

College  
Internet  
Connection

# INTERNET USAGE GUIDE

Revised 06/30/10

## **Introduction**

Most of the Prime Student Housing, Inc. buildings are being supplied with Internet connectivity. We hope you will enjoy the “always-on” Internet connection. This connectivity is not meant to facilitate the downloading of large files or the playing of low latency Internet games. It is intended to provide Internet access speeds that will vary with usage but overall be faster and more convenient than using a dial-up connection. Not all services/programs are compatible with the service. If you have a specific program you would like to use it is your responsibility to inquire if it will function properly.

## **Hardware / Software Requirements**

Listed below are the minimum recommended hardware requirements for

For PC:

- 133 MHz (or faster) Pentium-based processor (or equivalent)
- Windows XP, Windows Vista, Window 7
- 128 MB RAM
- 25 MB of available hard disk space
- Installed CD-ROM drive
- Operating System CD
- All machines should have an installed, functional 10BaseT or better Ethernet interface.\*

For Macintosh:

- PowerPC or faster processor
- Mac OS X or greater
- 128 MB RAM
- 25 MB of available hard disk space
- Installed CD-ROM drive
- Operating System CD
- All machines should have an installed, functional 10BaseT or better Ethernet interface. \*

\* Your Landlord does not provide your Ethernet interface card or Ethernet cable.

# Internet Control System – ICS

In order to bring you the best service and support available we have installed the ICS system. Each device attached to the network will require a registration.

If you are using a router you will need to register the router, but any computer attached to the router will not require a separate registration.

If you are connecting directly to the Ethernet outlet, or are using a hub/switch you will have to register each device that is connecting to the network.

To register you must click the Register button on the welcome screen, and completely fill out the requested information. Carefully read the terms of usage and click the submit button to begin the registration process.

Once you submit your registration, you will have one hour of limited Internet access. Only web browsing and email is allowed during this temporary registration phase. To complete the registration process you must open the email that the ICS system will have sent you. (Please note that the U of M mail system randomly designates the registration email as spam, so if the message does not appear within 10 minutes please check your spam folder.)

Once you have opened the registration email, you must click the link contained therein to finish your registration. (Once you click the link, it may take up to ten minutes for the registration to be acknowledged by the router at your building.)

**NOTE: If you do not open the registration email, your temporary registration will expire in 1 hour. At that time you will be forced to renew your temporary registration and a new registration email will be sent to you. Please ensure that your email address is correct, and double-check any spam filters you may have.**

# Networking Setup

The operating system needs to be configured to assign an address to the card using DHCP. DHCP allows the network to automatically assign an IP Address. To configure your Ethernet card:

## For Windows Vista, Windows 7:

- 1 From the Windows taskbar, click **Start**
- 2 Click **Control Panel**
- 3 Double Click **Network and Sharing Center**
- 4 Click **Manage Network Connection** (Windows Vista) or **Change Adapter Settings** (Window 7)
- 5 Right click on **Local Area Connection** and select **Properties**
- 6 Double click **Internet Protocol Version 4**
- 7 Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**
- 8 Press **OK** to exit the window
- 9 Click **OK** to exit the next window, DHCP will now be enabled

## For Windows XP:

- 1 From the Windows taskbar, click **Start**
- 2 Click **Settings**, then **Control Panel**
- 3 Double Click the **Network Icon**
- 4 Double Click on **Ethernet Adapter Icon**
- 5 Click **Properties**
- 6 Click **Internet Protocol (TCP/IP)**
- 7 Select **Obtain an IP Address automatically**
- 8 Click **OK** to exit the window
- 9 Click **OK** to exit the next window, DHCP will now be enabled.

## Apple Macintosh

- 1 Select the **Apple Menu**
- 2 Select **System Prefs**
- 3 Select **Network**
- 4 On the **Show** drop down menu select: **Built-In Ethernet**
- 5 Select **Configure IPv4: Using DHCP**, DHCP will now be enabled.

Additionally, we recommend that you turn off file and printer sharing and all Internet based services on your computer. This will prevent conflicts with other computers on the network and secure your files from other network users.

The only hardware necessary to share this connection among multiple computers is a switch or hub. A router can be used, but it must be correctly connected to the network, and you may experience problems making your router work properly. If this happens and you need Technical Support, a service charge will apply.

## **E-Mail Setup**

We do not offer E-Mail accounts, however, we do allow for outbound and inbound e-mail access via SMTP, POP and IMAP. Due to a change in U of M's policies regarding their SMTP servers, we have setup an SMTP server for use from within your apartment.

If you live in:

**326 E. Madison or 344 S. Division use: [smtp.sbcglobal.net](mailto:smtp.sbcglobal.net)**

**everyone else should use: [smtp.primesh.com](mailto:smtp.primesh.com)**

## **Security**

The apartment building's LAN is behind a firewall which allows Internet communication only when initiated from within the LAN. This allows you to connect to web sites, mail servers, etc but prevents anyone from connecting to you. You, however, are still responsible for the security of your own computer system. The aforementioned security measure precludes the use of any software that requires an open incoming connection from the Internet, examples of such software can be found at the end of this guide.

As you are on a LAN, there is no restriction on traffic between computers within the same rental complex. We strongly suggest turning off all file and printer sharing and any Internet services you may have running on your system. These include Web Server, FTP Server, SMTP Servers, etc. Refer to your operating systems documentation on methods to turn off these systems.

## **Routers / Wireless Routers**

If you are connecting a router or a wireless router only connect the Internet or WAN port to the network. **DO NOT CONNECT THE NUMBERED PORTS TO THE NETWORK.** Every semester there are connectivity problems at our buildings due to the improper connection and or setup of a router / wireless router. **If we find you are causing this type of disruption we will charge you a \$45.00 fee.**

## **File Sharing/P2P software**

Due to complaints received from the Motion Picture Association of America regarding Copyright infringement, there is to be no use of File Sharing or P2P software on Prime's network. **Anyone found violating this policy will be subject to disconnection as well as a \$45.00 fee.** Ignorance of this policy or the software running on individual PC's will not be accepted as an excuse. If there is any question as to whether or not you are running file sharing/P2P software you should consult with professionals to ensure that no such software is running on your PC. (See pg 11 for a partial list of software to avoid.)

## **World of Warcraft**

The Blizzard Downloader uses BitTorrent to facilitate the downloading of patches by default. The use of BitTorrent or any P2P software is strictly prohibited on the network, therefore you must follow the directions at the following URL to disable the use of P2P: <http://www.worldofwarcraft.com/info/faq/blizzarddownloader.html>

## **Virus Detection/Prevention**

It is the responsibility of every Ethernet user to ensure their computer is virus free. Antivirus software is widely available for most operating systems, and is freely available to Staff and Students at U of M from the following URL: <http://www.itd.umich.edu/virusbusters/> . **Due to the increasing number of problems associated with infected computers we will assess charges against users that fail to protect their PC from viruses and cause interference with other users or our network.**

## **Network Unavailability**

Although we will strive to maintain the best connectivity within our buildings, we cannot be responsible for downtime due to our Internet service provider. We will work closely with them, however, to ensure reasonably fast continuation of service. Accordingly, **there will not be any rebates for service interruptions.**

# Usage Rules and Regulations

- Do not use static IP Addresses.
- Do not run a DHCP Server.
- Do not run any P2P Software (see pg 11.) that will cause inordinate drains on bandwidth, which violates section B of this guide below.
- Prime Student Housing, Inc., the Landlord and College Internet Connections, LLC, hereinafter referred to collectively as “Landlord” exercise no control whatsoever over the content of the information passing through the network. You are fully responsible for the privacy of, content of, and liability resulting from your own communications.
- Landlord makes no warranties of any kind, whether expressed or implied, for the service it is providing. Landlord also disclaims any warranty of merchantability or fitness for any particular purpose. Landlord will not be responsible for any damages consequential or incidental that you suffer or inflict on others. This includes but is not limited to loss resulting from computer viruses, delays, non-deliveries, mis-deliveries, or service interruptions caused by Landlord or your errors or omissions. Use of any information obtained via Landlord’s networks is at your own risk. Landlord specifically denies any responsibilities for the accuracy or quality of information obtained through its service.
- You agree not to interfere with or disrupt other network users’ network services or network equipment, intentionally or not. Disruptions include, but are not limited to, distribution of unsolicited advertising or chain letters, violations of Usenet news etiquette, propagation of computer worms or viruses, and using the network to make unauthorized entry into any other machine accessible via the network, or for the commission of any crime.

**Resident agrees that the use of the Service by the Resident is subject to the following terms and conditions:**

- a) **Landlord may determine permissible uses of Service** - Landlord reserves the rights to determine at its sole discretion what uses of the Service are and are not permissible.
- b) **No uses that inordinately drain bandwidth** – Any use of the Service that inordinately drains bandwidth, such as hosting one or more web sites and/or running one or more servers directly from the Apartment, is prohibited. Resident may have a Web site or e-mail address that is hosted over third-party servers, like America Online, and that is stored at a site not on the premises of the Apartment Community. Neither Landlord nor Provider will provide e-mail servicing.
- c) **No rent abatement for service disruptions** – Landlord shall in no way be liable or responsible for any loss, damage, or expense that Resident may sustain or incur by reason of any change, failure, interference, disruption or defect in the supply or character of the Service or if the quantity of the Service supplied by the Provider is no longer available or suitable for Resident’s requirements, and no such change, failure, interference, disruption, defect, unavailability, or unsuitability shall constitute an actual or constructive eviction in whole or in part, or in any way entitle Resident to any abatement or diminution of rent or in anyway relieve Resident from any obligation under their residential lease.
- d) **Landlord’s right to discontinue service** – Landlord reserves the right to switch Providers and/or discontinue providing the Service to an apartment if the apartment is deemed to be using an inordinate amount of bandwidth as stated in section b above.
- e) **Access to apartment** – To provide the Service, certain equipment, including amplifiers, distribution cables, lock boxes, connectors, splitters, wall plates, and other appurtenant devices will have to be installed or are installed in Resident’s Apartment. Resident shall allow Landlord and/or Provider service personnel reasonable access to the Apartment for purposes of installing, maintaining, repairing, replacing, or removing this equipment, as well as for auditing, selling or changing the Service.
- f) **Resident responsible for equipment damage** – Resident agrees not to damage the equipment described in subsection “e” above, and agrees to indemnify and hold Landlord harmless from and against any and all claims, demands, costs, expenses (including attorney’s fees), and causes of action arising out of, or in any way relating to, actions or inactions by Resident, including but not limited to, any amounts required to cover the costs of any such damage.

- g) **No installation of private reception devices that cause interference** – Resident may not install or use a private reception device, such as a satellite dish, that does not comply with the technical specifications established by the Federal Communications Commission, including but not limited to, signal leakage, which interferes with delivery of the Service.
- h) **Landlord not liable for residents financial losses** – Landlord shall not be liable to Resident for any losses incurred as a result of day trading, e-commerce, or other financial transactions and activities engaged in by Resident over the Service. If Resident uses the Service to engage in any of these activities, Resident does so at Resident’s own risk.
- i) **Landlord not liable for Internet content** – Landlord makes no warranties of any kind, either express or implied, as to the accuracy, completeness, timeliness, moral standard, or suitability for any purpose of the material available on the Internet. Nor shall Landlord have any liability for the content of the data transmitted and received on the Internet.
- j) **Collection and usage of personal data** - Resident agrees to provide personal information in the form of a current and correct email address and telephone number. This information will be used for the purposes of sending notices, reminders, and other information related to Internet service and also to their tenancy with Prime Student Housing. Resident agrees that telephone calls and email from Prime Student Housing or College Internet Connection therefore are a legitimate source of communications.

# Troubleshooting and Support

## 1) **Ensure that your Ethernet card is properly connected.**

Most Ethernet cards have a light on them indicating network activity. Ensure that the light is on or blinking. If your card doesn't have a light or you can't find it, skip this step.

## 2) **Ensure that the operating system has properly installed the hardware.**

Follow the Ethernet manufacture's manuals to ensure card is properly installed.

## 3) **Ensure proper networking configuration for DHCP.**

Follow directions in Networking Setup above. Double-check the settings.

## 4) **Check the IP Address**

### **Windows XP, Vista, 7**

1. Click the **Start** button.
2. Click **Run... (Windows XP)**
3. Type **cmd** into the box and hit **OK**. (Windows XP) or type **cmd** into the search box and hit the **Enter** key.
4. At the command prompt type **ipconfig** and hit the enter key.
5. Look for the entry that says **Local Area Connection**.
6. If the address looks like 169.254.X.X type **ipconfig /renew** and hit enter.
7. If the address looks like 10.0.x.x the problem is elsewhere.
8. If the address still looks like 169.254.X.X check your Ethernet cable to the wall jack, and double check that your computer is getting its settings from DHCP.
9. You will not be able to connect until you have a valid IP Address in the form of 10.0.x.x

## Macintosh

1. Open **System Preferences** and click on the **Network** icon.
2. Select **Ethernet**.
3. You should see your current IP Address listed.
4. If your address does not look like 10.0.x.x check your Ethernet cable to the wall jack.

## 5) Ping the Router

### Windows

1. Follow the instructions in Step 4 to obtain the gateway address. The first 3 groups of numbers should be identical to your IP Address.
2. Click the **Start** button
3. Click **Run...**
4. Type command and hit OK.
5. At the command prompt type **ping** and the *gateway address* (ie. 10.0.0.1) from **winipcfg**.
6. You should receive ping replies from the gateway.

### Macintosh

1. Follow the instructions in Step 4 to obtain the gateway address. The first 3 groups of numbers should be identical to your IP Address.
2. Open the **Terminal** (you can search for it in the spotlight).
3. At the command prompt type **ping** and the *gateway address* (ie. 10.0.0.1).
4. You should receive ping replies from the gateway.

## 6) Call Technical Support

734-531-0148

**Note:** College Internet Connections, LLC is the vendor that provides the high-speed link to the Internet. Hardware or software problems associated with a renter's PC are the renter's responsibility. However, if you have a question about your connectivity, you may make an inquiry to the office free of charge. Sometimes your problem may be solved quickly over the phone, but if a service call to your unit is required and the problem is not related to the landlord's equipment, a service charge will be charged to your apartment. Service charges begin at \$80.00 for the first hour and \$20.00 for each fifteen-minute increment thereafter.

## **Extended Network Unavailability**

In the event of an extended failure, all U of M students have free Merit Dialup Network accounts. The Ann Arbor dial up number is 734-489-2222 for U of M students. Contact the University of Michigan computer help line at 734-764-HELP for more information or help in setting your computer up for this account.

## **Known Non-Compatible Programs/Services**

- Netmeeting – Text only, audio and video do not work
- ICQ – Text chat works, no file transfer or other services

## **Known P2P Programs**

The following list is by no means exhaustive, but gives examples of software that is not allowed to be run on the network. Violation of this policy will result in a \$45.00 fine.

- Limewire
- Kazaa
- Acquisition
- SoulSeek
- WinMX
- Ares
- Skype
- Shareaza
- Veoh
- TVKoo
- P2P VoIP
- uTorrent
- QQLive
- Poco
- LimeLight
- Morpheus
- Bearshare
- BitTorrent
- eDonkey/eMule
- Direct Connect
- Piolet
- Blubster
- Aimini
- Kontiki
- TVAnts
- IP - PPLive
- Thunder
- QQ
- Net Transport
- Gnucleus
- BitComet
- BitToronado
- Foxy
- Clubbox
- Azureus
- Bit Lord
- coolstreaming
- shoutcast
- peercast
- streamerp2p
- icecast
- Sopcast
- FlashGet
- Kugoo
- Grokster