

Computer-Related Troubleshooting in LTS Olin (LTS Procedure #40)

Scope: *This procedure describes the process in place in LTS Olin for solving computer-related problems. The initial problem determination is made by LTS Olin network administrators. They fix what they can and refer the rest to the Information Technology's Desktop Services Help Desk.*

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Reporting Problems

Staff who experience problems with their computers or printers should report them to the network administrator's problem resolution listserv: CUL-DSHELP-L@cornell.edu. Desktop Services will refer to the LTS Netadmins what they feel are LTS-specific software problems that they cannot resolve. Usually that's OCLC Connexion, Voyager settings, or Macro Express. One of the LTS Netadmins will acknowledge the referral from Desktop Services and report the resolution of the problem.