

Set up guide for CSU Student Residential Network using Windows 7

Getting Started

To connect to the CSU Student Residential Network using a Windows 7 PC you must first register your computer and then configure your computer for use on the CSU network.

Requirements

- 1 blue network cable. (*This should be provided within your room, see your RA if it is not*)
- Your CSU username and password. (*You will need to make sure you have activated your username and password before you try to register your laptop or computer on the residential network.*)

Your Windows 7 laptop or computer must have

- One available network port
- A Firewall - the windows firewall is fine (for more information on Firewalls and checking if yours is turned on please visit <http://www.microsoft.com/security/firewalls/faq.aspx>)
- Antivirus Software Installed – if you do not currently have antivirus software installed, you can download and install Sophos Antivirus for free, from the DIT Software Download page, located here, <https://online.csu.edu.au/division/dit/software/core.html#sav>

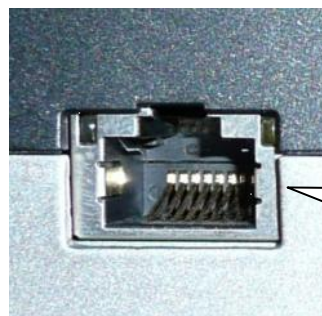
Section 1 – Connecting Your Computer To The VOIP Phone In Your Room

1. Plug one end of the blue network cable into the spare network port on the back of the desk phone in your room.



1. Plug network cable into the PC port on the back of your phone

2. Plug the other end of the blue cable into the network port on the side or back of your computer or laptop. The port should look like the image to the right.



2. Plug the other end of the network cable into your network port on your computer

phone currently doesn't a network connection, please refer to **Section 4 – Troubleshooting, Part 1 - Phone Connection Troubleshooting**, before continuing with the rest of this guide.

Section 2 – Registering Your Computer

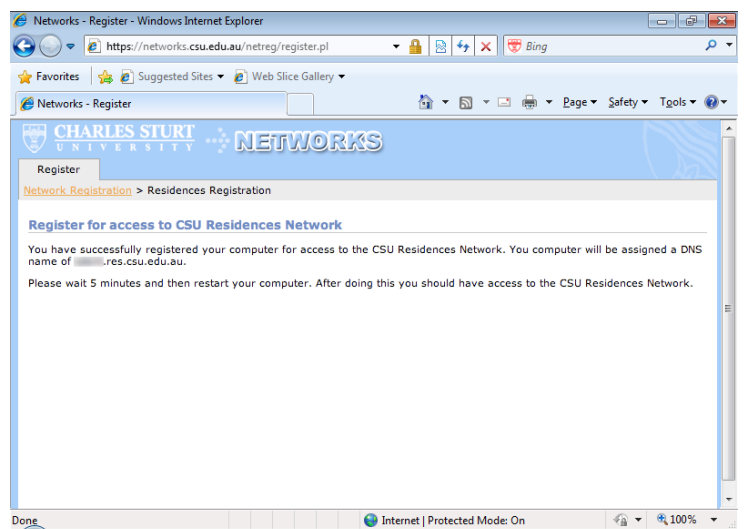
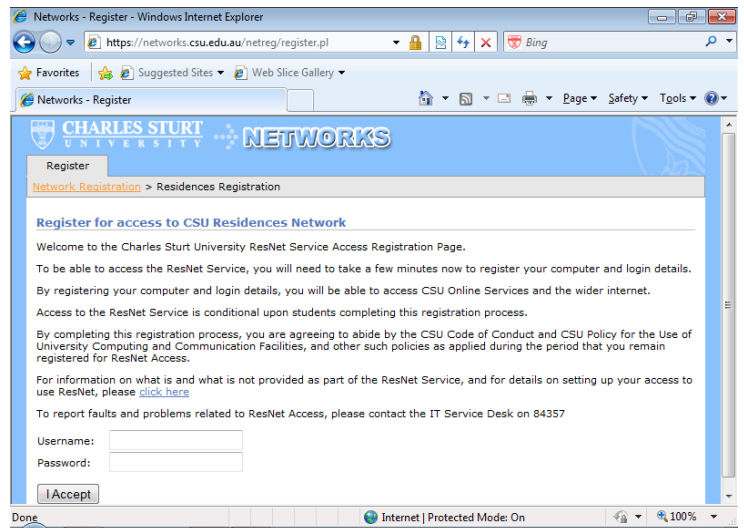
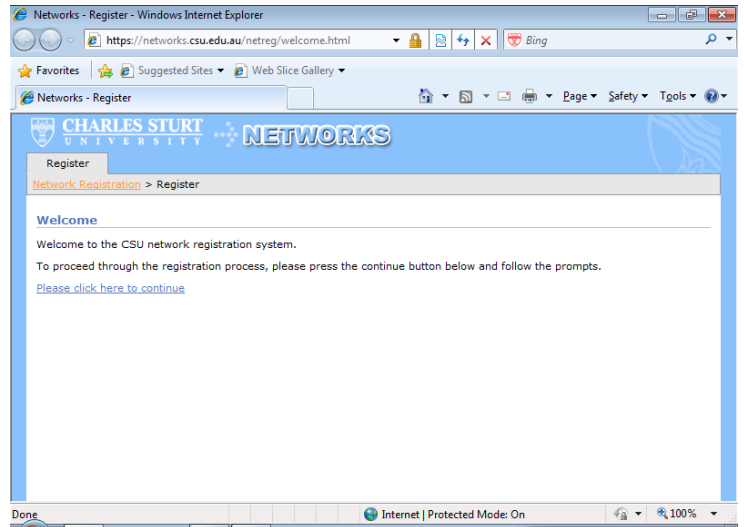
1. Open your web browser and type www.csu.edu.au in the address bar.
2. If no page appears or you see a message saying you are not connected to the Internet, type this address <https://networks.csu.edu.au/netreg/welcome.html> and press **Enter**. The network registration page will load. (top image on the right)
3. You will need to click the “**Please click here to continue**” link, to be sent to the Network Registration page (middle image on the right).

If you see the message “Error: This utility has detected that you should already have access to the CSU network. Please wait 5 minutes then restart your computer and try again” you are already registered to use the CSU Residential Network, and need to restart your computer.

*If you get a page cannot be displayed error message, or you do not see the registration page, please refer to **Section 4– Troubleshooting, Part 2 - Network Connection Troubleshooting***

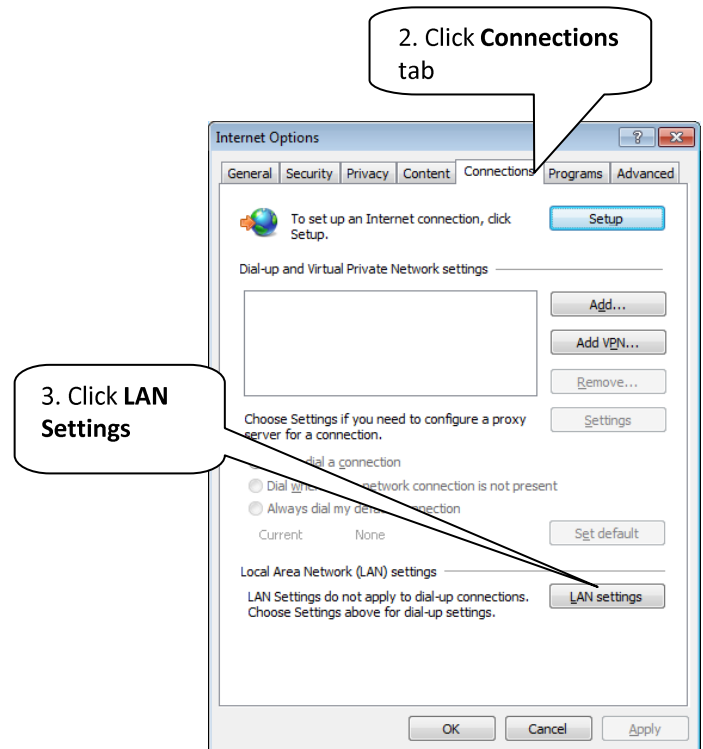
Please read the Network Registration page. By completing the registration process you are agreeing to abide by the CSU Code of Conduct and the Policy for the Use of University Computing & Communication Facilities. **Entering your username and password means you agree to abide by these policies**

4. **Type your username and password.** Click **I Accept** to register your laptop for use on the CSU Residential Network
5. Once the registration successful page appears (bottom image on the right), close your web browser and **restart your computer**. If you do not restart you may have trouble accessing the internet.



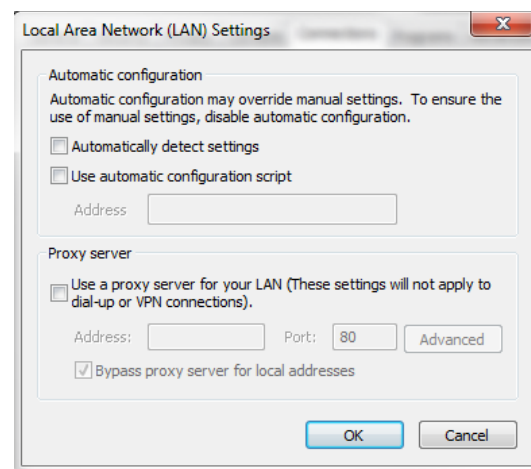
Section 3 – Configuring Your Computer

1. In Internet Explorer, click the **Tools** menu.
Click **Internet Options**
2. Click **Connections** tab
3. Click **LAN Settings** button



The Local Area Network Settings window will open (see right)

4. The other two boxes should be unticked
5. Click **OK** to close the Local Area Network Settings window
6. Click **OK** to close the Internet Options Window



Section 4 - Troubleshooting

Part 1 - Phone Connection Troubleshooting

This part, describes the basic troubleshooting steps, if your phone display a message “Network Link Is Down” or “Waiting for network to initialise” message.

1. Ensure that there is a cable plugged into the wall network port.

1. Ensure that there is a network cable plugged into the wall network port



2. Ensure that the network cable from Step 1 is plugged into the LAN port on the back of your VOIP phone. Proceed to restart the phone. This may take a couple of minutes.

2. Ensure a network cable is plugged into this port



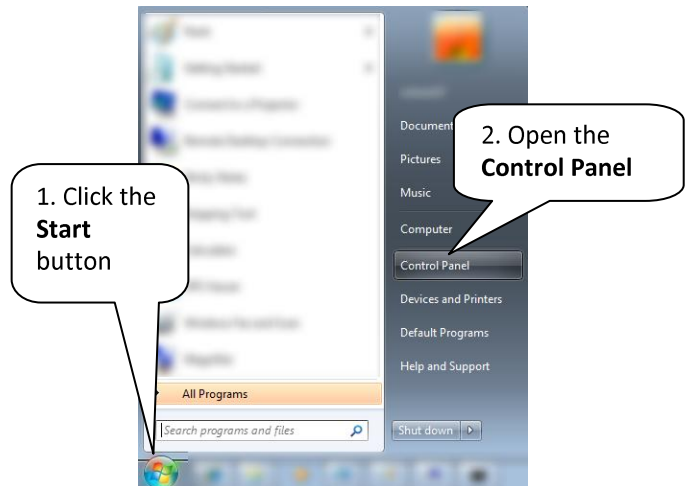
3. If your phone is still displaying the “Network Link Is Down” or “Waiting for network to initialise” please try another LAN port on the wall and then restart your phone.

Please note, there is only one active wall port per room. If swapping the port doesn't connect your phone, please call Student Central on 37507 or 1800 275 278

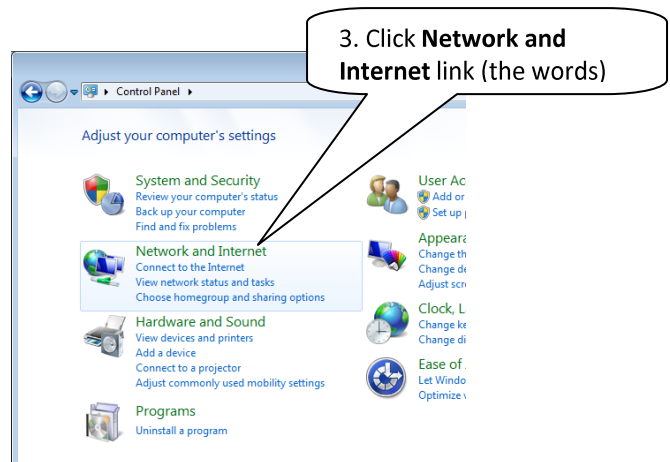
Part 2 – Network Connection Troubleshooting

This part, lists the basic troubleshooting steps, for when your computer is unable to establish a connection with the registration page

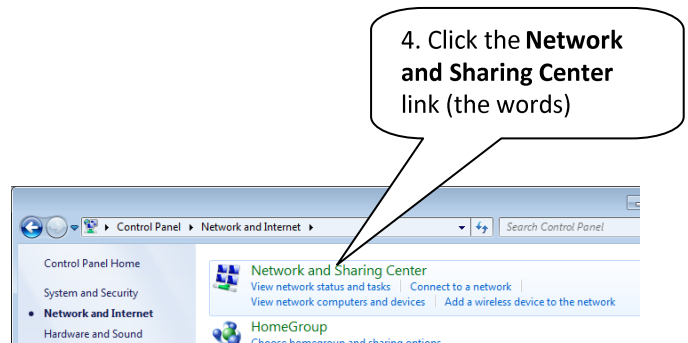
1. Click the **Start** button
2. Click **Control Panel** (If it's not listed in the Start menu click on **Settings** then click **Control Panel**)



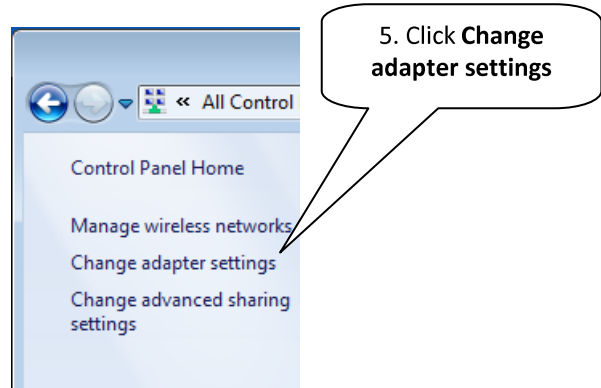
3. Click **Network and Internet** (the green words)



4. Click the **Network and Sharing Center** link (the green words)



5. Click **Change Adapter Settings** link (from the left hand side menu)

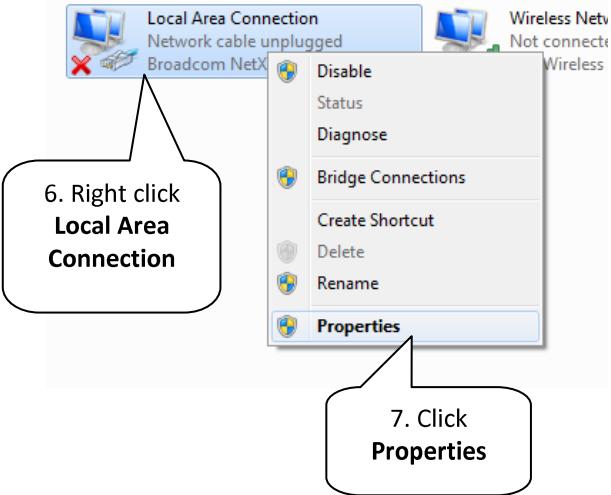


6. Right click **Local Area Connection**

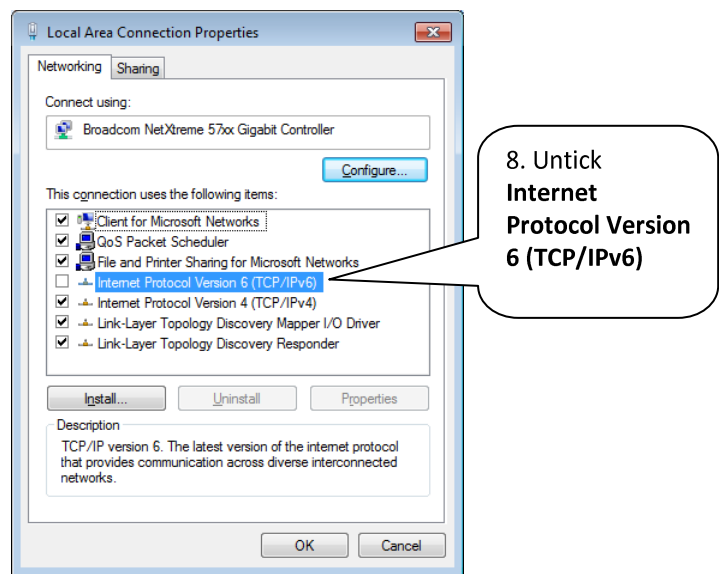
7. Click **Properties**

Click **Continue** if prompted by the User Account Control that Windows needs your permission to continue (you will only get this prompt if you have UAC turned on)

NOTE: If **Enable** is the first option in the list, please select it, and then continue the guide from **Step 6** again

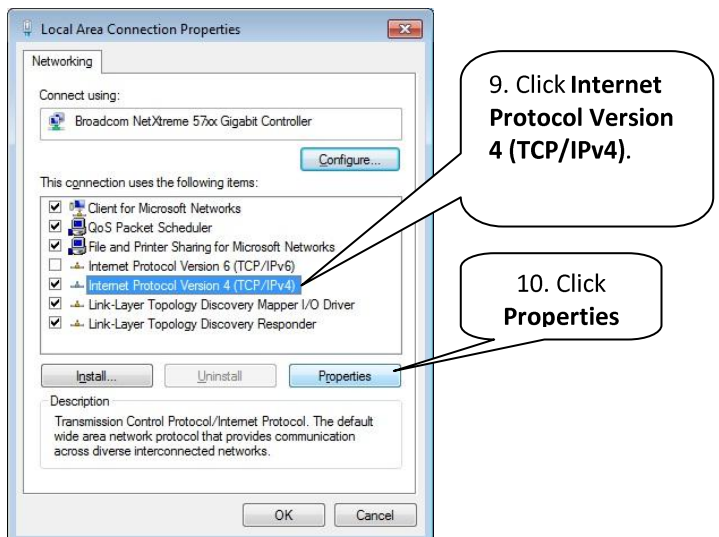


7. Untick **Internet Protocol Version 6 (TCP/IPv6)** box

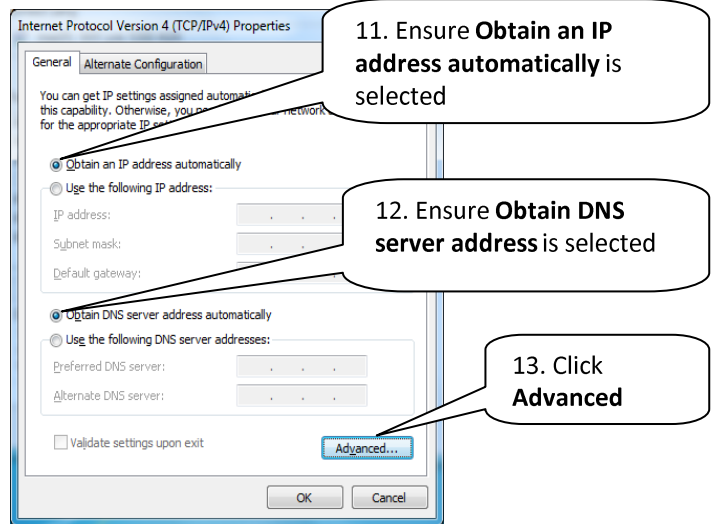


8. Click **Internet Protocol Version 4 (TCP/IPv4)**. It should now be selected and highlighted blue.

9. Click the **Properties** button

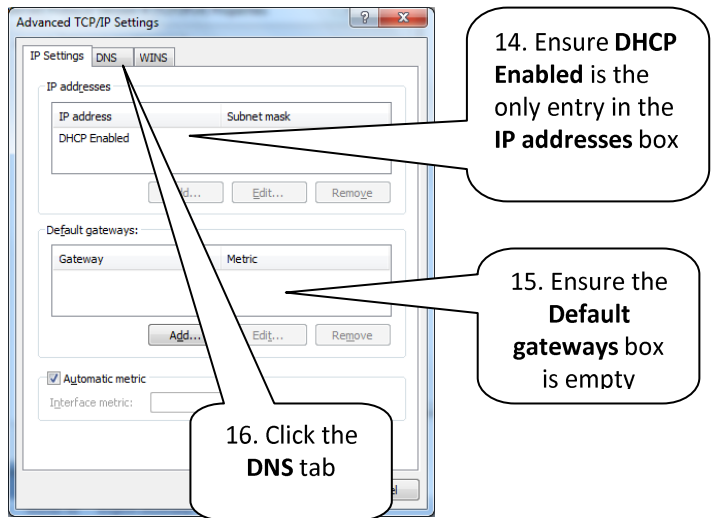


- 10. Ensure **Obtain an IP address automatically** is selected
- 11. Ensure **Obtain DNS server address automatically** is selected
- 12. Click the **Advanced** button

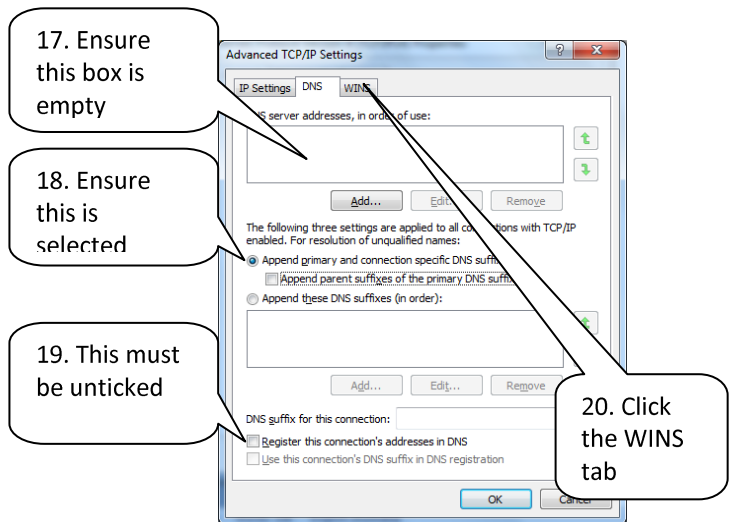


- 13. Ensure **IP addresses** box is empty EXCEPT for **DHCP Enabled**
- 14. Ensure that the box under **Default gateways** is empty
- 15. Click the **DNS** tab to get more settings

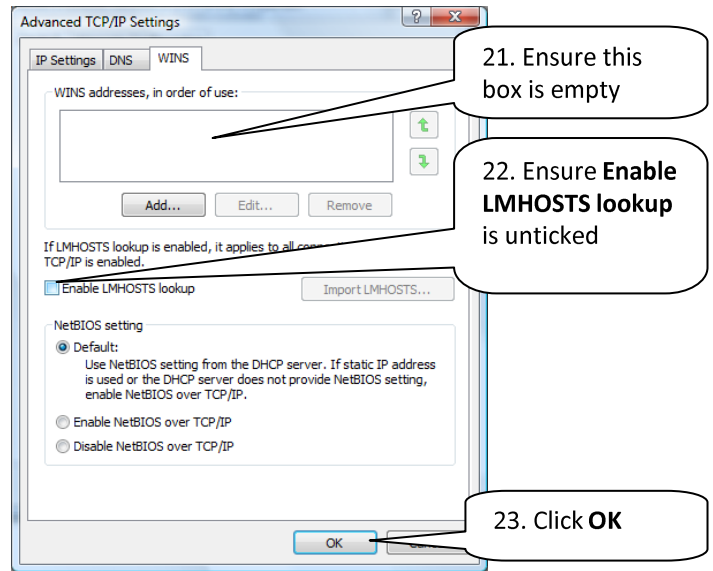
NOTE: If any boxes contain entries click each entry to select and click the **Remove** button



- 16. Ensure that the **DNS server addresses** box is empty
- 17. Make sure **Append primary and connection specific DNS suffix** is selected
- 18. Make sure **Register this connection's address in DNS** is un-ticked
- 19. Click the **WINS** tab



20. Ensure **WINS address** box is empty
21. Ensure that **Enable LMHOSTS lookup** is unticked
22. Click **OK** to close Advanced TCP/IP Settings
24. Click **OK** to close Internet Protocol (TCP/IP) Properties.
25. Click **Close** to close Local Area Connections properties



End of Guide.

If you are experiencing any problems connecting after following this guide, please contact Student Central on 37507 or 1800 275 278