




Troubleshooting Your Windows PC

Basic Troubleshooting Techniques

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 =Shortcut  =Advice  =Caution

PC Freeze

If your PC freezes up on you and you want to try to continue working here are some steps to follow.

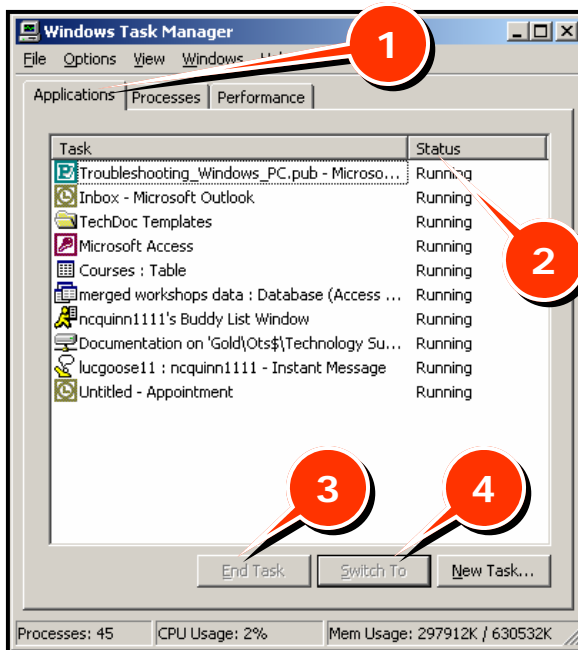
1. Press the **Ctrl, Alt** and **Delete** Keys on your keyboard at the same time and choose the **Task Manager** button, this will bring up the Windows Task Manager (**Figure 1**).
2. On the **Applications Tab (Fig 1, 1)** look for the **Status (Fig 1, 2)** of the program, if it says Not Responding highlight that application and choose **End Task (Fig 1, 3)**. Choose **End Task** again when prompted.
3. Or you can try to **Switch To** a different task (**Fig 1, 4**).
4. If this doesn't help, try restarting your computer by choosing the **Ctrl, Alt, Delete** keys again and choose the **Shutdown** button then choose **Restart**.

Summary

Troubleshooting

1. PC Freeze
2. Error Messages
3. Software Problem
4. Startup Problem
5. Equipment Failure
6. Networking Connection
7. ISP from home
8. Dial up from home

Figure 1



Error Messages

The computer will display error messages from time to time and they can be key to identifying and helping you solve problems.

- Record the error message and check your vendor's website for the error and solution.
- Go to your favorite search engine and type the error into the search bar.

Start Up Problem

If you are having problems right when you start your PC try pressing **F8** to enter into **safe mode** so you can further diagnose your problem.

- **Safe mode** is the Windows diagnostics mode. Only the specific components needed to run the operating system are loaded. In some cases, safe mode does not allow some functions, such as a connection to the Internet. It also loads a standard video driver at a low resolution. Due to the low resolution, your programs and the Windows desktop may look different than usual and the desktop icons may have moved to different locations on the desktop.
- While in safe mode you can remove software or drivers that may be causing the problem.
- When you restart the computer don't hold the F8 key down to return to regular working mode.

Equipment Failure

There are certain basic steps you can try when your hardware isn't working:

1. Is the power for the unit on?
2. Is the power surge strip powered on?
3. Are all cables tightly plugged in?
4. Try to power off and reboot all components (computer, router, printer, etc...)
5. Try to swap in an identical part (i.e. if the keyboard doesn't work try connecting a different keyboard to see if it works.)

Networking Connection

If you are unable to see the network you are on or get to the internet try the following steps:

1. Is the network cable plugged into the back of the PC and into the wall?
2. Restart your PC.
3. Check and see if others in your area are experiencing problems.
4. Do you have any lights on the back of your PC:
 - Green=connected
 - Orange/red=activity
 - Flashing=IE problem or possible network outage
5. If possible, swap in another network cable.
6. If possible, swap in another computer to see if it works.

ISP From Home Isn't Working

Things to try if your ISP service provider from home isn't working:

1. Check your username and password, make sure **CAPS lock** is not on.
2. Restart your computer.
3. Record any error messages and call your **ISP's support number** to find out if you have been affected by a service outage.

Dial Up From Home

Is your dial up from home connection not working? Try the following steps:

1. Check the phone line to make sure there is a dial tone.
2. Make sure the phone number is correct.
3. Of you travel with a laptop make sure you don't have a 9 entered in front of the phone number for dialing out of a hotel room.
4. Use a telephone to dial the number and listen to make sure there's a data signal at the other end.
5. If your modem shares a phone line with a phone that has call-waiting, incoming calls might disrupt the modem connection. Temporarily disable call-waiting by adding *70 to the phone number. You can do this in Windows using the Modems control panel's Dialing Properties settings.
6. Record any error messages and contact the **OTS Help Center** at **410-704-5151**.

