



# Network or Network Segment Troubleshooting

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**★ Printing** Are there any printers showing in the Chooser?

## Troubleshooting

- a. If Inside of Segment
  - 1) Check Printer, Cycle Power to Printer.
  - 2) Check Switch for Power and Link Lights.
  - 3) Try another Port or Drop.
  - 4) Cycle Power to Segment Switch.
- b. If Outside of Segment
  - 1) Check for uplink to Other Segments.

**Internet** Are you having trouble gaining access to the Internet?



## Troubleshooting

- a. If One Segment
  - 1) Check Switch for Power and Link Lights.
  - 2) Try another Port or Drop.
  - 3) Cycle Power to Segment Switch.
- b. If Entire School Network
  - 1) Cycle Power to Router.
  - 2) Call your Internet Service Provider to report the problem.

**User Login** Are you having trouble accessing the User Login?



## Troubleshooting

- a. If One Segment
  - 1) Check Switch for Power and Link Lights.
  - 2) Try another Port or Drop.
  - 3) Cycle Power to Segment Switch.
- b. If Entire School Network
  - 1) Check Server.
  - 2) Did it Freeze, Cycle Power.
  - 3) Can the server see the Network?
  - 4) Check Switch for Power and Link Lights.
  - 5) Try another Port or Drop.
  - 6) Cycle Power to Segment Switch.