

## Troubleshooting 101

### Log in problems

**For both scenarios below, first check to see if others are having trouble logging in as well – it may be a problem with the Hub or Server. We have two systems: wired and wireless – one can be working while the other is down.**

**If Wired:** check the Ethernet cable (often blue, can be other colors, looks like a phone cable) that goes from the computer or dock to the wall port.

- Is it plugged in to a data port (do NOT plug in a V port, which is for “voice” = telephone)? Plug “clicks” when securely plugged in.
- Follow steps under **Novell Tips** below
- Do you see blinking lights on the computer where the blue cable is plugged in? Lights indicate data is being transferred.
- Is the cable frayed or damaged? Try a new cable?
- If there are no lights after trying the above, the drop may be “dead” – try a different drop. If you determine a drop is dead, submit a work order to Network Services.
- If the drop is “live” and the cable is good, it could be a problem with the computer’s Ethernet card – if you do not see blinking lights on the Ethernet port when a good cable is plugged in to a good drop, put in a work order for the computer.



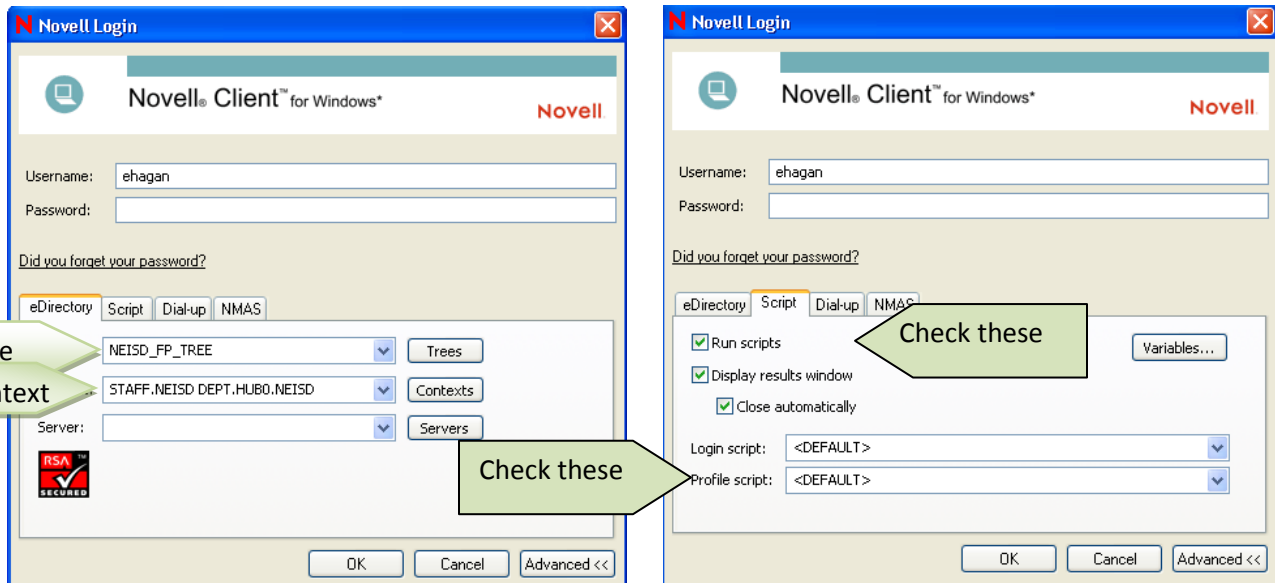
**If Wireless:** check the wireless connection:

- Is your blue wireless light on? If not, turn on and *restart*.
- For **TEACHER LAPTOPS only:** log in as Workstation Only (students normally cannot log in as workstation only on district computers). Check the wireless icon in the bottom right hand corner system tray – *right click* and choose “repair” if there is a red “x” on it as shown at left. Then after the wireless connection is repaired, go to **Start-Programs-Novell-Novell Common** and log in to Novell. You may need to restart after the repair.
- For **STUDENT LAPTOPS:** Follow the steps under “Novell Tips” below.
- If you still cannot log in, and you have checked to see if it is a system-wide server problem, put in a work order or Help Desk ticket.
- If you have determined it is a wireless problem (either the wireless network is down or there is a problem with the computer wireless connection) try using a wired connection if a data port is available.



**Novell Tips:**

- Make sure Caps Lock is not on.
- Make sure you are typing the correct username and password (for students, check **SULU** on the Intranet for the correct login information)
- Make sure the “workstation only” box is **not** checked (unless you are a teacher on a teacher laptop and just want to log in to the workstation first, then you can try to log in to Novell later – see instructions above).
- Click on “advanced” – make sure the tree is the **NEISD\_FP** tree, not the Zen tree. The correct context should appear when the user types his/her name. If it does not, you can manually choose the correct context by clicking on the Contexts button. See picture below.
- Click on “advanced” and then on “script” Make sure it looks like the picture below.0



## Other Network/Login Problems

### “When I click on *My Computer* I can’t see my directory or the student directory!”

- Go to Start – Programs – Novell – Novell Common – Novell login.
- A login screen will appear. Have the student/teacher log in again.
- Watch the screen as it records the login process. It will show the network drives that are connecting as the log in proceeds – if it doesn’t flip past too quickly you may see “error mapping drive” messages, which indicate a possible problem with the server(s). This requires a Help Desk request.
- Still no drives appearing? Submit a Help Desk request with the Subject of NETWORK. Specify the staff or student legal name, username, school, grade level, and which network drives he/she needs to have access to.

### “I am logged in, but can’t get on the internet!”

- Check for the correct proxy by clicking on **Start – Control Panel – Internet Options**
- Click on the Connections tab
- Click on LAN settings
- Make sure the address reads 10.xxx.34.1 port: 9999 (xxx=your campus number)

**TEACHER LAPTOPS:** When logged in as “**Workstation Only**” you can still access Groupwise Messenger, the Internet, the Mainframe, and all Web-based applications. You must be logged in to Novell to access your personal network drive and student- and staff- shared or other shared network drives, and to access your Groupwise client.