

SECURITY CHECKLIST

Before connecting your computer to the Internet or a network environment, you should make certain your machine is secure by following these steps.

- 1** Install Windows or Apple Updates
Visit <http://windowsupdate.microsoft.com> or <http://www.apple.com/downloads/macosx/apple> to make sure that you've installed all critical updates and service packs. To find out how to configure your computer to update automatically visit <http://helpdesk.its.uiowa.edu/security/updates>
 - 2** Install, Update & Run AntiVirus & Spyware Removal Programs.
Visit <http://helpdesk.its.uiowa.edu/software> for your free AntiVirus software and instructions. At <http://helpdesk.its.uiowa.edu/security/spyware> you can find installation and spyware removal instructions.
 - 3** Make Sure Your Firewall is Activated
<http://helpdesk.its.uiowa.edu/firewall>
 - 4** If You Install a Wireless device in your Room it Must Be Setup Correctly.
<http://cio.uiowa.edu/itsecurity/bestprac/resnetsteps.shtml>
 - 5** Avoid Copyright Infringement
<http://cio.uiowa.edu/itsecurity/bestprac/filessharing.shtml>
 - 6** Do Not Click on Email Links
or attachments sent in spam email, ie. email prompting you to get a software fix or to verify your account password. The unsolicited link can infect your computer or give your HawkID and password to thieves. For details, go to <http://cio.uiowa.edu/itsecurity/bestprac/attachment.shtml>
- For more information please visit:
<http://cio.uiowa.edu/itsecurity/bestprac/resnetsteps.shtml>

If you have problems with any of these instructions or have further questions please contact the ITS Help Desk.



a "how to" guide with troubleshooting **CONNECTING TO RESNET**

Step 1

Connect the Ethernet cord to the port on your computer and data jack on the wall. The active data jack ports should be marked in red on the wall in your room. Turn on your computer.

Step 2

Your computer must be plugged into the network and on for at least 20 minutes. After 20 minutes open a web browser. You should see the login to ResNet screen. You will need to enter your HawkID and password at this point and continue through a required series of steps to complete the registration process and activate your port.

If the registration page is not displayed after opening a web browser, please see the instructions on the next few pages.



2800 University Capitol Centre
E-mail: its-helpdesk@uiowa.edu
Tel: (319) 384-HELP (4357)
Web: <http://helpdesk.its.uiowa.edu>

WINDOWS XP



- 1 Select **Start > Control Panel** (verify that you are in Classic View) and double-click the System icon.
- 2 Select the **Hardware** tab and **Device Manager**, and then select **Network adapters** to expand the tree. Verify that the Ethernet card is shown without any red or yellow markings. If the card does display red or yellow markings please see the **blue 1** on the bottom on the next panel for more help.
- 3 Select **Start > Control Panel > Network Connections**. Right-click on **Local Area Network** and select **Properties**.
- 4 Verify that the ethernet card listed under **Connect using:** is the same card as above and that the only box checked in the **Components checked are used by this connection:** section is **Internet Protocol (TCP/IP)**. If this does not exist, please see the **red 2** on the right panel for more help.
- 5 With **Internet Protocol (TCP/IP)** highlighted, click on the **Properties** button. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
- 6 Click **OK** and (if prompted) restart the computer by clicking **Yes**.
- 7 Verify IP connectivity by selecting **Start > Run**, type **cmd** in the available field and click **OK**. Type **ipconfig/all** at the command prompt. Verify that the **IP Address** starts with **128.255.xxx.xxx**. If not, please see the **orange 3** on the right panel for more help.

MACINTOSH OS X



- 1 Select **Apple Menu > System Preferences**, and then select the **Network** icon (you will need to have Administrative rights in order to do this).
- 2 Select **Built-in Ethernet** under the **Show:** section and **Using DHCP** under the **Configure:** section. Leave all boxes blank and click the **Apply Now** button. You should see an IP Address of **128.255.xxx.xxx** and entries in the following two fields.

WINDOWS VISTA:



- 1 Select **Start > Control Panel** and verify that you are in Classic View.
- 2 Double-click the **Device Manager** icon (Press **Continue** if the User Access Control window pops up).
- 3 Double-click on **Network Adapters** and verify that the Ethernet card is shown without any red or yellow markings. If the card does display red or yellow markings, please see the **blue 1** below for more help.
- 4 Close the **Device Manager** window and go back to the Control Panel.
- 5 Double-click on **System** and click on **Advanced System Settings** (Press **Continue** if the User Access Control window pops up).
- 6 Click on the **Computer Name** tab and then click the **Change** button. Create a unique computer name in the **Computer Name:** field and click **OK**.
- 7 Select **Start > Control Panel > Network and Sharing Center** and click on **Manage Network Connections**. Right-click on **Local Area Connection** and select **Properties** (Press **Continue** if the User Access Control window pops up).
- 8 Verify that the Ethernet card listed under **Connect using:** is the same card as above. Make sure there is a check next to **Internet Protocol Version 4 (TCP/IPv4)**, highlight it, and then click on the **Properties** button. If the check does not exist see the **red 2** on the next panel. **Select Obtain an IP address automatically** and **Obtain DNS server address automatically**. Click **OK** and (if prompted) restart the computer by clicking **Yes**.
- 9 You will now need to verify IP connectivity. Select **Start**, type **cmd** in the **Start Search** field and right click on **cmd**. Choose **Run as Administrator**, and press **Continue**. Type **ipconfig/all** at the command prompt. Verify that the **IP Address** starts with **128.255.xxx.xxx**. If not, please see the **orange 3** on the next panel for more help.

TECHNICAL HELP AND TROUBLESHOOTING

Windows Instructions for configuring an Ethernet card

- 1 Updating or Repairing Device Drivers:
 - a) If there is a red X, click on the X so it is highlighted, then click on the **Properties** button. Verify **Disable in this hardware profile** box is unchecked, and the **Exists in all profiles** box is checked.

b) If there is a yellow exclamation mark or question mark, right-click on the card and click **Properties**. In the **Properties** window, check for any warnings given in the **Devices Status** table. If it states that the drivers are not properly installed, you will need to reinstall and/or update the drivers for the card, using the software that came with the card.

2 If the Ethernet card is not listed, you must make sure it is properly installed and configured. Try rebooting the machine to resolve this problem. Additionally if **TCP/IP** is not listed, try the following:
Windows XP/Vista: Select **Install > Protocol > Add...** Select **TCP/IP** under **Network Protocol** and click **OK**. If asked to restart the Computer, click **Yes**.

3 **Windows XP:** If the IP Address does not begin with **128.255.xxx.xxx**, select **Start > Network Connections** and double-click on your **Local Area Connection**. Select the **Support** tab, and click the **Repair** button to release and renew the IP Address. If the problem persists, shutdown the computer and check the cord connection with the port then reboot the machine. If this does not solve the problem, and another wall port is available, try to switch the ethernet cord to that port. If the problem is still not resolved, please report the room and port number to ResNet personnel or contact the ITS Help Desk.

Windows Vista: If the IP Address does not begin with **128.255.xxx.xxx**, select **Start > Control Panel > Network and Sharing Center**. Click on **view status**, click on the **Diagnose** button, and then click on the button that says **Reset the network adapter "Local Area Connection."** This will release and renew the IP Address. If **view status** is not present in the **Network and Sharing Center** then the computer does not recognize an active Internet connection. If this does not solve the problem, and another wall port is available, try to switch the ethernet cord to that port. If the problem is still not resolved, please report the room and port number to ResNet personnel or contact the ITS Help Desk.