

Troubleshooting Tips

Warm Boot: Performed on PCs by pressing the **Ctrl** and **Alt** and **Delete** keys at the same time. Warm boots can be performed when the system crashes, the computer locks up, or freezes.

Steps

1. Press the **Ctrl** and **Alt** and **Delete** keys.
 - A box should appear allowing you to end the task. Usually this helps when a program is not responding or a glitch has occurred. On library computers however, this may work differently because of the network's configuration. **Never perform a warm boot on library computers. If you should experience a problem with a library computer, ask a Librarian for assistance.**
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Reboot: Involves restarting the machine. This sometimes can help clear any problems (e.g. such as a slow computer). **If you should experience a problem with a library computer, ask a Librarian for assistance.**

Steps

1. Click the **Start** button on the *Taskbar*.
2. Click **Shutdown**.
3. Using the drop-down menu, select "**Restart**".
4. Click the **OK** button.



Make sure to plug your computer into a surge protector rather than directly into a wall outlet.

Cold Boot: Turning the computer on and off. This should only be done when you cannot perform a warm boot or a reboot. **Never perform a cold boot on library computers. If you should experience a problem with a library computer, ask a Librarian for assistance.**

Steps

1. Turn the power off by pressing the power switches on the CPU or turning off the surge protector.
2. Wait a moment (at least 30 seconds).
3. Turn the power buttons back on or turn the surge protector back on.