Problem Solving 101

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

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 webrowser:

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)

General software request can be made till 4 weeks before semester/term start!

For windows write an e-mail to zid-br@uibk.ac.at with you request, for linux write an e-mail to linux@uibk.ac.at

or use the https://zid-ts.uibk.ac.at

Requests for 3W03, 3W04

Roomreservation: Please contact your secretary or Anna-Maria
Technical Problems / Feature Requests: mail your request to your SysAdmin

Howto write a request

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

Howto write a bug report

If you have problems with your software / external software and you can not 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. additionally provide at least the output of:

```
lsb_release -a
uname -a
```

depending on the problem maybe additionally the output of

```
lspci
lsusb
kern.log
dmesg
...
```

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