



Getting Started with ResNet - 2009/10

Welcome to ResNet! ResNet connects your computer in your room to the University network and the Internet. Connecting up to ResNet is pretty easy—most people do it themselves with no problems.

This guide shows just what you need to do.

Before you start

To get on ResNet you need the following:

◆ A computer

Almost any recent computer can be used on ResNet, including Windows XP, Windows Vista, Linux, or Apple computers. Windows 7 will also work after it is released. Older versions such as Windows 2000 cannot be used.

◆ Network cable

We supply a network cable for each student. If you can't find yours in your room please get one from your hall office or senior resident. It looks similar to a telephone cable but it is thicker, the connectors at each end are wider, and have eight pins. If you need a longer cable please bring yours to the IT Help Desk in the Computer Centre and we will swap it for a longer one.

◆ A bit of time

Connecting to ResNet is pretty easy. Most people connect in about 15 minutes. If your computer isn't up to date it might take longer while it installs the latest security updates at the same time.

◆ Passwords

Make sure you **know all the passwords for your computer**—particularly for any administrator accounts. If you have more than one account for your computer you may need to be logged in as Administrator to install updates and software.

◆ Recovery disks

You should make sure that you **keep any disks that came with your computer**. This is always a good idea (not just when installing ResNet). Carefully look after any System Restore or System Recovery disks supplied with your computer. You can use them to restore your computer to its factory condition if you ever have a problem.

Get ready

First make a backup

⇒ **Make a backup copy of all your important documents** before you start.

If there is a problem and your computer needs to be restored you won't have to worry as you will still have the backup. You don't need to make a copy of everything on your computer, only things that cannot be easily replaced such as academic work, e-mails, addresses/contacts, bookmarks and digital photos. USB flash disks, external hard disk drives and recordable CDs/DVDs are all good means of making backups.

You are unlikely to have a problem installing ResNet but you should have a backup copy of your documents at all times just in case.

To use ResNet you must purchase a subscription.

If you haven't yet paid you can connect for a short free trial and then pay later.

A ResNet subscription is sold to you not to your room. If you ever move rooms let us know and you can take ResNet with you.

For more help, contact

ResNet start of term hotline

89001 internal
(free from your room) or
0117 928 9001
(Sept & Oct only)

IT Help Desk

87870 internal or
0117 928 7870
(8am-5pm Mon-Friday)

email

resnet-help@bristol.ac.uk

website

www.resnet.bristol.ac.uk

Also see the *Troubleshooting Tips* at the back of this leaflet for common problems and solutions.

If you aren't very confident with computers, do ask your friends and neighbours. Many people will be pleased to help if they've already connected.



Getting Started with ResNet (continued)

Connect the cable

Connect your computer using the network cable supplied. Plug in one end of the network cable to the ResNet socket on the wall and the other end into the network socket on your computer.

A few residences have ResNet Wireless available as well as the ResNet socket on the wall. At this stage do not use any wireless networks your computer sees. You must connect and register using the wall socket the first time.

Only connect your computer to the ResNet socket in your room.

Do not let anybody else connect their computer to your socket, or connect your computer to a socket in another room. Each socket ignores traffic from computers not registered to it.

My ResNet

You can go to www.resnet.bristol.ac.uk/myresnet at any time to check the status of your connection, transfer to another room, activate a new computer, or check your network usage.



A ResNet socket with network cable connected

In most rooms there is a double socket on the wall. Normally the right-hand socket is for ResNet.

In most halls the phone and ResNet sockets are different shapes, but in some houses they are identical. Use the socket that does not have a telephone already connected to it.

If you have a double room you may have sockets in different parts of the room. Choose the most convenient.

Register online

At this stage your computer can only access the registration system and not the whole Internet. You now need to complete ResNet registration online in your room.

1. Open a web browser

Open a web browser e.g. Internet Explorer, Firefox or Safari.

- ◆ If you have Windows click **Start, Internet Explorer**.
- ◆ If you have an Apple Mac click the **Safari** icon in the Dock.

2. Go to the registration page

Your web browser may go to the registration page automatically. If not enter the address <http://www.resnet.bristol.ac.uk/register> and the registration page will open. If for any reason this does not happen see the *ResNet Troubleshooting Tips* opposite.

3. Follow the registration system

Now follow the on-screen instructions on the registration page. The registration process will:

1. Confirm your name and room number,
2. Help you install anti-virus software and updates.

You've finished!

Congratulations, you've now successfully connected to ResNet. You can now use Facebook, email, Freewire TV, Skype, and whatever else you want.

To check your connection at any time go to www.resnet.bristol.ac.uk/myresnet You can also use MyResNet to transfer your connection to another room or to another computer.

If you still have a problem

Please read on for the troubleshooting tips on the next page.

ResNet Troubleshooting Tips

A. Check your IP address

1. Open a command prompt:

- ◆ **Vista:** Click **Start, Programs, Accessories**. Find Command Prompt in the list; click on it with the **right-hand** mouse button and choose **Run as administrator** from the popup menu. If prompted, type in your Administrator password.
- ◆ **XP:** Click **Start, Run**. Type `cmd` and click **OK**.

2. At the command prompt, type `ipconfig` and press **Enter**. Some text like this will be displayed:

```
Ethernet adapter Local Area Connection:  
Connection-specific DNS Suffix . . : nwid.bris.ac.uk  
Link-local IPv6 Address . . . . . : fe80::6118:aaf4:4767:43b5%8  
IPv4 Address. . . . . : 137.222.221.78  
Subnet Mask . . . . . : 255.255.255.0  
Default Gateway . . . . . : 137.222.221.250
```

3. Look for the **IPv4 address** (Vista) or **IP address** (XP) for your **Ethernet adapter** as highlighted in green above. There may be other adapters, such as wireless or tunnel adapters—you can ignore these. If you can't see the Ethernet adapter use the scroll bar to scroll up.

If your address:	Then this means:
Starts with 172.19	This address is assigned during the ResNet registration process or temporarily at other times (e.g. if you exceed the ResNet fair usage policy). ⇒ Go to www.resnet.bristol.ac.uk and register online, or check your connection at www.resnet.bristol.ac.uk/myresnet
Is 0.0.0.0 or starts with 169.254	Your computer can't see the network at all. To try and fix this: <ul style="list-style-type: none">◆ Make sure you are using an Ethernet cable, not a phone cable. Make sure the cable is firmly connected at both ends.◆ Connect directly to your socket, not via a hub or router.◆ Borrow an Ethernet cable that you know is working from a friend for a moment in case yours is broken.◆ If your socket is obviously faulty (e.g. hanging off the wall) report it to the IT Help Desk.◆ Your ResNet connection only works with one computer and one socket at a time. If you have moved rooms or got a new computer your attempt to connect won't work. To fix this go to www.resnet.bristol.ac.uk/myresnet (on another computer) or phone the Help Desk.
Starts with 172.16	Your socket is registered to a different person or a different computer. This may happen if you move rooms or get a new computer. ⇒ Go to www.resnet.bristol.ac.uk/myresnet (on another computer) or phone the Help Desk.
Starts with 137.222	This is the normal address you should have when properly connected to ResNet. Your connection may be working fine. ⇒ Try opening a website and see if it works. If you are still having problems, read the rest of this guide.
Any other address	Your computer may have a static IP address from a previous network <ol style="list-style-type: none">1. Click Start, Start Search (Vista)/Run (XP). Type <code>ncpa.cp1</code> and press Enter.2. Double-click Local Area Connection and click Properties.3. If prompted, type in your Administrator password.4. Click on TCP/IP v4 or TCP/IP in the list and then click Properties.5. Set the IP Address to "Obtain an IP address automatically".6. Set the DNS to "Obtain DNS server address automatically".7. Click OK, then OK.



For more help, contact

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website

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Student Laptop Clinic

The clinics provide one to one help in person. Laptop clinics can look at slow computers, viruses, connection problems, etc. Clinics run at certain times of year—see the website or phone the IT Help Desk for details

www.bristol.ac.uk/laptopclinic

B. Release and renew your IP address

1. Open a command prompt (see previous page).
2. Type `ipconfig /release` and press **Enter**.
3. Type `ipconfig /renew` and press **Enter**.
4. Try testing your connection again.

C. Reset your winsock configuration

1. Open a command prompt (see previous page).
2. Type `netsh winsock reset` and press **Enter**.
3. Shut down and restart the computer. Try testing your connection again.

D. Test your connection with ping

The help desk might ask you to do this if you telephone.

1. Open a command prompt (see previous page).
2. Type `ping www.resnet.bristol.ac.uk` and press **Enter**.
3. Something like this will be displayed:

```
Pinging www.resnet.bristol.ac.uk with 32 bytes of data:  
Reply from 137.222.223.236: bytes=32 time<10ms TTL=253  
Reply from 137.222.223.236: bytes=32 time<10ms TTL=253  
Reply from 137.222.223.236: bytes=32 time<10ms TTL=253  
Reply from 137.222.223.236: bytes=32 time<10ms TTL=253  
Ping statistics for 137.222.223.247:  
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),  
Approximate round trip times in milli-seconds:  
Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

4. If you get packets sent and received then the good news is that your underlying ResNet connection is working. Your computer can connect to the network, which is great. There might still be a problem with email, web pages, or something else.

E. Delete network bridges

1. Open the Network Connections control panel:
 - ◆ **Vista:** Click **Start**. In the *Start Search* box at the bottom of the Start menu type `ncpa.cp1` and press **Enter**.
 - ◆ **XP:** Click **Start, Run**. Type `ncpa.cp1` and click **OK**.
2. If there is a **Network Bridge** icon click on it with the right-hand mouse button and choose **Delete** from the popup menu.

F. MSN or Skype don't sign in when computer starts

If MSN Messenger and Skype don't sign in when you first connect to ResNet, don't worry. When you first connect all you can access is the online registration system.

⇒ Go to www.resnet.bristol.ac.uk/register and complete registration.

G. Problems with unwanted software (spyware)

After using the Internet it is likely that some undesirable software, called 'spyware', will get on to your system. This can cause problems like popup adverts, or sometimes even break your connection completely.

- ◆ Click **Start, Programs, Windows Defender**, and then click **Scan** to scan your computer. If you don't have it download a free copy from www.microsoft.com/windowsdefender

Still got a problem?

Don't panic, we are here to help. See the box on the left for the phone number.