



ON CAMPUS RESIDENT CONNECTIVITY CHECK LIST

	Set up your computer in your room. Make sure the network cable is plugged in.
	<i>Before you connect your computer to any network, it is important that you enable the Windows XP or 2000 Firewall feature. To do this, go to Start, Control Panel, Network Connections, right click your network connection and go to 'Properties'. Click on the 'Advanced' tab and check 'Protect my computer...'. Click OK.</i>
	Perform a full Windows Update – do all critical updates (this may take several reboots). To do this, open Internet Explorer, go to the Tools menu, then Windows Update, and 'Scan for Updates'. 'Review and Install' any critical updates and reboot as needed. You can also get there by visiting: http://update.microsoft.com/
	If you use Microsoft Office , please note that you should go to http://office.microsoft.com/officeupdate/ and update your software. There are numerous bug fixes and security patches available that are critical to install. <i>This advice applies to any application. You should always check the vendor's site to look for updates.</i>
	Install anti-virus software and/or update your anti-virus client definitions to current. If you do not have an active subscription, you will have to re-activate it or purchase a copy of McAfee from Rocket Copy for \$5.
	Perform a full virus scan of the machine's memory and hard drives and schedule regular full scans to run automatically.
	Turn on Automatic Updates for background installs. Right click on My Computer, go to Properties, and then the Automatic Updates tab. Check the box that says 'Keep my computer up to date' and make sure that it is set to automatically download and install the updates – usually the third option down. Click OK.
	Install, update, and run Counterspy to look for spy ware and other nasty programs. Counterspy is free to all current students. Go to the University Computer Center with picture ID to pick up your copy.
	Protect against NETBIOS related attacks. Disable sharing wherever it is not required. If the host does not need to share files, then disable Windows network shares in the Windows network control panel. If an open share should be closed, you can disable it through Explorer's properties menu for that directory, in Server Manager for Domains, or in Group Policy Editor.
	Activate your UTAD account.
	Register your computer in the Computer Security Registration database (https://my0.utoledo.edu/csr/).
	If you have problems connecting to the internet, review the troubleshooting document.
	If you are still having problems, check with your RA for additional troubleshooting steps.
	A note about e-mail: E-mail can be check via the web at email.utoledo.edu . If you choose to use a mail client such as Outlook express, the University's incoming (POP3) and outgoing (SMTP) mail server names are the same which is email.utoledo.edu. You will have to use secure SSL and set the outgoing mail server to allow for authentication.

INTERNET CONNECTIVITY TROUBLESHOOTING (rev. 2/16/2006)

NIC CARD SETTINGS

XP Machine

- Start>Control Panel>Switch to Classic View>Double Click on Network Connections>Right Click on Local Area Connections>Select Properties>Select Configure>Advanced>Media Type should be Auto Sense or Link Speed and Duplex set to Auto Sense or Duplex Modem set to Auto Sense. Either way, your connection type should be Auto sense, or detect or select whichever option is in the "value" box on the right.
- 802.1p should be set to Disabled.

2000 Machine

- Start>Settings>Control Panel>Network and Dial Up Connections>Double Click on Lan Connection>Select Configure>Advanced> Media Type = Auto Sense or Link Speed and Duplex = Auto Sense or Duplex Modem = Auto Sense
- Flow Control = Disabled.

ME/9x machine

- Start>Settings>Control Panel>System>Device Manager>Network Adapters>Right Click on the Ethernet Adapter>Advanced> Media Type = Auto Sense or Link Speed and Duplex = Auto Sense or Duplex Modem = Auto Sense
- Flow Control = Disabled.

NETWORK SETTINGS

XP Machine

- Start>Control Panel>Switch to Classic View>Double Click on Network Connections>Make sure that any network bridges are removed>Double Click on Local Area Connection>Select Properties>Make sure there isn't a Ipv6 service listed>Double Click on Internet Protocol TCP/IP>Make sure you have selected to obtain IP automatically and obtain DNS automatically>Select the Advanced button>should say DHCP enabled on the IP Settings tab.

2000 Machine

- Start>Settings>Control Panel>Double Click on Network and Dial Up Connections>Make sure any Network Bridges are removed>Right Click on Local Area Connections>Select Properties> Make sure there isn't a Ipv6 service listed> Double Click on Internet Protocol TCP/IP>Make sure you have selected to obtain IP automatically and obtain DNS automatically>Select the Advanced button>should say DHCP enabled.

BROWSER SETTINGS (Proxy set)

- Internet Explorer>File>**Work Offline** should *not* be checked.
- Internet Explorer>Tools>**Internet Options**>**Connections**>Make sure there is a dot in front of **Never Dial a Connection** (may be grayed out)>Select **LAN Settings**>take any check marks in there out. Also make sure there are no numbers and letters in any of the boxes.

FIREWALLS

- If you have Norton Utilities, McAfee Securities, Zone Alarm or any other Firewall program. If it is expired then this could be the cause of your problem. Note: This does not include the XP firewall. If you have an expired firewall you may want to pay to register it, disable it or consider removing it all together.

BAD CABLE

- To check if it is a bad cable see if you can borrow one from someone that is actually connected to the Internet.

BAD PORT

- Can your roommate connect to your port and theirs? Can they connect to their port but not yours? There could be a bad port. Call x3644 and put in a Service Request Line. (NOTE: You ***Must*** go through all the steps before calling). If the port looks to be physically broken, you call Telecom at x. 7998 to put in a service request to repair the broken port.

LIMITED OR NO CONNECTIVITY

- Click on Start>Run>Type: command (or cmd if XP Professional)>Type Netsh Winsock Reset Catalog>Hit Enter key>Type: Exit>restart computer.

MyUT PORTAL HELP

- If you have a pop up blocked installed, be sure to add the *.utoledo.edu domain to the trusted sites list. Keep in mind that there may be more than one pop-up blocker installed on your machine such as Internet Explorer, Google and Yahoo.

If you are still having problems, call x. 3644 Monday through Friday between 8:15 a.m. and 7:00 p.m.