Welcome

ASC ResNet is a high-speed internet connection in the residence halls. Coronado, Girault and Conour Halls are connected through an Ethernet port in each resident’s room. Wireless Internet is now available in Petteys, Savage, McCurry, Houtchens, Moffatt, and Faculty Drive. With the high speed connection, students may enjoy the luxury of reliable internet access available 24 hours a day in their room.

Acceptable Use of ASC ResNet

Student owned computers connected to ASC ResNet must abide by the Adams State College Acceptable Use Policy and are subject to the same disciplinary measures. Because of the unique residence hall environment, the following items require additional attention:

- **Hardware Tampering**
  Each room in the wired residence halls has a single data port per room. Tampering with these ports may render them inoperable for the room and, in certain cases, may impact the entire ASC ResNet network. Modifying the in-room data ports or any network wiring or hardware is prohibited. In the wireless residence halls, access points are located throughout the buildings. Tampering with these access points will disrupt the wireless ResNet connection.
• **Online Gaming**
  Gaming is allowed on personal computers and video game consoles. However, some video games are more bandwidth intensive than others. If such games are causing congestion of the ASC ResNet network, they violate the ASC Acceptable Use Policy and may be regulated.

• **File Sharing/Web Server/FTP Server**
  Students assume all risks associated with using their computers to share files and information to the internet. Many programs such as Ares, Imesh, Kazaa, and other peer-to-peer file sharing programs by default share potentially copyrighted files from your computer. These programs are also sources of spy-ware and ad-aware. Students who choose to run web servers or file servers are responsible for the content their computers share. The students are responsible for complying with local, State, and Federal copyright laws and are held liable for violations.

  In the case of repeated violations to the Acceptable Use Policy or the above items you may be disconnected from ASC ResNet either temporarily, or permanently, depending on severity and repeated violations. Copyright law violations are reported to the ASC Housing Director, and access to the network is revoked until the student complies. The quality and reliability of ResNet depends upon students following the ASC Acceptable Use Policy and the above guidelines.

**Computer Security**

ASC Computing Services acts as the Internet Service Provider (ISP) for ASC students living in the residence halls. Beginning in the Fall Semester of 2005, Computing Services is implementing Cisco Clean Access, a system which requires Windows-based computers to have updated anti-virus and Windows Security patches installed before the computers are given access to the network.

**Getting Help**

Adams State College employs ResNet student technicians to be on-site and available to help students deal with computer related problems with ResNet. Services provided by these technicians include installing Ethernet and wireless network cards, installing software such as anti-virus, anti-spyware, and other programs that help connect to ResNet.

*For assistance with ResNet issues, please contact the ASC Helpdesk @ x7741 or the ASC ResNet Technicians @ x8174 or email us @ ascresnet@adams.edu*
Acceptable Use Policy

01.B. **Purpose**
- Information technology resources are central to the educational mission of Adams State College (ASC). All ASC students, faculty and staff are encouraged to use these resources, provided that they respect the rights of others, abide by all college policies and applicable state and federal laws, and assume shared responsibility for safeguarding the college's information technology environment.
- This policy, in conjunction with the ASC Electronic Communications Policy (policy# 01.C), defines your responsibilities as a user of ASC computing and electronic communication resources. Although this policy attempts to address the most common situations that may arise, it's impossible to foresee every situation. Each user is trusted to use the network responsibly, whether or not there is a guideline addressing each possible situation. As a representative of ASC you are expected to respect the college's good name in your electronic dealings with those both within and outside of the college.
- The central principles that govern the acceptable use of college information technology resources can be summarized, as follows:

01.B.1. **Usage Guidelines**
01.B.1.a. **Unethical** - ASC's computing resources may not be used for any activity that is illegal, unethical, or contrary to the educational goal of the college.
01.B.1.b. **Policy compliance** - Students, faculty and staff must comply with the applicable college policies and state and federal laws when using college computing-resources.
01.B.1.c. **Storage** - the College’s information technology resources are limited and users must avoid storing or using programs that interfere with the proper functioning of the network or that unnecessarily burden network capacity.
01.B.1.d. **Misconduct** - Freedom of expression and the existence of an open environment conducive to inquiry and learning will be respected by the college with regard to the use of computing resources, however, behavior that constitutes misconduct will not be protected.

01.B.2. **Institutional Purposes** - The use of computing and networking resources is for purposes related to ASC's mission of education, scholarship, and public service. Members of the ASC community may use computing and networking resources only for the purposes related to their studies, their instruction, the discharge of their duties as employees, their official business with the college, and their other college-sanctioned activities.

01.B.3. **Account Access**
01.B.3.a. **Assigned Accounts** - No person may use, or attempt to use, any computer accounts other than his/her own assigned account. The negligence of another user in revealing an account name and password does not confer authorization to use the account.
01.B.3.b. **Lending** - An account owner may not lend his/her account(s) to another user.
01.B.3.c. **Accessing Files** - A user should only access, or attempt to access, files in his/her own accounts, files which have been made accessible to him/her by the files' owner, or files which have been made publicly accessible by the files' owner. Hacking to discover other user's private information is unacceptable.
01.B.3.d. **Activity** - Each account owner is responsible for all computing activity involving that account and will be held liable for any misuse of that account.
01.B.3.e. **Transferring authorization** - The privilege of using ASC equipment, wiring, computer and network systems is provided by the college and may not be transferred or extended by members of the campus community to people or groups outside of the college, without proper authorization.

01.B.4. **Proper Use of Computing Resources**
01.B.4.a. **Violating activities** - Computing resources may not be used for any activity that violates state or federal laws. Such activities include, but are not limited to intimidating, threatening or harassing individuals, or violating the college's policies concerning relationships between college constituencies.
01.B.4.b. **Money-making** - College computing resources may not be used for moneymaking or commercial purposes.
01.B.4.c. **Infringing Usage** - Every user is expected to use the computing facilities in a manner which does not infringe upon use of those facilities by other people and which does not waste "soft" resources (e.g., computer time) or "hard" resources (e.g., paper, disk space, documentation materials). Examples would be the repeated transfer of large files that cause network congestion, game playing activity that "hogs" excessive bandwidth or the printing of multiple copies of large documents.
01.B.4.d. **Storage of programs** - No person may store or use programs on college owned systems that violate or hamper another person's use of computing resources. Examples of such programs are ones that attempt to obtain another user's password, acquire another user's files, circumvent system security measures, crash the computer system, harass users, etc. The devising and/or spreading of computer viruses is expressly forbidden.
01.B.4.e. **File Storage** - Network resources have been allocated and installed to insure optimum performance. Changes are limited to areas to which the user has been granted explicit access, for example shared office or home directories.
Users should manage their shared file space in a responsible manner. Users are also responsible for backup of data stored on the network or on an ASC owned machine that is being utilized.

01.B.4.f. **Personal Hardware** - Attaching personal hardware to the campus network without the express approval of CS is not allowed. Incompatible hardware can cause damage to the system and/or impact network performance.

01.B.5. **Use of Licensed Software and Copyrighted Electronic Materials**

01.B.5.a. **Personal use** - No user is allowed to store or use personal, private or departmental copies of licensed software (any software not provided by CS other than software explicitly identified as freeware or public domain) on any ASC computer system of network unless the user provides CS with copies of the license agreement for the software and proof of ownership or purchase. It will be that person's responsibility to assure that installation of personal or private copies complies with the provisions of the license agreement.

01.B.5.b. **Stolen software** - Stolen or bootleg copies of software are not allowed on any ASC computing system.

01.B.5.c. **Copying software** - No user may copy, or attempt to copy, any proprietary or licensed software provided or installed by CS.

01.B.6. **Privacy Considerations**

01.B.6.a. **Individual users** - Files, tapes, disks, e-mail, information programs and data owned by individual users should be considered private, whether or not; the information is accessible by other users.

01.B.6.b. **Tampering** - Tampering with e-mail, interfering with or intercepting its delivery and using e-mail for criminal purposes may be felony offenses. The *Electronic Communication Privacy Act* places electronic mail in the same category as messages delivered by the US Postal Service.

01.B.6.c. **Confidentiality** – CS will maintain the confidentiality of all information stored on ASC computing resources. Similarly, each user is expected to maintain the confidentiality of all information stored on computing resources in his or her charge. There are times, however, where CS may access user accounts, as required, to protect the integrity of the computing system such as, in the case of files suspected of unauthorized use or misuse or that have been corrupted or damaged.

01.B.6.d. **Disclosure** – Requests for disclosure of confidential information will be governed by the provisions of the *Family Educational Rights and Privacy Act of 1974* (FERPA) and by the *Colorado Open Records Law*. All such requests will be honored only when approved college officials who are the legal custodians of the information requested, or when required by state or federal law, or by court order.

01.B.7. **Suspension or Revocation of Access** - Violations of this policy are dealt with seriously and will be handled in accordance with the procedures outlined in the *ASC Student Handbook* or *ASC Institutional Handbook for Professional Personnel*. Users suspected of violating these policies may be temporarily denied access to ASC’s information technology resources during investigation of the alleged abuse. Illegal acts involving ASC information technology resources may also be subject to prosecution by state and federal authorities.
Your Computer should...

- You will need a computer that meets the minimum system requirements specified in the tables below.
- If you live in the wired Residence Halls (Coronado, Conour, or Girault) you will need a network interface card (NIC) supported by your operating system and designed to work with an Ethernet network. You will need an Ethernet cable with RJ-45 connectors in order to connect your computer to the network port in your room. If both you and your roommate have computers, you’ll need to purchase a Hub with an additional cable.
- If you live in the wireless Residence Halls (Petteys, Faculty Drive, or the Apartments) you will need a wireless network adapter (802.11g only) supported by your operating system.

Minimum System Requirements

To connect to the ASC ResNet your system needs to meet these minimum requirements.

<table>
<thead>
<tr>
<th>PC: Minimum System Requirements</th>
<th>PC: Recommended System Requirements</th>
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</thead>
<tbody>
<tr>
<td>Pentium III based Processor</td>
<td>Pentium IV Processor or comparable</td>
</tr>
<tr>
<td>128 Mb RAM</td>
<td>512+ Mb RAM</td>
</tr>
<tr>
<td>500 Mb Free Disk Space</td>
<td>40 Gigabyte Hard Drive</td>
</tr>
<tr>
<td>Installed Ethernet or Wireless Network Card</td>
<td>Installed Ethernet or Wireless Network Card</td>
</tr>
<tr>
<td>15 Ft. Ethernet Cable (in wired halls)</td>
<td>15 Ft. Ethernet Cable (in wired halls)</td>
</tr>
<tr>
<td>Windows 98</td>
<td>Windows 2000/XP</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MAC: Minimum System Requirements</th>
<th>MAC: Recommended System Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Macintosh G3</td>
<td>Imac G4 or higher</td>
</tr>
<tr>
<td>128 Mb RAM</td>
<td>512+ Mb RAM</td>
</tr>
<tr>
<td>500 Mb Free Disk Space</td>
<td>40 Gigabyte Hard Drive</td>
</tr>
<tr>
<td>Installed Ethernet or Wireless Network Card</td>
<td>Installed Ethernet or Wireless Network Card</td>
</tr>
<tr>
<td>15 Ft. Ethernet Cable (in wired halls)</td>
<td>15 Ft. Ethernet Cable (in wired halls)</td>
</tr>
<tr>
<td>Mac OS 9.2</td>
<td>Mac OSX or higher</td>
</tr>
</tbody>
</table>
**NOTE: Before you can connect to ResNet you must know your username and password.**

You’ll need to take the following steps to obtain your username and password.

**How To Use “getit” To Obtain Your Username and Password.**

**Step 1:**
Using a computer in one of the student computer labs, if you are on campus, type in getit for the username and leave the password blank. If you are not on campus you can go to http://www.adams.edu/getit

![Novell Client](image)

**Step 2:**
This website will appear. You will need to enter your SID (Student Identification Number) and your token number* you were given; then Click Submit Query.

*If you do not have a token number, call One Stop at ext. 7306 or ASC Helpdesk at ext. 7741.
Step 3:
The information on this screen is your username and password; write it down you will need it. The top two lines display your Novell Network, Dial-In username and Email address. The box contains your password. (Make sure to get all the caps and lower case letters correct).

Web Information:
For more information on computer labs, dial-up, connecting in the residence halls and other systems please visit our web site at http://student.adams.edu/howtos

Need More Help?
Call Computing Services Helpdesk @ 7741 or come to the Computing Services building located directly across from the Student Union Building.
Wireless, Network Interface Cards, Hubs and Ethernet Cable

**Wireless Cards:**
- Your computer must have a wireless 802.11g card to connect to ResNet
- Some laptop models already have a built-in wireless card
- If you are purchasing a wireless card, be sure it is 802.11g compliant
- We recommend Linksys, CISCO, 3Com, or Proxim wireless cards
- Types of wireless adapters include PC Card type for laptops and USB for laptop or desktop computers
- We recommend not using after-market internal wireless cards for desktops, as USB adapters are simpler to install

**Wireless Laptop Adapter Example:**

**Wireless Desktop Adapter Example:**

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**Network Interface Cards (wired halls):**
- Your computer must have a NIC installed in order to use ASC ResNet
- Your NIC should be supported by your operating system.
- Some computer companies give the option to purchase a built-in network card
- Before purchasing a NIC separately, make sure your computer has a compatible, available internal slot to accept it
- We recommend D-Link DFE-530TX+ or 3Com EtherLink 10/100 PCI NIC.(Available at the ASC Bookstore)

**NIC Example:**

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Ethernet Cable:

After you have your network card installed with your computer turned off, connect one end of the cable to the RJ-45 jack on your network card in your computer. (It looks like a phone jack, but wider.) Make sure the cable is snapped in firmly so it will not fall out. If the cable does not fit in the jack, you are plugging it into the wrong jack, likely into a modem, and you will need to find the correct jack.

NOTE: This is *not* a telephone cable, nor is it a modem cable. Telephone and modem cables will not work. The cable must have RJ-45 connectors at each end.

Problems may be experienced if the cable is kinked or furniture is pushed against the cable.

Plug the cable firmly into the data jack on the wall next to your telephone jack. Now that your computer is physically connected to the network, it is time to configure your network settings.

Ethernet cables are available at the ASC Bookstore.

Hubs:

A hub is a distribution box that allows multiple devices to be connected to a single data port.

- We recommend a Netgear hub, although others will work
- A Cat 5 cross connect cable is required to connect the hub to the data port if a cross connect port is not provided by the hub
- Cat 5 Ethernet cable, with RJ-45 connectors, is required to connect your computer to the Hub. (Normal telephone cable will not work)
- Hubs and Cat 5 cable can be purchased at the ASC Bookstore

Hub example:

Make sure the button marked Normal/Uplink is pushed into the Uplink position.

The cable from the wall to the hub is plugged into the port marked 4 (or the uplink port on your model), and your computers are plugged into either 1, 2, or 3.

Make sure the power cable for the hub is plugged in.

Make sure all Ethernet cables are plugged securely into the wall, the hub, and the computer. You should hear a click when the cable has snapped into place.
Wireless

ASC’s wireless network does not support 802.11a.

ASC Wireless Do’s and Don’ts

Do’s
- Check your laptop configuration for a built-in wireless adapter.
- If you don’t have a wireless card and need to purchase one, we have tested and know the following 802.11g cards are compatible with ASC wireless ResNet:
  - Linksys
  - Cisco
  - 3Com
  - Proxim
- When installing your wireless adapter/card follow the instructions that came with your card.
- Purchase a USB wireless adapter for desktop computers.
- Purchase a USB or PCMCIA/PC Card wireless adapter for laptop computers.

Don’ts
- Don’t purchase any non-802.11g or any cards not mentioned above. (ASC cannot ensure compatibility with any other cards to our network.)
- Do not purchase aftermarket internal (PCI) wireless adapters for desktop computers.
- Do not use 2.4GHz cordless phones, as they use the same frequency as our wireless network and they will cause interference.
- Do not place your computer near microwaves, fluorescent lights, and refrigerators, as they can cause interference with wireless signal strength.

Frequently Asked Questions for Wireless

Q: What do I need to use the wireless network?

A: At minimum, you will need a computer or PDA device, an 802.11g-compatible wireless network adapter, and client software for configuring and managing the wireless card. Many laptops and PDAs have a built-in wireless network adapter or come with a card you install yourself. Current versions of major operating systems include the client software needed to control the adapter. See the setup pages for more detailed information.

Q: How many people can use the network at once?

A: ASC Wireless ResNet can support many dozens of users across the network simultaneously. However, a large number of people using the wireless network in one area or someone transferring an extremely large amount of data can cause the network to slow down.

The traffic in each wireless area is controlled by an access point. Under normal conditions, a single access point can handle traffic from several dozen users at once. But, each access point can handle only so much traffic at any one time. If there's too much traffic in one area, the network may become slow.
It's important to remember that it's the total amount of data being moved back and forth that matters. Just a few individuals could bog down a network if each person is moving very large files. You should always be considerate of other users and refrain from engaging in any "data-intensive" operations while you're on the wireless network.

**Safety and Security Concerns**

**Q: Can people eavesdrop on what I'm doing?**

Currently, all communications via the wireless network at Adams State College are susceptible to eavesdropping. Individuals equipped with specialized software can capture wireless packets and view any information in clear-text, including passwords. If you are concerned about the privacy of the information you may transmit across the wireless network you should take steps to encrypt it (Secure Sockets/SSL, Secure Shell/SSH, etc.) or use another medium for exchanging this information.

Computing Services is currently evaluating methods by which all information on the Adams State College wireless network will, by default, permit access only to authorized users and will protect communications from eavesdropping via encryption. In particular, Computing Services is looking at the 802.1x protocol, which has been successfully tested but has not yet reached a level of maturity for widespread deployment.

**Q: Does the wireless network pose any health risks?**

Wireless networks of the type used here at Adams State emit substantially less electromagnetic radiation than cell phones or even microwave ovens. They are not known to pose any health risks.

The Cisco wireless network equipment that will compose the Adams State College wireless network infrastructure complies with both the ANSI C95.1-1991 IEEE Standards for Safety Levels with Respect to Human Exposure as well as the FCC Guidelines for Human Exposure.

**Dial-up Instructions**

While wired and wireless is available to on-campus students, dial-up is also available. Dial-up is also available to students off-campus. Each student is allotted 50 hours per month. If you would like information on how to setup dial-up please come by Computing Services or go to [http://student.adams.edu/howtos/network/dialup/index.html](http://student.adams.edu/howtos/network/dialup/index.html).
CISCO Clean Access

To protect our users and our campus network from unwanted viruses and dangerous vulnerabilities, ASC ResNet is implementing a new Network Access feature called “Clean Access” which will ensure that users keep their computers up to date with the standard security protections. This effort is part of an overall plan to protect users from the dangers of hackers and malicious programs which can exploit Windows vulnerabilities and capture personal data from our users.

Students will be notified by a “pop up” to install the Cisco Clean Access Agent. All students staying on campus must install the current version of the Cisco Clean Access Agent. In order to gain access to the internet all students must install this software.

Q: Who does this effect?
A: This will affect Faculty Drive, Coronado, Girault, Conour, Petteys, Savage, McCurry, Houtchens, and Moffatt Residence Halls.

Q: What does this mean to me?
A: It means that you will now be more protected from Spyware, viruses, and internet worms. If you have not updated your windows patches or installed the student licensed version of McAfee anti-virus software, then “Clean Access” will ensure you install these standard security protections before you get on the network.

Q: How long will this take?
A: It depends on how protected your computer is. If you have your most recent virus definitions as well as Windows updates, you should be able to gain access to the internet. If, however your computer requires those actions to obtain protected status, it could take ten to twenty minutes.

Q: Is it complicated?
A: The process is not complicated at all. The entire “Clean Access” process is web based so it is very easy to use. First “Clean Access” will ask you who you are. Simply enter your campus network username and password (the same one you use to log into the student lab computers). From there you’ll install a small application which will identify present vulnerabilities. If “Clean Access” identifies that you do not have the adequate protection, you’ll need to click through the instructions and download the necessary protections needed. Once you have completed these downloads, you can pass through “Clean Access” and onto the ASC campus network.

Q: Do I need special hardware?
A: In order to plug into the campus wired network, you’ll need an Ethernet cable (it looks like a phone cable, only larger). Plug the Ethernet cable into the wall and the other end into your computer network adapter. In order to connect in the wireless halls, you’ll need one of the recommended wireless adapters.

Q: Do I need special software?
A: You will need the following software in order to maintain a connection to the ASC campus network. These rules will be enforced on a weekly basis in the Fall Semester of 2005.

Windows 2000/XP
- Ensure Automatic Updating is enabled
- Ensure that Service Pack 2 (SP2) is installed on Windows XP
- Ensure the latest hotfixes for both OS’s are installed
- Ensure the Windows firewall in XP SP2 is enabled
- Ensure antivirus software is installed and updated on their machines
  - If not installed, McAfee 8.0i is available

**Windows 98/ME**
- Ensure the latest hotfixes for both OS’s are installed
- Ensure antivirus software is installed and updated
  - If not installed, McAfee 4.5.1 SP1 is available

**Windows 95 will not be supported.**

Macintosh, Linux, and other non-Windows computers must have a web browser to access the ASC ResNet authentication page. Currently, no additional requirements are being enforced on these systems.
Wireless Connection/Login
Connecting to ASC wireless ResNet

Before you start, make sure your wireless adapter is installed correctly. If installed correctly, you will see the following balloon:

**Step 1:**
Double click the wireless network icon. You should see several networks that you can connect to, choose the ASC network that is named after your hall, and click connect.

**Step 2:**
When you first get on the internet, you will be directed to this screen. To gain access to the ASC ResNet Network, type in your username and password, the same one you use to access the student labs and click “Continue”.
Installing the Clean Access Agent Step 3:
Click on the download link to install the Clean Access Agent. This is mandatory to connect to ASC ResNet.

When prompted, Save the file to your desktop instead of running it from its current location.

Double click the saved file and select Run.
To proceed with the installation click “Next.”

Click “Next”

Wait for the installation to finish.
Click on Finish and you’re done installing the Clean Access Agent.

Step 4:
Right click the Clean Access Agent icon and click on “Login”. You must Login using the agent otherwise you will be prompted to download it again.

The username and password is the same as you use to access the Adams State College student labs.

Step 5:
If your Windows Hotfixes are up-to-date and you have up-to-date antivirus protection you will have successfully logged in the network, if not you will have temporary access to satisfy the network access requirements.

If no antivirus is installed on your computer you will be prompted to download and install McAfee.

Step #6 updating your antivirus.
Depending on your antivirus software you will need to make sure it is up-to-date. The Clean Access Agent will open an antivirus update manager. Click on “Continue”

![Clean Access Agent](image)

Click on “Update” to continue.

![Clean Access Agent](image)

Your antivirus update agent will take a few minutes to download the virus definitions.

![McAfee AutoUpdate](image)

Clean Access will notify you if your antivirus software has updated successfully.
Once you have successfully installed and updated all the Windows hotfixes and antivirus software you will be able to access the ASC ResNet. You will be prompted once a week to make sure everything is up-to-date.
Windows XP Ethernet Step-By-Step

Part 1 - Install your Ethernet Adapter & Software (NIC)

Follow the directions bundled with your Ethernet adapter for installation of your adapter under Windows XP. You, the end-user, can easily complete the majority of installations.

- For a desktop computer, expect the process of installing the adapter and software to take about 30 minutes.
- For a laptop, installation should take about 15 minutes.
- If your computer came with an Ethernet adapter, this step has already been done for you.

This part requires your Windows XP CD, installation disks, or installation files on your hard drive. One of these three should have come with your new computer.

Part 2 - Configure Windows XP Networking Software

1. Open the "Control Panel" by selecting the Start Menu, Control Panel.

2. Open the "Network Connections" control panel by double-clicking its icon.

3. Double-Click the Local Area Connection icon (Figure 1)

Part 3 - Configure Windows XP TCP/IP settings

If you do not have TCP/IP in your list of installed components, you must add it.

1. Select the "Install" button.


3. Select "OK" in all of the panels that remain open to close all of the windows. Windows XP might prompt you to restart your machine. (Your Windows XP CD, disks, or preinstalled files on your hard drive may be required.)

(Your Windows XP CD, disks, or preinstalled files on your hard drive may be required.)
4. If TCP/IP is already installed, it will appear in the list of installed protocols. Click once on the listed item Internet Protocol (TCP/IP) - this will select this item. (Figure 3). Now click the **Properties** button.

5. Verify both the “Obtain an IP address automatically” and the “Obtain DNS server address automatically” radio buttons are selected (Figure 4). Click on the “Advanced” button.

6. In the Advanced TCP/IP Settings window, click on the DNS tab. Uncheck the box “Register this connection's addresses in DNS” toward the bottom of the screen.

7. Click OK to close the Advanced TCP/IP Settings window. Click OK to close the Internet Protocol (TCP/IP) Properties window. Continue by clicking the close button to exit the Local Area Connection Properties window. Close the Network Connections window. At this point, you may be prompted to restart your computer.
Windows 2000 Ethernet Step-By-Step

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- If your computer came with an Ethernet adapter, this step has already been done for you.

This part requires your Windows 2000 CD, installation disks, or installation files on your hard drive. One of these three should have come with your new computer.

Part 2 - Configure Windows 2000 Networking Software

1. Open the "Control Panel" by selecting the Start Menu, Settings, Control Panel.
2. Open the "Network and Dial-up Connections" control panel by double-clicking its icon.
3. Double-Click the Local Area Connection icon (Figure 1) and click the Properties button.

Part 3 - Configure Windows 2000 TCP/IP Settings

If you do not have TCP/IP in your list of installed components, you must add it.

1. Select the "Install" button.
2. Select "Protocol", "Add", and "Internet Protocol (TCP/IP)" as the protocol (Figure 2).
3. Select "OK" in all of the panels that remain open to close all of the windows. Windows 2000 might prompt you to restart your machine. (Your Windows 2000 CD, disks, or preinstalled files on your hard drive may be required.)
4. If TCP/IP is already installed, it will appear in the list of installed protocols. Click once on the listed item Internet Protocol (TCP/IP) - this will select this item. (Figure 3). Now click the Properties button.

5. Verify both the “Obtain an IP address automatically” and the “Obtain DNS server address automatically” radio buttons are selected (Figure 4). Click on the “Advanced” button.

6. In the Advanced TCP/IP Settings window, click on the DNS tab. Uncheck the box, “Register this connection's addresses in DNS”, which is located toward the bottom of the screen (Figure 5).

7. Click OK to close the Advanced TCP/IP Settings window. Click OK to close the Internet Protocol (TCP/IP) Properties window. Continue by clicking the OK button to close the Local Area Connection Properties window. Close the Network and Dial-up Connections window.

At this point, you may be prompted to restart your computer.
Windows ME Ethernet Step-By-Step
Part 1 - Install your Ethernet Adapter & Software (NIC)

Follow the directions bundled with your Ethernet adapter for installation of your adapter under Windows ME. You, the end-user, can easily complete the majority of installations.

- For a desktop computer, expect the process of installing the adapter and software to take about 30 minutes.
- For a laptop, installation should take about 15 minutes.
- If your computer came with an Ethernet adapter, this step has already been done for you.

This part requires your Windows ME CD, installation disks, or installation files on your hard drive. One of these three should have come with your new computer.

Part 2 - Configure Windows ME Networking Software

1. Open the "Control Panel" by selecting the Start Menu, Settings, Control Panel.
2. Open the "Network" control panel by double-clicking its icon.
3. Select the Configuration tab if you are not already on it (Figure 1).

Part 3 - Configure Windows ME TCP/IP settings

If you do not have TCP/IP in your list of installed components, you must add it

1. Select the "Add" button.
2. Select "Protocol", "Add", "Microsoft" as the manufacturer, and "TCP/IP" as the product.
3. Select "OK" in all of the panels that remain open to close all of the windows. Windows ME will prompt you to restart your machine.

Once TCP/IP is installed, or if it is already installed, you should check to make sure it is set up for the Residential Ethernet Service.

1. Select TCP/IP and click the “Properties” button. You will be presented with a standard Windows ME tabbed dialog box. The IP Address tab is already open (Figure 2).
2. Select the “Obtain an IP address automatically” option.
3. Select the “DNS Configuration” tab. Select the “Disable DNS” option (Figure 3).

4. Select the “Gateway” tab. Remove any existing entries.

5. Select “OK” in all of the panels that remain open to close all of the windows. Windows ME will prompt you to restart your machine.
Windows 95/98 Ethernet Step-By-Step

Part 1 - Install your Ethernet Adapter & Software (NIC)

Follow the directions bundled with your Ethernet adapter for installation of your adapter under Windows 98. You, the end-user, can easily complete the majority of installations.

- For a desktop computer, expect the process of installing the adapter and software to take about 30 minutes.
- For a laptop, installation should take about 15 minutes.
- If your computer came with an Ethernet adapter, this step has already been done for you.

This part requires your Windows 98 CD, installation disks, or installation files on your hard drive. One of these three should have come with your new computer.

Part 2 - Configure Windows 95/98 Networking Software

1. Open the "Control Panel" by selecting the Start Menu, Settings, Control Panel.

2. Open the "Network" control panel by double-clicking its icon.

3. Select the Configuration tab if you are not already on it (Figure 1).

Part 3 - Configure Windows 95/98 TCP/IP settings

If you do not have TCP/IP in your list of installed components, you must add it.

1. Select the "Add" button.

2. Select "Protocol", "Add", "Microsoft" as the manufacturer, and "TCP/IP" as the product.

3. Select "OK" in all of the panels that remain open to close all of the windows. Windows 95/98 will prompt you to restart your machine.

Once TCP/IP is installed, or if it is already installed, you should check to make sure it is set up for the Residential Ethernet service.

1. Select TCP/IP, and click the "Properties" button. You will be presented with a standard Windows 95/98 tabbed dialog box. The IP Address tab is already open. Select the "Obtain an IP address automatically" option (as shown in Figure 2).
3. Select the panel "DNS Configuration" (see picture on the right) Select the "Disable DNS" option. Select "OK"

4. Select the "Gateway" panel. Remove any existing entries.

5. Select "OK" in all of the panels that remain open to close all of the windows. Windows 95/98 will prompt you to restart your machine.
Macintosh OS IX Ethernet Step-By-Step
Part 1 - Install your Ethernet adapter & software (NIC)

Follow the directions bundled with your Ethernet adapter. The majority of installations are easily completed by you, the end-user.

- For a desktop computer, expect the process of installing the adapter and software to take about 30 minutes.
- For a laptop, installation should take about 15 minutes.
- If your computer came with an Ethernet adapter, this step has already been done for you.

Part 2 - Configuring the network control panel

If you haven't done so, connect your Ethernet cable to your computer and the data jack in the wall.

1. Select the Apple Menu. Select Control Panels, then AppleTalk.

2. Select the "Ethernet" or "Alternate Ethernet" option from the "Connect via:" pop-up menu.

3. Note your AppleTalk Zone for future reference.

4. Close the window. Save the settings when prompted.

5. Select the Apple Menu, then Control Panel, and then TCP/IP.

6. Select the Edit menu.

7. Select User Mode.

8. Select Basic and click on OK.

9. Select "Ethernet" from the "Connect via:" pop-up menu.

10. Select "Using DHCP Server" from the Configure pop-up menu.

11. Close the window. Save the settings when prompted.
Macintosh OS X Ethernet Step-By-Step

Part 1 - Install your Ethernet adapter & software (NIC)

Follow the directions bundled with your Ethernet adapter. The majority of installations are easily completed by you, the end-user.

- For a desktop computer, expect the process of installing the adapter and software to take about 30 minutes.
- For a laptop, installation should take about 15 minutes.
- If your computer came with an Ethernet adapter, this step has already been done for you.

Part 2 - Configuring the Network System Properties

1. Select System Properties, Select Network, then click “Assist Me” to get assistance in setting up your Network connection. Click “assistant” when it asks you for help.

2. The network setup assistant will appear
   - Name your connection and click “continue”

3. Select “I Connect to my local area network (LAN)” and click “continue”.

4. Follow the instructions about connecting your Ethernet cable and click “continue”.

5. Select “Done” after confirmation of success.

6. Open the system preferences to check the settings to make sure they are correct
   a. On the TCP/IP Tap make sure that it is set to be using DHCP
   b. On the Ethernet Tab make sure that configure automatically is selected.
How to Run Windows Updates

1. Go to the Windows Update site at http://windowsupdate.microsoft.com

2. Click on “Scan for Updates” which will determine which updates need to be installed.

3. After it has found all the updates, select “Review and Install” updates. Install all critical updates.

4. When asked to install, click on “Install Now.” You may be asked to restart your computer after the installs finish.

5. Click on scan for updates on the windows update page it will scan for all the updates that need to be installed.
Configuring Automatic Windows Updates for Windows 2000

1. Click on Start and select Control Panel.
2. Double-click on “Automatic Updates” which will allow you to set up the automatic updating options.
3. Select the “Automatically download the updates” setting and set it to a day and time to update at least once a week when your computer will be on and connected to the internet.
4. Your computer may reboot after the updates have completed.

Configuring Automatic Windows Updates for Windows XP

1. Click on Start and select Control Panel.
2. Double-click on “System” to open the system properties.
3. Click on the automatic updates tab as seen below.
4. Select the “Automatically download the updates” setting and set it to a day and time to update at least once a week when your computer will be on and connected to the internet.
5. Your computer may reboot after the updates have completed.
ResNet CD Instructions

1. Double click My Computer on your desktop.
2. Double click and open the CD drive. (It could be D:, E:, or F:)

3. Once the CD’s contents are shown, double click on the file called Ad-aware, and then you will need to double click on the aaw6plus.exe file as seen below, which will begin the installation of Ad-aware.

4. In the installation window for Ad-aware, continue clicking next until the screen asks you to finish. Ad-aware is now installed on the computer and there should be an icon on your desktop that allows you to launch the program.

5. When running the program, you MUST download any updates in order for it to be up to date.

6. The next program to be installed from the CD is McAfee Antivirus.

7. You will need to repeat step one, only this time, select the McAfee folder.
8. Once you are in the McAfee folder there are two files that need to be installed.
Begin by double clicking on the file named VSE710EN this will open the folder, continue by double clicking on the setup.exe file this will begin the installation.

9. During the installation on the Network Associates Licensing screen, set the license expiration type to Perpetual and select “I accept the terms…” and click Ok. On the next screen select the Typical setup type and click next. Continue by clicking install. The next screen asks to update now and run an on-demand scan. Click finish and the installation will finish the process.

10. The next file that is in the McAfee folder is sdat4383.exe. Double-click this file to begin the installation of the superdat files. Click next on the first screen then complete the installation by clicking finish on the next screen.

11. The next program to be installed is Spybot, following the directions in steps 1-3 you should be able to open the Spybot folder.

12. The installation file is called spybotsd13.exe. Double-click and the installation will begin.

13. Select the language you would like to use and click okay. Click next on the first wizard screen. On the license agreement page select “I accept the agreement” and click next. Continue clicking next on all of the screens and click “Install” on the last screen. The Spybot program will automatically run after the install is finished.
General Troubleshooting Checklist

Q. Have you tried rebooting your computer?
A. This fixes a lot of the typical problems.

Q. Are the computer and monitor plugged into AC power?
A. This can usually be verified by checking for a light on the switch or the front panel.

Q. Does your computer boot up to the operating system?
A. If not, your operator’s manual can usually give you some tips to resolve the problem.

Q. Can you use the mouse and keyboard?
A. Check to see that the monitor, keyboard, and mouse are plugged into the proper location on the computer.

Q. Does your Ethernet cable have the proper ends and are they damaged?
A. It may be hard to tell if a cable is damaged. Try one that you know works.

Q. Is your Ethernet cable plugged into the proper place on the computer and wall data jack or hub?
A. The data jack on the wall is blue. The phone jack is white.

Q. Are you having trouble using a hub?
A. Plug your network cable directly into the network jack on the wall instead of the hub.

Q. Is your network card or Ethernet adapter installed and drivers properly loaded without errors?
A. Consult your computer and operating system manual, or Ethernet section of this handbook for more info.

Q. Is TCP/IP loaded on the computer?
A. Consult your operating system manual, or Ethernet section of this handbook for more info.

Q. When the Internet Explorer or Netscape browser is started does the Clean Access authentication page load?
A. If it does not, there is a network problem or a problem with your computer. If you have done all you can do, contact your ResNet Technician who will be able to guide you to further help.
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