
Network Connectivity

Preparing your Computer for School

Welcome to both new and returning students to Carson-Newman. If you are one of the many students who will be bringing a computer, please read the following information regarding network access, setup, and support. There are some very important steps that you need to take to make the process run smoothly.

CONNECTING TO THE C-N NETWORK - WIRED

In your Residence Hall Room

- All dorm rooms on campus have the ability to connect to the C-N Network and the Internet. If more than one wired network appliance (computer, game system, etc) needs to be plugged in you may obtain a hub through Help Desk (\$30 deposit). Routers will not work on the C-N network.
- There are four components to connecting to the Network:
 1. a network adapter,
 2. a network cable,
 3. a network jack, and
 4. CleanAccess software

1. The Network adapter

- The latest PC's and laptop computers come with a network adapter built in. Some other names for a network adapter are: ►Network Interface Card (NIC)►Ethernet adapter►Network/Ethernet Port►10/100 Mbps network card
- The network adapter port looks like an oversized telephone port.

If your computer does not have a network adaptor built-in:

- You should be able to purchase off-campus at Wal-Mart, Target, Staples or Office Max in the computer accessories section.
- For easy setup, we recommend a USB network adaptor



Sample of a network adapter port



Sample of a USB network adapter

2. The Network Cable

- The network cable allows you to connect the network adapter on your computer to the network jack in your room.
Some other names for a network cable are: ▶Cat5 Cable▶Patch Cable▶Straight Cable▶Ethernet Cable
- When purchasing a network cable, be sure that it is **NOT A CROSSOVER CABLE**.
- Cables are available at Wal-Mart, Target, Staples or Office Max in the computer accessories section.

Sample of a network cable



3. The Network Jack

- The network jack is your connection to the student network and the world via Internet.
- Network jacks vary by dorm, but it is normally found beside or below your telephone port on the wall.
- The network jack is sometimes labeled 'Data'.
- The network jack looks like an oversized phone jack.

4. CleanAccess Software

- CleanAccess is a network authentication and validation software preventing 'infected' machines from accessing the network. You will be prompted to install the software when you first access the Carson-Newman network.
- You will be asked to log on and update whenever you connect to the C-N Network.
- If Clean Access does not install properly: Make sure your fire wall is turned off.

Troubleshooting Your Network Connection

- Make sure you have a straight Cat5 Patch Cable, **NOT A CROSSOVER CABLE**.
- Make sure you are using DHCP – *See instructions below*
- Using cable internet at home? You may need to reset your TCP/IP Networking for use in the Residence Halls.
- If you have checked the above items, and your network card DOES NOT have a green link light contact Help Desk at 865-471-3506 to request an appointment for a technician to test the network jack. C-N technicians cannot repair personal computers.

Setting up DHCP for Windows 2000/XP

1. Enter the Network and Dial-Up Connections properties by **Right-Clicking** 'My Network Places' in the >Start menu and **choosing Properties**.
2. **Right-Click** 'Local Area Connection' and **choose Properties**.
3. **Double-Click** 'Internet Protocol (TCP/IP)'.
4. **Choose the option:** Obtain an IP Address Automatically.

Resetting TCP/IP Networking

1. Open the >Start Menu >Select Run...
2. Type 'cmd'
3. This will open a command window
4. Type 'ipconfig /release'
5. Type 'ipconfig /renew'



CONNECTING TO THE C-N NETWORK - WIRELESS

Wireless computing is available everywhere on campus.

- The latest laptop computers come with a wireless network adapter built in.
Some other names for a wireless network adapter are: ►Wireless►IEEE 802.11b or IEEE 802.11g►Wi-Fi

Connecting to CN-Eagles Windows Vista

1. Open the >Start Menu >Select Connect to...
2. In the Show list, select Wireless (You will see a list of the wireless networks currently available.)
3. Select CN-Eagles Network, and then Connect

Troubleshooting Your Network Connection

- Make sure your computer/appliance has wireless network abilities.
- Make sure your wireless network adapter is turned on (see your computer's manual to see where to turn it on/off)
- Update Virus Checking Software
- Update Computer Operating System
- Install CleanAccess
- If you have checked the above items, and your laptop still does not show connection, contact Help Desk at 865-471-3506 to request an appointment to bring your laptop to the Help Desk. **C-N technicians cannot repair personal computers.**

Gaming Systems

In order to use a game system (X-Box, Playstation, etc.) on the network it must first be registered with the Clean Access Server. Fill out the registration form located [here](#).

Trouble finding your MAC address? See [here](#).