

# ***iTECH Computer Tidbits***

To err is human - and to blame it on a computer is even more so. ~ Robert Orben

## **ISSUE 1 - Students are unable to save or download.**

While there are many reasons, one reason is that they are out of disk space. Each student is limited to 5 GB of space in their My Documents folder. In running a space evaluation, most students are filling this up with Music or movies. We are able to remove the files from the server, but as soon as they sync their My Documents folder with the laptop, it will fill up again.

### **SOLUTION:**

Students must delete any non school related items from their My Documents. They can keep these items in the D drive or on a thumb drive if they choose but it is not appropriate to have 5GB of music or movies on the school server.

## **ISSUE 2 - Unable to log in on the network**

This happens mostly at WSUV where there are other wireless networks available. Students try to connect to other wireless networks. Once a laptop obtains a successful connection to a network, every time the lap top is in range of that network the lap top will try to use that one first because that is what it used last. Meaning, if the student connected to Clark network the last time they powered on and the lap top sees Clark the next time they power on, it will connect to Clark.

### **SOLUTION:**

Let us know. This is something IT can fix but it can be an inconvenience to the student in the meantime. If this happens students **will not** receive a loaner lap top as they should not be trying to connect to Clark or WSUV's network.

## **ISSUE 3 - when they have a loaner, they don't have their documents.**

If students are saving to the My Documents folder, they can see their Documents no matter what laptop they are using. Unfortunately, many students save to the Temp folder aka the D drive. That makes the files local and only available when on that particular laptop. Since all school work should be in the My Documents folder on the server, there is a good chance that if they have computer issues, IT will wipe the drive and everything that is in the D Drive with it.

### **SOLUTION:**

Students should save school work to the My Documents folder. If they have a reason for why they are not, please bring it to our attention so that we can address the issue.

## **ISSUE 4 – Unable to add home printer**

All printers require print drivers to make them functional. Many home printers have drivers that are built into the Windows 7 Operating System. If the printer is built in, the printer will automatically install. If it's not, a message will open asking for the driver file and for administrator rights.

### **SOLUTION:**

For printers that do not require third party software the printer should install without additional assistance. However, due to the large variety of home printers, it is not feasible for us to support every home printer. In an effort to ensure every student has printing capabilities, we do offer printing capabilities at school.