User Interface Troubleshooting Guide

When you experience a technical problem, using this guide may help you resolve the problem without technical assistance. If you are not successful in resolving the problem, answering these questions will prepare you in responding to the Help Desk's questions. Before attempting a reboot or other action on your system ensure any unsaved work is preserved if possible.

When calling the Help Desk, please be prepared to provide your name, phone number, location, e-mail address, and a description of the problem. If you do not receive a trouble ticket number for an unresolved issue, specifically request one.

Questions-Preliminary First Considerations
‼ Is this your problem, or are you reporting it for someone else?
‼ What is hardware are you using? [PC, Mac, laptop, etc]
‼ Does the system turn on? [Lights, fan, screen, etc.]
‼ What type problem are you experiencing? [Hardware; Software; Network; Application]
‼ How many people are experiencing this problem?
‼ Have you received any error messages? What were they?
‼ Have there been any recent additions or changes to your system that you are aware of?
‼ Have you tried to reboot? [Powered completely off, or just pushed reset??]

Questions-Hardware Related
‼ Is your screen on? [Graphics, login message, etc.]
‼ Are there lights on the system main unit? On the screen? On the keyboard?
‼ Are the keyboard and mouse behaving normally?
‼ Sound-Does your system have speakers? Is it muted?

Questions-Network Related
‼ Are you logged in? If so, to what?
‼ With what account did you login?

‼ Do you have rights to perform the actions you were attempting?
‼ Can you see any network Drives? Which ones? Can you access any of the drives?
‼ Where are you logged in? Physical location including building and room number
‼ Are any other people experiencing this that you are aware of?
‼ Can you access the web?

Questions-Application/Software Related
‼ What were you attempting to do?
‼ Have you done this before?
‼ What specific part of the application (form, task, etc.) were you attempting?
‼ When was the last time you used this successfully?
‼ Have you tried this on another system?
‼ Can you repeat the problem?
‼ Do other parts of the application work?
‼ What OS are you using?

Glossary:
Below is a glossary of common technical terms.

‼ **Account**: This is unique access to a particular system or application that requires a userid and password. Examples include access to your site network/servers, Banner access, Webstar access, Hershey access, etc.

‼ **Application**: This is a software program or suite of programs that allow one to perform or access a specific set of capabilities. Examples: Excel; PowerPoint; Banner; E-mail, etc.

‼ **Bandwidth**: The amount or volume of information that can be transmitted through a particular communication medium. Equivalent to the size of a pipe for transmitting liquids.

‼ **Blue Screen of Death**: An anomaly that occurs when an operating system reaches a frozen state and cannot be made to perform any function without turning off the power.

- **Broadband**: A communications capability that admits or contains multiple smaller bandwidth channels within it.

- **Browser**: This is the program that provides a graphical interface to the Internet and other web enabled applications. Examples are Internet Explorer and Netscape.

- **Desktop**: The computing system being accessed by an individual to perform ordinary work functions. Usually a PC (Gateway, Dell, Compaq, etc.) or it may be a Macintosh.

- **Drivers**: Software programs that provide specific control instructions for particular devices such as printers, CD-ROMs, monitors, etc.

- **Drives**: These are logical divisions of system or network space that provide storage for data. They have letter designations such as C: drive, J: drive, etc. Specialized components such as a CD also are assigned drive letter designations. The actual drive letter for a particular purpose may vary somewhat from system to system. The physical location of the component or drive may be on the desktop, or it may be on some device connected to the network

- **Email**: A text or graphical message which can be transmitted electrically to other e-mail users. Each e-mail account has a unique e-mail address.

- **Firewall**: A physical device, or a software programs that acts as a barrier to certain kinds of information. A firewall may allow e-mail to pass through, but prevent certain types of files from passing through.

- **Hardware**: A designation for physical components in a computing environment. May refer to an entire system (PC, keyboard, mouse, monitor, etc.) or may be used for a specific component (CD-ROM). A generic designation.

- **Internet**: Sometime call the World Wide Web (www). Refers to the communications lines, servers, protocols, and related components and capabilities that allow electronic communication to computing sites across the globe.

- **Java**: A specific programming language that is designed specifically for distributed and web related applications.

- **LAN**: Local Area Network. Refers to the wires and components that provide electronic communication in a local geographical site such as a building or campus.

- **Login**: Identifying an individual account by ID and password to gain authenticated access to a system or application.

- **Network**: A broader term than LAN. It refers to all the electronic computing components and capabilities that are available within a particular organization/site.

- **Network drive**: A designated data space that resides on a network server that is located somewhere on the network (may be local or remote).

- **OS(Operating System)**: The software program that controls the system(desktop) being used. Examples are Windows 98, Windows 2000, Windows XP, Linux, Mac OSX, etc.

- **Palm**: A personal assistant used for portable calendars, etc.

- **Password**: The unique identifier used to authenticate a user for a particular account. It is a confidential identifier which should only be known to the owner of the account. Should not be shared.

- **Phishing**: Using a decoy message under the guise of authority to obtain possibly confidential from an unsuspecting individual. Example: sending an 'official looking' e-mail and asking for ones back account number.

- **Reboot**: Refers to restarting a system. "Cold boot" requires completely powering off

all the system components and then turning power back on. "Warm boot" means pushing the restart button on a system without shutting all the power off. These are not physically equivalent and will sometime yield differing results.

! **Rights**: The permissions a particular user has within a system or application. One may have rights to read certain data, but not to change it. Rights are determined by system administrators based on functions, security needs, and privacy laws and policies.

! **Router**: A communications device that chooses the particular network path that a message will follow to reach its designation (assuming there is more than one path to get there).

! **Screen Print**: To print an image of what is on the screen. This is usually a 'picture' and is not editable or changeable.

! **Server**: A computing component that is usually more powerful than a desktop system, is shared on a network by multiple users and provides a set of services to its users. Example; e-mail is managed by an e-mail server.

! **Software**: Refers to programs that perform certain functions as opposed to hardware. Example: when one tells MSWord to print a document, the software (MSWord) controls the hardware (printer) and causes or more pages to be printed.

! **Spam**: Refers to unsolicited/unwanted e-mail messages. Similar to unsolicited phone calls.

! **Spyware**: Another form of Phishing. A hidden piece of software that watches and records the activities of an individual and then reports that information to someone else without the users knowledge or explicit permission.

! **TCP/IP**: A transmission protocol that is used to specify network related information for accurate transmission of information..

Similar in concept to a barcode designation on a package.

! **URL**: Universal Resource Locator. The designation or address of a unique site on the Internet. Example: www.fullcoll.edu

! **USERID**: A unique identifier within a particular system associated with a particular individual. Examples are ones Banner ID.

! **Virus**: A software program which performs unwanted changes to a network system. May be highly destructive and prevent normal applications from working. May be self propagating.

! **VLAN**: A Virtual Local Area Network. Refers to a logical assignment mechanism that allows a group of components to act as if they were a separate network.

! **VPN**: Virtual Private Network. A security mechanism that allows a user to have secure access to a particular capability within an insecure environment. Similar to sending a letter in a sealed registered envelope through the mail system.

! **WAN**: Wide Area Network. Refers to the interconnection of multiple local networks across a broader geographical area.BANNER form: This is a computer screen with defined fields for data input and interaction with the BANNER database.

! **Web**: Another name for the World Wide Web or Internet.

! **WebSTAR**: The graphical interface provided to access specific capabilities associated with the Banner system Examples a student can register for classes by using WebStar.

! **Wireless LAN**: A LAN constructed with components that use radio frequency transmissions instead of wires for interconnection.