

Table of Contents

Table of Contents	1
Network Services	2
Disabling Wifi On HP Printers	3
Wireless Printing in the Library-Stu Center-Webb Hall	4
VPN Login and File Access for Faculty and Staff	5
Wireless Services	6
Residential Computer Fact Sheet	7
Eastern Email (MS Office 365) Web Access	8
Residence Hall Network Connection Policy	9
Connecting to Wifi at Eastern and Finding Your Mac Address	10
Wireless Printing in The Residence Halls	15
Adding Printers on Campus to Windows devices	16
Recover a File or Folder Deleted from the Z-Drive	17
When To VPN?	18
Mapping a Network Drive	19
MobilePrint	20
ChromePrint	21
Form - Technology Account Application	23
Pulse Connect Secure VPN Client Upgrade	24
How to Locate Your Computer Name on a Windows Computer	33
Optimization Bandwidth for Video Conferencing	35

Disabling Wifi On HP Printers

Note: Some HP Wifi-compatible printers may interfere with campus wireless network activity. To keep wireless channels free of interference, follow the steps below to disable HP wireless printer services.

For most models:

1. Use the printer menu and locate the **Setup** option.
2. Select **Network** from the options presented.
3. Select **Wireless Radio** on the menu that follows.
4. Switch **Wireless Radio** off.

HP Photosmart C4780

1. From the front panel, choose **Scan**
2. Scroll to locate and select **Networking**
3. Within the Networking menu, select **Wireless** to disable it.

HP Photosmart D110

1. Some models include a Wifi hardware button, requiring only that you push the button to disable wireless connectivity. The button may need to be held for up to 5 seconds. For those models without a Wifi hardware button, follow the steps below.
 1. Within the menu, navigate to **Settings**.
 2. From the Settings menu, select **Wireless**, and choose **Wireless Settings**
 3. Within Wireless Settings, select **Disable Wireless** and click **Ok**.

HP Laserjet P1102w

1. Press and hold the button shown below for 5 seconds.



2. If the indicator light turns off, the Wifi has been successfully disabled.

IMPORTANT: The links in this article are only accessible when using a computer within Eastern's Network (on-campus).

****New methods to print over campus wireless****

- [MobilePrint](#) for printing via email, uploading, or from your mobile device.
- [ChromePrint](#) for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Library Guests

To print to the library printers: *** Note - There is no longer a Coin operated printer available in the Library ***

1. Guest access is requested at the circulation desk. Photo ID is required.
2. A PIN number is supplied to access three PC's behind the reference desk.
3. Guest then selects a Library printer and hits print.
4. At the Pharos pop-up screen the Guest creates a job name and pin number.
5. Library staff member will then release the job for the Guest at the selected printer using the supplied job name and pin number.

Eastern Students, Faculty & Staff

Windows Computers:

Printing on campus to the Pharos printers listed below via a wireless connection:

1. Connect to the wireless network with your device, using your Eastern ID and password.
2. Install the correct executable file for the printer you wish to use.
3. Choose from the following printers:
 1. [Library 107](#)
 2. [Library ASC 167](#)
 3. [Library 2nd Floor](#)
 4. [Library 2nd Floor Color](#)
 5. [Webb 410 Computer Lab](#)
 6. [Student Center Cafe](#)
4. After the software is installed, be sure to select the printer you wish to use when sending your print job.
5. To uninstall the wireless printing software, use "add/remove programs" in your control panel.

Mac computers:

1. Connect to the wireless network with your device, using your Eastern ID and password.
2. You must download the file to your computer and execute the file from there.
3. [Click here to download the installer file for Mac computers.](#)

Campus Residents

1. Use the following guide to add wireless printing for your dorm building, [Article 457: Wireless Printing in The Residence Halls](#).

VPN Login and File Access for Faculty and Staff

The ECSU VPN server is a device that creates a Virtual Private Network between your home computer and the Eastern campus. With a VPN connection, you may access files on your Z-drive via the Internet or remote control your office computer from home. For instructions to Remote Control your office computer see [Article 7: Remote Desktop Access](#).

IMPORTANT: Only the departments using the ITS Storage Area Network (SAN) have pre-created bookmarks in the VPN. Separate departmental servers such as facilities do not have bookmarks in the VPN. If you do not see your departmental sever you must create your own bookmark. The path to the share must be fully qualified (\\facilities4357.ec-admin.easternct.edu\sharename as opposed to \\facilities4357\sharename).

To connect to the ECSU VPN server:

- Use your browser to connect to <https://ecsu-vpn.easternct.edu/>
 - Alternately, from the [ECSU home page](#), select the Faculty and Staff Menu Item, and choose VPN from the Square Buttons in the center of the page.
- For instructions on how to connect to the ECSU VPN server, go to [Article 708: Pulse Connect Secure VPN Client Upgrade](#).



You may now connect to your personal Z: drive or common drive:

- In the Files section click the link that reflects your area of business.
- Click your department folder. If you do not see your department folder, your department may be using their own departmental server. Please see the important note above.
- Click on the folder with your username or the common drive, and the files and folders in your personal Z: drive will appear.
- To bookmark your drive, click Bookmark Selected at the top of the screen. You may name the bookmark in the box that pops up for added convenience.
- Click Add Bookmark to save the bookmark.
- You may now transfer files from your home computer to the drive, from the drive to your home computer, or delete files from the drive.
- To upload a file click the Upload File button and follow the prompts.
- To download a file click on the name of the file and select Save from the popup window.
- To delete a file select the checkbox next to the file you want to delete and click the Delete Selected button.

IMPORTANT: If you check the box to the left of any file or folder names, and select "Delete", they will be permanently deleted from your personal Z: drive on the server. **Be Careful! There is no trash bin or undelete function!**

Wireless Services

Note: Apple and Android devices require you to disable private MAC addresses to connect to ECSU Wifi, follow the steps in [Article 638: On-Campus Wifi for Mobile Devices](#) and then return here for other instructions.

Eastern offers the following wireless signals:

ECSU-BYOD and ECSU-BYOD5:

These signals are provided for Eastern account holders only (students, faculty, and staff). Users can connect with their Eastern accounts for temporary access or register devices for the duration of the academic year. To use register your device, please see [Article 246: Connecting to Wi-Fi at Eastern and Finding Your Mac Address](#)

If you experience trouble, and you have previously connected to these signals, you might have to tell your device to forget the signal before connecting again. Instructions on forgetting a network depend on your device:

- Apple: [How to Forget a Wi-Fi Network on Your iPhone, iPad, iPod Touch, or Mac](#)
- Windows: [Windows 10 - Forget Wi-Fi Connection](#)

Eduroam:

Eduroam (educational roaming) is a secure, world-wide roaming wireless access service developed for, and used by, the international research and education community. This reciprocal global authentication system enables Eastern students, faculty, and staff to securely access the eduroam wireless network at more than 6,000 participating locations worldwide. Additionally, visitors from any participating eduroam institution are able to securely connect to the eduroam wireless network at Eastern using their own credentials. This alleviates the need for visitors to obtain guest access accounts. As eduroam grows, more and more hotspots are appearing in additional places (libraries, museums, railway stations, coffee shops, etc).

Eastern Account Holders:

Eastern account holders can use Eduroam on campus in lieu of other wireless signals. Doing so will prepare your device to access Eduroam at other institutions provided you tell it to remember the connection and use your username@easternct.edu (students with something@my.easternct.edu should delete the my. in this case). Alternately, you can create a wireless profile manually using your account info and the following specifications:

- Security Type: WPA2-Enterprise
- Encryption Type: AES
- EAP Type: Protected EAP (PEAP)

Visitors from other Eduroam institutions:

Your username (username@homeinstitution.edu) and password for your online identity are provided to you by your home institution (where you are enrolled in study or employed). Wherever you see eduroam appear in your list of Wi-Fi networks, you can use your account to get online. You may need to contact your home institution to make sure your device is prepared to connect to Eduroam.

Eastern Connecticut State University Residential Computing Fact Sheet

The ECSU residential computer network, better known as Resnet, provides network connectivity for all residential students. Resnet is designed to be as reliable as is possible in providing learning services plus office and building operation.

Use a standard ethernet cable to connect your PC to Resnet. Ethernet cables are available in Media 252 (no cost).

Personally owned computers must meet certain criteria to be given Internet access. They must:

- Have properly licensed and UPDATED operating systems and application software.
- Be configured to receive automated operating system updates.
- Have anti-virus software running that is configured to receive automated updates.
- Not have peer to peer software, viruses, or spyware actively running.

When your PC is physically connected to the network and turned on, it will be checked to determine if it meets these requirements. If the PC needs to be updated, directions will be provided. If you need more information about configuring your PC browse to <http://help.easternct.edu> where you will have access to software upgrades and instructions.

Until these criteria are met, access to the Internet will be blocked. Local services from ECSU, such as E-mail and Blackboard Vista will remain available.

Personally owned computers that have active peer to peer applications, viruses, or spyware will be quarantined: browsing to any external web site will return a page explaining that the PC is quarantined. Please see the above Help Page for details and information about how to get out of quarantine.

Students are responsible for maintaining the configuration of their PC. ITS staff cannot repair or reconfigure personally owned computers.

Several network security tools are in use which helps provide enhanced reliability for Resnet. There are a number of network gateway devices, such as Packeteer and Interspect that screen for illegal applications or activities consistent with virus activity. The Cisco Clean Access product enforces basic personal computer hygiene. Anti Virus software is required, which further enhances personal computer hygiene. While these are common requirements in an enterprise computing environment, they may at first pose an obstacle for the home user. ECSU Information Technology Services (ITS) is committed to helping the Resnet computer user succeed in this enterprise environment.

Local services such as the Blackboard Vista course management system, student E-mail, on-line course registration, anti-virus software, and directions for self-directed help are all available online even when the PC is blocked or quarantined.

Email Web Access

Faculty, Staff, and Students can access their email online using the following URL:

- [Office 365 Portal](#)

IMPORTANT: When entering your account info use the whole email address.

On campus access of web mail should not require Multi Factor Authentication (MFA). Accessing email from off campus will require MFA. To learn about and set up MFA for off campus access, go to [Article 516: Multi Factor Authentication \(MFA\) Frequently Asked Questions \(FAQ\)](#).

More information about using Outlook on the web can be found at <https://support.office.com/en-us/article/get-help-with-outlook-on-the-web-cf659288-35cc-4c6c-8c75-e8e4317fda11>

Residence Hall Network Connection Policy

The following is a list of rules and regulations established by Connecticut State University governing student connections to the campus computer network from within the Residence Halls.

1. The student will agree to abide by all CSU and ECSU policies governing the use of campus computing facilities.
2. The student will provide a microcomputer or terminal capable of a network connection. (The University will provide, upon request, a list of typical equipment, cables, terminal emulators, and operating systems that can be used to connect to the network.)
3. The student is responsible for all installation configuration, and repairs to personal computers and peripheral equipment, including cables, network cards, and software used to connect to the network. The student is responsible for troubleshooting and maintaining their own equipment.
4. The student shall follow and implement any instructions given by the Data Center as regards network configuration and addressing. Failure to do so can have a detrimental impact on other students in the residence hall. The Data Center reserves the right to disconnect without notice any equipment which is judged to be causing network problems or does not conform to our recommended configuration.
5. Any attempt by the student to break into other's computers, accounts, or other similar destructive behavior on the network will result in the immediate loss of network connection plus result in disciplinary and/or legal action.
6. The student will not tamper with or modify in any way, university-owned equipment or the wiring connection in the wall of their Residence Hall room. Failure to comply will result in the discontinuance of network services to the room, as well as any necessary disciplinary and/or legal action. The severity of the violation will determine the type of action that the University and/or the State will take against the violator.
7. The University will not store student computer addresses in its Domain Name Servers.
8. Network users must comply with all copyright laws or agreements governing the use or duplication of software or other proprietary data.

Connecting to Wifi at Eastern and Finding Your Mac Address

The instructions below relate to using ECSU BYOD5. If you are using eduroam, please see [Article 180: Wireless Services](#). When you see a list of signals, you will see three (BYOD, BYOD5, and Eduroam), we recommend BYOD5. The recommendation is based on the signal that has the best speed.

Any device with a standard input system (browser and keyboard) can connect to the campus wireless system and attempt to go to a web page. If the device is not registered, it will redirect to the my devices page where you will be prompted to enter your username and password. The status will say pending, but the device will be automatically registered for Internet use. Follow the steps below:

1. Select ECSU-BYOD5 from the list of available wireless networks.
2. After connecting, navigate to <http://easternct.edu> and you will be redirected to the wireless sign-in page.
3. At the sign-in menu, enter your Eastern username and password. **Note: Your username is the part of your email address prior to @my.easternct.edu.**
4. Once successfully signed in, you will be redirected to a success page and granted access to the Wifi on your device for 365 days.

Devices that do not have standard input systems (game systems, TVS, etc.) need to be added to your My Devices list manually. The link to the portal is below followed by instructions for determining the MAC Address required to add devices.

IMPORTANT NOTE: Accessing the network with either of the methods described above associates your username with that device. Any subsequent activity on that device is associated with that username. Any activity in violation of Eastern's policies will be attributed to the username. Please use discretion when allowing others to use your devices.

IMPORTANT NOTE: My Devices registration of iOS devices require the device to be set to a static MAC address, see [Article 638: Disable Private Mac Addresses](#)

My Devices Portal:

<https://mydevices.easternct.edu/mydevicesportal/PortalSetup.action?portal=1ad71200-5e4e-11e4-b905-005056bf2f0a>

To register devices with no standard input system :

1. Navigate to the Current Students section of the Eastern homepage (<https://www.easternct.edu/portal/index.html>) and locate the button labeled My Devices using your phone or computer. Alternatively, scan the QR code below.



2. Sign in using your Eastern username and password.
3. Read and scroll through the Acceptable Use Policy.
4. Click Accept.
5. Click Continue.
6. Click Add.
7. Enter a Device Name and Device ID (MAC Address) It consists of 6 alphanumeric number pairs separated by colons such as AA:BB:CC:11:22:33. (see below for instructions on finding your mac address)
8. Click submit.

Once submitted, the device registration process is complete, and the target device will have access to the ECSU-BYOD and ECSU-BYOD5 wireless networks. **Note: The device registration status may continue to say Pending, this does not impact your device's wireless access.**

Locating Your Device's Mac Address

The following instructions are to locate your device's MAC address. Every device has a unique identifier for its network adapters. This id is called the media access control address, or MAC address. This 12 digit code is made up of letters and numbers and is usually separated by colons, periods or dashes.

Instructions here are provided to the best of our knowledge; because software and hardware instructions change without notice, when in doubt check your user manual or manufacturer's website for support and instructions.

WINDOWS

1. Open the start menu and type, cmd. Click on cmd to open it in a new window.
2. Enter getmac into the window and press enter.
3. You should see your MAC address listed under Physical Address.

MAC OSX

1. In OSX, click on the Apple icon in the top left.
2. Open System Preferences, and select Network Preferences.
3. Select the connection type from the left. For wireless, select Wifi or Airport. For wired connections, select Ethernet.
4. Click on Advanced in the lower right corner.
5. Select the Hardware tab and the MAC address will be listed here.

APPLE IOS (iPhone, iPad, iTouch)

1. For iOS devices, open Settings.
2. Open the General menu.
3. Select About, scroll down to Wifi Address. Your device's MAC address is listed as Wifi Address.

ANDROID

For Android devices, note that these instructions may vary between Android versions and manufacturers.

1. From the Home screen, press Menu.
2. Select Settings.
3. Select About Phone or About Tablet. In some cases, you may have to select Wireless & Networks first, and check the box marked Wifi to turn the wireless on.
4. Select Status. For some versions, you may need to select Hardware Information instead.
5. Scroll down to the Wifi MAC Address field.

LINUX

1. Open a terminal or console window.
2. Type ifconfig.
3. The MAC address will be listed as HWaddr in the format of 12:34:56:78:AB.

CHROMEBOOK

1. Open the Chrome browser.
2. Enter chrome://system in the address field.
3. Expand the ifconfig field.
4. In the wlan0 section, you'll find the MAC address listed as Ethernet HWaddr.

KINDLE FIRE

1. From your home screen, tap your Settings icon.
2. Tap on More, and then tap on Device.
3. Scroll down to find the Wifi MAC Address section.

KINDLE, KINDLE TOUCH, AND KINDLE PAPERWHITE

1. Tap the Menu button from the Home screen.
2. Select Settings.
3. Tap the Menu button again.
4. Select Device Info.
5. Scroll down to find the Wifi MAC address.

BARNES AND NOBLE NOOK

1. Press the Home button.
2. Tap Settings.
3. Find the entry for MAC Address.

BARNES AND NOBLE NOOKCOLOR

1. Tap the Nav Arrow at the bottom of the screen to display the Quick Nav Bar.
2. Tap Settings then tap Device Info.
3. Tap About Your NOOKcolor.
4. Find the entry for MAC Address.

APPLE TV

1. Select Settings.
2. If you are using software version 1.x, select About. If you are using software version 2.0, select General, and then select About.
3. The MAC Address will be listed as either Wireless ID or Ethernet ID. a. You can also find both the Wireless ID and Ethernet ID on the UPC label on the bottom or back of the Apple TV box, next to the serial number.

ROKU (NETFLIX) PLAYER

1. Select Settings.
2. Select About.
3. The Mac Address will be listed on-screen. a. You can also find the MAC addresses on the bottom or back of your Roku player.

TIVO

1. Press the TiVo button to go to TiVo Central.
2. Select Messages and Settings.
3. Select Phone and Network Setup.

4. The MAC address will be displayed at the top right-hand side of the screen.

BOXEE BOX

1. Select Settings.
2. Select System.
3. Select Information.
4. The MAC Address will be displayed on the screen.

BOXEE TV

1. Select Settings.
2. Select Network.
3. The MAC Address will be displayed on the screen.

GOOGLE TV

1. Select Settings.
2. Select Network.
3. Select Status.
4. The MAC Address will be displayed on the screen.

BLACKBERRY DEVICES

1. Select Options from the home screen, and then select Status.
2. Your MAC address will be listed in the WLAN MAC field. a. Not all BlackBerry devices have Wifi.

WEBOS DEVICES (PALM)

1. In the Launcher, scroll to the screen with the Device Info app and launch it.
2. Select More Info. (In some versions you will also need to select the Hardware tab.)
3. Your MAC address will be listed in the Wifi section.

WINDOWS MOBILE DEVICE

1. Make sure your Wifi is enabled.
2. Select Start.
3. Select Settings, and then select Connections.
4. Select Wireless LAN and then select the Advanced Tab.
5. Your MAC address will be listed in the MAC field. a. Alternatively, your device may have the MAC address listed under Start>Settings>Wifi Manager>Advanced.

WINDOWS NOKIA LUMIA 900

1. Select Settings. Then, tap About and then tap More Info.
2. In the third tab, there will be a box for the MAC address.

WINDOWS PHONE

1. In the App List, tap Settings.
2. Tap About and then tap More Info.
3. The Mac Address will be listed on this screen.

NINTENDO DS (AND LITE VERSION)

1. Start a game that has Wifi capabilities.
2. Go to Settings.
3. Select the Nintendo Wifi Connection Setup. It could also be listed as Nintendo WFC Setup.
4. Select Options.
5. Select System Information.
6. Your MAC address will be displayed.

NINTENDO 3DS

1. Tap the wrench icon to access System Settings.
2. Tap Internet Settings.
3. Tap Other Information.
4. Tap Confirm Mac Address.
5. Your MAC address will be displayed on the screen.

SONY PSP

1. Turn on the PSP without a game in the system.
2. Press the Home button.

3. Press Settings.
4. Press System Settings.
5. Press System Information.
6. Your MAC address will be displayed.

SONY PS VITA

1. From the home screen, tap Settings.
2. Tap Start.
3. Scroll up and tap the System option.
4. Tap System Information.
5. Your MAC address will be displayed on the screen.

NINTENDO WII U

1. From the Wii U menu, select System Settings.
2. Use the left stick to select Internet and press the A button.
3. Select View Mac Address and wait for it to display.

MICROSOFT XBOX ONE

The first time turning on an Xbox One system requires an internet connection to reach the settings menu which is where you will find the wired MAC address you need to register your device. The workaround for this is to allow the Xbox to run through the system setup, let it fail, select "Fix It" and then it will attempt to diagnose the issue. When that fails, it will bring you to a screen prompting you to manually set up the connection, listing both the wireless and wired MAC address.

If you are able to reach the main menu on your Xbox, try the following to find the MAC Address.

1. Navigate to My Games and Apps.
2. Select Settings.
3. Select Network.
4. Select Advanced Settings.
5. The Wired and Wireless MAC address will be displayed to the right of your screen.

MICROSOFT XBOX 360

1. Select System from the Xbox Dashboard.
2. Select Network Settings.
3. Select Edit Settings.
4. Select Additional Settings.
5. Select Advanced Settings.
6. For Wired connections, your MAC address will be displayed under the heading Wired MAC Address. a. For Wireless connections, select Wireless Information. Your MAC address will be displayed on this screen.

For the new NXE display

1. Go to My Xbox in the Xbox Dashboard.
2. Select System Settings, all the way to the right.
3. Select Network Settings.
4. Select Configure Network.
5. Under the Basic Settings tab, make sure IP Settings is on Automatic.
6. Go to the Additional Settings tab.
7. Select Advanced Settings.
8. The MAC address is displayed on the screen as Wired MAC Address.

NINTENDO WII

1. From the Wii menu, choose Wii Options.
2. Select Wii Settings.
3. Click right to Wii System Settings 2.
4. Select Internet.
5. Select Console Information.
6. You will find your MAC address on this screen.

NINTENDO WII U

1. Go to System Settings.
2. Tap the Internet settings button.
3. Select View MAC Address.
4. Your MAC address will be displayed.

SONY PLAYSTATION 2 (SLIMLINE)

1. Turn on your PS2 with no game disc in the tray.
2. From the main screen, press the triangle button.
3. The MAC address will be listed on the System Information screen.

SONY PLAYSTATION 3

1. From the PS3 main menu, select Settings.
2. Select System Settings.
3. Select System Information.
4. Your MAC address will be displayed on the screen.

SONY PLAYSTATION 4

1. Select System.
2. Select System Information.
3. Your MAC address will be displayed on the screen.

TIME CAPSULE (APPLE)

1. The MAC addresses for both Ethernet and Wireless are found on the UPC label on the bottom of the Time Capsule, next to the serial number.

VONAGE PHONE ADAPTER

1. The WAN/MAC address is listed on the bottom of the adapter.

WIRELESS PRINTERS

In most cases, the MAC address will be located in the printer manual. However, you may need to print out a configuration page. Generic steps are below, but you may have to consult your printer manual or support information online to determine how to print out a configuration page.

1. If there is a configuration or tools button on the front or top panel of the printer, press that button.
2. Use the arrow keys to scroll to the option for printing a test page.
3. If there is no button on the front or top panel, or if you cannot find the test page option, connect the printer to a computer using a wired connection.
4. Navigate to the printer.
5. Right-click the printer icon and select Print A Test Page.
6. In some test pages, the MAC address will print out on the page. It may also be labeled Physical Address.

****New methods to print over campus wireless****

- [MobilePrint](#) for printing via email, uploading, or from your mobile device.
- [ChromePrint](#) for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Choose the appropriate link below to install the printer for your building

Windows computers:

- [Burnap Hall](#)
- [Burr Hall](#)
- [Constitution Hall](#)
- [Crandall Hall](#)
- [High Rise Hall](#)
- [Laurel Hall](#)
- [Mead Hall](#)
- [Niejadlik Hall](#)
- [Noble Hall](#)
- [Nutmeg Hall](#)
- [Occum Hall](#)
- [Winthrop Hall](#)

Mac computers:

- [All dorms and public areas.](#)

Adding Printers on Campus to Windows devices

IMPORTANT: These instructions are intended for use only on Windows devices. **If using a laptop, you must be plugged into the wired network**

1. Open File Explorer

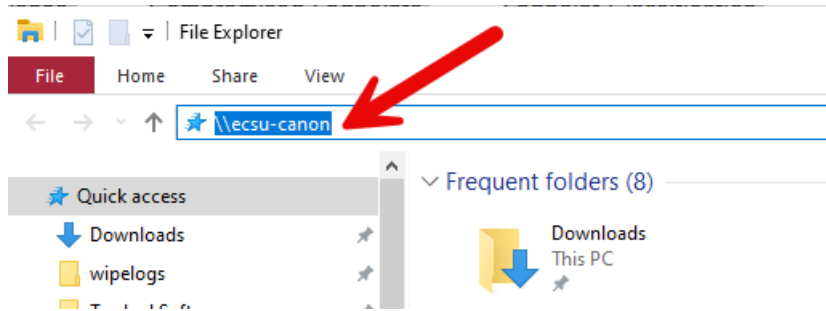


2. In File Explorer, enter the following and hit ENTER:

For Canon printers: <\\ecsu-canon>

For Kyocera or other brands: <\\ecsu-others>

For Enclave printers: <\\ecsu-encprint>



3. Once the folder opens with the printers listed, navigate to the one you are trying to add. You will need to know the model and name of the printer you are trying to add.

IE: canon-Sports center or others-Athletics-color



4. To add, you can double click the printer OR right click > connect. This will add the printer to your machine, and you can select it to use.

The following instructions require that you log into a Windows computer on the network at Eastern:

- Go to the start menu and click on Computer.
- Right-click on the Z-Drive if the file was in the main directory. If the file was in a subfolder, right-click the subfolder.
- Click Properties.
- Click on the Previous Versions tab, then highlight the previous version in which you wish to pull the previous document from.
- Click Open. A window will appear showing the contents of the version of that folder.
- Highlight the file you want to recover.
- Right-click the file and select Copy.
- Open a new Windows Explorer window. Find the file location in which you wish to put the copied folder.
- Right-click inside the folder and select Paste.

When is the VPN necessary?

If your specific task requires that you use any of the applications listed below, you will need the VPN:

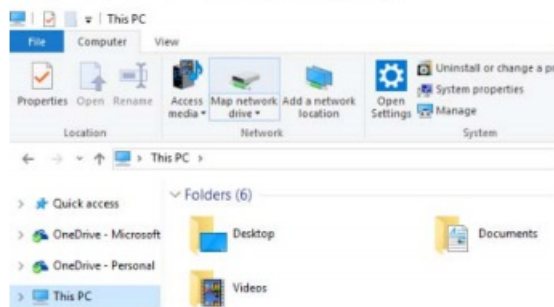
- **Web focus**
- **Banner**
- **Enclave**
- **Files saved on local computer hard drive**
- **Any specific applications only available on your office computer**

You don't need the VPN to do the following:

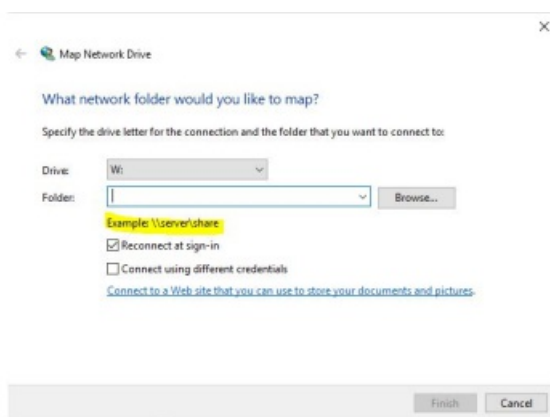
- **Web conferencing** - Always use the local computer (not the remote computer). Your local computer is where you are located when web conferencing.
- **Email** - Use via a browser and access the O365 web version of your Eastern email: <https://outlook.office.com/mail/inbox>
- **eWeb** - Use a browser to access eWeb via the O365 portal using a browser: <https://www.office.com/?auth=2>
- **MS Office productivity software (Word, Excel, PowerPoint, etc.)** - the online versions can be accessed via a browser using Eastern's O365 portal: <https://www.office.com/?auth=2>
 - Students, faculty, and staff can install the desktop version by downloading the home use software. Visit our MS Office 365 knowledgebase article for full details: <https://easternct.makekb.com/entry/477/>
- **OneDrive** - cloud individual storage: <https://www.office.com/?auth=2>
 - For further information, visit our knowledgebase article Getting Started with OneDrive and SharePoint Commons: <https://easternct.makekb.com/entry/508/>
- **SharePoint** - cloud departmental storage: <https://www.office.com/?auth=2>
 - For further information, visit our knowledgebase article Getting Started with OneDrive and SharePoint Commons: <https://easternct.makekb.com/entry/508/>
- **Adobe Acrobat and all other Adobe Creative Cloud products**
 - Students can get Adobe software at a discount by visiting: <https://easternct.onthehub.com/WebStore/OfferingDetails.aspx?o=b9430f83-d531-e311-93f6-b8ca3a5db7a1>.
 - Faculty or staff can install the desktop versions by downloading the home use software. Visit our Installing Adobe Creative Cloud Applications knowledgebase article for full details: <https://easternct.makekb.com/entry/467/>

Mapping a Network Drive

1. Open File Explorer from the taskbar or the Start menu, or press the Windows logo key + E.
2. Select This PC from the left pane. Then, on the Computer tab, select Map network drive as shown below.



3. In the Drive list as shown in the graphic below, select a drive letter. (Any available letter will do.)
4. In the Folder box, type the path of the folder using the "Example" path as shown below for the proper format. To connect every time you log on to your PC, select the Reconnect at sign-in check box.
5. Select Finish.



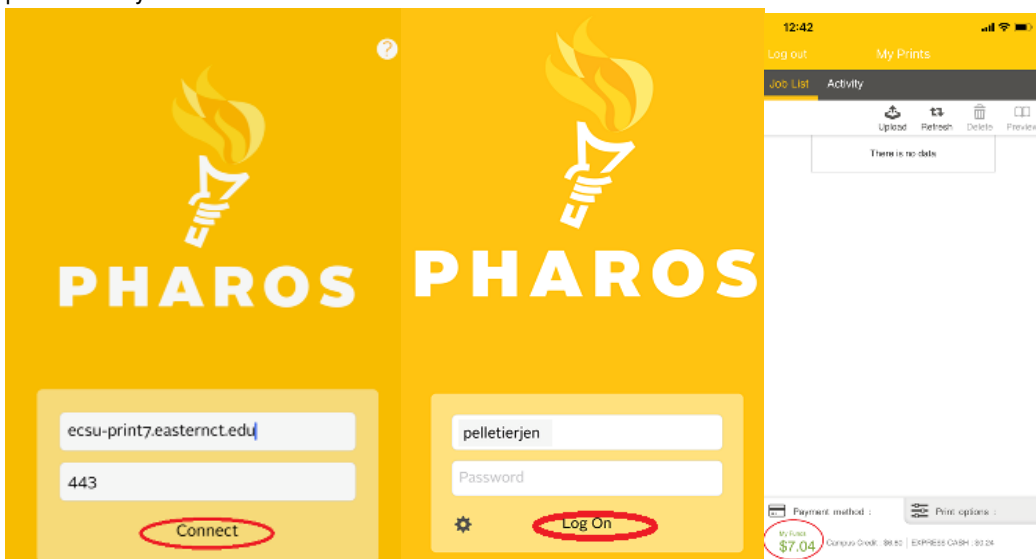
Note: If you do not know the correct path to your network share or can't connect to it (which may be a permissions issue), please contact the ITS Help Desk at helpdesk@easternct.edu or x5-4346

How to use MobilePrint:

1. **Email submission:** From your student email attach the document that you want to print and send it to ecsu-pharosprint@easternct.edu. After the job has been successfully submitted a follow up email will be sent. Next head to any of the Pharos printers on campus either in your Res Hall or in the public spaces to release your job in person with your ID card. ****Note** - MobilePrint is configured to only process attachments. If a pic or file is in the body of the email an error message will be sent to the user.**
2. **Upload:** Login to Pharos Print Center <https://ecsu-print7.easternct.edu/myprintcenter/> while on-campus with your Eastern account (no @my.easternct.edu). Select the Upload button, browse to the document you want to print and select it. Print Center should show as processing, once it has finished head to any of the Pharos printers on campus either in your Res Hall or in the public spaces to release your job in person with your ID card.



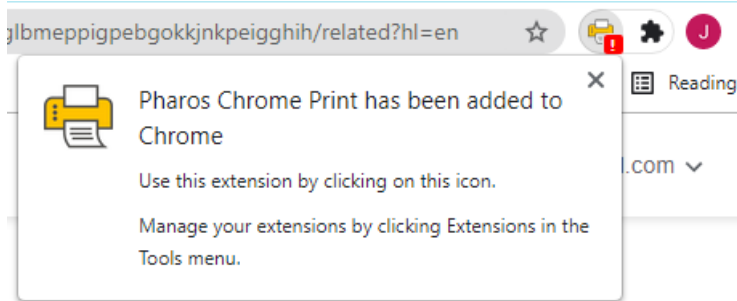
3. **Mobile app:** From your mobile device search for the Pharos Print app and install (do not install the Pharos Sentry Print app). iOS users can download from the [direct link here](#) in the Apple Store; Android users can download from the [direct link here](#) in the Google Play App Store. Once the app is installed fill in ecsu-print7.easternct.edu for the Server address and leave 443 as the port then hit Connect. Login with your Eastern account (no @my.easternct.edu). Once logged in you will have the Upload option like above, select Upload and Browse for the Photo or File you want to print. After the app states it has finished processing head to any of the Pharos printers on campus either in your Res Hall or in the public spaces to release your job in person with your ID card.



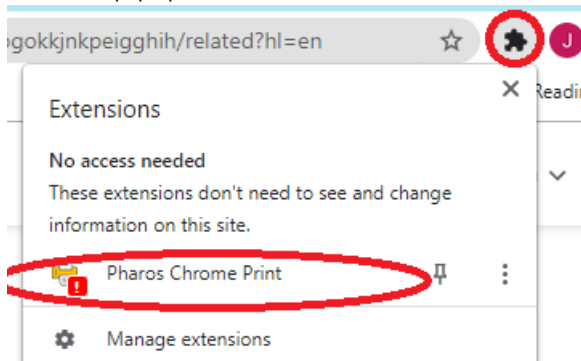
****IMPORTANT** - Please note that the **Upload** option is only available from any campus wired computer or any device connected to campus wireless. The **Mobile app** is only available while connected to the campus wireless network and will not work if using cell data or off-campus.**

How to Use Chrome Print - intended for Chromebook and Chrome users

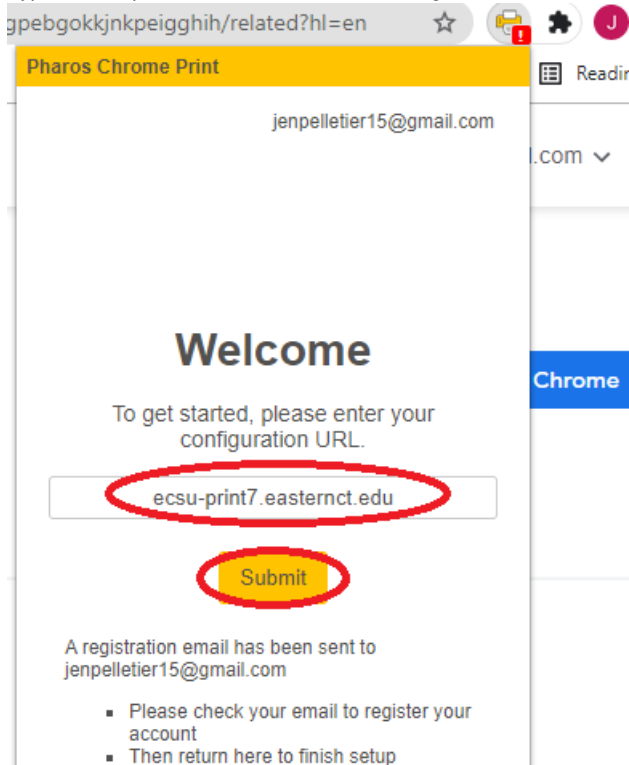
1. In order to use Pharos Chrome Print you need to be signed in to the campus wireless as well as being signed into your Chrome account with the Sync function enabled. Chrome Print will not work in Guest Mode or off-campus.
2. Once logged into Chrome with sync enabled you will need to install the Pharos Chrome Print extension from the Chrome Web Store. Search for Pharos Chrome Print or choose the [direct link here](#) and click Add to Chrome.
3. Click the Add extension button. A message should appear that the Pharos Chrome Print extension has been added. An icon with a red exclamation mark should be shown indicating that configuration isn't completed.



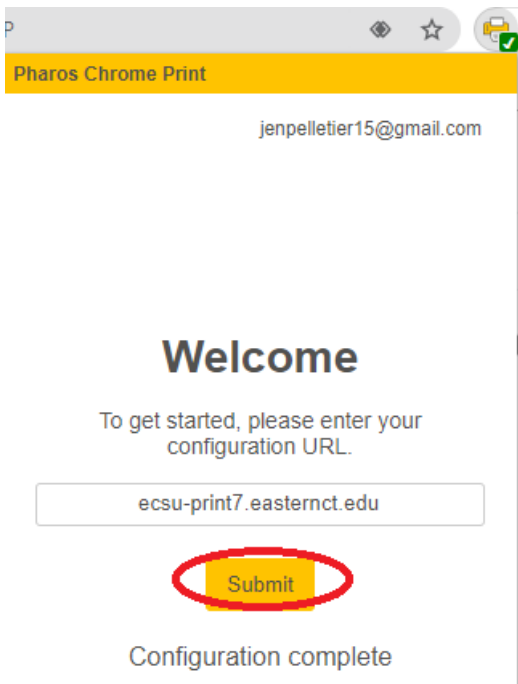
4. Click the manage extensions icon to configure the extension for use on Eastern's campus. Then click the Pharos Chrome Print under the Extensions pop-up.



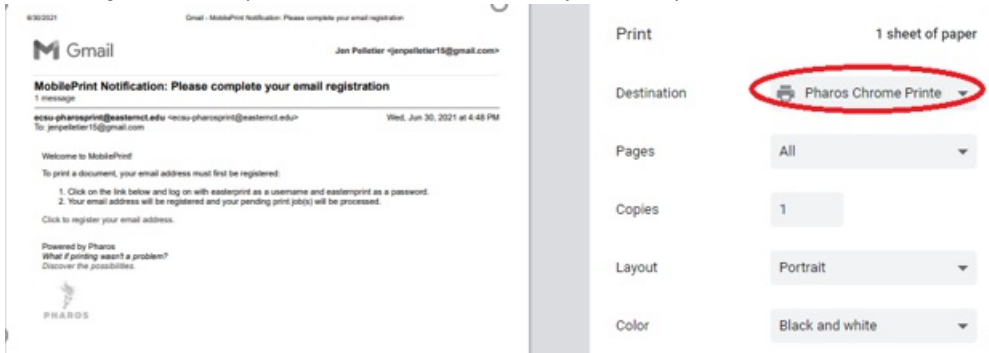
5. Type in `ecs-u-print7.easternct.edu` for the configuration URL and hit Submit. A registration email will be sent to your Chrome email account.



6. Login to your Chrome email account and complete the registration process by clicking the link sent to you.
7. The link will bring you to the Pharos Print Center where you will complete the registration process by logging in using your Eastern account (no @my.easternct.edu).
8. Once logged in to the Pharos Print Center you will be registered, you can now logout of the Pharos Print Center.
9. In order to complete registration after logging off, hit submit under the Pharos Chrome print extension. A message should be displayed 'Configuration complete' and the extension will appear with a green check mark.



10. Once configuration is completed, from the document or URL you wish to print choose Pharos Chrome Printer as your destination and hit Print.



11. Next head to any of the res hall or public Pharos printers on campus to release your job in person with your ID card.

Adobe Sign Account Request Workflow

The new Adobe Sign Computer Account Request workflow is [available here](#). The workflow can be completed by following the steps below:

1. Enter the recipient information in the Applicant and Department Head required fields.

Recipients ?

Applicant*

Enter recipient email ✉ Email

Department Head*

Enter recipient email ✉ Email

ITS*


itacctreq@easternct.edu ✉ Email

2. Enter a Cc'd recipient if so desired and click the **Send** button to proceed to filling the form.

Note: No emails will be sent until the Account Request Form details are prefilled. Clicking the **Send** button does not immediately send the form for signature.

3. After clicking **Send** you will be directed to an embedded version of the typical Account Request Form:

Computer Account Application



Eastern Connecticut State University

Faculty/Staff Computer Account Application

New Account Change Account

Current or previous student, applicant, employee, donor or vendor



Name (Last, First, MI): * Date of Application: *

Title: * Department: *

Bldg./Room Eastern ID (on ID card): *

Fill the required fields as you would normally and click the **Click to Send** button:

t, please go to the ECSU web page to obtain
Authorization form.

Windows users: The uninstall and install instructions below apply to those using **Terminal Sessions** to connect from one **Windows** computer to another.

MacOS users and others using the HTML5 Access Sessions can jump to those [instructions](#).

These instructions are valid on or after January 10, 2025.

This article covers:

1. [Uninstalling the previous client \(for Windows users\)](#)
2. [Installing the new client components \(for Windows users\)](#)
3. [Creating a Terminal Sessions bookmark \(for Windows users\)](#)
4. [Launching a session from a Windows PC](#)
5. [Launching a session for MacOS users and others using the HTML5 Access Sessions](#)
6. [Creating an HTML5 Access Session bookmark](#)
7. [Troubleshooting](#)

Windows users

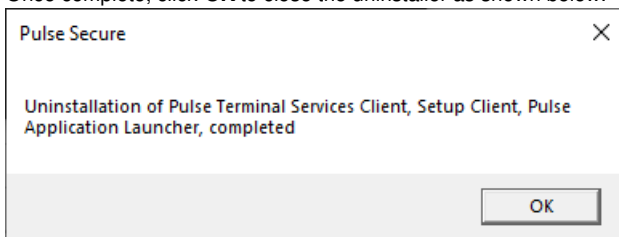
Windows users connecting to an on-campus device using a **Terminal Session** must upgrade their Pulse Connect Secure client. The upgrade process involves two steps:

1. [Uninstalling the previous client](#).
2. [Installing the new client components](#).

These instructions must be followed on the device you use to connect from off-campus (e.g. laptop, at-home computer) . The sections below outline the steps necessary to complete the upgrade process.

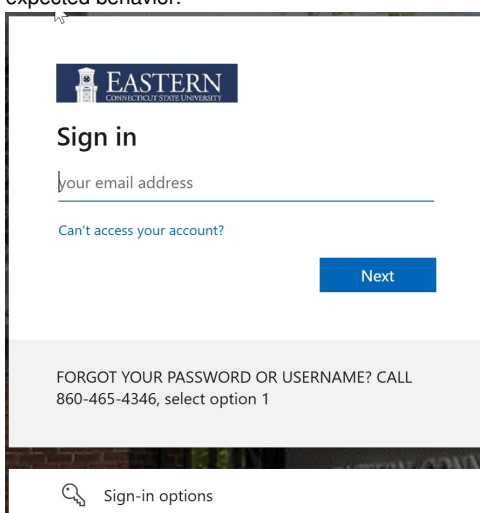
1. Uninstalling the previous client

1. Download the Pulse Connect Secure client uninstaller by clicking the link below.
[PCSuninstaller.exe](#)
2. Double-click the downloaded executable to run it. If you can't locate the downloaded file, more information is [available here](#).
3. Once complete, click **OK** to close the uninstaller as shown below.

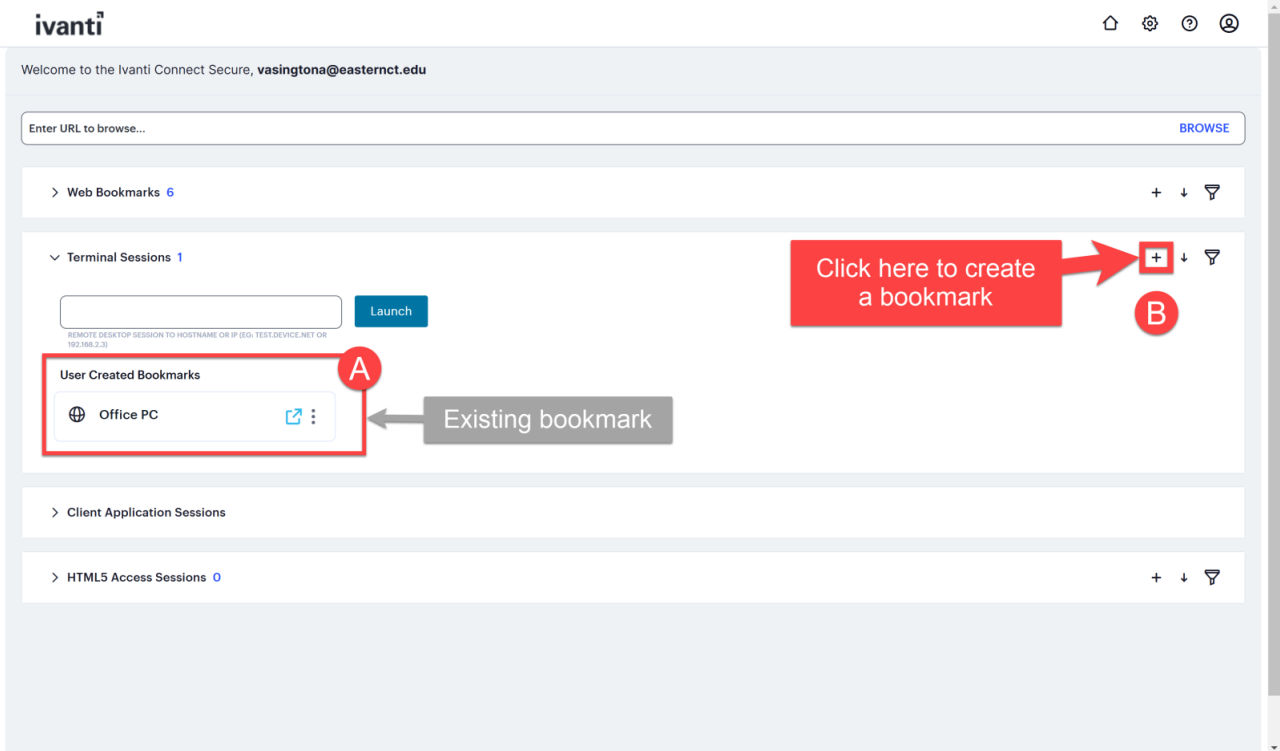


2. Installing the new client

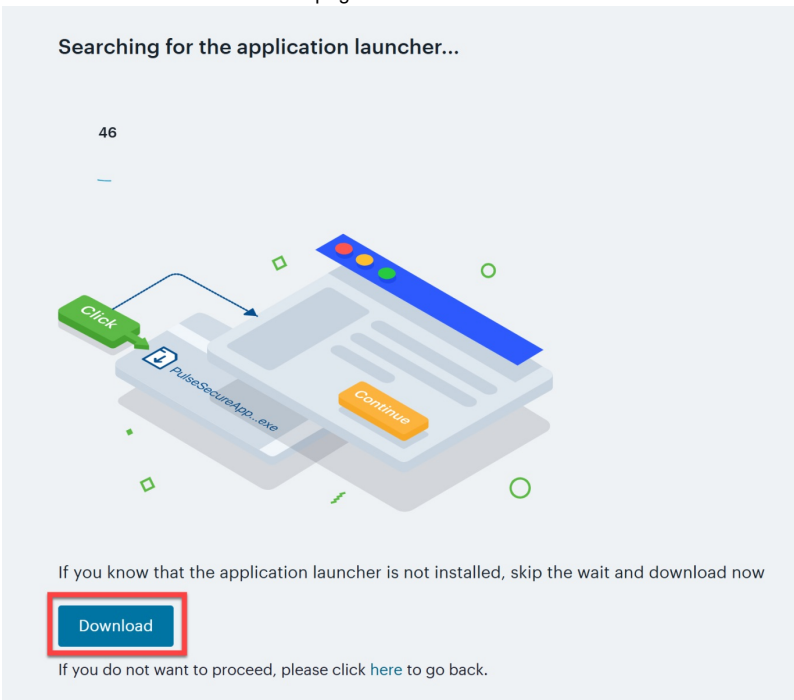
2. Navigate to the VPN by clicking the link below.
<https://ecsu-vpn.easternct.edu>
3. If prompted, log in using your Eastern username and password and authenticate with MFA (multi-factor authentication). This new VPN instance is configured to use SSO (single-sign-on), so if you are already logged in to O365 on the browser, you may not be prompted to log in. This is an expected behavior.



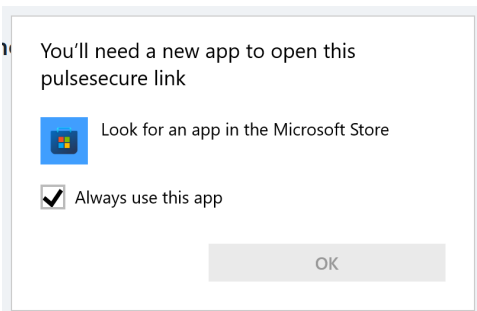
- Once logged in, Windows users, if you already have a User Created bookmark for your Eastern onsite computer (A), click your Terminal Sessions bookmark to initiate the one-time installation of a new VPN client.



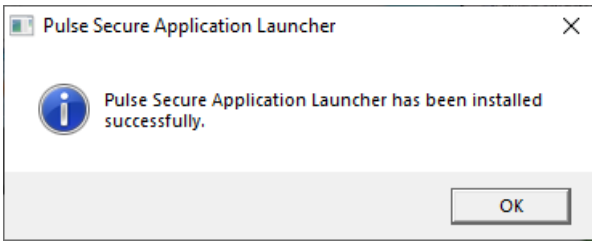
- Click the **Download** button at the page shown below.



- Note: if a Look for an app in the Microsoft Store message window appears, ignore this message and hit the ESC key on your keyboard to clear window.*

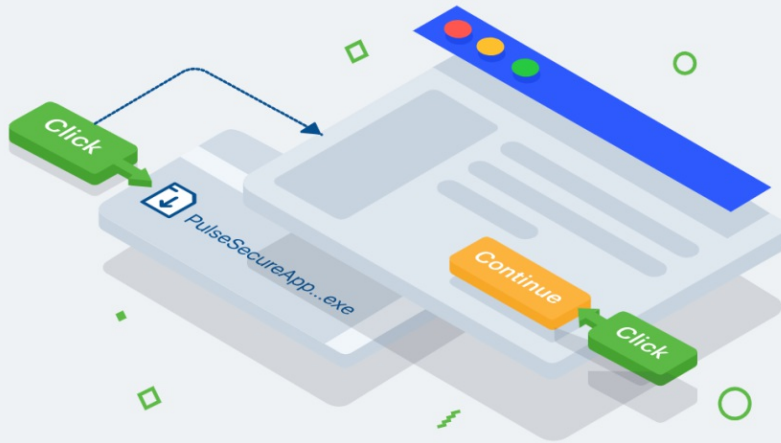


- Double-click the downloaded executable **PulseSecureAppLauncher.msi** and click **OK** once complete.



- Return to the previous VPN page and follow the displayed instructions by clicking the **HERE** link highlighted below.

After the application launcher has completed downloading, follow these installation steps.



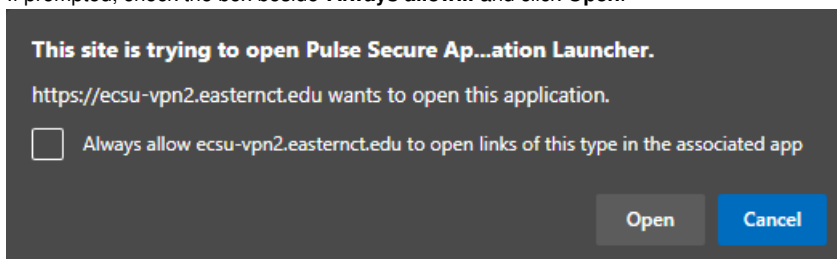
Once you have completed the above steps, [click HERE to continue](#) with the Ivanti Secure Access Client launch.

We recommend selecting "remember" and "always" during the installation process.

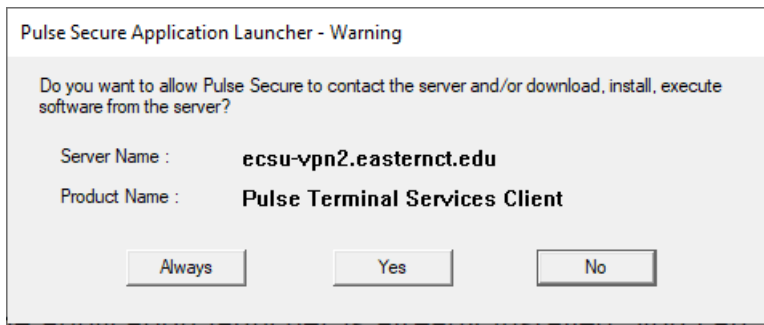
Once the Ivanti Secure Access Client application is installed and started it will appear in your system tray.

If you do not want to proceed, please click [here](#) to go back.

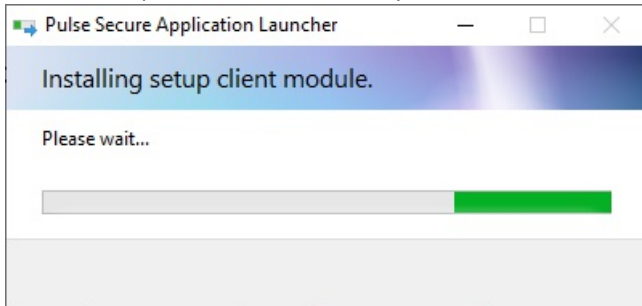
- If prompted, check the box beside **Always allow...** and click **Open**.



- If prompted, click **Always** as shown below.



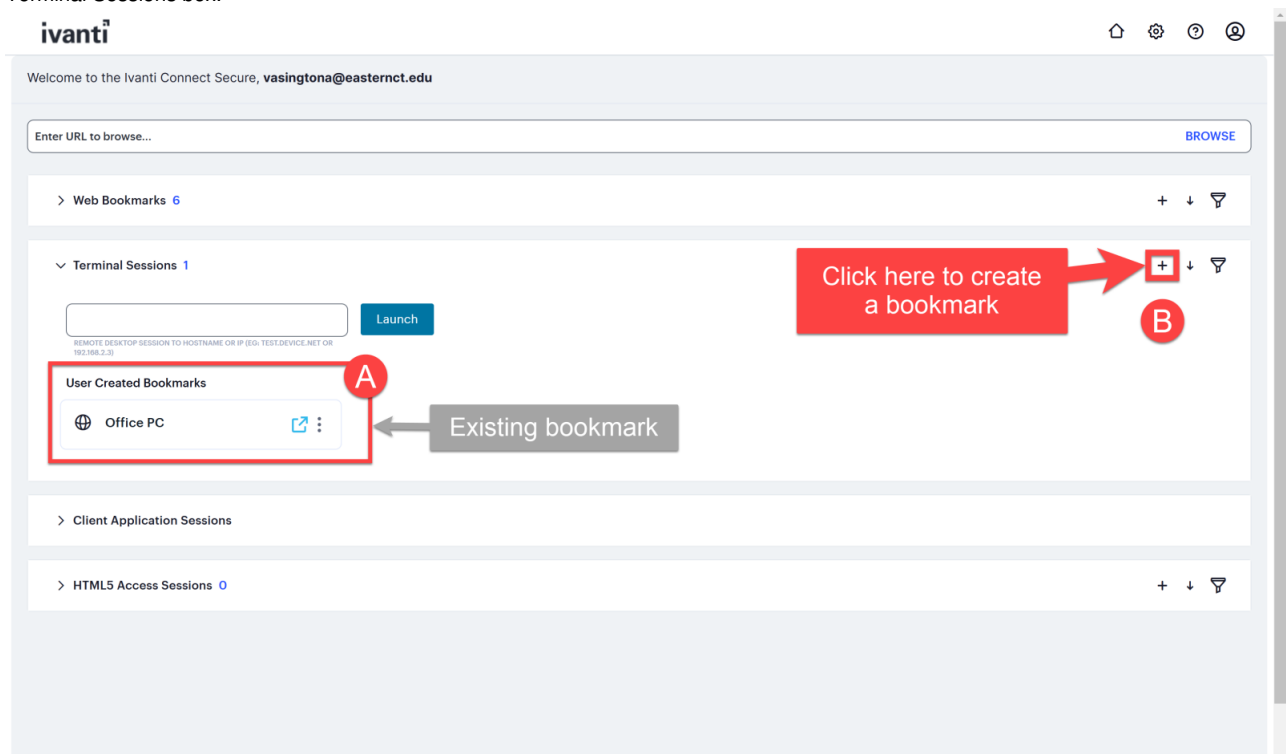
9. Additional components will be automatically downloaded and installed.



10. Once complete, you will automatically be connected to your on-campus Windows computer.

Creating a Terminal Sessions bookmark

1. If you do not have an existing bookmark, (B) create a Terminal Sessions bookmark by clicking the + sign in the upper right corner of the Terminal Sessions box.



2. In the resulting pop-out:

- A. Enter a Bookmark name. e.g. Office PC
- B. Enter the computer name. Refer to Article 709: [How to Locate Your Computer Name on a Windows Computer](#) if you need to identify a computer name. If needed, you may contact the Eastern Helpdesk for assistance.
- C. In the auto-populated Authentication section, add **easternct** before the username. e.g. **easternct\username**.
- D. Click Save.

Add Terminal Services Session

SESSION TYPE:
Windows Terminal Services

BOOKMARK NAME:
Office PC

Description:

Settings

HOST:
192.168.1.100

Client Port:

Server Port:

The Authentication Section is autopopulated but you'll want to make this amendment.

Authentication:

ADD: easternct!
in front of the username

USERNAME:
easternct\username

PASSWORD:

Start Application:

Launch seamless window
[NOTE: SEAMLESS WINDOW CHECK BOX APPLICABLE ONLY FOR SERVERS RUNNING WINDOWS 2008 AND LATER]

Path to application:

Working directory:

Connect Devices:

Connect local drives
 Connect local printers
 Allow Clipboard Sharing
Note: Due to limitations in Windows Terminal Services prior to RDP 6.0, disabling the clipboard will disable all local devices
 Connect sound devices:
SOUND DEVICES
Bring sound to local computer

Use Multiple Monitors

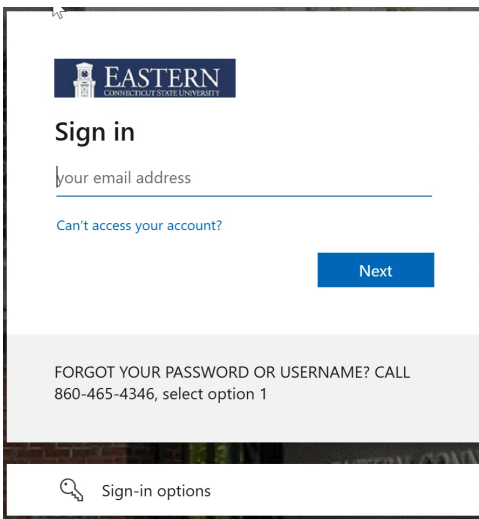
Display Settings:

Desktop background
 Font Smoothing (RDP 6.0 onwards)
 Desktop Composition (RDP 6.0 onwards)

Cancel Add

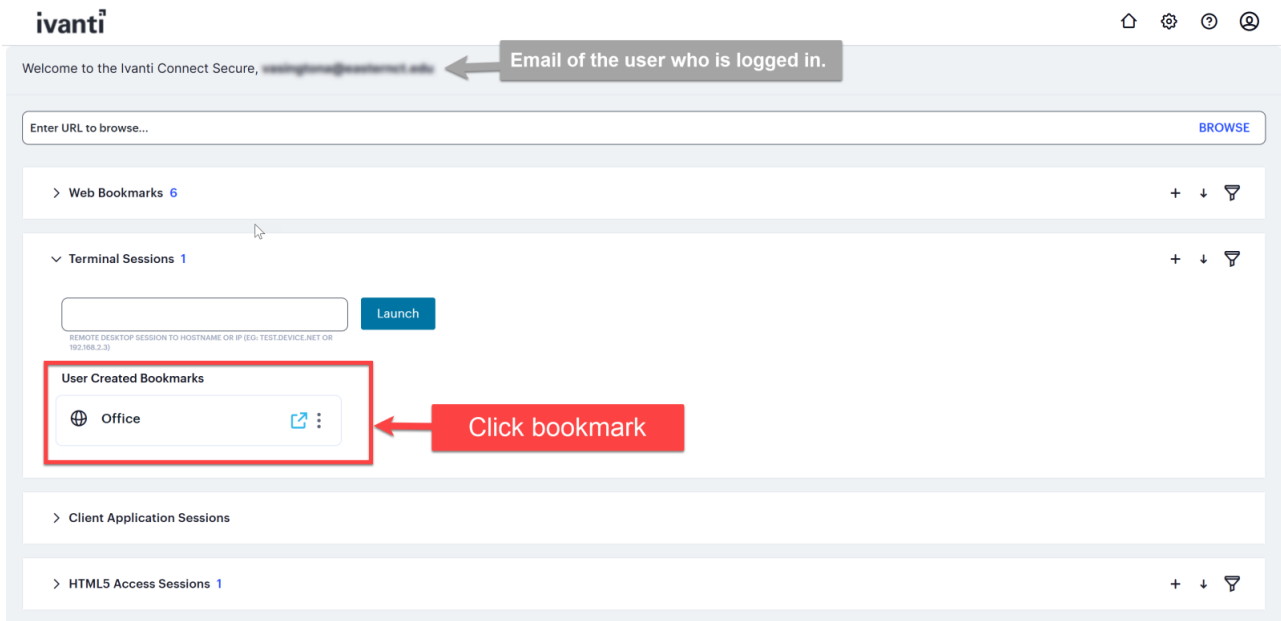
Launching a session from a Windows PC

1. Navigate to the VPN by clicking the link below.
<https://ecsu-vpn.easternct.edu>
2. If prompted, log in using your Eastern username and password and authenticate with MFA (multi-factor authentication). This new VPN instance is configured to use SSO (single-sign-on), so if you are already logged in to O365 on the browser, you may not be prompted to log in. This is an expected behavior.



- Once logged in, Windows users, if you already have a User Created bookmark for your Eastern onsite computer **(A) click your Terminal Sessions bookmark** to launch a session.

If you need to create a terminal Session bookmark [click here](#).

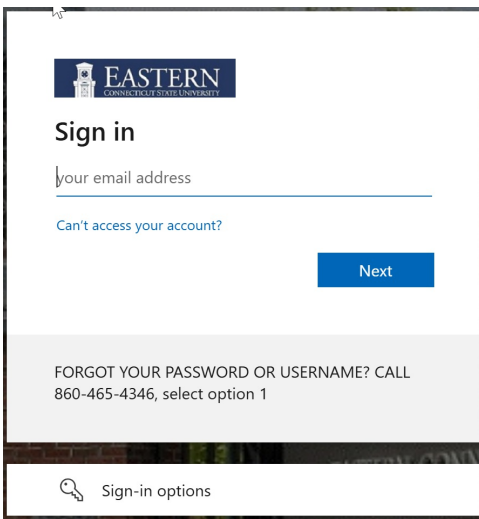


- You will be connected to your on-campus Windows computer.

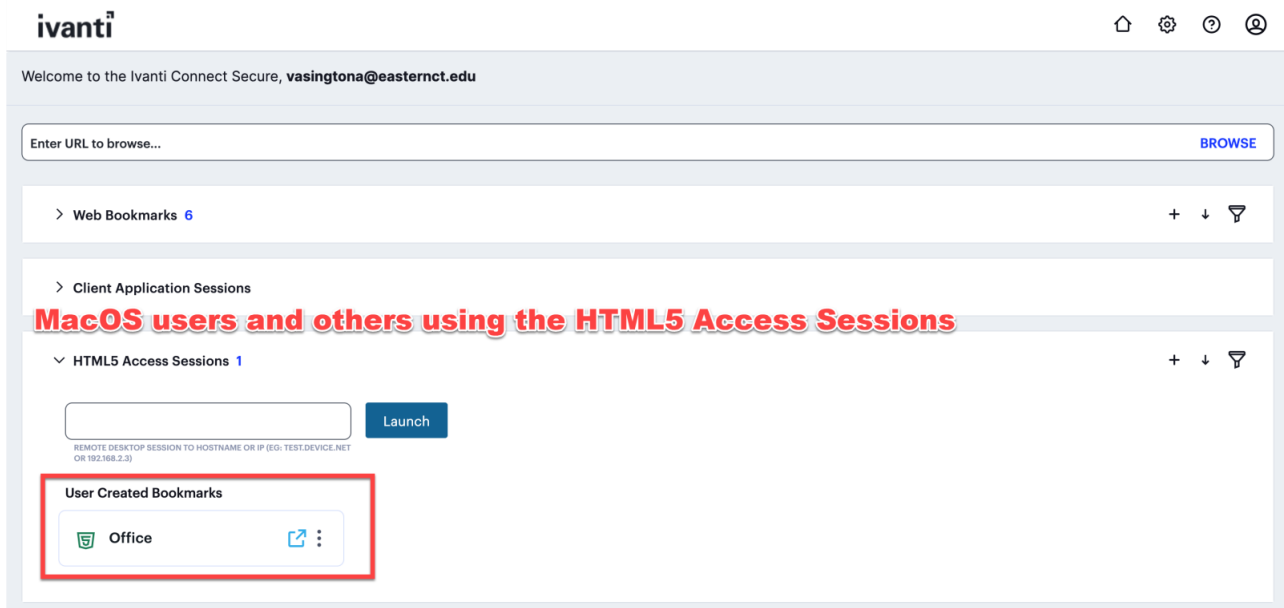
Launching a session for MacOS users and others using the HTML5 Access Sessions

MacOS users and others using the HTML5 Access Sessions, need not install any client.

- Navigate to the VPN by clicking the link below.
<https://ecsu-vpn.easternct.edu>
- If prompted, log in using your Eastern username and password and authenticate with MFA (multi-factor authentication). This new VPN instance is configured to use SSO (single-sign-on), so if you are already logged in to O365 on the browser, you may not be prompted to log in. This is an expected behavior.



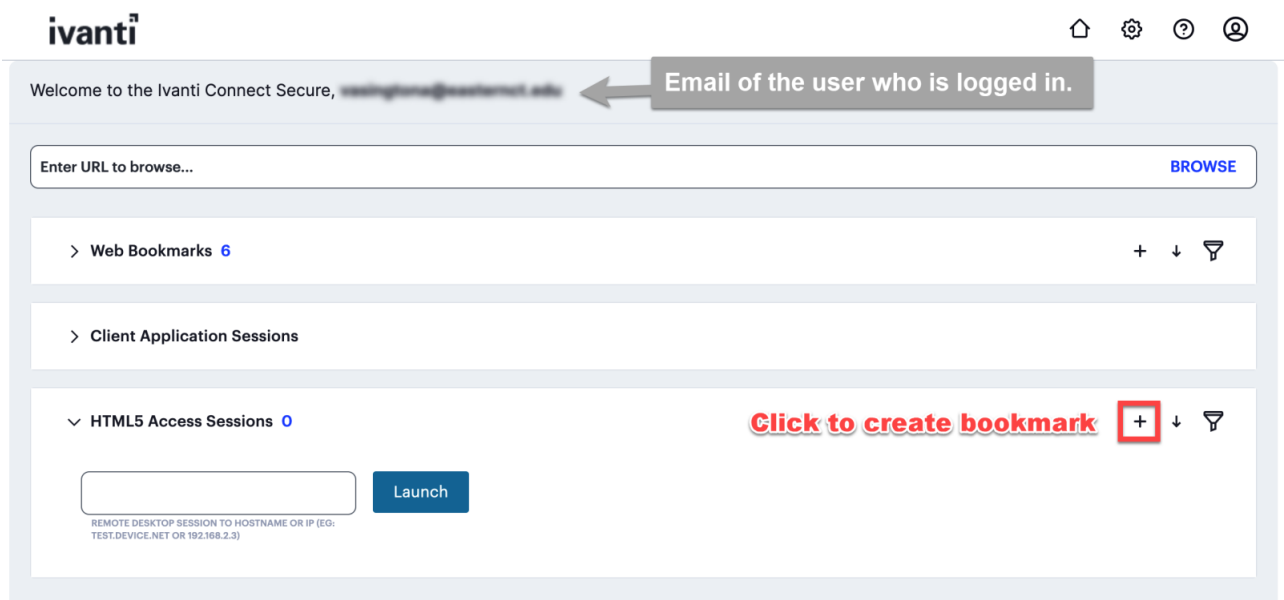
- Once logged in, MAC users, click the bookmark under the User Created bookmarks for your Eastern onsite computer. If you need to create an HTML5 Access Session bookmark, [click here](#).



- You will be connected to your on-campus Windows computer.

Creating an HTML5 Access Session bookmark

- Click the + sign in the upper right corner of the HTML5 Access Sessions box.



- In the resulting pop-out:

- A. Enter a Bookmark name. e.g. Office
- B. Enter the computer name. Refer to Article 709: [How to Locate Your Computer Name on a Windows Computer](#) if you need to identify a computer name. If needed, you may contact the Eastern Helpdesk for assistance.
- C. Click Save.

Add HTML5 Access Session

SESSION TYPE:
HTML5 RDP bookmark

A

Bookmark Name:**

Description:

B

Host:**
NAME OR IP ADDRESS OF REMOTE HOST

SERVER PORT:**
3389

Display options

Open bookmark in a new window

Do not display the Web browser's URL address bar

Do not display the Web browser's menu and the toolbar

Authentication - Single Sign On

Username:
USERNAME OR -USER- FOR IVE SESSION USERNAME

Password:

Domain:
USERNAME OR -USER- FOR IVE SESSION USERNAME

Fetch Domain

Screen Settings:

Width:
DESKTOP SCREEN WIDTH: 800 MIN, 1920 MAX

COLOR DEPTH:
24-bit
NUMBER OF BITS TO INDICATE COLOR

Height:
DESKTOP SCREEN HEIGHT: 600 MIN, 1080 MAX

DPI:
DOTS PER INCH

Resource Options

Enable Printing

Enable audio on console session

Enable copy/paste

Performance Options

Other Settings

KEYBOARD LAYOUT:
English (US) keyboard

ENCRYPTION:
Allow the server to choose

Remote Program Options

PROGRAM TYPE:
Shell Program

Start program on connection:

Remote Dir:

C

Cancel Add

D.

Troubleshooting

- **Fonts appear fuzzy, or otherwise malformed**

1. Click the **Item Properties** button beside your Terminal Sessions bookmark, circled below.



2. Scroll down to the bottom and check the **Font Smoothing** box under **Display Settings**

Display Settings: |||

- Desktop background
- Font Smoothing (RDP 6.0 onwards)
- Desktop Composition (RDP 6.0 onwards)

3. Click **Save Changes**

Save changes? |||

4. If your VPN remote control session is still running, close it and relaunch it to apply the font changes.

How to Locate Your Computer Name on a Windows Computer

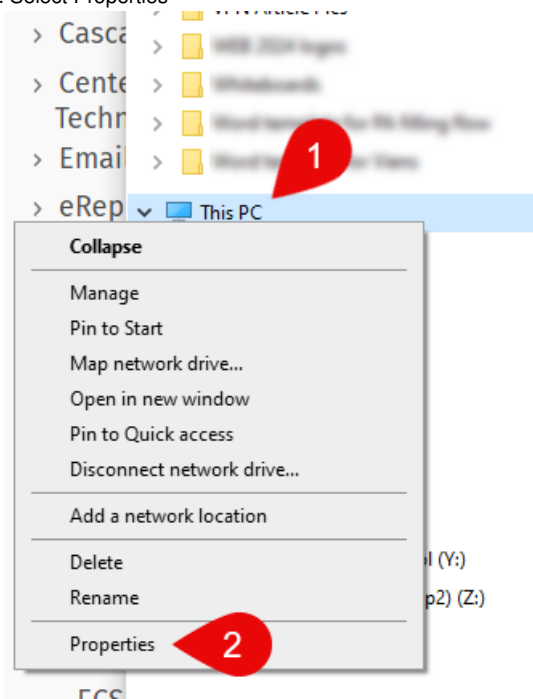
This article provides instructions on locating your computer name on a Windows computer.

Locating your computer name can be useful for various purposes, including network identification and troubleshooting. Here are several methods to find your computer name on a Windows computer. Here are three ways to locate you Windows computer name.

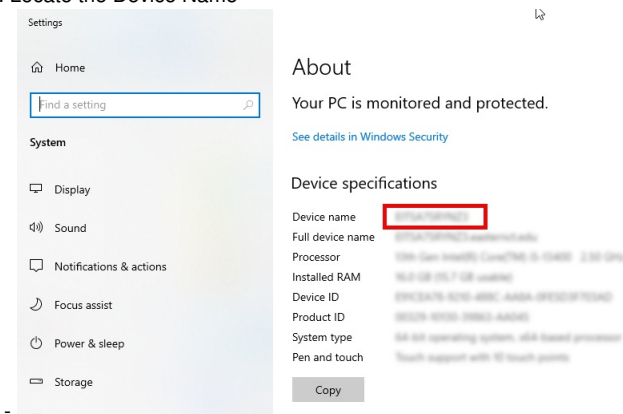
- [Method 1: Using the System Properties](#)
- [Method 2: Using Command Prompt](#)
- [Method 3: Using Windows Settings](#)

Method 1: Using the System Properties

1. In a file explorer window, right-click on This PC or My Computer
2. Select Properties





3. Locate the Device Name

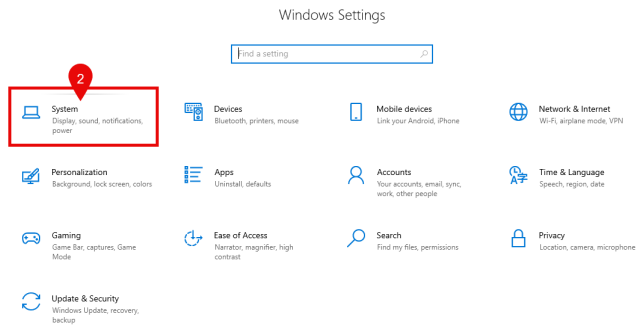


Method 2: Using Command Prompt

1. Hold down the **Windows key on the keyboard** + R, type **cmd**, and hit Enter.
2. In the resulting Command Prompt window, type the following command: **hostname** and press Enter
3. The output will display your computer name.

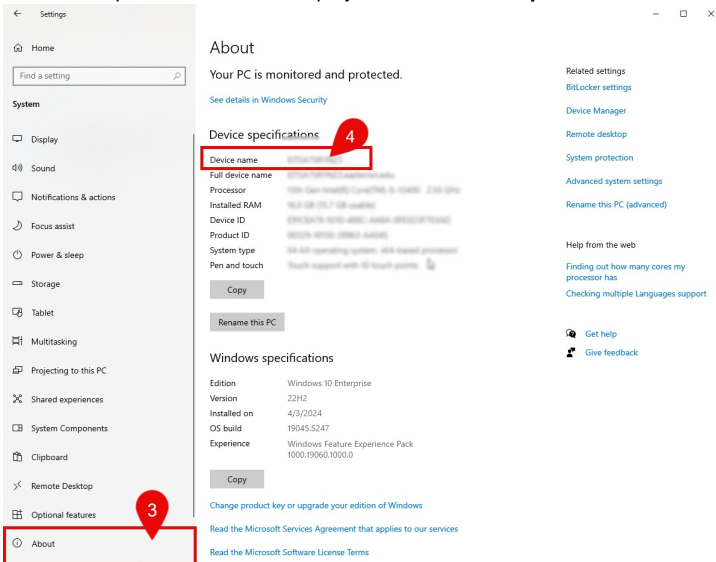
Method 3: Using Windows Settings

1. Click on the Start menu  and select the gear icon  to open Settings.
2. In the Settings window, click on System.



3. Scroll down on the left-hand menu, select **About**.

4. Your computer name will be displayed under **Device specifications**.



*Please note this article is currently under review.

Optimization Bandwidth for Video Conferencing

In an effort to increase the quality of online meetings for our customers we have created an easy to use a checklist of "best practices" for connecting to an online video conferencing service such as MS Teams or Blackboard Collaborate. Understanding the quality of bandwidth access available and the common causes of packet loss will help increase the quality of your online video meetings.

Reducing Data

- **Leave video off when you don't need it**

For meetings where seeing each other isn't that important, turning your camera off is the easiest way to reduce the amount of data going in and out of your computer. You can adjust your settings, so you always join meetings with your camera off, and choose to have attendees' cameras off for meetings you set up. Take into consideration that students may be accessing the video conference using their cellular data and not all users are able to have unlimited data services. Video consumes a large amount of data and by turning off your video is an easy method for reducing data usage.

- **Mute your audio when not speaking**

While it doesn't use as much bandwidth as your video, you can also reduce your bandwidth somewhat by muting your audio when you're not speaking. Use the Mute button in the bottom left corner of the screen to toggle your audio off and on.

You might also consider using a phone call to connect to your video conferencing meeting audio instead of using computer audio within the meeting. This is especially helpful for those who do not have a computer available, or the audio on their machine that is not functioning. The phone numbers to connect to a session are usually included in the invitation you receive from the host under the heading "Dial by your location."

- **When you do screen share, only share as long as absolutely necessary**

Be sure to stop screen sharing when you no longer need to show your screen. Also, request that other users turn off their screen sharing when they are done with their example.

- **Turn off HD video**

Providing video in High Definition resolution requires significantly more data, so consider turning it off when the quality of the image you're sending isn't critical.

- **Limit high-bandwidth activities by others at your location**

Other people using the Internet from your remote location will affect the bandwidth available to your video conferencing session. Avoid having others stream video or music, play online games, or upload and download large files, as all of these activities can noticeably impact your video conferencing performance.

- **Avoid running other data-intensive applications during video conferencing sessions**

Improve your overall video conferencing client performance by not running other applications during meetings that might also be using a large share of your bandwidth. Examples of data-intensive programs might include streaming video or music sites, or other websites with dynamic content. You can always check your network usage using Activity Monitor on the Mac or Task Manager in Windows to pinpoint which programs are data hogs.

- **Use the recording option for video conferencing meetings**

Faculty and staff hosts who record video conferencing sessions can take advantage of the recording option. You can record meetings and events in the cloud for people who can't attend or for those who want to refer back to what was discussed. When you record to the cloud, you can manage your recordings from the video conferencing site and share them. For more information about cloud recordings, visit the links below to the tools supported by ECSU.

Blackboard Collaborate: https://help.blackboard.com/Collaborate/Ultra/Moderator/Moderate_Sessions/Recordings

MS Teams: <https://docs.microsoft.com/en-us/microsoftteams/cloud-recording#:~:text=Turn%20on%20or%20turn%20off,setting%20in%20the%20meeting%20policy.>

Internet Speed

- **Check your Internet speed using the following link: <https://www.speedtest.net/result/9733127894>.**

ECSU offers the most reliable video conferencing platforms, but it's only as good as the internet speed you give it. For video conferencing, you'll need about 1-4 Mbps to run a smooth call. You'll want at least a 1 Mbps upload speed for quality video conferencing.

Resources

"Improving Video Conferencing with Bandwidth Optimization." HuddleCamHD Blog, 13 Sept. 2017, blog.huddlecamed.com/how-tos/video-conferencing-bandwidth.

"Reducing Zoom Data and Bandwidth Use." IT@Cornell, 27 Mar. 2020, it.cornell.edu/zoom-zoomforcourses/reducing-zoom-data-and-bandwidth-use#section-2.

