticate itself with the database, and it won't be able to log you in.

How to find your VNC number:

Instructions

1. Click "Start" on the computer, and then type "cmd" in the "Search" box. Press the "Enter" key.
2. Type "ipconfig" on the command line and press the "Enter" key. Note the IPV4 address listed. This is your VNC Number for that computer.

For example 192.168.100.xxx would be one for Marion. Carbondale would be 192.168.102.xxx. xxx would be three numbers that identify the individual computer. IT will need to know all the numbers.

COMPUTER POWER SUPPLY NOT RECOGNIZED:

Click on F1 to Continue: Report the message with the VNC Number to IT.

COMPULINK LOOKS AND FEELS LIKE IT HAS LOCKED UP

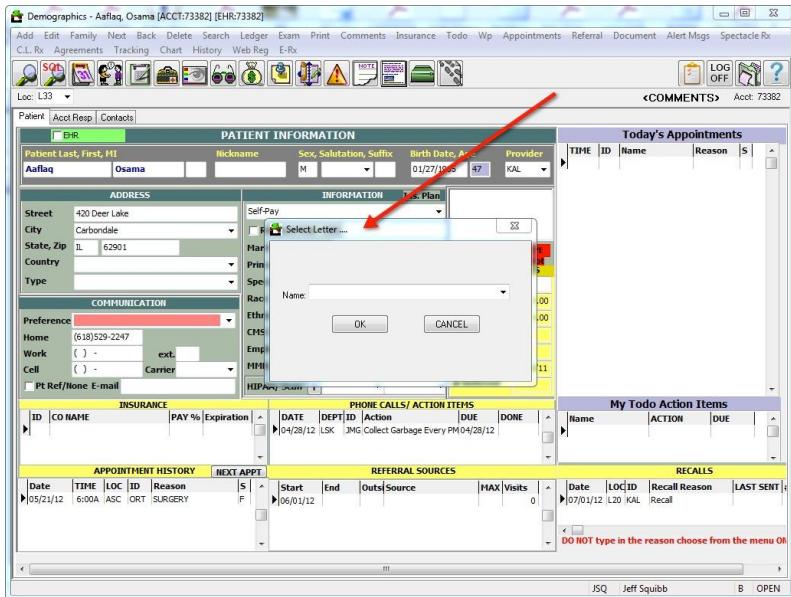
On occasions Compulink feels like it has locked up. One of the reasons is that you may have clicked too quickly and a screen has gone behind another. One of the biggest areas we find that does this is when you print.

Try pressing Escape this sometimes works.

To solve this right click on an empty area of the tool bar at the bottom of windows where the start button resides at. A menu will popup and click on "show Desktop".

Then click on "Internet Explorer" wait for it to open then close it. Then click on Compulink and it should show the window that fell behind the main Compulink screen.

Try double clicking the Compulink icon in the tray.



If these steps do not work you will need to be logged off the server. (booted off) If you are not up and running with these tips, put in a Help Desk Ticket.



Scanners:

If your scanner does not scan there is basically one solution.

- You would more than likely need to be disconnected from the server. (booted off) This is an easy fix to resolving your scanner issue.
- Check the power cord and the USB cable to make sure that your scanner is turned on and connected
- You should see a number 1 on the front of your scanner
- If you have lines through the scan - Clean the glass with an alcohol pad and a dry cloth.

Lexmark Printers:

If your printer is making a loud clicking sound use the following steps:

- Check the paper guides and make sure the paper tray is correct and the paper is completely straight.
- Unplug the printer from the power before putting your hands inside



- Use the can of air to blow any pieces of paper or toner that may be caught in the machine
- Take an alcohol pad and try to clean the rollers inside of the printer. **CAUTION!!**
Some parts of the machine may be very hot. If you have done all of these steps please put in a help desk ticket and let us know.

If your printer quality is bad or you are getting toner marks on your paper use the following steps:

- Try changing the toner or the “PC Kit”. The PC Kit is the drum that the toner connects to. Connie or Angie in Purchasing will be glad to send you one. “PC Kit” is for the Lexmark printers. Other printers may say maintenance kit. It must be installed by the IT Dept.
- Unplug the printer from the power before putting your hands inside
- Use the can of air to blow any pieces of paper or toner that may be caught in the machine
- Take an alcohol pad and try to clean the rollers inside of the printer. **CAUTION!!**
Some parts of the machine may be very hot. If you have done all of these steps please put in a help desk ticket and let us know.
- Fat dark wavy lines - Replace the PC Kit
- Thin straight lines - Clean both pieces of glass

HP PRINTERS:

May display a message “Replace Maintenance Kit”. These kits are special order and must be installed by the IT Dept.

Phones:

- If you are having difficulty with your phones lines for an example if your line does not have a dial tone or if you phone does not light up please call IT.
- If you are hearing static on your phone, check the other phones to see if they are working properly, and check the coiled cord.
- If you cannot hear patients or if the patients cannot hear you, contact IT. Try using another phone or another line to see if the issue is still there.

Battery Backup:

If you hear a beeping sound from the IT closet, it is the battery backup.

- The battery backup looks like a thick surge protector that will have several things plugged into it. It will have either APC, Eaton, or Tripplite written on it. If it is beeping constantly, it is defective. Please call IT so we can have it replaced.

Before using the helpdesk system you will need the following information:

- Your Name
- Your Location
- VNC number of the machine:
- Write down the error message: (If it's a problem in Compulink or the computer the IT department will need to know the exact error message.)

Remember the help desk system is the best way for the IT department to prioritize potential issues within. Tickets are processed in order of priority and should be resolved within 24-48 hours. If there is an emergency please call the IT department.

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Employees that can boot you off of the server:

Term Server 1 (April Wilkins Ext. 1237, Shelia Norris Ext. 1203, Daniel Fletcher Ext 1212)
Mt. Vernon Surgery Center (Amber Fisher, Ext. 2151 Surgery Center Only)
Mt. Vernon Clinic
Vandalia
Flora
Salem
Olney
Fairfield
Nashville
Carlyle
Centralia

Term Server 2 (April Wilkins Ext. 1237, Lacy Patton Ext. 1147 Shelia Norris Ext. 1203, Daniel Fletcher Ext 1212)
Carbondale

Murphysboro
Carterville
Carbondale SIU
Sparta
Pinkneyville
DuQuoin
Steeleville
Chester
Herrin

Term Server 3 (April Wilkins Ext. 1237, Shelia Norris Ext. 1203, Daniel Fletcher Ext 1212)

Endo Clinic
Harrisburg
Eldorado
Carmi
Mcleansboro
Fairfield
Benton
West Frankfort

Term Server 4 (Cheryl Harl, April Wilkins Ext. 1237, Shelia Norris Ext. 1203, Daniel Fletcher Ext 1212)

Vienna
Anna
Cape
Charleston
Sikeston
Dexter
Poplar Bluff

Motorola/Symbol Barcode Scanners:

- If your barcode scanner does not work try scanning the cradle barcode.
- If scanning the cradle does not work please print this page and scan the following barcodes in order.
- Make sure that your scanner has a good connection to the cradle so it will charge properly.
- Try Scanning Number 2 first. If that does not work try scanning all 6 barcodes in order.

1. Restores Defaults



***Restore Defaults**

2. Enables Scanning of Frame Barcodes



***Enable Interleaved 2 of 5**

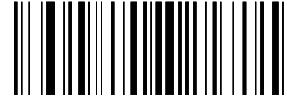


I 2 of 5 - Any Length

3. Enables Enter Press After Scan



Scan Options



Data Suffix



Enter