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Basic Troubleshooting Guide
For Small Business Networks

Purpose

This document outlines very high-level and very basic troubleshooting techniques for system outages.   Issues with end-user PCs or laptops can be resolved by swapping in spares or having the user work at another desk or location.

Preliminary Precautions

- Have the support numbers of your Internet and phone providers handy (i.e 800-TWCABLE). You can typically find this info on your cable bill
- Verify operation and location of your spare PCs if you have them
- Avoid installing new software or updates when you may not have immediate access to technicians (see system restore below for recovering your PC)
- Circuit breakers, power strips, and UPSes are a common issue with equipment which appears to be "dead". Always check your breakers, and outlets directly before troubleshooting the computer or other devices.

No Internet access or sluggish browsing

Most likely causes

- ISP is having issues
- modem/router reboot is required
- bad modem or router
- weak wireless access

Attempt the following in this order

- Cycle power on cable modem (turn off then back on after 10 seconds)
- Cycle power on internet router (connected to DSL/cable modem)
- Contact your ISP (ATT, Time-Warner: 800-TWCABLE)
- If still out and proper lights are flashing on DSL/cable modem, swap in spare backup router if you have one.
- If working wirelessly, verify you are connected to the proper wireless access point, reboot your wireless access point, or plug into the network

No local server access

Most likely causes

- Most likely causes – in order: server needs reset OR if no internet, main Ethernet switch needs a reboot or is out.

Attempt the following in this order

- Reboot your server as you would a PC (you do not need to logon)
- Check main network switch for lights (all PCs plug into this)

PC or Server won't power on

Most likely causes
- Circuit breaker has tripped in your wiring closet – check the outlet
- Power supply in the PC or server has failed (power supply converts AC power to DC).

Power Supply Sources
- If similar PCs are in the office and are unused, you may have a tech swap the supplies
- Basic PC power supplies are available at Best Buy
- Server power supplies tend to be proprietary – you may need to find a local service company OR contact the manufacturer (see Dell or HP websites)

Computer acts sluggish or reports a virus

Most likely causes
- You have surfed to an infected website or opened an unsafe attachment

Attempt the following in this order
- Run Windows System Restore to roll-back your operating system. In XP, find System Restore under Accessories-System Tools, in Vista or Windows 7, type system restore in the search box.   Select a previous date, typically a week before your issue.
- If Windows 7 and you are unable to access System Restore, power off the PC and tap-tap-tap-tap the F8 key on startup until you see a menu for System Recovery Options and select System Restore.   You may also boot with a Windows 7 DVD to access System Repair and the menu below.

IMPORTANT: After a system restore, use your antivirus scanner to do a FULL scan of your system. Also, if you have Malwarebytes (red icon), run this scanner and do a full scan. You may find this free product by searching google for "cnet malwarebytes download".   When prompted for the Full Trial Version, select DECLINE. The "manual" scan/repair tool is FREE.

Contacts and Alternate Resources

Alternate contacts are listed below. Note that 3rd party vendors may have their own site visit fees or charges – you may wish to inquire before they visit your site.

Craig Davis   Mobile: (704) 641-6372   Home: (704) 398-3172
Email: craig@enterwisetechnology.com
Note: unavailable by phone 1pm-11pm Sun-Wed

NetSouth   Main: (704) 449-6481
Email: mark@netsouth.us
Contact is Mark or Wendy Wertz

Dat-a-Syst   Main: (704) 523-3548
For PC / laptop (possibly server) hardware parts & repair

Others   -Best Buy for spare computer parts, routers, switches, accessories
-Geek Squad (operated by Best Buy – usually $125-$150 initial)
-Any previous vendor whom you've trusted
-Note that in some cases, eBay can be used to order working power supplies for older servers (search based on the make/model).

Notes