



## Everyone - Troubleshooting Common Computer PC Issues

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Before reporting a technical issue to your instructor or Helpdesk, check the following items. This only applies to desktop computers, such as a Dell or Mac, not tablets like iPad or a smart phone.

- Always click “Yes” “Accept” “Continue” “Enable” “I Agree” etc. when your instructor posts presentations or activities for you to access.
- Make sure your computer has all of the latest updates from its manufacturer (for example, Microsoft Windows Update or Dell Driver Updates).
- CWI performs weekly routine maintenance on Blackboard Sunday mornings from 6:00AM to 10:00AM. During this time, you may experience a slow response or be unable to connect to Blackboard and Blackboard Mobile.

### Browser

Your Internet browser is the program you use to access the Internet. Examples include Google Chrome or Firefox. Contact your instructor for recommendations on the best browser to use for your class.

#### *Is your pop-up blocker enabled?*

You may see a warning in your browser that you must allow pop-ups to view certain content. Disable your pop-up blocker to access blocked pages. You can set up your pop-up blocker to only allow certain sites, such as Blackboard, to use pop-ups. Here's how to disable the pop-up blocker in the following browsers. Click the following links to access instructions.

MS Edge	<a href="https://support.microsoft.com/en-us/help/4026392/microsoft-edge-block-pop-ups">https://support.microsoft.com/en-us/help/4026392/microsoft-edge-block-pop-ups</a>
Chrome	<a href="http://support.google.com/chrome/bin/answer.py?hl=en&amp;answer=95472">http://support.google.com/chrome/bin/answer.py?hl=en&amp;answer=95472</a>
Firefox	<a href="http://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting">http://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting</a>
Safari	<a href="http://www.lbl.gov/ehs/training/webcourses/globalAssets/CourseRequirements/disablePopups/disablepopups.html#safari">http://www.lbl.gov/ehs/training/webcourses/globalAssets/CourseRequirements/disablePopups/disablepopups.html#safari</a>

## *Is your browser up to date?*

Using the most up-to-date version of your browser can resolve many issues with accessing your classes. Here are links to the latest versions of Internet browsers.

<b>MS Edge</b>	<a href="https://www.microsoft.com/en-us/edge">https://www.microsoft.com/en-us/edge</a>
<b>Chrome</b>	<a href="https://www.google.com/intl/en/chrome/browser/">https://www.google.com/intl/en/chrome/browser/</a>
<b>Firefox</b>	<a href="http://www.mozilla.org/en-US/firefox/update/">http://www.mozilla.org/en-US/firefox/update/</a>
<b>Safari</b>	<a href="http://www.apple.com/safari/">http://www.apple.com/safari/</a>

## *Are cookies enabled?*

Cookies are small files which are stored on a user's computer. To enable cookies on all browsers, click here:  
<http://www.whatarecookies.com/enable.asp>

## *Do you have a lot of add-ons (such as toolbar extensions, plugins, etc.) that are interfering with the normal function of your browser?*

Some of these “helpful” toolbars, such as Yahoo! Toolbar, custom cursors, instant shopping searches, etc., will slow down your browser so much that it will be difficult to work in your class. Here’s how to disable these addons:

<b>MS Edge</b>	<a href="https://docs.microsoft.com/en-us/microsoft-edge/extensions/guides/adding-and-removing-extensions">https://docs.microsoft.com/en-us/microsoft-edge/extensions/guides/adding-and-removing-extensions</a>
<b>Chrome</b>	<a href="http://support.google.com/chrome/bin/answer.py?hl=en&amp;answer=113907">http://support.google.com/chrome/bin/answer.py?hl=en&amp;answer=113907</a>
<b>Firefox</b>	<a href="http://support.mozilla.org/en-US/kb/disable-or-remove-add-ons">http://support.mozilla.org/en-US/kb/disable-or-remove-add-ons</a>
<b>Safari</b>	<a href="http://macs.about.com/od/usingyourmac/qt/safariplugin.htm">http://macs.about.com/od/usingyourmac/qt/safariplugin.htm</a>

## **Flash and Javascript**

Flash and Javascript are programs that allow you to view media, such as animations and videos, in your Internet browser. If they are disabled or out of date, you may not be able to view or access certain files.

### *Do you have the latest version of Flash?*

Older versions of Flash may not support many of the newest activities and presentations in your class. To download the latest version for all browsers, click here: <http://www.adobe.com/support/flashplayer/downloads.html>

FAQ on more Flash Player problems: [http://helpx.adobe.com/flash-player/kb/common-problems-flash-player.html#main\\_2\\_Check\\_out\\_the\\_information\\_on\\_common\\_Flash\\_Player\\_problems](http://helpx.adobe.com/flash-player/kb/common-problems-flash-player.html#main_2_Check_out_the_information_on_common_Flash_Player_problems)

### *Are you using a tablet or phone to view Flash content?*

Flash is not supported on any Apple (iPad, iPhone, etc.) mobile device without specialized software. Flash support will be discontinued on Android devices in the coming months. You will know if you try to tap a video or link and it says that the file type is not supported on your device. If your instructor has provided you with a presentation or activity in Flash, it's best to use your PC or Mac.

### *Is JavaScript enabled in your browser?*

Enabling JavaScript will allow you to access all of the features in your class. Here's how to enable JavaScript in your browser:

<b>MS Edge</b>	<a href="https://answers.microsoft.com/en-us/windows/forum/all/how-to-enable-javascript-windows-10-home-ms-edge/3ae7c8b7-28cd-490b-8ae9-53ffa79ee400">https://answers.microsoft.com/en-us/windows/forum/all/how-to-enable-javascript-windows-10-home-ms-edge/3ae7c8b7-28cd-490b-8ae9-53ffa79ee400</a>
<b>Chrome</b>	<a href="http://activatejavascript.org/en/instructions/chrome">http://activatejavascript.org/en/instructions/chrome</a>
<b>Firefox</b>	<a href="http://activatejavascript.org/en/instructions/firefox">http://activatejavascript.org/en/instructions/firefox</a>
<b>Safari</b>	<a href="http://activatejavascript.org/en/instructions/safari">http://activatejavascript.org/en/instructions/safari</a>

## **Internet Connection**

It is critical to the success of your online studies to have a stable, wired Internet connection. In the Treasure Valley, wired providers include CableOne/Sparklight, CenturyLink, and Comcast. Clearwire only provides wireless service.

### *Are you using wireless?*

If you are taking a time-based exam, quiz, or test, we do not recommend using a wireless connection to complete it. Wireless connections are notoriously susceptible to hiccups, which can cause your exam to time out or end before you are finished.

### *Are you having difficulty loading websites? Is your Internet browser warning you that it has timed out?*

Check your Internet connection on your PC by taking the following steps. If this doesn't resolve your issue, you need to contact your Internet Service Provider (ISP).

<b>PC</b>	<a href="http://windows.microsoft.com/en-US/windows-vista/Troubleshoot-network-connection-problems">http://windows.microsoft.com/en-US/windows-vista/Troubleshoot-network-connection-problems</a>
<b>Mac</b>	<a href="http://support.apple.com/kb/TS1317">http://support.apple.com/kb/TS1317</a>

## System

Basic things, such as having a current anti-virus and latest updates on your computer, will make your online experience smoother. Some issues can occur because you do not have an updated system.

*Do you have all of the latest Windows/Mac updates installed?*

PC	<a href="http://windowsupdate.microsoft.com/">http://windowsupdate.microsoft.com/</a>
Mac	<a href="http://support.apple.com/kb/HT1338">http://support.apple.com/kb/HT1338</a>

*Do you have an anti-virus program installed? Is it up-to-date? Has it completed a scan recently?*

There are a couple of free anti-virus programs that we've had some reasonably good experience with; Microsoft Security Essentials for Windows or Sophos for Mac. Their default configurations work just fine.

PC	<a href="https://www.microsoft.com/en-us/windows/comprehensive-security">https://www.microsoft.com/en-us/windows/comprehensive-security</a>
Mac	<a href="http://www.sophos.com/en-us/your-needs/features/antivirus/products.aspx">http://www.sophos.com/en-us/your-needs/features/antivirus/products.aspx</a>

*Is spyware or malware interfering with the normal function of your computer?*

Spyware and malware can disable your system to the point that you can't work normally. Symptoms of this type of invasion include severe pop-up advertisements, settings changes you didn't initiate, toolbars that appear in your browser without your permission, and a sluggish computer. This typically only occurs on PCs, not Macs.

Malware and viruses can be tricky to clean from your computer. There are some good free solutions available for your personal computer but one program may not clean as well as another program depending on what has infected your computer.

If you've installed Microsoft Security Essentials <https://www.microsoft.com/en-us/download/details.aspx?id=5201> and are still having malware symptoms you may need to install and run a couple more programs to fully clean your computer.

A couple of free-edition anti-malware applications that we've used with good results are:

MalwareBytes - <http://www.malwarebytes.org/>

SuperAntiSpyware - <http://www.superantispyware.com/>

Practicing safe-surfing and common security practices will help prevent many of these types of problems. A good reference is located here <https://www.us-cert.gov/publications/securing-your-web-browser>

**Have you gone through all of these steps and still having trouble with your computer and online class? Contact your instructor to inform them of the issue and submit a Helpdesk ticket.**