

Have a look at the Additional Services detailed in the Getting IT Together – Student IT Services booklet.

Games consoles and wireless routers

IT Services are happy for you to run your games consoles on our network.

Games Consoles

Instructions to set up your Nintendo Wii, PS2, PSP, PS3, Xbox and Xbox 360 can be found at: www.lboro.ac.uk/it/hallnet/games-console/

Wireless Router configuration

IT Services are completing the rollout of wireless in halls in time for the 2011-12 academic year, although if you are in the Unite halls you may have to wait a little longer. If your halls doesn't have wireless, then IT Services will allow you to connect a wireless router to your network port.

www.lboro.ac.uk/it/wireless/connecting.html

www.lboro.ac.uk/it/wireless/coverage.html

We have some minimum requirements for wireless routers plugged into our network, those and instructions on how to configure them can be found here:

www.lboro.ac.uk/it/wireless/coverage.html



Network Configuration for Loughborough University HallNet 2011

www.lboro.ac.uk/it/hallnet/



The University's policy is available in full at: www.lboro.ac.uk/it/policies/
You **must** ensure that you have read & understood this policy.

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If you are bringing a computer to Loughborough and are staying in hall, make the most of it with our wired connection, HallNet. You can do all the things you're used to at home, and you get access to exclusive University services.

You get a fast connection to the internet for reading email, browsing the web, watching videos and downloading files. You get a direct connection to the University for accessing online learning services, course materials, file storage, library access, and use of our network printers.

We support Windows XP, Vista and 7, MacOS 10.5 or greater (Leopard, Snow Leopard and Lion) although pretty much any type of computer will work. However, if you have one of our supported systems we can provide help getting it all connected, and help if you experience problems. Games consoles and wireless routers can also be connected, and we've provided information at the end of this document.

How much does this all cost? Nothing! It's all included in your hall fees.

If you have problems, drop in to the PC Clinic on the ground floor of the Haslegrave building where we can provide free support for HallNet and many of your computer issues. We're open Monday to Friday 10am to 530pm during term time, and if you bring your laptop we should be able to configure it on the spot.

To use the Hall Network Service - HallNet, you need the following:

- To be living in accommodation with a network port.
- A computer running Windows 7, Windows Vista, Windows XP, or MacOS 10.5 or greater (Leopard, Snow Leopard and Lion).
- Games consoles and wireless routers can be connected, see the end of this document for information

To successfully connect to the network with other operating systems, such as Linux or earlier Windows operating systems, you will need to configure the TCP/IP software. Unfortunately IT Services are unable to offer assistance, and if we detect problems caused by software or hardware, we may have to disconnect your socket to protect the HallNet service and other users. Additionally, on an unsupported operating system you may not be able to access all the services offered. Please see the additional information provided for unsupported operating systems.

You will then need:

- To have an Ethernet cable (collect one from the PC Clinic if you do not already have one).
- To connect your computer to your data socket with the cable provided.
- Your Loughborough University username and password.

You have probably received information on how to obtain your Loughborough University username and password.

If you haven't already done so, you can retrieve your credentials from <http://www.lboro.ac.uk/registration/credentials>

To access the system you will need your:

- UCAS Personal ID (undergraduates) or Application Number (postgraduates/other students)
- Date of Birth

If you experience any issues please contact the IT Service Desk (01509 222333 or it.services@lboro.ac.uk) or visit the PC Clinic in the ground floor of Haslegrave Building (open Mon-Fri 10-530).

Follow the instructions for Windows, Mac or, if you have another operating system, the unsupported operating system guide to connect, configure and secure your computer for use on HallNet.

Linux: www.lboro.ac.uk/it/hallnet/linux/

Unsupported: www.lboro.ac.uk/it/hallnet/expert-guide.html

Additional Services Once You've Registered on HallNet

Once you've registered on HallNet, have a look at the Getting IT Together – Student IT Services booklet. There are instructions on how to use:

- University Email, Google Apps and Storage
- Configure the secure 'eduroam' wireless network
- Supported applications, including Skype
- Free software we provide
- Where our computer labs are located
- E-Learn, our online course environment
- Acceptable Use Policy
- PC Clinic where we offer free diagnosis and support for your personal devices

Network Configuration for Windows Vista, 7 and XP

IT Services only support Microsoft Windows XP SP3, Vista and Windows 7.

These steps will take you through configuring your computer to use the network and network services, and installing the supported antivirus software. If you have any problems connecting, please bring your computer to the PC Clinic in Haslegrave, Ground Floor between 10:00am and 5:30pm, Monday to Friday during term time (11:30am to 2:30pm during holidays).

HallNet Connection

There are four stages to connecting to the HallNet service, namely: configuring networking on your machine, updating your Operating System, installing antivirus software, and finally, registering on HallNet.

Windows Step 1: Network (TCP/IP) Configuration

Ensure that your Ethernet cable is plugged into your computer and the network socket on your wall. Most rooms will only have one port, if yours has two then generally it's the left hand socket.

1. Click on the **Start** button and select **Control Panel**.
- **WinXP:** These instructions assume that your control panel is in the default "category view". If the control panel is in "classic view" please click "switch to category view" in the top left-hand corner of the control panel window.

- **Vista:** These instructions assume that your control panel is in the default "Control Panel Home". If the control panel is in "Classic View" please click "Control Panel Home" in the top left-hand corner of the control panel window.
 - **Win7 Note:** Make sure your control panel view by (top right hand corner) is set to Category.
2. **Win7/Vista**, Underneath **Network and Internet**, click **View network status and tasks**. Click on **Change adapter settings** (Win7) or **Manage network connections** (Vista) on the left-hand side.
WinXP: Click on **Network and Internet Connections**.
 3. Right click on **Local Area Connection**, then select **Properties** from the pop-up menu. If you don't have the Local Area Connection icon, it is probably because your network card is not installed and configured correctly.
 4. Select **Internet Protocol Version 4 (TCP/IPv4)**, then click **Properties**. (See Figure 1).
 5. Ensure that the **General** tab is selected. Check that **Obtain an IP address automatically**, and **Obtain DNS server address automatically** are both selected. (See Figure 2).

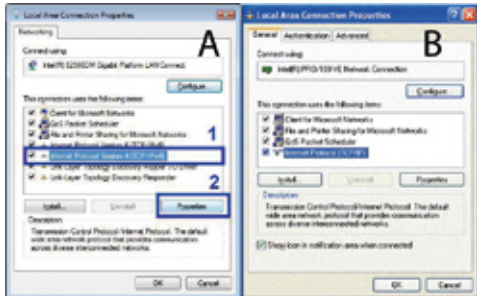


Figure 1: Selecting TCP/IP configuration, (A) Win7/Vista and (B) XP.

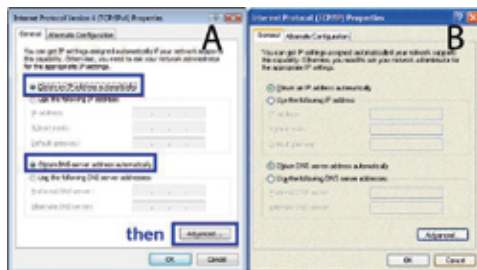


Figure 2: Selecting automatic IP configuration, (A) Win7/Vista and (B) XP.

6. Then click on the **Advanced** button at the bottom.
7. Select the **DNS** tab at the top, and ensure that **Register this connection's addresses in DNS** is **not** selected. (See Figure 3).
8. Click **OK**, then **OK**, then **Close**. Close the **Network Connections** and **Network and Sharing Centre** windows.
9. Click on the **Start** button and select **Control Panel** (as in Step 1).

10. **Win7/Vista**: Click on **System and Security**, and under **System** select **See the name of this computer**, and choose **Change Settings** on the right-hand side.

WinXP: Click on **Performance and Maintenance**, and **See basic information about this computer**. (See Figure 4).

11. Ensure the **Computer Name** tab is selected, and select the **Change** button.
12. In the **Computer name** text entry, enter **hallnet-** followed by your username e.g. **hallnet-ccuxb**. **Note**: that if you have more than one computer, you should use **hallnet-username-1**, **hallnet-username-2**, etc. for subsequent computers. **Note**: You **must** use this name for your computer when it is used on the network. The computer name you enter is important as it's the unique name your computer will advertise itself as on the network. You must not advertise yourself under any other name. We will disconnect your network socket if you do not comply with this.

13. Ensure that **Workgroup** is selected, and change it to **HallNet**. Click **OK**, and reboot your computer when prompted.

Your computer is now configured to use the TCP/IP protocol on the network.

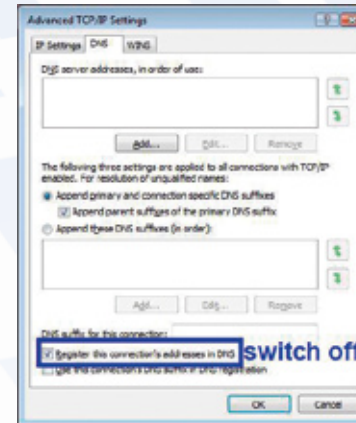


Figure 3: Unselect 'Register this connection's address in DNS'.

Windows Step 2: Patch your Operating System

To help prevent your computer becoming infected with malware and viruses, you need to keep it up to date.

IT Services at Loughborough University provide you with free antivirus software, but you need to install Windows updates. Either visit the Microsoft Windows Update website, or go to Control Panel, choose System and Security, and select Check for updates.

<http://update.microsoft.com>



Figure 4: Configuring naming your computer, (A) Win7/Vista and (B) XP.

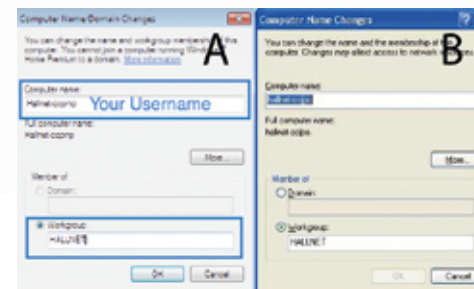


Figure 5: Naming your computer and changing the Workgroup, (A) Win7/Vista and (B) XP.

Windows Step 3: Antivirus Software

Loughborough University offers all students McAfee VirusScan Enterprise to protect against virus and malware infection.

The HallNet Acceptable Use Policy states you must have up-to-date antivirus software installed.

- If you use your own antivirus software ensure it updates automatically
- If you used last years McAfee antivirus software, please uninstall it and use the new version, 8.7i, which updates automatically and has increased functionality.

McAfee Enterprise may be installed by any member of the University, either staff or student. The software must be removed from your computer once you leave the University.

As explained above, you may omit the following steps if you have your own antivirus software, and keep it up to date.

Remove old or your own antivirus software

This step shows you how to remove any antivirus software from your Windows computer.

If you have any problems, please visit the PC Clinic.

1. Click on the **Start** button, then **Control Panel**.

- **WinXP Note:** These instructions assume that your control panel is in the default “category view”. If the control panel is

in “classic view” please click “switch to category view” in the top left-hand corner of the control panel window.

- **Vista Note:** These instructions assume that your control panel is in the default “Control Panel Home”. If the control panel is in “Classic View” please click “Control Panel Home “ in the top left-hand corner of the control panel window.
 - **Win7 Note:** Make sure your control panel is in the default “category view” by ensuring that “View by” in the top right hand corner is set to “Category”.
2. **Win7/Vista:** Underneath **Programs** select **Uninstall a program. WinXP:** Doubleclick the Add or Remove Programs link.
 - Click on the program you wish to remove (e.g. McAfee VirusScan), and click Uninstall at the top (Remove in WinXP).
 - You will be asked “Are you are sure you want to uninstall the software?”. Click Yes.

Continue with the next step – Installing HallNet antivirus software.

Installing Antivirus Software

- Check you have a minimum of 120MB of free disk space on your C: drive (To check this, on any version of Windows, open up **My Computer**, right-click on the **C:** drive, and select **Properties**).
- Download Installer from this page (you will need your University user name and password): <https://internal.lboro.ac.uk/restricted/cc/AntiVirus/McAfee/McAfeeVSE.exe>
- Save the Installer program file to your local PC, by clicking on the **Save** button.

- Once the download is complete, click on **Run** to begin the installation.
- Please read the license agreement before installing as this is a requirement of our agreement with McAfee. Select **I accept the terms in the license agreement**, and click **Next**.
- The McAfee installer will then install and configure McAfee Virus Scan Enterprise 8.8. During the installation you may see the progress pause for a short time. Please do not cancel the installation.
- After the Installation has completed, you will be prompted to reboot the computer. Click **OK** to reboot your computer.
- After rebooting the computer you should now see the VirusScan shield in the system tray.

If you require any technical assistance after installation, please view the F.A.Q. web page for common solutions, or contact our Service Desk, or visit the PC Clinic.

www.lboro.ac.uk/it/security/avfaq.html

Windows Step 4: Registering with HallNet

To register on HallNet, enter this address in your browser: <https://hallnet.info/register>

Have a look at the Additional Services detailed in the Getting IT Together – Student IT Services booklet.

Network Configuration for MacOS 10.5 or greater (Leopard, Snow Leopard and Lion)

IT Services only provide support for Macintosh users of OSX 10.5 and above, reflecting support provided by Apple.

These steps will take you through configuring your computer to use the network, University services, and installing supported antivirus software. If you have any problems connecting, please bring your computer to the PC Clinic in Haslegrave, Ground Floor between 10:00am and 5:30pm, Monday to Friday during term time (11:30am to 2:30pm during holidays).

HallNet Connection

There are four stages to connecting to the HallNet service, namely: configuring networking on your machine, updating your Operating System, installing antivirus software, and finally, registering on HallNet.

Macintosh Step 1: Network TCP/IP connection

1. Firstly it is suggested, though not essential, that you set up separate location for your Hall connection. In this documentation a location called HallNet has been set up. If you set up other locations for your home / I.S.P. (Internet Service Provider) then it will be easier to change Internet settings between service providers.
2. Go to System Preferences and click on Network. Set up a new location with a name of your choice e.g. HallNet. In the location box, click on Edit Locations, click on the + symbol in the pop-up box, select HallNet and click OK.
3. Select Built-in Ethernet (or whichever Ethernet interface your Macintosh has) and set Configure IPv4 to "Using DHCP", as shown below. In the Location box, ensure that HallNet is selected and that Ethernet and Configure IPv4 using DHCP are selected.
4. Initially you will be allocated an internal IP address which means that you will only be able to access Loughborough webpages. You now need to register for the HallNet service in order to get full world-wide internet access. Run your favourite web browser. If you are not automatically redirected to the registration page, enter <https://hallnet.info/register>.

5. Follow the instructions in order to register. You will need to know your username and password as well as your hall and room details.

Once you have registered, restart your computer. You will be allocated an IP address that gives you full access to the Internet, which could take up to 15 minutes. This full access IP address will begin with the numbers 131.231.

Macintosh Step 2: Patch your Operating System

To help prevent your computer becoming infected with malware and viruses, you need to keep it up to date.

IT Services at Loughborough University provide you with free antivirus software, but you need to run Apple Software Updates. Click on the Apple in the top left of the screen and choose Software Update.

Macintosh Step 3: Install Antivirus Software

Loughborough University offers all students Sophos Antivirus software to protect against virus and malware infection.

The HallNet Acceptable Use Policy states you must have up-to-date antivirus software installed.

- If you use your own antivirus software ensure it updates automatically.
- If you used last years Sophos antivirus software, please uninstall it and use the new version. <https://internal.lboro.ac.uk/restricted/cc/AntiVirus/sophos-uninstall.html>

Installing Sophos

Download Sophos to your desktop from this page, you will need your username and password:

<https://internal.lboro.ac.uk/restricted/cc/AntiVirus/Sophos-Anti-Virus.dmg>

Double-click on the **Sophos Anti-Virus.dmg** file on your desktop. You will need to read, understand and agree to the Software Licence Agreement. Click **Agree** to continue.

This will mount the image on your desktop and present you with a Loughborough University icon with Sophos Anti-Virus underneath. Double-click this icon, and double-click the **Sophos Anti-Virus.mpkg** file to begin the installation.

Click **Continue** three times, and on the Select Destination screen, choose the harddrive you want the software installed onto. Click **Continue**, and then **Install**, at this stage you will be prompted for your administrator username and password. When the installation has completed, click on **Close**, and a blue shield will appear in the top right of your menu bar. Click on the shield and choose **Update Now**.

Please note there is a known issue using Sophos with PASW and Maple. Our download pages for PASW and Maple explain the problem in more detail.

Macintosh Step 4: Register on HallNet

You may have done this as part of Step 1, but if you didn't then to register on HallNet, enter this address in your browser: <https://hallnet.info/register>