

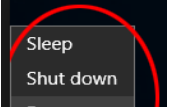


# Laptop Troubleshooting

Steps to take to resolve common issues

## WiFi Connection/Login Issues

- When trying to login, the error messages says “**The tree or server cannot be found**”
  - Step 1 – Make sure the username is entered in correctly without any typos
  - Step 2 – Make sure you are connected to the **SSDHS** WiFi network.
    - **Note:** If you see the asterisk next to the wifi icon, it means you are not connected to any network and you’ll receive the “the tree or server cannot be found” message. Click this icon to get a list of networks and connect to **SSDHS**. 
    - **Note:** If you connect to **SSDHS** at the login screen and it tells you “We can’t connect to the internet right now” Restart the computer. Make sure it reconnects to **SSDHS** after restarting.
    - **Note:** If you see the yellow exclamation triangle on the wifi icon, this is normal and will go away eventually after logging in. 
    - **Note:** Make sure you are **NOT** connected to the SSD\_Public network. It will **not** work and will **not** let you login. If you are connected to SSD\_Public, switch to **SSDHS** and restart the computer.
  - Step 3 – If you are connected to SSDHS and you still receive the error message “The tree or server cannot be found” **restart** the computer. You must use the “**Restart**” option specifically and not the Shut Down option. 

## Internet Access Issues

- When you are already logged onto the computer (at the desktop, not at the login screen) and you are unable to access any websites:
  - Step 1 – Make sure you are **not** logged into **Computer-Only** mode. If you’re logged in computer-only, sign out and sign back in under the network login.
    - **Note:** One way to tell if you’re logged into computer-only mode is to see if your H drive is connected by opening Computer and looking under “Network Locations.” If the H drive is not there, you are logged into computer-only mode and need to logout and login to the Novell network.
    - **Note:** Make sure when you login to the computer that it says “**Logon to Novell Network**” or “**Logon to OES Network**” on the login screen above the username box.



## Laptop Turning On Issues

- When you open the lid of the computer, it says it’s shutting down or is “spinning” and is stuck:
  - Step 1 – Hold the power button down until the computer turns off. Turn the computer back on.
    - **Note:** Make sure when shutting down the computer that the computer is completely turned off **before** closing the lid.

**Please contact the Tech Department if you need assistance.**