

IT Services

General PC Problems

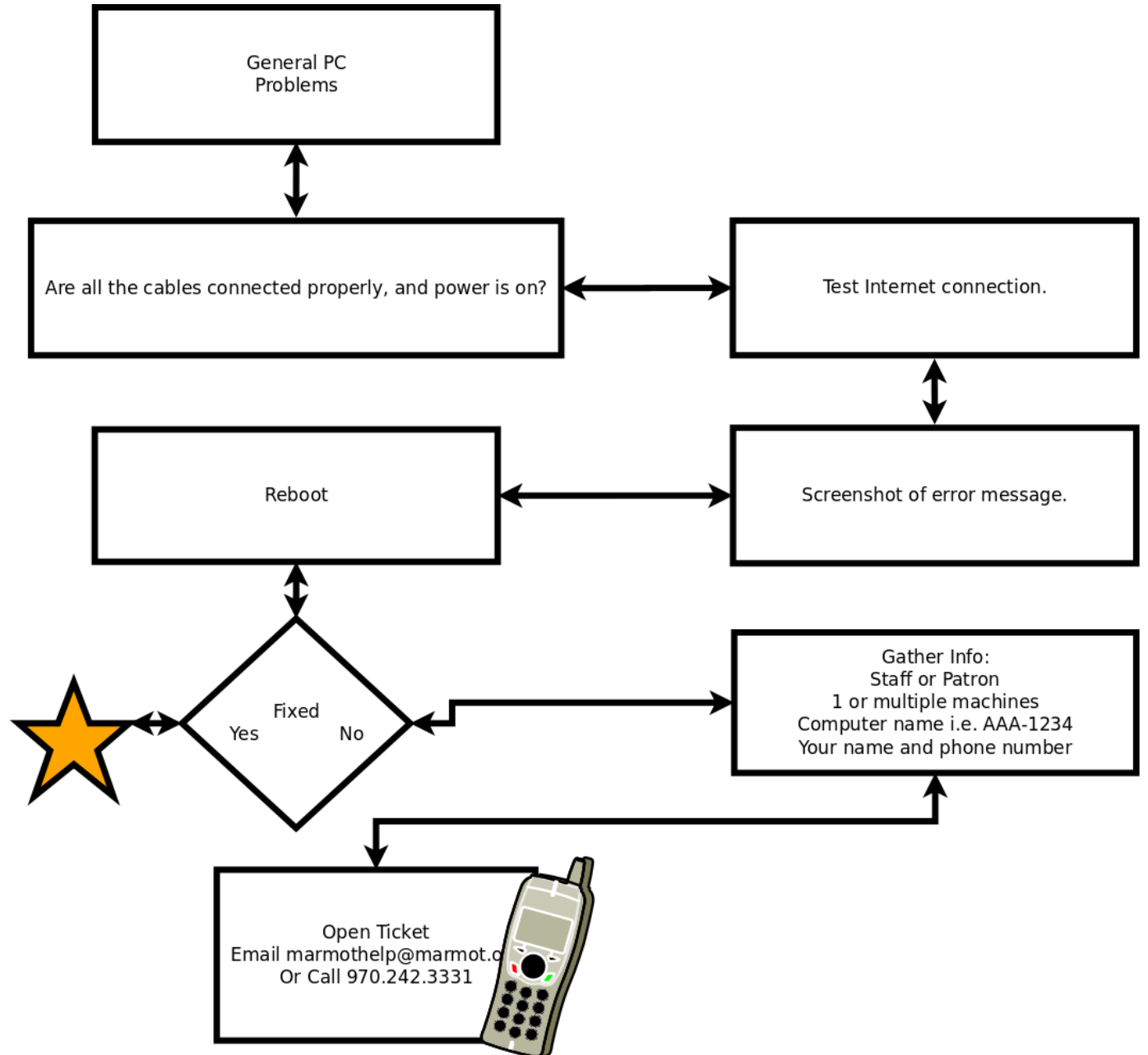
And what to do...

Troubleshooting:

Doing some basic testing and information gathering before opening a ticket/email/phone call can reduce the response time and get you back up and running quickly.

Checking plugs and cables, see if you can browse the web, is it one PC or ALL (staff/public)?

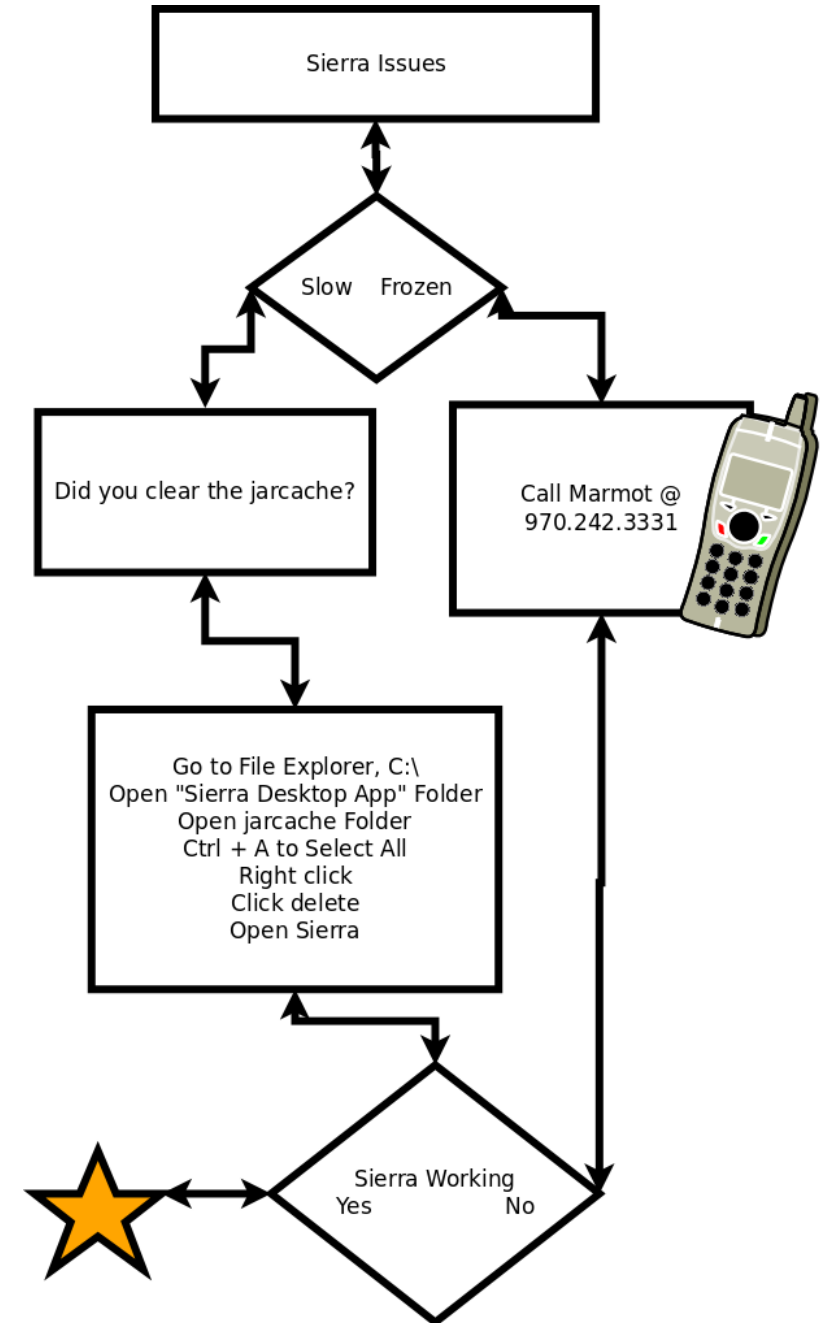
Computer name (MLN-1234) your name, and how to reach you.



Sierra problems:

If Sierra is slow did you clear the Jarcache? 😊

If it's not responding, please let us know so we can investigate.



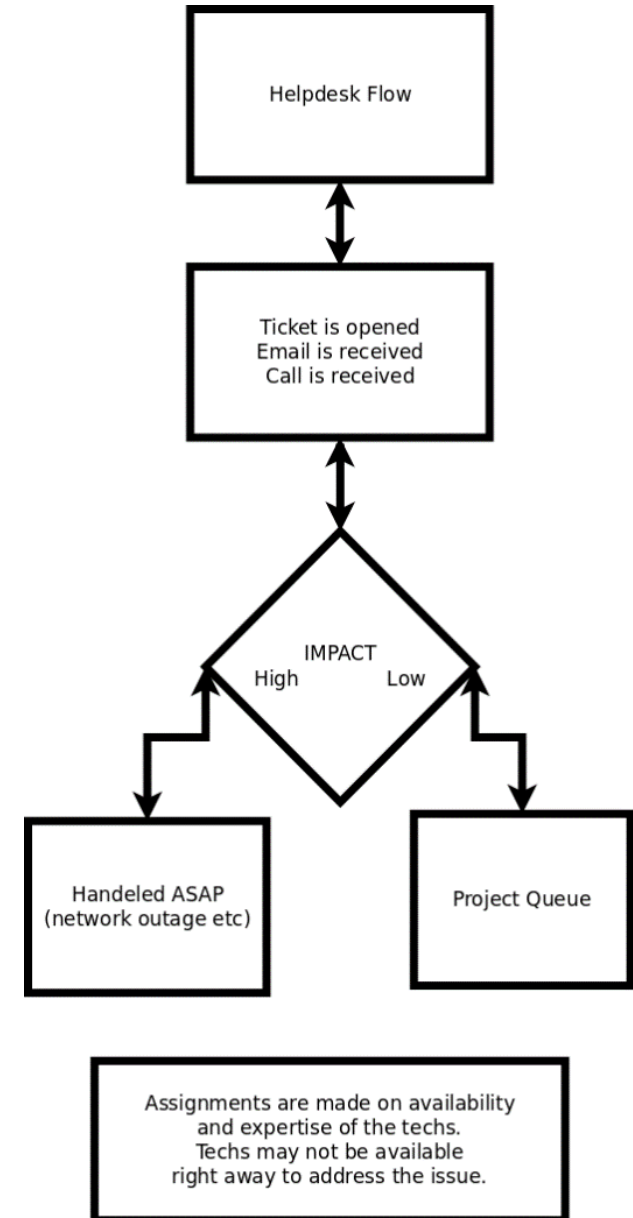
Get some help:

Kathy fields all incoming calls, tickets, and emails.

Determines priority of the issue.

Assigns the issue to a tech that is available.

If you directly email or call a tech they might not be available, unless you have arranged otherwise.


















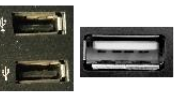








Common ports & plugs:

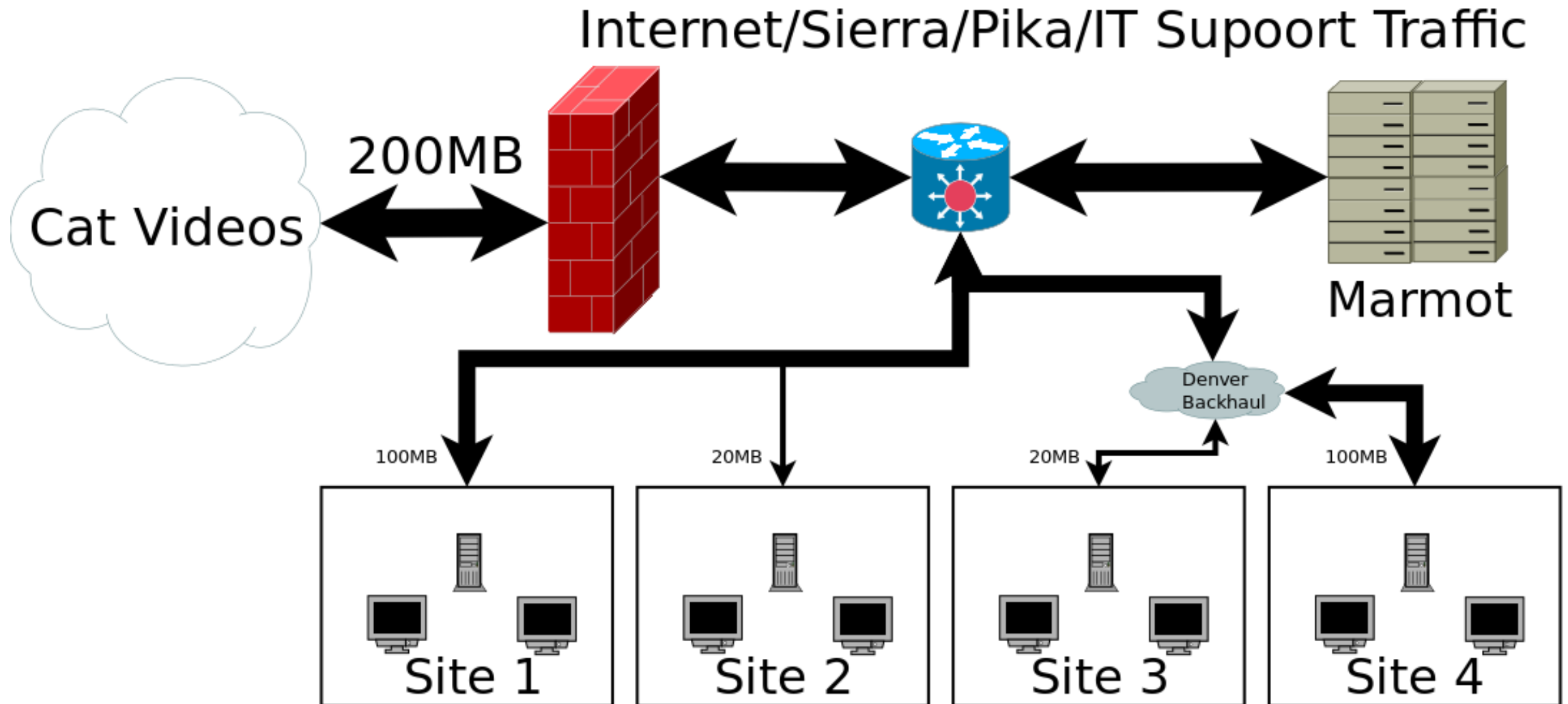
These are the most common ports and plugs.

Most of the time the color for the port is an industry standard, which can help when trying to find the right port.

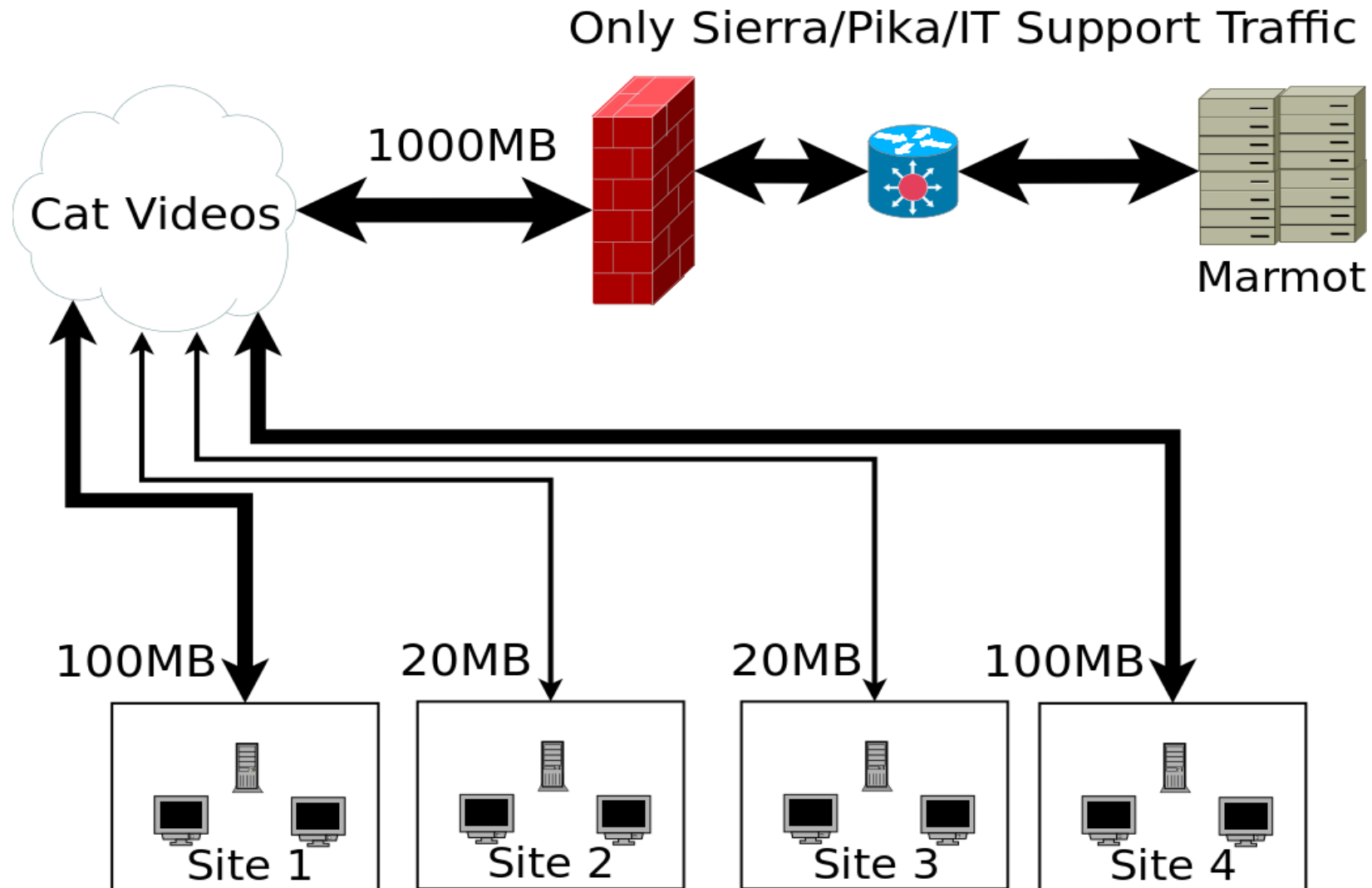
An example is green for audio out (speakers) and pink for audio in (mic)

| Common ports & plugs | | | | |
|----------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------|
| Type | NAME | PORT | PLUG | Main purpose |
| V i d e o | DisplayPort |  |  | See what you're doing! |
| | Mini DisplayPort |  |  | |
| | DVI |  |  | |
| | DMS |  |  | |
| | HDMI |  |  | |
| | VGA/SVGA |  |  | |
| Audio | Audio/ Speakers & Microphone |  |  | Hear what you're doing! |
| Network | Ethernet or network |  |  | Get connected! |
| D a t a | USB (older)  |  |  | Transfer info: video, audio, print files! |
| | USB 3.0  |  |  | |
| | parallel |  |  | |

Old network topology:



New network topology:



Chicken Chicken Chicken

