

Introduction to PS166 Apple Computer Network Help

This documentation hopes to provide PS 166 teachers and students with guidance on how to resolve their computer problems.

Search function!!

This help is fully indexed meaning you can search for ANY text. You will usually try to search on a single word but most words will turn up too many matches so you will have to fine tune your searches.

An example of a typical search might be:

cannot and print

This will search for all topics where both words **cannot** and **print** appear in the topic. Try some yourself to see what turns up.

Last updated: 24 April 2004

How to report a problem

Have you followed all the suggestions in this help guide?

Have you diligently searched to see if your problem has already occurred and been resolved?

If you have done all that, then you do a few things.

You should call Jude Rohn.

But you should also email Jude Rohn, Keith Eisenstark and Ira Gershenhorn. By emailing your problem to them, you ensure that your problem is noted correctly and will get the most attention possible. You will also ensure that its resolution is documented in these pages so that future occurrences can be resolved by yourself and by others who it will inevitably occur to.

Here are the email addresses.

Click on this to get all the names at once: [Apple Computer Problem Tech Help](#)

Here are the names individually.

Keith Eisenstark keith@way.com

Ira Gershenhorn iragershenhorn@mindspring.com

Jude Rohn flyer166@aol.com

Last updated: 24 April 2004

How to report a Fix

You want to report how you fixed a problem??? Fantastic!!!

Here's what you do.

The simplest thing you can do is email a description of what happened to Ira Gershenhorn at iragershenhorn@mindpring.com.

The basics would be: the problem, the solution, an explanation of what was going on or what process you used to find the solution, the date of the problem, the Operating System of the machine (OS9 or OS10), the room number.

Although we'll be ecstatic to get any information on the problem in any format ...

If you want to be **REALLY** helpful you can provide your description in the form of a table. Here's a sample. Just send the file as RTF or Word format as an attachment to the email address given above.

Hourglass doesn't disappear after logging on to System account

Solution:	Reinsert Ethernet cable in both the switch and the computer.
Explanation:	The hourglass was telling us the computer was waiting for a response from the network server which it couldn't find due to a bad Ethernet connection.
Date:	2004-0420
OS:	OS9
Room:	3-306

Last updated: 24 April 2004

Quick Repair Guides

These guides attempt to help you fix your problems yourself.

Please follow what they say before calling for help.

You will learn more and you will get your problems resolved quicker and it will leave the technical staff more time to figure out the thornier issues and improve the system as a whole.

Last updated: 24 April 2004

PS166 Mac Problem Resolution Log

Each topic gives an actual problem and the resolution for that problem.

Last updated: 24 April 2004

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