Frequently Asked Questions for Internet at NISER Residential Quarters

1) What type of Internet connectivity is provided at residential area in NISER?

All residences in the NISER has been provided by Cat6 LAN connectivity.

2) What is the buildup of the connection inside the residence?

All the quarters in the NISER has been provided with Cat6 LAN connections

for intranet and internet access. Optical fiber cable connectivity is provided up to the network switches. Most of the users are using the service by connecting wireless router to the (I/O wall socket) and the end devices receive the IPv4/IPv6 connections automatically.

3) What is the procedure to get a new connection to the quarter?

The Internet facility to the quarter is provided by the Cat6 LAN connection via I/O wall socket. So to access the internet a LAN cable is required to connect to the end devices.

4) Does the LAN cables are provided by the Institute?

LAN cables are not provided by the Institute, so the users have to arrange of their own.

5) Is the Wi-Fi router is provided by the Institute?

Wi-Fi Router is not provided by the Institute; users will have to purchase the router themselves.

6) Which are the common makes of Wi-Fi Routers?

The Wi-Fi routers should have the minimum specifications of 1Gbps connectivity and dual band. And some of the common makes of Wi-Fi routers are like TP-Link, D-Link & etc.

7) What procedure is to be followed to get an IP details in the end devices?

At first connect your Wi-Fi router/ laptop/desktop/ to the I/O wall socket provided at the quarter using a LAN cable and configure it to automatic mode to receive an IPv4/IPv6 address. Then only you can be able to access the internet.

8) What will be the procedure to connect a WI-FI router?

Always connect the LAN cable from the I/O wall socket to the WAN/Internet port of the Wi-Fi router. Never connect the LAN cable to the LAN port of the Wi-Fi router, it can block the internet access.

Configuration of the router has to be done after logging into the router through browser.

The IP to be used to access the router from the browser and the login ID and Password to logging in to the router is normally mentioned on the router box. In most of the cases the IP to access the router is **192.168.1.1 OR 192.168.0.1** and the default login ID and password are both "**admin**".

However, you may confirm the same by checking on the box.

After gaining access into the router the following configurations has to done:

  a) Wan setting

  Wan IP to be set on Dynamic/Automatic mode.

  b) Wireless Security

  This can be set on Auto mode or you can set the security as per your choice.

  c) Wireless settings

  Wireless SSID (name) has to be set and Password has to be set or even the default may be retained depending on your choice. The SSID and password has to be remembered to be able to connect to the WIFI.

d) Date and time settings with time zone has to be set.

The settings have to be saved at every point. No other settings are needed.

9) Can the connection be shifted in case a user shifts the quarter?

The LAN connection is automatic type, so if the user shifts from one quarter to the new location then the WIFI router/laptop/desktop can be configured to same as automatic type.

10) Can the connection point provided inside the residence be shifted from its location to other desired location inside the residence itself

(e.g. – from Living room to Bed room)?

The I/O wall socket Connection can't be shifted, however installing a long LAN cable to the required end device can be done. The work had to be done by the user by hiring external labour & all costs needed for this work will have to be borne by the resident.

11) How to contact Computer Center for any issues related to the internet facility at quarter?

If the wall port is not functioning or damaged, you have to raise a service ticket through the following link (which is accessible only in intranet):

http://ccsupport.niser.ac.in/ccsupport/ *Help Topic as* **Network Support**.

Once the ticket is raised the Computer Center-Support team will resolve the issue.

12) What is the service liability of the Computer Center in providing the residential internet connectivity? (What I can do if there is any problem with my machine / Desktop at my residence?)

The responsibility of the Computer Center staff while attending a problem is limited to rectification and demonstration of the proper working of the link up to the point provided on the wall (I/O wall socket).

Any user machine (laptop/desktop/Wi-Fi router) related problems will not be the responsibility of the attending Computer Center staff. The user has to get the same rectified through their own service vendor.

13) What is the procedure for surrender of connection?

The Computer Center staff have to be intimated so that they can deactivate the LAN connection.

14) How can a user do primary level of troubleshooting if there is any problem in internet connectivity at quarter?

Problem encountered: Not able to connect (browse) Trouble shooting steps:

Check if the WIFI Router is "ON". If not Switch on the router and allow it to startup.

Connect a Laptop/Desktop directly to the I/O wall socket through a LAN cable and check.

If the connection is not working after connecting your laptop/desktop directly to the I/O wall socket, then the Configuration of the WIFI router or the IP settings in the Laptop (if connected directly) need to be checked.

If nothing works, then please raise a service ticket and Computer Center team will check the issue.

Please run www.speedtest.net and check the Upload and Download speeds, if not found good then Computer Center team will troubleshoot the issue.

FAQ:

1. **How to set the static IP Address in Windows 8?**

Ans:- Below are the steps for setting up your Windows 8 computer with a static IP address:-

    i) From the Start Menu ,click on Search.or press the Windows Key + C and Search or
       Windows key+X from the Start Menu to open the "classic" menu and choose
       Control Panel, then choose Network and Sharing Center).

    ii) In the Search box type Network to search for any network related options

    iii) From the View Your Active Networks section, select Local Area Connection.
       Go to Properties.

    iv) The Local Area Connection Properties screen appears.

    v) Highlight Internet Protocol Version 4 (TCP/IPv4) and click on Properties.

    vi) The Internet Protocol Version 4 (TCP/IPv4) Properties screen appears.
       Click Use the following IP address.

    vii) IP Address: 10.0.3.x (where x is a number)
       Subnet mask: 255.255.252.0 (Depends upon VLAN Configuration at Switch)
       Default gateway: 10.0.3.1
       DNS (Domain Name Servers): 10.10.0.10, 10.10.0.12

    viii) Enter these numbers in the appropriate fields and click OK.

    ix) Continue to click OK or Close as appropriate until you return to the Network
       Connections screen. The Local Area Connection icon text should
       now say "Enabled".

    x) Test your TCP/IP Settings: Launch your web browser. If you have completed the
       configuration successfully, the browser opens at your designated home page.
       If you have not completed the configuration,you will receive an error message
       that says that your browser was unable to connect properly.
       Go back and check your settings.

2. My computer does not turn on, what do I do now?

Ans:- First check the computer's power cord to make sure it is completely plugged into the wall
      socket. If you are using a plug strip, make sure it is completely plugged into the wall
socket
      and that the power switch on the plug strip is turned on. Some plug strips also have a built
      in circuit breaker which usually looks like a black or red button near the power switch.
      Press the button to reset it and see if that solves the problem.

3. There is no display on the monitor, what do I do now?

Ans:- Make sure the monitor is on. If no power light (green or orange light) is seen on the
monitor
      display try pressing the power button until it comes on. If your computer monitor was on
      and you stepped away from the computer and upon returning it was black it's likely that
the
      computer is asleep. Try moving your mouse, clicking the mouse buttons, and/or pressing

any key (space bar) on the keyboard to wake it up. Make sure that the monitor is connected
properly to the back of the computer.

4. I get a 'no signal input' message, what do I do?
Ans:- Verify that the monitor is properly connected in the back of the monitor as well as to the
back of the computer. If the monitor appears to be connected properly, verify that a cable is
not loose by disconnecting all cables that can be disconnected in the back of the monitor
Next, disconnect the data cable connected to the back of the computer and then
reconnect the cable. When connecting the cable in the back of the computer ensure the
cable connection is tight. Most computers will also have screw ends that can be screwed
in to hold the connector in place.

5. I can't delete a file because it is being used by Windows?
Ans:- Close all programs running on the computer and try again. If after closing all programs
running on the computer you are still encountering the same issue when attempting to
delete files, load the computer into Safe Mode and delete the files.

6. How do I fix a paper jam?
Ans:- Turn off the printer. Inspect the location or tray the printed paper ejects to. If the stuck
paper is visible manually remove it. Remove all paper trays and any paper that may be stuck
between the tray and the printer. If the stuck paper is visible manually remove it. Open the
printer door that allows you access to the printer ink cartridges or toner and look for any stuck
paper. If the stuck paper is visible manually remove it. Turn the printer back on.

7. What do I do if the image on screen is distorted or skewed?
Ans:-You may receive a distorted image when the cable is loose or defective. Disconnect the
video cable going from the back of the computer and verify that no pins are bent, burnt or
broken. Once verified re-connect the monitor cable. If the refresh rate is not properly set the
monitor may have a wavy or an appearance that lines are going down or across the monitor
slowly or fast, this may also cause a flickering affect. A distorted image can be caused by
magnetic or other types of interference. Verify no speakers, fans or other magnetic devices are
close to the monitor.

8.How do I get into safe mode?
Ans:- To get into the Windows 2000 / XP Safe mode, as the computer is booting press and hold
your "F8 Key" which should bring up the "Windows Advanced Options Menu". Use your arrow
keys to move to "Safe Mode" and press your Enter key.

9. How to perform browser optimization?
Ans:- Most browser are packed with many plugins, extensions, toolbars that you don't really need. Often times, they slow down your internet browsing speed and performance.Disable plugins and extensions directly from your browser.Clear browsing cache and cookies

10. How do I delete the contents of my Temporary Internet Files folder?

To delete your temporary Internet files using Internet Explorer:
1. Open Internet Explorer browser
2. Select **Tools** from the top menu and click **Internet Options**
3. In the "Temporary Internet files", click **Delete Files**
4. Check **Delete all offline content** to delete all temporary Internet files including offline content that is stored on your local drive.
5. Click **OK**
6. Click Apply and **OK** to finish

To delete your temporary Internet files at the command prompt:

Note: Procedure below may delete all temporary Internet files including Cookies files.
1. Press **Start** and select **Run**.
2. Type **cmd** and click **OK**. The command prompt appears on screen.
3. At the command prompt type:

```
c:                                              [ENTER]
cd\                                             [ENTER]
del "%Userprofile%\Local Settings\Temporary Internet Files\*.*"    [ENTER]
```

A message appears such as
"C:\Documents and Settings*Username*\Local Settings\Temporary Internet Files*.*, Are you sure (Y/N)?"
Enter **Y** to confirm. Then, all temporary Internet files are deleted.