

Symptom	Probable Cause	Action
<p>My Web browser can <i>only</i> connect to WSU Web sites.</p> <p>It will not connect to outside Internet sites like:</p> <ul style="list-style-type: none"> • www.google.com • www.microsoft.com 	<p>The computer has been hacked, and it is being blocked by the campus firewall.</p>	<p>Your techsup should repair the intrusion, and then contact the Computing & Information Technology (C&IT) Help Desk to request that the firewall block be removed.</p>
<p>All of my network connections are broken: WSU email, Web browser, file server ... nothing works!</p>	<p>The computer's network port is blocked because the computer is infected, and it is sending a large amount of network traffic.</p> <p><i>or</i></p> <p>There is a physical problem with the network connection (port, jack, cable, or Ethernet card).</p> <p><i>or</i></p> <p>The computer's network configuration is not set up properly.</p>	<p>Your techsup should determine the actual cause:</p> <ul style="list-style-type: none"> • If it is infected, then repair the infection, and contact the C&IT Help Desk to request that the network port block be removed. • If it is a network <i>port</i> or <i>jack</i> problem, then the techsup should request repair via the NOC at 577-4746.
<p>All of the programs on my computer are running very, very slowly ...</p> <p>I think it has a virus!</p>	<p>There are many possible causes: the computer may very well be infected, or the server or network is very busy.</p>	<p>Ask your techsup for assistance.</p>

Technical support staff ("your techsup") in WSU schools, colleges, and departments can get computer trouble-shooting help from C&IT's Departmental Computing Services.

If you don't have a "techsup" in your office,
contact the C&IT Help Desk for assistance at 577-4778.

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