

INSTRUCTIONS FOR CONNECTING YOUR PERSONAL COMPUTER TO THE UNIVERSITY OF DUBUQUE NETWORK

IMPORTANT TERMS TO KNOW:

Operating System - A computer operating system (OS) is a special program that helps users interact with a computer to carry out their intended tasks. All computers come with an operating system installed on it.

Network Interface Card - A network interface card (NIC) is a computer circuit board or card that is installed in a computer so that it can be connected to a network.

Antivirus or Spyware Software – These are applications that monitors a computer for viruses or spyware by looking for irregularities in a computer system and then comparing its findings to a database of virus or spyware information.

Definition Files - This is a list of viruses or spyware that your antivirus or spyware software uses to keep your PC free from viruses or spyware. New viruses and spyware are constantly being created so it is important to update virus or spyware definitions/signatures regularly to protect against newly created viruses or spyware.

Network Cable – A cable that connects your computer to a network port. This is not a phone line. It is a round cable with ends on it that look like a telephone connection, only larger.

Hardware items needed to connect to the University network:

- A PC or laptop with Windows 7, XP SP2 or Vista operating system
- A network interface card (NIC) – most computers come with this
- A network ethernet cable – also called a cat 5 or cat 6 cable

Your personal computer needs to meet five basic security requirements before you can connect to the University network and gain Internet access:

1. The latest service pack and/or critical updates for your operating system (XP or Vista)
 - Most new PC's already have these updates. Sometimes PC's that have just had their operating system restored need to have these updates reapplied.
2. An antivirus program with an up-to-date subscription (University of Dubuque supplies Symantec Corporate Edition)
 - Most new PC's come with some sort of virus protection. A lot of times these need to go through a registration process or they are only 30-day free trials and are not valid anymore. If you have a **valid up-to-date** subscription, you should pass this requirement.
 - If you do not have a valid up-to-date subscription of the virus software listed above, you will need to **remove your product** and install AVG Antivirus Free Edition or the University of Dubuque provided product, Symantec Corporate Edition.
3. Current virus definitions for your virus software
 - If you choose to use your own virus protection, you must use these products to download current definition files. If you use the University of Dubuque supplied Symantec Corporate Edition, you will be able to get the definitions from links supplied in the certification process.
4. Microsoft Anti-spyware (Webroot-Spysweeper, Malwarebytes)
 - Some new PC's come with some sort of spyware protection. If you have Webroot-Spysweeper, make sure that it is registered and up-to-date.

- If you do not have a valid up-to-date subscription of the spyware software listed above, you will need to **remove your product** and install the free download of Malwarebytes.
5. Current spyware definitions for your spyware software
- If you choose to use Webroot-Spysweeper, you must use it to download current definition or signature files

In order to determine that your computer meets these requirements, you must run a Client Security Agent which will scan your PC. The results of the Client Security Agent must indicate that all requirements are met before connecting to the Internet. If any of these items are not found during the scan, you must install the appropriate programs and rescan your computer until all the requirements are met.

Important notes before starting:

This process will be required before each semester while attending the University of Dubuque. Students are required to complete this process themselves.

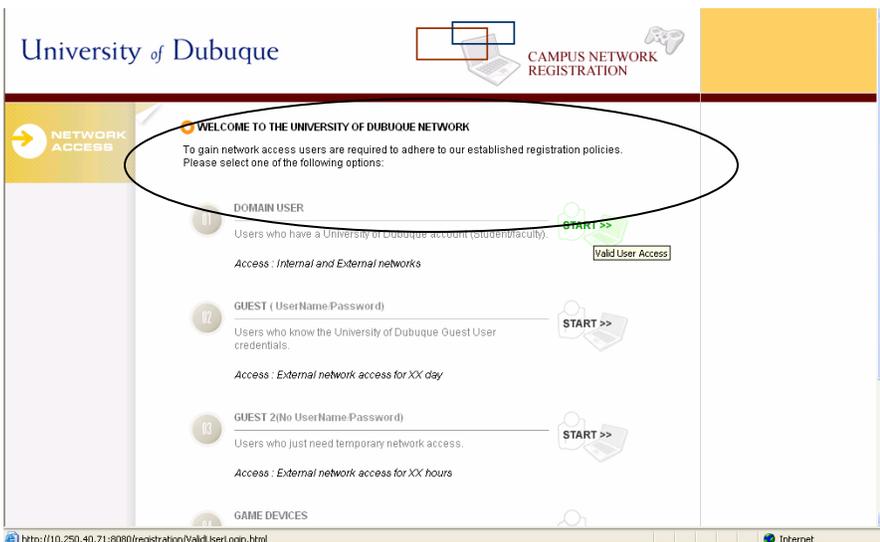
Be sure to read what the Client Security Agent is asking you to do. Students are required to this procedure themselves. The HelpDesk is available for assistance when needed.

When certifying in the dorms, use a network cable. Do not use wireless. If you have a wireless adapter, turn it off during the certification office.

Use Internet Explorer as your browser during this process.

Estimated time for completion could be up to one hour or more, depending on your computer and what products may be needed. Here's how to proceed:

1. Set up your personal computer and make sure it is operational (power it up, make sure that it works, then power it off).
2. Plug one end of your *network* cable (not a phone line) securely into the network jack (not phone jack) in the wall.
3. Insert the other end of the network cable securely into your CPU or laptop network jack. Note: you must have a network interface card (NIC) installed in your computer in order to connect to the University's network.
4. Turn your computer on.
5. After your computer boots up, open Internet Explorer.
6. You will automatically be redirected to a **Security Management Application** login page.



7. Use your Novell network information to log in.

User Name = first letter of first name and your entire last name
 Password = first and last initials and all digits in your UD ID number (found on your University ID card)

OR

If you have changed your password, type in your new password.



>> Download

Process

Result

WELCOME

To connect to the University of Dubuque network, you are required to login and download a Client Security Agent (CSA) application to your PC, which will verify that your system meets the campus network security policies.

This application is a proactive tool to help us ensure each PC attaching to our network is safe and secure. After running the required tests, the application will automatically uninstall itself from your PC.

DOWNLOAD

Please enter your user name, password, and select your device type. Then click the button to download / run the Client Security Agent(CSA) on your machine.

User Name:

Password:

Device Type: (Dropdown menu: Please select one, **Wired Laptop**, Wireless Laptop, Desktop)

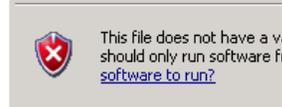


Under HW Description, choose **Wired Laptop** or **Desktop** from the dropdown menu. **If you are running this in the residence halls, you must use a network cable. Do not use wireless.**

Choose **Wireless Laptop** for use in Library. Click on the **Download** button. A few seconds may pass . . .



8. Click on **Run (NOT SAVE)**
9. For some Windows XP users, if this dialogue box appears, click on **Run**.



Download

>> Process

Result

PROCESSING

Checking your system, please wait...



* This may take several minutes depending on your PC configuration.

At this point, the Client Security Agent will scan your computer to check whether it meets the security requirements. This may take few minutes.

If your computer meets all the requirements, you will see a *Registration Success* message. Reboot your computer and you will be allowed to browse the Internet via your network connection.

If your computer does not meet the requirements, a list of what your PC needs will appear along with a link to download the items. Requirements failed by your computer are listed in [blue](#). The order of results may vary. **Important Note: The Test Failed list supplies you with every possible solution that could be used for your certification. Several virus and spyware programs are offered. Critical updates/service packs for Windows are required. Additionally, you only need to acquire 1 Antivirus program with current definitions and 1 Spyware program with current definitions.**

Requirement One: Critical Updates and Service Packs

You must have the most current critical **windows updates** or the latest service packs for your Microsoft operating system. If you do not, you will need to install them before you can proceed with the other items. Click on the link in the **Tests Failed** list to proceed. After installation of critical updates, restart you computer. You must open Internet Explorer again, log in and run the **Security Management Application** to check your computer again. If any of the security requirements are still not met, the **Tests Failed** list will once again appear.

Requirement Two & Three: Antivirus Software and definition file

If you do not have an up-to-date **Antivirus solution**, the University supplies a free antivirus program for you to install or you may install AVG Antivirus Free Edition. The University provides Symantec Corporate edition for student use while enrolled.

Click on the item: [Symantec Corporate Edition](#). Follow the on-screen instructions. After installation, Live Update will start. This updates your definition files. Allow Live Update to run. Once complete, restart your computer. Open Internet Explorer once again, log in and run the CSA program.

Requirement Four and Five: Anti-Spyware Software & definition file

If you do not currently have spy-ware protection such as Malwarebytes you will be able to download and install this free program. Select an Anti-Spyware program from the list. You most also have the updated definition files for your spy-ware program. After it has installed, restart your computer and open internet explorer once again, log in and run the CSA program.

After you have finished all 5 items above, you will see a Registration Success message and you will be able to browse the Internet via your network connection.

If you encounter any difficulty, please contact the Help Desk at x3737. Call the Help Desk from your room, with the computer on. Help Desk staff will assist over the phone. The Help Desk is open from 8 am – 5 pm.