

# HWS Information Technology Services Bulletin

**Number:** 2012-07

**Date:** January 25, 2012

**Title:** Confirming Classroom Network Connection

**Description:**

IT Services is investigating an issue in some classrooms that may cause computers to lose the network connection if left idle for a period of time.

To determine if a computer has network connectivity, log in, then attempt to load a webpage, or attempt to access your M Drive. If the connection fails, a simple reboot of the machine will correct the connection. Please be aware, a reboot may take several minutes.

IT Services is actively pursuing a long-term solution to this issue. Thank you for your patience as we work to rectify this situation.

**Contact:** Current information about this bulletin may be found at <http://www.hws.edu/itservices/bulletins.aspx>. If you have any questions or concerns, please contact IT Services at [helpdesk@hws.edu](mailto:helpdesk@hws.edu) or call 315-781-HELP.

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**Distribution:**

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