

INDIANA UNIVERSITY MAURER SCHOOL OF LAW

New Student Guide to Technology

In the law library

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Wireless Networking Instructions for Windows Seven, Vista, XP and Mac OS X

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Wireless Networking: IU Secure

This is a walkthrough designed to help law students at IUB using a laptop or notebook computer connect to the wireless network **IU Secure**, which uses WPA2 Enterprise (Wi-Fi Protected Access) for authentication. To connect, you need an IUB computer account with access to domain ADS. This quick-reference guide contains excerpts from the **UITS Knowledge Base** which is available at <http://kb.iu.edu/> and is intended as an overview. If more detailed information is required, please visit the appropriate Knowledge Base articles or visit a computer consultant for assistance.

There is a computer consultant specifically for law students located in Law Library

Room 100. Outside the law school, other technology resources available to students include the

walk-in support center at the Information Commons, located at the Wells Library at

10th St. & Jordan Avenue, or the main computing support call center, which can be

reached by phone at 855-6789.

Please follow the instructions provided for your operating system: Windows 7, Vista, Windows XP, Mac OS X 10.5 (Leopard), or Mac OS X 10.4(Tiger)/10.3(Panther).

Read Me First! Before attempting to manually configure your connection, use the IU Secure

Wireless wizard for your operating system first. I suggest that you download it to your laptop at home and then execute it when you are in the law school or law library. Download the Wireless Wizard here: <http://iuware.iu.edu/> if you still have trouble come and see Don Peverelle in room 100 of the law library.

Using Windows 7 or Vista, how do I manually configure IU Secure wireless network? UITS

Knowledge Base article: <http://kb.iu.edu/data/ayah.html#mansecvista>

Windows 7 or Vista manual configuration

Note: To manually configure Windows Vista to connect to IU Secure, you first need to install the Microsoft Root Certificate Update. The first time you connect to the IU Secure wireless network, to configure Windows 7 or Vista for IU Secure:

1. From the Start menu, open the **Control Panel**.
2. Click **Network and Sharing Center**. Then, click **Connect to a network**.
3. From the menu, double-click **IU Secure** (you may need to scroll down).

If prompted, select **Enter/select additional logon information**.

Supply your Network ID; for the logon domain, use ADS . Click **OK**.

4. You will probably return to the "Connect to a network" screen. Click **Enter/select additional logon information** again.

5. In the Validate Server Certificate window, verify that the Root Certificate Authority is "Thawte Premium Server CA" or "thawte Primary Root CA", and then click **OK**.

6. In the Connect to the Internet window, you now have the option to save your login credentials so you will not have to provide them every time. To save them, click **Close**.

If you cannot connect after following the steps above, see the instructions below for pre-configuring your computer.

Note: Following the steps above will save your username and passphrase for all subsequent connections from your computer. If you do not want your

authentication credentials saved (e.g., if you are logged into someone else's computer), clear your credentials from memory as follows:

1. In the Control Panel, double-click **Network and Sharing Center**.
2. On the left, click **Manage wireless connections**.
3. Double-click the wireless network connection you just configured.
4. Click the **Security** tab. In Windows 7, uncheck **Remember my credentials for this connection each time I'm logged on**. In Vista, uncheck **Cache user information for subsequent connections to this network**. Click **OK**.
5. Refresh or disconnect the connection.

The instructions below describe the complete manual process for configuring Windows 7 or Vista to access IU Secure. Use these instructions to pre-configure your computer before it's in range of the IU Secure network, or if for some reason the process above does not work when you are in range of the network.

1. Before manually setting up the new connection to IU Secure, first check for and remove any existing connections:
2. From the **Start** menu, select **Control Panel**. Go to **Network and Sharing Center**. Then, on the left, click **Manage Wireless Networks**.
3. If **IU Secure** appears, highlight it and click **Remove**.
4. While in the "Manage Wireless Networks" screen, click **Add**.
5. Choose **Manually create a network profile**. In the dialog box that appears:
 1. For "Network name:", type IU Secure .

2. For "Security type:", select **WPA2-Enterprise**.
3. For "Encryption type:", select **AES**.
4. The other options can generally be left alone.
5. Click **Next**.
4. Click **Change connection settings**. Then select the **Security** tab and click **Settings...** .
5. Check **Connect to these servers:** and type
net-auth-1.noc.iu.edu .
6. Under "Trusted Root Certification Authorities:", select "Thawte Premium Server CA" and, if available, also select "thawte Primary Root CA."
7. Check **Do not prompt user to authorize new servers or trusted certification authorities**.
8. Click **Configure...** .
9. Uncheck **Automatically use my Windows logon name and password (and domain if any)**.
10. Click **OK** three times to close all the windows.

When you select the **IU Secure** wireless network and click **Connect**, you will not be able to connect until you authenticate. Instead, a pop-up window will open (it may take a moment) telling you that additional information is required. Click the link in this window to open an authentication box. Type your username and password; in the "Logon domain:" field, enter ADS .

Using Windows XP, how do I manually configure IU Secure wireless network? UITS Knowledge Base article: <http://kb.iu.edu/data/ayah.html#mansecxp>

To manually configure Windows XP to connect to IU Secure, you must have one of the following installed:

- Windows XP Service Pack 3 (SP3)
- Windows XP Wireless LAN API (available from Microsoft Support)

You also must install the Microsoft Root Certificate Update.

To configure Windows XP manually:

1. From the **Start** menu, click either **Control Panel**, or **Settings** and then **Control Panel**.
2. Double-click the **Network Connections** icon. If instead you see **Network and Internet Connections**, click the link in the upper left labeled **Switch to Classic View** to see the correct **Network Connections** icon.
3. Right-click the **Wireless Network Connection** icon and select **Properties**.
4. Click the **Wireless Networks** tab, and then click **Add... .**
5. On the **Association** tab, enter these settings:
6. In the "Network name (SSID):" field, enter IU Secure .
7. From the "Network Authentication:" drop-down menu, select **WPA2**.
8. From the "Data encryption:" drop-down list, select **AES**.
9. Select the **Authentication** tab, and then enter these settings:
10. From the "EAP type:" drop-down list, select **Protected EAP**

(PEAP).

11. Uncheck **Authenticate as computer when computer information is available.**

12. Verify that **Authenticate as guest when user or computer information is unavailable** is **not** selected.

13. Under the "EAP type:" drop-down menu, click **Properties**. In the resulting Protected EAP dialog box, configure the following:

14. Verify that **Validate server certificate** is selected.

15. Select the **Connect to these servers:** box, and then enter net-auth-1.noc.iu.edu in the text box.

16. In the "Trusted Root Certification Authorities" list, select "Thawte Premium Server CA" and, if available, also select "thawte Primary Root CA."

17. Select **Do not prompt user to authorize new servers or trusted certification authorities.**

18. Verify that **Secured password (EAP-MSCHAP v2)** is selected for the authentication method, and then click **Configure... .**

19. In the EAP MSCHAP v2 Properties dialog box, uncheck **Automatically use my Windows logon name and password (and domain if any)**, and then click **OK**.

20. Click **OK** to close the Protected EAP Properties dialog box.

21. Click **OK** to close the Wireless network properties dialog box.

22. Click **OK** to close the Wireless Network Connection Properties dialog box.

23. Your system will attempt to connect to the IU Secure wireless network.

You should see a notification balloon near the system tray displaying the message:

"Click here to select a certificate or other credentials for connection to the network IU Secure"

24. Click the message balloon, and then enter your IU Network ID credentials in the authentication box. In the "Domain" field, enter ADS , and then click **OK**.

**Using Mac OS X 10.5 and 10.6 (Leopard and Snow Leopard), how do I connect to the IU Secure wireless network? UITS Knowledge Base article: <http://kb.iu.edu/data/awxo.html>
Basic instructions**

1. From the AirPort menu, select **IU Secure**.
2. When prompted, enter your **IU Network ID** (which is the same as your **IU username**).
3. When prompted to verify the certificate, click **Show Certificate** and verify that:
4. The certificate is signed by **Thawte Premium Server CA**.
5. The certificate name is **net-auth-1.noc.iu.edu**.
6. Check the box next to **Always trust "net-auth-1.noc.edu"** and click

Continue.

Note: a window may appear asking for your Mac login credentials to grant permission for this server certificate to be remembered. Sometimes this small window appears

behind other open windows, while the usual spinning 'wait' icon is displayed, which means that it may not be immediately obvious that you must type something to continue. If it seems to be taking a long time to approve the certificate, trying nudging one or more windows aside to see whether another window is waiting for your permission so that it may continue.

1. You should now be connected to the **IU Secure** SSID; if you are prompted for your credentials again, enter your **IU Network ID**.
2. From the AirPort menu, select **Open Network Preferences...**
3. Click **Advanced...**, and click the **802.1X** tab in the resulting window.
4. From the menu next to "Domain:", choose **User**.
- 5 In the list on the left, click **WPA: IU Secure**.
- 6 In the list next to "Authentication:", uncheck the boxes next to **TTLS** and **EAP-FAST**. The only box that should be checked is the one marked **PEAP**.
- 7 Remove the stored password from the "Password:" field. Click **OK**, and then close the Network window.

Extended instructions

The extended instructions should be used only if you cannot successfully connect to the IU Secure SSID with Airport using the basic instructions, or if you want to configure your Mac while outside the IU Secure service area. *Please refer to the UITS Knowledge Base article <http://kb.iu.edu/data/awxo.html#extended> or visit a computer consultant for assistance.*

Using Mac OS X 10.3 (Panther) or 10.4 (Tiger), how do I connect to the IU Secure wireless network? UITS Knowledge Base article: <http://kb.iu.edu/data/awxr.html>

- From the AirPort menu, select **Open Internet Connect...** .
- With the Internet Connect window open, from the **File** menu, choose **New 802.1X Connection**.
- In the resulting window, click the **802.1X** button (the orange padlock).
- From the menu next to "Configuration:", select **Edit Configurations...** .
- In the Configuration window, in the "Description:" field, enter WPA: IU Secure .
- In the "User Name:" field, enter your IU Network ID username.
- In the "Wireless Network:" field, enter IU Secure .
- In the list to the right of "Authentication:", uncheck the boxes next to **TTLS** and **EAP-FAST**, leaving only **PEAP** checked.
- **Note:** Do not configure PEAP with an outer identity.
- Click **OK** twice to exit the Configuration and Internet Connect windows.
- From the AirPort menu, select **IU Secure**.
- When you first connect to the IU Secure SSID, you will be prompted to accept the server's certificate. Click **Show Certificate**, and verify that:
 - The certificate is signed by Thawte Premium Server CA.
 - The certificate name is net-auth-1.noc.iu.edu. Check the box next to **Always trust these certificates**, and click **Continue**. You should now be connected to the IU Secure SSID; if you are prompted for your credentials again, enter your IU Network ID.

Using Windows XP, how do I connect to the IU Secure wireless network? UITS Knowledge Base article: <http://kb.iu.edu/data/awxq.html>

If you are running Windows XP, you will need to configure your operating system to work with WPA2 before connecting to **IU Secure Automatic configuration**. To configure Windows XP automatically, you can use the IU Wireless Configuration Wizard, available for download at **<http://iuware.iu.edu/list.aspx?id=132>**. Select the appropriate utility based on which service packs are installed on your computer. If you are not certain which version you should download, please read the UITS Knowledge Base article *Determining which service packs are installed in Windows* available at <http://kb.iu.edu/data/acsn.html>. • **IU Wireless Configuration Wizard for Windows XP Service Pack 3** <http://iuware.iu.edu/title.aspx?id=793> **IU Wireless Configuration Wizard for Windows XP Service Pack 2** <http://iuware.iu.edu/title.aspx?id=792>

Please note that if you don't already have some form of network connectivity on the system you are configuring, you may need to download the appropriate wizard on a different computer and save the downloaded file to a flash drive or other portable media, then install it on your system.

Manual configuration *Note: this information is taken from KB article*

<http://kb.iu.edu/data/awxq.html#manual>

To configure Windows XP manually, you must have one of the following installed:

Windows XP Service Pack 3(SP3) (more info at: <http://kb.iu.edu/data/awxx.html>) or Windows XP Wireless LAN API Hotfix (via Microsoft's Help and Support site) at:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=52A43BAB-DC4E-413F-AC71158EFD1ADA50&displaylang=en>

Once you have installed either XP SP3 or XP SP2 with the LAN API Hotfix, do the following:

1. From the **Start** menu, click either **Control Panel**, or **Settings** and then **Control Panel**.
2. Double-click the **Network Connections** icon. If instead you see **Network and Internet Connections**, click the link in the upper left labeled **Switch to Classic View** to see the correct **Network Connections** icon. *XP Manual Configuration of Wireless Networking, continued.*
3. Right-click the **Wireless Network Connection** icon and select **Properties**.
4. Click the **Wireless Networks** tab, and then click **Add...**
5. On the **Association** tab, enter these settings:
6. In the "Network name (SSID):" field, enter IU Secure .
7. From the "Network Authentication:" drop-down menu, select **WPA2**.
8. From the "Data encryption:" drop-down list, select **AES**.
9. Select the **Authentication** tab, and then enter these settings:
10. From the "EAP type:" drop-down list, select **Protected EAP (PEAP)**.
11. Uncheck **Authenticate as computer when computer information is available**.
12. Verify that the **Authenticate as guest when user or computer information is unavailable** box is **not** selected.
13. Under the "EAP type:" drop-down menu, click **Properties**. In the resulting Protected

EAP dialog box, configure the following:

14. Verify that **Validate server certificate** is selected.
15. Select the **Connect to these servers:** box, and then enter net-auth1.noc.iu.edu in the text box.
16. In the "Trusted Root Certification Authorities" list, check the **Thawte Premium Server CA** box.
17. Select **Do not prompt user to authorize new servers or trusted certification authorities**.
18. Verify that **Secured password (EAP-MSCHAP v2)** is selected for the authentication method, and then click **Configure...** .
19. In the EAP MSCHAP v2 Properties dialog box, uncheck **automatically use my Windows logon name and password (and domain if any)**, and then click **OK**.
20. Click **OK** to close the Protected EAP Properties dialog box.
21. Click **OK** to close the Wireless network properties dialog box.
22. Click **OK** to close the Wireless Network Connection Properties dialog box.
23. Your system will attempt to connect to the IU Secure wireless network. You should see a notification balloon near the system tray displaying the message: "Click here to select a certificate or other credentials for connection to the network IU Secure"
24. Click the message balloon, and then enter your IU Network ID credentials in the authentication box. In the "Domain" field, enter ADS , and then click **OK**.

Printing Information:

Printing in the Law Library.

There are five laser printers available in the Law Library. Three high speed printers—one located in the computer lab and two in the Law Library lobby—are available only to law students and use is charged against the student's law school print allotment. Two additional laser printers are

also located in the Law Library lobby and are available for use by any IU Bloomington–affiliated person. Use of these printers is charged to the student’s university print allotment. Lexis and Westlaw high-speed printers are also located on the first floor near the Circulation Desk. If the printer that you wish to use is not in the list of optional printers, follow these easy steps to install it.

1. Cancel your current print job.
2. Click the start menu, all programs, printing, IU Printer Finder.
3. For campus select Bloomington, for room select either Law Library 100 and 101 or IUB Libraries Black and White Printers.
4. For each printer there should be only one choice for each under printer: Law and Libraries.
5. Wait. It can take up to 5 minutes for the printer to install and it may show up as not-responding. Be patient and it should eventually say installed.
6. Return to your document and print to your selected printer.

Allotments

All students at IUB get a university printing allotment; for graduate and professional students, this is 1000 pages per semester. There are many places on campus where this allotment can be used, including the Information Commons at the Wells Library and many of the campus Student Technology Centers (STCs). There are two printers in the law building through which you may use your university printing allotment. Both are part of the University Libraries printing system, and they are the printers in the library lobby marked **\\bl-uits-b206\libraries-prt**. After sending a job to one of these printers, you must use a **Print Release Station** to release the job. Law

students also get a special yearly allotment of 1000 pages from the law school. These pages can only be used on printers that belong to the law school. There are three law school printers available for student printing: two located in the library lobby, marked **\\bl-uits-b707\law-prt** and another in room 100 of the Law Library, just outside the entrance to the computer lab, marked **\\bl-uits-b707\law-prt**. The law school allotment can only be used on these printers. Please note that the special allotment for law is yearly and does *not* renew itself each semester.

Monitoring Your Printing Allotments

Students are responsible for monitoring their own printing allotments to make sure they remain within the appropriate amounts. Please note that you will *not* receive any immediate indication that you have exceeded your allotment. The system will allow you to continue printing additional pages, but be aware that **pages in excess of your allotment will be billed to your bursar account**. This happens at the end of the relevant time period (end of each semester for university allotments, or in spring at the end of the academic year for the special law allotments). To monitor your university and law printer allotment, please visit the following URL:

<https://stcweb.stc.indiana.edu/print/user/userquota.cfm> To view a Detailed Print Log of activity across all printers (i.e., both allotments):

<https://stcweb.stc.indiana.edu/print/user/printlog.cfm>

Print Credits

If a student's printing account is charged inappropriately for reasons outside the student's control, such as an equipment problem with the printer (poor toner quality or printer out of order, among other possible reasons) then the student may request a print credit. This should always be done

promptly, immediately if possible, or within a day or two of the incident if circumstances prevent an immediate request. For print credit requests occurring on the printers in Law 100 or in the law library lobby, please see the computer consultant in Law Library room 100. (For printer problems which occur elsewhere on campus, please ask the computer support provider for that location.) If you accidentally send a job to the printer queue but have not yet released the job, you may still login to a **Print Release Station** and delete the unwanted job, or else you can simply not release the job and wait for it to expire. (Jobs that are not released are automatically deleted after a number of hours). Your account will **not** be charged for jobs which are deleted from the queue. Please note that print credits are intended to compensate students whose allotments were charged for reasons beyond their control. Print credits are *not* normally issued to fix mistakes the user may make, such as accidentally printing all of a long job instead of a few pages, or printing too many copies, or forgetting to check settings for margins, page size, or two-sided printing options. Please make certain that all of your desired settings have been selected appropriately *before* you print.

Print Allotments are Not Transferable

You are responsible for (and must pay for) any pages printed on your account. This makes it particularly important that you log off any shared or public computers, because failing to log off gives other users an opportunity to take advantage of your account credentials. *Always log off!*

The Print Release Stations do provide an extra level of safety with regard to unauthorized printing, because another student would need to know your username and password to release the jobs. Do *not* share your username and password with others. You should not let anyone borrow your account. If you *do* allow another student to print from your computer account, any

pages used count against your print allotment. Printing account balances may *not* be transferred or shared among students. Similarly, you may *not* transfer pages between your own accounts. This means that you cannot change which account the pages belong to, in other words, one cannot move pages from the university account to the law school account, nor vice versa. However, you *may* roll over a portion of your unused university account to the next semester; these pages must stay in the same account.

Printing from your notebook/Wireless printing:

For all Windows users: download the printer finder from IUWARE:

<http://iuware/list.aspx?id=166> execute the application and use it to add the following two printers: Libraries-prt; this printer can be found by selecting Bloomington as campus and IUB Libraries Black and White Printers as building. The next printer that you want to add is Law-prt; to add this select Bloomington as campus, and Law Library 100 and 101 as building.

Mac Users At IUB or IUPUI, using Mac OS X, how do I print from my personal computer to an RTC or STC printer?

Check OS X account short name

Make sure your OS X account short name is the same as your IU Network ID username. Your OS X account is the account you use to log into your computer, and the short name is the name the computer uses to identify the account, which may or may not be similar to your own name. To find out your short name, open a Finder window, and look for a house-shaped icon in the sidebar. This is your home folder and it will have the same name as your short name. If your OS

X account currently does not have a short name that matches your Network ID username, you have two options, the first one is:

Create a new OS X account and transfer files

You can create a new OS X account using your IU username, and then transfer the entire contents of your old OS X account into your new account, in effect renaming your OS X account. To do this:

1. Create a new account in OS X; see [In Mac OS X, how do I create and delete users?](#) Use your IU Network ID username for the short name, and choose any password you wish; you don't need to use your IU Network ID passphrase for your OS X account.

2. Once you've created your new OS X account, transfer the entire contents of your current account into the new account. See [In Mac OS X, how do I rename my OS X account?](#)

Share files between two OS X accounts

If you want to keep your current OS X account, you can create a separate account to use only for printing, and then share documents between the accounts; see [In Mac OS X, how do I transfer files between two OS X accounts?](#) Once you've transferred the files, open and print them as you would normally.

Creating a new user in Mac OS X

1. From the Apple menu, select **System Preferences**
2. From the **View** menu, select **Accounts**.
3. If it's locked, click the padlock in the bottom-left corner of the window, and then authenticate as an administrator.
4. Under the list of user accounts, click + (the plus sign).

5. In Mac OS X 10.5 and later, from the menu next to "New Account:", select the type of account you want to create. To allow this user to make changes to the system settings, add programs, and perform other system functions beyond basic use, select **Administrator**. For lower access accounts, choose **Standard** or **Managed with Parental Controls** as appropriate. **Sharing Only** and **Group** are special options for specific needs. For more, refer to your operating system's documentation.

Note: Selecting **Administrator** will give the user the ability to make changes to your system without your approval.

6. In the "Name:" field, enter the new user's real name.
7. In the "Account Name:" or "Short Name:" field, enter a username you wish to assign to the user. This name is limited to eight alphanumeric characters.

Note: At Indiana University, UITS strongly recommends that you use your IU Network ID username for the short name. This is necessary in order to access some services on the IU network.

8. In the "Password:" field, type a password for the user, then type it again in the "Verify:" field. You can optionally set a password hint for the user. Try to use something only the new user will understand as the reminder hint, or leave this field blank.
9. In Mac OS X 10.4, if you wish to allow this user to make changes to the system settings, add programs, and perform other system functions beyond basic use, select **Allow user to administer this computer** or **Allow user to administer this machine**.

Selecting this option will give the user the ability to make changes to your system without your approval.

Easy steps to troubleshooting your wireless network connection in Windows.

1. The first thing that you should do if you are having trouble connecting to the wireless network is disable and enable the wireless device. You can do this via the 'device manager'. To access the device manager in Windows 7 or Vista simply right click on the 'my computer icon' and select properties. There should be a link to the Device manager on the left hand side. Once inside the device manager click the little arrow next to network adapters and your network adapters should be displayed there. Right click on your wireless adapter and select disable. The menu should collapse and then reopen. Right click on it again and select enable and try to connect to the network again.
2. An IP address release and renew can sometimes fix bad connections. We will be using the command prompt for this step. Simply press the start menu, and in the little search bar type "cmd" and wait for it to show up in the start menu (if you don't have a search bar the command prompt is located in accessories) if you are using windows XP just click on the icon and the command prompt will launch; however, if you are using Vista or 7 you will have to right click on and select run as administrator. once in type these commands: ipconfig /release PRESS ENTER then type: ipconfig /renew PRESS ENTER. If nothing happens then it was not a tcp/ip problem and we will move on to the next step.
3. This step will require a restart. Follow the instructions in step 2 to access the command prompt again. We are going to use commands to reset a few setting that may be keeping

you from accessing the internet. The first command that you should try is: netsh winsock reset PRESS ENTER stuff will happen and it will tell you that you need to restart. We will reset one more setting and then restart. Enter the following command: netsh int ip reset reset.txt PRESS ENTER. Close everything and restart your computer. Once you have restarted try again and this should have worked.

Easy steps to troubleshooting your wireless network connection in OSX.

For some reason macs like to do weird things like, stop connecting to the available wireless networks that you usually connect to. This page is to be a step by step troubleshooting guild into trying to fix your connection. Follow these easy steps and you should be back surfing in no time at all:

1. The first thing that you should do if you are not connecting to wireless is turning your airport card on and off. You can do this by clicking on the airport icon in the menu bar at the top of your screen and selecting "Turn airport off" click it again to turn it back on. This fixes about 50 percent of all connectivity problems.
2. If step one did not fix your problem click on the airport icon again and select "open network preferences". The location should be set to automatic or you may have created another location for where you currently are. Anyway, click the drop down menu in locations and click 'edit locations'. Once in the location box click the + to add another location and name it something relevant. Click done, and then apply at the bottom of the preferences window. Try to reconnect to a wireless network. This works most of the time.
3. If the above steps did not work, this final process should work and have you back surfing. Start in the Network preferences window and click 'advanced'. With the AirPort

tab selected, delete the Network that you have been trying to connect to. If you want you may delete them all. They can be removed using the - symbol. After you have removed the network go into the 802.1X tab and remove any profiles that you have associated with the network you are attempting to connect to. Click OK, then, apply and close the preferences menu. Now, we are going to delete some more preferences files using the Finder. Click the finder, then the hard drive, then library, then preferences, and then System Configuration. (Note: navigation is best done using the columnar view) In the System Configuration folder, delete all files except for preferences.plist. Now go back over to places and click your home. This should have your user name next to it and the icon will be a little house. navigate to library, preferences, and in the preferences folder there will be a file called 'com.apple.eap.profiles.plist' delete this file and close the finder. Close all other applications also. Now empty the recycle bin and turn your computer off. The next step involved is called a P-Ram Zap. The way this is done is by holding the OPTION, COMMAND, P AND R buttons during start up. You must immediately hold these keys after pressing the power button and hold them. This is a clearing of all temporary memory. So Push the power button and proceed to hold COMMAND, OPTION P AND R. Allow your machine to start and restart several times. 5 or 6 times should do it now let it go. Once your computer has booted up click the airport card and direct it to connect to your desired network. I will be like it connected for the first time. If this doesn't work mess around with the locations. Delete ones that you have created, create new ones and try again. This always works. Good Luck!

Smart Phones and other hand-held devices

With there being such a diverse and numerous amount of smart phones and other hand held devices currently being employed by students today, the best place to find out how to configure your device to either A. read emails, or B. connect to IU Secure is the Indiana University Knowledge Base. You may access it by pointing your browser to <http://kb.iu.edu> . Once within the knowledge base use keywords to access the article you wish to find. For example: If I wanted to configure my iPhone to read my umail I would type “ iphone umail” into the search bar and press enter.

IT Accounts

At IU you are defined by your accounts. Right now you all have access to the active directory service, or ADS that is what you log into every time you use a computer here at the Law Library. Also, you were all asked to choose what kind of email you wanted to use. You had the option of Umail, Imail or exchange. All of this is viewable at: <http://itaccounts.iu.edu> here you can manage your computing accounts. If you click manage my IU computing accounts you may add other accounts. I suggest adding mercury/mypage. This is space allocated to you for your personal use. You can use this for whatever you want. More information about this can be found in the Knowledge Base. If you are having problems with accounts, specifically your user name and password, contact valid@indiana.edu. If you need to do a passphrase reset go to <https://passphrase.iu.edu/> .