Resolving Computer Problems or Issues

What is my computer breaks and I can’t get it fixed?
Go to a Public Library or to one of the Technical Learning Centers (TLC) on one of Tri-C’s campuses.

- **Eastern** East Student Services Bldg. (ESS) (216) 987-2067 Room 3200
- **Metro** Metro Technology Learning Center (MTLC) (216) 987-3679 2nd floor
- **Western** West Technology learning Center (WTLC) (216) 987-5596 Room 111

I’m Getting a Page cannot be displayed error.
“Page cannot be displayed” can have different causes.
Did you type in the correct URL? If not, retype it. If the URL is correct, click the Refresh button near the top of your IE window. Very often the Refresh button will correct the problem. Another solution is to wait 15 minutes and try again. Temporary causes of this are: Internet is running too slow to load the page in a timely manner, server problems at your ISP or server problems where the URL is located. Before calling our Help Desk, we suggest you delete the temporary Internet files on your computer.

For AOL Users Only
AOL is not compatible with certain functions and features of Blackboard. Visit [http://dlc.tri-c.edu/WEB/bhawk/trouble/AOL_UseWithBlackboard.htm](http://dlc.tri-c.edu/WEB/bhawk/trouble/AOL_UseWithBlackboard.htm) for specific information for AOL users.

Have you recently installed firewall software on your computer?
If so, try disabling the firewall and try connecting to the site where you are having difficulty. If you can connect, then the problem may be with your firewall settings. If you still cannot connect, re-enable the firewall and contact your service provider.

Have you recently made ANY changes to your computer’s settings?
If so, change the setting back to what it was and try connecting. If you’ve made more than one change, do this check on each individual setting. If you still have difficulties or gain new problems, reapply the change and go to the next one.

Check your network card (NIC card) and cables.
Look at the back of your computer where your network card is installed and check for a blinking light (make sure your computer is turned on and the system has booted). If you do not see a blinking light, you may have a problem with your network card. Contact technical support where you purchased your computer for assistance.
You may also want to check that your data cables are securely attached to your equipment (computer, modems, etc.). Even a slight play in the connector can cause connection problems.
Resolving Blackboard Problems or Issues

**PROBLEM:** You cannot connect to the tri-c.edu Web site or are otherwise unable to load the correct page in your browser.

Below is a troubleshooting list that we at Distance Learning have found to be problems students have with their computers. We are not computer technicians, nor can we diagnose computer problems. **If you are having problems, we suggest you attempt the following resolutions in the order given.**

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<th>STEP</th>
<th>CAUSE OF PROBLEM</th>
<th>RESOLUTION</th>
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| 1    | You typed the wrong URL in the address box or used an old “favorite” or “bookmark” link. | Double check the URL of the site you want and type the correct URL into the address bar of your browser. Valid sites for Blackboard students are:  
  - http://my.tri-c.edu  
  - http://dlc.tri-c.edu  
  - http://instruct.tri-c.edu  
  - http://www.tri-c.edu |
| 2    | Your computer timed out or your Internet connection is very busy. | Refresh or Reload your page (Directions below). |
| 3    | Verify your ISP server is working properly and there are no problems with the Blackboard server. | If you cannot get to any Internet site, then the problem is with your ISP. Wait a few minutes and try again or call your ISP technical support. |
| 4    | You have an outdated browser or you are using a provider’s proprietary browser. | **We strongly recommend you not use your provider’s browser to access Blackboard.** If you are using your ISP’s browser, minimize or close your provider’s browser (AOL, MSN, etc.) and open Internet Explorer. Check if your browser is up-to-date. (click Help in the menu bar, and then select About). Have you installed any and all patches, updates, service packs, etc. from the browser’s Web site? Also, go to http://dlc.tri-c.edu/web/bhawk/bcheck.asp to check your browser settings. |
| 5    | Your browser may be reading from a page cached in your temporary Internet files or these temporary files may have become corrupt. | Clear your cache (temporary Internet files) (See previous page or temporary internet file in the appendix) |
| 6    | Your computer’s connection to your service provider may have a problem. | • Shutdown your computer, using the shutdown dialog box from the Start button in your taskbar.  
  • If you have a cable or DSL connection, it may be necessary to turn the power off. Follow your ISP directions. Usually,  
  • Wait one minute.  
  • Reattach the power to your modem and wait for all its lights to display (power, send/receive, etc.).  
  • Turn your computer back on and watch for your modem’s lights to flash, indicating Internet activity. |
| 7    | Your computer may have a virus. | If you have a current anti-virus program running on the computer, do a complete system scan. If you do not have an anti-virus program, go to http://housecall.trendmicro.com and run the free virus scan program. |
| 8    | A spyware, adware or malware program may have attached itself to your computer. | Go to: www.lavasoftusa.com/software/adaware/, download, install and run Ad-Aware. This free program will scan your system and allow you to remove/quarantine any adware, spyware and malware you may have on your computer. |
| 9    | If you are still having problems. | Contact the Tri-C Helpdesk by phone at (216) 987-4357. |
Mozilla Firefox FAQs

Clearing your cache, cookies, and temporary internet files

1. Open **Firefox**, go to the **Tools** menu and choose **Options**

2. The following dialog box will open

3. Click on the **second icon** down, called **Privacy**, from the left menu
4. Click on the **Clear** buttons next to the desired area (History, Saved Form Information, etc.)

5. You can also simply click on the **Clear All** button located in the lower right-hand corner, to **clear all the areas at once**. If you do so, you should see the following warning:

![Clear All Information dialog]

This will remove ALL of your browsing history, cache, the list of recently downloaded files, all saved form information and searches, all cookies and saved passwords!

[Clear All Information button]

6. Read it carefully and click **Clear All Information** if you agree, or **Cancel** if you prefer to do it step by step, using the Clear buttons above.

7. Click the **OK** button when you are done.

**Activate Test Timer**

**Status Bar**: Make sure you can see the status bar at the bottom of your browser window. In a timed test (not all tests are timed), you should see the timer in the bottom left of this status bar.

**Assessments**: If you cannot see the timer while taking a timed test, you will need to make the browser adjustments below.

1. Select **OPTIONS** from the **TOOLS** menu.
2. Click on **CONTENT** from the choices at the top of the screen.
3. Click on **ADVANCED** across from the "**Enable JavaScript**" options. Both "**Enable JavaScript**" and "**Enable Java**" should already be selected.
4. In the **ADVANCED** window, choose to allow scripts to "**Change status bar text**".
5. Click **OK** to exit the **ADVANCED** window, then **OK** again to exit out of the **OPTIONS** box.

6. The timer should now show in your timed exams.

Remember, it typically takes a few minutes to load the timer into the status bar. You can go ahead and begin your test, and when the timer shows, it will reflect the time already passed. The timer is running, it just takes a few minutes to show up. This delay will vary depending on your Internet connection speed.

**Copy and Paste in Firefox**

In Firefox, using the context menu or keyboard shortcuts to Cut, Copy and Paste is prohibited by security features in the browser. **The only method to paste while in Blackboard** is clicking on **EDIT** in the browser menu bar and selecting **PASTE**. One alternative, if you want to be able to use Paste from the context menu or keyboard shortcut, is to disable the Visual Text Box Editor in your Blackboard settings. Directions are in Appendix A, section G.
Safari Browser – Clear Cache, Cookie, and History

1. Click on the **Safari** menu and choose **Clear Cache**:

![Safari menu with Clear Cache highlighted]

2. The following dialog box will open. Choose **Empty**:

![Dialog box asking to empty cache]

3. Click on the **Safari** menu again, and this time choose **Preferences**

![Preferences menu highlighted]
4. From the **Security** dialog box, click on the **Bookmarks** button:

5. Click on the **Show Cookies** button. You should see a screen like this one:

6. Click the **Remove** button after selecting the cookies you want to delete, or...

7. Click the **Remove All** button to remove all your cookies at once

8. To **clear the History**, simply click on the **History** menu, and choose **Clear History**.