

Academic Computing (AC)

Dorm Net FGA (Frequently Given Answers)

These are the most commonly given answers to the most commonly asked questions.

Inside you will find information on:

Cable and connection required to use Dorm Net

Strongly Recommended Programs

Tips on Safe Computing

Password Responsibilities

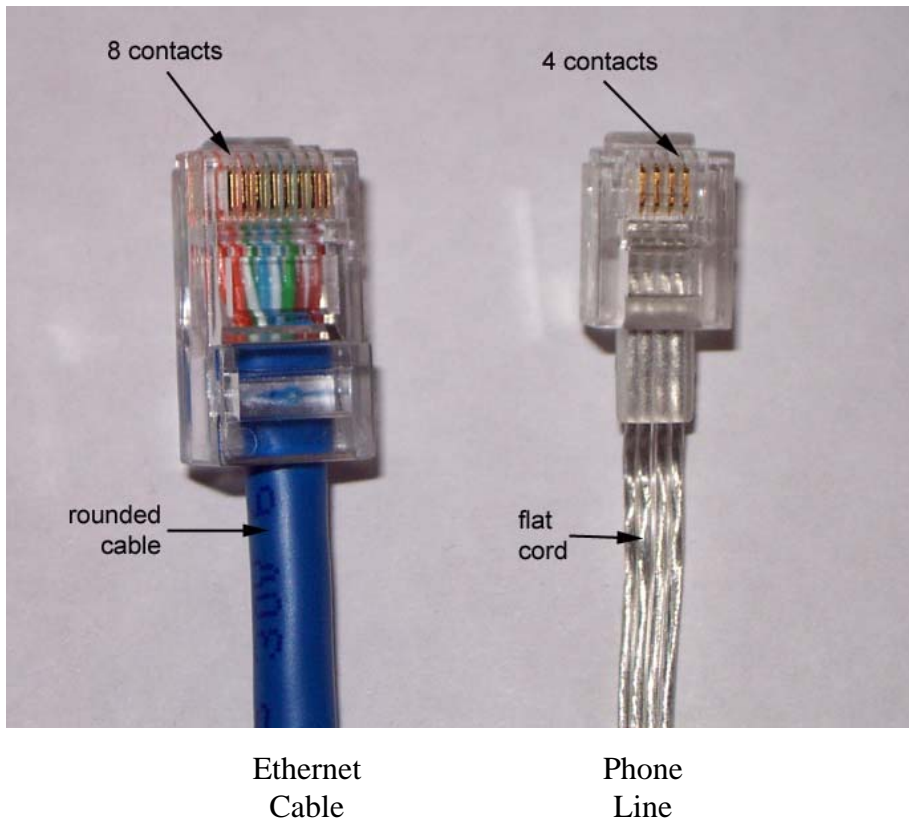
AC's stance on Viruses and Spyware

AC's Responsibilities to you

Your Responsibilities on Dorm Net

Hub Configuration and Use

1. You will not be able to connect to the network in the dorms unless you have a **10/100 Network Interface Card (NIC)** in your computer and you connect using **Ethernet Cable**. The difference between ethernet cable and phone line is shown below.



Notice the difference between ethernet and phone line. We have digital phones in the dorms and normal modems and phone lines will **not** work. **Please do not plug phone line into your modem or your NIC as it can cause damage to your PC or phone!!!**

2. We strongly advise the following programs be installed and updated on all student computers:
 - A. **A Full Version Antivirus program such as Symantec, AVG, Kaspersky, and Sophos.** ***Please note!*** This does **not** mean the 3 month trial that comes with most computers! This means a full version of the antivirus software registered and set to auto-update no more than every 3 days. (We recommend getting AV software from one of the links listed below.)
Symantec: (http://www.symantec.com/nav/nav_9xnt/)
AVG: (<http://free.grisoft.com/freeweb.php>)
Kaspersky: (<http://www.kaspersky.com/homeuser>)
TrendMicro: (<http://www.trendmicro.com/en/home/us/personal.htm>)
Sophos: (<http://www.sophos.com/products/sav/>)
Computer Associates: (<http://www.my-etrust.com/microsoft/>)
 - B. **Be Informed:** Microsoft has a very good site about computer security, spyware, phishing, spam, and other computer concerns. We strongly recommend you visit the site to learn more: (<http://www.microsoft.com/athome/security/default.msp>)

- C. **Windows XP Firewall**: Windows XP comes with a firewall that should be implemented before connecting to the campus network. This will vastly reduce the chance of getting infected from a Microsoft security hole or worms which propagate over the network. Information on setting up the XP Firewall can be found at:
<http://www.microsoft.com/athome/security/protect/windowsxp/firewall.aspx>
- D. **Fully Patched Windows Computer**: It is **your** responsibility to take care of **your** computer. The best way to do this is to stay current with Windows Updates. **The First thing you do after you connect your computer to the Internet is check for Windows Updates!** Especially, if you just bought your computer and are hooking it up for the first time. Information on Microsoft Windows updates can be found here:
[\(http://windowsupdate.microsoft.com/\)](http://windowsupdate.microsoft.com/)
Information on setting up automatic updates can be found here:
<http://www.microsoft.com/athome/security/protect/windowsxp/updates.aspx>
- E. **Mozilla Firefox or alternative browser**: To protect your computer and prevent the installation of most worms, spyware, and Trojans from the net, you may try an alternative browser to Internet Explorer. Although not all pages may work correctly, other browsers may provide a safer environment. You can DL the latest version of Firefox from (<http://www.mozilla.org/products/firefox/>). There are many other browsers, but we find Firefox the easiest to install.
- F. **Spyware Prevention and Removal**: Spyware is to blame for 80-85% of all lost connection calls we get at AC. For more information on spyware and how it can affect you please check out Microsoft's spyware information page:
<http://www.microsoft.com/athome/security/spyware/devioussoftware.msp>)
We can recommend a few programs you need to run and have updated every week. These free tools are the ones we recommend and find effective.
- a. **Spybot Search and Destroy** (www.safer-networking.org)
 - b. **Ad-Aware** (<http://www.lavasoftusa.com/>)
 - c. **SpywareBlaster** (<http://www.javacoolsoftware.com/spywareblaster.html>)
 - d. **CWShredder** (<http://patches.usouthal.edu/files/cwshredder.exe>)
 - e. **BHODemon** (<http://www.definitivesolutions.com/bhodemon.htm>)
- You can find more information and links about spyware here:
<http://patches.usouthal.edu/spyware>)
<http://www.spywareinfo.com/articles/spyware/>)
http://www.spywarewarrior.com/rogue_anti-spyware.htm#top)
3. **Keep All Software and Driver Disks That go with your computer**: AC does not install, refresh, or restore operating systems, drivers, or software. That is **your responsibility**, and we cannot help you if you do not have the media for your machine.

4. **Do NOT Install any software offered through a POPUP or Banners.** Please be wary of free games, screensavers, IM add-ons such as smiley or emotes, security warnings, and virus alerts if they are using pop-ups or banner ads. 90% of software loaded from Banner and Pop-Up ads will install **spyware, worms, or worse.** Please remember that almost nothing is free and someone is making money somewhere on the product, whether they are selling the product or selling your information.
5. **Do not forget your passwords!** You have control over your PAWs and your Jaguar1 accounts. **Please remember they are separate things with two different log-ins and passwords.** You can change your jaguar account password at (www.jaguar1.usouthal.edu), and you can get PAWS help by calling (251)460-7227.
6. **It is your responsibility to clean your machine with regards to Spyware, Worms, Trojans, and Viruses.** AC cannot clean your computer if it is infected with viruses or spyware. Here are some options you have:
 - A. Get a Copy of the AC Dorm CD and try to clean your computer yourself, or with the help of a friend. You can download an ISO image of the CD, which you can then burn, here: (<http://patches.usouthal.edu/Dormcd.html>). You can also pick one up at the Delta Commons or at the Computing Services Center. Please call AC at 460-6161 and request a Dorm CD so we can make sure to have a current one burned when you come by to pick it up. This is updated often and has many patches, antivirus, and anti-spyware software on it for you to use. The Dormnet CD contains publicly available utilities that may help you maintain your PC. You may download it from (<http://dormnet.usouthal.edu/Dormcd.html>). **Please note** that Academic Computing provides this as a service to dormitory residents, but does not support these programs and is not responsible for problems caused by their use.
 - B. Call a local computer shop and have them take a look at it. If you don't have any experience cleaning your computer, or don't think you have the correct tools, this is your best option.
7. **Floppies are not for data storage!!** Floppies are for transporting your files from one computer to another only. **They have a very high failure rate.** Please store the original files on media that is more trustworthy. Always have a copy on your hard drive and one other place such as a USB drive, CD, or Zip drive. Disk failures always happen when you least expect them and when you need the data the most. **DON'T RISK IT!! Have all your work on media other than floppies!!!**
8. **AOL IS NOT NEEDED HERE!** Make sure you are trying to access the internet by clicking on your web browser (e.g., Internet Explorer or Firefox). Do not click on AOL, Netzero, MSN, or any other ISP's icon to connect to the Internet, as they are not providing Internet to you on campus. Once you are physically connected to the dorm network, you have University-provided Internet access. Even if you have an AOL subscription, you **DO NOT** need to connect through AOL. You can access your AOL e-mail by going to their web page at www.aol.com. You do not need an AOL account to use the AOL Instant Messenger. If you are an AOL subscriber and

wish to use the AOL interface through the dormitory network, you may do so using AOL for Broadband/BYOA. Please go to the AOL customer service web site for information and assistance.

9. **Please use Trillian or another IM besides AOL's** AOL's IM is the most hacked and hackable IM available. You may want to consider Trillian, available at (<http://www.trillian.cc/downloads/>). This is more secure and will allow you to talk to people on AOL, MSN, IRC, Yahoo, and ICQ. Please note: Academic Computing does not support instant messaging, but the dormitory network is compatible with it.
10. **File sharing programs (P2P) are a major source of spyware/malware.** Some file sharing programs like **KaZaa** and **Bearshare** are blocked on the campus network and will not work. Please be advised that many file-sharing programs are known to install spyware during their installation; the file sharing environment will also expose you to possibly infected software. Uninstalling the P2P software will NOT take the spyware with it!
11. **Please do not call us if you are not in your room and unable to work on your computer.** Many problems can be resolved most quickly over the telephone. If you are not in front of your computer, and have time to work on your problem, we will not be able to provide adequate assistance.
12. **Understand YOU need to be there when we make a Dorm call.** You have to be in the room and present the entire time we are in your room on a call. If you have to leave, then so do we, whether we have fixed your problem or not. When you schedule a call, make sure you are free and can be in your dorm room for at least an hour while we are working on your connection.
13. If your web browser (Firefox or IE) is not connecting, and you are getting a pop-up box asking you to dial to your phone-line based Internet Service Provider (ISP), your computer is still configured for dial-up and needs to be told not to use a modem. Open your Internet settings in your control panel and click on the connections tab. Make sure "never dial a connection" is selected and click OK. Close and then restart your web browser.
14. AC does **not support wireless networking in the dormitories.** We do not prohibit the installation of wireless devices on the dormitory network, but we also do not support it. We will not resolve problems with wireless connectivity caused by dormitory residents installing conflicting systems. AC is reviewing the possibility of wireless support in the future; at such time, dormitory residents may need to remove any user-installed wireless routers or access points to avoid conflicts with University equipment.
15. **Please be courteous and understanding when you call or we visit you in the dorms.** We owe you a working network and courteous and fair service. However, your housing network fees pay for network connection (at a rate significantly below

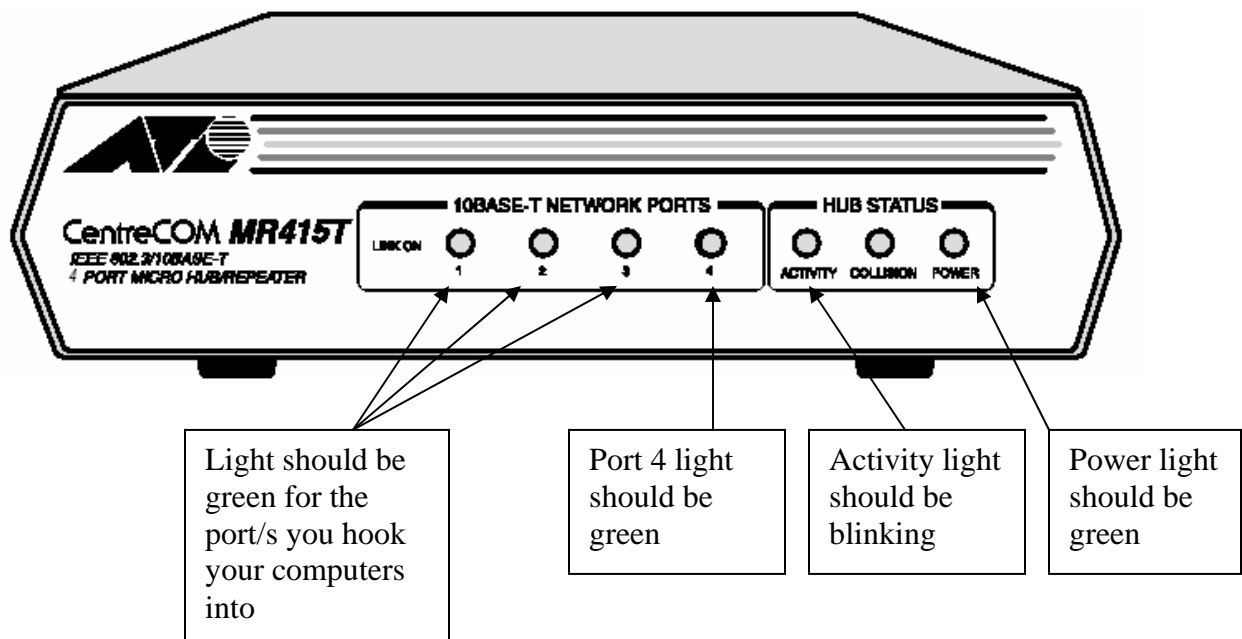
commercial high-speed providers), and not for repair services for your personal computer. Please understand that we will try to help as best we can, but anything past proving your network port is working is above and beyond the call of duty. We do not repair, clean, or disinfect computers, nor can we do anything that would require us to open your computer or install hardware in it. If we do recommend or refer you to a vendor or a computer repair shop in town, it is because they are better equipped to help you in a timely manner.

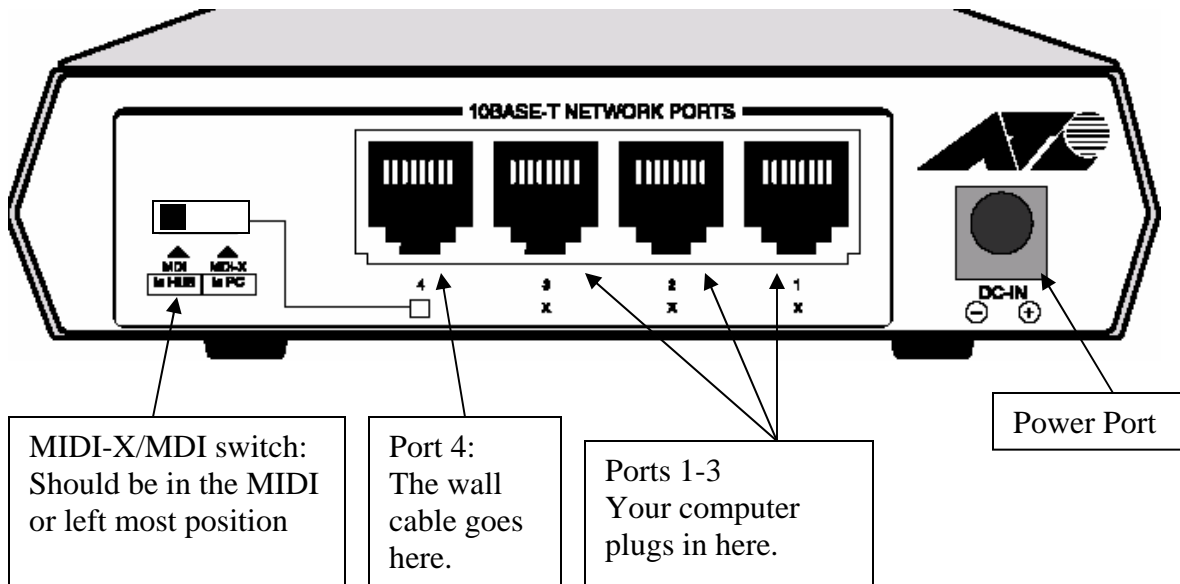
Hub and Switch Checklist

There are 2 types of Ethernet units available in certain areas. One is a CentreCOM 415T *Hub* and the other is an Allied Telesyn AT-FS705LE *Switch*.

Hub

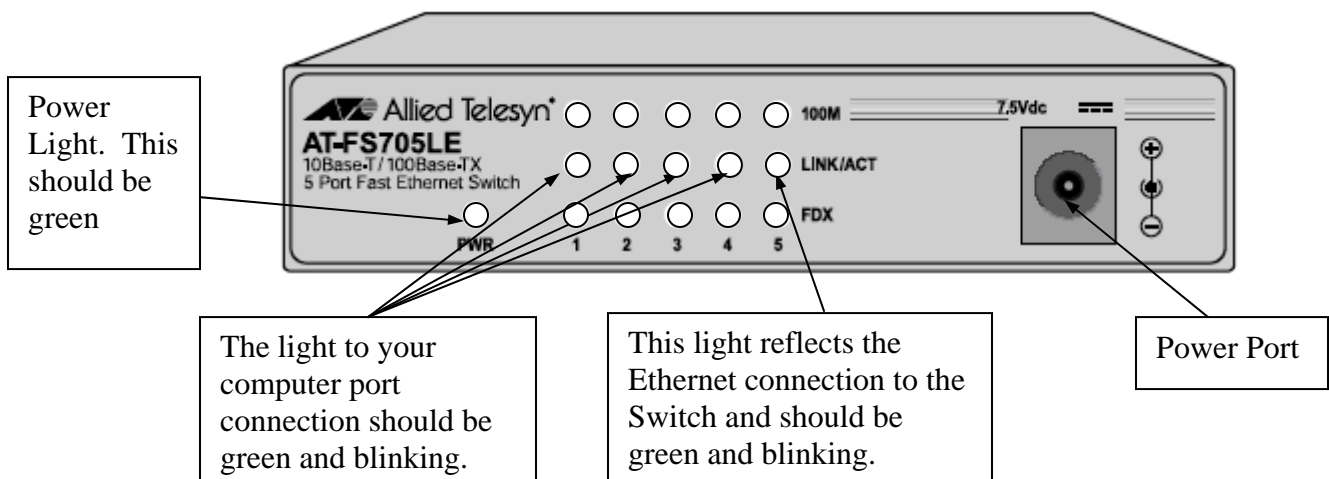
- The Hub has power going to the unit. (Make sure the Power LED is GREEN on the front of the Hub) If not, make sure there is a power cable and it is going from the wall to the unit. It should plug in the round power port.
- Make sure there is a network Ethernet cable (**NOT PHONE LINE**) going from the HUB Port 4 to the Ethernet connection in the room.
- Make sure the MIDI-X/MDI toggle switch is switched to MIDI-X or the position closest to port 4.
- Make sure you have a connection LED of green on port 4 and the Activity Light blinks every once in awhile to confirm you have data going to the HUB.
- Plug Ethernet cable (**NOT PHONE LINE**) into any unused port, and plug the other end into the NIC/Ethernet card in the computer.
- Check to see if you have a green connection light on the HUB for the port you plugged your computer's Ethernet into. If you do not, then check to see if you have any lights on the computer where you plugged the Ethernet cable into. (Due to the wide variety of NIC cards I can't be more specific than there should be at least one light back where you plugged the cable into.)

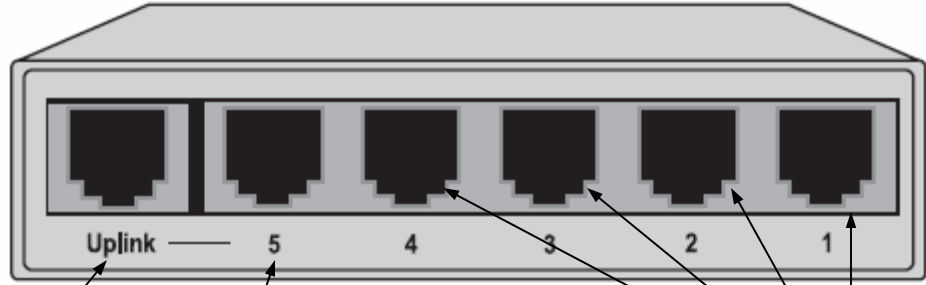




Switch

- Check to see that the Switch has DC power going into the unit. (Make sure the Power LED is GREEN on the front of the Switch). If not, locate the power cable and be sure it is connected to the wall outlet and the Switch. It should plug in the round power port.
- Make sure there is network Ethernet cable (**NOT PHONE LINE**) between the Switch Uplink Port and the Ethernet connection in the wall.
- Check for the green blinking Link/ACT light on port #5. If the Link/ACT does not light up, change the wall cable to port #5 instead of the uplink port, and see if you get a green blinking Link/ACT light on port #5 (this will only work if you use a crossover cable).
- Check to see if you have any lights on the computer where you plugged the Ethernet cable into. (Due to the wide variety of NIC cards there should be at least one light on the back of your PC where you plugged the cable into.)





Uplink plugs into the Ethernet **wall port.**

Port 5 is **not** used

Ports 1-4 use for connection to **your computer.**