

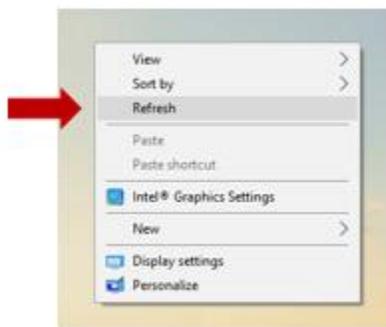
Restoring Desktop Icons

A technical issue is causing some Library users' desktop icons to disappear. Below are steps that you can try if you are affected by this issue. Note: Both the 'Windows Explorer' restart and refreshing your desktop will rearrange your icons into alphabetical order on your primary screen.

If the steps below do not work, or if you experience other technical issues, please contact the OCIO Service Desk at ocioservicedesk@loc.gov or (202) 707-7727.

REFRESHING YOUR DESKTOP

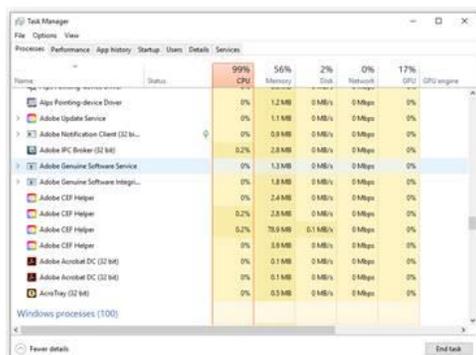
1. Ensure you are connected to the Library VPN.
(If you cannot find the Big-IP F5 VPN client, please see the steps below)
2. Right click on your desktop display and click the "Refresh" option. It may take a minute or more for your icons to reappear.



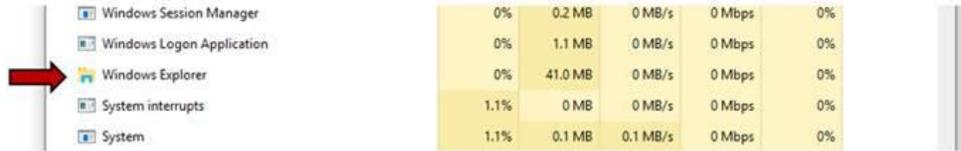
3. Confirm that your icons are working normally. If not, try the "Windows Explorer" restart steps below.

RESTARTING 'WINDOWS EXPLORER'

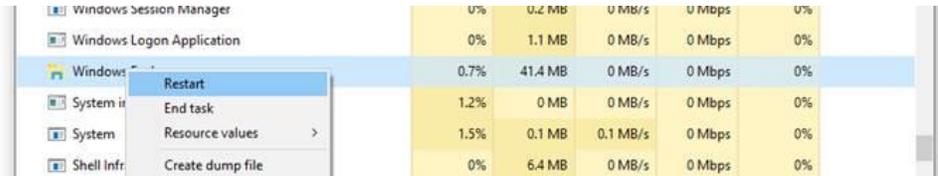
- 1) Ensure that you are connected successfully to the Library VPN.
- 2) Open the task manager application by pressing the Ctrl, Alt, and Delete keys simultaneously, and selecting "Task Manager"



3) In the 'processes' tab, find "Windows Explorer"



4) Right click on "Windows Explorer" and click "Restart"



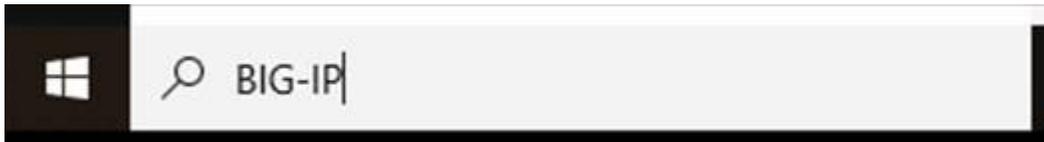
5) Check to see if file drives have been restored

If this does not resolve the issue, or if you experience other technical issues, please contact the OCIO Service Desk at ocioservicedesk@loc.gov or (202) 707-7727.

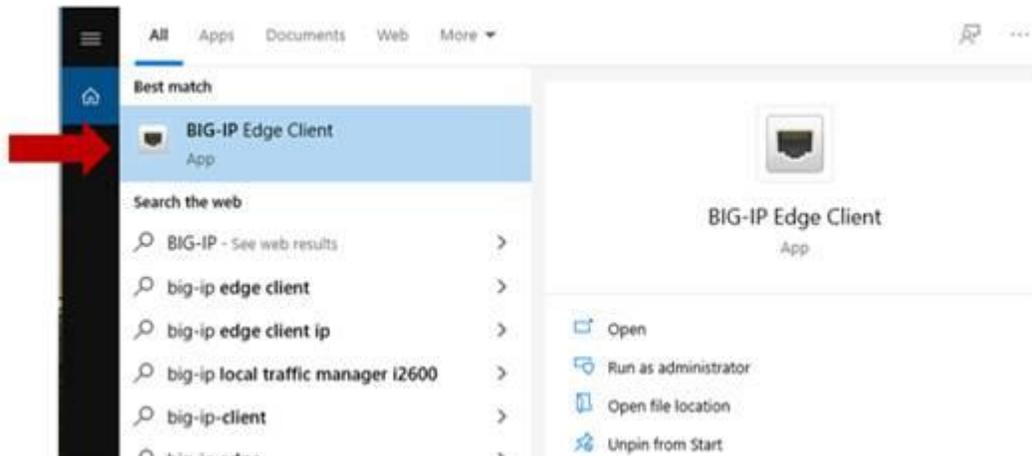
SEARCHING FOR BIG-IP F5 VPN CLIENT

If you have lost desktop icons, you can use the search function on your taskbar at the bottom of your screen to open the VPN client:

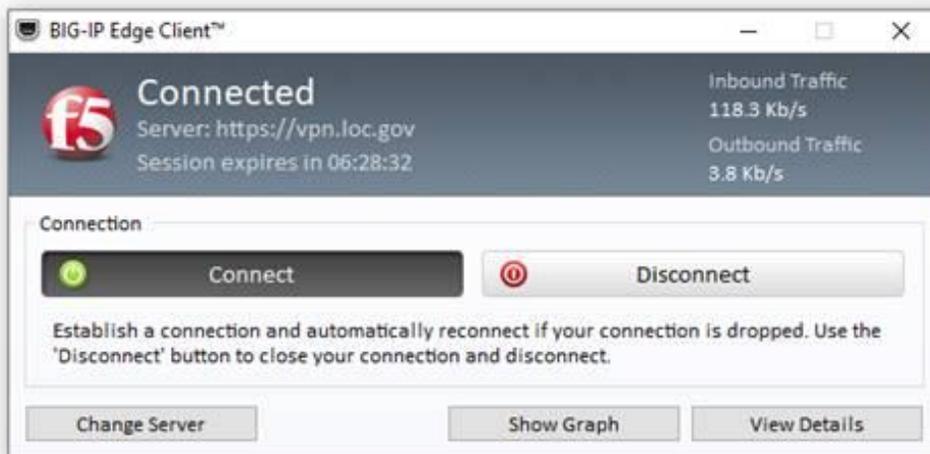
1) Use the taskbar search bar to search for "BIG-IP"



2) Open the BIG-IP Edge Client



3) Connect to VPN normally



NETWORK ERROR MESSAGE

If you receive the following error message, please do not click "Diagnose". Try the steps above, and call the OCIO Service Desk if the steps do not work.

