

Computer Troubleshooting

Identify your problem. Is it a Follett problem or a network problem?

- Follow these steps, checking after each step to see if your problem is solved.
- If you can't open circulation, try opening the internet to see if your internet connection is in place.
- Find out if Follett is running. Double click on the "Scheduled Tasks" folder and right-click on "Start Follett." Choose Run.
- Your staff station is your server. All the Follett information is stored there. In order for the student stations to search OPAC, the network must be functioning.
- If OPAC won't come up on your student stations or you can't access the internet, or circulation will not work, follow the steps below.
- After each step, check to see if you have a connection:

See if the problem is school wide. Check with the main office to see if they can get on to the internet. Check your phone to see if it is working. If the entire school is down, someone from the district will have to solve the problem.

Check all the connections. Look at the back of your computer where the data cable is plugged in. If the light is green, then you are connected to the network. If the light is not green, make sure that plug is tight. Follow that plug to where it is plugged into the wall or a switch. If it is plugged into the wall make sure the connection is tight. If it is plugged into a switch, unplug the power to the switch and reconnect it to reset the switch. You may want to try a different port on the switch.

Restart you computer. Do a **proper** restart of your staff station. Start > Turn Off Computer > Restart. Wait 5-7 minutes before trying Follett.

Is your computer locked? If your computer is totally locked and you have tried to open or close several dialog boxes or applications, try the following: While holding down the ctrl and alt keys (located on the bottom left of your keyboard), press the delete key. A pop-up box will open that says Windows Task Manager. Highlight the program you were working on when the screen locked up and press "End Task." You may have to do this several times to free up the computer. Only if control/alt/delete does not work should you do a cold shutdown of your system. An improper shutdown is hard on your computer and Windows isn't able to perform many tasks that it does during a proper shutdown. This should only be a last resort and should be done only in desperation! If you have done a cold shut down, then turn on the computer and do a proper restart before continuing.

If you have tried all of the steps above and still can't open Follett, call your Area Library Specialist.