

Are you ready for ResNet?

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IT Support Services

IT Support Services 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, IT Support Services is here to help. Call us at 530-898-HELP (4357). 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. Every room in the residence halls has a connection to the Internet.

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 IT Support Service Desk for technical support and scheduling in-room appointments with ResNet technicians. The service desk can be reached at (530) 898-HELP (4357).

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 to the common areas of the residence halls and in your room if you live in certain buildings. Wireless is also available in most other areas of campus. See page 4 for connection types by building.

Wireless Internet access is coming to University Village! As of the publishing of this document, wireless is in the process of being rolled out to UV. If it's not available by the time you move in, it will be available shortly thereafter! Until wireless is available, a high-speed DSL connection to your room will be provided.

Technical support for the campus wireless service is handled through IT Support Services, which can be reached at 530-898-HELP (4357). You can also get wireless help at the **2010 ResNet Setup Fair** (see page 5).

Personal Wireless Routers

Personal wireless routers and access points, 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 wireless access point 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, 7 or Mac OS X (10.3 or newer)
Processor Speed	2.0 GHz (PC) or 1.5 GHz (Mac)
RAM	2 GB
Hard Disk	40GB (80 GB or greater encouraged)
Ethernet	10/100 Base-T or Gigabit adapter card
Wireless*	802.11b/g/n

* Where available – see page 4

Note: Typically, any computer purchased new in the last three years will meet these requirements.

Operating System Support Guide	
WINDOWS	Windows 7 All versions are fully supported by ResNet.
	Windows Vista All versions are fully supported by ResNet.
	Windows XP All versions are fully supported by ResNet.
	Windows 95/98/ME/2000 ResNet does not support these operating systems. Please upgrade.
MAC	Mac OS X (10.4 or newer) Fully supported by ResNet.
	Mac OS 8.x/9.x ResNet does not support these operating systems. Please upgrade to Mac OS 10.4 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 2010 ResNet Setup Fair (see page 5) or by emailing your Hardware Address to resnet@csuchico.edu when you move in.</p> <p>Note: Depending on the building and your game console, you may need to purchase a sold-separately network adapter. See page 4 for more information.</p>

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
- Windows Updates (or Automatic Updates on XP)
- 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
- ResNet recommends Microsoft Security Essentials. This is now provided for free to Windows users by Microsoft at http://www.microsoft.com/security_essentials/
- **Make sure you only have one Anti-Virus product on your computer!** Multiple products will work against each other and severely impact your computers performance.

4. Make sure your computer has Ethernet and Wireless capability.

Access type varies by building. To ensure you can connect in your room make sure your computer has both Ethernet and Wireless network adapters. 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 Wireless Adapter***
Please see page 4 to see if you’ll need a wireless adapter to connect in your room.
- ***A Cat-5 or better Ethernet cable.***
These can be purchased at any major computer or electronics store. A 15 foot cable will be sufficient for most room configurations.

RESNET ACCESS TYPE BY BUILDING

Connection types vary by building. Consult this table to find out what kind of connection will be available in your room:

	Wired	Wireless
Whitney	No	Yes
Sutter	Yes	Yes
Shasta / Lassen	Yes	No
North Campus	Yes	No
University Village	See below	See below

University Village:

As of the publishing of this document we are in the process of rolling out wireless at University Village. We don't know if this will be ready by the time you move in! If it's not ready when you get here, it will be shortly thereafter! Until wireless is made available, a high speed DSL connection will be available in your room.

Whitney Hall:

There are no wired connections in Whitney Hall. Whitney is wireless only! Make sure your computer and any game consoles have wireless capability. (Xbox 360s will require the sold-separately wireless adapter.)

Other Halls:

Wireless access is not guaranteed in these rooms. Make sure your computer and game consoles have wired capability. (Nintendo Wiis will require the sold-separately wired adapter.)

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 recommends Microsoft Security Essentials. 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 Microsoft Security Essentials are available from Microsoft at http://www.microsoft.com/security_essentials/.

Make sure you only have one Anti-Virus product on your computer! Multiple products will work against each other and severely impact your computers performance.

If you are unable to get online after following the instructions, or you need help installing Microsoft Security Essentials, don't worry! You can stop by the **2010 ResNet Setup Fair**.

2010 ResNet Setup Fair Schedule

ResNet technicians will be available for in-room help from Tuesday, August 17 through Friday, August 20. 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, Sutter or Whitney	Shasta Rec Room	Tuesday, 8/17 Wednesday, 8/18 Thursday, 8/19 Friday, 8/20	12 Noon – 6 PM 12 Noon – 6 PM 10 AM – 8 PM 2 PM – 8 PM
Esken, Konkow, or Mechoopda	Esken Study Lounge	Wednesday, 8/18 Thursday, 8/19	12 Noon – 6 PM 10 AM – 8 PM
University Village	RA Resource Room (Near the South Community Room)	Tuesday, 8/17 Wednesday, 8/18 Thursday, 8/19 Friday, 8/20	12 Noon – 6 PM 12 Noon – 6 PM 10 AM – 8 PM 2 PM – 8 PM

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 IT Support Services at 530-898-HELP (4357) 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 IT Support Service Desk 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 IT Support Services at:

**530-898-HELP (4357)
resnet@csuchico.edu**

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

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