

Most common IT errors on Windows computers

1. I cannot find a Wireless Network.
 - a. Is the Wireless network card on your machine turned on?
 - b. Is there a button on the machine that can turn it off?
 - c. Have you disabled it in a setting on the computer?
 2. I cannot open the webpage.
 - a. Are you connected to the correct network? If you are present on DTU Campus, you must connect to DTUsecure. If this fails, try eduroam.
 - b. You are connected to the network that your exam uses but you cannot access the webpage and get to your exam papers.
 - i. Click start
 - ii. Click run
 - iii. Input CMD
 - iv. Input IPconfig /all
 - v. In the section Wireless LAN adapter on the line DNS servers there need to be a minimum of two addresses, 130.225.89.122 and 130.225.89.123 if it says anything other than this please continue with this part of the guide, if the IP addresses are there please skip ahead to point C.
 - vi. Click start
 - vii. Click Control panel
 - viii. Click "network and Sharing Center"
 - ix. Click "Change adapter settings"
 - x. Right click "Wireless network connection" click properties
 - xi. Highlight TCP/IPv4
 - xii. Click properties
 - xiii. Move the dot to Obtain DNS server address automatically as shown below
- The image shows a screenshot of the Windows network adapter properties dialog box. At the top, there are two radio buttons: 'Obtain DNS server address automatically' (which is selected) and 'Use the following DNS server addresses'. Below the second radio button, there are two input fields: 'Preferred DNS server:' and 'Alternate DNS server:'. Both fields contain three dots, indicating that the user is not manually entering IP addresses.
- xiv. Click Ok
 - xv. Click OK
 - xvi. You might have to restart your computer now
- c. If you are using VPN or a Popup blocker, try disabling it.
 - d. Try disabling your antivirus software, this has been a problem for other people earlier
 - e. There might be plugins/Add-ons in your browser that is blocking your access, try disabling them.
 - i. In Internet Explorer this can be done under functions and Manage Add-ons
 - ii. In Chrome this is done under "adapt" -> "setting" -> "add-ons"
3. I cannot fill in my multiple choice exam paper
 - a. Go back to start and look at the menu options, you have clicked the printer friendly version, you need to choose the button "Besvar opgave"