



## Information sheet

### Checklist for documentation of technical problems

In this checklist, you will find basic instructions for the documentation of technical problems. In general, the following is important:

- If a technical problem occurs, report it immediately through the designated contact channel to the contact person responsible for the respective examination (the lecturer will inform you in advance and at the right time for each examination). Please have the relevant exam-specific information for each examination ready so that you have it at hand in case of an emergency.
- Try to use the link to access the examination or the individual modules immediately and repeatedly.
- Report when and as soon as a re-entry was successful.
- Finish your examination as normal.
- On request, your situation and the respective problems will be looked at after the examination and taken into account in the evaluation of the examination.

#### Scenario 1: What do I do if the UZH Wi-Fi does not connect?

MacOS may experience connection problems with the Wi-Fi "uzh-5GHz". If this is the case, proceed as follows:

- 1 Open the Wi-Fi settings.
- 2 Click "Other..."
- 3 Enter the following:
  - Network Name: uzh-5GHz
  - Security: WPA/WPA2 Enterprise
  - Mode: Automatic
  - Username: UZH shortname
  - Password: UZH password

#### Scenario 2: What do I do if I have network problems?

##### 4 Error report

A short summary, if possible, consisting of one sentence, explaining the problem (no proposed solution).

*Example: "The browser shows the website is not accessible (see screenshot)."*

##### 5 Steps for tracking and tracing

Brief and concise information, which makes it easy to understand the described problem, documented with screenshots of the entire desktop (including time).<sup>1</sup>

*Examples:*



<sup>1</sup> To make a screenshot see the appendix.



*"When I tried to edit question xx, the message appeared: The website is not available. (see screenshot)"*

*or "I'm at question xxx and can't load new questions."*

*or "When I set a ping<sup>2</sup> to 8.8.8.8 "no route to host" comes, or "Request timeout". So it seems to be due to the network connection."*

**6 You immediately communicate all this information to the exam-specific contact person via the channel specified for the examination. The contact person provides instructions on how to proceed.**

**7** Since the information could also be important in the context of a **subsequent petition**, you should definitely save and keep everything.

Additional tip: As an **emergency solution** with network problems, you can try to create a hotspot on your smartphone. Please try it out in advance so that you know how to do it.

### **Scenario 3: What do I do in case of software errors?**

#### **1 Error report**

A short summary, if possible consisting of one sentence, explaining the problem (no proposed solution).

*Example: "Application [Application name] crashes (see screenshot)"*

#### **2 Steps for tracking and tracing**

Brief and concise information, which makes it easy to understand the described problem, documented with screenshots of the entire desktop (including time).

*Example:*

- 1. start application [application name] (screenshot)*
- 2. Enter data (screenshot)*
- 3. The error message 245 appears sporadically (see screenshot)*
- 4. Data is not saved (see screenshot)*

#### **3 Report actual and target status**

Example actual status:

*"Application [Application name] does not save the entered data."*

Example target status:

*"Application [Application name] should save the data at that point when you press continue."*

### **Scenario 4: What do I do if the hardware is broken?**

*Example: "My computer won't turn on anymore."*

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<sup>2</sup> Measuring the response time of the Internet connection, Instructions below.



Call the specific contact number of your test or call via mobile phone on the contact channel provided and describe your situation exactly.



## **Instructions for the above helpful steps**

Please read through and try carefully, if you have no experience with screenshots, first aid wifi trouble shooting or pinging.

Exemplary ways are shown. Please check whether these work for you and use any alternatives you may know.

### **HOW-TO: Create Screenshots<sup>3</sup>**

#### **Screenshots under Windows**

Press the [PrtScn] button. The screenshot is now in your clipboard

2. You can now open an image program like Paint and insert the screenshot with [ctrl] + [V]. By the way, it also works in Word.

Alternatively, programs like Snipping Tool can be used.

#### **Screenshots with Apple Macintosh**

The simplest screenshot on the Mac is made with the key combination Cmd-Shift-3, which takes a picture of the entire screen visible at the moment the key is pressed.

The Mac saves the screenshots as PNG images on the desktop, each named "Screenshot [date] at [time]."

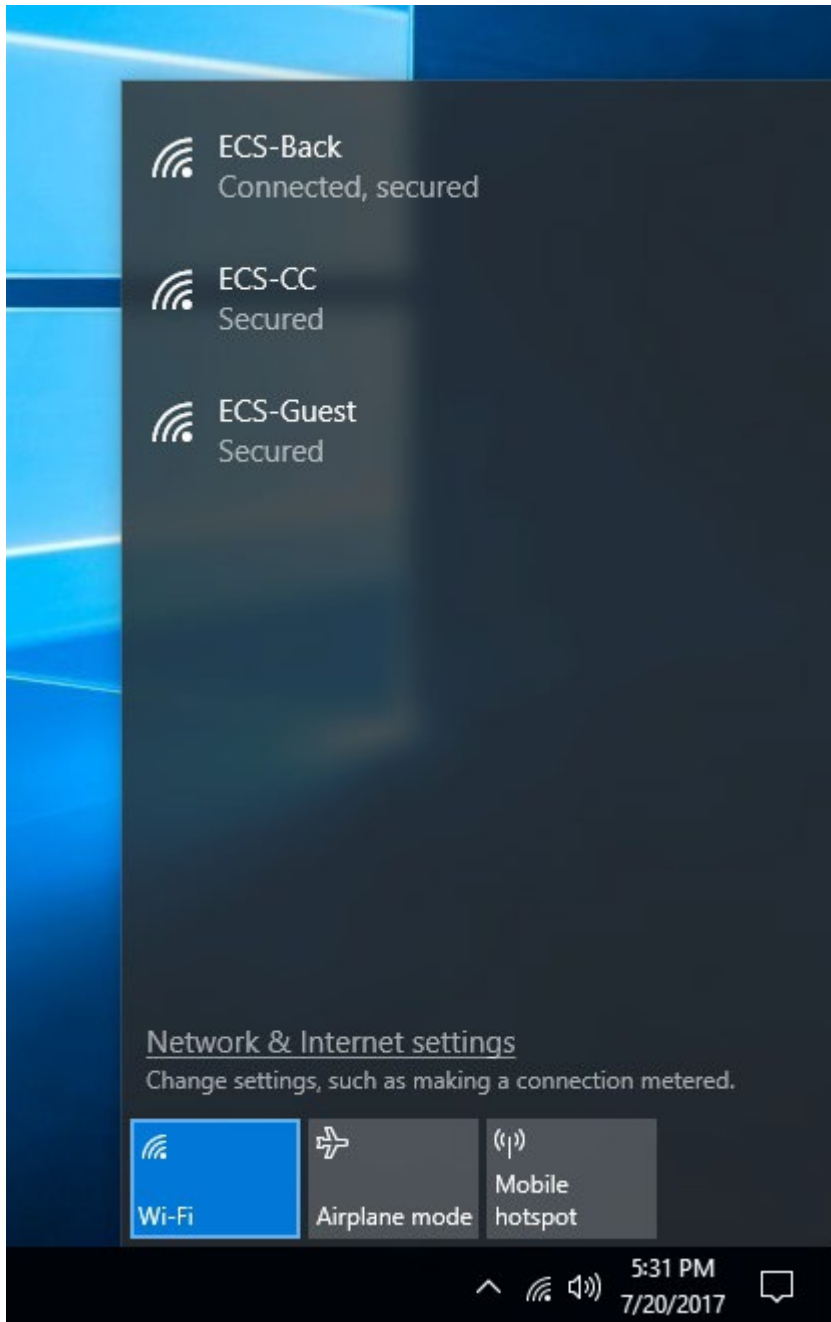
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<sup>3</sup> These are only examples and do not claim to be complete. They are only intended as examples of assistance. Each student is responsible for knowing the steps relevant to his or her computer. If you do not know them by heart, please have solutions for your computer ready.

## Basic troubleshooting tips for network problems<sup>4</sup>

### Disconnecting and restoring Windows WLAN

Left click on the try icon below, disconnect and reconnect.

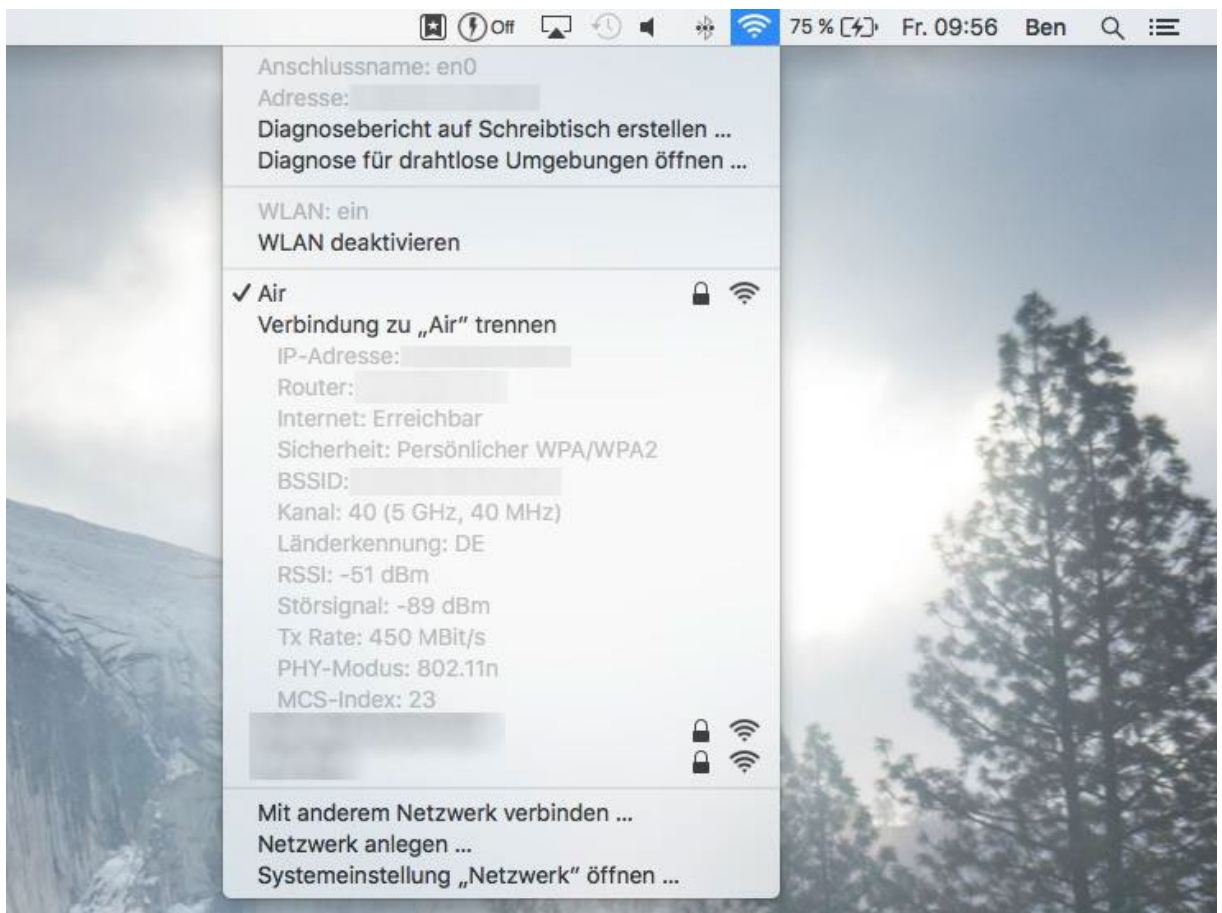


<sup>4</sup> These are only examples and do not claim to be complete. They are only intended as examples of assistance. Each student is responsible for knowing the steps relevant to his or her computer. If you do not know them by heart, please have solutions for your computer ready.

### Disconnecting and restoring MacOS WLAN

Hold down the option key (alt) on your keyboard and left-click on the WLAN icon in the menu bar at the top of the screen.

You will now see a variety of network information, or additional data about your current network connection. Click on "Disconnect from *network name*" to terminate the connection to this WLAN network.



The network connection is momentarily interrupted and you cannot access the Internet until you reconnect to a network. This method has the advantage that the WLAN is not deactivated. This can be especially useful if, for example, there are problems with the connection. It often helps if you are only disconnected from the existing connection for a short time.

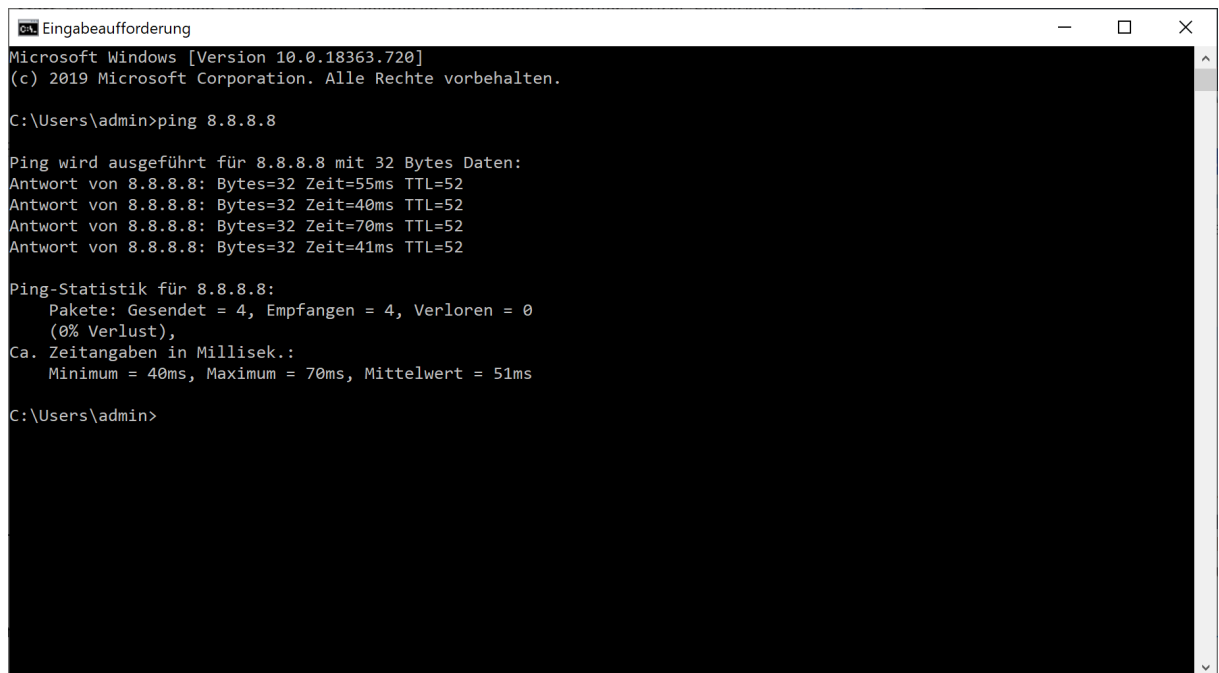
Hold down the option key (alt) on your keyboard and left-click on the WLAN icon in the menu bar at the top of the screen and reconnect the WLAN.

## HOW-TO: Ping (Measuring the response time of the Internet connection)<sup>5</sup>

### How do I create a ping with Windows (Windows Vista, Windows 8 and Windows 10)?

Click on the Windows logo and enter "cmd" in the search field. Wait a short time until "cmd.exe" appears in the list above and press the <Enter> key.

The MS-DOS prompt opens. Here you enter the command "ping" followed by a space and an IP or Internet address (it is best to use: ping 8.8.8.8) and confirm this with the <Enter>. The results are now displayed.



```
Microsoft Windows [Version 10.0.18363.720]
(c) 2019 Microsoft Corporation. Alle Rechte vorbehalten.

C:\Users\admin>ping 8.8.8.8

Ping wird ausgeführt für 8.8.8.8 mit 32 Bytes Daten:
Antwort von 8.8.8.8: Bytes=32 Zeit=55ms TTL=52
Antwort von 8.8.8.8: Bytes=32 Zeit=40ms TTL=52
Antwort von 8.8.8.8: Bytes=32 Zeit=70ms TTL=52
Antwort von 8.8.8.8: Bytes=32 Zeit=41ms TTL=52

Ping-Statistik für 8.8.8.8:
    Pakete: Gesendet = 4, Empfangen = 4, Verloren = 0
    (0% Verlust),
    Ca. Zeitangaben in Millisek.:
        Minimum = 40ms, Maximum = 70ms, Mittelwert = 51ms

C:\Users\admin>
```

### How do I create a ping with Apple Macintosh (macOS)?

To access the terminal, you have the following options:

- Go to the Finder and follow the Finder route "Go / Utilities / Terminal";

Alternatively, you can also search in the spotlight ("Spotlight", magnifying glass icon in the upper right corner) for "Terminal". When you are in the terminal, execute the following line (type and return): ping 8.8.8.8

By default, the command is executed in macOS until it is terminated with the following keys: Ctrl + C

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