

Fall 2009



Information
Technology
Services

Goshen College

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. 28 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. 31st, the HelpDesk hours are:

Monday-Thursday 8am—12am Friday 8am—5:30pm
Saturday 2pm—4pm Sunday 6pm—12am

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.

Getting Connected to the Goshen College Campus Network

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

Requirements for Windows PCs

- Windows XP or Windows Vista**
For compatibility and support reasons older versions of Windows (95, 98, ME, NT, 2000) are no longer supported on the campus network.
NOTE: Pre-release versions of Windows 7 are not supported.
- ITS approved anti-virus/anti-spyware software installed and up-to-date.**
The recommended anti-virus software is Sophos Anti-Virus and is provided free to all students. You may also use the following instead of Sophos: Norton, Symantec, McAfee or AVG/Windows Defender.
For more information go to: www.goshen.edu/its/files/other-av.html
- 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

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

Requirements for Linux and Others

- Must support standard TCP/IP protocols.
- Given an Ethernet address ITS will provide DHCP/DNS service.
- 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**.

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 MacOSX), Scanners
Science008: 10 PCs; Science 105: 2 PCs; Science 306: 2 PCs
All PCs & Macs have DVD-Burners & Printer Access

Wireless Access

Wireless network access is available in all academic buildings, all dorm lounges and the apartments. No authentication is required to use the wireless network. Note: The wireless network is not protected by encryption.

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.

Game Consoles & Routers

Have a game console or router you want to hook up to the network? Just email its 12 digit Ethernet address (Mac or Physical address) and its description to "helpdesk@goshen.edu". You will be connected in 1 business day. Need help finding your Ethernet address? Go to: www.goshen.edu/its/files/ethernet.html

Who You Gonna 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 ITS Can Do to Help Fix Your Computer

Problems ITS CAN Fix

- Problems connecting to the campus network
- Problems installing or upgrading the Sophos anti virus software we provide free

Problems ITS CANNOT Fix

- Computers that don't turn on or don't start up at all.
- General operating system problems. Symptoms include:
 - Hangs or crashes
 - Errors on startup or shutdown
- Any other problems not mentioned specifically.
- 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 go to: www.goshen.edu/its/files/repair.html




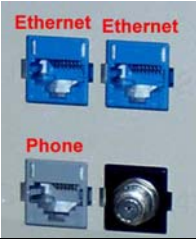


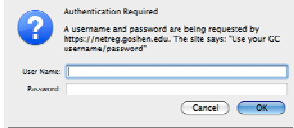

Forwarding your Goshen College Email to Another Account




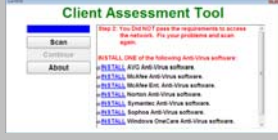
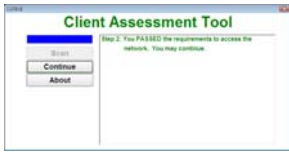


If you have another e-mail account through an Internet Service Provider (ISP) or free e-mail service on the web, and wish to have your Goshen College e-mail forwarded to that other e-mail account, please proceed with the following instructions.

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.

- Start up your web browser and go to : <https://mail.goshen.edu/zimbra/>
- Log in with your username and password.
- Click the preferences tab and then the mail tab.
- 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
- Click on the Save icon at the top left of the screen to save changes.

How to connect and register your personal computer on the Goshen College Campus Network

<p>1.</p> <p>You will need: An Ethernet cable. Ethernet cables can be purchased in the Follett Bookstore in the Union building.</p> 	<p>2.</p> <p>Note! Ethernet cables and phone cables are not interchangeable. Trying to use a phone cable may damage your computer and definitely won't work.</p> 	<p>3.</p> <p>You will also need: An Ethernet jack on your computer.</p>  <p>Note! The Ethernet jack is larger than the phone/modem jack.</p>	<p>4.</p> <p>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.</p> 
<p>5.</p> <p>Power on your computer, open a web browser and go to: http://cat.goshen.edu</p>  <p>Click NEXT to continue.</p>	<p>6.</p> <p>Read the Code of Conduct for Use of Computing Facilities.</p>  <p>Click AGREE at the bottom.</p>	<p>7.</p> <p>Macintosh and Linux users will be sent to the registration pages. Log in using your Goshen College username and password.</p>  <p>Then skip to step 14.</p>	<p>8.</p> <p>Windows users: View the connection requirements for Windows PCs and download CATEXE to your desktop.</p> 

<p>9.</p> <p>Windows users: Use CAT to meet your connection requirements. Double-click the CATEXE icon  on your desktop. Log in using your Goshen College username and password.</p> 	<p>10.</p> <p>Windows users: Click SCAN to begin your CAT scan.</p>  <p>The scan should only take a minute or so.</p>	<p>11.</p> <p>Windows users: If you fail to pass the scan, click on the blue links for instructions on how to come into compliance with the requirements.</p> 	<p>12.</p> <p>Compliance may involve installing or updating a GC ITS approved anti-virus / anti-spyware program or installing the latest updates for your version of Windows.</p> <p>Approved anti-virus / anti-spyware include: Sophos, Norton, Symantec, McAfee, and AVG+Windows Defender.</p> <p>After you have fixed any problems, run CATEXE again or click SCAN to repeat the CAT scan.</p>
<p>13.</p> <p>Windows users: When you pass the CAT scan click CONTINUE to be sent to the final registration pages.</p> 	<p>14.</p> <p>Select your campus residence from the drop down list and enter your room number. Click CONFIRM once to finish the registration. Wait.</p> 	<p>15.</p> <p>Macintosh and Linux Users: Skip to the next step.</p> <p>Windows Users: Follow the on-screen instructions for renaming your PC and joining the RESNET workgroup.</p> 	<p>16.</p> <p>Reboot your computer. You are now connected to the campus network and the Internet.</p> 