

Little Axe Public Schools

Common Student Learning Device Issues

Errors when taking a picture with laptop camera

If you're being notified by your laptop that a picture you tried to capture with the onboard camera didn't save, such as with an error message that says:

"Something went wrong. Sorry, we weren't able to save the photo."

Try the following steps:

1. Press windows key + I to open settings
2. Open Apps section and scroll down until you find the Camera app
3. Click on it and select Advanced Options link down below the name of the Camera app
4. Click Reset and Reset again.

Windows is not activated

At this time, the windows laptops maintain their activated status for seven days. Efforts are underway to modify our license with Microsoft to allow for remote windows activation when the laptops connect to the internet from anywhere.

Missing Desktop Icons / Double Desktop Icons

This issue is related to pre-existing network security policies and profile settings for some users. While the devices are onsite, they should receive updated policies and display correctly. Efforts are underway to correct this problem. The devices needing this fix (once implemented) will need to come within range of the school's wireless network (accessible from the parking lot on the north end of the High School and the Elementary school parking lot in the first three parking rows) and be restarted twice. A message will be sent out via the school website's text messaging system once a reliable fix is in place.

No desktop / black screen

This issue is also a profile issue, where the cloud-based directory (microsoft azure) isn't synchronizing the user's school network profile as it should. Testing is underway to determine the best resolution for this issue. In most cases, the laptops work fine on the school wireless network because the on-premises servers can deliver the profile reliably.