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).
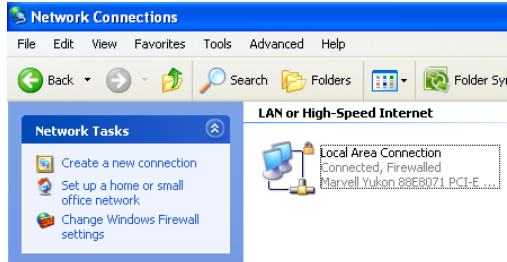

Figure 1A

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

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.

Uninstall via program

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.
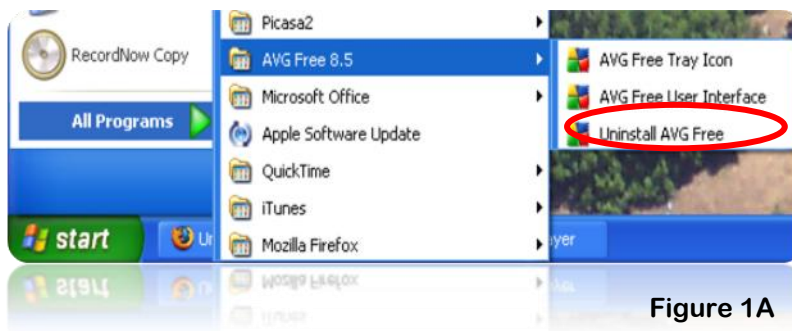

Figure 1A

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** | CTRL | | ALT | | DELETE |

    B.   **Task Manager Opens**

    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**