

What is ResNet?

ResNet stands for Residential Network. A Residential Network is the network of wires and equipment that allows students living on campus to connect directly to the campus network. From there, students can access a wide variety of network services including e-mail, printing, network drives, and the Internet.

How much does it cost?

ResNet is free to students living in student housing.

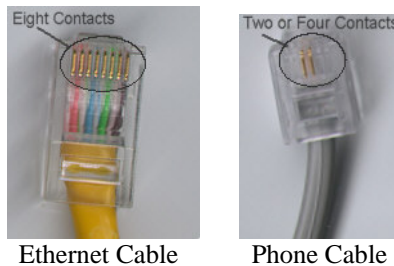
How do I connect?

Every resident room is equipped with one ResNet jack per person living in the room.



ResNet Jack

The jacks are slightly larger than the phone jacks in the room and you will need to use an Ethernet cable (not provided, but available for purchase in the bookstore) to connect your computer to ResNet (do not try to use a phone cable).



Ethernet Cable

Phone Cable

To connect your computer to the ResNet jack with the Ethernet cable, you will need to have a network interface card properly installed. Network interface cards are not provided, but available for purchase in the bookstore.

Residents cannot access ResNet through phone jack in their room with either a modem or a network card. Plugging in any device (phone, modem, answering machine, etc) other than the telephone provided with your room can damage that device. Carroll's phone system, unlike your standard home phone, is a digital private phone system that runs on higher voltages that has damaged standard phone equipment in the past.

System Requirements for ResNet

CCIT strongly recommends that your computer meet these minimum requirements in order to connect to the network.

For Windows Users:

- A Pentium Class PC running Microsoft Windows XP Home or Professional.
- At Least 128 MB of RAM (256MB recommended)
- A compatible Ethernet Network Interface Card and a category 5 network cable. Any 10Mbps or 10/100Mbps Ethernet card should work on the network, all are available to purchase from the Carroll College bookstore.

For Macintosh Users

- A Macintosh running a minimum of OSX 10.1 . OS X users have expanded network capabilities including the ability to use network drives and printers.
- At least 128 MB of RAM (256MB recommended)
- A compatible Ethernet Network Interface Card and a category 5 network cable. Any 10Mbps or 10/100Mbps Ethernet card should work on the network (all newer Macs come with a built-in Ethernet card). The Carroll College bookstore carries category 5 network cables in various lengths.

Will an RTA come and install my Ethernet card for me?

RTAs are available if you need assistance. You will be asked to sign a Release and Indemnity Agreement, which grants authorization to the RTA.

Do RTAs maintain the computer labs?

The Campus Computing and Information Technology department relies on RTAs to help maintain the residence halls computers, but they are not the primary contact for help with these labs. If you have having any problems in residence halls labs, please call the Lab Administrator at ext: 4455

Also remember that the RTAs are students just like you. If you see them doing homework in the computer labs please respect their school time and do not disturb them with ResNet questions. Instead, give them a call in their room and leave a message if they are not there, but be courteous on when you call (no calls after 10PM please).

I have a virus on my computer. What do I do?

If you currently have an anti-virus program, you may need to update the virus definitions. To update the definitions, you will need to read the manual or visit the software developer's web site. Most programs have a "Live Update" program that will automatically download the latest definitions from the developer's website for you.

If you currently have an anti-virus program that will not update because of an expired subscription or if you do not have any anti-virus program then you will need to purchase a new subscription or program OR download a free anti-virus program.

If you running a Windows PC and would like a free anti-virus program, then visit <http://www.grisoft.com>.

There are currently no-known free anti-virus programs out for the Macintosh. The good news is that there are currently very few viruses that attach the Macintosh.

Will the RTAs help me with printer, CD-ROM, etc. problems?

The RTAs will try to help you with any computer problems that they can, but due to liability reasons they cannot work with any hardware repairs. If your computer or its peripherals are in need of physical repair, we ask that you call your hardware vendor for support.

Does ResNet have a firewall to block Internet services?

ResNet has a firewall to protect all computers on campus against computer attacks outside of the Carroll campus. Most Internet services work properly, but we have found a few services that are not compatible with NAT type firewalls.

Is my computer secure (safe from intrusion) on ResNet?

Your computer is relatively safe from attacks outside the campus, but no connection can be completely safe. It is very difficult for us to protect you from attacks within the ResNet network. To protect your computer from other computers and users on the ResNet, consider the following:

- Make sure that you install the latest updates to your operating system and Internet activity software.
- Keep your virus scanner up to date (a lot of viruses open up back doors to your PC)
- Avoid turning on File and Print Sharing. These services can be very useful, but if you have not properly configured the security settings, they can lead to others accessing your files when you don't want them to.
- Don't leave your computer turned on when you are not using it.
- Be careful of what you install! Some programs will install "servers" on your PC. If not configured properly, these unwatched programs could do more harm than good.
- Install a software firewall of your own such as Zone Alarm or a Windows firewall, such as WinXP SP2. These programs can really protect your PC from hacking attempts, but they can also block needed traffic (such as server communication for logging on, connecting to network drives, and printing to network printers), so it might take some playing with their configuration to work properly.

I can't connect or my connection went down. What do I do now?

Many of the problems are intermittent and service normally is restored in a few minutes. If you still have problems, reboot your computer. If none of these suggestions work, contact one of the Resident Technical Assistants (RTA).

Can I use P2P swapping services such as KaZaA or Audiogalaxy?

P2P is blocked on campus because it uses too much bandwidth.

Is the Cable-TV connection in our rooms working?

Yes.

What services can I access with ResNet?

Carroll Network Drives

Network drives allow users to save files on to the network file servers. Files that are saved to the network are accessible from any computer on campus that you have logged onto (eliminating the need to carry floppies to and from the computer labs). Another benefit of storing your files up to the network is for backup purposes. CCIT frequently runs tape backups of all data stored on the file servers for off campus storage.

There are two basic network drives that each student has access to.

- The first is your personal drive (also known as the X Drive). This area is only accessible to its owner and is a good place to store all of your schoolwork. When logged into the computer labs, this drive will automatically show up as drive X.
- The second student network drive is the class shares. This is where your professors will setup individual class folders to place notes, programs, assignments, and other documents related to that class. Some professors have also setup “drop boxes” within these class shares for students to electronically turn in homework assignments. When logged into the computer labs, this drive will automatically show up as drive S.

Because physical resources are limited, we ask that all students limit their X drive storage to less than 75 MB. Unfortunately, exceptions cannot be made. We ask that you help keep the X drives storage clear by using discretion regarding storage of large non-academic files on the servers. We do not actively monitor the X drive files, but we do reserve the right to scan X drives when storage limits are nearing capacity or when investigating AUP violations. Using your X drive to store inappropriate material, large or numerous multimedia files (MP3s, WAVs, AVIs, MPEG movies, etc), games, pirated software, or other large non-academic files could be a violation of the AUP and could result in disciplinary action as outlined in the AUP.

Carroll Network Printers

Network printers allow students to print to several of the campus laser printers and the new high definition color printers. To control printing costs, each student is given \$35.00 in printing quota per semester. Laser printers cost 10¢ per page and the color printers are 25¢ per page. Once you have reached your semester printing limit, you will need to purchase additional prints at the business office.

The following printers are available for student use:

- Standard Laser Printers
 - Guadalupe lab
 - Borromeo lab
 - St. Charles Lab
 - Trinity Lab
 - Simperman Hall lab (two available)
 - Fortin Lab
- Color Printers
 - Simperman Hall labs

While mapping printers from your dorm room you will see other printers available. We ask that you do not print to these other printers unless given prior permission to by a college faculty or staff member. Printing to a non-lab printer without permission could result in disciplinary action as outlined in the AUP.

Bulletin Boards

The Carroll Boards is a web based bulletin board system used for topic discussions in classes, campus information, and events on campus. The boards have been broken into two main categories:

- **The Classroom:** More than 115 classes use the Classroom board system to post assignments, generate discussions, and allow students to ask questions to the instructor or their fellow classmates.
- **The Source:** This section is where most information is posted. Intramural sports information, club notices, campus and local events, menus, movie reviews, classifieds, jobs, and so much more can be found here.

To use the Bulletin Boards, you will need to register an account with a valid email address. When registering, please follow the instructions completely. To access the boards, go to the Carroll home page, click on “Carroll Students” on the top menu, and then on “the boards” from the left side navigation. OR click here: <http://www.carroll.edu/boards/>

Email

Each student is given a Carroll College email account when they activate their computer ID. Their email address is username@carroll.edu. So if your username is TBrown, your email address will be TBrown@carroll.edu. You can access your email four different ways.

- **Web Mail:** This is the way that we recommend all students access their email. To access Carroll’s web mail, go to the Carroll home page; click on “Carroll Students” on the top menu, and then on the “e-mail” link on the left side navigation. OR use this URL <https://mail.carroll.edu/exchange>

You will be prompted to enter in your username & password to access your email, these are your Carroll email address and password you use to access any of the computer labs. You also maybe prompted with a third box to enter in a domain, which you will need to put “carroll” in as your domain.

You can also set up your Carroll Mail in Outlook Express with either POP3 or IMAP on your personal computer:

- Unlike web mail, POP3 mail access removes all email from the mail server and stores it on your local hard drive. So if you are using POP3, all email downloaded to your PC is only accessible at your PC.
- **IMAP email access:** IMAP is very similar to POP3, but differs by leaving all email on the server until it is deleted. This can be very handy when you want to access all your email from multiple computers. When asked what your IMAP and SMTP server name is, enter in jude.carroll.edu for both. For more complete set up instructions, please go to the following web page: <http://www.carroll.edu/offices/ccit/help/faq.php?id=5002>

Carroll web directories & Information

The Carroll web site is a plethora of information about what is happening on campus; we highly recommend you check it out. Here is a list of useful links:

- Carroll Home Page: <http://www.carroll.edu/>
- Carroll Students: <http://www.carroll.edu/students/i>
- On campus Student Directory: <http://www.carroll.edu/students/directory/>
- Bulletin Boards: <http://www.carroll.edu/boards/>
- Web Mail: <https://mail.carroll.edu/exchange/>