

ResNET configuration and troubleshooting

ResNET Bradford Steps with consideration to IP changes

Notes:

- Assumption 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.
- When connecting a student computer to a ResNET jack 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 few minutes. 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).
- Networking 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.

- Registration
- Remediation
- Production

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.

Install it!!

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 Avira antivirus, available at www.download.com or at www.free-av.com.

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: If you have problems between above steps 1,2 or 3, restart the computer.

Troubleshooting Steps

Before you start ResNET Troubleshooting:

- Does computer start up without errors?
- Is the network card turned on in computer setup?
- Is the Device Manager clear of network driver conflicts?
- Is the required operating system service pack installed?

Be Proactive – Google these commands yourself and learn what they do.

1. These are commands you might need to use to fix ResNET connectivity issues.

- XP – ipconfig
 - /flushdns
 - /release
 - /reset
- VISTA + Windows 7 – when you try to run any of these commands;
 - Ipconfig
 - /flushdns
 - /release
 - /reset

All the commands in step 1 must be done at the C: prompt. [Start, Run, cmd (enter)].

In Windows Vista you may be told you need ‘higher level authorization’ to run the above commands . If you turn off UAC, these commands WILL WORK. Remember to turn UAC back on when done. (Turn UAC on or off in the USER ACCOUNTS in the control panel).

*** All the commands in step 1 must be done at the C: prompt. [Start, Run, cmd (enter)].

Winsockfix utility – (Google it and learn what it does)

- WinSockFix is a downloadable utility that is a last resort if your Internet connection is corrupted due to removed or invalid registry entries.
- Malware/viruses can corrupt the network registry settings.
- WinSockFix can often solve the problem of lost connections after the removal of Adware components or improper uninstall of firewall applications or other tools that modify the OS network and Winsock settings.
- Google WinSockFix and download it.
- Manual steps:- instead of downloading the WinSockFix utility
 - At the Run command, type ‘cmd’ (Enter)
 - At C: type Netsh winsock reset
- You will need to restart the computer.
- DONE!! Check the network access now
- If the computer still has a problem, refer to the Computer Repair Center

Alternate document - ResNET Bradford Steps with consideration to IP changes -

<http://oz.plymouth.edu/~tom/forms/ResNET%20Bradford%20Steps%20with%20consideration%20to%20IP%20changes.pdf>