

Problem Solving 101

This page is intended to speed-up solving your problems. Read this page carefully.

Two-factor authentication

Please see the ZID page for more information <https://www.uibk.ac.at/zid/account/#2fa>

For Printing and Scanning

If you do not know how to setup your printer or HowTo scan - read this page: [Printing and Scanning](#)

If there is no paper in the printer - refill it (using the paper from the cupboard)

If the cartridge is empty or there is no paper left: write an email to your SysAdmin

Email and Calendar

If you have a problem using your mail-client - please read [Mail](#)

If you still have problems see section **howto write a request** and mail it to your SysAdmin.

General Problems (Building)

If there is a light not working, a dripping valve, something with the shading ... :

open a webbrowser:

login to [VIS:online](#)

1. go to Verwaltung → Auftragsverwaltung GI
2. go to "Neuer Auftrag" and enter/describe your problem.

General Problems in Lecture Rooms, Computer Rooms

Please fill in an request at <https://zid-ts.uibk.ac.at>

Software in Lecture Rooms, Computer Rooms (except 3W03, 3W04)

Computers in the computer rooms (lecture rooms) are generally operated and managed by [ZID](#).
General software request for additional software can be made till 4 weeks before semester/term start!

- Software requests for Windows: write an e-mail to zid-br@uibk.ac.at with you request

- Software requests for Linux: write an e-mail to linux@uibk.ac.at

or use the ZID ticketing system at <https://zid-ts.uibk.ac.at>

Requests for 3W03, 3W04

Room reservation: Please contact your secretary, Anna-Maria, Manuela or Birgit from IFI-Referat.
Technical Problems / Feature Requests: mail your request to your SysAdmin.

How to write a request

1. One request per mail
2. A **short, precise** and **clear** summary of what you want

How to write a bug report

If you have problems with your software / external software and you cannot solve it on your own please note following steps:

1. one report per mail
2. give a short, precise and clear summary
3. provide the **software name** and **version** you are using.
4. the precise command you execute
5. the precise error message
6. for linux-based systems, additionally provide at least the output of:

```
uname -a
# for debian-based machines:
lsb_release -a
```

Depending on the problem maybe additionally the output of

```
lspci
lsusb
dmesg
/var/log/kern.log
...
```

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Permanent link:
<https://138.232.18.100/public/troubleshooting>

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