

Foothill-De Anza Community College District Wireless Networking Guidelines

Problems Connecting to or Using the Wireless Network

Question:

I am unable to connect to the wireless network. Help!

Answer:

- First check to ensure wireless is enabled on your computer
- Try again in five (5) minutes. If this does not work and there is more than one user having the same problem, the Library or media center staff will escalate the problem to the IT department.

Question:

When I launch a browser, I don't see the log in page for the wireless network. Help!

Answer:

Try a different browser. Not all browsers are made the same.

Question:

When I try to log in as a guest, nothing happens.

Answer:

It could be that you do not have pop-ups enabled for your browser. Try quitting the browser and re-launching and going to a known website. You are probably connected to the wireless network.

Question:

My connection seems to be very slow.

Answer:

It could be one user connected to the same wireless access point (AP) as you is uploading or downloading a large file.

Or there are more than 25 users connecting to the same wireless AP as you. There is no limit to the number of users who can connect to one access point. Let it be known, if a computer is attempting to use up all available bandwidth and it is known to be accessing **illegal copyrighted material** (from BitTorrent, for example), the computer will be disconnected from the

network. The ability to use that device to log into the wireless network will be suspended for 24 hours.

Or someone is trying to SKYPE, which is a form of voice over IP. This type of application use is not supported by Foothill-De Anza CC District. **It will attempt to use all available bandwidth and therefore will not allow others to continue to use the network.** This is a violation of the District's use policy.

Or there is some other disruptive behavior coming from the wireless computer such as a virus or spyware unbeknown to the owner. Access to the wireless network may be suspended for a 24-hour period as a result. At this point it is suggested the owner of the device check for viruses and spyware using various software packages readily available.

Question:

I am getting these weird messages about a certificate.

Answer:

Some users of a new computer may encounter this. This is probably normal. However, if you do not feel comfortable continuing to use the wireless network for your work, stop. NOTE: This is an **unsecured** connection to the Internet.

Question:

Sometimes a small 'untitled' window appears at the bottom right of my screen when I log in to the wireless network.

Answer:

The window should have text and a button for you to 'log out' of the wireless network. Since you do not see this, just closet the window. When you shut down your computer or move outside the wireless connectivity area, after 5 minutes your session with the wireless network will be closed.

Question:

I noticed wireless available in the KIRSCH building at De Anza College and in the 3300 building at Foothill College. May I use it?

Answer:

These two buildings are in Alpha test mode and should not be relied on for consistent connectivity.

Question:

I plan to move around in the library. Will I have to log in again every time I move to a location where there is a different wireless access point?

Answer:

The system is set up so you do not have to log in again if you move to another area in the library or media center with a different wireless access point. However, if your wireless device loses connectivity to the wireless system for more than five (5) minutes, your session will be terminated and you will need to log in again.

Question:

When will the DHCP license expire for the wireless network?

Answer:

After one hour of disconnecting from the wireless network.

Question:

I'm having problems connecting my personally owned device to the wireless network and I need help.

Answer:

Foothill-De Anza Community College District does not provide support for personally owned equipment. If you are having problems connecting, notify the staff in the Library or media center. Maybe others are experiencing the same problem and it could be the network is not functioning properly. The library staff will report it to the IT department.

If the issue is with your own device, you need to seek assistance from your usual support source. The configuration of a personally owned device is the sole responsibility of the owner.

Question:

The wireless network disconnected me. What's going on?

Answer:

If a wireless access point fails your computing device may or may not be able to re-establish a connection to another AP without you having to log in again. A disconnect may be caused by several reasons.

Question:

I accidentally turned off wireless on my device (example: Turned Airport off on an Apple laptop). What happened to my connection to the wireless network?

Answer:

When you turn off wireless, your session will remain active for an additional five (5) minutes. If it has been longer than five (5) minutes, most likely you have to log in again.

Question:

My computer is telling me there is an IP conflict when I try to connect to the wireless network. What is going on?

Answer:

There may be another computer using the IP address the DHCP server is trying to assign to you. Try performing a Release and Renew in your network settings. If this does not solve the problem, report it to one of the Library staff that will then submit a report to the IT department

Approved Uses of the Wireless Network

Question:

Am I able to print to a Foothill or De Anza College printer?

Answer:

No. If you need to use one of the pay for print stations, the suggestion is to save your document onto a USB drive and take it to one of the College open computers to print. Or you email the document to yourself.

Question:

Can I do banking over the wireless network?

Answer:

Since this is a shared medium, it is not recommended. You will be depending your banking institution to provide the security and data encryption for your data being transmitted over the network.

Question:

What may I access on the Internet though the wireless network?

Answer:

- IM - Instant Messaging is allowed. However, there is no guarantee the particular one you are using will work.
- The Foothill-De Anza Community College District network is not able to support VoIP - voice over IP. So the use or the attempted use of Vonage or SKYPE is not allowed.
- No Peer to Peer file sharing is allowed. This type of file sharing is commonly associated with the sharing of **illegal copyrighted** material from sites such as BitTorrent and Napster.
- VPN usage is allowed (Virtual Private Network).
- Personal file sharing between computers is allowed, but only between computers on the District network. You are not allowed to share files with someone outside of the District network. This is mainly for security purposes. However, if the activity is attempting to use all available network bandwidth, which will lead to a disruption in network services for everyone else, the offending computer's connection to the network will be disabled.

General Questions about the Wireless Network

Question:

Is this a secure network?

Answer:

No this is **NOT a secure** connection to the Internet. No network security or data encryption is provided. It is similar to a public cafe providing access to the Internet. The communication is unencrypted and therefore can be seen by anyone using the right tool. The same rules apply as when using the Internet elsewhere regarding security awareness.

Question:

What does it mean the Library is in Beta test mode?

Answer:

This is the first widespread use of wireless at the District. The Libraries on each campus are being used to understand the amount of usage expected and how the wireless network will perform under that usage. It will allow the IT department to work on fine tuning the system for better performance and

reliability before it expands to other parts of the college campuses. The beta period will last for six months.

Question:

I see a way to log in as a Registered User to the wireless network, what will that give me?

Answer:

The registered user login is for future use. Log in as a guest with your email address to obtain a connection to the Internet.

Question:

There is wireless in the KCI at Foothill. Is this part of the Beta test?

Answer:

The wireless network in the KCI was part of the wireless pilot project. Connectivity to the Internet is the same as in the library; however, the system has been in place for a couple of years and using a different manufacturer's equipment. Eventually, the KCI will be migrated to the new wireless hardware system. Users will notice a change to the log in web page.