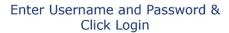# Common Use Common Issues

No Simultaneous Logins This can cause issues like printing to multiple or incorrect positions. Airline applications not launching or malfunctioning. Or other unforeseen issues.

The number one issue we see with common use hardware is peripherals that are not connected. You may find a printer that won't print or a scanner that won't scan. If the screen on them says link down, as shown below (a), you will need to restart the machine. After a restart you will come to the common use login screen (b).

(a)

(b)

When you come to this page after a restart, please do not log in for three to five minutes. There are critical background services that need time to start and connect to all peripherals. Typically, after they have started the peripherals will show online. (There are times before that three-to-five-minute

window where it will show online (c) but will then go back to link down before coming back online.) Log in as normal after this window.

When an issue arises that is not resolved by a restart, please reach out to the CVG Helpdesk.

NEVER unplug any cables from any computer or peripheral unless instructed by IT.

NEVER plug anything into the computer or any peripherals. This includes phone chargers, and USB drives.

HELP DESK

Identify the Problem

Call the Help desk

Give the following to the Help Desk

    Name and Airline

    Phone number

    WSID

Give as much information about the issue