

Procedures for Activating Residence Hall Internet Access

- Step 1: Review the document (page 2) called “**Personal Computer Specifications for Connection to The Residence Hall Network**” to make sure your computer meets the required minimum system specifications.
- Step 2: Be sure to record the network port and plug in your network cable **before** you put all of your furniture in place. The six character network port number will look something like the following examples (e.g. - R4AB32, S1AC32) and will vary slightly based on the dorm in which you will reside. The top number represents the port on the left and the bottom number represents the port on the right. Do **not** attempt to plug telephones into these ports, they will not work. Leave enough space for Information Services staff members to access your network port in case there are problems
- Step 3: Fill out the requested information on the **front and back** of the document (which is attached) called “**Residence Network Activation and Access Policies.**” **Return the completed form to the MRC 306 Help Desk. If the door is locked, deposit it in the box labeled – Completed Forms.** When you complete the form, make sure you indicate your Viterbo University email address. We do not send email to non-Viterbo addresses. Incomplete forms may delay processing of your request.
- Step 4: The Information Technology staff will activate your network port within 48 hours of receiving your completed forms (See Step #3). Network ports are activated between the hours of 10:00 am and 4:00 p. m; Monday through Friday.
- Step 5: Be sure to change any necessary computer settings as outlined in the section “**Directions for Activating TCP/IP on a PC system**” contained in this booklet. Once these settings are complete, the network connection will begin functioning immediately when the port becomes active.

Please note the following:

1. If you have a laptop computer, you are welcome to use it in any of the ports that have been installed on the picnic tables in V-Hawk court (the clock tower area) or in the Student Union. It would probably be best if you purchased a second network cable if you want to use the outdoor connections on a regular basis.
2. If you have any questions about your network connection, please contact the Help Desk in MRC 306, call ext. 3870, or send an email to helpdesk@viterbo.edu.

Personal Computer Specifications for Connection to the Residence Hall Network

The university is pleased to provide network services for connecting your personally owned computer to the Internet. The following on-campus residence halls and apartment facilities have network service ready for your arrival:

Marian Hall Bonaventure Hall Rose Terrace
McDonald Terrace Treacy House

We recommend the following **minimum** specifications for your residence hall connection to the campus network:

- a. Pentium 4 – 2.0 GHz (for a PC) or G5 processor (for a Macintosh)
- b. 1 GB RAM (2 GB RAM for Microsoft Vista)
- c. Windows XP or MAC OS 10.0 (new PCs ship with Windows Vista which is compatible at Viterbo).
- d. Ethernet compatible 10/100 Network Card with RJ-45 port
- e. Cat-5 patch cable (10-15 feet)
- f. Microsoft Office 2007 Professional (for a PC) or Microsoft Office 2004 (for a MAC) [for compatibility with campus computer labs] Discount available – call Help Desk for information– 608-796-3870.
- g. Internet Explorer 7.0 (pre-installed)
- h. Remove any AOL software as it may interfere with your network connection

Please keep in mind that these are “minimum” specifications; more powerful computers with newer operating systems (e.g., Win Vista, Mac 10.X) are preferred and will provide a higher level of performance. Contact your local computer professional if you need assistance in putting together a system that meets these specifications.

Please note that CD-R/CD-RW/DVD's written on your personal computer may not be writable on Viterbo's computers and vice versa (this can be caused by many factors, i.e. CD format, software used, drive brand, etc.). All CD-R/CD-RWs, though, should be readable by both systems. We **highly recommend** that you acquire Flash Drives for storing your projects and assignments. We have found the Flash Drives to be the most reliable technology since they have no moving parts. A 1 GB flash drive should cost under \$20 from most computer suppliers.

All of the computers on campus use Microsoft Office 2007 Professional. If you are still using Microsoft Office 2003 Professional, you'll be able to exchange 'most' files without problems as long as you work in compatibility mode. If you use new features in Office 2007, they may not be saved if you convert back to Office 2003. Discounted versions of Microsoft Office 2007 Professional are available to students for around \$95. Please contact the Help Desk at 608-796-3870 and an e-mail with ordering instructions will be sent to you.

In order to receive a network connection, students must sign and abide by the university's network policies. When you sign up for network services, be sure to check your settings according to your operating system (Windows, Mac, etc) as shown on page 3. Network support is provided from the campus network to the wall jack in the residence hall room. The university does not perform maintenance or troubleshoot hardware/software problems with student-owned computers or wireless routers. Be sure you have your original system installation CD(s) and any warranty/repair agreement information in case your computer should need service.

If you have any questions regarding these specifications, please e-mail helpdesk@viterbo.edu or call our Help Desk at 608-796-3870 for assistance.

Directions for activating TCP/IP on PC system

* If you need instructions for Windows 98, ME, NT, or 2000 please contact the Help Desk.

Windows XP Home, Windows XP Professional

1. Windows XP varies in [appearance](#) with each individual setup depending on where it was purchased, etc. Most often, to update your Network Settings choose the **START** menu icon → then select **Control Panel**. Select “**Network & Internet Connections**” or “**Network Connections**” depending on the view of your Control Panel in Windows XP.



2. Look for the “**Local Area Connection**” icon. Right click the icon and choose **Properties**. This will bring up the “**Local Area Connection Properties**” screen. Choose the **General** tab.



*** Be sure that the ONLY item checked in the list is “**Internet Protocol (TCP/IP)**”. Refer to the below Figure 1 for a guide. Having other items selected can affect your Internet performance.

Figure 1

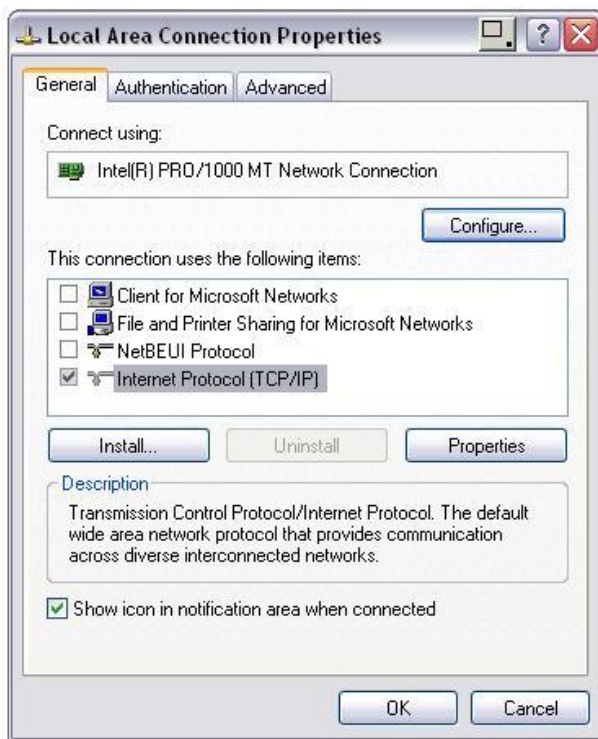


Figure 2



3. Select “**Internet Protocol (TCP/IP)**” and click the Properties button. The first screen that comes up is the “**Internet Protocol (TCP/IP) Properties**” screen (Figure 2). Be sure both settings are set to “**Obtain an IP address automatically**” and “**Obtain DNS server address automatically**”. NO more settings need to be added. Select OK to close each window.

Windows Vista



Vista Start Button

1. Windows Vista varies in **appearance** with each individual setup depending on where it was purchased, etc. Most often, to update your Network Settings choose the **START** menu icon → then select **Control Panel (or type in Control Panel and search)**. Select “**Network and Internet**”, “**Network & Sharing Center**” and then “**Manage network connections**”. Depending on Vista View or Classic View in Control Panel, the order can vary.
2. Look for the “**Local Area Connection**” icon. Right click the icon and choose **Properties**. This will bring up the “**Local Area Connection Properties**” screen on the **Networking** tab. Figure 1.



- * Be sure to uncheck ALL ITEMS leaving ONLY Internet Protocol Version 4 (TCP/IPv4). Having **these** items selected can affect your Internet performance. Refer to Figure 1 below as a guide.

Figure 1

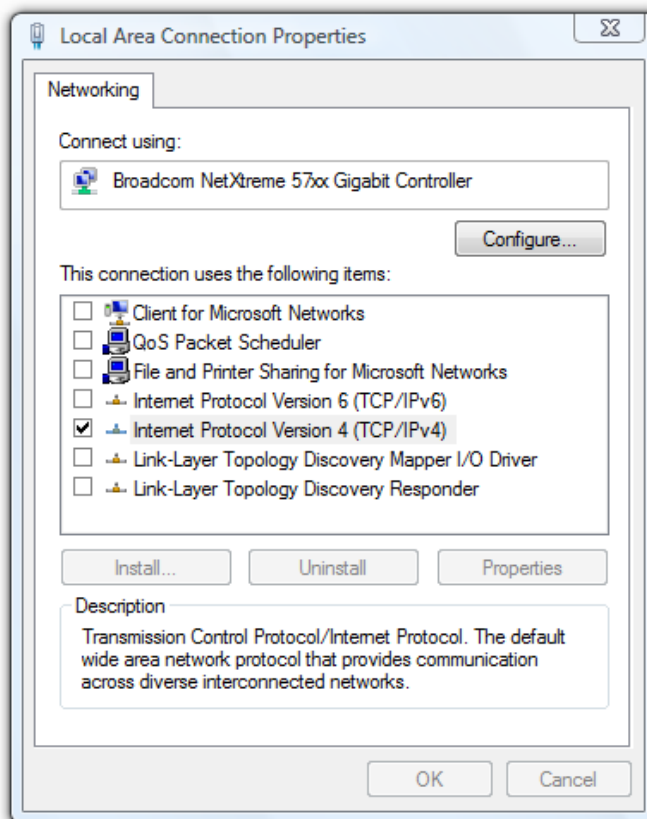
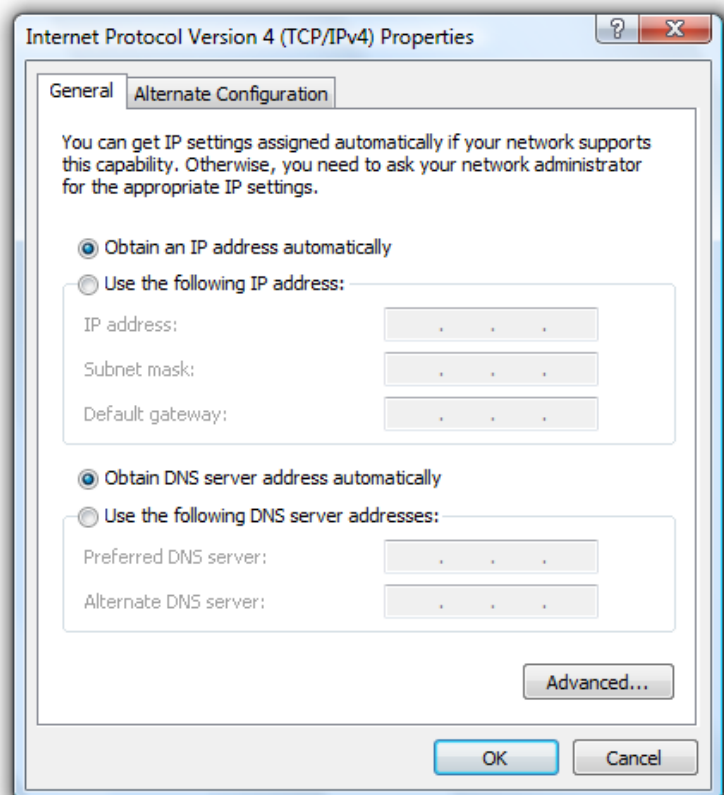


Figure 2



3. Select “Internet Protocol Version 4 (TCP / IPv4)” and click the Properties button. The first screen that comes up is the “**Internet Protocol Version 4 (TCP/IPv4) Properties**” screen (Figure 2). Be sure both settings are set to “**Obtain an IP address automatically**” and “**Obtain DNS server address automatically**”. **NO** more settings need to be added. Select **OK** to close each window.
- Be sure you are using a **CAT-5 Network Cable** to connect your computer to the wall jack, and **NOT a PHONE cord or CAT-6!** (This is a **VERY** common mistake). 15ft. CAT-5 cables are available in the Campus Bookstore for \$12.99.
 - Drop your completed form off at the Help Desk (MRC 306). Activation can take up to 48 hours.
 - **TURN OFF your Wireless Card while using the Cable Connection in your room!**
 - Call Help Desk at 796-3870 if you have problems or questions!

Residence Network Activation and Access Policies

1. The University is pleased to offer network Internet access to assist you in completing your University academic projects. Network ports will be activated for network Internet access once this document has been read/signed and all required information has been provided.
2. Your signature indicates that you have read and agree to these policies and any other guidelines referenced in this document. Your signature on this document also indicates that you have read and agree to the University Network and Web Guidelines which are located on the University web page at: <http://www.viterbo.edu/uploadedFiles/about/offices/iit/webguide.pdf>.
3. Your computer must connect directly from your computer's network card to the wall port using a 10BaseT cable or via a wireless hub. No other routers, switches, hubs, or other networking devices may be connected to your computer or to the University network. Only one computer (defined as a single Ethernet/MAC address) activation is allowed per person.
4. Student computers connected to the University network may not share any part of their computer hardware (e.g. hard drive, CD-drive, etc.) with any other computer through the network. You are not allowed to network your computer with any other computer. You also may not share external peripheral devices through the network (e.g. printer, scanner, etc).
5. To assure adequate bandwidth for all network users, no student computer connected to the University network is allowed to run server software and it may not act as a server of any type (e.g. **Web server, Kazaa, Ares**, etc). Additionally, students using an excessive amount of bandwidth (generally in excess of 1% of any protocol) will be disconnected. Gaming devices and access to gaming websites are not supported. No bandwidth is reserved or allocated to gaming.
6. Only TCP/IP connections to the Internet are provided. No other network services are offered at this time. While connected to the University network, student owned computers may not run any network client, protocol or service other than TCP/IP.
7. The Director of Instructional & Information Technology is required to maintain network security for the entire campus. If network analysis indicates a problem originating from a specific location, the policy is to disconnect the source of the problem immediately from the network. If the problem cannot be isolated to a specific computer, an entire floor may need to be deactivated. If network monitoring by the University indicates network monitoring/analysis or "packet sniffing" software (or hardware) running on any student computer attached to the network, that individual may be permanently disconnected from the network.
8. Information Technology staff members are not allowed to provide repair services, software installation, or network card installation for your computer. We will verify that the network port in your room is working properly.
9. The Instructional & Information Technology Department (when accompanied by a Residence Life staff member) may enter dormitory rooms to troubleshoot network problems and to ensure that no unacceptable or disallowed devices are connected to the University network.
10. Viterbo University issued e-mail accounts will be the main source of communication regarding dormitory network issues. Information Technology will not send e-mail, or reply to e-mail that originates with non-university issued account (e.g. hotmail.com, yahoo.com, etc).
11. If a student is involved in network activities or actions that violate either the word or spirit of these policies, they may be subject to immediate disconnection from the network. You are also responsible for the actions of other individuals who use your computer. The Director of Instruction & Information Technology will determine the penalty for policy violations.

Student Housing Networking Information Form (2007 – 2008)

- **Please return this form to the Help Desk in MRC 306.**
- **Activation can take up to 48 hours to complete!**

Student Name:

Please print!

Student Viterbo e-mail Address:

_____ @ VITERBO.EDU
(lookup at www.viterbo.edu/usernames)

Dorm Room Phone Number:

796 - _____

Residence Hall and Room #:

(BONA, MHS, MCD, Rose, Treacy) (i.e. BONA 247, Rose 201, etc.)

Port # in use:

**Ports with a "V" are VOICE and NOT correct! (6 digits, i.e. N2AA10)
Rose & BONA do NOT use ports with "C" – this is for CALL / Phone**

Type of computer and operating system:

XP Vista OSX Other _____
 Tower **Laptop**

Physical Adapter Address *:
(Ethernet or Local Area...)

(EXAMPLE: **00-04-52-A5-00-26**) **PRINT CLEARLY!**
Distinguish between letters & numbers! B vs. 8, etc!

Wireless Adapter Address *:

(Not all PCs have this, or it's turned off).

(EXAMPLE: **00-04-52-A5-00-26**) **PRINT CLEARLY!**

I have read and agree to abide by the policies noted on the reverse side for network activation and access.

Signature

Date



Be very clear when writing the numbers above! Distinguish between letters & numbers (i.e. b vs. 6, D vs. 0, B vs. 8, etc)! If the adapter address is misread, your Internet will not work, and will delay activation! Not all computers have Wireless! Towers typically do not. If your Wireless is turned Off it will not be listed when doing below example.

* To determine the **Adapter Address (Physical Address)**:

1. **Windows XP** - Go to Start → Run → and type **cmd** (or go to Start → Programs → Accessories → Command Prompt). At the C:\> prompt, type **ipconfig/all** and press Enter. This will show both the Local and Wireless Addresses.
2. **Windows Vista** - Go to Start → Start Search → and type the **cmd** (or go to Start → All Programs → Accessories → Command Prompt). At the C:\> prompt, type **getmac/v** and press Enter. This will show both the Local and Wireless Addresses.
3. **Mac** - Open System Preferences, Network, Set drop-down box labeled **Show:** to "Built-in Ethernet", Click the Ethernet Tab to the right. Ethernet ID shows MAC (i.e. 00:05:04:df:01:a1). Wireless is called "Airport".

Help Desk only

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