



MANHATTAN SCHOOL OF MUSIC

ACADEMIC COMPUTING

RESIDENCE HALL ETHERNET AND WIRELESS NETWORK ACCESS CONFIGURATION GUIDE

Contents

I.	INTRODUCTION	2
A.	Residence Hall	2
B.	Library Wireless Network Access	2
C.	Off-campus Computing	2
II.	CONFIGURATION INSTRUCTIONS FOR RESIDENCE HALL ETHERNET USE	3
A.	MacIntosh OS (Mac OS 8.0 or Higher)	3
1.	Hardware Installation	3
2.	Software Configuration	3
B.	Windows 98/ME/XP/2000	3
1.	Hardware Installation	3
2.	Software Configuration – Part 1	4
3.	Software Configuration – Part 2	4
C.	Windows NT	5
1.	Ethernet Installation	5
2.	Software Configuration – Part 1	5
3.	Software Configuration – Part 2	5
III.	Troubleshooting	6
A.	Windows 98/ME/XP/2000 Troubleshooting Tips	6
1.	Removing prior installations	6
2.	Locating drivers on a floppy disk	6
3.	Manually installing Ethernet adapter drivers	7
4.	Choosing a New Driver	7
B.	Macintosh Troubleshooting Tips	8
C.	Recommended Computer Service and Sales Locations	8
IV.	CONFIGURATION INSTRUCTIONS FOR LIBRARY WIRELESS NETWORK ACCESS	8
A.	Ethernet Installation	8
1.	Software Configuration – Part 1	8
2.	Software Configuration – Part 2	9

I. INTRODUCTION

A. Residence Hall

Manhattan School of Music's academic computing resources include Internet connectivity from Residence Hall rooms. The School's Department of Information Technology ("I.T.") or its contracted vendors maintain these Resources, often in collaboration with other administrative departments.

The Residence Hall is provided with a fiber-optic network backbone propagated across a 100Base-T Ethernet network (the "Network") on each floor occupied by Manhattan School of Music administrators or students. I.T. maintains and monitors the Network and oversees, either itself or with third-party assistance, the configuration and maintenance of the Network's hardware equipment, wiring, and Internet connectivity.

Contact information: A special telephone message box has been established at extension 7938 to facilitate reporting of Internet connectivity problems in the Residence Hall. To ensure efficient communications and handling of incidents, residents are asked not to contact the Office of the Resident Life Director or the Office of Information Technology directly.

Response times will vary, but every effort will be made to address incidents within 24 hours (Saturday and Sunday excepted). Students will be notified if more information is required and when the problem is resolved.

B. Library Wireless Network Access

The Peter J. Sharp Music Library is equipped with wireless access points (WAPs) that allow visitors to access the Academic Ethernet network in order to access the Library's catalogue. Visitors who bring personal wireless enabled devices, such as laptop computers, into the library can use this service to access the catalogue and other Internet resources. The use of wireless access is governed by the terms of Acceptable Use set forth in the School's "Academic Computing Policies and Procedures."

Contact information: Visitors who have questions about or problems using wireless connectivity in the Library may contact I.T. at extension 4420.

C. Off-campus Computing

I.T. neither offers nor warrants technical support to students who operate computer equipment off-campus. The School and its representatives assume no responsibility of any kind for student computing activities off-campus.

Contact information: Questions about policies regarding off-campus computing should be directed to the Director of Information Technology (room 001) in person, by phone (x4571), or by email (abarone@msmny.edu).

Obligatory policies and procedures pertinent to the use of Residence Hall network are stated in the School's "Academic Computing Policies and Procedures."

II. CONFIGURATION INSTRUCTIONS FOR RESIDENCE HALL ETHERNET USE

The configuration information in this guide is subject to change. Updates are provided as new information becomes available.

A. MacIntosh OS (Mac OS 8.0 or Higher)

The following instructions are for Macintosh computer users who have OS 8.0 or higher. Before you can access the Internet, your Macintosh needs to know how to communicate with the network.

1. Hardware Installation

If your MacIntosh has an Ethernet adapter you can proceed to Step 2. Otherwise:

- (a) Install your Ethernet adapter by following the step-by-step directions that were packaged with it.

2. Software Configuration

- (a) Connect an Ethernet patch cable from your computer to the Ethernet jack found next to the phone jack on the wall.
- (b) Select the Apple menu. Pull down to Control Panels and then to AppleTalk.
- (c) Select Ethernet or Alternative Ethernet from the “Connect via pop-up” menu. AppleTalk is not routed on the Network so you will NOT see any zones.
- (d) Close the window and save the settings.
- (e) Select the Apple Menu. Pull down to Control Panels and then to TCP/IP.
- (f) Select the Edit menu and then User Mode.
- (g) Select Basic and click OK.
- (h) Select Ethernet from the “Connect via pop-up” menu.
- (i) Select “Using DHCP Server” from the “Configure pop-up” menu. You might see a field called “DHCP Client ID”, but this field is not used and should remain empty.
- (j) Close the window and save the settings.

B. Windows 98/ME/XP/2000

The following instructions are for PC users who have Windows 98, ME, XP, or 2000. Before you can access the Internet, your PC needs to know how to communicate with the network.

1. Hardware Installation

If your PC has an Ethernet adapter you can proceed to Step 2. Otherwise:

- (a) Install your Ethernet adapter by following the step-by-step directions that were packaged with it.

2. Software Configuration – Part 1

These instructions will require your Windows 98/ME/XP/2000 CD-ROM, installation disks, or that the installation files reside on your hard drive. One of these three options should be available to you.

- (a) Connect an Ethernet patch cable from your computer to the Ethernet jack found next to the phone jack on the wall.
- (b) Select the Start menu, then Settings, and then Control Panel.
- (c) Open the Network control panel.
- (d) Select the Configuration tab.
- (e) Check whether the TCP/IP protocol is bound to your Ethernet card by selecting the Ethernet card, then Properties.
- (f) Select the Bindings tab. If TCP/IP appears on the list of protocols and is checked then it is bound.
- (g) If you see your Ethernet card and the TCP/IP protocol is bound to it, you may skip to Software Configuration – Part 2. Otherwise:
- (h) Select Add in the middle of the screen.
- (i) Make the following selections:
 - Select Protocol and click Add.
 - Select Microsoft (on the left side).
 - Select TCP/IP (on the right side).
- (j) Select OK to add this protocol to your system. (You will be asked for your Windows install files; they will be on your hard drive or CD-ROM depending on your Windows installation configuration.)
- (k) Select OK to close the Network control panel and restart your computer.
- (l) After restarting your computer, return to the Network control panel Configuration screen.

3. Software Configuration – Part 2

- (a) On the Configuration tab select TCP/IP and click Properties. You will see the TCP/IP protocol bound to different devices that you have, such as a modem or Ethernet card. Make sure that you have selected the TCP/IP entry for your Ethernet card.
- (b) In the IP Address tab, select “Obtain an IP address automatically.”
- (c) In the DNS Configuration tab, select Disable DNS.
- (d) In the Gateway panel, remove any entries that may be there.

- (e) In the Advanced tab, check the box that says “Set this protocol to be the default protocol” located at the bottom of the screen.
- (f) Close the TCP/IP and Network control panels. You will have to restart your computer.

C. Windows NT

These instructions assume that you have a PC running Windows NT 4.0. Before you have any network connectivity, your PC needs to know how to communicate with the network.

1. Ethernet Installation

- (a) If your Ethernet adapter is not already installed, follow the step-by-step directions that came with your Ethernet adapter. If your computer came with an Ethernet adapter installed you can skip this step.

2. Software Configuration – Part 1

These instructions will require your Windows 98/ME/XP/2000 CD-ROM, or installation disks, or that the installation files reside on your hard drive. One of these three options should be available to you.

- (a) Connect an Ethernet patch cable from your computer to the Ethernet jack found next to the phone jack on the wall.
- (b) You need to be logged into your computer with Administrator privileges before proceeding.
- (c) Select the Start menu, Settings, then Control Panel.
- (d) Open the Network control panel.
- (e) Select the Adapters tab. Windows NT should have detected your Ethernet card at start-up.
- (f) Install the correct drivers. If you see your Ethernet card proceed to Part 2.
 - If you do not see your Ethernet adapter, click Add.
 - The most reliable way to install the correct drivers is to click on Have Disk and follow the on-screen directions.
- (g) After the adapter has been added you may need to restart your PC. Then select the Protocols tab. Select the TCP/IP protocol.
 - If you do not see TCP/IP, click Add.
 - Select TCP/IP from the bottom of the list and click OK.

3. Software Configuration – Part 2

- (a) Select TCP/IP and click Properties.
- (b) Select “Obtain an IP address from a DHCP server” and then click OK, save the settings and close the window. You might receive a message

about your adapter not having a WINS address. Ignore this message.
Your computer will receive all of the addresses it needs automatically.

- (c) Restart your computer.

III. TROUBLESHOOTING

Many common problems can be diagnosed and corrected using the techniques described below.

A. Windows 98/ME/XP/2000 Troubleshooting Tips

Windows 98/ME/XP/2000 automatically detects the presence of an Ethernet adapter. After restarting a PC that has a newly installed adapter, Windows 98/ME/XP/2000 will attempt to select and load the Ethernet adapter drivers without any intervention from you. This is the best case scenario for adapter installation.

Listed below are some common troubleshooting practices.

1. Removing prior installations

A common solution to some problems is to remove past installations. To remove a past installation:

- (a) Select the Start menu, then Settings, and then Control Panel.
- (b) Open the Network control panel.
- (c) Select the Configuration tab
- (d) Select TCP/IP and click “Remove”
- (e) Select your Ethernet Adapter and click “Remove”

Perform the installation again from the beginning, carefully reading and following the manufacturer’s instructions.

2. Locating drivers on a floppy disk

In the event that Windows 98/ME/XP/2000 detects the adapter but cannot load the necessary device driver, you will be prompted to locate these drivers for the adapter. This might happen while you are completing Part 1 of the Windows 98/ME/XP/2000 Software Configuration instructions.

- (a) If prompted, insert the disk that was packaged with the Ethernet adapter.
- (b) Type a:\win95 or a:\win98 into the dialog box as the path name and click “OK”.
- (c) Windows 98/ME/XP/2000 will install necessary software and restart your PC.
- (d) Return to Part 2 of the Windows 98/ME/XP/2000 Software Configuration instructions.

3. Manually installing Ethernet adapter drivers

If Windows 98/ME/XP/2000 did not automatically detect the presence of your network adapter you must add it. We have provided generic directions, but if the adapter manual has specific or different instructions, those instructions should be followed instead.

- (a) Open the Control Panel by selecting the Start Menu, Settings, Control Panel.
- (b) Open "Add New Hardware" by double clicking that icon.
- (c) Select "Next" to begin the installation. Allow Windows 98/ME/XP/2000 to automatically detect your hardware by answering "Yes" and selecting "Next" again. Windows 98/ME/XP/2000 will try to find your new hardware; this can take several minutes.
- (d) If Windows 98/ME/XP/2000 correctly detects your network adapter, select your adapter from the displayed list of devices (it may be the only one) and choose "Install." Windows 98/ME/XP/2000 will install and configure your network adapter. Proceed to step (a) below.
- (e) If Windows 98/ME/XP/2000 does not detect your network adapter, it will alert you. Proceed by selecting "Network Adapter," then "Next." Choose the "Have Disk" option. You will be prompted to locate the driver file on your disk. Drivers for Windows 98/ME/XP/2000 will probably be located in either the a:\ or a:\WIN98 directories.
- (f) After the drivers are installed Windows 98/ME/XP/2000 will load additional network software. This step requires your Windows 98/ME/XP/2000 CD-ROM, or installation disks, or that the installation files reside on your hard drive. One of these three options should be available to you. After completing this installation, Windows 98/ME/XP/2000 will inform you of the settings that have been chosen for your network adapter.
- (g) In general Windows 98/ME/XP/2000 should be restarted after installing any new equipment, and Windows 98/ME/XP/2000 should always prompt you to restart when you exit a Control Panel.
- (h) Return to Part 2 of the Windows 98/ME/XP/2000 Software Configuration instructions.

4. Choosing a New Driver

If Windows 98/ME/XP/2000 appears to have installed the network adapter drivers but the adapter does not function, one of the following problems may be the cause.

- (a) Windows 98/ME/XP/2000 has installed an incorrect or outdated adapter driver. To remedy this, you should *manually* install the correct adapter drivers. Remove the incorrect driver from the Network Control Panel.
 - Select the wrong adapter driver.
 - Select Remove.

- In the Network Control Panel follow the directions, “Manually Installing Ethernet Adapter Drivers,” above.
- (b) Sometimes the drivers provided on a disk with your adapters may be outdated.
- Take a blank disk (or sometimes two) to an operational networked computer and download the latest version of the driver from your adapter manufacturer's Web page.

Occasionally Windows 98/ME/XP/2000 will repeatedly detect the wrong driver. If this happens contact the manufacturer for more specific instructions on selecting and installing the appropriate driver.

B. Macintosh Troubleshooting Tips

Mac OS instructions are not provided here as all new Macintosh computers have Ethernet pre-installed. A user can resolve most problems by reviewing the documentation provided with the computer.

C. Recommended Computer Service and Sales Locations

- CompUSA -- 420 5th Ave (212) 764-6224
- TekServe (Authorized Apple Dealer) -- 155 West 23 Street 4th FL (212) 929-3645
- The Wiz -- 2577 Broadway (212) 663-8000
1534-1536 3rd Ave (212) 876-4400
871-73 6th Ave (212) 594-2300
- Circuit City -- 232-240 East 86th Street (212) 734-1694
- RCS Computer Experience -- 575 Madison Ave (212) 949-6935

IV. CONFIGURATION INSTRUCTIONS FOR LIBRARY WIRELESS NETWORK ACCESS

A. Ethernet Installation

If your Wireless Ethernet adapter is not already installed, follow the step-by-step directions provided by the manufacturer. If your computer came with a Wireless Ethernet adapter installed, proceed to Software Configuration – Part 1.

1. Software Configuration – Part 1

These instructions will require your Windows 98/ME/XP/2000 CD-ROM, installation disks or that the installation files reside on your hard drive. At least one of these three options should be available to you.

You need to be logged into your computer with Administrator privileges before proceeding.

- (a) Select the Start menu, Settings, then Control Panel.

- (b) Open the Network control panel.
- (c) Select the Adapters tab. Windows NT/XP/2000 should have detected your Wireless Ethernet card at start-up.
- (d) Install the correct drivers. If you see your Wireless Ethernet card proceed to Part 2.
 - If you do not see your Wireless Ethernet adapter then click Add.
 - The most reliable way to install the correct drivers is to click on Have Disk and follow the on-screen directions.
- (e) Once the adapter has been added (you may have to restart) select the Protocols tab. Select the TCP/IP protocol.
 - If you do not see TCP/IP then click Add.
 - Select TCP/IP from the bottom of the list and click OK.

2. Software Configuration – Part 2

- (a) Select TCP/IP and click Properties.
- (b) Select “Obtain an IP address from a DHCP server” and then click OK, save the settings, and close the window.
- (c) You may receive a message about your adapter not having a WINS address. Please ignore this message. Your computer will receive all of the addresses it needs automatically.