



## Maryville R-II Technology Troubleshooting Guide

Problem/Error	Cause	What You Can Try	How To Avoid This Problem in the Future
"The trust relationship between this workstation and the primary domain failed."	Unknown, Network issue	Schooldude it. There is nothing you can do	
"Your system is running low on resources. You cannot log on as a new user. Please use an account that has already logged on"	Too many people logged into the same machine	Reboot the computer	1. On laptops, make sure that the computer is completely off before closing the lid 2. Make sure that users are logging off when done. Avoid using "Switch User" or allowing the computer to lock a computer after a period of inactivity.
"There are currently no logon servers available to process your logon request"	No network connection - Wifi or Wired	1. If you are using a wired connection, make sure the wire is plugged in 2. Turn on Wifi 3. If you are using a Wifi connection, click on the  button and connect to "Maryville R-II" using the password "goHounds" 4. If you don't see the  button, you can temporarily plug your computer in to a wired connection (disconnect the network cable from a nearby hardwired computer) and log in. Once in, you will be able to connect to the Wifi	
Screen is black, no lights on computer	1. Power is off 2. Battery is dead 3. Computer is dead	1. Press the power button 2. Plug in the computer. Make sure all parts of the power cable are tightly connected. Press power to turn on 3. If 1 and 2 above don't work, Schooldude it	
Screen is black, lights on computer, fan on, etc.	1. Monitor is off 2. Monitor is unplugged 3. Computer is sleeping 4. Computer is hibernating 5. Hardware Failure	1. Turn on monitor 2. Make sure all cables to the monitor are tightly connected 3. Press the power button 4. Press the power button, may have to hold it briefly 5. Schooldude it	
Computer is on but "frozen", mouse moves cursor on the screen	Computer is thinking about something	1. Wait 2. Try opening "Task Manager" by pressing CTRL+ALT+DEL. Select items in the list that are unresponsive and click "End Task" 3. Try rebooting the computer from the window that pops up after pressing CTRL+ALT+DEL 4. Press and hold the power button until the computer shuts off, then restart	
Computer is on but "frozen", mouse does not move cursor on the screen	Computer is locked up	Press and hold the power button until the computer shuts down, then restart	
Computer has been telling me that it is updating and to not shut it down and % progress has not changed in over an hour	Computer is hung up on an update	Press and hold the power button until the computer shuts down, then restart	
Projector won't show what is on my screen	1. Projector isn't connected 2. Samsung document camera is off or is projecting the camera 3. Computer needs to be told to send signal to the projector	1. Make sure the video cable to the projector is connected 2. Turn on the document camera, press the INT/EXT button to change what is projecting 3. Press the Windows button  + P. Choose "Duplicate" to send your screen to the projector	
I can't log into my email online	1. You aren't using your whole email address 2. Your password is wrong	1. Use your whole email address - xxx@maryville2.coms 2. Contact the Tech Team to change your password	
I can't install Java, Flash, etc. updates	1. You are logged in as a student 2. Your permissions are wrong	1. Log in as you. Only staff are allowed to install software 2. Schooldude it	

Problem/Error	Cause	What You Can Try	How To Avoid This Problem in the Future
Interwrite pens don't work	<ol style="list-style-type: none"> <li>1. Pen batteries are dead</li> <li>2. Board is not connected</li> </ol>	<ol style="list-style-type: none"> <li>1. Seat the pens in the charger and make sure lights come on. If they don't, Schooldude it</li> <li>2. Make sure the Interwrite dongle is plugged into your computer, press the blue button on this dongle and on the matching dongle on the board. You will hear a beep when it connects.</li> </ol>	
Smartboard pens/touch doesn't work	<ol style="list-style-type: none"> <li>1. Cable isn't connected</li> <li>2. Smart software doesn't see the board</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure the USB cable connecting your computer to the Smartboard is plugged in</li> <li>2. Open the Smart Product Connection Wizard and follow the instructions</li> </ol>	
Popup on my screen says I have a virus	<ol style="list-style-type: none"> <li>1. Popup is from 37/4 or Defender</li> <li>2. Popup is from anyone else</li> </ol>	<ol style="list-style-type: none"> <li>1. Follow the prompts to remove the infection</li> <li>2. Do not click anywhere in the box. Shut your computer down -- either by using the Start Menu or pressing the power button. Start your computer back up and run 37/4/Defender and/or Malwarebytes (if installed). Contact the Tech Team if you aren't confident that it is clear</li> </ol>	
I received an email asking me for personal information or wanting me to click on a link	Any unsolicited email asking you to click on a link or asking for personal information should be deleted. Under no circumstances should you ever give out your information (with the exception of the Tech Team -- we may ask for your District username or password) or click on a link that you aren't familiar with	The Tech Team does not service personal devices	
I brought my personal device from home for use in my classroom and am having problems with it	Various		
I am having a problem with my laptop. I have rebooted and the problem comes right back	Various	Unplug the laptop and remove the battery. Press and hold the power button for 20-30 seconds. Replace the battery and/or plug the laptop back in. Restart. If this doesn't solve the issue, Schooldude it	
I don't have an internet connection on my computer and can't submit a schooldude		Use another computer. Schooldude is web-based and can be accessed from anywhere. A link is available on the District website on the "Employee Updates" page	
I have a new phone or tablet and would like to set up email	Select your device on this page on the District website: <a href="http://www.maryville.k12.mo.us/nuts--bolts.html">http://www.maryville.k12.mo.us/nuts--bolts.html</a>		
When I turn on a Chromebook, it's telling me that "Chrome OS is missing or damaged" and won't let anyone log in	Various	<ol style="list-style-type: none"> <li>1. Turn the Chromebook off, then back on. Wait 20-30 seconds. Repeat 20-25 times. (You can have a student do this)</li> <li>2. If #1 doesn't work, send a Schooldude</li> </ol>	
A window pops up on my computer and says that my personal data has been encrypted and tells me I need to send money to get it back	Ransomware	<ol style="list-style-type: none"> <li>1. Immediately shut down your computer and contact the Tech Team -- no Schooldude necessary.</li> </ol>	<ol style="list-style-type: none"> <li>1. Don't click on any link in an email you don't completely trust</li> <li>2. Always keep important information saved to your U drive, which is backed up daily. There is no fix for ransomware, and we have to will wipe your computer - deleting everything.</li> </ol>