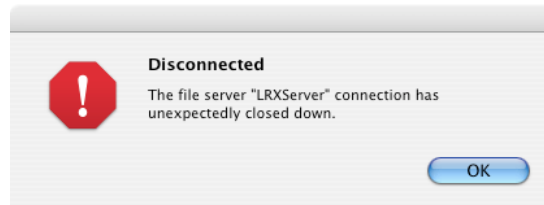


Troubleshooting Student Computers

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Disconnected from the server

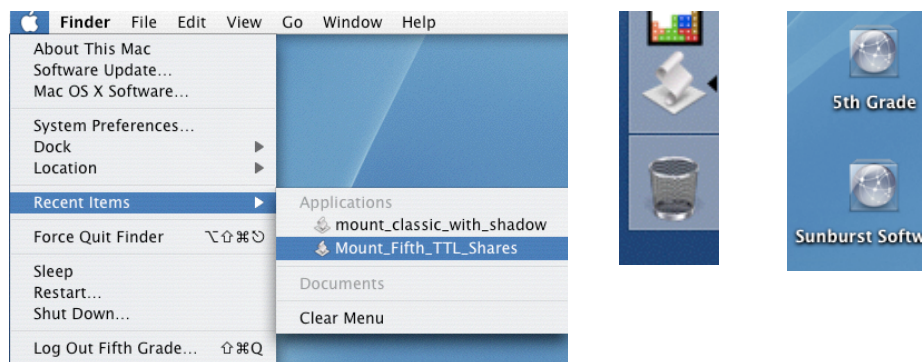
The iBook might become disconnected from the server if you move beyond the range of the AirPort wireless network or if you close the lid on the iBook, which puts it to sleep and can disconnect it from the network.



Move back into the range of the network. You can tell the signal strength by looking at the AirPort menu, which looks like a fan, the farthest left icon at the top right of the iBook screen. The more bars in the icon, the stronger the signal:



Try to re-run the script that connects you to the server. There is an AppleScript that runs each time that you login to the computer that automatically connects you to the proper share on the server. You can find the script in the **Recent Items** sub-menu under the **Apple Menu**. The script is named slightly differently for each grade. Once the script runs you will notice that it appears briefly in the Dock. You will then be reconnected to the appropriate share(s):



If you are unable to get the iBook to reconnect to the wireless network (the AirPort menu will not have any bars in it), then try using the ethernet cable that is plugged into your classroom iMac. Unplug it from the iMac and plug it into the appropriate jack on the iBook. Then try running the script; you should be able to connect to the server. Make sure you plug the ethernet cable back into the iMac. Save your work to the server and restart the iBook to get it to work properly with the wireless network.

Trackpads go crazy

Sometimes the cursor on the iBooks might jump or move without being touched, or when you do touch the trackpad the cursor acts strangely.

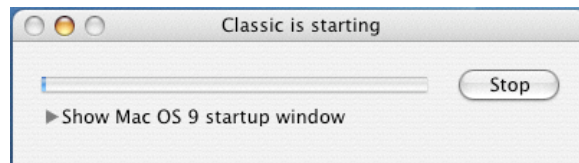
Make sure you are touching the trackpad with only one part of your finger, and not multiple fingers. Also, make sure that you are not resting your wrist close to the trackpad; the computer might interpret this as your wrist touching the trackpad and move the cursor in that direction.

Try raising your wrist off the iBook and touch the trackpad with only the tip of your finger. If the trackpad acts normally then you know one of the following is true: either you are touching the trackpad with more than one part of your finger or with multiple fingers, or your wrist is too close.

Type to Learn does not open properly

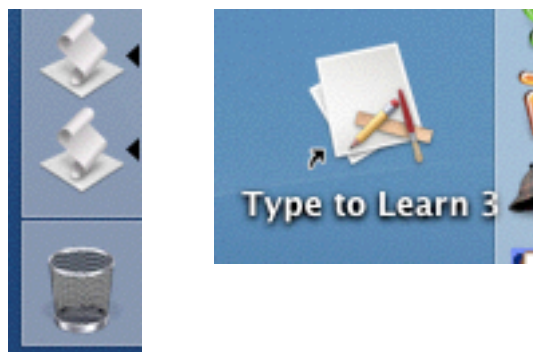
One of the scripts that run at login is called **mount_classic_with_shadow**. It is responsible for opening the disk image on which the older operating system, called **Classic** and used by Type to Learn 3 and other programs like the Investigations math programs or Imagination Express, resides and for creating a shadow file, which allows the image to work properly.

Sometimes people do not wait for the script to run before trying to open Type to Learn 3. Since the computer knows where the **Classic** disk image is located it opens it, but the computer does not create a shadow file. Classic will begin to start:

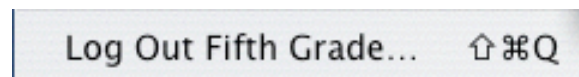


However, it will suddenly stop and the dialog box will disappear. Type to Learn 3 will not open.

You need to make sure you wait for both scripts to run before you attempt to open Type to Learn 3. Watch the bottom of the Dock and make sure the scripts have appeared then disappeared. Then double-click the Type to Learn 3 icon on the desktop.



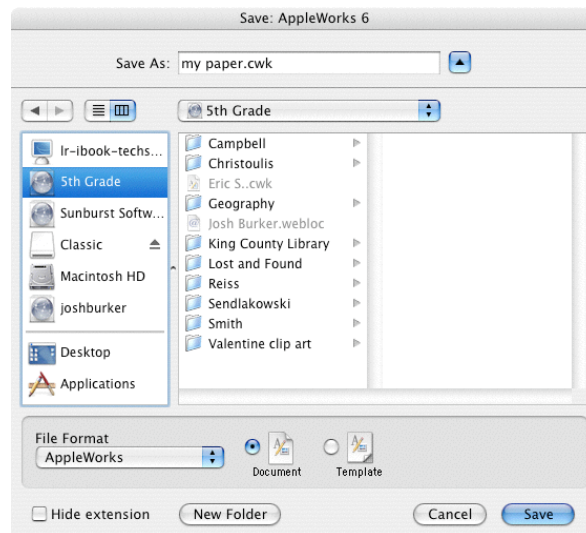
If you did not wait for the scripts to run and Classic will not start, then go to the Apple menu and log out, then log back in and wait for the scripts to run; Classic will start properly.



Your document gets saved in the wrong place

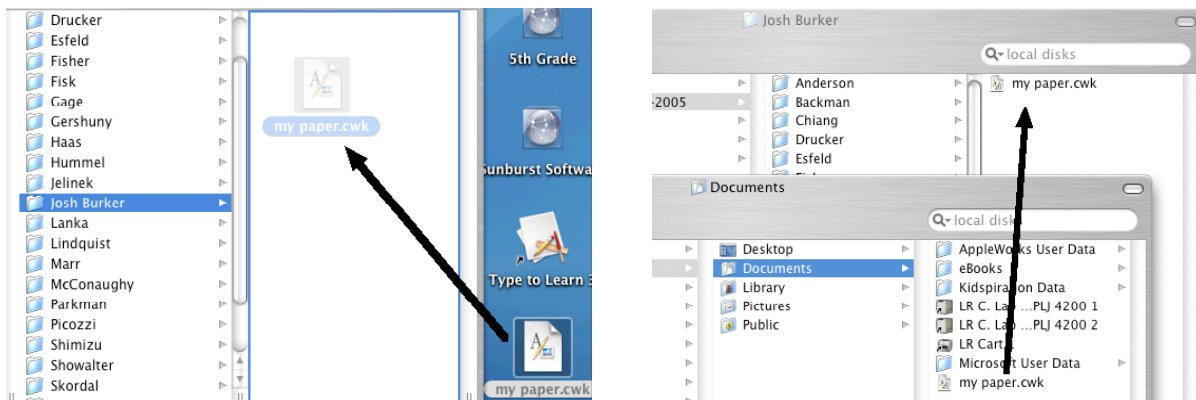
You should always save your work to the server. This way you can access your work from any computer at school, and your work gets backed up nightly.

When you go to save your work, make sure that you are saving it to the server and to the correct folder on the server. The save dialog box will have the server as one of the locations where you are allowed to save. In this case we are using the Fifth Grade account, so we see the Fifth Grade share on the server in the save dialog box:



Make sure you are saving in the proper class folder; there should be a folder of your own inside your teacher's folder.

If you accidentally save to the Desktop you can drag and drop your work into proper folder on the server. Make sure you drag it to the right folder so you can find it again. You can also copy items that accidentally get saved in the Documents folder on the computer.

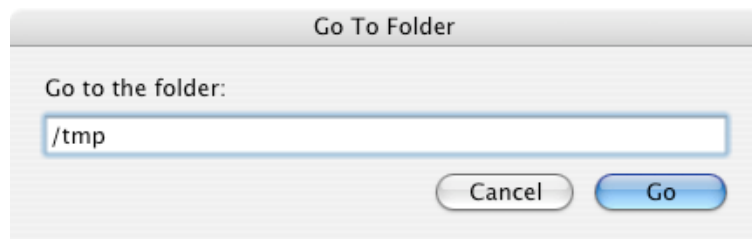


Taking the time to make sure that you are saving your work in the correct location on the server will insure that your work is available to you next time you need it. Always save to the server, and if you accidentally save to the Desktop or to the Documents folder on the computer, make sure that you copy your work to the appropriate folder on the server.

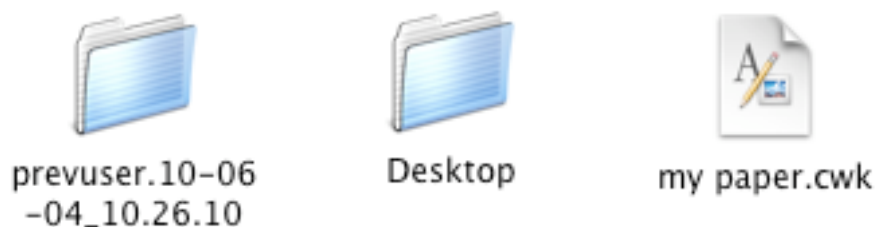
Recovering work from the 'tmp' folder

When you log out of a student computer the user directory in which you work (like Third Grade or Fifth Grade) is backed up then erased and replaced with a fresh copy. This way the icons are always in the same places, there is not other people's work left on the computer, and everything is properly configured. However, any work that was left on the Desktop or in the Documents folder in your account will no longer be there. However, it remains on the computer and can be accessed. You can then move the document to the correct place on the server. This tip applies mainly to the desktop computers as the **tmp** folder is cleared when you shutdown or restart the iBook. Also, the eMacs and iMacs restart every night, so you should try to complete these steps as soon as you realize you logged out without copying your document to the server.

First use the **Go** menu and select **Go to Folder...**. You will be greeted with a dialog box asking for the name of the folder; type **/tmp** and click the **Go** button.



Inside this folder you will see one or perhaps more folders that have been time-stamped with the date and the time; find the folder closest to the time when you logged out of the computer. Inside that folder you will find a folder with the name of the user (like Fifth Grade); open that and you will see the Desktop folder and the Documents folder. If the document was accidentally saved to the Desktop, it will be in the Desktop folder. Copy the document to the proper folder on the server.

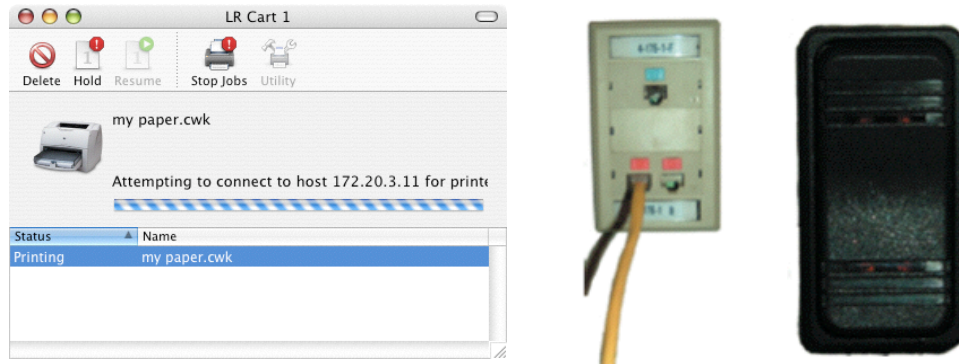


There might be multiple time-stamped folders in the /tmp folder. Make sure you are selecting the folder closest to the time you logged out. Again, remember that this folder is cleared if the computer is shutdown or restarted, so make sure you remember to save to the server or if you accidentally save to the Desktop or Documents folder that you retrieve it from the /tmp folder as soon as you are able.

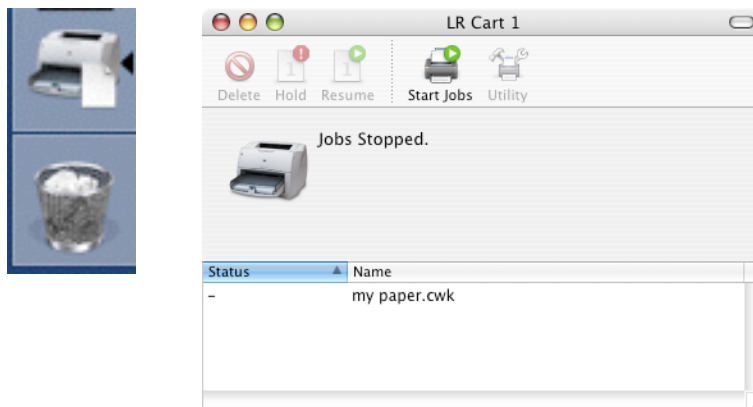
Print jobs never come out of the printer

Sometimes when you go to print, nothing ever comes out of the printer. There are a couple of things that you need to check to make sure that the printer is properly connected to the network and that the computer is configured properly.

If you are using an iBook and the printer that is on the iBook cart, first make sure that the cart is plugged into the network. The iBooks are wirelessly connected to the network, but the printer must be plugged into the network with an ethernet cable to work properly. If the printer is not plugged in to the network and you try to print, the computer will be unable to connect to the printer. Make sure that the cart is plugged into an active network port; you may need to check with Josh to insure that it is an active port. Also, make sure that the power switch on the cart is flipped to the up position, or **External Power**:



Next, confirm that the print queue has not been stopped. In the Dock there will be a Desktop Printer icon that appears when you print. Clicking on the icon will open a dialog box where you can see the print queue. In the photo below the queue has been stopped. Clicking on the **Start Jobs** button will start the queue again.



Stopping the queue can affect other users being able to print, so you want to make sure that you never choose to stop the queue.

By making sure that the printer is properly connected to the network and that the cart is set to **External Power** you will be able to print. If the printer is properly connected to the network then make sure the print queue hasn't been stopped.