
Getting Connected

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Welcome

Congratulations on making the decision to "Get Connected" to the Hofstra ResNet system. Being connected to this system provides you with fast access to the Internet, Email, library card catalog and many other services.

This document is intended to step you through all of the procedures for connecting to the network from installing your Ethernet card to checking your email. You may or may not need all of the enclosed documentation, however we have provided you with this information in case you need it at a future date.

****Please keep this information packet for the duration of the 2002-2003 academic year.****

Modems vs. Ethernet

Ethernet may be a new term for you so we'll explain it right away. You are probably familiar with accessing the Internet using a modem and a telephone line from your home. Hofstra's network is built on a different technology called Ethernet. Ethernet connections do not require "dialing up". They are full time connections, which means every time your computer turns on, it will be connected to the network and to the Internet 24 hours a day 7 days a week. You may be familiar with this if you have used a cable modem or DSL connection. At Hofstra University there are no charges for subscription, setup, or technical support. Aside from the cost of an Ethernet card there is **no charge for this service**. If you already connect with a cable modem or DSL at home you probably already have an Ethernet card installed on your computer. Ethernet connections are 50 times faster than traditional modem connections.

Step 1: Do you have the right computer?

Generally speaking, most new computer (purchased within the last year) should be more than capable of going online here at Hofstra University. The following chart lists our minimum requirements if you already have a computer and our recommendations if you are buying a new one. Any new computer purchased today will probably exceed our recommendations.

Minimum System Requirements:	
<p><u>IBM compatible:</u> Windows 95: 32MB of RAM (64MB if using Win 98) Pentium 166MHz or higher CD or DVD drive 1 free PCI expansion slot</p> <p>*Note: Laptops require built-in Ethernet or one Type II or Type III PC card slot.</p>	<p><u>Macintosh:</u> Mac OS 8.1 or higher: 32MB of RAM 68040 processor or PowerMac CD or DVD drive 1 free expansion slot</p> <p>*Note: Laptops require built-in Ethernet or one Type II or Type III PC card slot.</p>
Recommended System Requirements:	
<p><u>IBM compatible:</u> Windows 98se, ME or XP: 128MB of RAM (256 if using XP) Intel or AMD 800Mhz processor or better CD or DVD drive Free PCI expansion slots or built-in 10/100 Ethernet</p> <p>*Note: Laptops require built-in Ethernet or one Type II or Type III PC card slot.</p>	<p><u>Macintosh:</u> Mac OS 9.2 or OS X: 128MB of RAM (256 if using OS X) G3 or G4 Processor CD or DVD drive built-in 10/100 Ethernet</p> <p>*Note: Laptops require built-in Ethernet or one Type II or Type III PC card slot.</p>

Step 2: Acquire an Ethernet Card

Once you have determined that your computer meets our requirements, you'll need to have an Ethernet Card. Most new computers have built-in Ethernet cards or can be ordered with built-in Ethernet cards. If you already purchased your computer and it does not have an Ethernet card, one can easily be installed. Ethernet Cards can be purchased at the Hofstra Bookstore, or at most computer stores. **It is very important that you get an Ethernet Card that will fit your computer.** Below is a table that will guide you in determining the correct type of Ethernet card. If you are still unsure, one of our ResNet technicians will be happy to schedule an appointment with you to determine the type of Ethernet Card that would be appropriate.

Recommended Network Cards:	
<p><u>IBM compatible:</u> PCI slots: Linksys - LNE100-TXU PC card slots (Laptops): Linksys - PCM100 (dongle-less)</p> <p>The Hofstra bookstore carries the above network cards.</p>	<p><u>Macintosh:</u> All new Macintosh computers have built-in Ethernet network ports but some require a card or transceiver. If your Macintosh does not have built-in Ethernet or you're not sure then please contact the ResNet office for advice.</p>

Step 3: Installing your Ethernet Card

The following instructions describe how to install a typical Ethernet card into a typical Desktop or Laptop computer, running Windows 95/98/ME. We are using a 3Com brand card in our example below.

These instructions assume that you have a 3Com brand Ethernet card. If you are using a card other than 3Com, you may need to tailor the installation for your specific card. However, we strongly encourage you to use a 3Com or Linksys brand Ethernet card. In past years, students and ResNet personnel have been most successful installing and using 3Com and Linksys brand Ethernet cards.

*Please make sure that your computer is working properly before performing this installation procedure.

1. Unplug your computer's power cord from the outlet.
2. If you have a Desktop computer, remove the cover from the computer. This may require removing a few screws from the case.
3. Insert the Ethernet adapter in to the appropriate PCI, ISA or PCMCIA slot. Make sure the card is pushed firmly into the slot.
4. If you have a Desktop computer, replace the cover now.
5. Plug your computer's power cord back in to the electrical outlet and turn it on.
6. Windows 95/98/ME should automatically detect your Ethernet card. A screen similar to Figure 1 should appear.



Figure 1

7. The Windows 95/98/ME installation wizard will begin. In some cases, you may be prompted to insert the Ethernet driver diskette. This is the diskette that came with your Ethernet card. In some cases there are two diskettes in the set. Once you have inserted the diskette, click **Next** to continue with installation.
8. As Windows 95/98/ME begins to copy files, it may prompt you with a screen similar to Figure 2, on the next page. Insert the appropriate Ethernet driver diskette. Direct Windows 95/98/ME to Copy files from "a:\". If the wizard asks for the original Windows 95/98/ME CD-ROM insert your original Windows 95/98/ME CDROM. If you do not have the original Windows 95/98/ME CD-ROM, you may direct Windows to copy the files from the directory on your computer that contains files with the extension *.CAB. These files are compressed files that contain most of the original Windows 95/98/ME installation files.

NOTE: The *.CAB files are usually located in the C:\Windows\Options\Cabs directory.

If Windows cannot seem to find a file that it is looking for, try using one of these paths:

a:\
 c:\windows
 c:\windows\options\cabs
 c:\windows\system

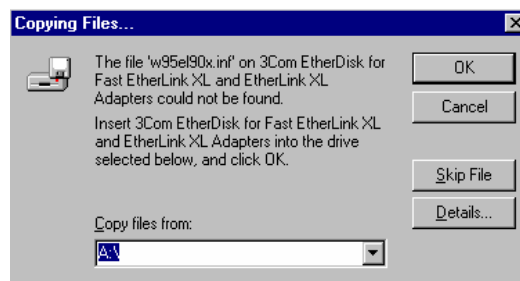


Figure 2

9. When Windows 95/98/ME is finished copying all of the necessary files, you will be prompted to restart your computer. Remember to remove any diskettes from the A: drive and the CDROM before restarting the computer.



Figure 3

Step 4: Verify that the Ethernet Card is Installed Properly

Windows 95/98/ME

Wait for the computer to finish starting up. You may be asked to enter a Network Password. If so, Click on **Cancel**. This is just a Windows password. It does not pertain to the Hofstra Network! Next, hold down the **Alt** key and double click on **My Computer**. Then click on the **Device Manager Tab**. Find Network Adapters and click on the plus sign. If there are no yellow exclamation points (!) next to the 3Com Ethernet card, then you have no conflicts and may proceed with the installation by clicking on **OK**.

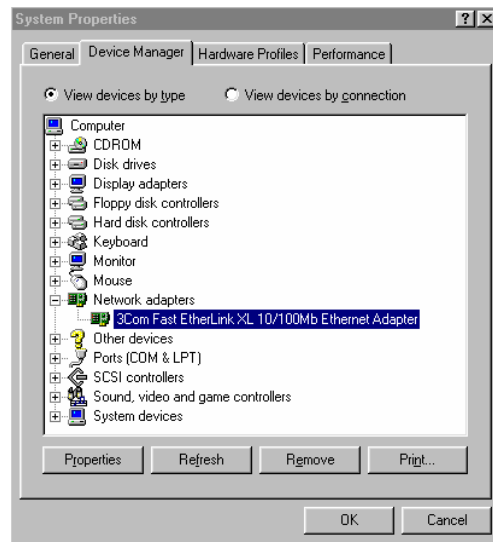
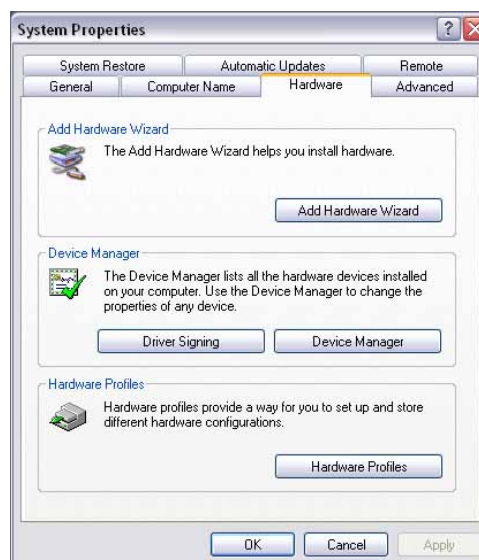


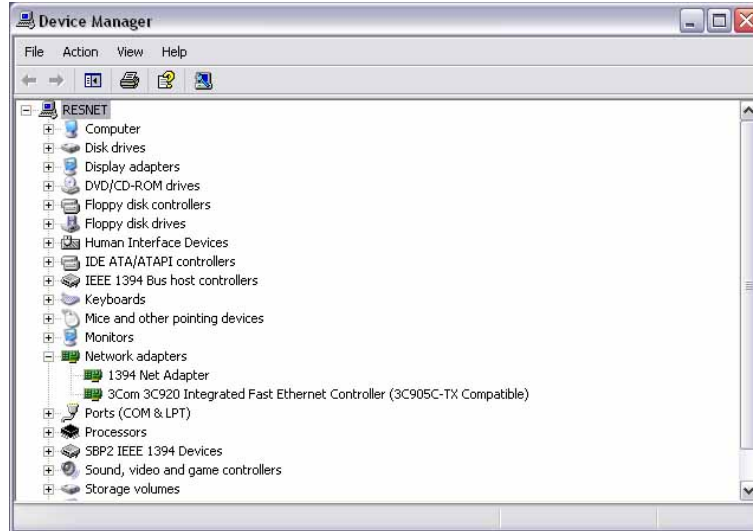
Figure 4

Windows XP

Wait for the computer to finish starting up. Click on the **Start Menu** then right click on **My Computer** and select **properties**. The dialog box *system properties* comes up.



Select the **Hardware** tab and then click **Device Manager**. Find Network Adapters and click on the plus sign. If there are no yellow exclamation points (!) next to the 3Com Ethernet card, then you have no conflicts and may proceed with the installation by clicking on **OK**. If you don't see the Network Adapters category or you only see 1394 Net Adapter you may not have an Ethernet card or it is not installed correctly.



Step 5: Verify that the TCP/IP Protocol is installed

Now that you have successfully installed the Ethernet Card, you must now make sure that the TCP/IP protocol is installed. The TCP/IP Protocol is the “language” that your computer and the network use to speak to each other. In most cases the TCP/IP protocol was installed automatically. The steps below, describe how to check that TCP/IP is in fact installed, and if necessary add the TCP/IP protocol.

**** TCP/IP is always installed in Windows XP****

Windows 95/98/ME

1. Click on **Start** and go to **Settings**, then click on **Control Panel**.

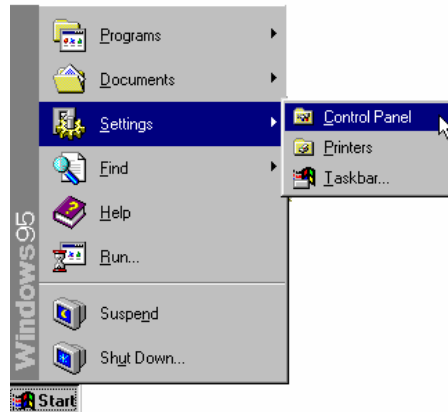


Figure 5

In the **Control Panel** window double click on **Network** icon.

2. If you see a protocol entry called TCP/IP, than you are finished with this section. If TCP/IP is missing, continue to the section titled “**Step 6: Verifying your IP Address**”
3. Next, you will add the **TCP/IP** protocol to your **Network** control panel. Do this by clicking **Add**.
4. Click on **Protocols** and then click on **Add**.

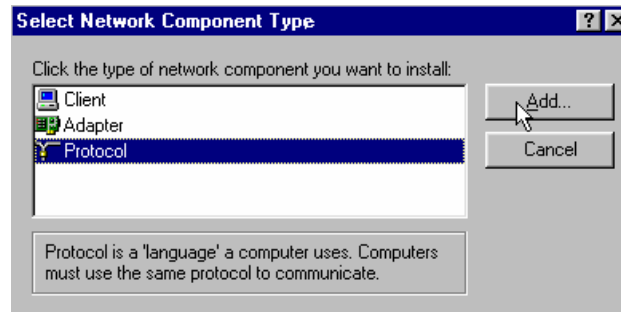


Figure 6

5. Click on **Microsoft** then click on **TCP/IP**, then click **OK**.

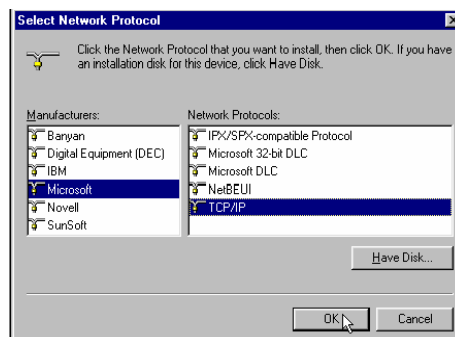


Figure 7

5. Please make sure that you have the following items in your Network control panel:
Ethernet Adapter
TCP/IP or TCP/IP → Ethernet Adapter.

You may have other items in addition to the ones listed. Leave them alone. They may be related to your modem software.

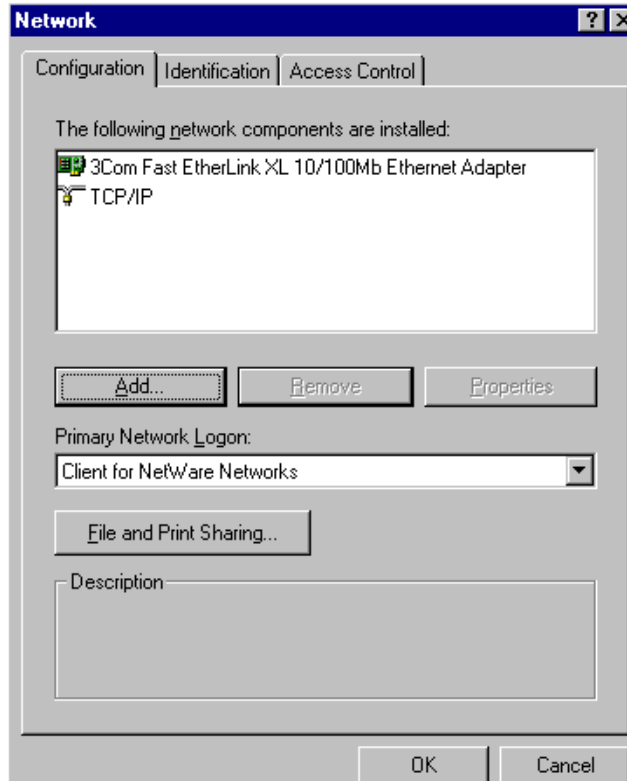


Figure 8

6. Now click **OK**. If you are prompted for your original Windows 95/98/ME CD insert it, or point Windows to the directory containing your *.CAB files (usually located in c:\windows\options\cabs\)
7. The computer will now ask you to reboot your computer. Click on **Yes**.

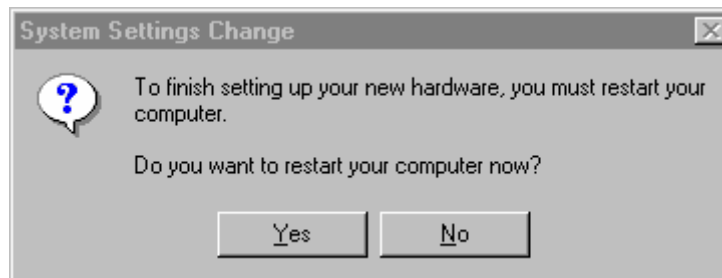


Figure 9

Please proceed to the next section entitled “Verifying your IP Address”

Step 6: Verifying Your IP Address

Windows 95/98/ME

1. If you have not already done so, make sure that one end of the Ethernet cable is connected to the back of your computer and the other end is connected to the Data Jack on the wall in your room. Ethernet cables can be picked up for no charge from the ResNet Office (one per student)
2. Depending on whether you live in a double or a single, the jack should have 2 or 4 connectors. In a single, the 2 jacks are labeled “Data” and “Voice”. In a double, the 4 ports are labeled “Voice 1”, “Voice 2”, “Data 1” and “Data 2”. Voice Jacks do nothing. Data jacks are used for your computers network connection.
3. Once your computer is plugged into a jack that you think might be live, Go to Start -> Run and type “*winipcfg*” and this window will pop up.

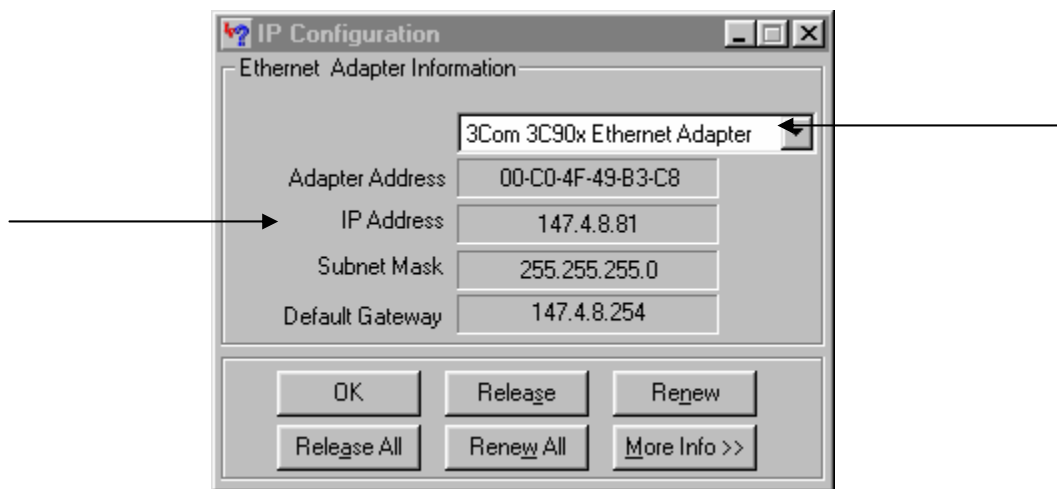


Figure 10

4. Look at the arrow on the right in Figure 10 above. Make sure this field displays your Ethernet Adapter. If not, use the pull down menu to select the Ethernet Adapter in your computer.
5. Look at the arrow on the left in Figure 10. Your computer should display an IP Address that starts with 147.4.x.x. Congratulations! You have successfully connected your computer to the Hofstra Network skip to **Step 7: Accessing your Email**.
6. If your computer did not display 147.4.x.x in the IP Address field, it probably displayed 0.0.0.0, or 169.x.x.x. If this is the case try this:
 - Click the **Release** button. Click the **Renew** button.
 - If that didn't get 147.4.x.x to appear in the IP Address field, try moving the Ethernet cable into Data 2. Again try clicking the **Release** button and then the **Renew** button.
 - If that didn't get 147.4.x.x to appear in the IP address field, try the Voice 1 jack.
 - Again try clicking the **Release** button and then the **Renew** button.
 - Once you have exhausted all possibilities, contact the ResNet Office to schedule an appointment for a technician to assist you with troubleshooting your connection.

Windows XP/2000

1. If you have not already done so, make sure that one end of the Ethernet cable is connected to the back of your computer and the other end is connected to the Data Jack on the wall in your room. Ethernet cables can be picked up for no charge from the ResNet Office (one per student)
2. Depending on whether you live in a double or a single, the jack should have 2 or 4 connectors. In a single, the 2 jacks are labeled “Data” and “Voice”. In a double, the 4 ports are labeled “Voice 1”, “Voice 2”, “Data 1” and “Data 2”. Voice Jacks do nothing. Data jacks are used for your computers network connection.
3. Once your computer is plugged into a Data jack,



4. Go to Start -> Run and type “cmd” and this window will pop up.

```
C:\WINDOWS\System32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\>ipconfig /release

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address . . . . . : 0.0.0.0
    Subnet Mask . . . . . : 0.0.0.0
    Default Gateway . . . . . : 

C:\>ipconfig /renew

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : hofstra.edu
    IP Address . . . . . : 147.4.88.9
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 147.4.88.254

C:\>
```

5. At the C:\> type “ipconfig /release” as seen above, your IP address should now be **0.0.0.0**
6. To renew your IP address type “ipconfig /renew” as seen above your IP address should display 147.4.x.x
7. If it displays 0.0.0.0, or 169.x.x.x or a error message, try a different data port and try step 6 again.

Step 7: Hofstra E-mail

When you registered for your first semester at Hofstra, an e-mail account was automatically generated for you on Hofstra's system. Your account information should have been mailed to you at the beginning of your first semester. If you have not received this information yet, you can obtain your user name and password at the ResNet office, 110 Student Center (please bring your Hofstra ID or validated bill for identification.)

In fall 2000, Hofstra started providing students with a new e-mail system that is built on a product called NIMS (Novell Internet Messaging Services.) NIMS is a robust e-mail package that provides fast **web based access** to e-mail. You can access your e-mail from any web browser connected to the Internet. Some of the many benefits of NIMS include:

- Fast web based e-mail access
- Increased mailbox space for receiving a greater number of e-mail and e-mail attachments
- A single password for network account and e-mail access
- Support for POP and IMAP connections, so you can use Outlook or Netscape Mail to access your e-mail, if you wish

The web interface to your e-mail box provides many useful features that allow you to:

- Change your password
- Change your reply to address
- Control the appearance of your mailbox
- Set a forwarding address for your e-mail
- Monitor the space available in your mailbox
- Keep a personal address book

Your e-mail address is <**your username**>@**pride.Hofstra.edu**.

The initial password for your network/NIMS e-mail account will be your Social Security number. To ensure security, we encourage you to change the password on your account the first time that you use it.

Note: Your password can be no less than 6 characters.

There are two basic methods of accessing your Hofstra e-mail:

- 1) Using a Web Browser (Example: Netscape or Internet Explorer)
- 2) Using Netscape Messenger or Outlook Express. (POP or IMAP client)

Step 7a: Using a Web Browser to Access Email

To access your email using a Web Browser, simple enter the following URL in your Web Brower and hit enter:

http://email.pride.hofstra.edu

When you enter this URL you will be prompted to login, see Figure 11. Enter your account information and hit the OK button.



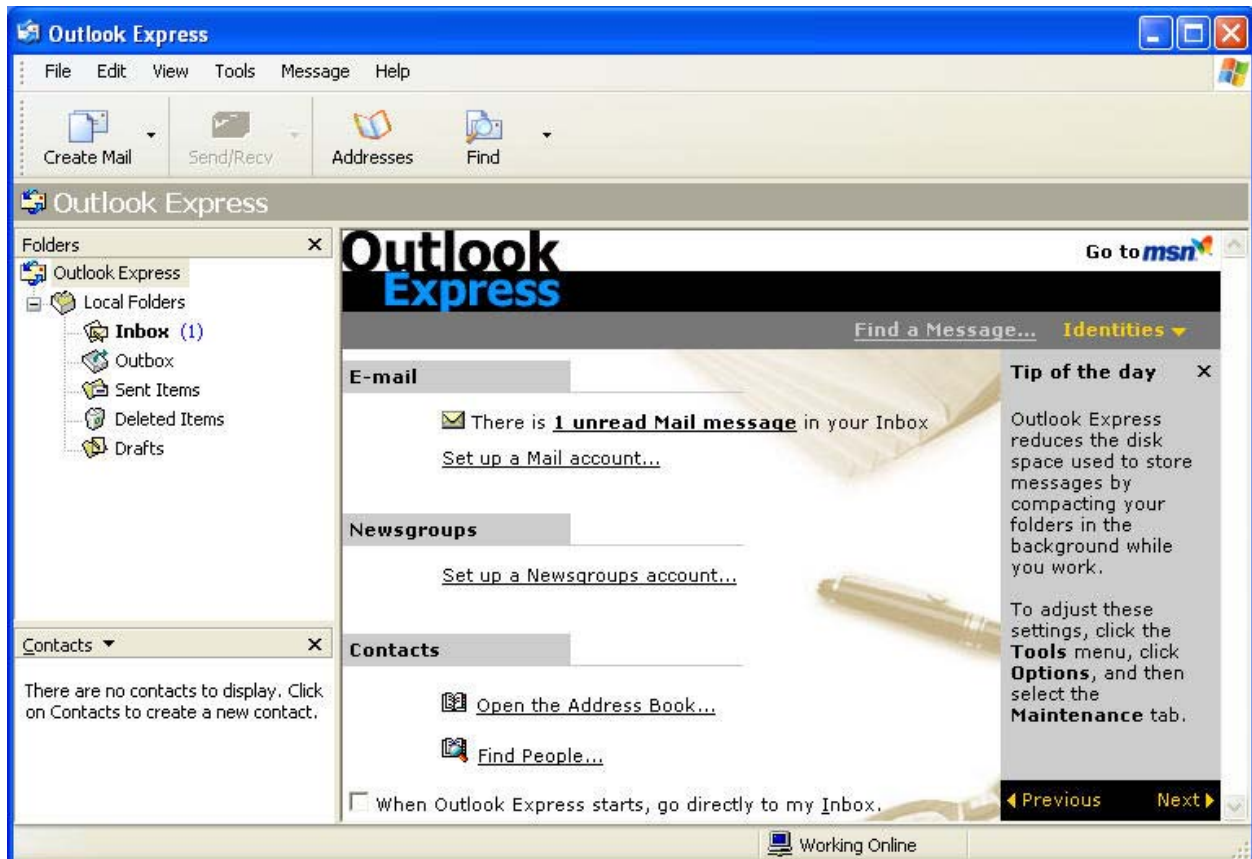
Figure 11

For further information on the use of your NIMS account visit the Student Computing Service web site, <http://www.hofstra.edu/scs>.

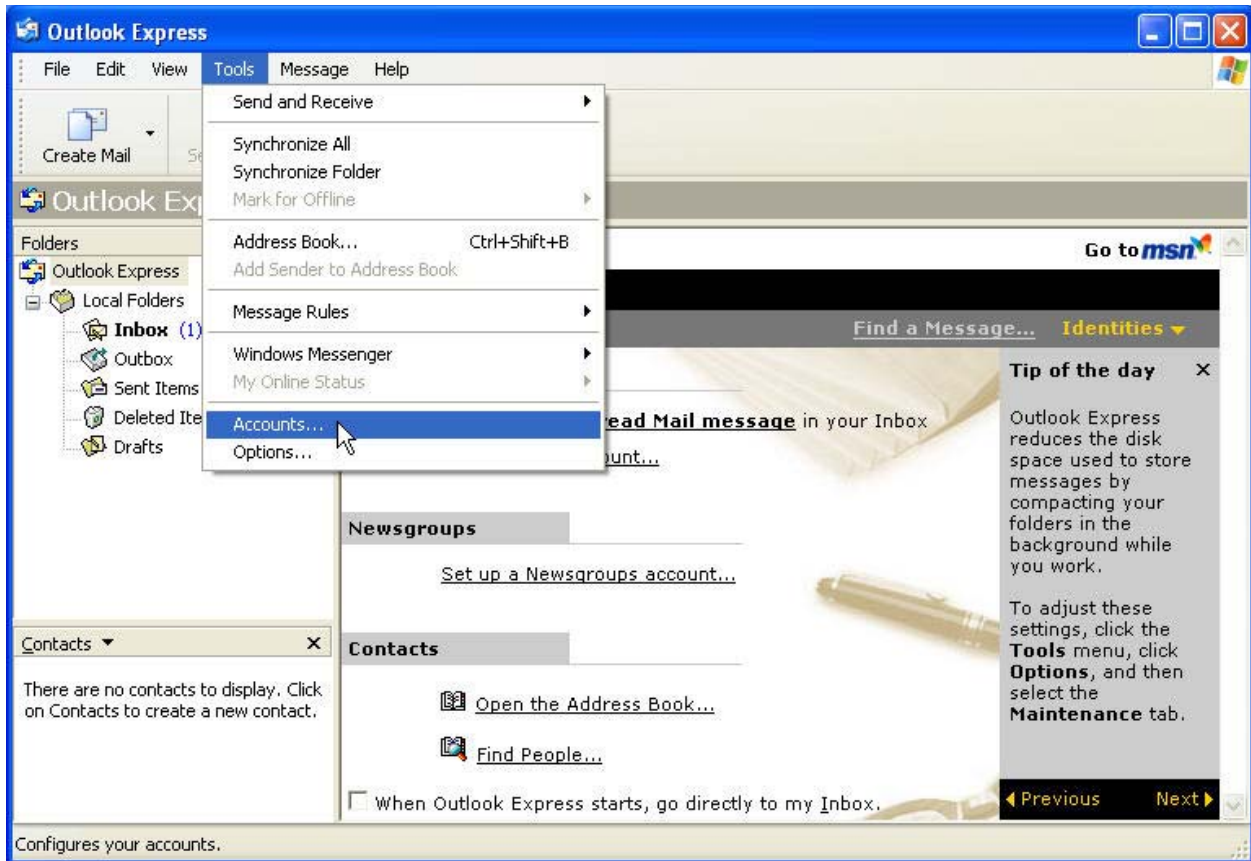
Step 7B: Using Outlook Express to access your Pride E-mail

Outlook Express is a powerful E-mail client, which provides the ability to access e-mail from multiple mail systems at the same time. The primary advantage of Outlook is the ability to spell-check your e-mail. Outlook Express is included with Windows 98 and Windows XP or can be downloaded from Microsoft's web site. This documentation will take you through the steps to configure Outlook Express for your Hofstra account.

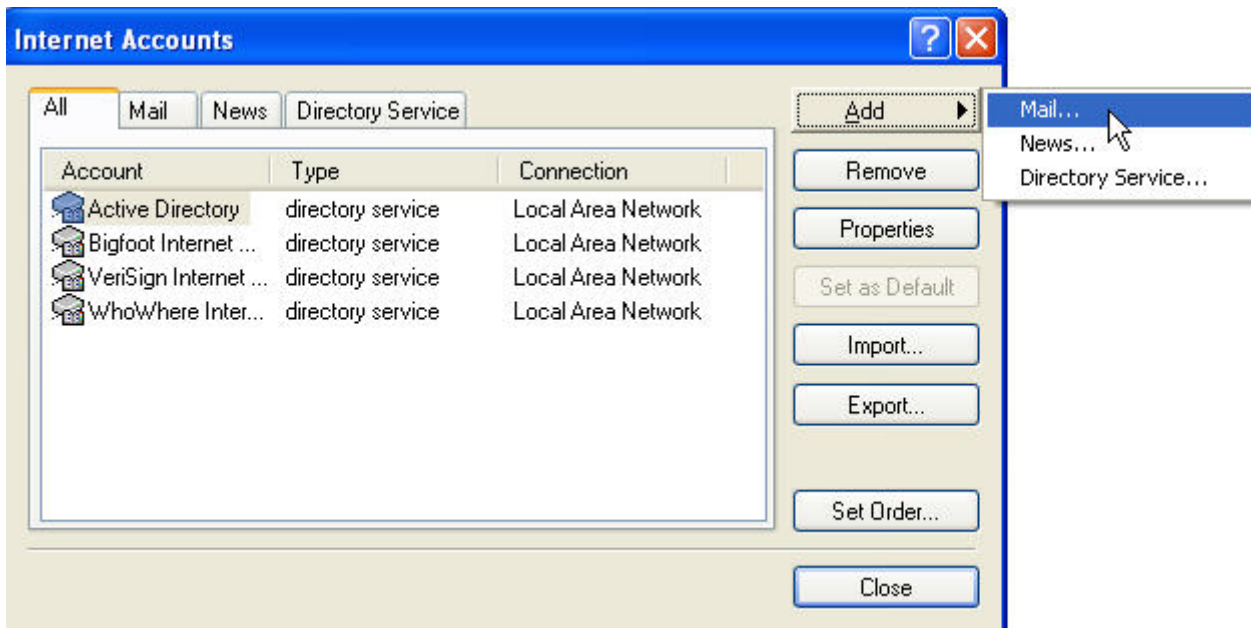
1. You will start at this screen when Outlook Express is launched.



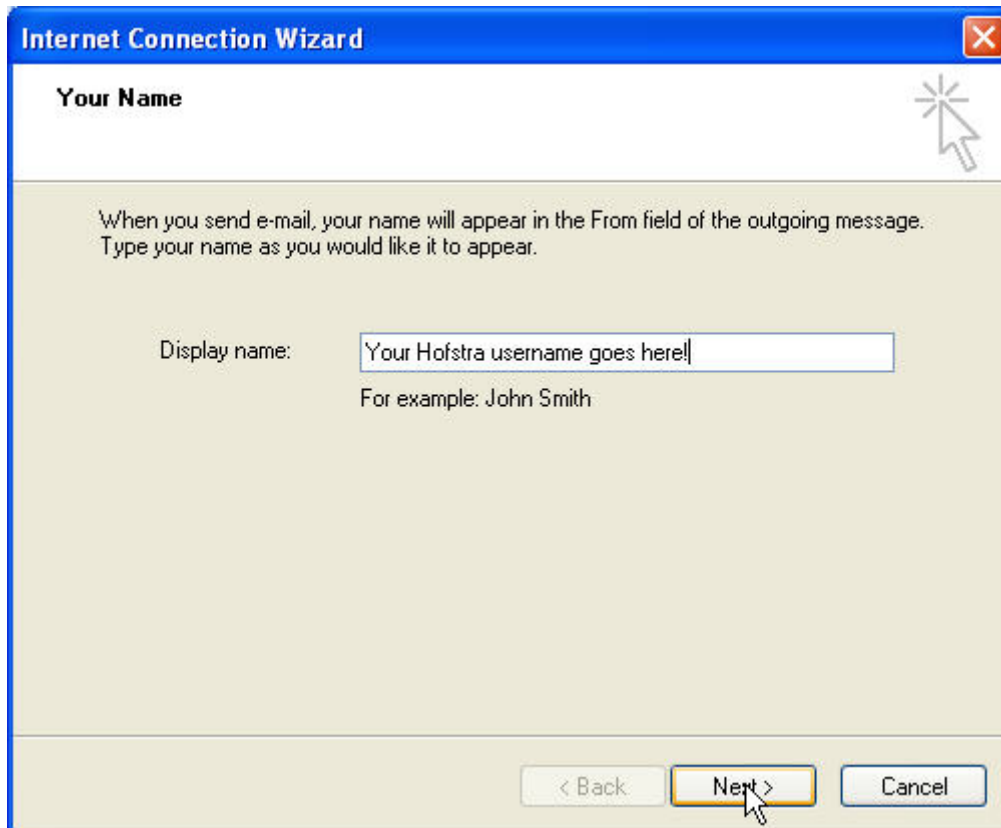
2. Click on **Tools** then select **Accounts**.



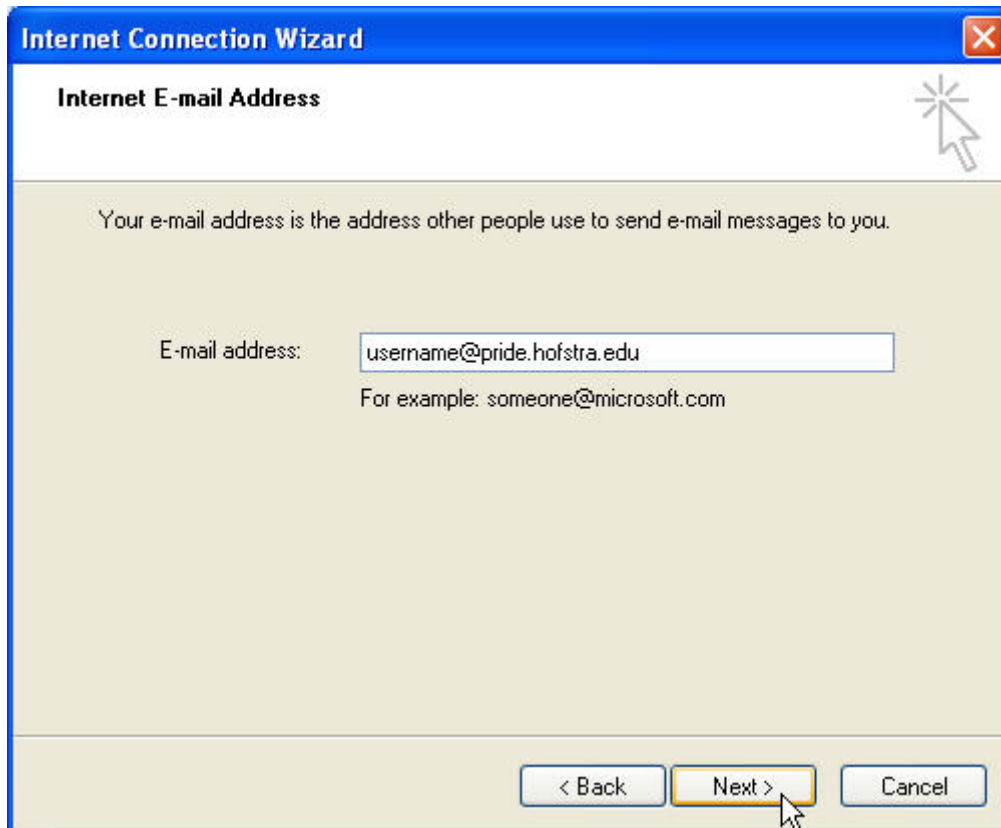
3. On the "Internet Accounts" window click on the **Add** button and select Mail from the menu.



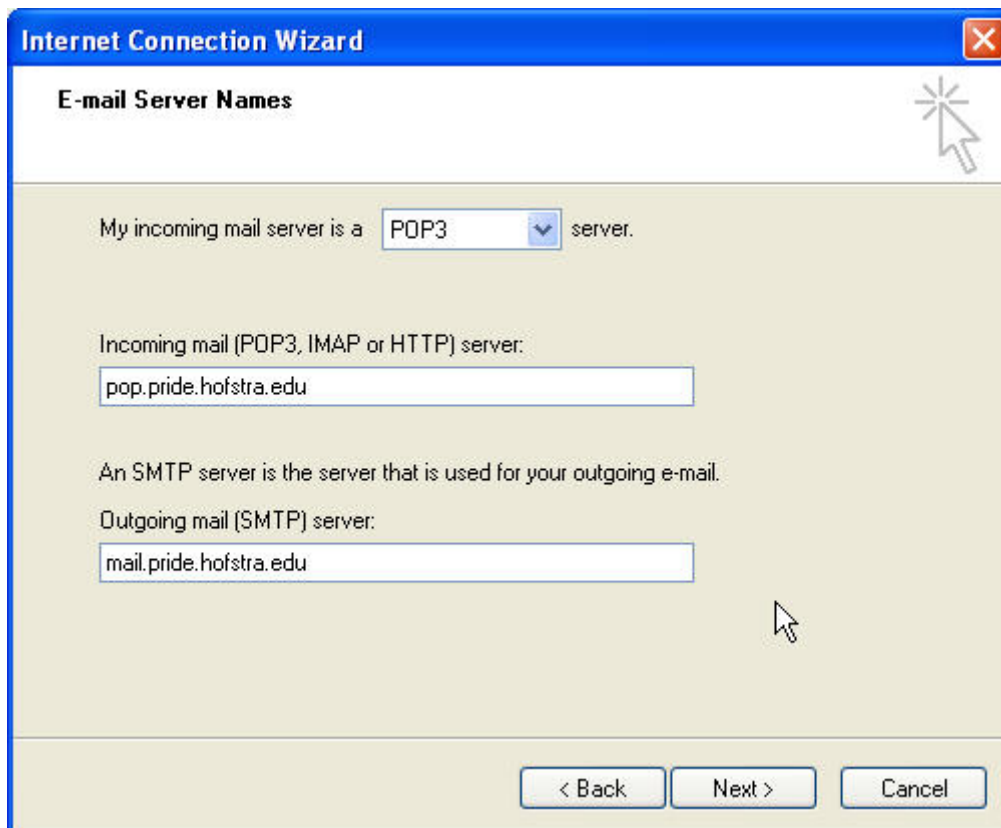
4. This launch the "Internet Connection Wizard". In the "Display name:" box, type in your name. Click on the **Next** button.



5. Type in your Hofstra Pride E-mail address in the "E-mail address:" box. Click on the **Next** button.

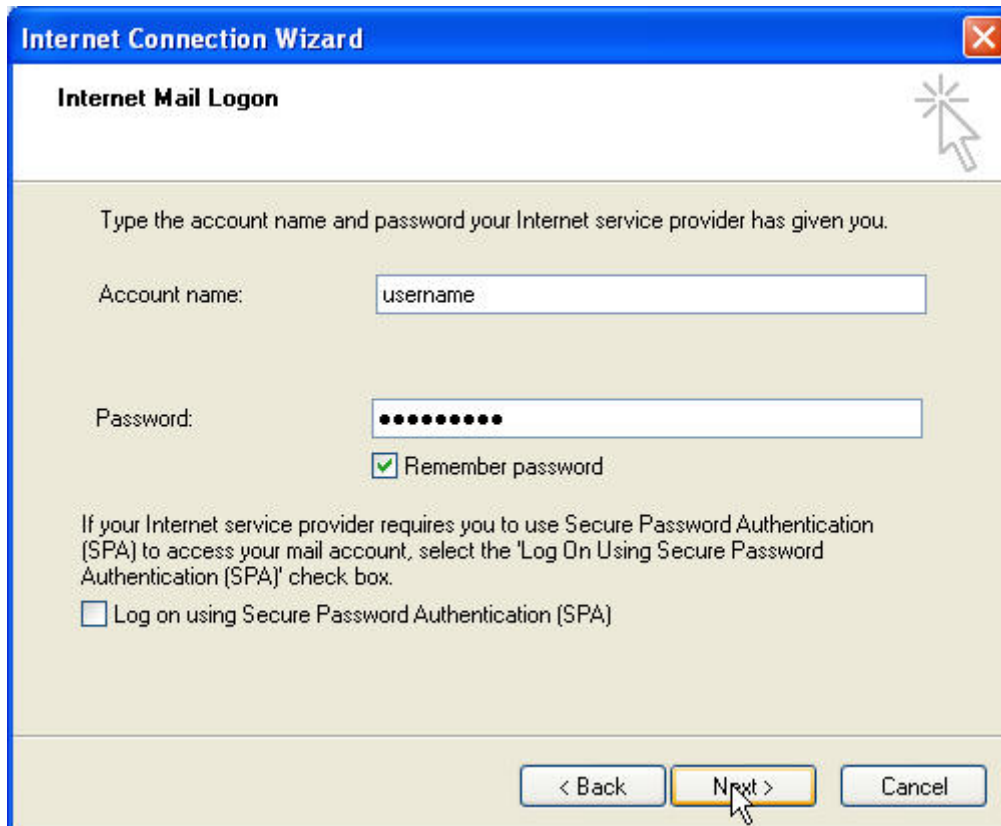


6. The "My incoming mail server is a" box should be set at **POP3**. If not, select **POP3**. Then type in **pop.pride.hofstra.edu** in the "Incoming mail:" server box and type in **mail.pride.hofstra.edu** in the "Outgoing mail:" server box. Click on the **Next** button.



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard" with a close button in the top right corner. The main heading is "E-mail Server Names". Below this, there is a text label "My incoming mail server is a" followed by a dropdown menu set to "POP3" and the word "server.". Underneath, a text box labeled "Incoming mail (POP3, IMAP or HTTP) server:" contains the text "pop.pride.hofstra.edu". A second text box labeled "Outgoing mail (SMTP) server:" contains the text "mail.pride.hofstra.edu". At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

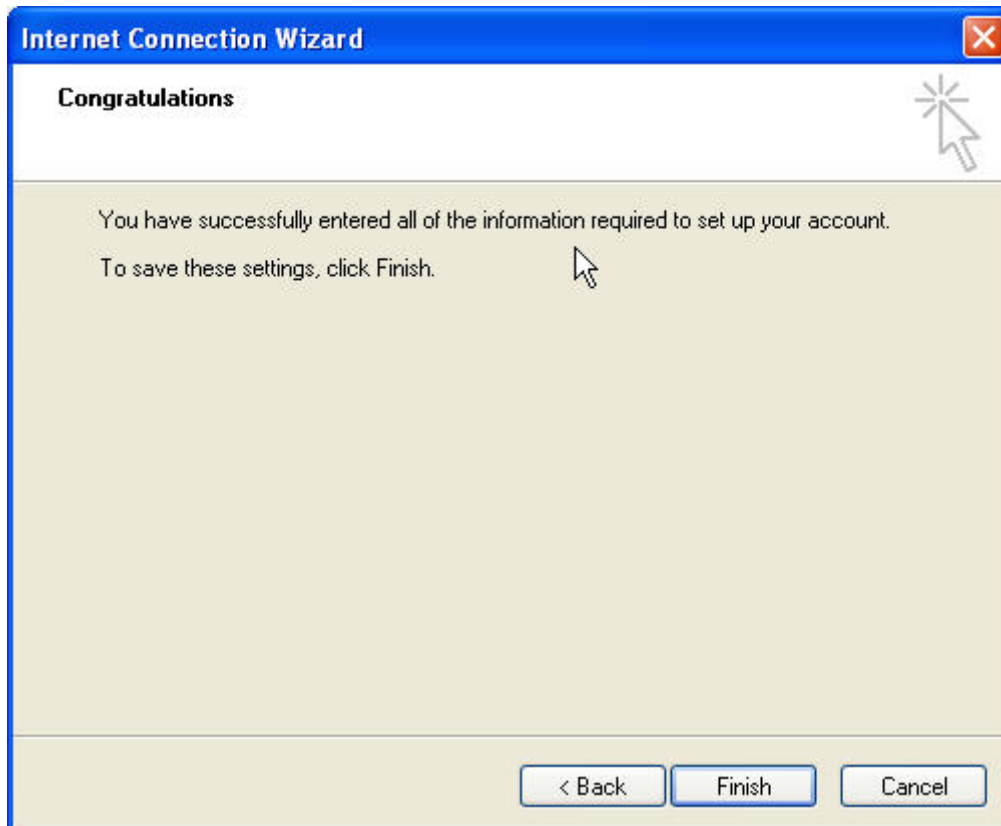
7. On the next window, type in your Hofstra username in the "Account name:" box and your password in the "Password:" box. Click on the **Next** button.



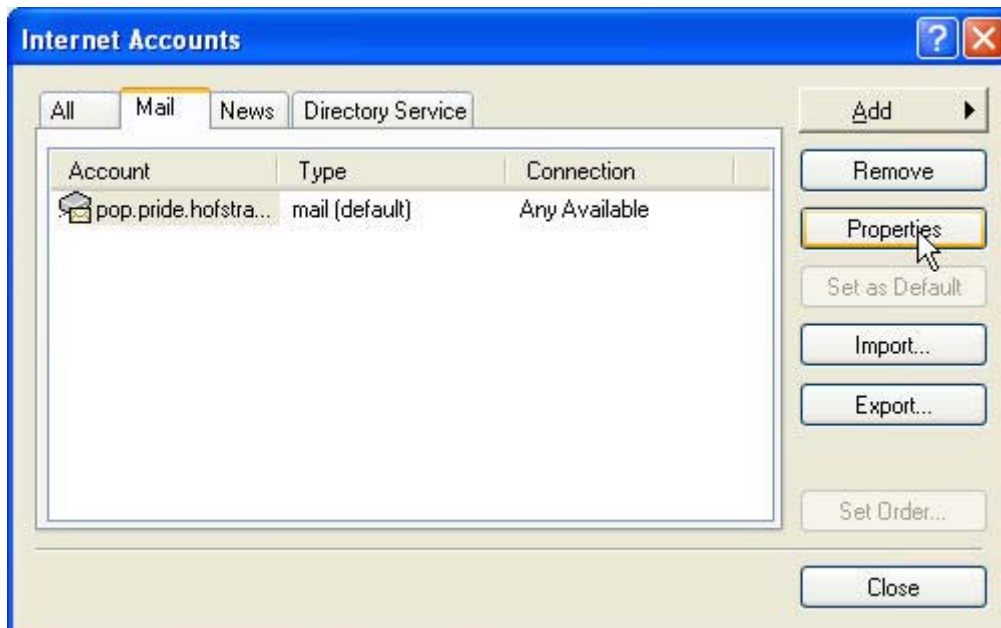
The screenshot shows a Windows dialog box titled "Internet Connection Wizard" with a sub-header "Internet Mail Logon". The dialog contains the following elements:

- A title bar with a close button (X) in the top right corner.
- A sub-header "Internet Mail Logon" in the top left corner.
- A mouse cursor icon in the top right corner.
- Instructional text: "Type the account name and password your Internet service provider has given you."
- An "Account name:" label followed by a text input field containing the text "username".
- A "Password:" label followed by a password input field containing ten black dots.
- A checked checkbox labeled "Remember password".
- Text: "If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box."
- An unchecked checkbox labeled "Log on using Secure Password Authentication (SPA)".
- Navigation buttons at the bottom: "< Back", "Next >" (highlighted with a yellow border and a mouse cursor), and "Cancel".

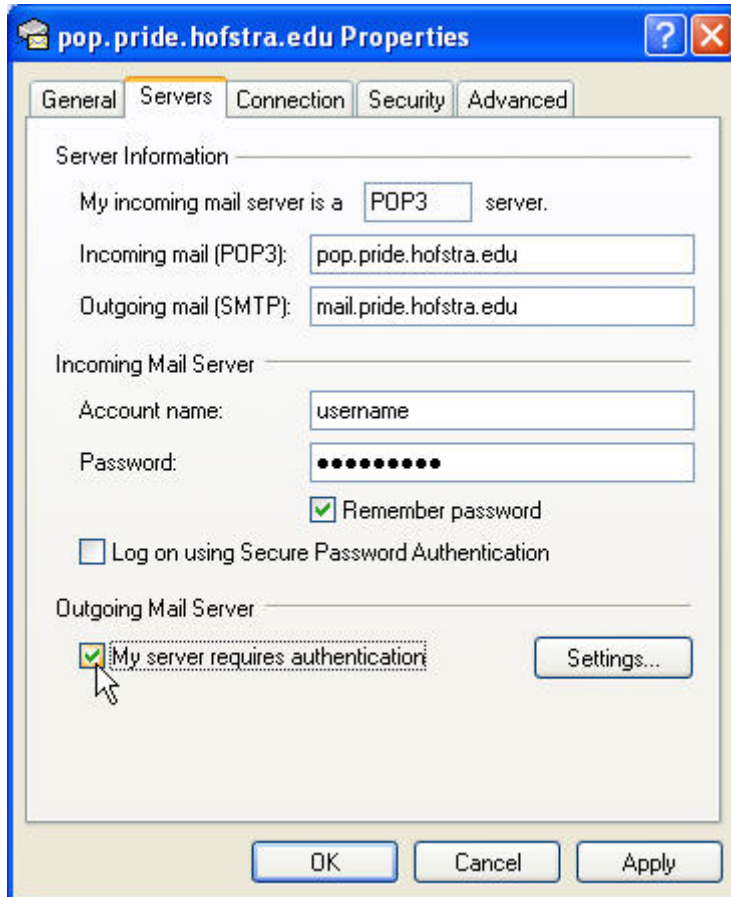
8. This will bring you to the end on the "Internet Connection Wizard". Click on the **Finish** button.



9. You will then be back at the "Internet Accounts" window. On the left, click on the **Properties** button.



10. You will now see the "pop.pride.hofstra.edu Properties" window. On top, click on the "Servers" tab. On the bottom, select the "My server requires authentication" check box. Then click on the **Settings** button.



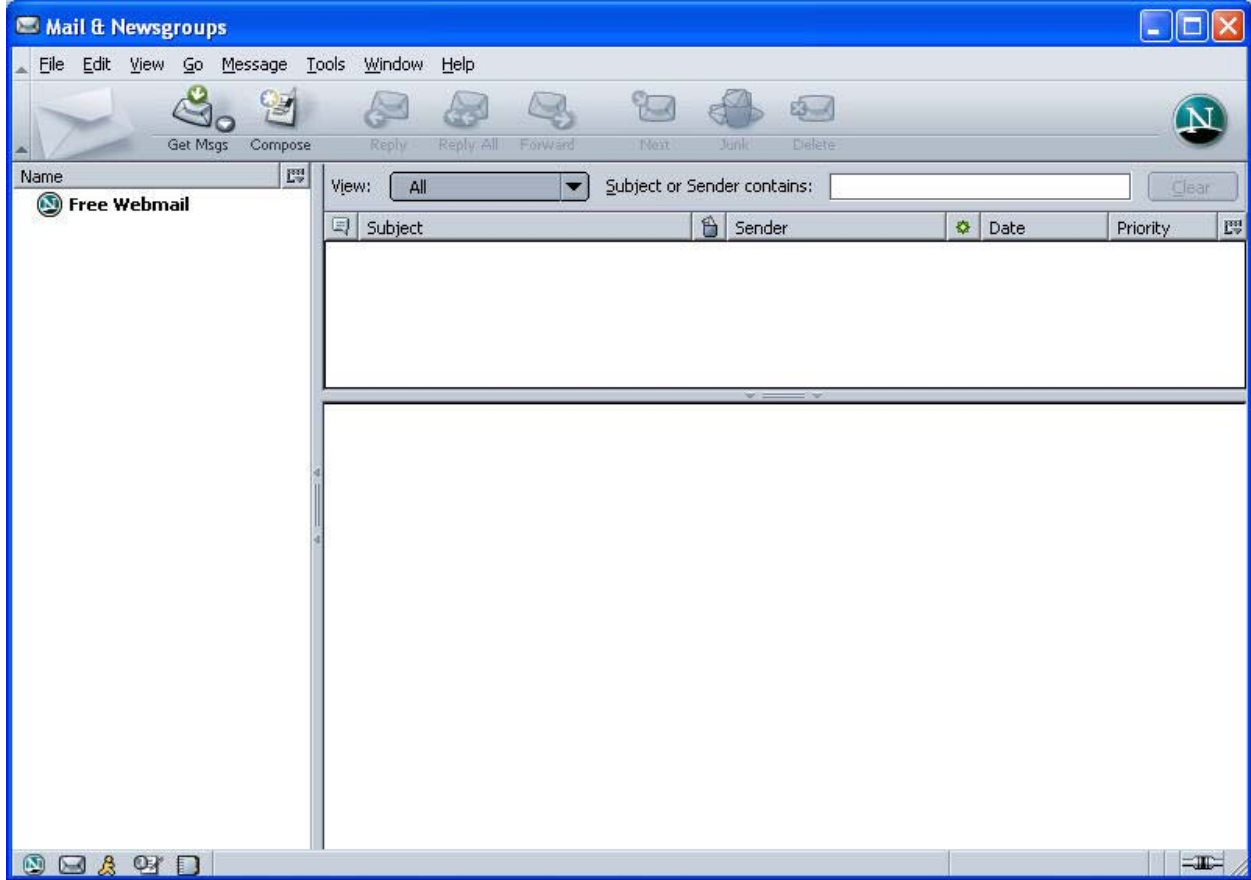
11. On the "Outgoing Mail Server" window verify that "Use same settings as my incoming mail server" is selected. If not, select it. You are now configured to receive your Hofstra Pride E-mail using Outlook Express! Click the **OK** button two more times and the click the **Close** button. You are all finished!



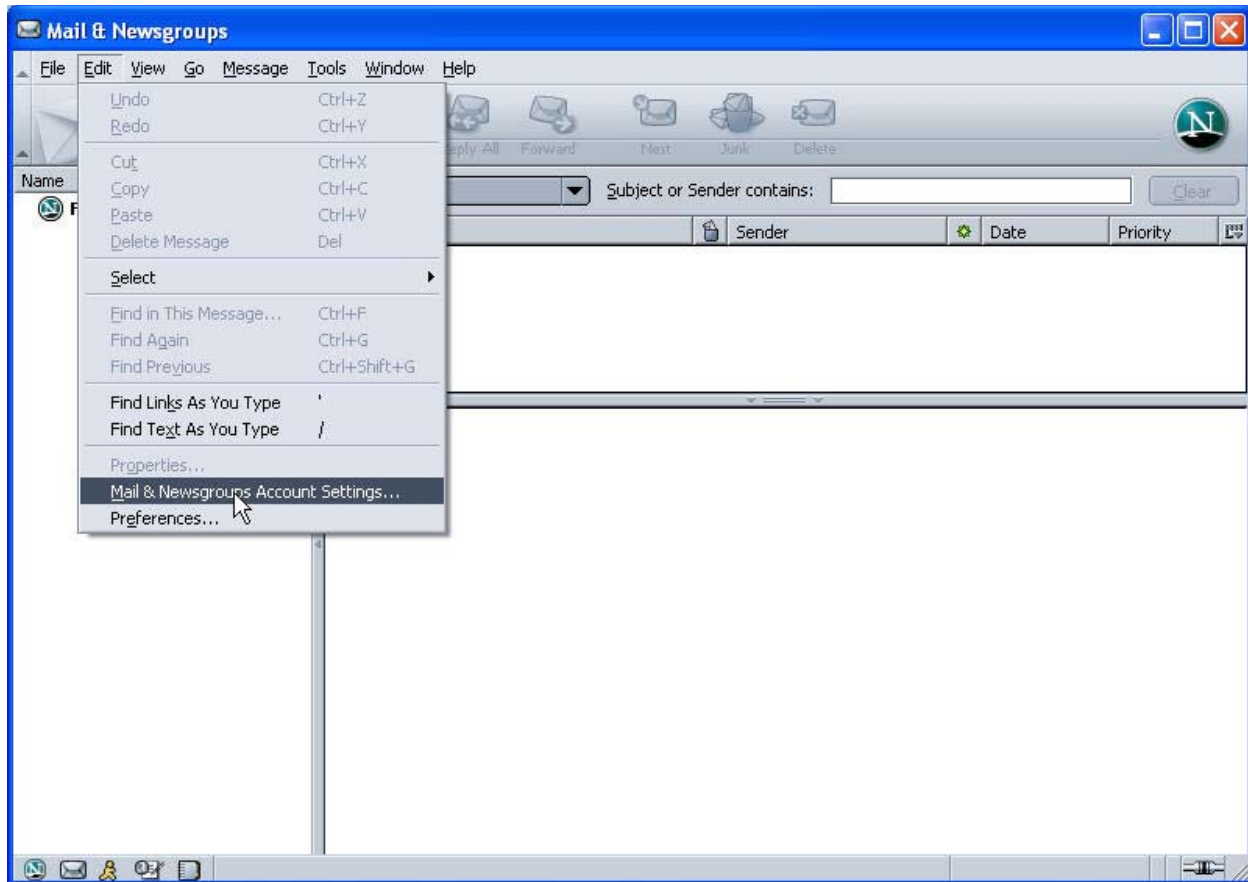
Step 7C: Using Netscape Mail & Newsgroups to access your Pride E-mail

Netscape Communicator 7.1 (and some older versions of Netscape) come with a component called Netscape Mail. If you do not have Netscape Communicator on your computer, you can download it from www.Netscape.com. Follow the directions below to configure your computer to access e-mail using Netscape.

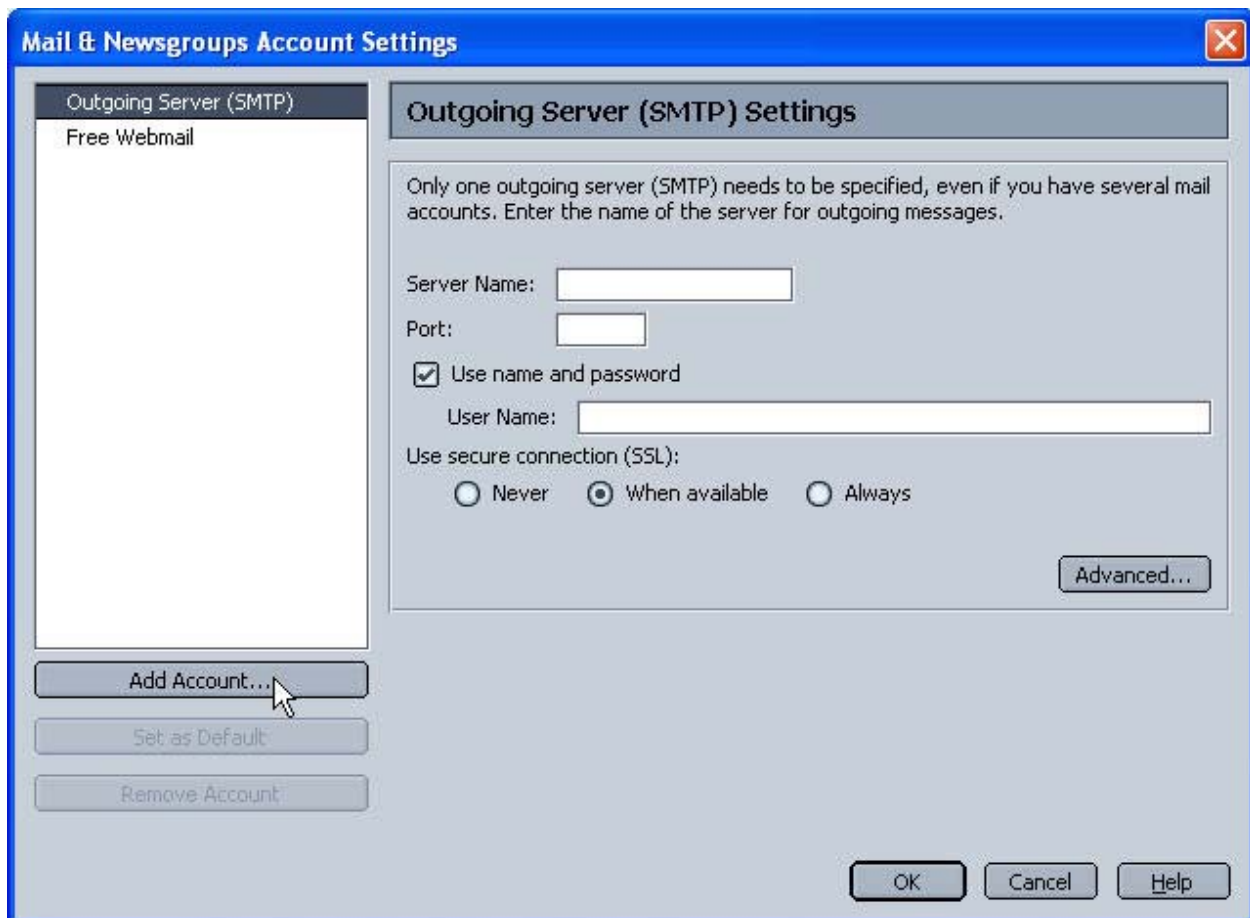
1. Launch Netscape Mail & Newsgroups.



2. Click on **Edit** and select **Mail & Newsgroups Account Settings** from the drop-down menu.



3. This will open up the "Mail & Newsgroups Account Settings" window. Then click on the **Add Account** button.



4. This will then launch the Netscape "Account Wizard". Make sure "Email Account" is selected. Then click on the **Next** button.



5. On the next window, type in your name in the "Your Name:" box and type in your Hofstra Pride E-mail address in the "Email Address:" box. Click on the **N**ext button.



The screenshot shows a Windows-style dialog box titled "Account Wizard" with a close button (X) in the top right corner. The dialog is divided into a header section labeled "Identity" and a main content area. The main area contains the following text and input fields:

Each account can have its own identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

Your Name:

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address:

At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". A mouse cursor is pointing at the "Next >" button.

6. On the "Server Information" window, under "Select type of incoming server you are using." make sure "**POP**" is selected. In the "Incoming Server:" box type in **pop.pride.hofstra.edu** and in the "Outgoing Server:" box type in **mail.pride.hofstra.edu**. Click on the **Next** button.



The screenshot shows a Windows-style dialog box titled "Account Wizard" with a close button in the top right corner. The dialog has a dark blue header bar with the text "Server Information". Below the header, the main area is light gray and contains the following text and controls:

Select the type of incoming server you are using.

POP IMAP

Enter the name of your incoming server (for example, "mail.example.net").

Incoming Server:

Enter the name of your outgoing server (SMTP) (for example, "smtp.example.net").

Outgoing Server:

At the bottom right of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". A mouse cursor is pointing at the "Next >" button.

7. Next, enter in your Hofstra username in the "User Name:" box. Click on the **Next** button.



The screenshot shows a Windows-style dialog box titled "Account Wizard" with a close button (X) in the top right corner. The dialog has a dark blue header bar with the text "User Name" in white. Below the header, the main area has a light gray background. It contains the instruction "Enter the user name given to you by your email provider (for example, 'jsmith')." followed by a label "User Name:" and a text input field. The input field contains the placeholder text "Your Hofstra username goes here!". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". A mouse cursor is pointing at the "Next >" button.

8. On the "Account Name" window, type in your Hofstra Pride E-mail address (or anything that will allow you to recognize that this is your Hofstra Pride account) in the "Account Name:" box. Click on the **Next** button.



Account Wizard

Account Name

Enter the name by which you would like to refer to this account (for example, "Work Account", "Home Account" or "News Account").

Account Name:

< Back Next > Cancel

9. You are now configured to receive your Hofstra Pride E-mail using Netscape Mail! Verify that all the information is correct. Click on the **Finished** button. You are all finished!

**Necessary Configuration Info:**

E-mail address:	username@pride.hofstra.edu
Incoming mail server(POP):	pop.pride.hofstra.edu
Outgoing mail server(SMTP):	mail.pride.hofstra.edu
Account Name:	user name <i>ex: jsmith1</i>
Connection type:	LAN Connection
News server:	news.hofstra.edu
How Do I Connect:	Through a LAN .