



This document is meant to serve as a resource for you as you configure your Mac to connect to the Internet in your residence room. An assumption is made that you already have a network card installed in your computer before you begin using this document.

- 1** – Network card and cable (hardware setup)
 - 2** – TCP/IP component using DHCP (software setup)
 - 3** – Troubleshooting common errors
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1

- **NETWORK CABLE** - Plug your network cable into the wall jack to which you wish to connect (in residence rooms this is the lower connector – below the phone jack; in breakout rooms the top left jack in a 4 port wall plug is the live one). Plug the other end of the cable into your Ethernet port on your computer.

2

- **TCP/IP and DHCP** – In order for your computer to communicate over the Internet it needs to have the Internet language, or protocol, installed and set up correctly. All computers that communicate over the Internet use the TCP/IP protocol. The Royal Roads network uses DHCP for IP address allocation (most networks use DHCP). Follow this procedure to check your TCP/IP settings:
 - Click the **Apple** icon on the top left of the menu bar
 - Choose **System Preferences**
 - Click the **Network** icon
 - Change the location field to **Automatic**
 - Make sure that the **Show** field is displaying **Built-in Ethernet** or the Ethernet card you would normally use (this will almost always be Built-in Ethernet).

3

- Set the configure field to **Using DHCP**
- If you obtain an IP address it will show in the IP address field.

- **I HAVE DONE EVERYTHING IN STEPS 1 AND 2 BUT IT STILL DOESN'T WORK!**

If you were not able to obtain a valid IP address and the IP address field is blank then

- Unplug the network cable and plug it back in. When the IP address field is blank this means that the network cable is not plugged in properly.

If you received an IP address that reads 169... this is not a valid IP address.

- This usually means that the network cable is malfunctioning or the network port in your room could require maintenance. Please contact the Helpdesk at helpdesk@royalroads.ca or (250) 391-2659.

- **SYSTEM PREFERENCES TELLS ME THAT I HAVE AN IP ADDRESS, BUT MY WEB BROWSER DOES NOT WORK.**

- Some web browsers are set up to use a proxy server to access web pages. If you are using Internet Explorer:
 - Click the **Explor** menu and select **Preferences...**
 - Scroll down until you see **Network**. Expand Network and click on **Proxies**
 - Make sure that **Use Web Proxy for all** is the only box checked.
 - Click **Ok**.
 - Close Internet Explorer
- One more thing... We need to check the Proxies settings in System Preferences:
 - Click the **Apple** icon on the top left of the menu bar
 - Choose **System Preferences**
 - Click the **Network** icon
 - Click on the **Proxies** tab
 - Make sure that **Use Passive FTP Mode (PASV)** is the only box checked

For other great tips and information, please visit our website at <http://helpdesk.royalroads.ca>

If you have feedback or comments, we would like to hear from you.
Please e-mail BetterHelpDesk@RoyalRoads.ca

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