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## Donna ISD

### Virtual Desktop/New Terminal

### Troubleshooting Guide

This Guide has been created to identify common issues in using your Wyse terminals. In most cases the issues are easily remedied by the classroom personnel without the need to file a work order.

#### ***Issue Identification***

Issue: [“My monitor screen is dark and nothing seems to be working”](#)

Issue: [“I have no mouse or keyboard control”](#)

Issue: [“I don’t see the Donna ISD login screen”](#)

Issue: [“My system never gets to the Donna ISD login screen. The screen shows that the terminal is Contacting the Authentication Server and then displays an SNTP error”](#)

Issue: [“There is no domain name on the login screen or I can’t login”](#)

Issue: [“The screen shows Network Setup Box”](#)

Issue: [“The login screen shows ERROR: No Computers Available”](#)

Issue: [“The login screen shows Network I/O Error”](#)

Issue: [“None of this solved the problem, I need help”](#)

#### **“My monitor screen is dark and nothing seems to be working.”**

A dark monitor screen is easy to fix. First make sure that both the monitor and terminal are turned on. Images 1 and 2 show the location of LED indicators that tell you whether the units are turned on.



Image 1



Image 2

Image 1 shows the location of the power button on a monitor. The button should glow green when receiving signal from the terminal or amber when in sleep mode or when not receiving signal. If neither color is displayed depress the power button to turn on the monitor.

Image 2 shows the location of the terminal power button. This button will glow a faint green when the terminal is turned on. In addition the first LED under the power button will glow a faint green when the terminal is turned on. (You might have to cup your hand around the button and LED to see the glow.) If the button and LED are not green then depress the power button to turn on the terminal.

If depressing the power button on the monitor or terminal is ineffective then ensure that they're plugged in. Images 3 and 4 display the location of the power connectors for the monitor and terminal, respectively.



Image 3, monitor power connector



Image 4, terminal power connector

**“I have no mouse or keyboard control.”**

A lack of mouse or keyboard control is usually indicative of an unconnected device. Image 5 shows the location of the mouse and keyboard USB connectors with the USB cable plugged in. Immediately above the USB ports you'll also see the PS2 connector ports (lavender and green). Note: You can plug in USB devices into any available USB port.



Image 5, USB and PS2 ports for keyboard and mouse control

Note: The two black cables in the center of Image 5 are the USB connectors for keyboard and mouse control. The white one is for Ethernet connectivity.

**“My system never gets to the Donna ISD login screen. The screen shows that the terminal is Contacting the Authentication Server and then displays an Sntp error”**

Images 6 and 7 display the behaviors described above.

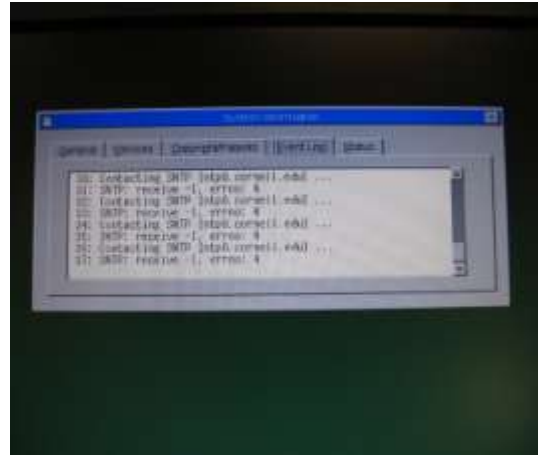
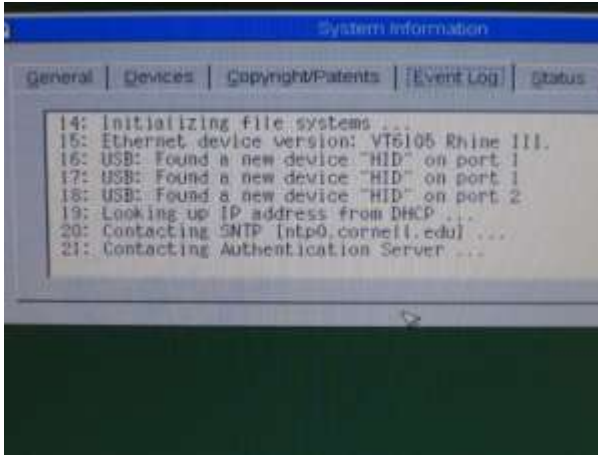


Image 6 & 7, network connectivity errors

Although the errors seem cryptic the resolution is easy. Make sure the Ethernet cable is plugged in correctly (See Image 5). Next, restart the terminal by pushing the power button (See Image 2). You should now have connectivity to the network. If taking this action continues to return the same errors file a work order to alert your local technician to the issue.

**“The screen displays a Network Setup dialog box but does not display the Donna ISD login screen.”**

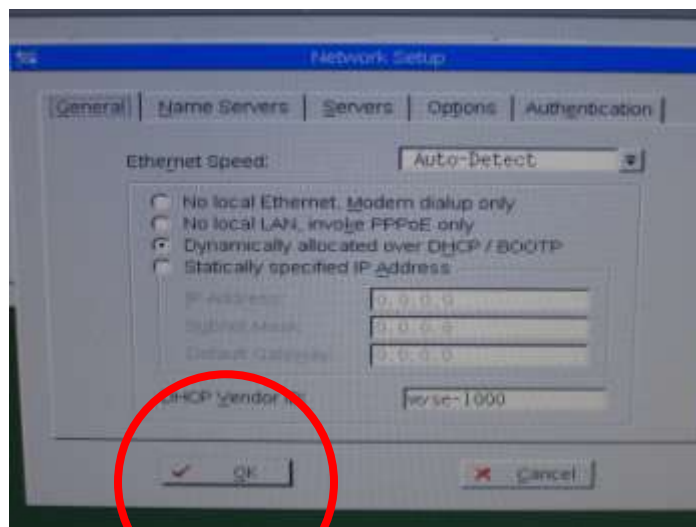


Image 7, Network Setup dialog box

The error described above is normally seen when a terminal is first installed. The solution is simple; Click on the OK button (See Image 7) and allow the system to reboot.



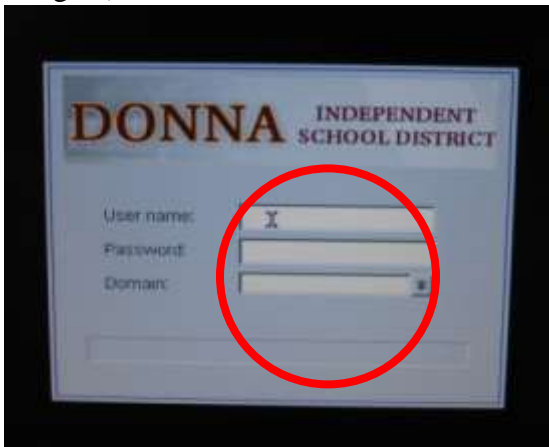
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Once you go through the terminal installation process you'll see a Donna ISD login screen.

**“The Donna ISD login screen does not contain a domain name and logging in is unsuccessful.”**

The Donna ISD domain name might be removed inadvertently from the domain name field. The solution is simple; Click on the Down arrow to the right of the field (See Image 9) and select the domain.



Images 8 & 9, Donna ISD Log in screen

**“The Donna ISD login screen does not have a domain name field.”**

The Domain name field might sometimes disappear entirely, especially when a power outage occurs. Solution: Restart the terminal by depressing the terminal power button (See Image 2). Depress the power button a second time to restart the unit. The Domain field should reappear. If not, refer the issue to your local technician by submitting a work order.

**“The Donna ISD login screen displays a message: No Blade(s) Available or No Computers Available”**

Contact your local technician or open a work order reference the error along with the room number. (See Image 10 below)



**“The Donna ISD login screen displays a message: Network I/O error”**

Restart the terminal to remedy the issue. If problems continues please contact your local technician. (See Image 11 below)





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## **“None of this solved the problem, I need help”**

Please open a support request and a technician will contact you to resolve the issue.

Support Contact:

Donna Technology = <http://login.schoolde.com>

ARC Support = [arc.support@arc-texas.com](mailto:arc.support@arc-texas.com)

Please be sure to include the following in your support request:

- Your campus
- Your classroom number
- Your contact info (name, number, email)
- Description of the problem (what you were trying to do)
- The MAC address of the terminal (a 12 digit number located on the side of the unit, usually starting with 0080...)