

Are you ready for ResNet?

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Student Computing is your resource for getting assistance with campus computer systems.

In addition to ResNet, we support access to the campus Portal, the central computer labs, your Wildcat Mail account and online course content.

If you have trouble with any of these campus systems, Student Computing is here to help. Call us at (530) 898-HELP. We are here to answer your questions and walk you through technical problems.

You can even call us before you get to Chico!

WHAT IS RESNET?

ResNet is Chico State's high-speed computer network in the residence halls. Each room in the residence halls is equipped with one Ethernet jack per person.

Your connection to ResNet allows you full access to the Internet and online campus resources. You can use this connection to do research, access course materials, browse the web, use instant messaging and play computer games.

Access to ResNet is included as part of your housing contract, so there are no added fees. You also have access to the Student Computing helpdesk for technical support and scheduling in-room appointments with ResNet technicians. The helpdesk can be reached at (530) 898-HELP.

Please take the time to read through this guide and familiarize yourself with the requirements of ResNet. **Especially, make sure that you read and follow the steps in *Before You Come To Chico* on page 3.**

Should you have any questions, please see our website at www.csuchico.edu/resnet or email resnet@csuchico.edu.

WIRELESS INTERNET ACCESS

Every resident gets free wireless access in the common areas of the residence halls as well as in selected locations across campus.

Please note that the wireless service in the residence halls is primarily available in common areas such as study lounges or computer labs. Although some rooms will be within range of the wireless signal, residents should expect to use the wired connection when connecting in their rooms.

Wireless Internet access is currently unavailable in UV. While free for all students at most locations on campus, campus wireless does not extend coverage to include University Village.

Technical support for the campus wireless service is handled through the Student Computing helpdesk, which can be reached at (530) 898-HELP. You can also get wireless help at the **2009 ResNet Setup Fair** (see page 4).

PERSONAL WIRELESS ACCESS POINTS

Personal Wireless Access Points (WAPs), like the ones available at electronics stores such as Best Buy or Fry's, are not allowed in the on-campus residence halls. They are a security risk and can cause network problems when not properly configured. **If a personal WAP is discovered in the residence halls, it may be blocked from accessing the network.**

COMPUTER REQUIREMENTS

Below are the minimum recommended configurations for student-owned computers and the list of currently supported operating systems. Computers that fall below the recommended configuration may still work with ResNet. However, support for them by the ResNet staff is not guaranteed.

Minimum Recommended Computer Configurations	
Operating System	Windows XP, Vista** or Mac OS X (10.3 or newer)
Processor Speed	2.0 GHz (PC) or 1.5 GHz (Mac)
RAM	512MB (1 GB encouraged)
Hard Disk	40GB (80 GB or greater encouraged)
Display	15" or 17" running at 1024 x 768
CD/DVD Drive	Any of these: CD-ROM, CD-RW, DVD-ROM, DVD-R
Ethernet	10/100 Base-T or Gigabit adapter card
Wireless*	Laptops: 802.11b/g/n; Desktops: not required

* Where available – see page 1

** Requirements for systems running Windows Vista are higher.

Operating System Support Guide	
WINDOWS	Windows Vista All version are fully supported by ResNet.
	Windows XP Fully supported by ResNet. ResNet recommends Windows XP Professional. (Windows XP Home is supported.)
	Windows 2000 Very limited support. Most issues will be referred to the paid service at AS. ComputerWorks.
	Windows 95/98/ME ResNet does not support these operating systems. Please upgrade to Windows XP or Windows Vista.
MAC	Mac OS X (10.3 or newer) Fully supported by ResNet.
	Mac OS 8.x/9.x ResNet does not support these operating systems. Please upgrade to Mac OS 10.3 or newer.
LINUX	ResNet does not support any distributions of this operating system. However, we will provide information about our network to assist Linux users in configuring their computers to access our network.
Gaming Consoles	
XBox, PlayStation, Wii	<p>In order to setup your console on the network, you will need to give your console's Hardware Address (also referred to as a MAC Address) to the ResNet staff. You can do this by visiting the 2009 ResNet Setup Fair (see page 4) or by emailing your Hardware Address to resnet@csuchico.edu when you move in.</p> <p>Note: In order for the Nintendo Wii to access ResNet you will need to purchase the Wii LAN Adapter, so that you can use an Ethernet cable to connect your Wii.</p>

Questions? Visit www.csuchico.edu/resnet or email resnet@csuchico.edu

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BEFORE YOU COME TO CHICO

Chico State must keep its computer networks safe, clean and usable for everyone on campus, which means every computer needs to be protected from potential threats on the Internet. We also want to make sure you are able to get online and ready for classes as soon as possible. **You can help us help you by following these simple steps – BEFORE you come to Chico.**

1. Install all Critical/High-Priority updates and patches for your computer.

- Windows users: www.windowsupdate.com
- Macintosh users: Select “Software Update” from the apple menu
- Microsoft Office (Windows or Mac): office.microsoft.com/officeupdate

2. Set future updates to install automatically. (Windows only)

- Start Menu -> Control Panel
- Automatic Updates (or Windows Updates on Vista)
- Set to “Download and Install Automatically” at the time of your choice

3. Make sure you have up-to-date Anti-Virus software. (Windows only)

- Any reputable Anti-Virus product is acceptable
- See page 4 for details about free Anti-Virus software that will be available when you arrive

4. Make sure your computer has Ethernet capability.

All rooms are equipped with standard RJ-45 Ethernet jacks. To plug your computer into the jack, your computer will need the following:

- ***An Ethernet Adapter (also called a Network Interface Card or NIC).***
There are different Ethernet adapters for laptops and desktops, so you should consult your owner’s manual to see if your computer has Ethernet capability. If you have a high-speed connection such as DSL or Cable Modem at home, your computer most likely has an Ethernet adapter in it.
- ***A Cat-5 or better Ethernet cable.***
These can be purchased at any major computer or electronics store. If you will be living in Whitney Hall or University Village, we recommend a 25 foot cable to ensure you can accommodate any furniture configuration. A 15 foot cable will be sufficient for all other residence halls.

WHEN YOU ARRIVE

When you check-in to your residence hall, you will be given a ResNet setup package containing instructions and other materials. Follow the instructions to setup your computer and register it on the network.

Anti-Virus Software

ResNet will be providing a free license of McAfee's VirusScan software that remains valid as long as you remain a resident. If you have another anti-virus product, such as Norton Anti-Virus or TrendMicro PC-cillin, you will need to ensure that the software and definitions remain up-to-date or you will be unable to access the network. Instructions for downloading and installing VirusScan are available at the ResNet website and will be in the ResNet setup package you receive once you move-in.

If you are unable to get online after following the instructions, or you need help installing McAfee VirusScan, don't worry! You can stop by the **2009 ResNet Setup Fair**.

2009 ResNet Setup Fair Schedule

ResNet technicians will be available for in-room help from Tuesday, August 18 through Friday, August 21. Use the chart below to determine where you should go for help.

<i>If you live in:</i>	<i>Go here for help:</i>	<i>On these days:</i>	<i>At these times:</i>
Lassen, Shasta, or Whitney	Shasta Rec Room	Tuesday, 8/18 Wednesday, 8/19 Thursday, 8/20 Friday, 8/21	12 Noon – 6 PM 12 Noon – 6 PM 10 AM – 8 PM 2 PM – 8 PM
Esken, Konkow, or Mechoopda	Esken TV Room	Wednesday, 8/19 Thursday, 8/20	12 Noon – 6 PM 10 AM – 8 PM
University Village	RA Resource Room (Near the South Community Room)	Tuesday, 8/18 Wednesday, 8/19 Thursday, 8/20 Friday, 8/21	12 Noon – 6 PM 12 Noon – 6 PM 10 AM – 8 PM 2 PM – 8 PM

(Times and locations are subject to change. The official schedule will be posted in the halls when you move in.)

When you come to the Fair, a technician will be dispatched to your room as soon as one becomes available. Technicians will be able to help you connect your computer to the network, install updates or other required software, and to answer any questions you may have.

Getting Computer Help after the Setup Fair

After the fair is over, you can call the Student Computing helpdesk at (530) 898-HELP to setup an appointment with a ResNet technician. However, you should do your best to setup your computer as early as possible so that you can get help during the Setup Fair if you run into problems. **The Student Computing helpdesk is very busy during the first two weeks of the semester, which means a two- to three-day wait for a technician to visit your room.** The Setup Fair is your best bet to make sure you are up and running before classes start.

Questions? Visit www.csuchico.edu/resnet or email resnet@csuchico.edu

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DOWNLOADING MUSIC & ILLEGAL FILE SHARING

Under the Digital Millennium Copyright Act of 1998, California State University, Chico is required to take steps to expeditiously remove or disable access to any copyrighted material being shared illegally from within its network

Illegal file-sharing and other copyright violations are a violation of Title 5 of the California Code of Regulations.

What is illegal file sharing?

Using file sharing programs such as LimeWire, BitTorrent, Ares, and eMule to share or obtain copyrighted music, movies, games, and other software without the permission of the copyright holder is illegal.

Organizations such as the Recording Industry Association of America (RIAA), the Motion Picture Association of America (MPAA), the Entertainment Software Association (ESA), and others monitor file sharing systems on the Internet. When they discover an instance of illegal file sharing that is originating from within Chico State's network, they will send an official notice to the University. Upon receipt of this notice, the University must take action to stop copyright infringement from occurring on its network.

What are the consequences?

If you illegally share copyrighted files:

- **Your ResNet network privileges will be suspended.**
- **You may have to pay at least \$3,000 in a settlement with the copyright holder!**
- **Repeat offenders will face disciplinary action with Student Judicial Affairs.**

First-time offenders will be directed to a warning web page and will be notified via an email to his/her WildcatMail account. It will be your responsibility to follow the instructions on the warning page. Repeat offenders will lose their network privileges indefinitely and face further disciplinary action.

In addition to any action taken by the university, the organization that owns the copyright can also file legal charges. Penalties for illegal file sharing and downloading include jail time and fines of up to \$150,000 for each song, movie, or software product. This can happen even on the first offense! Don't take the risk!

What can I do to prevent illegal file sharing?

Use legal means of obtaining digital entertainment. Check out the Get Legal guide for ways to get music, movies and television on ResNet: <http://getlegal.csuchico.edu>

Avoid file sharing programs. The University strongly discourages the use of file sharing programs (such as LimeWire, BitTorrent, and Ares) because of the risk that the files being shared may be copyrighted. Additionally, many file sharing programs serve as distribution points for adware, spyware, Trojans, viruses, and other malicious programs. **Uninstall these programs before you arrive on campus!**

If you are concerned that your computer may be sharing copyrighted files, please contact the Student Computing helpdesk at:

**(530) 898-HELP
resnet@csuchico.edu**