

HIGH SCHOOL OF FASHION INDUSTRIES

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TROUBLESHOOTING A CAASS COMPUTER

The following is a list of simple tasks that should **be done before** filling out a Computer Service Request Form. Here you will find a list of problems and easy solutions.

PROBLEM	EASY SOLUTION	What it Looks like
Computer will not start up	<ul style="list-style-type: none"> Make sure both the computer and monitor are turned on (<i>look for green light on both</i>) if not press power button on computer and/or press power button on monitor Make sure all plugs are firmly plugged in to the monitor and the computer/ make sure all plugs are firmly plugged into the wall Lastly make sure the electrical outlet is working by plugging in something you know that works. 	<p>If computer is plugged into asurge(see below)</p>  <p>make sure the surge itself is plugged into the wall</p>
Mouse or keyboard does not work	<ul style="list-style-type: none"> Follow the wire from mouse or keyboard and make sure it is firmly seated in the proper jack on the computer. Make sure the mouse or keyboard wire is plugged into the proper port on the computer (they are usually color coded/green wire goes in green port and purple wire goes in purple port etc 	 <p>Regular (PS2) mouse port pictured above. USB mouse below.</p> 
Can not connect to the server	<ul style="list-style-type: none"> Make sure the <u>ethernet cable</u> is plugged into the <u>computer</u> and the <u>wall jack</u>(the way a wall jack looks may look different) 	<p>Ethernet cable and wall</p> 
I am not getting 3 green lights at the top right	<p>Lights are not necessary to do the scanning you can continue scanning. The information will be stored and it can be synchronized at a later time by plugging in a port you know works.</p>	