

## JMU Wireless FAQ - \*Updated 4/30/08

### 1. What is the JMU Wireless Network?

The JMU On-Campus Wireless Network is a collection of wireless access points located on campus so students, faculty, staff may connect to in order access the World Wide Web.

### 2. Who is authorized to use the JMU Wireless Network?

Access is reserved for members of the JMU community that have an active electronic ID (e-ID) such as students, faculty and staff. JMU affiliates may also access the wireless network if they have been granted e-IDs through Human Resources.

### 3. What are the minimum and recommended specifications for connecting to the JMU Wireless Network?

[http://www.jmu.edu/computing/support/plan/min\\_comp\\_rec.html](http://www.jmu.edu/computing/support/plan/min_comp_rec.html)

### 4. Is there anything else I need in order to connect to the JMU Wireless Network?

Yes, everyone who would like to connect on campus must download and install the **Cisco Systems VPN client** for their specific operating system. Please visit <https://secureweb.jmu.edu/computing/download/> in order to download the VPN client that is right for you. You will be prompted to log in with your JMU e-ID and password.

**\*\*IMPORTANT\*\*** Do not mistake the Novell Netware client for the Cisco Systems VPN Client. For general on campus wireless connectivity you will only need to install the **Cisco Systems VPN client** for your specific operating system.

### 5. Why must I connect using a VPN client?

*“The internal computer systems, networks and data repositories of James Madison University are critical resources of the University and must be protected against unauthorized access, malicious access, and disruption of service.”*

\*Excerpt from “JMU Remote Access Philosophy” which can be found at [http://www.jmu.edu/computing/desktop/desktop%20docs/remote\\_access\\_philos.shtml](http://www.jmu.edu/computing/desktop/desktop%20docs/remote_access_philos.shtml)

**6. Ok, my laptop meets your software/hardware requirements and I have downloaded the VPN client. Now what do I do?**

You will need to install the VPN client. Detailed instructions for Windows and Macintosh setups may be found at <http://www.jmu.edu/computing/desktop/wireless/>

**7. I followed the installation instructions but I don't see the VPN client icon and/or when I click on the VPN client it begins the installation process again.**

**\*\*IMPORTANT\*\*** The installation process **WILL NOT** automatically create a shortcut desktop/dashboard icon. For easy connecting users should create their own shortcuts by moving/copying their VPN client icons to their desktop/dashboard.

**Windows** users can find their VPN client icon in,

*Start>All Programs>Cisco Systems VPN Client>VPN Client*

**Macintosh** users can find the VPN client icon in,

*Hard Drive>Applications>VPN Client*

**8. What is the next step after installing the VPN client?**

The only thing left is to connect! Head on over to an area that is in range of an access point and make sure that your laptop picks up a signal. Once you have a signal open up the Cisco Systems VPN client and choose the “**Wireless**” profile. Click “**Connect**” and you will be prompted for your e-ID and password. As soon as your password is verified your access will be granted and you can surf the web.

**9. Where can I access the wireless network on campus?**

In general you will find wireless access points in academic buildings as well as a few administrative offices. You can also access it from the University bookstore, Top Dog Cafe or even the quad!

For a more complete list of wireless points on campus please visit [http://www.jmu.edu/computing/desktop/wireless/access\\_points.shtml](http://www.jmu.edu/computing/desktop/wireless/access_points.shtml)

## **10. How can I tell if I am in range of a wireless access point?**

Once in range of a wireless network your laptop's wireless card will notify you that it is connected to "**JMU-Official-Wireless**" as well as the current signal strength. On a Windows machine you can find the wireless icon in the Notification Area located at the bottom right hand corner of the screen. Macintosh users can determine their signal strength from the "Slice of Pie" located in top right hand corner.

*\*As of Fall 2006 every access point on campus has been renamed to "**JMU-Official-Wireless.**" This was done to ensure that users were connecting to the correct access point at all times. It also allows for roaming between access points without having to disconnect.*

## **11. On my PC there is some previously installed 3<sup>rd</sup> party software for managing wireless signals, should I use this software or Windows for configuring my connection to access points?**

Please use **Microsoft's Wireless Zero** Configuration service for viewing and connecting to the various access points on campus, not any vendor installed software from Dell, HP, Toshiba, etc... If you have used them in the past for other wireless connections please disable them in order to avoid conflicts when connecting.

## **12. Can I access the wireless network from my dorm room?**

Students may use their hardwired Ethernet connections to access the network from their dorm rooms. Wireless access is available in all academic buildings and in designated areas in the residence halls, especially study lounges.

The installation of personal wireless routers and hubs is not allowed in residence halls because of the high probability of interference and security issues.

## **13. How do I access my network drives while using the wireless network?**

Users who already have Novell Netware installed on their laptops may continue to use Novell to access their network/shared drives. Windows users should log onto their laptops with "**Workstation Only**" checked. Then once the machine is started they will need to connect through the VPN client, right click on the red N in the Notification Area and choose "**Novell Login.**" Mac users similarly sign onto the VPN client first, and then access their files through "**Native File Access.**" More information on Native File Access can be found at <http://www.jmu.edu/computing/desktop/access/mac.shtml>

Windows users who do not have Novell Netware installed on their laptops can access their network drives using CIFS. For instructions on how to perform this please follow this link <http://www.jmu.edu/computing/desktop/access/CIFS.shtml>

*\*The JMU Computing HelpDesk **DOES NOT** recommend that users install Novell Netware on their personally owned machines. If you are using your personal laptop please use CIFS or Native File Access for Macintosh users.*

#### **14. HELP! I cannot connect to the wireless network! What am I doing wrong?**

Have you...

- ✓ Met the minimum hardware/software requirements for wireless access?
- ✓ Downloaded and installed the latest VPN client for your operating system?
- ✓ Made sure that your wireless card is connected to a JMU-Official Wireless access point and has good signal strength?
- ✓ Verified that you are connecting using the wireless VPN profile and not the remote VPN profile?
- ✓ Made sure that you have typed in your e-ID/password in correctly?

#### **15. Yes, I have done all these things. What else can I try?**

On our self-help pages we have detailed instructions that users may follow in order to troubleshoot their wireless connection problems. You can find these pages here,

Windows - <http://www.jmu.edu/computing/helpdesk/selfhelp/wirelessconnection.pdf>

Macintosh - <http://www.jmu.edu/computing/helpdesk/selfhelp/macwireless.pdf>

#### **16. Where can I go with any more JMU wireless connections questions that I might have?**

Wireless users can contact the JMU Computing HelpDesk anytime during our open office hours. Please call or e-mail us first before bringing your laptop into our walk-in desk for faster resolution. We can be reached by phone at 1-540-568-3555, option #9 or by e-mail at [helpdesk@jmu.edu](mailto:helpdesk@jmu.edu)