1. Don’t panic.

Many computer problems appear more serious than they really are. It may look like the computer has crashed and all your data is lost forever. But there are a host of problems that keep you from reaching your data or the network that can be fixed, sometimes in a matter of minutes.

2. Make sure there really is a problem.
   **Can’t start your computer? Check the basics.**
   1. Examine the cables, connectors, and power cords to make sure they’re plugged in securely. Often times a loose cable or connector (power, network, keyboard, mouse, speaker, monitor cable, etc.) is the cause of the problem.
   2. If you’re using a power strip or a surge protector, make sure it’s on and that it works. Remember that a surge protector may not be working because it is designed to self-destruct. When an electric jolt is too much, your surge protector takes the hit saving your more expensive hardware from the voltage.
   3. Try plugging something else directly into the electrical outlet to make sure there isn’t a power problem.
   4. Check to see if your monitor is on. Sounds silly, but it has solved my own problem more than once.

(The silly thing was just unplugged)
3. Can’t get on to the network or the Internet?

1. Check to see if anyone else around you is having a similar problem. If so, there may be a service outage affecting a wider area.

2. Check to make sure the network cable is connected to both the computer and the wall or modem.

3. Check where the network cable connection is made to the back of the computer, you should see a little green light right where the cable connects. If the light isn’t on or flashing, then you are not getting a signal to the computer.

4. Reboot Your computer.

4. The computer is on but...

1. Everything on the screen is frozen and the keyboard and mouse are not responding.

Try tapping on the Num Lock key. It’s located on the right-hand side of the keyboard above the number 7. While tapping the Num Lock key, notice whether or not the Num Lock light goes on and off. If it doesn’t, the computer is completely locked up. You’ll have to REBOOT the computer. If the light goes off and on, wait a minute before giving up hope. It may come back to life on its own.

2. Pressing Alt + F4

If a software program stops working or freezes up, try pressing the ALT+F4 keys to close the window that you’re currently working in. This can shut down a frozen window and bring the computer back to life. If the keyboard is frozen as well, you’ll have to reboot.

3. The “Blue Screen” has appeared.

The dreaded “Blue Screen of Death”. There’s not a lot to be done except to reboot the machine. If it keeps occurring, this is an indication of a major problem with the computer.

4. The computer is on, but there is no sound.

Is there a speaker icon next to the clock on the taskbar? (It’s in the lower right side of the screen) If you can find it, double click the speaker icon to bring up the audio controls for the computer. See if any of the volume controls have been muted or turned all the way down. Uncheck any Mute boxes that are selected.

5. The computer is on, but the keyboard doesn’t work.
Swap the keyboard or try plugging the keyboard into another computer. If it doesn't work on the other computer, there is likely something wrong with the keyboard. If it does work on the other computer, there is likely something wrong on the computer or the connection to the computer.

6  CTRL-ALT-DEL

When you press the Ctrl-Alt-Delete buttons together, you will bring up a control panel where you can select “Task Manager” and see if any of the programs are shown as “not responding”. You may be able to shut down the offending program from there. If you can’t get to this screen, you’ll have to reboot.

7  Windows shutting down message will not disappear

- Sometimes Windows will freeze during the shutdown process. If this happens, the Windows is Shutting Down message screen will stay active on your screen. To finish shutting down the computer, press and hold the power button for about 10 seconds, or until the computer turns off.

5. Rebooting can do wonders.

A simple reboot may clear up the problem. Go to the Start Menu and select Shutdown. Didn't work? It's time to try a forced reboot — with, unfortunately, no way to save your work — by pressing the keys CTRL-ALT-DEL simultaneously twice in a row.

If that didn't work, you have no choice: you have to turn the computer off manually with the power switch. Hold the power button down (for about 5-10 seconds) and the computer will shut down. Wait at least 10 seconds for the hard drive to stop spinning and then restart the machine.
6. You have tried to troubleshoot your problem and it still doesn’t work?

Then send an email to: cubhelp@lsu.edu

Be as detailed as you can about the issue and include your name and room number. And a friendly Staff person will be by to fix your issue!