

# Connecting a PC to ResNet (Residential Network)

## URLs You May Need:

<http://157.89.67.200/auth>  
<https://webapps.eku.edu/stuvirus/>  
<http://v4.windowsupdate.microsoft.com>  
<http://v5.windowsupdate.microsoft.com>  
<http://update.microsoft.com/microsoftupdate/v6/>

## Login:

Your EKU Email (E-key) Username and Password are needed

## Authentication Server:

<Student> All students use this setting. Default.

## Installation:

Icon appears in system tray and on the desktop

## Hardware Needed to Connect (NOT WIRELESS):

-10 or 10/100 Ethernet card  
-**Network cable (RJ45 CAT5)**  
-A computer that is running Windows Me, 2000 or XP or Apple Macintosh

## Software Needed to Connect (PCs):

-Symantec Antivirus (EKU edition)—we supply for free  
-Cisco Clean Access Agent --we supply for free  
-All critical Microsoft Windows service packs and updates—download off the Internet

## New Connections:

When you move into your room you should do **these things:**

1. Using your CAT 5 cable, hook your computer's Ethernet adapter to the data jack in your room (located on the same box with your telephone and cable jacks). Be sure the cable is securely inserted in the data jack and the Ethernet adapter in your computer.
2. Restart/Turn on your computer.
3. To start the installation process, open your Internet browser (e.g., Internet Explorer) and, if not redirected to the login page, try to visit this page: <http://www.google.com> or <http://www.yahoo.com>. You should be redirected to another page. Click "Yes," if prompted, until you get to a web login screen.
4. You should enter your EKU email (E-key) USERNAME and PASSWORD to download the Clean Access Agent. Install this and restart your computer. (**NOTE: If you have a Macintosh computer or another non-Microsoft based**

*operating system, you'll just need to login here and you will be online).*

5. When you restart your computer the Clean Access client login box should automatically popup when it detects your network connection. IF it does not, call us at 2-3050.
6. Your login to the Clean Access client is also your e-mail (E-key) USERNAME and PASSWORD.



7. Once you're logged in you have to satisfy security policies in order to connect to the residential network. You'll be required to **download** EKU's version of Symantec antivirus and install required Microsoft critical updates. **AFTER YOU DOWNLOAD SYMANTEC... Unplug from the network. Remove all installed antivirus programs/suites in Add/Remove Programs.** This will include firewalls, security centers, and the actual antivirus software programs. For example, McAfee suite has three pieces of software to remove: Security Center, Firewall, and Antivirus. **Remove all, restarting after each! Install Symantec Antivirus. Restart computer. Plug back into the network as your computer restarts.**
8. If at any stage you experience a problem with these procedures do not hesitate to contact the ResNet office at 2-3050!
9. If you are asked to download Windows updates you will need to go to their download site. One of these URLs should work for you (use Internet Explorer to get these):  
<http://v4.windowsupdate.microsoft.com>  
<http://v5.windowsupdate.microsoft.com>  
<http://update.microsoft.com/microsoftupdate/v6/>

**ResNet**  
**230 Combs Classroom Building**  
**859-622-3050 (On campus: 2-3050)**  
**<http://www.resnet.eku.edu>**  
**<http://support.resnet.eku.edu>**



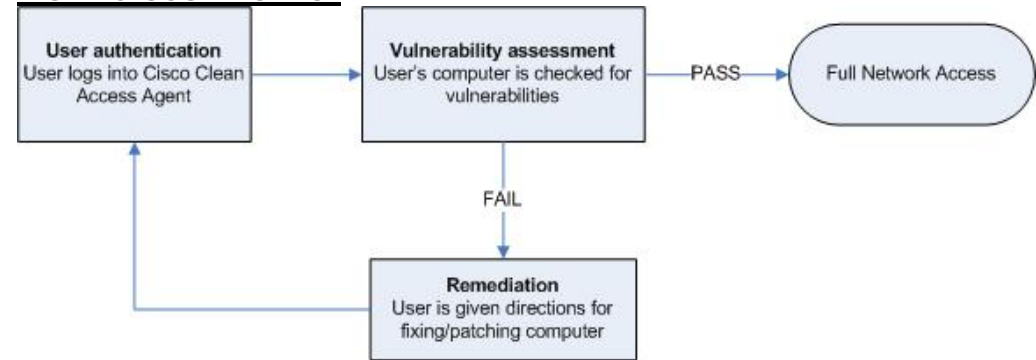
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## FAQ:

1. What is Clean Access? This is a network solution from Cisco that performs validation to ensure validation of computers connecting to a network and ensures that those computers meets the minimum security standards.
2. Do I have to use Cisco Clean Access (CCA)? Yes. All Windows PCs are required to use Cisco Clean Access agent for network access. If you try to circumvent it's proper use you could be banned from the residential network.
3. Why did we do this? In the Fall 2003 the residential network was crippled by viruses and worms because user computers lacked any or up-to-date virus protection and important Windows updates and service packs. During that academic year and the summer of 2004 we worked to get a free antivirus for our students and a system to check each PC to ensure security for all users. What came out of all that was Cisco Clean Access (previously known as Perfigo Smart Enforcer).
4. Am I required to install any software on my computer? All Microsoft Windows computers are required to install Cisco Clean Access client, Microsoft critical updates and patches and EKU's Symantec Antivirus software to gain access to the residential network (ResNet).
5. Why am I required to use EKU's version of Symantec? This specific edition is maintained locally by EKU servers, ensuring that the latest definitions are present and that the software has not been uninstalled or otherwise disabled as long at the computer is connected to the residential network.
6. What about Xboxes and PlayStations? The registration process for these devices are different. Simply bring your game console MAC address to the ResNet office to register these.

ResNet is **NOT** a wireless connection, however, most of EKU's campus has wireless access. For more information go here:  
<http://wireless.eku.edu>

## How Cisco Works:



## Troubleshooting Errors:

### **"Server Not Available on the Network"**

This means that you are not getting a connection to the server so there is a connection problem. FIXES: If this happened suddenly, check your IP. Release and renew to see if they are still getting a 157. AND Check to see if NIC is disabled in DEVICE MANAGER. AND Reinstall Winsock. AND Check for firewalls (other than XP firewall).

### **"Network Error. The server could not be parsed."**

Glitch. FIXES: 1. Restart computer. AND 2. IF it happens again after restart, try about 2-3 times again in a row. AND 3. Restore the Winsock.

### **Popup login box doesn't open**

You are either already logged in, the popup option is turned off, or there is a connection problem. FIXES: Right-click on the CCA icon on the system tray (green box with key inside). Are you already logged in? If not, is the popup turned on? Click "Login." Did box appear? If it did, login. If not, you will receive an error message.

