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OFFICE OF INFORMATION SERVICES

RESNET Connection Guide



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UNIVERSITY of PUGET SOUND

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Collins Memorial Library

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Hours: 8 a.m. to 5 p.m., Monday through Friday



UNIVERSITY of PUGET SOUND

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University of Puget Sound

ResNet

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- If you are certain that you have a wireless card installed in your computer, are currently in one of the locations where wireless is available (listed on page 4), and still unable to connect, examine the computer's case. Your laptop may be equipped with an integrated wireless card have a switch or button which enables and disables the card. This is normally marked by a symbol representing a broadcasting antenna, please ensure that your card is enabled via this switch.
- Once you are connected to the LogGers network, you will be asked to supply your university Puget Sound username and password. If you need any additional assistance, please contact ResNet at ext. 8585.

I play an online game (i.e. World of Warcraft, EVE Online, Call of Duty, City of Heroes/ City of Villains, etc.), and have been unable to connect to it. What is wrong?

OIS is more than happy to accommodate students playing online games while they are connected to the residential network. Unfortunately, due to the large number of these games which are released and played, it is difficult for us to keep up with the needs of the online gamer. Please feel free to contact the OIS Help Desk at ext. 8585 to ensure that these games are available.

I use a peer-to-peer file sharing program (i.e. LimeWire, BitTorrent, WinMX, KaZaa), but have not been able to use it since coming on campus. Why?

The sharing of copyrighted material without the explicit consent of the copyright holder is illegal. As such, the University of Puget Sound does not allow the use of file sharing programs on its network. For more information, please refer to the *ResNet Rules of Use* section "File Sharing & Copyright Use," which can be found in *The Logger*.

I have more questions.

We can provide answers! Visit the ResNet webpage <http://resnet.ups.edu/faq.shtml>, call ResNet at ext. 8585 or visit us in the library.

I just purchased a new computer and I am having problems registering it with ResNet. I keep receiving an error message during registration. What should I do?

You will need to contact ResNet at ext. 8585 so your old computer can be unregistered. You will then be able to successfully register the new one.

My Internet connection occasionally becomes slow! Why?

ResNet uses a 35Mbps Partial DS-3 (T3) connection for its Internet service. This is shared between the entire campus community. While plenty of bandwidth is available, during certain peak periods of network use you may experience slower connection speeds; however, if you are experiencing abnormally slow connection speeds for an extended period of time, please call ResNet at ext. 8585.

May I have a Static IP address?

If you have a legitimate, academic reason for needing a static IP address, and have a faculty sponsor to support your need for it, have your sponsor write a descriptive referral. Once it is written, it must be given to Mark Young, Director of Networks & Servers. If you have further questions, feel free to call ResNet at ext. 8585.

My computer has a virus! What do I do?

Help us help you! Please install the appropriate anti-virus software on your computer when you arrive to campus. Free anti-virus software can be checked out from the Collins Memorial Library Circulation Desk or downloaded from the ResNet Web site (<http://resnet.ups.edu/downloads>). **Before installing this anti-virus software, please ensure that you have removed any other anti-virus software from you computer.** If you already have a virus on your computer and would like further assistance, please call ResNet at ext. 8585.

I have tried to connect my computer to the University's wireless network (LogGers), but have been unable to do so. What should I do?

- First of all, please make sure that your computer has a wireless card installed in it. Most desktop systems will not have a wireless card unless it is manually installed by the owner. Wireless cards have become standard in commercially sold laptops in the last 3 years, so if your computer is older than that you may need to purchase an external card.

WELCOME TO RESNET!

ResNet, a unit of the Office of Information Services (OIS), provides technology and services to students, including but not limited to: computing labs, desktop support, education material, and a high-speed connection to the residential network. ResNet Assistants maintain and support student computing at the university by assisting students with computer problems and ensuring that the network and the computers on it run smoothly.

OUR SERVICES

- ⇒ **Fast Network Access:** You can expect fast browsing. Although exact rates depend on time of day, browsing the Internet and downloading files will be faster than you experience over a standard dial-up or even a cable/DSL connection. You can also be online and use the telephone simultaneously—your computer is always connected.
- ⇒ **One-on-One Support Services:** ResNet Consultants are available during office hours and will assist you with any network- or security-related problem. ResNet Assistants will additionally review other computer problems such as hardware failures or operating system problems and assist you with resolving them, when possible. ResNet is also here to help by resetting your Puget Sound or Cascade passwords.
- ⇒ **Accessible Computing Facilities:** OIS maintains multiple general access and departmental computing labs for the campus community. ResNet is responsible for the supervision and maintenance of computer labs in the residential halls.
- ⇒ **Dynamic Education Campaigns:** ResNet designs and launches informative campaigns to draw the university's attention to contemporary technology issues that impact higher education. Students, faculty, and staff are educated through public events, print media, Web sites, and one-on-one training.

Computer technology is always improving and specifications may become quickly outdated. The University of Puget Sound makes no specific endorsement of either the IBM compatible or Apple platforms, or any specific brands of hardware or software. The university assumes no responsibility for purchases made by persons who follow some or all of the recommendations contained in this guide. The minimum suggested specifications as well as our recommended configurations are described below.

Windows Platforms

Recommended:

- CPU: Pentium P4, AMD Athlon, or newer
- Memory: 1GB RAM or more
- Hard drive size: 60 GB
- Operating System: Windows Vista or XP Pro

Minimum:

- CPU: Pentium P4, AMD Athlon, or newer
- Memory: 256 MB RAM
- Hard drive size: 20 GB
- Operating System: Windows Vista or XP Home

Macintosh Platforms

Recommended:

- CPU: G5 or newer
- Memory: 1GB RAM or more
- Hard drive size: 60 GB
- Operating System: OS 10.4 or newer

Minimum:

- CPU: G3 or newer
- Memory: 256 MB RAM
- Hard drive size: 20 GB
- Operating System: OS 10.3.9 or newer

Other Hardware

Every computer that connects to ResNet must have a Network Interface Card (NIC) and CAT-5 (Ethernet) cable. We recommend 10/100 NICs for PCs. Apple computers come with this hardware built in.

Ethernet cables have a larger plug-head with 8 pins for the connection as compared to 4 pins on phone cables.
 - Your Puget Sound username and password to be used during the online registration of your computer for access to the network.

Where do I plug in my Ethernet cord?

If you live in Harrington, Anderson/Langdon, University, or Seward, you will be plugging your Ethernet cable into a hub. A hub is the small box with a set of data ports. Typically the hub will have three ports to plug into, but some rooms have hubs with more ports depending on the number of occupants. If you live in Todd/Phibbs, Trimble, Smith, Register, or Schiff you will plug directly into the wall jack. The CAT-5 Ethernet cables only fit in data ports; so do not worry about plugging into a phone jack by mistake.

I have plugged my computer into the network, but I am still not connected. What is wrong?

Your computer may not be configured to correctly access our network. To ensure that these settings are correct, please refer to our walkthrough provided in the pamphlet “Connecting to the Puget Sound Network.” After you are connected, the ResNet registration page should load automatically when you open your default Web browser

I have connected to the network, but I have not been asked to register my computer. What do I do?

If you have not been automatically redirected to the registration page, you will have to reach it manually. First try browsing to any normal Web page (i.e. <http://www.google.com>). If you are still not redirected to the registration page, enter <http://autoreg.ups.edu>. To complete the registration process you will need your Puget Sound username and password.

I have more than one computer. May I use both of them on the Residential Network?

Students are allowed to connect more than one computer on the Residential Network, but must have their account modified to support multiple computers. Please call ResNet to have this feature activated on your account.

What is ResNet?

ResNet, a unit of the Office of Information Services, provides technology and services to students, including: computing labs, desktop support, education campaigns, and a connection to the Residential Network. When living in an on-campus residence, students are connected to the residential network in able to gain access to the Internet and university online resources. ResNet Assistants maintain and support student computing at the university by assisting students with computer network problems and ensuring that the network and computing facilities run smoothly. If you need assistance with Windows logon, Webmail, Cascade, or Media related issues, please visit ResNet in the basement of the Library.

What can ResNet Consultants help me with?

ResNet Consultants will assist you with any network or security-related problem, including Internet browsing problems, IP address configuration issues, limited virus/spyware infection, and password changes for both your Cascade and Puget Sound domain accounts. ResNet Consultants will review other computer questions and problems such as hardware failures or operating system problems, and resolve them when possible. If your computer is under warranty, you should contact the vendor for support.

Where is ResNet located and how can I contact you for assistance?

ResNet is located in the OIS Tech Center, Library 018. A ResNet Consultant can be contacted via phone at **253-879-8585**, e-mail at **resnet@ups.edu**. Solutions to many problems can be found online at **http://resnet.ups.edu**. Our office hours are 8 a.m. to 5 p.m., Monday through Friday.

What do I need to connect my computer to the network?

- A Network Interface Card , which can either be integrated on the motherboard, a PCI card for desktops/laptops, a PCMCIA card for laptops, or a wireless 802.11b compliant or newer.
- A CAT-5 (Ethernet) cable to plug into the wall jacks. Note that this is not a regular phone cable.

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If you are living in Harrington, Anderson/Langdon, University, or Seward Hall, you will be connecting to the network via a hub in your room. When you move in, make sure your room has a:

1. Hub
2. Power Adapter
3. CAT-5 Cable

You are responsible for these items and will be charged for them if they are lost or damaged. Your RA will verify that ResNet's equipment is still in the room when you move out.

ResNet is more than happy to accommodate the use of network capable gaming systems on the residential network. Some of these systems require connection through an Ethernet Cable, and some are capable of connecting to the network wirelessly.



The gaming systems which must connect via an Ethernet Cable are: PlayStation 2, GameCube, Xbox, Xbox 360, and the PlayStation 3 all require connection this way when initially purchased. Nintendo's Wii has a built-in wireless adapter, but you may purchase an additional USB adapter to allow connect through Ethernet. It is the student's responsibility to contact OIS prior to the use of any of these systems on our network.

Systems which are capable of connecting wirelessly are the Nintendo DS and PlayStation Portable. To connect either of these systems to the university's wireless network (LogGers) it is necessary to authenticate with your university Puget Sound username and password. Please note that if your network connection remains idle for 15 minutes, you will be required to authenticate again.

For more information, please refer to "Wireless & Foreign Equipment" under the *ResNet Rules of Use*, which can be found in *The Logger*.



The following locations on campus are wireless “hot spots”. As of Spring 2007, all academic buildings are considered wireless “hot spots”. Students who own computers with wireless capabilities can connect to network resources from these locations. Additionally, if students wish to maintain their own wireless networks in their residences, they are required to contact ResNet prior to installation configuration and security setup. For more information, please refer to “Wireless & Foreign Equipment” under the *ResNet Rules of Use*, which can be found in *The Logger*.

Wireless Locations:

- Harned Hall
- Thompson Hall
- Music Building
- Collins Memorial Library
- McIntyre Hall
- Jones Hall
- Howarth Hall
- Wheelock Student Center
- Facility Services Center
- Wyatt Hall
- Todd/Phibbs Dormitory
- Register Dormitory

An up to date listing of wireless access points can be obtained via the university Web site at <http://resnet.ups.edu/wireless>

As a student of the University of Puget Sound, you will have a number of accounts that provide access to a variety of network services. These include your Cascade and Puget Sound domain name. In order to protect the integrity of these services, password sharing is **not** permitted.

PASSWORDS:

In the event that you forget one of your passwords or think that it has been compromised, immediately come to the ResNet office, located on the ground level of the Library, to have it changed. You will need to provide a photo ID to verify your identity. If ResNet is closed, you may also receive assistance from the Helpdesk.

VIRUSES:

ResNet provides free anti-virus software to students for both Windows and Mac platforms. This software may be checked out from the Collins Memorial Library Circulation Desk or it may be downloaded from the ResNet Web site (<http://resnet.ups.edu/downloads>). Up-to-date anti-virus software is required on your computer while you are connected to the university network.

NOTE: If your computer becomes infected with a virus, ResNet will try to eradicate the problem, but cannot guarantee that its attempt will work since viruses are capable of corrupting data on your hard drive beyond repair. For more information, read the Rules of Use at <http://resnet.ups.edu/policies>. Also, if you are infected with a virus, ResNet may disable your network access without warning.

WINDOWS UPDATES:

Announcements of new Windows Updates will be given throughout the school year. Students are instructed that they “must also protect and maintain their Windows operating systems by installing announced and available critical security patches as they are published” (*ResNet Rules of Use*, Desktop Support & Security, page 10).