

Guidelines

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PHASES	EXPLANATIONS
1	Check, what type of network problem the user is facing. 1.1 Whether, the user could not print from a network or log on to the network or; 1.2 Whether, the user could not connect to the Internet.
2	If user has problem 1.1, check whether the user has logged on to the network or not. 2.1 If not, log on to the network using the correct username and password (remember to keep the Caps Lock off). After logging on, test whether the network connection is active or not. If yes, end process. Else, proceed to step 2.2. 2.2 Check whether the Primary Domain Controller is running properly in the Multimedia Control Centre. If the server is not running, restart the server and reboot your personal computer and test the network connection. If the network connection is okay, close the case. Else, proceed to the next step.
3	Check whether the network card LED is blinking or not. 3.1 If network card LED (light-emitting diode) is blinking, proceed to step 4. 3.2 If the network card LED is not blinking, this means, either your network card/cable is spoilt or there is no incoming connection to your personal computer. 3.3 Check whether the cable connection to the switches in the PABX (Private Automatic Branch Exchange) room is okay. If the cable connection is okay then proceed to the next step. Otherwise, arrange the cables. If possible, change the cable to a new one. After doing this process, test the network connection. If the network connection is okay, close the case. Else, proceed to the next step.

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4	Check whether the driver is properly installed. Go to Start Menu, Setting, Control panel, System, Device manager. From here, you can see whether your network is having problem or not. If there is a yellow “!” sign on your network card properties, this means that you either have a faulty network card or your network card driver was not properly installed 4.1 Try to reinstall the network card first. After reinstalling the network card, reboot your personal computer and test your network connection. If the network connection is okay, close the case. Else, proceed to the next step. 4.2 If your network card is still not responding, change the network card and repeat step 4.1. Then, Reboot your personal computer and test the network connection. If the network connection is okay, close the case. Else, go to step 2
5	If user has problem 1.2, 5.1 Refer to Step 2.1 to 2.2. If problem persist, check the proxy server. Restart all the servers if required. Then restart you personal computer and test the Internet connection. If internet connection is okay, closed the case and end process. Else, 5.1.1 Log call to helpdesk@sains.com.my (refer to Development Team); 5.1.2 Follow up with helpdesk (Development Team) regarding the status; 5.1.3 If status okay, check internet connection. If internet connection is okay, closed the case and end process.

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