Writing Samples

## **Scenario 1**

### Unable to access web-site and Microsoft Outlook

### Possible causes include:

- Hardware issues
- Unavailable website
- Disabled network

Why did this happen? Reasons include loose connection cables or changes in your network and Microsoft Outlook settings due to a recent system update, virus, or firewall change. In either case, the following information will allow you to identify and resolve the problem.

Before you begin, back up important files and documents to an external medium such as a disk or portable drive.

### Hardware-Modems, Routers, and Wireless Cards

Verify that all devices are powered on. Next, check for loose cables connected to your computer, external modem, and/or router. You may want to **unplug** and **reinsert** all cables to ensure connectivity.

#### **Unavailable Website**

Check your internet access **before** trying to log on to Microsoft Outlook. Why? Microsoft Outlook is an e-mail client that will need to connect to an e-mail server using your internet connection.

A website may be unavailable due to not being able to connect to the internet or to a web-site being temporarily disabled. *Which one*? If you have an error message of http 404, the site you are visiting is disabled and you will need to check another web-site. If you are not able to access another website or you do not have the http 404 error message, you will need to check your local area connections (LAN).

Are you connected? Contact your internet service provider to verify outages

### **Disabled Network**

This solution applies to Windows XP

As a final step, you may run the Network Configuration Wizard in order to re-set your network connections, firewall settings, and hardware devices (See Figure 1A).



Figure 1A

### Microsoft Outlook

If you are unable to access Microsoft Outlook after restoring your internet connection, verify that you are using the correct user name and password. Second, check for an error message such as **"Outlook cannot connect to your POP3 E-mail server".** In this case, check your firewall and e-mail configuration settings by using the **E-mail Account Wizard** under *Tools* in Outlook.

# Scenario 2

### Uninstalling Programs Step-by-Step Guide

Instructions are written for Windows XP. Before you begin, back up important files and documents to an external medium such as a disk or portable drive. Ensure that you are uninstalling the correct program.

### <u>Uninstall via program</u>

- 1. Click the Start button in Windows XP.
- 2. Scroll to All Programs and place pointer over program you want removed.
- 3. Click option for uninstalling the program (see Figure 1A). An Uninstall window will open.
- 4. Select uninstall or remove, click next, and follow prompts.
- 5. After completion a message will display informing if uninstall was successful or if you need to restart your computer.



### **Uninstall via Control Panel**

- 1. Click Start in Windows XP and select Control Panel.
- 2. Double click "Add or Remove Programs".
- 3. Panel opens displaying a list of programs on your computer.
- 4. Preview list and locate program by Title.
- 5. Highlight program section. Click "Change/Remove Program.
- 6. After completion a message will display informing if uninstall was successful or if you need to restart your computer.

### **Troubleshooting Tips**

If you are unable to uninstall a program try the following:

### I. Check if program is running in the background by accessing the Task Manager

A. Press



- DELETE
- B. Task Manager Opens

CTRL

- C. Click Processes tab
- D. Look through the list and locate the program name ending in .exe Click the END PROCESS button to END the program
- E. Close Task Manager and perform Uninstall instructions on page 1

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nage Name	User Name		
nage Name plorer ove	User Name		
plorer eve		CPU	Mem Usage 📃 📩
piorer (exe	tee	00	27,172 K
dService.exe	SYSTEM	00	4,308 K
ooveMonitor.exe	tee	00	6,320 K 🛛 📄
)M.exe	tee	00	4,324 K
Columnation L	tee	00	2,476 K
INWORD.EXE	tee	00	72,468 K 🛛 🛁
C.exe	tee	00	6,708 K
nsg.exe	tee	00	5,452 K
ched.exe	tee	00	2,792 K
Icon.exe	tee	00	2,604 K
efox.exe	tee	00	97,008 K
nplayer.exe	tee	00	14,304 K
l.exe	LOCAL SERVICE	00	3,644 K
HDCPL.exe	tee	00	21,772 K
gtray.exe	tee	00	3,148 K
gcsrvx.exe	SYSTEM	00	9,216 K
MGR.EXE	tee	00	5,104 K
npnetwk.exe	NETWORK SERVICE	00	8,320 K
sauth.exe	tee		1.3.600 K
how processes fr	om all users	- (	
	M.exe N.exe INWORD.EXE C.exe isg.exe isg.exe isg.exe isg.exe isg.exe hplayer.exe isg.exe hplayer.exe gtray.exe gtray.exe gtray.exe gtray.exe gtray.exe monetwk.exe sauth.exe	Numeration non-exe tee tee type tee type type tee type tee type type tee type type tee type type tee type type tee type type tee type type type tee type type tee type type type type type type type type	Instantion Rote tee 00   NN-exe tee 00   INWORD.EXE tee 00   INWORD.EXE tee 00   ISG.exe tee 00   gor.exe tee 00   player.exe tee 00   gray.exe tee 00   grsrvs.exe SYSTEM 00   MGR.EXE tee 00   sauth.exe NETWORK SERVICE 00