

CONTENTS

1	Data Network in Halls of Residence	2
1.1	User Guidelines	3
2	What do you need?	4
3	Checking & Configuring Your Computer System.....	6
3.1	Check your network adapter (Windows, all versions).....	6
3.2	How To Check Your LAN (TCP/IP) Settings.....	7
	In Windows 7™ or Windows Vista.....	7
	In Windows XP™	8
	In Apple™ OS	9
4	Quarantine.....	12
5	Troubleshooting Your Connection	13
6	Protecting Your Machine – Keeping It Safe Online	14
7	Support Service.....	15

1 Data Network in Halls of Residence

Each Study Room in the MMU Halls of Residence (HoR) is provided with internet access that should always be available. This is your easy guide to that connection and is intended to help you make the most of this service.

The following services are available to assist you with your academic studies:

- Access to MMU Student homepage
- Access to MMU eServices
- Access to Internet resources
- Access to Internet communication and social networking resources including email, messaging, chat and video.

N.B. The HoR Data Network is protected by firewall security. Services may be permanently or temporarily unavailable if deemed a threat to network security. Students can check service status and apply for new services by visiting the helpline website <http://www.ictshelpline.mmu.ac.uk> and completing a Halls connection query form.

**Network Security takes precedence over all network services.
MMU reserve the right to remove any or all services without prior
notice.**

1.1 User Guidelines

All HoR student connections are bound by the terms of use set out in the 'Student Regulations for Use of University Computing Resources' and 'University Policy on Acceptable Use of its Information Systems Facilities'.

These regulations are available for reading by visiting:

http://www.mmu.ac.uk/academic/downloads/stud_reg/update/9.pdf

MMU HoR Network Users should be aware that the following are not allowed as they adversely affect network connectivity for all users and compromise network security:-

- *Wireless Network Devices (Routers, Access Points).*
- *Network Components (Switches, Hubs, Routers).*
- *Computer Servers.*
- *Connecting or attempting to connect to unauthorised network resources.*
- *Connecting a virus infected computer to the network.*
- *Connecting an unprotected computer to the network.*
- *File sharing of Copyrighted Material.*
- *Sharing your MMU Network username and password.*
- *Using Internet services, applications, programs or protocols that can adversely affect network stability, performance or other users on the network.*

! You are not permitted to connect up wired or wireless routers or hubs as they adversely affect connectivity for all users and compromise network security.

If you have any queries or concerns regarding the above or any program, service or protocol that has not been mentioned then please contact the Helpline on (0161 247) 4646.

2 What do you need?

It's really simple to connect to our network, you only need:

1. Your Machine

- Best to leave it switched off until you actually connect



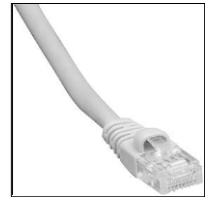
2. A Network Port or Network Adapter

- built-in on modern machines



3. CAT 5e RJ45 UTP Patch cable.

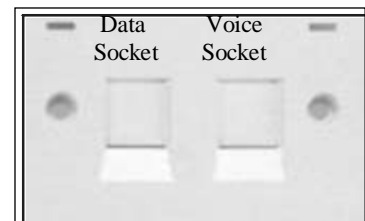
- Must be CAT5e RJ45 UTP Patch Cable, which you can buy quite cheaply from a number of outlets.
- Plug one end of the cable into the network adaptor port shown in 2 above.



*CAT 5e RJ45 UTP
Patch cable*

4. Wall Socket

- Plug the other end of your CAT5e patch cable into the DATA socket on the wall.



5. Your MMU Student ID and Password

- ### 6. Switch your machine on and open your browser. If you are connected, you should see this screen:



PacketFence Registration System

As we may need to contact users regarding individual systems, all systems on this network must be registered.

To complete the registration process, you will need to authenticate using your username and password.

If you have questions about this page, contact your local support staff for assistance. Please provide the following information:

- IP address: 192.168.2.175
- MAC: 00:15:b7:4b:2a:65

Each different device that you want to connect to the network must be registered separately, e.g. Laptop, PC, X-Box. To complete the registration process for each device, enter your MMU Student ID and Password when



Halls of Residence Network Login

MMU Student ID:
(e.g. 9012345)

Password:

(If you have not yet changed your password it will be your date of birth.
If you were born on the 1st of February 1992 your password would be 010292)

If you have lost your password or Student ID please contact the ICTS Helpline on 4646

prompted at the following screen:

Now follow the instructions that will appear on your screen.

3 Checking & Configuring Your Computer System

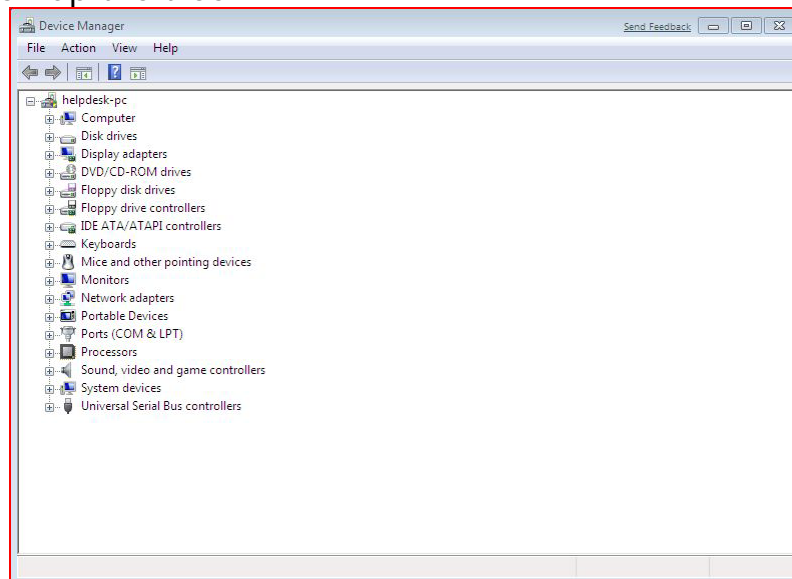
If you do not see the registration screen, you may need to follow the instructions below to check the configuration of your system.

There are different versions of operating system and yours may look slightly different but the settings should still be configured the same.

3.1 Check your network adapter (Windows, all versions)

Use this section to check that your network settings in Windows are correct and that there is not an issue with your Network Adapter or Network Card.

- 1) Click **Start, Control Panel** and open **Device Manager**. Click on the cross to open up the tree.



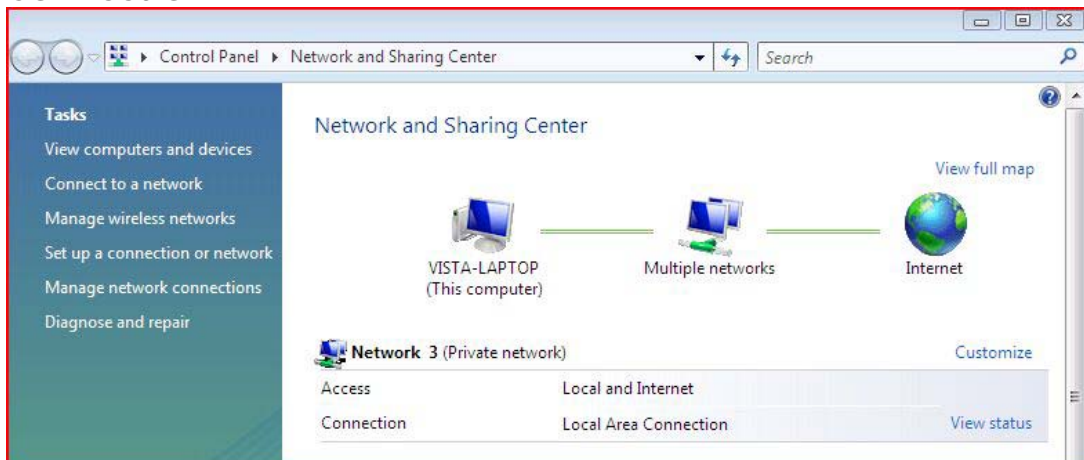
- 2) Double-click on Network Adapters and check that the Device Status box reads "This device is working properly".

If there is a problem with the operation of your network adapter, you will need to seek advice from your PC supplier or maintenance provider.

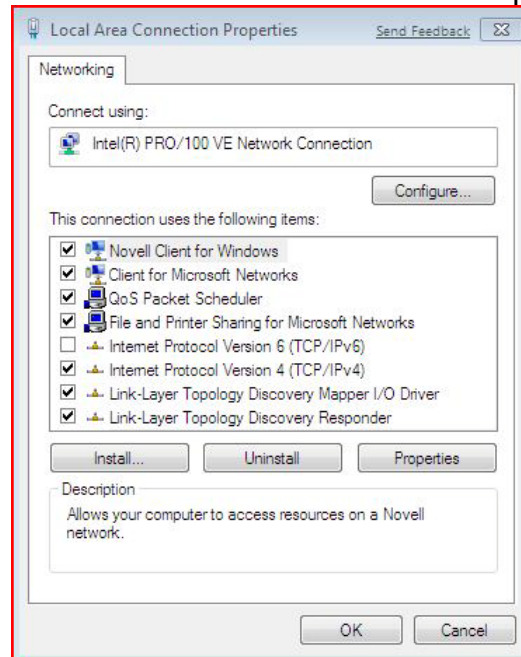
3.2 How To Check Your LAN (TCP/IP) Settings

In Windows 7™ or Windows Vista

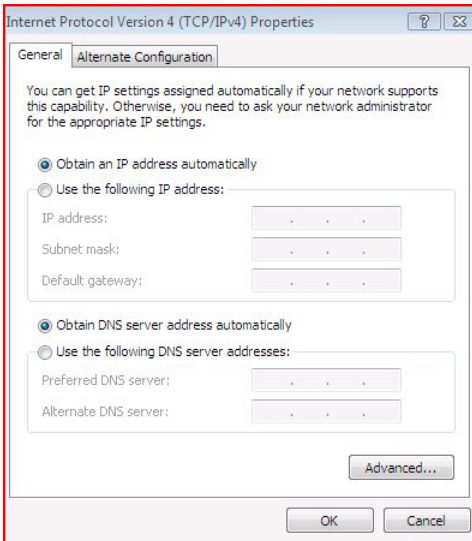
- 1) Open the **Network & Sharing Centre** and look for **Local Area Connection**



- 2) Click on **Local Area Connection**
- 3) Click the **Properties** button and check the list of protocols in use



- 4) If **IPv6** has a tick next to it then this must be disabled, as it will cause connectivity issues. Simply click on the box to un-tick and disable
- 5) Highlight **IPv4** and click the **Properties** button



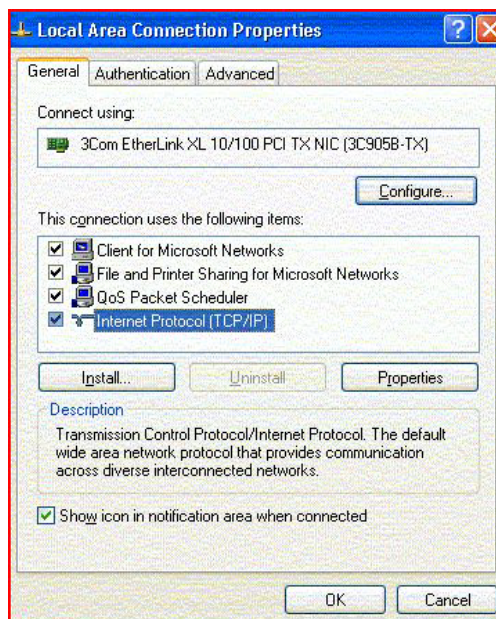
- 6) Make sure that both settings are set to obtain automatically and click **OK**
- 7) Click **OK** on the next box, then click the details button on the following box

If **DHCP Enabled** value is **Yes**, you have an **IPv4 Address** and an **IPv4 DNS Server** value beginning **149.170** then you are connecting to our network successfully.

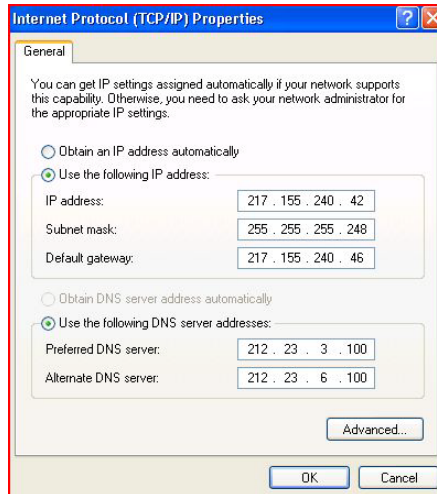
If you have any other values than these then you are not connecting to our network. Contact the Helpline on **0161 247 4646**.

In Windows XP™

- 1) Click **Start, Control Panel** and double-click **Network Connections**
- 2) Right-click the **Local Area Connection** icon and select **Properties** from the menu



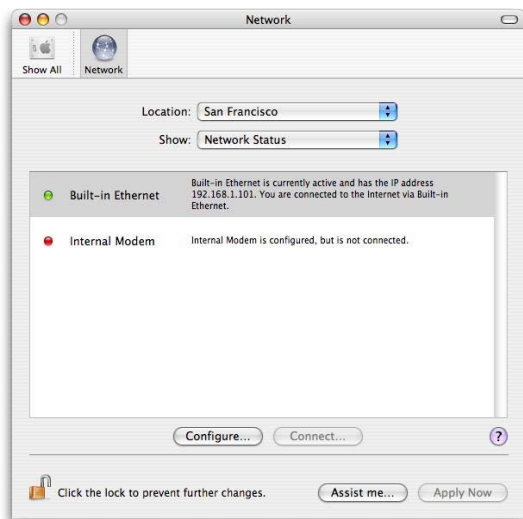
- 3) Click **Internet Protocol(TCP/IP)** to highlight it, then click **Properties**
- 4) Check that both settings are set to obtain automatically, then click **OK**
- 5) Click the red box at the top to close
- 6) On the next box click the **Support** tab at the top and check that the **Address Type** value is set to **Assigned by DHCP**
- 7) Click the **Details** button and check that the **IP Address** and **DNS Server** values begin with **149.170**. If they are then you are connecting to our network successfully



If you have any other values than these then you are not connecting to our network. Contact the **Helpline** on **0161 247 4646**.

In Apple™ OS

Begin by choosing Apple > System Preferences > Network. This will show the current status of networking on the Mac.



Click **Assist me** to launch the Network Setup Assistant (see figure).

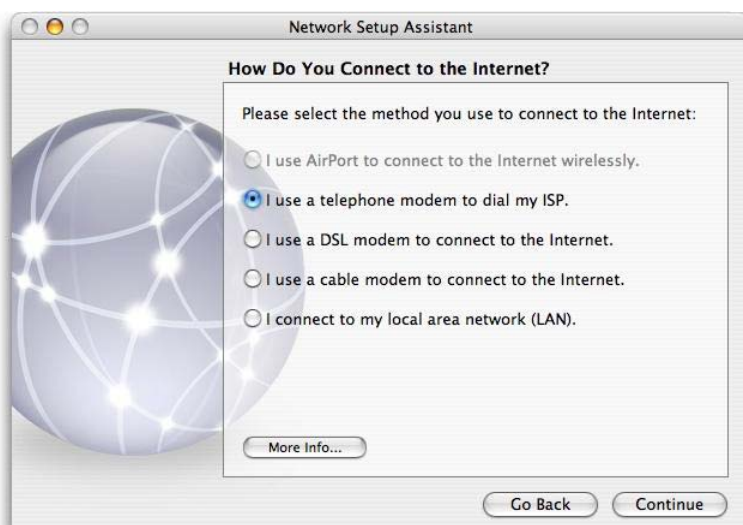
You will then be presented with the following screen:



The Network Setup Assistant walks you through the process of configuring Internet access.

Begin by entering a descriptive name in the Location Name text field, and then clicking Continue. You may find it useful to create one location for home where you might use WiFi, and another for your room in Halls where you use the MMU network. Don't worry too much about the name you give your location, as you can always change it later and it doesn't affect any of your existing settings.

After naming your new location, you need to specify the primary method you use to connect to the Internet at this location (see the following picture).



To use the MMU network in Halls of Residence you should choose LAN.




Now click Continue.



4 Quarantine

Our systems check all devices connected to the network for potential viruses and for any peer-to-peer file sharing activity.

If your device has been detected using a peer-to-peer file sharing application, such as FireWire or Bit Torrent, you will see this screen:



Quarantine Established!

Peer-to-Peer

You have been detected using a peer-to-peer file sharing application. Such software is not permitted on the network. Please uninstall the infringing software.

Additional Assistance

If your network connectivity becomes permanently disabled or you are unable to follow the instructions above, contact the ICTS Helpline on telephone number 4646


The following information should be provided upon request:

- Your Student ID -
- IP Address - 192.168.3.175
- MAC Address - 00:15:B7:00:15:B7
- **Please remember - NEVER TELL ANYONE YOUR PASSWORD!**

Print this page Enable Network

Follow the instructions on the screen to re-enable your network connection.

If the system detects a virus on your device, this screen will be displayed:



Quarantine Established!

Conficker Worm Infection Detected!

Your system has been found to be infected with the Conficker worm.
Due to the threat this infection poses for other systems on the network, network connectivity has been disabled until corrective action is taken.

The following are some suggested steps which should assist you in fixing this problem yourself.
Manchester Metropolitan University provides this advice free of charge but it does come with no guarantees what so ever.
MMU cannot be held responsible for any loss of data or damage to your computer system that occurs if you choose to follow this advice.
If you are not completely confident that you can fix your computer yourself you should seek professional IT support.

Here is a [link to the latest Microsoft Malicious Software Removal Tool \(MSRT\)](#) which you should download and run now in order to remove this worm infection.
This should remove the worm but does not stop your computer from being infected again.

Here are links to the Windows security patch (MS08-067) which will prevent your computer from being re-infected by the Conficker worm,
you should download and install it as soon as you have run the Microsoft Malicious Software Removal Tool (MSRT) mentioned above.

Choose the **correct software patch** for your operating system:

- [MS08-067 for Windows XP 32Bit Edition;](#)
- [MS08-067 for Windows XP 64Bit Edition;](#)

Once again, by following the instructions given on the screen you should be able to reconnect to the network.

If you need any help with this, contact the Helpline on 0161 247 4646.

5 Troubleshooting Your Connection

You may have limited or no connectivity or your machine may say that there is a network cable unplugged. You may even be connected but your browser is saying that it is unable to display the webpage. Before contacting the Helpline, there are a few basic checks you can make:

- 1) Check your cable in another room (where you know the connection is working) or check another (working) cable in your room.
- 2) Check that the cable is securely plugged into the wall socket, and check that there is no obvious visible damage to the socket.
- 3) Check your Firewall settings to ensure that your firewall is not blocking the connection. Go to the Help system for your computer to find out how to check your settings.
- 4) Have you disregarded any messages about Quarantine? If you fail to take remedial action, your device will be locked out from the network and you must call the Helpline on 0161 247 4646 for further help.

Remember there are drop-in facilities all around the University should you get really desperate for internet access.

6 Protecting Your Machine – Keeping It Safe Online

On a network like MMU's, computer viruses can spread very easily and quickly, with potentially disastrous effects for all of our users. For this reason, we scan all connected devices for adequate virus protection and disable internet access for any unprotected devices. It's also important that you protect all of your work too, as you could end up losing it all if your machine becomes infected by a virus. A good idea is to use a USB memory stick to save a copy of all your work, so that you'll still have a copy should the worst happen but a reliable anti-virus and a decent Malware detector should keep you safe. Malware is malicious software, such as Trojans, Worms and Keystroke Loggers. You can take just 5 free and easy steps to protect your system against any threats. These are:

- 1) **Protect with a reliable Anti-Virus** – We provide **SOPHOS** free of charge*
- 2) **Use a Firewall** – Windows has this built-in, check that it is enabled on your system.
- 3) **System Updates** – Prevent attacks by fixing security issues regularly**
- 4) **Use Anti-Malware** – Free anti-malware programs are easily available on the internet.
- 5) **Disable File Sharing** – You should disable this feature, as hackers love it

*Copies of Sophos anti-virus software are available free from your Hall Manager. Please note that on leaving MMU, students must remove Sophos from their machine or purchase a licence to use it legally.

**To Install Microsoft Windows and Apple Mac system updates

Visit Microsoft Windows Updates:

<http://v4.windowsupdate.microsoft.com/en/default.asp>

Apple Mac updates visit:

<http://www.apple.com/support/downloads>

7 Support Service

<p>Network Support Service is a <u>FREE</u> service</p>
--

If you have followed all of the advice given and you are still having problems with your connection, then please contact the Helpline. Please note that MMU provides support for **connection issues only**. We do not support or take responsibility for your computer hardware, operating system, productivity or communication applications, peripherals, or computer and Internet security, whilst connected or not connected to the MMU HoR Data Network.

MMU provides 3 methods of contact for you to get assistance and get your connectivity issues resolved

1. Telephone assistance on 0161 247 4646
2. E-mail ICTS.Helpline@mmu.ac.uk
3. On-line at <http://www.ictshelpline.mmu.ac.uk>

If it is necessary to visit your room to check the connection, ICTS staff will need to be able to contact you to make an appointment – we won't enter your room if you're not there – so, however you contact us, please always ensure that you leave a telephone number on which you can be contacted during the day.

Before reporting a problem to the HELPLINE, please complete the **Report a Problem checklist** below:

- 1** **When did the problem start and is the problem localised or are others affected?**
Check to see if other users in your flat are affected.
- 2** **Have you registered your device on the network by logging in with your Student ID and password?**
All devices must be registered for use on the network. To do this, log on with your MMU Student ID and password. See Chapter 2 – What do you need?
- 3** **Have you checked your hardware and computer Internet browser configuration?**
Have you got the right cable? Try testing your cable on a friend's working connection, or, ask your friend/ flatmate to test their laptop in your data socket.
- 4** **Have you recently made any hardware, system or software changes?**
If so, try uninstalling or disabling the item in question.
- 5** **Has your device been quarantined?**
If so, follow the instructions that you see on the Quarantine screen. See Chapter 4-Quarantine

Please provide the following Contact and System information

Contact Details	Example
Name and Student ID	Bob Smith 12345678
Hall, Block, Flat and Room Number	Cambridge G1102
Contact Telephone Number	Internal 4321 mobile 0707543123
What is your computer OS (Windows Vista, XP etc.)	Windows XP
Brief Description of the problem	Cannot open a web page

System Information – providing system information helps us quickly diagnose and resolve the fault

Microsoft Windows users: Click on the **Start** button and select **Run** from the **Start Menu** and then type: **Command**. At the Command prompt **C:/** type: **ipconfig /all**
Apple Mac users: (Open Terminal) Command line interface type: **ifconfig**

Physical address (network card)	00-80-45-CC-DD-E7
DHCP enabled (Yes or No)	YES
IP address	149.170.XXX.XXX
Data Socket Number (if available on the socket)	ASCM0304150

Now ring the Helpline on 0161 247 4646.