

# River Rain Apartments



## INTERNET USAGE GUIDE

## **Introduction**

The River Rain Apartment buildings are being supplied with Internet connectivity. We hope you will enjoy the “always-on” Internet connection. This connectivity is not meant to facilitate the downloading of large files or the playing of low latency Internet games. It is intended to provide Internet access speeds that will vary with usage but overall be faster and more convenient than using a dial-up connection. Not all services/programs are compatible with the service. If you have a specific program you would like to use it is your responsibility to inquire if it will function properly.

## **Hardware / Software Requirements**

Listed below are the minimum recommended hardware requirements for

For All:

- Ethernet port or Ethernet to WiFi router

For PC:

- Windows 10 or newer

For Macintosh:

- Mac OS 10.8 or newer

\* Your Landlord does not provide your Ethernet interface card or Ethernet cable or WiFi router.

## Ethernet Setup

**Note: A computer with an Ethernet port or a WiFi router is required.**

- Locate the orange Ethernet jack in the living room.
- Connect your computer or router to the Ethernet jack.

## Networking Setup

The operating system needs to be configured to assign an address to the card using DHCP. DHCP allows the network to automatically assign an IP Address. To configure your Ethernet card:

### For Windows 10

- 1 From the Window taskbar, click **Start**
- 2 Click **Settings**, then **Control Panel**
- 3 Click **Network and Internet** and then click **Network and Sharing Center**
- 4 In the left hand pane select **Change adapter settings**
- 5 Right click the **Local Area Connection** icon and click **Properties**
- 6 Click **Internet Protocol Version 4 (TCP/Ipv4)** to highlight it and click the **Properties** button
- 7 Select **Obtain an IP Address automatically** and **Obtain DSN server address automatically**
- 8 Click **OK** to exit the window.
- 9 Click **Close** to exit the next window, DHCP will now be enabled.

### Mac OS X

- 1 Open **System Preferences**
- 2 Click **Network**
- 3 Select **Ethernet**
- 4 Select **Using DHCP** from the drop down list and click **Apply**

Additionally, we recommend that you turn off file and printer sharing and all Internet based services on your computer. This will prevent conflicts with other computers on the network and secure your files from other network users.

The only hardware necessary to share this connection among multiple computers is a switch or hub. A router can be used as well, but may require some configuration by the end user.

## **Routers / Wireless Routers**

If you are connecting a router or a wireless router to the network, be sure to only use the Internet or WAN port. **DO NOT CONNECT THE NUMBERED PORTS TO THE NETWORK.** Every semester there are connectivity problems due to tenant's routers assigning IP Addresses to other users because of improper connection and or setup of a router / wireless router. **If we find you are causing this type of disruption we will charge you a \$45.00 fee.**

## **File Sharing/P2P software**

Due to complaints received from the Motion Picture Association of America regarding Copyright infringement, there is to be no use of File Sharing or P2P software on the network. **Anyone found violating this policy will be subject to disconnection as well as a \$45.00 fee.** Ignorance of this policy or the software running on individual PC's will not be accepted as an excuse. If there is any question as to whether or not you are running file sharing software you should consult with professionals to ensure that no such software is running on your PC. (See pg 10 for a partial list of software to avoid.)

## **World of Warcraft**

The Blizzard Downloader uses BitTorrent to facilitate the downloading of patches by default. The use of BitTorrent or any P2P software is strictly prohibited on the network, therefore you must follow the directions at the following URL to disable the use of P2P:  
**<http://www.worldofwarcraft.com/info/faq/blizzarddownloader.html>**

## **E-Mail Setup**

We do not offer E-Mail accounts, however, we do allow for outbound and inbound e-mail access via SMTP, POP and IMAP. If you don't have a SMTP Server, POP Mail account, or IMAP Mail account, we suggest using a web based mail system such as Hotmail or Yahoo Mail.

## **Security**

The apartment building's LAN is behind a firewall which allows Internet communication only when initiated from within the LAN. This allows you to connect to web sites, mail servers, etc but prevents anyone from connecting to you. You, however, are still responsible for the security of your own computer system. The aforementioned security measure precludes the use of any software that requires an open incoming connection from the Internet, examples of such software can be found at the end of this guide.

As you are on a LAN, there is no restriction on traffic between computers within the same rental complex. We strongly suggest turning off all file and printer sharing and any Internet services you may have running on your system. These include Web Server, FTP Server, SMTP Servers, etc. Refer to your operating systems documentation on methods to turn off these systems.

## **Virus Detection/Prevention**

It is the responsibility of every Ethernet user to ensure their computer is virus free. Antivirus software is widely available for most operating systems.

**Due to the increasing number of problems associated with infected computers we will assess charges against users that fail to protect their PC from viruses and cause interference with other users or our network.**

## **Network Unavailability**

Although we will strive to maintain the best connectivity within our buildings, we cannot be responsible for downtime due to our Internet service provider. We will work closely with them, however, to ensure reasonably fast continuation of service. Accordingly, **there will not be any rebates for service interruptions.**

## Usage Rules and Regulations

- Do not use static IP Addresses.
- Do not run a DHCP Server.
- Do not run P2P Software such as **Limewire**, **BitTorrent**, etc. that will cause inordinate drains on bandwidth, which violates section B of this guide below. See page 10 for a more complete list of P2P programs.
- River Rain Apartments, the Landlord and College Internet Connections, LLC, hereinafter referred to collectively as “Landlord” exercise no control whatsoever over the content of the information passing through the network. You are fully responsible for the privacy of, content of, and liability resulting from your own communications.
- Landlord makes no warranties of any kind, whether expressed or implied, for the service it is providing. Landlord also disclaims any warranty of merchantability or fitness for any particular purpose. Landlord will not be responsible for any damages consequential or incidental that you suffer or inflict on others. This includes but is not limited to loss resulting from computer viruses, delays, non-deliveries, mis-deliveries, or service interruptions caused by Landlord or your errors or omissions. Use of any information obtained via Landlord’s networks is at your own risk. Landlord specifically denies any responsibilities for the accuracy or quality of information obtained through its service.
- You agree not to interfere with or disrupt other network users’ network services or network equipment, intentionally or not. Disruptions include, but are not limited to, distribution of unsolicited advertising or chain letters, violations of Usenet news etiquette, propagation of computer worms or viruses, and using the network to make unauthorized entry into any other machine accessible via the network, or for the commission of any crime.

**Resident agrees that the use of the Service by the Resident is subject to the following terms and conditions:**

- a) **Landlord may determine permissible uses of Service** - Landlord reserves the rights to determine at its sole discretion what uses of the Service are and are not permissible.
- b) **No uses that inordinately drain bandwidth** – Any use of the Service that inordinately drains bandwidth, such as hosting one or more web sites and/or running one or more servers directly from the Apartment, is prohibited. Resident may have a Web site or e-mail address that is hosted over third-party servers, like America Online, and that is stored at a site not on the premises of the Apartment Community. Neither Landlord nor Provider will provide e-mail servicing.
- c) **No rent abatement for service disruptions** – Landlord shall in no way be liable or responsible for any loss, damage, or expense that Resident may sustain or incur by reason of any change, failure, interference, disruption or defect in the supply or character of the Service or if the quantity of the Service supplied by the Provider is no longer available or suitable for Resident’s requirements, and no such change, failure, interference, disruption, defect, unavailability, or unsuitability shall constitute an actual or constructive eviction in whole or in part, or in any way entitle Resident to any abatement or diminution of rent or in anyway relieve Resident from any obligation under their residential lease.
- d) **Landlord’s right to discontinue service** – Landlord reserves the right to switch Providers and/or discontinue providing the Service to an apartment if the apartment is deemed to be using an inordinate amount of bandwidth as stated in section b above.
- e) **Access to apartment** – To provide the Service, certain equipment, including amplifiers, distribution cables, lock boxes, connectors, splitters, wall plates, and other appurtenant devices will have to be installed or are installed in Resident’s Apartment. Resident shall allow Landlord and/or Provider service personnel reasonable access to the Apartment for purposes of installing, maintaining, repairing, replacing, or removing this equipment, as well as for auditing, selling or changing the Service.
- f) **Resident responsible for equipment damage** – Resident agrees not to damage the equipment described in subsection “e” above, and agrees to indemnify and hold Landlord harmless from and against any and all claims, demands, costs, expenses (including attorney’s fees), and causes of action arising out of, or in any way relating to, actions or inactions by Resident, including but not limited to, any amounts required to cover the costs of any such damage.
- g) **No installation of private reception devices that cause interference** – Resident may not install or use a private reception device, such as a satellite dish, that does not comply with the technical specifications established by the Federal Communications Commission, including but not limited to, signal leakage, which interferes with delivery of the Service.
- h) **Landlord not liable for residents financial losses** – Landlord shall not be liable to Resident for any losses incurred as a result of day trading, e-commerce, or other financial transactions and activities engaged in by Resident over the Service. If Resident uses the Service to engage in any of these activities, Resident does so at Resident’s own risk.
- i) **Landlord not liable for Internet content** – Landlord makes no warranties of any kind, either express or implied, as to the accuracy, completeness, timeliness, moral standard, or suitability for any purpose of the material available on the Internet. Nor shall Landlord have any liability for the content of the data transmitted and received on the Internet.

# Troubleshooting and Support

- 1) **Ensure that your device is connected to the orange Ethernet jack in the living room.**  
The manufacturer's instructions for your router should have troubleshooting and diagnostic tips.
- 2) **Ensure that your Ethernet card is properly connected.**  
Most Ethernet cards have a light on them indicating network activity. Ensure that the light is on or blinking. If your card doesn't have a light or you can't find it, skip this step.
- 2) **Ensure that the operating system has properly installed the hardware.**  
Follow the Ethernet manufacturer's manuals to ensure card is properly installed.
- 3) **Ensure proper networking configuration for DHCP.**  
Follow directions in Networking Setup above. Double-check the settings.

## 4) Check the IP Address

### Windows 10

- 1 Click the **Start** button.
- 2 Type **cmd** into the search box and hit **OK**.
- 3 At the command prompt type **ipconfig** and hit the enter key.
- 4 If the address looks like 169.254.X.X type **ipconfig /renew** and hit enter.
- 5 If the address looks like 10.0.X.X the problem is elsewhere.
- 6 If the address still looks like 169.254.X.X check your Ethernet cable to the Cable Modem, the connection from the Cable Modem to the wall jack, and double check that your computer is getting its settings from DHCP.
- 7 You will not be able to connect until you have a valid IP Address in the form of 10.0.X.X.

### Mac OS X 10.8

- 1 Open **System Preferences**
- 2 Click **Network**
- 3 Select **Ethernet**, your IP Address will be displayed.

## 5) Ping the Router

- 1 Follow the instructions in Step 4 to obtain the gateway address. The first 3 groups of numbers should be identical to your IP Address.
- 2 Click the **Start** button
- 3 Click **Run...**
- 4 Type command and hit OK.
- 5 At the command prompt type **ping** and the *gateway address* (ie. 10.0.x.1) from **winipcfg** or **ipconfig**.
- 6 You should receive ping replies from the gateway.



## 6) **Call Technical Support**

734-531-0148

**Note:** College Internet Connections, LLC is the vendor that provides the high-speed link to the Internet. Hardware or software problems associated with a renter's PC are the renter's responsibility. However, if you have a question about your connectivity, you may make an inquiry to the office free of charge. Sometimes your problem may be solved quickly over the phone, but if a service call to your unit is required and the problem is not related to the landlord's equipment, a service charge will be charged to your apartment. Service charges begin at \$80.00 for the first hour and \$20.00 for each fifteen-minute increment thereafter.

## **Extended Network Unavailability**

In the event of an extended failure, all EMU students have free Merit Dialup Network accounts. Your local dial up number is (734) 489-2200. Contact the Eastern Michigan University computer help line at (734) 487-2120 for more information or help in setting your computer up for this account.

## **Known Non-Compatible Programs/Services**

- Netmeeting – Text only, audio and video do not work
- ICQ – Text chat works, no file transfer or other services

## Known P2P Programs

The following list is by no means exhaustive, but gives examples of software that is not allowed to be run on the network. Be aware that there are video streaming applications designed to watch television or other video sources that use P2P protocols as their basis. **Any program that uses P2P violates this policy and will result in the penalties stated earlier.** Violation of this policy will result in a \$45.00 fine.

- Limewire
- Kazaa
- Acquisition
- SoulSeek
- WinMX
- Ares
- Skype
- Shareaza
- Veoh
- TVKoo
- P2P VoIP
- uTorrent
- QQLive
- Poco
- LimeLight
- Spotify
- Morpheus
- Bearshare
- BitTorrent
- eDonkey/eMule
- Direct Connect
- Piolet
- Blubster
- Aimini
- Kontiki
- TVAnts
- IP - PPLive
- Thunder
- QQ
- Net Transport
- Gnucleus
- Popcorn Time
- BitComet
- BitToronado
- Foxy
- Clubbox
- Azureus
- Bit Lord
- coolstreaming
- shoutcast
- peercast
- streamerp2p
- icecast
- Sopcast
- FlashGet
- Kugoo
- Grokster