

Lab Consultant Manual: How To

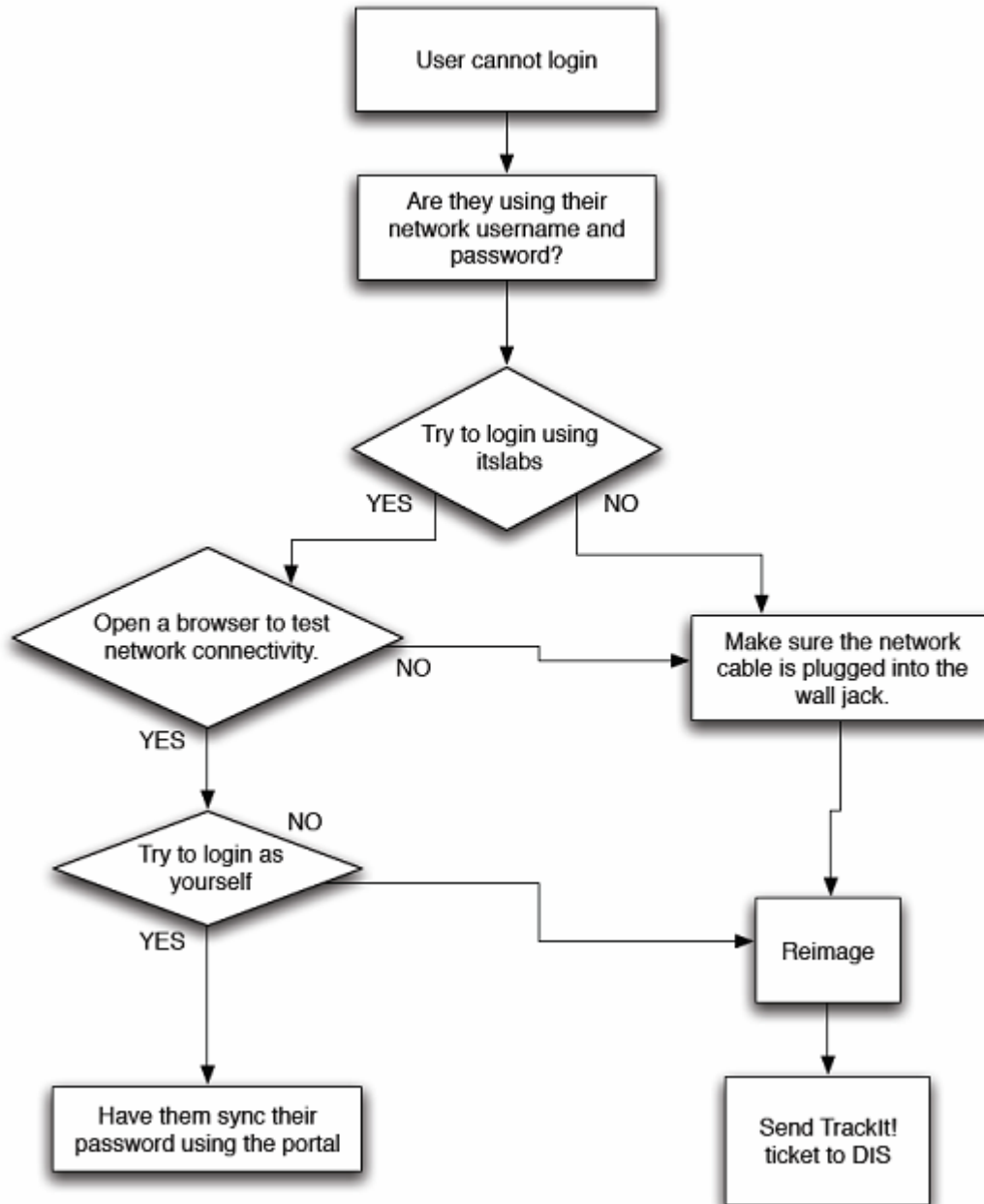
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Troubleshooting Guides

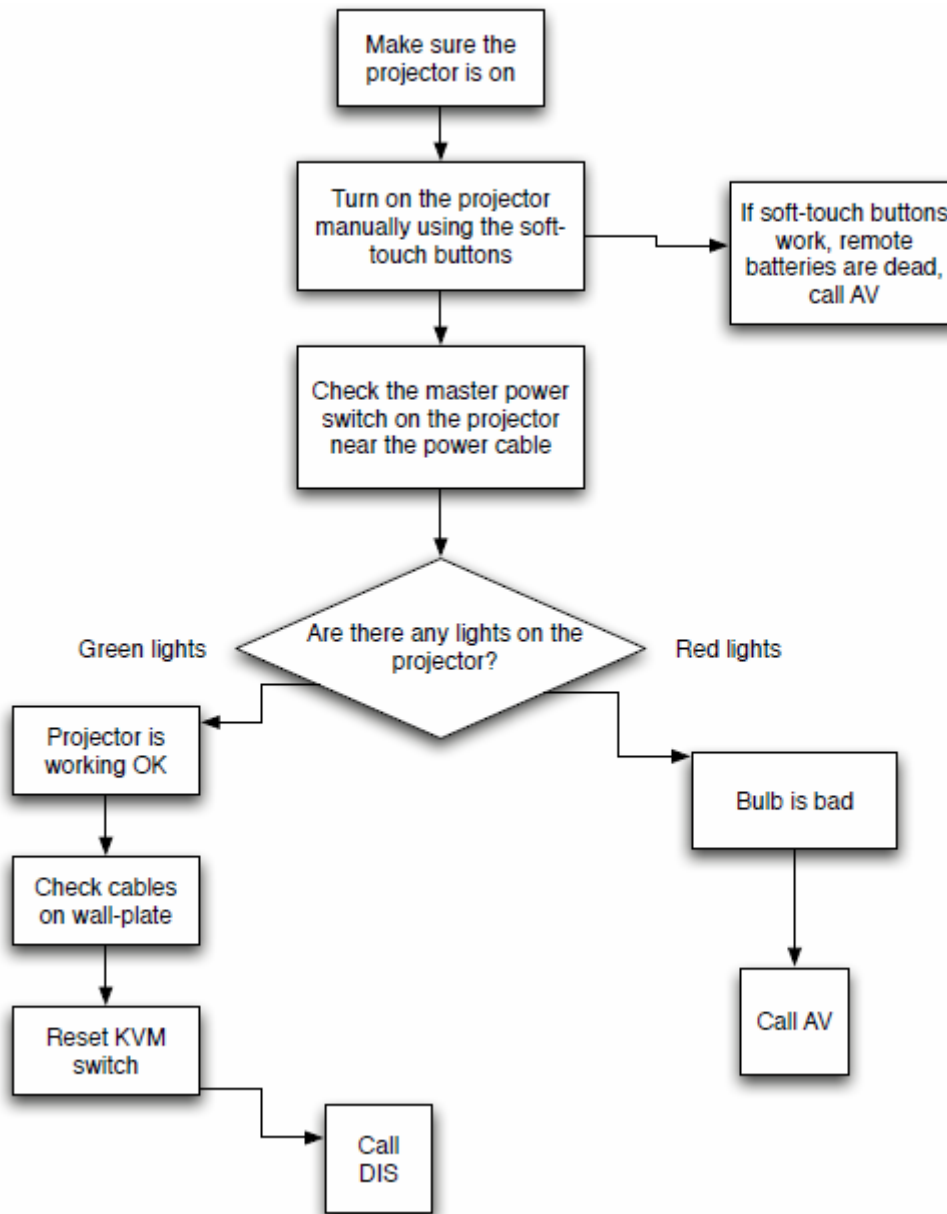
Login Troubleshooting

If a user cannot log in to a machine, follow these steps to help them on a Windows or Macintosh system.



Projector Troubleshooting

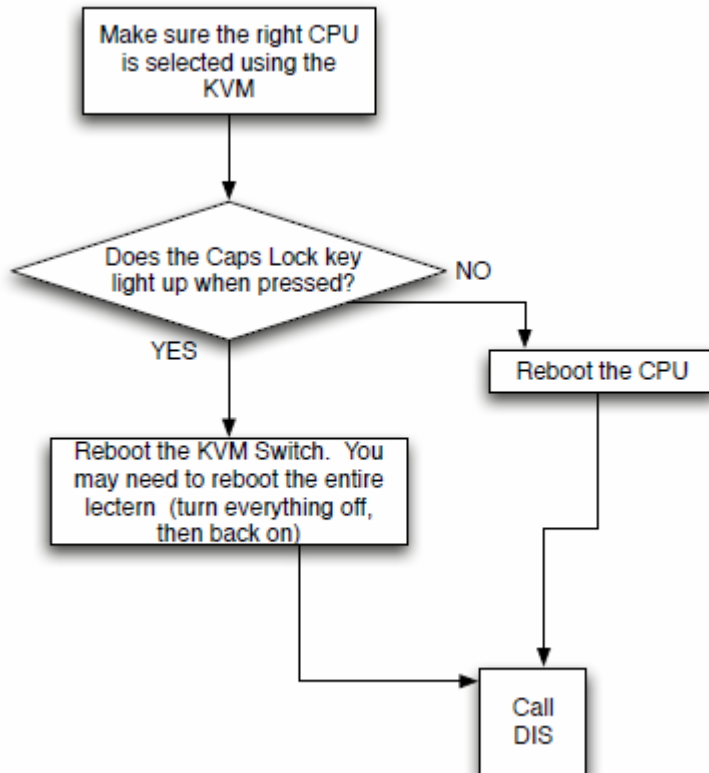
If a lectern or laptop system is not displaying properly on a projector, follow these steps to resolve the problem.



Frozen Computer Troubleshooting

If a computer is unresponsive, follow the steps in the flowchart below to resolve the problem.

Note that sometimes a computer may appear to be frozen when only the active application is hanging. If this is the case, quit or force-quit the hanging application and restart it to make sure it works and to see if you can recover any lost work. You should try all methods you know to save any open information before doing anything that could cause it to be lost, such as rebooting.



Network Troubleshooting

Network problems can limit or prevent users from accessing Hamilton Web or network services or Internet resources. Network problems should be checked and reported as soon as possible after they are discovered.

Big Brother

Big Brother is Hamilton's network status monitoring software. It provides a quick and easy summary of current network activity, hardware status, and trouble spots. Big Brother is accessible only on campus at <http://bb.hamilton.edu>.

Checking Network Problems

Determine the scope of the problem:

1. Is it limited to just that individual machine? (try other computers in room)
2. Is it limited to e-mail or Internet access only?
3. Is it the entire lab? (try several computers in the room)
4. One side of campus? (check labs in your area)
5. The entire campus? (call other LCs in labs in other buildings)

Reporting Network Problems

If the problem is limited to one or a few computers, file a Track-It ticket describing the problem, symptoms, and repair attempts in detail.

If the problem is widespread, then check the *Network Information Hotline at extension 4050*. If there is no information available there and the network problem is *critical* (see definitions below), then call the *Network Emergency Line at extension 4545*. If the problem is localized or not critical, file a Track-It ticket or e-mail with the appropriate ITS team.

A *critical service outage* is defined as one or more of the following:

- Failure of the campus network equipment or Internet connection making it impossible for a majority of users to access on-campus or off-campus resources.
- Campus-wide printing failure (not individual printers).
- Failure of a majority of computers in a public computer lab.
- Failure of the campus Web server affecting the entire campus.
- Failure of the campus telephone system making it impossible for a majority of users to make outgoing calls or receive incoming calls.
- Failure of the college e-mail system affecting the entire campus.
- Failure of the college administrative system affecting the entire campus.

If a problem is *not* critical, *do not* use the Network Emergency Line, it is for major problems and emergencies only.

Printing

You will find that most of the problems that you run into begin with the statement "My file won't print right." Often, users have printed to a printer in a different lab or to a file on their computer. First, make sure the printer is turned on, has sufficient paper and toner, and is trying to print from the correct tray. If all is well with the printer, check the user's file and print setup for any problems. Problems may be resolved by a simple checkbox or may be symptoms of a larger problem requiring the file to be printed from another computer or even remade from scratch.

Printer Jams

Sometimes pieces of paper or other materials will cause printers to jam. If this happens, check the paper drawers, duplexer, toner cartridge area, and any other accessible areas of the printer for the jam.

Mac Problems

To check the print queue

1. Go to the **Apple Menu** in the top left of the screen.
2. Select **System Preferences**.
3. Go to **Print and Fax**.
4. Select the printer of interest and click on **Print Queue...**
5. If there are documents in the list holding up the queue, select them and click **Delete**.
6. Return to the document and follow normal printing procedure.

To add a printer

1. Go to the **Print** dialog box.
2. In the **Printer** drop-down menu, select **Add Printer...**
3. Under the **Default Browser** tab, select the desired printer from the list shown and click **Add**.
4. Click **Continue** in the next dialog box.
5. Return to the document and follow normal printing procedure.
6. Repeat steps for additional printers.

Windows Problems

To check the print queue

1. Select **Printers and Faxes** from the **Start Menu**.
2. Double-click the appropriate printer from the list.
3. If there are documents in the list holding up the queue, select them and click **Cancel** in the **Document** menu.
4. Return to the document and follow normal printing procedure.

To add a printer

1. Select **Printers and Faxes** from the **Start Menu**.
2. Click on **Add Printer**.
3. Click **Next**.
4. Select **Network Printer** and click **Next**.
5. Select **Find a Printer in the Directory** and click **Next**.
6. Click **Find Now**.

7. Double-click the appropriate printer from the list.
8. Select **Yes** to make the selected printer the default or **No** to not.
9. Click **Next** and then **Finish**.
10. Return to the document and follow normal printing procedure.
11. Repeat steps for additional printers.

Paper and Toner

Paper

Paper replacement is the responsibility of an LC. Paper is located in the cabinets under the printers in the MPC and in the closet by the women’s restroom in the back of the MPC for the MPC and Burke 001. Paper is located in the cabinets under the printers in the Writing Center for the Levitt Center. If the supplies are low or out, contact one of your supervisors immediately so that they can be restocked.

Do not put more than one ream of paper (total) into any paper tray. Overloading can cause jams and other print problems.

Toner

Toner replacement is the responsibility of an LC. Toner is located on the shelves in the closet by the women’s restroom in the back of the MPC for the MPC and Burke 001. Toner is located in the cabinets under the printers in the Writing Center for the Levitt Center. If the supplies are low or out, contact one of your supervisors immediately so that they can be restocked.

If a printer says Low Toner, remove the toner cartridge from the printer, shake it up, and put it back. Do not replace a cartridge until the toner streaks when printing after you shake it up. These Toner cartridges cost about \$100 or more each. To replace:

1. Pick a box that's unopened and doesn't say "USED" on it
2. Unwrap the cartridge. Inside the box is a note about what you should remember to do. You may need to remove a green plastic strip
3. Insert the new cartridge in the printer and make sure it works
4. Write "USED" and the date on the box
5. Put the old toner into that box and return it to the main storage in the MPC or Levitt. Make sure that you note the cartridge switch in your shift report.

Printer and Toner Cartridge Reference

Location	Printer (Model)	Cartridge #	Color
Burke 001	A (HP 4050N)	C4127X	Black
Levitt	(HP 4050N)	C4127X	Black
		A (HP 4200)	Q1338A
MPC	B (HP 5550)	C9730A	Black
		C9731A	Cyan
		C9732A	Yellow
		C9733A	Magenta
	C (HP 9500)	C8550A	Black
		C8551A	Cyan
		C8552A	Yellow
		C8553A	Magenta

Scanning

There are public scanners located in the MPC, Burke 001, KJ 220, KJ 225, and the Levitt Center. These scanners can variously be used to scan images, text, film, slides, documents, and other things for use in presentations, posters, Web pages, archives, etc.

General Use

The primary method of scanning that we support is importing an image directly to Photoshop via the SilverFast AI plugin on Macs. To do this,

1. Go to the **File** menu
2. Go to **Import**, and select **SilverFast** with the appropriate scanner from the list.

Specific Uses

There is documentation in the ITS Support Center with specific instructions for different scanners and types of scanning. Users may need to scan for papers, large format posters, video, simple copying, high quality printing, or to perform optical character recognition (OCR) in order to recover text from the printed version of a lost file.

Make sure that users are scanning at the correct quality for their target use or else the result may not look good or may not be usable at all.

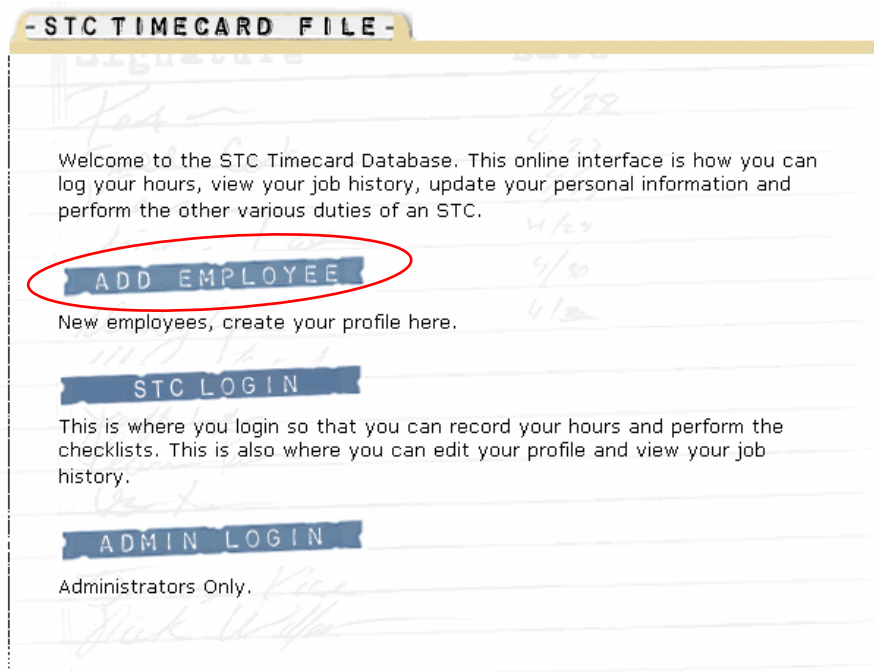
SADB Timecard Database

The Student Assistant DataBase timecard system is ITS's alternative to filling out paper timesheets. To be paid, you MUST punch in at the beginning of your shift and punch out at the end. If you do not sign in for your shift, you will not be paid and your supervisor has no way of telling if you showed up for your shift on time or at all. If you forget to sign in or out of your shift 3 times, you will not be paid for the third shift and you will receive a disciplinary warning.

If you have any problems signing in or out, immediately contact one of your supervisors. Do not wait until later.

New Employees

1. Open up a Web browser.
2. Go to <http://www.hamilton.edu/sadb>.
3. Click on **Add Employee**.



4. If prompted, log in to My Hamilton using your e-mail username and password.



5. Fill out all the fields on the Add New Employee page.

6. Click Submit
7. The information you entered will be displayed on screen.
8. You are now ready to start using the SADB Timecard Database to log your hours.

To sign in to a shift

1. Open up a Web browser and go to <http://www.hamilton.edu/sadb>.
2. If necessary, login with your e-mail username and password.
3. Click on STC Login.
4. Click the Punch In link
5. Choose STC as the job (if it is not chosen already)
6. If you are subbing, select the person you are subbing for in the drop-down list.
7. Click the Punch In button.

To sign out of a shift

1. Open up a Web browser and go to <http://www.hamilton.edu/sadb>.
2. If necessary, login with your e-mail username and password.
3. Click on STC Login.
4. Click the Punch Out link.
5. Click the Punch Out button.

Scheduling Time and Support in the Public Labs

Members of the Hamilton Community may wish to use Campus facilities which require reservations of the space or related support. General instructions for making reservations are available at <http://www.hamilton.edu/applications/calendar/procedures.cfm>. Direct links, descriptions, and instructions are located below.

Library Study Room Reservations

The *Evening and Weekend Study Room Reservation Form* allows members of the Hamilton Community to request Library classrooms for evening and weekend group study. The form is located at http://www.hamilton.edu/library/library_services/access_services/forms/room_res_form.html.

There are further details and more information available on the reservation form.

Registrar Room Reservations

To reserve classrooms or other facilities during normal class times (between 8:00am and 4:00pm weekdays), members of the Hamilton Community should make arrangements with the Office of the Registrar via the *Room Request Form* located at <http://www.hamilton.edu/college/registrar/forms/roomreq.html>.

There are further details and more information available on the reservation form.

Event Support

Members of the Hamilton Community may request event or presentation support in Hamilton facilities by completing the *AV/ITS Event and Presentation Support Request Form for Faculty, Staff, and Administrators* located at <http://www.hamilton.edu/college/its/itsst/forms/avform.html>.

There are further details and more information available on the reservation form.

Imaging

If there is a major problem with a computer, it may have to be reimaged, wiping the hard drive and putting a fresh version of the operating system and all applications on the computer. If you have such a problem with a computer and have exhausted all other methods of repair, take the following steps to reimage lab machines.

Windows Computers

1. Log on to the system as an administrator.
2. Open **My Computer**.
3. Open the **Local Disk (C:)**.
4. Open the folder called **Management**.
5. Double-click the file call **initiate_automated_imaging.cmd**.
6. The imaging process will begin automatically.
7. If the process does not begin automatically, create a Track-it ticket describing the problem and assign it to DIS. Be sure to include the barcode from the CPU and any error messages encountered.

Macintosh Computers

1. Restart the computer while holding down the **Option (Alt)** key.
 - a. The computer will restart and display two icons—Macintosh HD and NetRestore.
2. Once the cursor has changed to a pointer, click on the **NetRestore** icon and then click on the **Next (right arrow)** button.
3. When Net Restore loads, make sure it is putting the appropriate image for the computer onto the drive **Macintosh HD** and click **Restore**.
4. If the process does not begin automatically, create a Track-It ticket describing the problem and assign it to DIS. Be sure to include the barcode from the CPU and any error messages encountered.