Troubleshooting Guide

Please select a product range



INDUSTRIAL COMPUTERS



INDUSTRIAL KEYBOARDS



INDUSTRIAL POINTING DEVICES

START

Industrial Computers

Does the unit power up?

Yes

No

< START

Industrial Computers

Has mains power been tested and reported to be fully operational?

Yes No

< START

Industrial Computers

Contact person responsible for testing in-house mains power.
Does said person report mains to be fully operational?

Yes No

< START

Industrial Computers

This is a problem with your mains power not your CKS product.

< START

Industrial Computers

Substitute mains lead.
After substituting mains lead does the unit now power up?

Yes No

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

Problem Solved

< START

Industrial Computers

Does the unit boot to Operating System?

Yes No

< START

Industrial Computers

Is the storage drive recognised at POST boot? (See BIOS)

Yes No

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

OS may require repair which should be done using the relevant Recovery Disc.

Contact CKS Support to find out which one is right for you.
After Recovery Disc has been applied has this problem now been resolved?

Yes No

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

Problem Solved

< START

Industrial Computers

Please select an option that your issue relates to.

Network BSOD Touchscreen

< START

Industrial Computers

OS may require repair which should be done using the relevant Recovery Disc.

Contact CKS Support to find out which one is right for you.
After Recovery Disc has been applied has this problem now been resolved?

Yes No

< START

Industrial Computers

Problem Solved

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Industrial Computers

Contact CKS

< START

Industrial Computers

Is there any physical damage to the Touchscreen?

Yes No

< START

Industrial Computers

Carry out calibration/linearization of Touchscreen

Documentation on how to do this can be found on

- Product Page -

After calibration/linearization has been carried out has this problem now been resolved?

Yes No

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

Problem Solved

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

Does the network icon show you are connected?

Yes No

< START

Industrial Computers

In Device Manager does it show the Ethernet Network Adapter is correctly installed?

Yes No

< START

Industrial Computers

Download relevant driver package and reinstall the Ethernet Network Adapter

- Driver Packages -

After installation does the Ethernet Network Adapter show as correctly installed in Device Manager?

Yes No

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

Has the problem been resolved?

Yes No

< START

Industrial Computers

Problem Solved

< START

Industrial Computers

Is the network cable damaged?

Yes No

< START

Industrial Computers

Disable your security software and firewall(s) temporarily to see if this problem remains. (Ask your Systems Administrator)
After disabling your security software and firewall(s) has this problem been resolved?

Yes No

< START

Industrial Computers

It is an issue with your security
software and/or firewall(s)
Notify your Systems Administrator.

< START

Industrial Computers

Do you connect to the Internet via a router?

Yes No

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

Does your router have an auto-disconnect feature enabled?

Yes No

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

Disable the auto-disconnect feature.
Has this problem now been resolved?

Yes No

< START

Industrial Computers

Contact CKS

< START

Industrial Computers

Problem Solved

< START

Industrial Computers

Substitute network cable.
After substituting the network cable
has the problem now been resolved?

Yes No

< START

Industrial Computers

Problem Solved

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Industrial Computers

Is the network cable damaged?

Yes No

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Industrial Computers

Problem Solved

START

Industrial Keyboards

Is the Keyboard
PS2 or USB?

PS2 USB

< START

Industrial Keyboards

Does the Keyboard function at all?
Check to see if Num Lock light illuminates when the Num Lock key is pressed.

Yes No

< START

Industrial Keyboards

Is the cable damaged?

Yes No

< START

Industrial Keyboards

Contact CKS

< START

Industrial Keyboards

Ensure connection is made to correct port and restart the PC.
After restarting the PC does the Keyboard now function?

Yes No

Industrial Keyboards

Problem Solved

< START

Industrial Keyboards

Connect Keyboard to another PC (remembering to restart).
Does the Keyboard function on other PC?

Yes No

< START

Industrial Keyboards

It is a problem with your PC.
If it is a CKS product please contact CKS.

< START

Industrial Keyboards

Contact CKS

< START

Industrial Keyboards

Is it a problem with the Pointing Device?
(Answer No if there isn't one)

Yes No

< START

Industrial Keyboards

Are the keys functioning correctly?

Yes No

< START

Industrial Keyboards

Contact CKS

< START

Industrial Keyboards

Ensure correct language settings are applied to PC.

Open Notepad on PC, depress suspect keys to ensure operation.
Do the keys now function correctly?

Yes No

< START

Industrial Keyboards

Contact CKS

Industrial Keyboards

Problem Solved

< START

Industrial Keyboards

Does the Pointing Device function at all?

Yes No

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Industrial Keyboards

Is the cable damaged?

Yes No

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Contact CKS

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Ensure connection is made to correct port and restart the PC.
After restarting the PC does the Pointing Device now function?

Yes No

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Connect Pointing Device to another PC
(remembering to restart).
Does the Pointing Device function on other PC?

Yes No

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Industrial Keyboards

Does the cursor mimic the Pointing Device movement?

Yes No

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Industrial Keyboards

Is the cursor movement too slow?

Yes No

< START

Industrial Keyboards

Contact CKS

< START

Industrial Keyboards

This can be adjusted within Windows mouse settings.
Control Panel>Mouse>Pointer Options
After adjusting the Pointer settings does the Pointing Device now function correctly?

Yes No

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Industrial Keyboards

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Industrial Keyboards

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Industrial Keyboards

Unplug USB, wait 5 seconds and reconnect.
After reconnecting does the Keyboard now function?

Yes No

Industrial Keyboards

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Connect Keyboard to another PC.
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Industrial Pointing Device

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PS2 or USB?

PS2 USB

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Industrial Pointing Device

Does the Pointing Device function at all?

Yes No

< START

Industrial Pointing Device

Is the cable damaged?

Yes No

< START

Industrial Pointing Device

Contact CKS

< START

Industrial Pointing Device

Is there a PS2 Keyboard connected?

Yes No

< START

Industrial Pointing Device

Connect a PS2 Keyboard.
PS2 Mouse is not recognised within Windows Vista/7/8 without PS2 Keyboard in use. This is a known fault with these Windows Operating Systems.
(suggest upgrade to USB)
Ensure connections are made to correct ports and restart PC.
After restarting the PC does the Pointing Device now function correctly?

Yes No

< START

Industrial Pointing Device

Problem Solved

< START

Industrial Pointing Device

Repeat steps on another PC.
Does the Pointing Device function on other PC?

Yes No

< START

Industrial Pointing Device

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(If a CKS Product contact CKS)

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