

Getting Connected to the Goshen College Campus Network

Plus other useful information for computing on the Goshen College campus (see back side)

Goshen College Information Technology Services

Requirements for Windows PCs

1. **Windows Vista, or Windows 7**

For compatibility and support reasons older versions of Windows (95, 98, ME, NT, 2000 , XP) are no longer supported on the campus network.

2. **ITS approved anti-virus/anti-spyware software installed and up-to-date.**

The recommended anti-virus software is Microsoft Security Essentials. You may also use the following instead of Security Essentials: Sophos, Norton, Symantec, McAfee or AVG.

For more information go to: www.goshen.edu/its/files/other-av.html

3. **The latest Windows service packs and all critical updates installed.**

The latest service pack for Windows XP is SP 3. The latest service pack for Windows Vista is SP 2.

Requirements for Macintoshes

1. Mac OS X v10.4 or newer
2. Hardware capable of running the above OS version.

Need Assistance? Contact the ITS HelpDesk!

If you need assistance or have questions contact the **ITS HelpDesk** at **ext. 7700 (535-7700)** or email "helpdesk@goshen.edu". The Helpdesk's hours through Aug. 27 are Mon.—Fri. 8 am-noon and 1pm—5pm . The HelpDesk will be open Saturday, student move in day from 1 pm-5 pm and Sunday, 7pm—10pm. Starting Monday, Aug. 30th, the HelpDesk hours are:

Monday-Thursday	8am—noon, 1—10pm	Friday	8am—noon, 1—5:30pm
Saturday	2pm—4pm	Sunday	6pm—10pm

If you get our voicemail please leave a message with your full name, room number, phone number and a description of your problem or question and we will get back to you as soon as possible.

Requirements for Linux and Others

1. Must support standard TCP/IP protocols.
2. Given an Ethernet address ITS will provide DHCP/DNS service.
3. Must be managed so as not to cause problems for other computers.

NOTE: ITS provides no support for Linux or other operating systems.

Still Need Help?

Are you having problems that you can't solve even with help from the ITS Help Desk? Once classes have started, you can **make an appointment** to have ITS personnel get your computer on the network and install Sophos Anti-Virus by calling ext. 7700 (535-7700). This service is available free of charge to all students.

Please do not bring your computer to ITS unless you have already scheduled an appointment.

Desktop users only need to bring the main CPU "box". Laptop users, be sure to bring your **power supply**.

Who To Call When You Have Problems

Location—Problem	Department to Call	Extension
Dorm Room-TV Basic Cable	ITS Media	7727
Dorm Lounge-TV Full Cable	ITS Media	7727
Dorm Room-Phones	Physical Plant	7351
Dorm Room-Computer Related	ITS HelpDesk	7700
Dorm Room-Special Connections	www.goshen.edu/its/files/ethernet.html	

What If I Don't Have a Computer?

Computers are available to students in the following ITS lab locations:

KMY Connector 2nd Floor Lounge: 3 PCs

KMY Connector 4th Floor Lounge: 3 PCs

Library102: 24 PCs; Library Stacks: 8 PCs, Scanners

Union002: 24 PCs, 2 Macs, Scanners, Color Printing

Union004: 26 Dual Boot Macs (Windows or Mac OS X), Scanners

Science008: 10 PCs; Science 105: 2 PCs; Science 306: 2 PCs

All PCs & Macs have DVD-Burners & Printer Access

What ITS Can Do to Help Fix Your Computer

Problems ITS CAN Fix

1. Problems connecting to the campus network

Problems ITS CANNOT Fix

1. Computers that don't turn on or don't start up at all.
2. General operating system problems. Symptoms include:
 - Hangs or crashes
 - Errors on startup or shutdown
3. Any other problems not mentioned specifically.
4. In many cases, the ITS Helpdesk CAN provide advice, documentation and free software to help you solve these computer problems or at least diagnose what the problem is. For information on ITS recommended local computer repair options please contact ITS.

What is My "M Drive"?

Each user has personal network storage space that is backed up nightly. The M: drive on any GC PC links to this space. You can set up an M: drive to this space from your own PC. During the registration process an icon was added to your desktop. To access your M drive double-click on the "Logon M Drive" icon on your desktop. Log on with your GC username and password. The M drive persists until you log out or reboot.

Forwarding your Goshen College Email to Another Account

If you have another e-mail account through an Internet Service Provider (ISP) or free e-mail service on the web, and wish to have your Goshen College e-mail forwarded to that other e-mail account, please proceed with the following instructions.

NOTE: If you choose to do this, you will no longer be able to read new Goshen College Email from a campus computer or with the Goshen College web mail client, unless you undo this.

1. Start up your web browser and go to: <https://mail.goshen.edu/zimbra/>
2. Log in with your username and password.
3. Click the preferences tab and then select Mail from the left-hand column
4. Under Receiving Messages: Forward a copy to: enter your forwarding email address in the "Enter E-mail Address" box. Check the box next to: Don't keep a local copy of messages
5. Click on the Save icon at the top left of the screen to save changes.

Game Consoles & Mobile Devices

Have a game console you want to hook up to the network? Just email its 12 digit Ethernet address and its description to "helpdesk@goshen.edu". For tips on how to find your game console mac address, go to:

http://www.goshen.edu/its/Help_Desk and click on

Registering a Gaming Device

You will be connected in 1-2 business days. For information on how to set up a mobile device to access GC Email & more, visit

www.goshen.edu/zimbra/Mobile_Device_Setup

How to register your personal computer on the GC Campus Wired Network

1.

You will need:

An Ethernet cable.

You may pick up a free one at the Helpdesk. (one per student), or purchased one at the Follett Bookstore in the Union building.



2.

Note!

Ethernet cables and phone cables are not inter-changeable. Trying to use a phone cable may damage your computer and definitely won't work.



3.

You will also need:

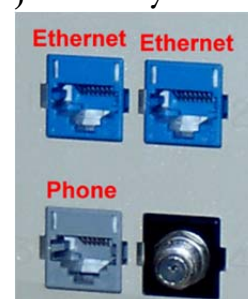
An Ethernet jack on your computer.



Note! The Ethernet jack is larger than the phone/modem jack.

4.

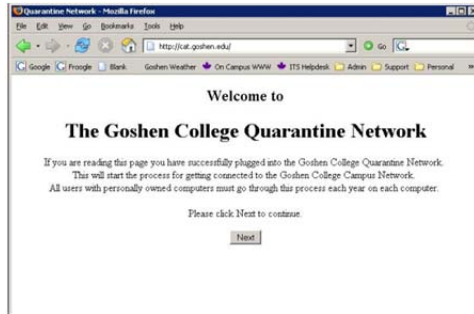
Now plug one end of your Ethernet cable into your computer's Ethernet jack. Plug the other end into one of the Ethernet wall jacks in your room.



Note! If you have wireless, enable it now and join the network gc.

5.

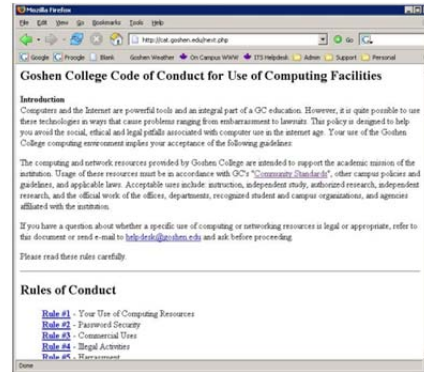
Open a web browser and go to:
<http://netreg.goshen.edu>



Click **Next** to continue.

6.

Read the Code of Conduct for Use
of Computing Facilities



Click **Agree** at the bottom.

7.

You will be sent to the registration
pages. Log in using your Goshen
College Username and Password.

8.

Reboot your computer. You are now
connected to the campus network
and the Internet.

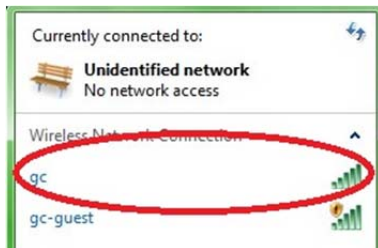
Getting Connected to GC Wireless

CONNECTING ON A WINDOWS COMPUTER:

- Click on the **Wireless** icon in the System Tray



- Click on "gc" to connect to the GC wireless network
- Note: the new wireless infrastructure does not support Windows XP when connecting to "gc", therefore all Windows XP users will need to connect to "gc-guest" on the new wireless system.



- Click on the **Connect** button
- When prompted, enter in your Goshen College username and password, and then click on **OK**.



- You will receive a Windows Security Alert window. Click on the **Connect** button to accept the wifi certificate



You should only need to complete these steps once for each Windows computer you wish to use on the wireless network.

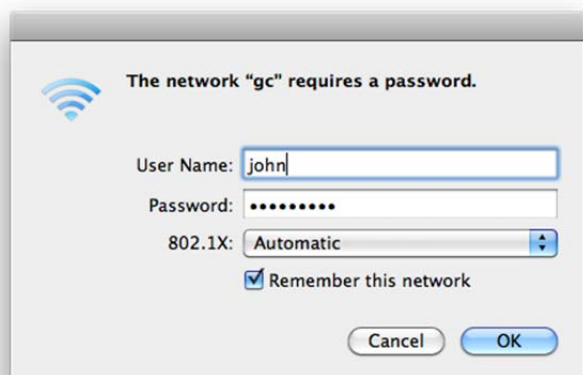
If after following the above steps you still have problems connecting your Windows computer to the wireless network, follow the below steps to manually configure your wireless network connection:

1. Open **Control Panel**
2. Click on **Network and Internet**, and then click on **Network and Sharing Center**
3. Select **Manage Wireless Networks**
4. Click "**Add**" and select "**Manually Create a network profile**"
5. For the network name, type in **gc**
6. For the Security Type, choose **WPA2-Enterprise**
7. For the Encryption type, choose **AES**
8. Select **Next**, and then click "**Change Connection Settings**"
9. Under the Security Tab, click **Advanced Settings**, and select the checkbox labeled "**Specify Authentication Mode**"
10. Drop down the menu to select **User Authentication** and click **OK**
11. Under "Choose a network authentication type, "**Microsoft: Protected EAP (PEAP)**" should be selected.
12. Click on the **Settings** button.
13. Uncheck **Validate Server Certificate**
14. Click on **Configure**
15. Uncheck "**Automatically use my Windows login name and password (and any domain if any)**"
16. Select **OK** and save all changes
17. When prompted, enter your Goshen College username and password

If you need further assistance, contact the ITS Help Desk at ext. 7700, or helpdesk@goshen.edu

CONNECTING ON A MAC OS COMPUTER:

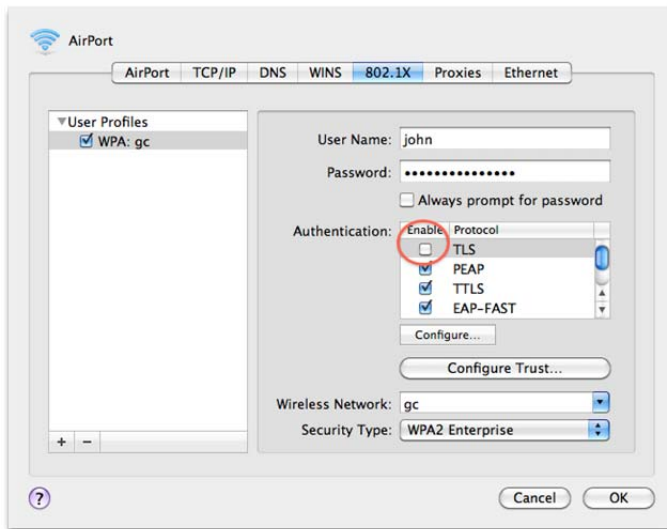
- Join the network named **gc**
- When prompted, enter your Goshen College username and password



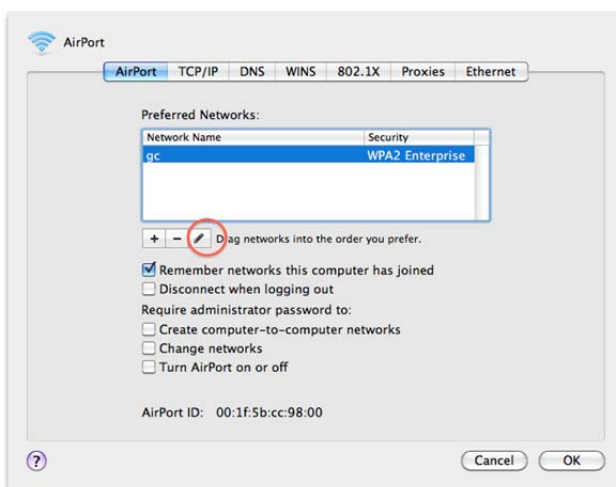
- Next, you will be prompted with the message "eapolclient wants to sign using key " in your keychain." Click on **Deny**



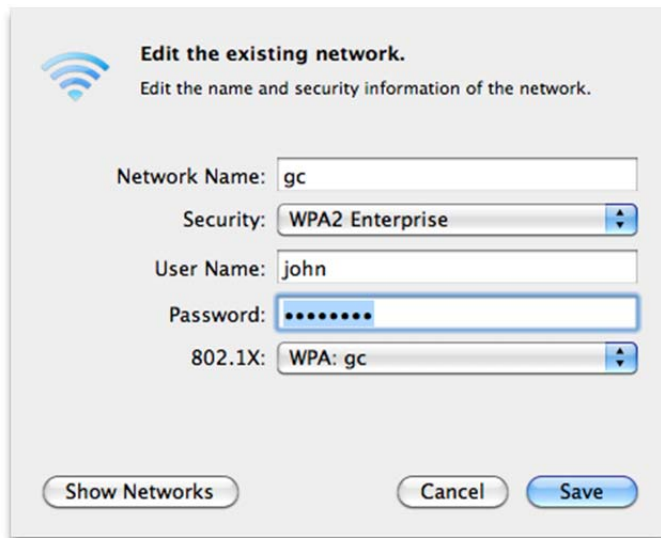
- Open **System Preferences**. Click on **Network** and select **AirPort**. Click on the **Advanced** button. Click on the tab labeled **802.1X**. You should see a user profile called **WPA:gc**. Select it and under the **Authentication** section, uncheck **TLS**.



- While still in the Advanced window, select the **AirPort** tab. Find the network "gc" in the list and click on the **pencil** to edit the preferences.



- Drop down the box labeled **802.1X**. Select **WPA:gc** and click **Save**.



- Click **OK**. Close and Apply all changes. When prompted, click **Continue** to accept the certificate.



You should only need to complete these steps once on each computer you wish to use on the wireless network.

If you need assistance, contact the ITS Help Desk at ext. 7700, or helpdesk@goshen.edu

Printing from your personal computer to a printer or copier on the GC network.

Adding a Network Printer or Copier on a computer running Windows *

- Click on the Start button and in the search field, type in `\\gcprint` and then press enter.
- A list of printers will appear. Double click on the printer you wish to add. Laser printers are named with the abbreviation of the department/building, followed by "-laser". Multi-function printer/copiers are named with the abbreviation of the department/building, followed by "-copier". You can also add the "campus-copier" printer to your computer, then when you print to "campus-copier" you can log onto any multi-function printer/copier on campus and retrieve your print job.

Adding a Network Printer or Copier on a computer running Mac OS *

* **Note:** Students using Mac must use Web Print to print- wired or wireless. See instruction below for web print.

Printing Over Wireless from a Windows Computer

ITS offers the ability to add a GC networked printer or multi-function printer/copier to your computer and print over wireless, however some computers are unable to connect to the Samba server over wireless, and therefore are unable to print over wireless. If you are unable to configure your computer to print over wireless, use the below instructions for printing through our "WebPrint" Internet portal to print over wireless. **The only caveat is that all files that you print over wireless must first be in PDF format in order to print through WebPrint.**

- **The file you wish to print must be in PDF format.** You must first convert your file to PDF before attempting to print. If you need a free PDF converter, get the free GhostScript PDF Converter from <http://sourceforge.net/projects/ghostscript>
- Open a web browser and go to <http://gcprint.goshen.edu>
- Log in with your Goshen College username and password.
- Click on **Web Print**



PaperCut

Summary

Rates

Redeem Card

Transaction History

Recent Print Jobs

Jobs Pending Release

Web Print

Log Out

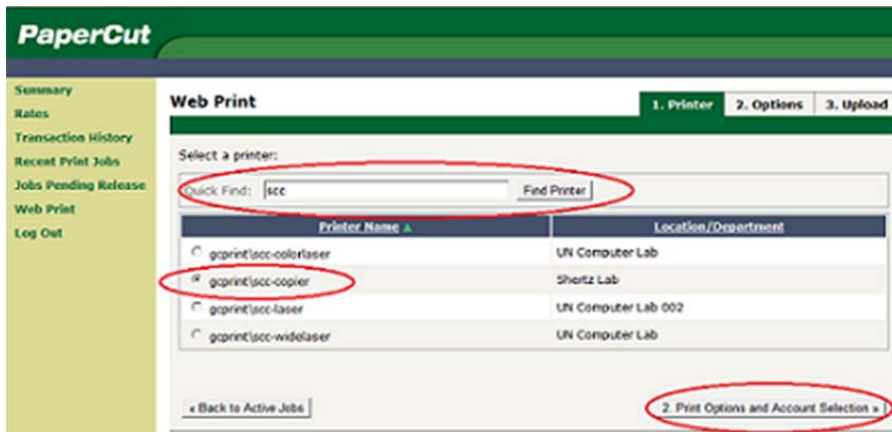
Summary

User name	pattygg (Patricia G Go
Balance	(\$3.70)
Total print jobs	2
Total pages	37

Activity

- Use the **Quick Find** search window to find your printer, or choose your printer from the list. Select the radial button next to the printer you wish to print to, and then click on the **Print Options and**

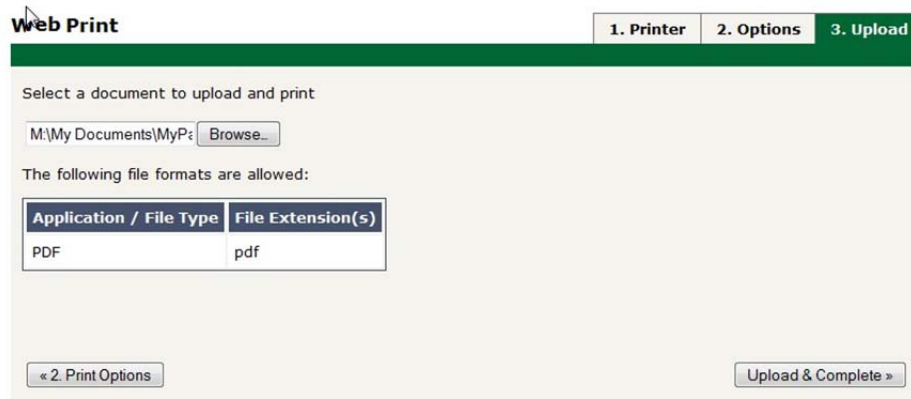
Account Selection button.



- Type in the number of copies you wish to print and then click on the **Upload Document** button.



- **WebPrint only supports the printing of PDF files**, so the file you wish to print must be in PDF format.
- Click on the **Browse** button to locate and select your PDF, and then click on the **Upload and Complete** button.



- Your file will now print. To print another file, click on the **Submit a Job** link and then repeat these instructions.