Central Highlands
Regional Library Corporation

Wireless Internet Login & Troubleshooting guide for Windows XP.

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1. DISCLAIMER

Please note that information in this document is intended as a guide only. Users undertaking any of these suggested solutions do so at their own risk.

The Library service does not accept any liability whatsoever for technical problems or damage to user's hardware or software in using the wireless network nor accepts responsibility for access or access related problems with the wireless network.

2. CONNECT AND LOGIN TO THE LIBRARY'S WIRELESS NETWORK

2.1. Wireless Account

In order to use the Library's wireless network you will need to obtain a wireless account from the Circulation desk.

There are 1, 2 and 3 hour sessions available and you can always extend your session time by getting another wireless account and using the Redeem button once logged in. (See section 2.4)

- 1. Ask Library staff for a Wireless account and let them know what session time you require.
- 2. You will be given a printed receipt, which will have your Username, Password and ESSID which refers to the Access point name that you will need to connect to.

Ballarat Library Main Wireless Internet Username : m25e@ballibmain Password : 294e8skt Price : AUDO Usage : 2 hrs 0 mins ESSID : Ballarat-Main Wireless Key : ------Your first time login must be done before 2009/09/01 00:52:51 The account is valid within 1 days after your first login.

Thank You!

2.2. Connecting to a wireless access point.

1. When you are in range of a wireless network you should see the message below:



 Click on the Wireless networks detected balloon above, a window will open displaying all available wireless access points in range. Click on the wireless network that is named in the ESSID field on your Wireless account receipt, and then click on > Connect.



 A window will open, warning you that you are connecting to an unsecured network, click on > Connect Anyway. "Most public wireless networks are unsecured networks, which means that all data transmitted over that network is not encrypted".



4. The next window will show that you have successfully connected.

⁾⁾ Wireless Network Connection	n		2
Network Tasks	Choose	e a wireless network	
💋 Refresh network list	Click an iter information	n in the list below to connect to a wireless network in ran	ge or to get more
⊰ Set up a wireless network	((Q))	Ballarat-Main	Connected ☆
for a home or small office		Unsecured wireless network	
Related Tasks	((0))	Ballarat Library Australiana Rm	
(i) Learn about wireless		Unsecured wireless network	
networking	((0))	Ballarat Library Main Area	
Change the order of preferred networks		Unsecured wireless network	
🍛 Change advanced	((0))	edu_wdata	
settings		👸 Security-enabled wireless network (WPA2)	
	((0))	edu_ wv oice	
		😚 Security-enabled wireless network (WPA2)	
	,		Connect

2.3. Automatically connect to available networks

Once you have connected to a Library's wireless access point, you should no longer need to configure the wireless connection again. Each time your computer picks up a wireless network connection to that access point, it will connect you automatically. You can check this by doing the following:

- 1. Click on > Start > Settings > Control panel > Network connections.
- 2. Right click on the Wireless connection and select **Properties > Wireless network**
- 3. In the window below it shows that it will automatically connect to the access point called Ballarat Library Main Area:

🚣 Wireless Network Connection 7 Properties	<u>?</u> ×
General Wireless Networks Advanced	
Use Windows to configure my wireless network settings	
☐ Available networks: To connect to, disconnect from, or find out more information about wireless networks in range, click the button below.	
View Wireless Networks	
Preferred networks: Automatically connect to available networks in the order listed below: Ballarat Library Main Area (Autom Move up Move down	
Add Remove Properties Learn about setting up wireless network configuration. Advanced	
OKCan	cel

2.4. Login to the Library's Wireless Internet.

1. To login to the Wireless network, open a browser such as Internet explorer or Firefox. A window will open displaying our Terms and Conditions of usage. Scroll down to the bottom of the page to enter your login information.

🖉 Central	Highland Regional Library Corporation - Windows Internet Explorer		_ 8 ×
00	http://192.168.110.1/loginpages/login.shtml	💌 🐓 🗙 Google	₽ •
Eile Edit	View Favorites Iools Help		
Google	🗾 🔧 Search * 🔶 🧭 * 🚽 * 🏠 Bookman	s * 🍄 Check * 🌆 Translate * 🎦 AutoFill * 🌽 🔍 * 🌔	📄 sam.gray *
🚖 🎄	Central Highland Regional Library Corporation	🟠 🔻 🔂 👻 🖶 🖬 Page 🕶 (💮 T <u>o</u> ols 🔹 🎽
	 Patrons may be asked to move onto a different site by staff if other about the material that they are viewing. Library users are responsible for complying with copyright regulations Patrons should not develop or use programs that have the sole purpt components of a local or remote computer or computing system. Library users are permitted to use their own discs (floppy or USB). FI Library users must be self sufficient when using the PCs/Internet. Lib processing use. Only paper supplied by the library may be used for printing. Paper is a Patrons who do not observe the acceptable use conditions as stated fireless Access Usage Central Highlands Regional Library Corporation is not responsible for a access our wireless network and recommends that you make a note deliveries, service interruptions, technical difficulties or transmission Anti-virus, security and privacy of information is the responsibility of 	nembers of the public have made a specific complaint and licensing of programs and data. se of infiltrating, damaging or altering the software appy discs are available for purchase at any branch. rary staff are unable to give training in internet and word vailable for sale at the Library. above will be asked to end the computer session. ny changes that you make to your computer's settings to of any settings before you change them. nsbility for any loss of data resulting from delays, non- of viruses.	
	Wireless Logi Username: Password: Accept Terms and Login	n Clear	T
		📄 📄 📄 🕞 Internet 🛛 🔍	100% • //

- Once you have read our Terms and Conditions, accept these by entering your Username and Password from your Wireless account receipt and click > Accept Terms and Login
- 3. Depending on what browser you are using, you may get a message box asking if you want Internet Explorer to remember the password, click > **No**



4. If login has been successful a Welcome window will open displaying remaining usage time, a Logout button to terminate the connection a Redeem button if you require more session time and a Start Browsing button.



Note: If you close this window you will remain logged on, but you will be unable to see your remaining time and use the redeem facility.

5. If you have entered the Username or Password incorrectly you will get the message box below, click > **Back** and re-enter the Username and Password.



6. Once you have connected successfully, Click on > **Start Browsing**. A new browser window will open allowing you to browse the web normally.



2.5. Extending Wireless session times.

- 1. Ask Library staff for an extension to your Wireless session, and let them know the amount of time you require.
- 2. You will be given another Wireless account receipt.
- 3. Whilst being logged into the wireless network click > **Redeem**.

COD	Welcome!
Pleas	e close this window or click this button to
	Logout
	Thank you!!
	Remaining Usage:
1	Hour 50 Min 52 Sec
	Login time: 2009-8-31 15:31:0
	Redeem
	(House in)

Start Browsing

4. Enter the Username and Password from your new receipt and click > Enter

Welcome to Redeem page!
Please enter your user name and password to sign in.
Username:
Password:

5. If the redeem has been successful you should see the window below, click > **OK**



6. Your extended session time will be added to any remaining session time and you can continue to browse by clicking > **Start Browsing**.



Start Browsing

3. WIRELESS PRINTING

3.1. Downloading Printer Drivers

To download the appropriate drivers to give access to the printer over the wireless network you will need to follow the instructions below. Please not that these steps are for windows users only. Mac and Linux operating systems are not yet supported.

- 1. First you must be connected and signed into the CHRLC wireless internet. If you are unsure of how to do this, then you must follow the wireless procedure guide, referring to your computers operating system (IE: XP, Vista, Windows 7, etc), found at the circulation desk.
- Once connected to the wireless internet and you are capable of browsing to websites, go to the library home page using the following address: <u>http://www.chrlc.vic.gov.au/.</u>

Ý	Central Highlands Regional Likewy Corporation	Search Enter a keyw	word Search
	What's On About Us Online Librarian Read	Jers' Room Youth Kids Local History	
Catalogue Login User ID 1577 P14	Welcome to the Central Highlands Regio "Connecting our community through read	onal Library Corporation ing, learning and ideas"	Featured Book
	Latest News	What's On Next	and the second second second
Login	<u>Caling all Balarat B: Hamilton Young People -</u> Movie/Book Review Competition <u>Bushfire Royal Commission Report</u> Words in Winter Festival 6-28 August 2010	Family History Online Class Type: Other Date: 03/08/2010 Start Time: 10:00 am Benetox: detact	The crine of Hury Durstan by James McNeish, James
My Library Join Online Catalogue Search Heip using the Catalogue	Latest blog: Shop 'til you More News Items RSS Feeds Page	Location: Ararat Library More Events	
Get a PIN Form Renew Online Ark a Librarian	Database of the Month	Your Tutor	
Find it Now - Information Wiki Find it Now - Information Wiki Bequest a New Title Book APC Wirreless Help	GreenFILE Well-researched information covering all	Need some help with your HOMEWORK??	Panet 51
Interact @ CHRLC Our Library Blogs Polis CHRLC on Facebook Editory on Pacebook	aspects of human impact on the environment. Topics covered include global climate change, green building, pollution, sustainable agriculture, renewable energy, recycling, and more.	yourtutor Online Tutoring is a web based service for homework assistance that can be accessed FREE between 4-8 pm weekdays	Featured Junior Book

3. Click on the 'Wireless Help' link to the left side of the screen.



- 4. Next click on the appropriate link that relates to your type of machine (32bit or 64bit) and your current location. For Example:
 - a. If you are currently connected to the Ballarat wireless then you will select Ballarat as the location.
 - b. Next to find out the type of machine, right click on 'My Computer', or 'Computer' for Vista and Windows 7. Here you will see if your computer is 32bit or 64bit (if there is nothing listed here then your system will be a 32bit system). Once you have found that out then you need to click on the appropriate link.



5. Depending on what internet browser you are using you will get a different message at this stage.

Internet Explorer (IE): Now you will get prompted to either 'Run' or 'Save' the download. What you need to click is 'Run'. Once the download is complete, the drivers will automatically install onto your system. For Vista and Windows 7 users you will need to give permission to allow the driver to make changes to your system.

File Down	load - Security Warning
Do you	want to run or save this file?
	Name: BL-LexmarkC544_32bit.exe Type: Application, 12.8MB From: secure.chric.vic.gov.au Run Save Cancel
۲	While files from the Internet can be useful, this file type can potentially ham your computer. If you do not trust the source, do not run or save this software. <u>What's the risk?</u>

Mozilla Firefox: You will only get the message that gives the option to 'Save' or 'Cancel'. Click 'Save'. You will now get another window open that shows the download is occurring. When the download is complete, right click on the driver that has just been downloaded and click on the 'Open' option. The install should now occur. For Vista and Windows 7 users you will need to give permission to allow the driver to make changes to your system.

Opening BL-LexmarkC544_32bit.exe	Download:
You have chosen to open	BL-LexmarkC544_32bit(2).exe 328 PM 12.8 MB — chricxvic.gov.au
BL-LexmarkC544_32bit.exe	
which is a: Binary File	
from: http://secure.chrlc.vic.gov.au	
Would you like to save this file?	
Save File Cancel	
	Clear List Search P

<u>Google Chrome:</u> You will get a message at the bottom of the browser that gives the option to 'Save' or 'Discard'. You need to click on 'Save'. The download now occurs. Once complete left click on the download at the bottom of the browser and the install should now occur. For Vista and Windows 7 users you will need to give permission to allow the driver to make changes to your system.



3.2. Printing From Wireless.

When you have something that you would like to print follow the steps below:

1. Click on the 'Print' option. You will then get a print window open. In here select the printer with the name 'CHRLLexmark'. This is the printer that you will be printing to.

Print			? ×
Printer			
Name:	CHRLLexmark		▼ Properties
Status:	Idle		Finisyoter
Type:	Lexmark C544 XL		ring Printer
Where:	CHRL_Lexmark_Port		Print to file
Comment:			Manual duple <u>x</u>
Page range All Curren Pages: Type p ranges from th section or p1s:	t page Selection age numbers and/or page separated by commas counting the start of the document or the the rexample, type 1, 3, 5–12 the page Selection of the selection of	Copies Number of copies:	1 🔿
Print what:	Document	Zoom	
Print:	All pages in range	Pages per sheet:	1 page 💌
		Scale to paper size:	No Scaling
Options			OK Close

4. TROUBLESHOOTING GUIDE.

4.1. Is the wireless device enabled?

In order to connect to a wireless network your wireless device needs to be enabled. Newer model laptops can have a switch embedded in the keyboard, an Fn key combined with one of the F keys. There also maybe a dedicated wireless switch somewhere on the laptop body. The symbol for the Wireless switch should look similar to the icon below.



4.2. Check the signal strength

Most wireless software has an indicator that tells you a signal is being received. Make sure the link quality and signal strength are both 'good'. If not, you will need to reposition your laptop to receive a stronger signal.

4.3. Check for a manually entered network address (IP).

You may have manually entered a network address (IP), which will prevent you from being able to browse to the web even though you have successfully connected to a wireless access point. The error message that will appear is 'Page cannot be displayed' in the browser window. To allow the wireless connection to function correctly the laptop needs to receive IP and DNS address automatically.



1. Click on > Start > Settings > Control Panel > Network Connections.

2. Choose the Wireless Network connection by right clicking and selecting > Properties.



3. The following window should appear, you will need to select the Internet Protocol TCP/IP then click on >**Properties**.



4. If the laptop has any IP address settings under these properties they will need to be recorded this includes IP Address, Subnet mask, Default Gateway, Preferred DNS Server and Alternate DNS.

General You can get IP settings assigned this capability. Otherwise, you ne the appropriate IP settings.	automatically if your network supports ed to ask your network administrator for
Obtain an IP address autom	atically
Ouse the following IP addres	s:
IP address:	10 . 60 . 15 . 12
Subnet mask:	255 . 255 . 255 . 0
Default gateway:	10 . 60 . 15 . 250
Obtain DNS server address	automatically
• Use the following DNS serv	er addresses:
Preferred DNS server:	192 . 168 . 31 . 2
Alternate DNS server:	· · ·
	Advanced
	OK Cancel

You can then change the settings in this window by checking the boxes 'Obtain an IP address automatically' and 'Obtain DNS server address automatically', then click on > OK > OK again.

neral A You can ge his capabi he approp	temate Configu et IP settings a lity. Otherwise, riate IP setting	uration issigned aut , you need t s.	omatically o ask your	if your ne network	twork su administ	upports trator for
Obtair	n an IP addres	s automatic	ally			
O Use t	he following IP	address: -	-			
IP addre	ess:					
Subnet	mask:					
Default	gateway:					
 Obtain 	n DNS server a	address aut	omatically			
O Use t	ne following D	NS server a	ddresses:			
	d DNS server					
Preferre	a 6110 001101.					

Note: When finished using the wireless internet, IP address details that were recorded previously need to be re-entered.

4.4. Dial up Internet options in IE7.

You may have dial up settings options selected in Internet explorer, this can prevent the wireless connection from working.

Disable dial up options:



2. Select the Connections tab and ensure the "Never dial a connection" is checked then Click on > OK.

Internet Options	? 🔀
General Security Privacy Content Connections Pr	ograms Advanced
To set up an Internet connection, dick	Setup
Dial-up and Virtual Private Network settings	
AAPT (default)	Add
	Remove
<	Settings
Choose Settings if you need to configure a proxy	
Never dial a connection	
Dial whenever a network connection is not present Always dial my default connection	
Current AAPT	Set default
Local Area Network (LAN) settings	
LAN Settings do not apply to dial-up connections. Choose Settings above for dial-up settings.	LAN settings
OK Canc	el Apply

3. Ensure the Work Offline option in the File menu is not checked.



Note: When finished using the wireless internet any options entered previously need to be re-entered, to allow your dial up account to work correctly.

4.5. Proxy settings in IE7.

You may have configured Internet Explorer to use a proxy server to connect to the Internet. This may also be preventing you from browsing on our network. To check for this use the following steps.

Checking for Proxy settings in IE7:

1. Click on the tools menu > Internet Options.



2. Select the **Connections** tab and Click on the **LAN settings** button.



3. Ensure the box for "Use a proxy server for your LAN" is unchecked.

Local Area Network (LAN) Settings						
Automatic configuration						
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.						
Automatically detect settings						
Use automatic configuration script						
Address						
Proxy server						
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).						
Address: Port: 80 Advanced						
Bypass proxy server for local addresses						
OK Cancel						

4. Click on **OK** > **OK** again.

Note: When finished using the wireless internet you will need to place the check back into this box.

4.6. Firewall and Internet security programs.

Some firewall and Internet security programs that may be running on your laptop (e.g. Windows firewall, Norton internet security) may also block the window from opening. You will need to disable/switch off this type of software, connect and then turn the software back on.

Disable/enable windows firewall:

- 1. Click on > Start > Control Panel > Windows firewall.
- 2. Select Off > OK.



Note: Once connected to the wireless internet, windows firewall will need to be turned back on.

4.7. Wireless Troubleshooting checklist.

- 1) Is your wireless adaptor enabled? (See section 3.1)
- 2) Do you have good signal strength? (See section 3.2)
- 3) Is your computer set to receive IP and DNS address automatically (See section 3.3)
- 4) If you use a dial up account is "Never dial a connection" checked in your Browser options. (See section 3.4)

- 5) Have you tried disabling Windows firewall (See section 3.5)
- 6) Have you disabled any proxy settings in your browser? (See section 3.6)