

### Residence Hall Network

#### Connecting to the Hamline Residential Hall Network

Firstly, start off by plugging your network cable into the Ethernet jack on the wall of your room. It will be labeled with a 6 or 7 digit alpha-numerical tag. If there is a 'V' in the tag it means voice and is used for the phone. Next, plug the other end of the cable into your computer's Ethernet port and turn the computer on.

Once you are logged into Windows/Mac OS, open up any internet browser (Internet Explorer, Firefox, Safari, Opera) and try browsing a web page. If this is your first time connecting with a computer it may ask you to download Cisco Clean Access. Otherwise you should be prompted with a "Hamline" login page. Use your same user name and password as you would for Netmail. Now you should be able to surf the web freely.

#### Having Troubles?

If you're unable to connect to the internet, here are the most common problems that you should try first before seeking help.

- Disable any firewalls that you have installed by right clicking your firewall's icon in the lower right corner of the screen (in the system tray) and clicking 'disable'. Also turn off the Windows firewall by going into 'Control Panel', double clicking 'Windows Firewall', and choosing the 'turn off' button.
- Make sure your computer is set to automatically connect to the network. Do this by going to 'My Computer', click 'My Network Places' then open 'Current Network Connections'. Find 'Local Area Connection' and right click on it, select 'Properties'. In the new window, scroll down to 'TCP/IP Protocol' and click 'Properties' again. Make sure the 'Obtain IP Address Automatically' is selected, as well as 'Obtain DNS Servers Automatically'.
- Also check the browser settings. In Internet Explorer, click on 'Tools' then the 'Connections' tab. Click 'LAN Settings' and uncheck everything, except 'Automatically Detect Settings' if it is already checked. With Firefox, click 'Tools' then 'Options'. Go to the 'General' tab and click 'Connection Settings'. Here have only 'Direct Connect to the Internet' or 'Auto-detect Settings' selected.
- Another area to check is the personal settings page. Go to 'Control Panel' and click on 'Internet Options'. First go to the 'General' tab and clear the history and delete all cookies and the cache. Then go to the 'Security' tab and click 'Default Level'. Next, under the 'Privacy' tab, click 'Default'. Lastly, go to the 'Advanced' tab and click 'Reset Internet Explorer Settings'.
- Viruses and malware (spy-ware) could also contribute to a broken internet connection. Try obtaining a good scanning program (Ewido or Ad-aware) and running a full system scan on your computer. A full scan with Norton, McAfee or Sophos anti-virus would also be beneficial.
- Finally, check for file sharing programs such as BearShare, Ares, Limewire, Napster or similar programs. These limit or cut the connection and should be exited out of completely. You would benefit from uninstall them completely.

If you still have problems or are having problems with an Apple or Linux computer, feel free to call the ITS Helpdesk at 651-523-2220 (x2220).