IT Services
General PC Problems
And what to do...
Troubleshooting:

Doing some basic testing and information gathering before opening a ticket/email/phone call can reduce the response time and get you back up and running quickly.

Checking plugs and cables, see if you can browse the web, is it one PC or ALL (staff/public)?

Computer name (MLN-1234) your name, and how to reach you.

Open Ticket
Email marmothelp@marmot.co
Or Call 970.242.3331

Test Internet connection.

Are all the cables connected properly, and power is on?

Reboot

Screenshot of error message.

Gather Info:
Staff or Patron
1 or multiple machines
Computer name i.e., AAA.1234
Your name and phone number

General PC Problems

Yes

No

Fixed
Sierra problems:

If Sierra is slow did you clear the Jarcache? 😊

If it’s not responding, please let us know so we can investigate.

Call Marmot @ 970.242.3331

Go to File Explorer, C:\ Open “Sierra Desktop App” Folder
Open jarcache Folder Ctrl + A to Select All
Right click
Click delete
Open Sierra

Sierra Working
Yes
No
Get some help:

Kathy fields all incoming calls, tickets, and emails.

Determines priority of the issue.

Assigns the issue to a tech that is available.

If you directly email or call a tech they might not be available, unless you have arranged otherwise.
Common ports & plugs:

These are the most common ports and plugs.

Most of the time the color for the port is an industry standard, which can help when trying to find the right port.

An example is green for audio out (speakers) and pink for audio in (mic)
Old network topology:

Cat Videos 200MB Internet/Sierra/Pika/IT Support Traffic

Site 1 Site 2 Site 3 Site 4

100MB 20MB 20MB 100MB

Denver Backhaul
New network topology:

1000MB

Cat Videos

Only Sierra/Pika/IT Support Traffic

Marmot

Site 1
100MB

Site 2
20MB

Site 3
20MB

Site 4
100MB
Chicken Chicken Chicken Chicken

Diagram: A diagram showing a flow of 'Chicken', 'Chicken Chiken chicken', 'Chicken/chicken', 'Chicken?', and 'Chicken Chicken'.