

ResComp NetGuide

Connecting to Your Residence Hall Network
2010-2011

INSIDE THIS PUBLICATION

Getting Connected Step-by-step instructions

Troubleshooting Basics Verifying what should work

Troubleshooting Your Operating System Windows 7 & Vista, Mac OS X

REALLY IMPORTANT!

If you have not already installed the **free anti-virus software** available from the U-M Blue Disc website, we **highly recommend** you take your computer to the **Inoculation Station** **before** you follow the Getting Connected Steps below. The Inoculation Station is primarily for Hill area residents. For residents living outside the Hill area, please call the ResComp HelpDesk for further assistance.

Markley Hall Community Learning Center

Hill Area

Call the ResComp HelpDesk at 734-647-1133

All Other Residents

GETTING CONNECTED STEPS

1. Have an Ethernet cable

We recommend one that's 25 feet long so that you can place your computer anywhere in your room. You can purchase one from any electronics retailer, including the U-M Computer Showcase located in the Michigan Union and Pierpont Commons on North Campus.

2. Obtain a Hub* from your Community Center if you have a:

Double, triple or quad room in

- Baits
- Barbour
- Bursley
- East Quad
- Fletcher
- Martha Cook
- Newberry
- South Quad

Triple or quad room in

- Alice Lloyd
- Oxford

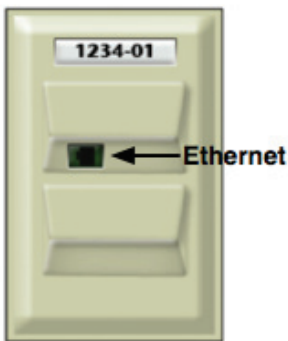
** See picture on page 2*

3. Connect your computer

◆ Not Using a Hub?

Plug your Ethernet cable into the active wall jack and connect it to your computer. Hub users should follow the steps on page 2.

Markley
Moshier-Jordan
North Quad
Stockwell
West Quad



All Ethernet wall jacks are active in the room.

Alice Lloyd
Oxford



Both Ethernet jacks are active.

Baits
Barbour
Bursley
East Quad
Fletcher
Martha Cook
Newberry
South Quad



Only the bottom right Ethernet jack is active.

◆ Using a Hub?

1. Connect the hub's power cord to a wall outlet.
2. Plug the provided orange Ethernet cable into the appropriate wall-mounted Ethernet jack—refer to the Ethernet jack images on page 2.
3. Plug the other end of the orange Ethernet cable into the proper port on your hub.
 - ◆ Netgear: **Port 4** and make sure Uplink button is pushed in
 - ◆ D-Link, SMC, or Unicom: **Any port**



4. Connect your Ethernet cable to any available port on your hub and to your computer.

4. Register your computer on the Residential Computing (ResComp) Network

You must be:

- ◆ in your residence hall room.
 - ◆ using your own computer.
 - ◆ using a wired Ethernet connection—not wireless.
1. Launch a web browser which should automatically open U-M's weblogin page. If it does not, restart your browser.
 2. Enter your **uniqname** and **UMICH Kerberos password**, then click **Login**.
 3. You should be connected to the ResNet Registration page. If not, point your browser to **<https://netreg.housing.umich.edu>** (*Note the "s" in "https."*)
CAN'T CONNECT? When many people are registering, the server can be slow. Wait 10-15 minutes, then try again. If you still can't access the ResNet page, please proceed to the *Troubleshooting Basics* on page 3.
 4. On the ResNet Registration page, click **Register a New Machine**.
 5. On the next page, click **This Machine**.
 6. Read the **Conditions of Use** carefully. If you agree, click **I Accept**.
 7. You should receive a confirmation message. If you do not, proceed to the *Troubleshooting Basics* section on page 3.

TROUBLESHOOTING BASICS

Check the physical connection

1. Is your computer plugged into an active Ethernet wall jack? Refer to step 3 of the Getting Connected Steps section on page.
2. Is your wireless connectivity disabled? A wireless connection may prevent you from accessing the ResNet Registration page.
3. Make sure all Ethernet cable connections are firmly connected.
4. Try another Ethernet cable.
5. If you have more than one active wall jack in your room, try a different one. If you can then access the ResNet Registration page, please contact the **ResComp Help Desk** at **734-647-1133** to report a broken wall jack.

If you are using a hub, also check these items

1. Is the hub plugged in and the green power light on?
2. **NETGEAR HUB USERS:** Is the:
 - a. Orange Ethernet cable connected to port 4?
 - b. Uplink button pushed in?
3. Is there a flashing light on the hub where the orange Ethernet cable is connected? If not, connect your computer directly to the wall-mounted Ethernet jack using your own Ethernet cable. If you can then access the ResNet Registration page, return the hub and orange Ethernet cable for a replacement.
4. Is there another flashing light on the hub where your computer is connected? If not, try another Ethernet cable.

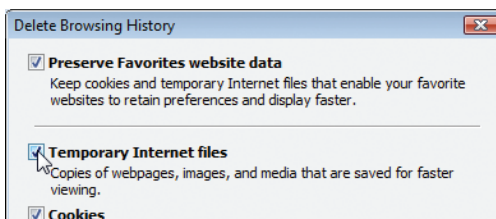
Trouble Loading Web pages?

If you have successfully registered on the ResNet Registration page, but are unable to browse the Internet, follow the steps for your web browser.

◆ Internet Explorer 8

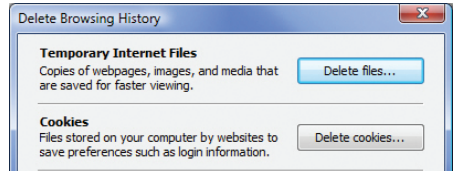


1. Under the **Safety** menu, select **Delete Browsing History**.
 - a. In the Delete Browsing History window check at least **Temporary Internet files**.
 - b. click **Delete**.



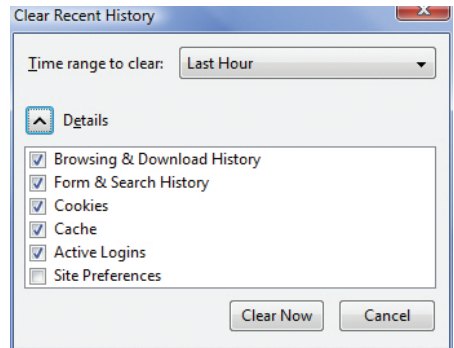
◆ Internet Explorer 7

1. Under the **Tools** menu, select **Delete Browsing History**.
2. In the Delete Browsing History window:
 - a. click **Delete Files**, then click yes.
 - b. click **Close**.



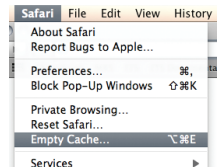
◆ Firefox 3.6

1. Under the **Tools** menu, select **Clear Recent History**.
2. Select time range to clear and click the **Details** drop down menu.
3. Clear now.



◆ Safari

1. Under the **Safari** menu, click **Empty Cache...**



TROUBLESHOOTING YOUR OPERATING SYSTEM

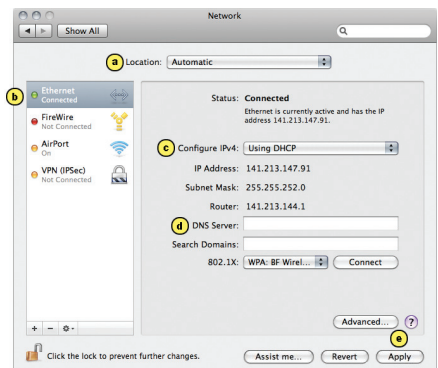
Mac OS X

If you are unable to access the ResNet Registration page, try these steps for your version of Mac OS X.

◆ Version 10.5—Leopard + 10.6—Snow Leopard


1. Under the **Apple** menu, select **System Preferences**.
2. In the System Preferences window, click **Network**.
3. In the Network window:
 - a. from the **Location** drop-down menu select **Automatic**.
 - b. in the left pane, select **Ethernet**.
 - c. from the **Configure** drop-down menu select **Using DHCP**.
 - d. in the **DNS Servers** box, delete any text.
 - e. click **Apply**.

4. If you can now access the ResNet Registration page, proceed with step 4 on page 2. If not, please call the **ResComp HelpDesk at 734-647-1133** for further troubleshooting assistance.



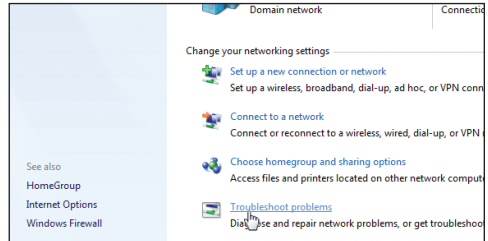
Windows Vista and Windows 7

◆ Diagnose and Repair Your Connection

1. Click  and select **Control Panel**.
2. In the Control Panel window, click **Network and Internet**.
DON'T SEE THIS? You are probably in Classic View. If so, click **Network and Sharing Center** and proceed to step 4.
3. Click **Network and Sharing Center**.
4. Vista: Select **Diagnose and Repair**.



Windows 7: Select **Troubleshoot problems**.




5. Wait until Vista has completed the diagnosis and repair. If you can now access the ResNet Registration page, proceed with step 4 on page 2. If not, proceed to *Enable Windows Firewall and Disable Third Party Firewall*.

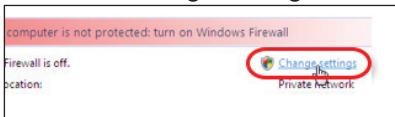
◆ Enable Windows Firewall and Disable Third Party Firewall

You must be using Windows Firewall in order to register your computer

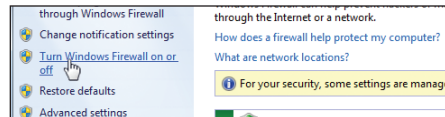
If you are using purchased firewall software—such as Norton Internet Security, Zone Alarm, or Windows Live OneCare—you must disable it to register.

Then follow the steps below to activate the built-in Windows Firewall.

1. Click  and select **Control Panel**.
2. In the Control Panel window, click **Security**.
DON'T SEE THIS? You are probably in Classic View. If so, click **Windows Firewall** and proceed to step 4.
3. Click **Windows Firewall**.
4. If Windows Firewall is off:
Vista: Click **Change Settings**.



Windows 7: Click **Turn Windows Firewall on or off**. Click **Continue**.



5. In the Windows Firewall Settings window:
 - a. click the **On** radio button.
 - b. click **OK**.
6. If you can now access the ResNet Registration page, proceed with step 4 on page 2. If not proceed to **Check Your TCP/IP Settings**.


In the Windows Firewall Settings window:

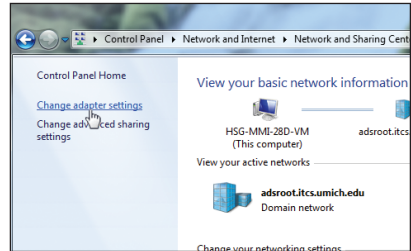
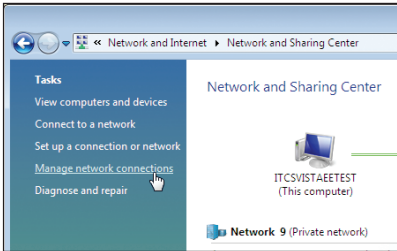
- a. click the **Turn on Windows Firewall** radio button for all location settings.
- b. click **OK**

NOTE: Once you have successfully registered, you may choose to disable Windows Firewall and re-enable your purchased firewall software.

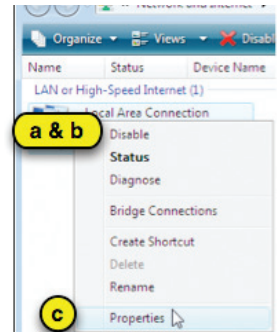
CAUTION! Enable **only one** firewall software.

◆ Check Your TCP/IP Settings

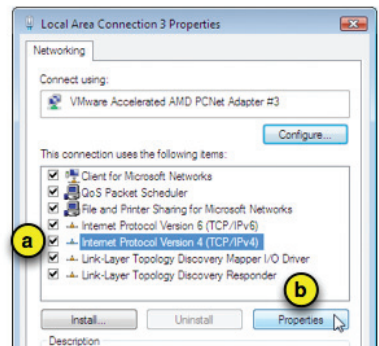
1. Click  and select **Control Panel**.
2. In the Control Panel window, click **Network and Internet**.
DON'T SEE THIS? You are probably in Classic View. If so, click **Network and Sharing Center** and proceed to step 4.
3. Click **Network and Sharing Center**.
4. Click:
Vista: **Manage Network Connections**. Windows 7: **Change Adapter Settings**



5. Right-click the **Local Area Connection** icon.
 - a. If the first list item says **Enable**, click it. If it says **Disable**, proceed to step c.
 - b. Right-click the **Local Area Connection** icon again. The first list item should now say **Disable**.
 - c. Right-click the **Local Area Connection** icon again and click **Properties**.



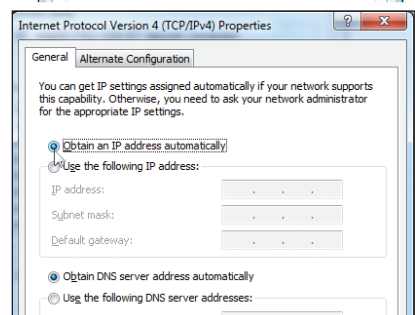
6. In the list of connection items:
 - a. select **Internet Protocol Version 4 (TCP/IPv4)**. **CAUTION!** Do not confuse this with Internet Protocol Version 6 (TCP/IPv6).
 - b. click **Properties**.



7. In the Internet Protocol Version 4 (TCP/IPv4) Properties window:
 - a. select **Obtain an IP address automatically**.
 - b. select **Obtain DNS server address automatically**.
 - c. click **OK**.

8. In the Local Area Connection Properties window click **OK**.

9. If you can now access the ResNet Registration page, proceed with step 4 on page 2. If not, please call the **ResComp HelpDesk at 734-647-1133** for further troubleshooting assistance.



ResComp

Residential Computing

Get answers to your residence hall computing questions:

rescomp.umich.edu

734-647-1133

ResComp HelpDesk

Technicians can assist with connectivity issues and network configurations. Check the ResComp website for hours, which are extended during fall move-in.

Centers for Vulnerability Control - South Quad and Bursley

CVCs are open year-round to help you with computer security issues.

ResComp TV: Channel 57

Watch ResComp staff delivering helpful and entertaining computer-related news.

Computing Sites and Community Learning Centers

Sites and CLCs are always open and contain computers, printers, scanners, and collaboration areas.

Wireless in the Residence Halls

Wireless is provided in many common areas of all residence halls, and is universally available in some residence halls. Visit rescomp.umich.edu for hall-specific information.

IMPORTANT RESOURCES

Computing in the Residence Halls

ResComp provides information technology services to students in the residence halls. The ResComp website provides a list of its services and more information about computing in the residence halls.

Getting Connected Guide

The Getting Connected guide is your source for computing and information technology at U-M. We encourage you to check out the guide and go online to discover the various services, tools, and resources available on campus.