

PSU ResNET Windows OS configuration and troubleshooting

If you have no network access at all, you may have a different issue – Can you use the integrated network and a network cable? If not, refer to appropriate document for no network access

Pre-troubleshooting Notes:

- Assumption in **Section ‘A’** is that the laptop has not been on the PSU network before. If a returning student is having trouble, check the ip using the ipconfig/all command (read below) and/or go to the troubleshooting section.
 - A returning student may be trying to connect to a non-psu wireless network.
- USE a network cable to get on RESNET for the first time.
 - When connecting a new student’s, or a returning student’s new computer to a shop’s ResNET jack (yes, we have a few of these in the shop) with a cable, wait a few minutes for the ResNET server to “see” the computer. Bradford is known to take anywhere between 5 – 30 minutes. Ideally, it will take just a less that ten minutes but be patient!
 - You can turn off wireless at this point to eliminate any confusion. (Just remember to turn it back on and check network access through it when done).
- PSU ITS Networking Group recommends turning off the TCP/IP ipv6 feature. You can do this in the Network Control Panel.

Bradford stages

There are three stages in the Bradford configuration process: The network IP will change as you get to each stage.

1. Registration	2. Remediation	3. Production
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When in windows, at the run command type CMD (enter). At the C: type **ipconfig /all**. Look for the integrated NIC and find the IP.

1. At this time, the IP should be 10.11.(0 – 7).xxx This is the **Registration stage**.
2. Open browser and go to Plymouth.edu.
3. If you have not already installed the Bradford utility you should be redirected and prompted to install the Bradford utility now. If you can’t get there right away, wait a minute or two and try again. Once the Bradford utility is installed wait a few minutes and check the IP again. The IP should now be 10.11.(16 – 23).xxx. If not, wait a few more minutes. This is the **remediation stage**. If there is an approved AntiVirus program on the computer, ensure it is fully updated. If you do not see an antivirus program installed, install a free antivirus program (we recommend Avaste antivirus, Microsoft Security Essentials, or AVG antivirus) We do NOT recommend McAfee or Norton. Windows 8 and 10 has its own antivirus program called Defender. With Windows 8 and 10 we also recommend downloading and installing Microsoft’s malicious software removal tool
4. Once the Anti Virus is all set, you should see an IP of 10.2.1.144. This is the **Production stage**. At this point, you should be able to go to ANY PSU site as well as off-campus.

Notes:

1. If you have problems between above steps 1,2 or 3, restart the computer.
2. If network access is not working, refer to Windows Network Access Troubleshooting document