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 or call 315-781-HELP.

Distribution: hwsnetworkaccounts@hws.edu