



## Troubleshooting 'No Logon Servers' Netbook Error

If you receive the following error message when trying to logon to a student netbook, it means that the netbook is not connecting to the network wirelessly:

**“There are currently no logon servers available to service the specific logon request.”**

Follow these steps to troubleshoot wireless connectivity:

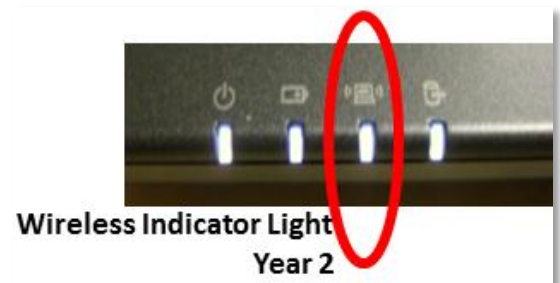
### Step 1: Make sure that wireless is not disabled.

Check the 'Wireless Network Switch' on the student computer.

There are three light indicators on the front left edge of both year 1 and year 2 computers. The third from the left is the Wireless Network Switch indicator.



- a. If the light is on, the wireless is functioning properly
- b. If the light is off, the 'Wireless Network Switch' may be turned off. See below.



To turn the 'Wireless Network Switch' back on, press the 'Wireless Network Switch' button on the top row of the keyboard on **year 1 netbooks** or slide the switch on the left front side on the **year 2 netbooks**. Check to see if you can now connect to wireless by opening Internet Explorer or Firefox.



If this does not solve the problem, continue to **Step 2**.

### Step 2: Connect the netbook to the network by using an Ethernet cable.

Use an Ethernet cable (looks like a phone cord) to connect your netbook to an Ethernet port on your wall. This port looks like a phone jack and often times has an orange-colored socket. Disable the wireless switch again (turn it off) in order to force the netbook to use the Ethernet connection. Restart the computer and try to log on again.

**Step 3:** Once your computer reaches the desktop, make sure that you **turn the wireless switch back on** (see Step 1).



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**Step 4: Check the 'Internet Access' icon.** It is located in the taskbar at the bottom right of your screen.

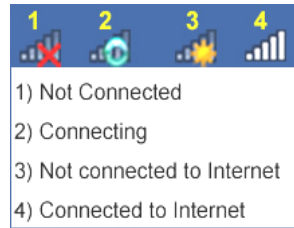


**If the icon looks like #1** – The laptop is not connected, continue to Step 5

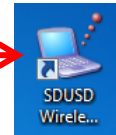
**If the icon looks like #2** – The laptop is trying to connect, wait a few moments, and check again.

**If the icon looks like #3** – The laptop is not connected, continue to Step 5

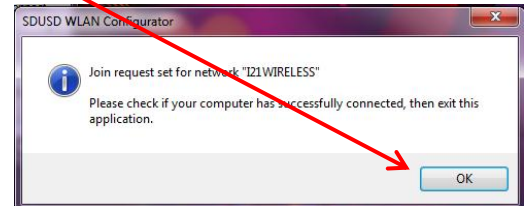
**If the icon looks like #4**—The laptop is connected to the internet



**Step 5: Use the SDUSD Wireless Network Tool to connect the i21 Network**

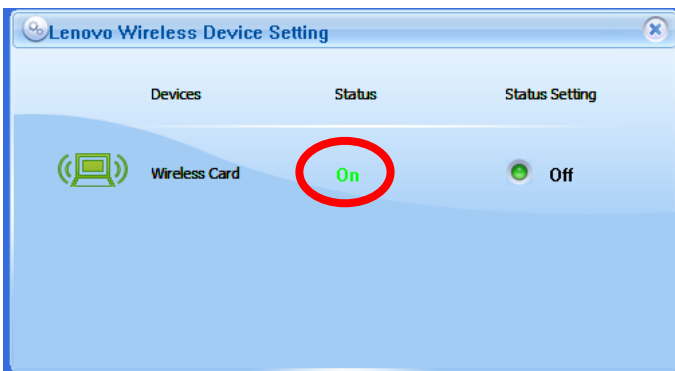


- a) Click the icon for the **SDUSD Wireless Network Tool** on your desktop.
- b) A window like the one to the right will appear. Type or search for '**i21 Wireless Networks.**' *If this doesn't connect you to the Internet, try connecting to your school's network.*
- c) Click '**Connect to Network.**'
- d) A dialogue box will appear. Click 'OK.' The dialogue will close.
- e) Click the '**X**' to close the SDUSD Wireless Network Tool window.
- f) Check the **Internet Access** icon that you checked in **Step 4** to see if the computer is connected. If it is not, continue to **Step 6.**



**Step 6: Check Wireless Radio Settings.**

Hold down the blue '**Fn**' key (bottom left of the keyboard) and '**F5**' at the same time. A window will appear like either of those pictured below. Make sure that the **Status** of the Wireless Radio/Card is '**On.**'



**Step 7:** With the Ethernet cable unplugged, try **restarting the student netbook** and checking the wireless connection again after reboot.

**Step 8:** If none of the above steps connects the student netbook to wireless, **call the IT Help Desk:** (619) 209-HELP (4357). Be prepared to provide the laptop's district asset tag (C-tag) and serial number (located on the bottom of the computer), your ID number, school site and contact information.