Foothill-De Anza Community College District
Wireless Networking
Guidelines

Problems Connecting to or Using the Wireless Network

Question:
My login name and password are not working. HELP!
Answer:
There are different wireless networks available. There is a **GUEST** wireless network available in the **Campus Center Dining areas** and the **Library** (Learning Center). You log in to the GUEST wireless network with **an email address only, no password.**

In some locations, mainly conference rooms you may see the **Visitor** wireless network. The **Visitor** wireless network **is available to those who have an appointment or meeting with the district and have made arrangements ahead of time for a temporary log in account and password.** Your Student or Employee ID and password **DO NOT WORK** on the **Visitor** wireless network.

In most and soon to be all **classrooms**, the **DeAnza College** and **Foothill College** wireless networks are available**. This wireless network is for those who have an ongoing relationship with the District - registered students, faculty, and staff.** You log in to the College wireless networks using your **Student ID and Banner Password**. For faculty and staff, they use their **Employee ID and Banner Password**.

You also may see a wireless network named **Lab**. This is for **the college owned laptops in a computer lab** and cannot be used by anyone else other than those computers, which are set up to **automatically connect to the Lab wireless network**.

If you are a student and forgot your password or need to reset your password, locate an open computer lab, and go to **myportal.fhda.edu** and you will be able to reset your password. If this does not solve your problem, please contact Admissions and Records.

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 ten (10) minutes. If this does not work and there is more than one user having the same problem, the College 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. Safari works best for Apple and IE for Windows.

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 a known website. You may already be 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 and 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 wireless to log into the wireless network will be suspended for 24 hours.
Another other action that may be taken by the IT Security staff is the wireless access point will be blocked from passing traffic to/from the Internet until a proper investigation has taken place regarding the identified incident. This means no one will be able to use the wireless network via that

particular access point for a period of time. The best thing to do is move to a different location to pick up a signal from another access point.

Or someone is trying to use SKYPE, which is a form of voice over IP. This type of application use is not supported by Foothill-De Anza CC District and is against the Use Policy the District has with its Internet Service Provider. **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 10 minutes your session with the wireless network will be closed.

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 (ROAMING) 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 ten (10) 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 College staff. Maybe others are experiencing the same problem and it could be the network is not functioning properly. The 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 can happen due to a variety of 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 ten (10) minutes. If it has been longer than ten (10) 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 College 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.

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.

• Peer-to-Peer file sharing of **illegal copyrighted** material from sites such as BitTorrent and Napster is not allowed.
• 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.