

# **CSU Bakersfield Residential Network (ResNet) Installation and Troubleshooting Guide**

<b>Standard Installation Procedures (Macintosh and Windows PCs).....</b>	<b>Page 2</b>
<b>Software Installation for Windows 95/98/ME/2000.....</b>	<b>Page 3</b>
<b>Software Installation for Windows XP .....</b>	<b>Page 5</b>
<b>Troubleshooting Frequently Asked Questions .....</b>	<b>Page 8</b>
<b>For Further Assistance .....</b>	<b>Page 11</b>

# CSU Bakersfield Residential Network (ResNet) Installation and Troubleshooting Guide

Beginning in the Fall 2002 quarter, students living in the residential dormitories will have access to a newly installed computer network, which will give them access to the Internet and various campus electronic services. This guide is should assist the majority of students wanting to connect their computer to the Residential Network (ResNet).

## Step1: Have the proper equipment.

- Computer with
  1. A network interface card (NIC)
  2. Network cable, preferably 15 to 25 feet long

In order to access the residential network, students must provide their own network interface card (NIC) and a network cable (Cat 5 or 5e with RJ-45 connections, preferably 15-25 foot length). Most new computers are built with a network interface card, but if you don't have one, you can purchase one at a computer retailer such as CompUSA®, Office Depot® or BestBuy®

\* Refer to NIC manufacturer's installation procedures and computer manufacturer's warranty information for proper installation and setup.

## Step 2: Connect network cable to NIC and wall jack.

Push one end of the 10Base-T Ethernet cable into your computer's Ethernet port until it clicks. Locate the two Ethernet ports below the phone port on the wall jack and insert the other end of the 10Base-T Ethernet cable into the Ethernet jack on the right.

**Important:** It is easy to confuse an Ethernet Cable with a regular telephone cable. An Ethernet cable has wider clips with 8 tiny metal conductors, compared to the 4 tiny metal conductors for a telephone cable. A regular telephone cable *will not* work in place of a network cable.



With your computer on, check the back of your network card for a solid or blinking green led light, this typically indicates a good physical connection between your computer and the network.

## Step 3: Restart Your Computer.

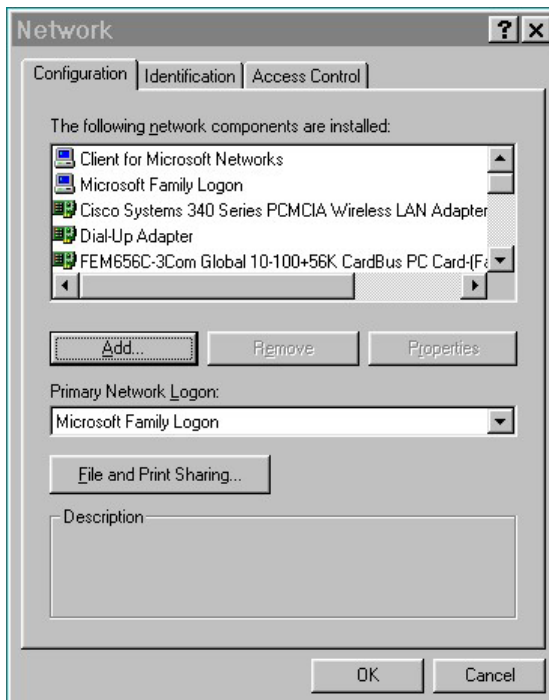
## Step 4: Use a web browser such as Internet Explorer or Netscape Navigator to verify network connectivity.

If you can access a site such as [www.usatoday.com](http://www.usatoday.com), then your connection is working.

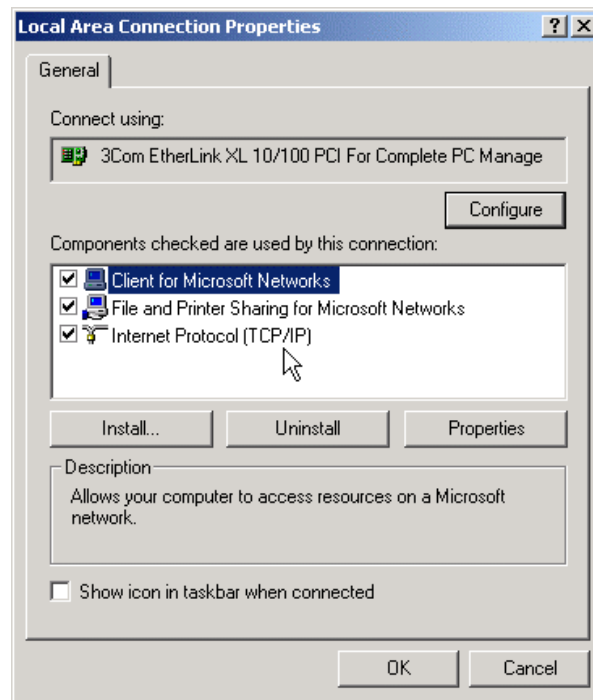
## Software Setup for Windows 95/98/ME/2000

Setting up Ethernet in a Windows environment (excluding Windows XP)

1. After starting up Windows, right-click on the Network Neighborhood icon and choose Properties. Windows 2000 users go to Start Menu -> Settings -> Control Panels -> Network and Dialup Connections -> Local Area Connection. Then click on the Properties button. (see images below)



Windows 95/98/ME

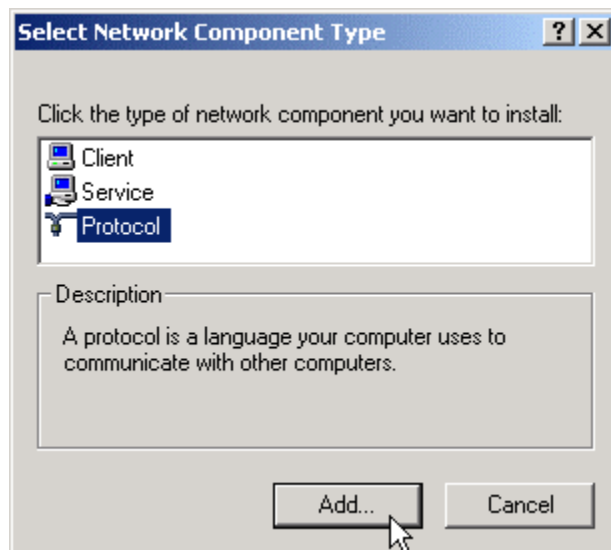


Windows 2000

2.) Verify that Internet Protocol (TCP/IP) is listed as an installed component. If TCP/IP is installed, proceed to Step 3, otherwise, click on the Add or Install button to install TCP/IP.

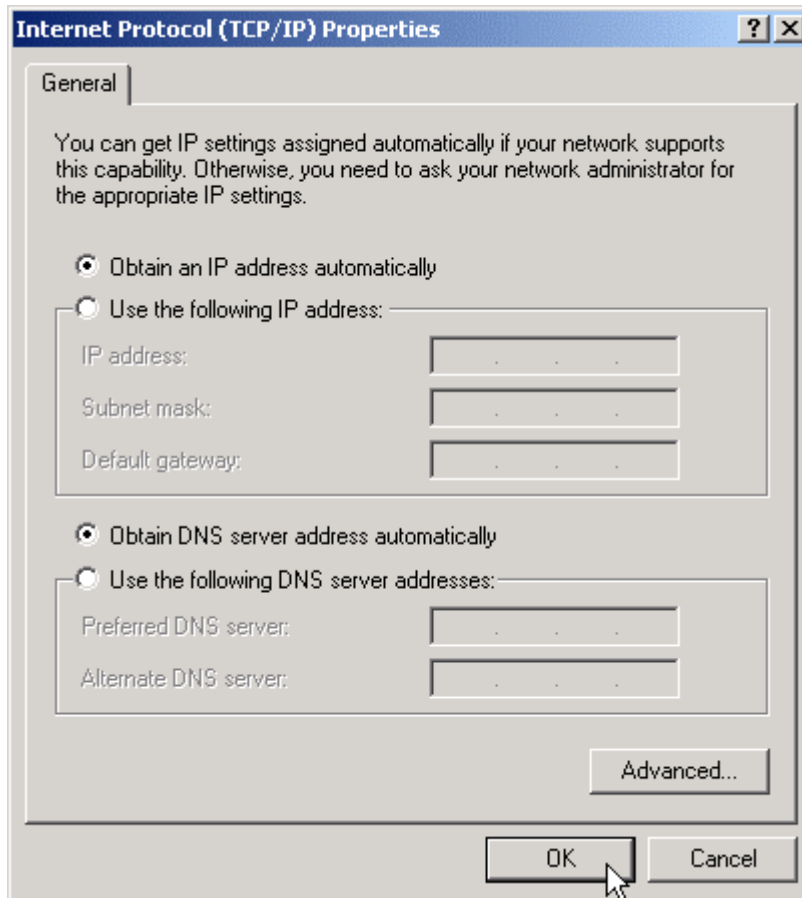
To add TCP/IP, perform the following:

- Choose Protocol from the Network Component Type list (see figure to the right).
- Click on Add.
- From the list on the left, click on Microsoft
- Choose TCP/IP from the list on the right.
- Click on Add.
- You may be prompted to restart your computer.



3.) Once you have verified the installation of TCP/IP, verify that the TCP/IP settings are set to the following

- Obtain an IP address automatically
- Obtain DNS server address automatically



4.) Restart computer.

## Software Setup for Windows XP

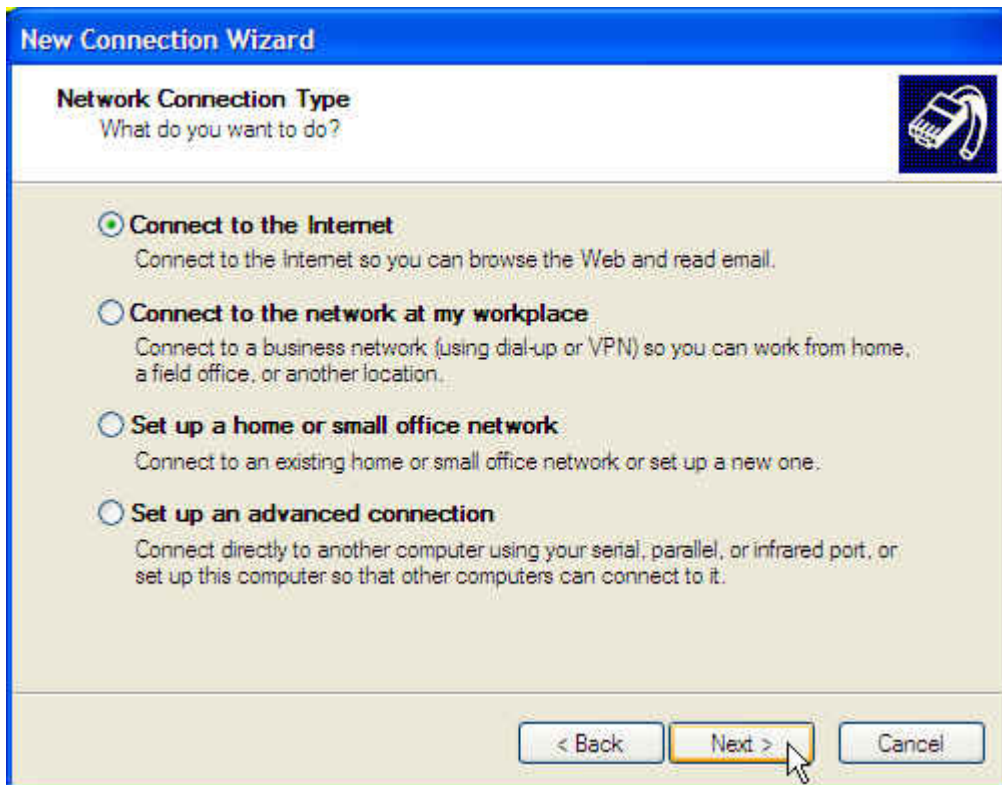
### Setting up Ethernet for Windows XP Using the Microsoft New Connection Wizard

1. After starting up Windows XP, click **New Connection Wizard** on the Desktop or go to the New Connection Wizard by following this menu path from the **Start** button:  
**Start -> All Programs -> Accessories -> Communications -> New Connection Wizard**
2. You will see a window like the one below:



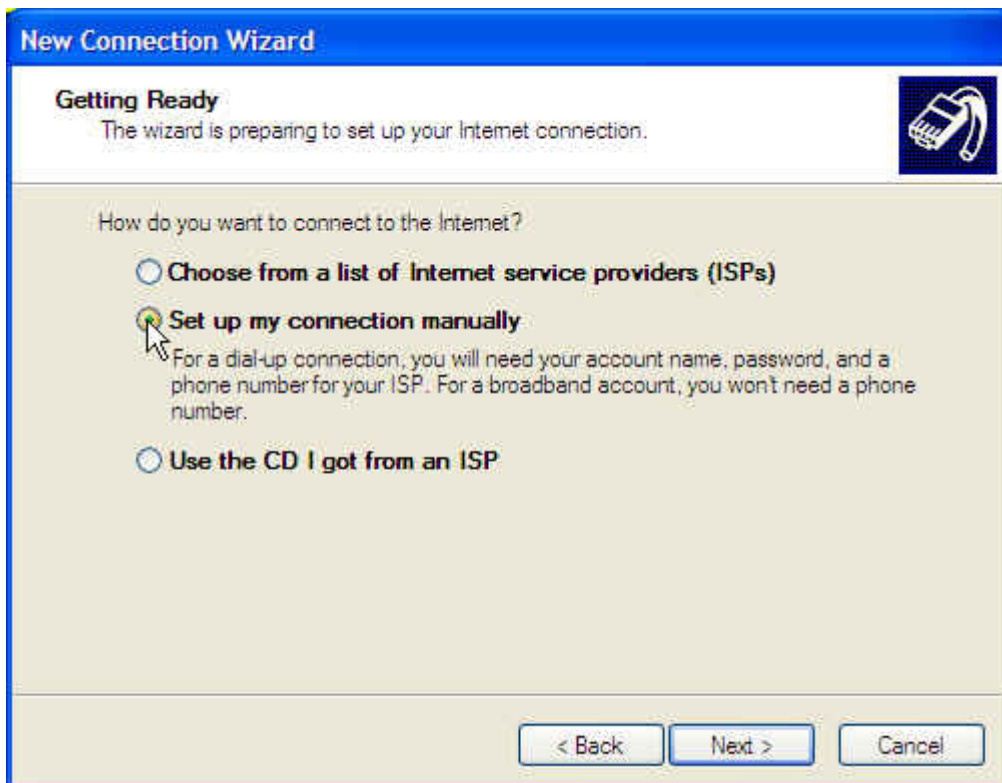
Click **Next**.

3. On the **Network Connection Type** screen, **Connect to the Internet** should be selected. (You may see fewer options listed on this screen.)



Click Next.

4. On the **Getting Ready** screen, select **Set up my connection manually**.



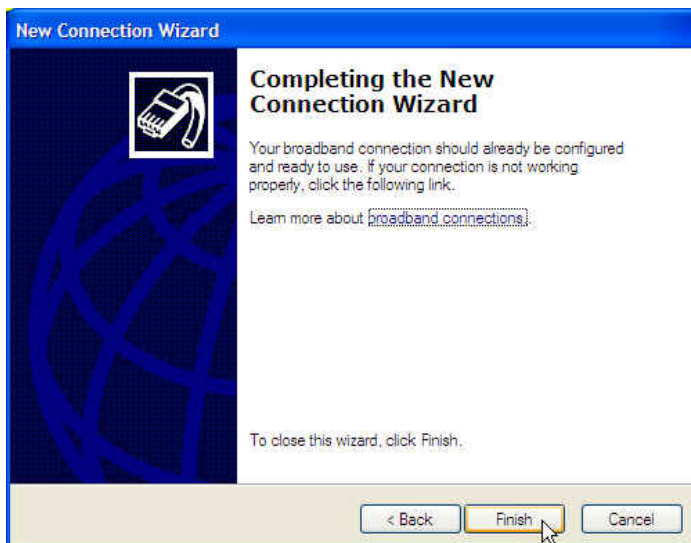
Click Next.

5. In the **Internet Configuration** screen, select **Connect using a broadband connection that is always on**.



Click Next.

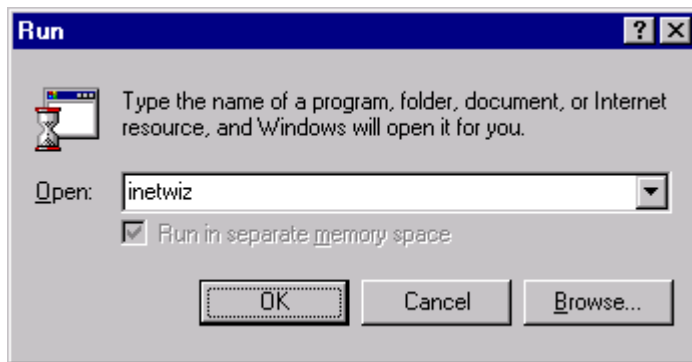
6. On the **Completing the New Connection Wizard** screen, click **Finish**.



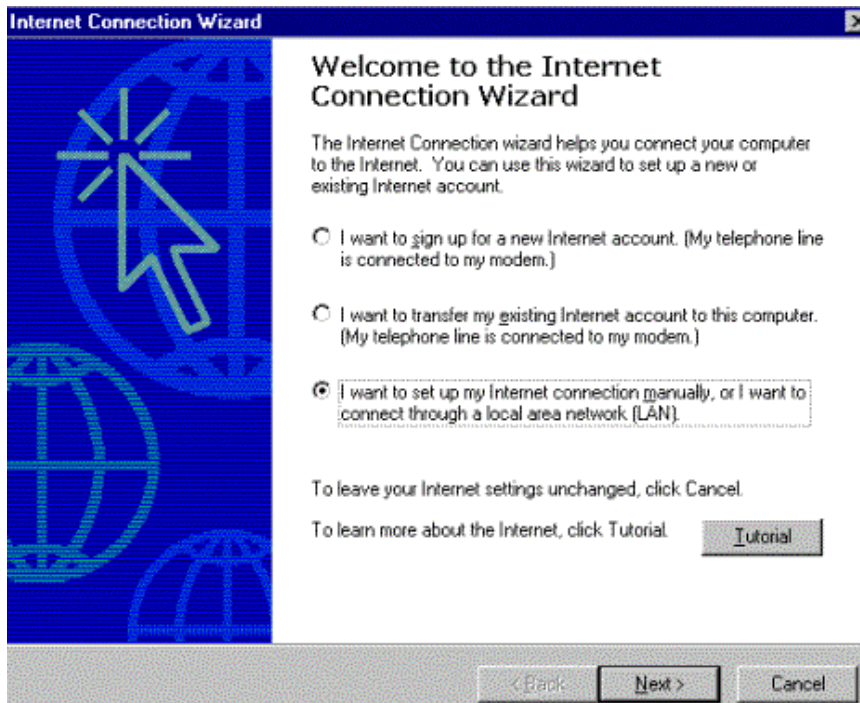
## Frequently Asked Questions (FAQs)

- 1.) *Every time I launch Internet Explorer, my computer tries to use the modem to dial my old ISP. How can I stop this?*

Your computer is currently configured to use your dialup connection properties to access the Internet. To change this, use the Internet Connection Wizard to update the settings to a LAN connection. To do this, go to the Start Menu and choose the Run application. Type INETWIZ and then the ENTER key to begin the Internet Connection Wizard (See figures below).

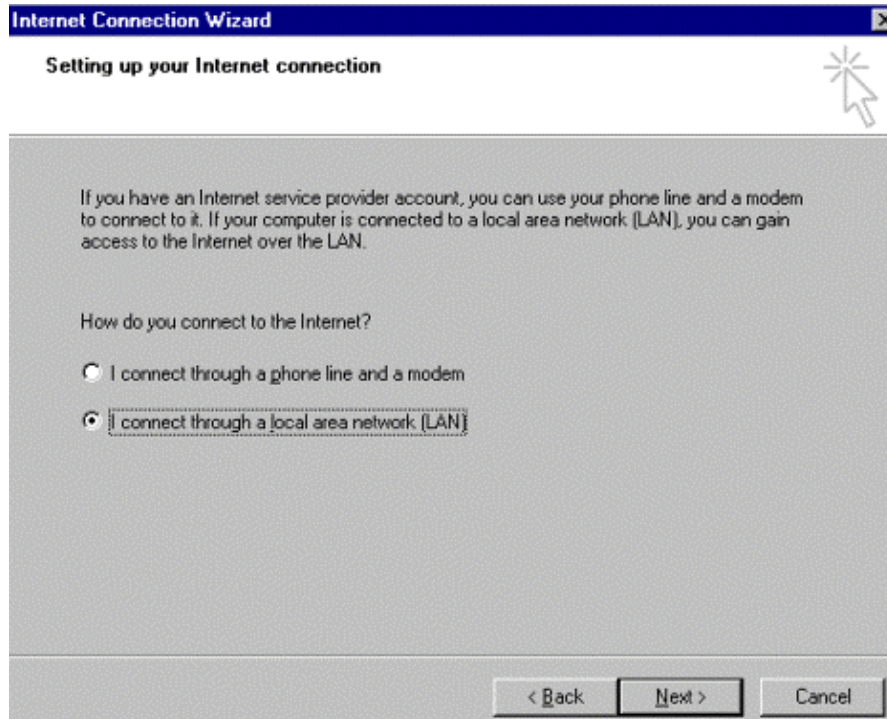


Click on the last radio button labeled "I want to setup my Internet connection manually, or I want to connect through a local area network (LAN)."





Next, choose the radio button labeled “I connect through a local area network (LAN).”



Following this screen, the wizard will ask you about setting a proxy, just click on NEXT.

On the next screen you will be asked if you want to create an Internet email account now. Choose NO.

The last screen should let you know that you have completed the wizard. Click on the FINISH button.

2.) *Now that I am on a LAN, is my computer more susceptible to hackers breaking into my computer? Should I keep the computer off when I'm not using it?*

There is more risk to having your computer on ResNet, since ResNet is always on the Internet dissimilar to “dialing up” using a modem at home. Once your computer boots up, you are on the Internet.

To avoid unauthorized access to your computer, you may want to turn off any file sharing you may have turned on and invest in virus protection as well as a software firewall such as ZoneAlarm.

3.) *Can I use my computer on ResNet to run my own WEB or FTP server?*

No. This action violates the CSUB ResNet Acceptable Use Policy and you may be subjected to losing your connection if you attempt to use your computer as a Web, FTP, Chat, or KaZaa server

4.) *Can my roommate and I share the same connection if we have two separate computers in our room?*

No. Each room has only one ResNet port. Only one computer may be connected to ResNet at any given time. Residents may not use port splitters or network devices such as hubs, switches, wireless access points, or routers. Using these devices is a violation of the CSUB ResNet Acceptable Use Policy.

5.) *I am receiving an error while booting my Windows-based computer stating that my "Computer Name is Already In Use."*

To solve this error, change your computer name to something unique to you by going to the Start Menu -> Control Panels -> Network -> Identification. Once you've made this change, restart your computer.

# **Need More Help?**

**Call the Student Help Desk**

**@**

**665-OOPS (6677)**