# Table of Contents

INTRODUCTION ........................................................................................................... 4

1. ICT ACCEPTABLE USE POLICY ........................................................................ 4

2. COMPUTER SKILLS / TRAINING ...................................................................... 4

3. THE CNS STUDENT SERVICE DESK ................................................................. 5

4. OPEN ACCESS COMPUTER LABORATORIES (LABS) ....................................... 5

5. OFFICE OF RESIDENCE LIFE COMPUTER LABORATORIES .......................... 7

6. E-MAIL FACILITIES .......................................................................................... 7

   6.1. EMAIL - GENERAL ......................................................................................... 7

   6.2. EMAIL - SPAM ............................................................................................... 8

   6.3. SETUP YOUR MAIL IN OUTLOOK2007 ....................................................... 9

7. PRINTING FACILITIES ....................................................................................... 12

8. SCANNING FACILITIES ..................................................................................... 13

9. STUDENT WEB PORTAL .................................................................................... 14

10. ACCESS TO THE NETWORK DRIVE (H:\ DRIVE) ............................................. 14

11. PASSWORD RESET? .......................................................................................... 14

12. DIALUP FACILITIES ......................................................................................... 16

13. ANTIVIRUS ......................................................................................................... 16

14. VIRTUAL PRIVATE NETWORK (VPN) ............................................................... 17

   14.1. VPN FOR WINDOWS XP ............................................................................... 17

   14.2. VPN FOR WINDOWS 7 ................................................................................ 21

   14.3. VPN FOR LINUX (UBUNTU) ...................................................................... 24

   14.3.1. INSTALL PPTP (PEER-TO-PEER-TUNNELLING-PROTOCOL) .................. 24

   14.3.2. PPTP CONFIGURATION FOR VPN ...................................................... 26

   14.3.3 CONNECTING TO THE WITS NETWORK .............................................. 29

   14.4 VPN FOR MAC ............................................................................................. 29

15. PROXY SETTINGS .............................................................................................. 32

   15.1. PROXY SETTINGS ON WINDOWS ............................................................... 32

   15.1.1. PROXY SETTINGS FOR INTERNET EXPLORER ................................. 32

   15.1.2. PROXY SETTINGS FOR FIREFOX/ MOZILLA .................................... 33

   15.2. PROXY SETTINGS ON LINUX FOR FIREFOX/MOZILLA ....................... 34

   15.3. PROXY SETTINGS ON MAC OS X VERSION 10.3.X .................................. 36

16. WIRELESS ACCESS ............................................................................................ 38

   16.1. WIRELESS ACCESS FOR WINDOWS XP ................................................... 38

   16.2. WIRELESS ACCESS FOR WINDOWS 7 ....................................................... 41

   16.3. WIRELESS ACCESS FOR MAC ................................................................... 44

   16.3.1. AIRPORT .................................................................................................. 44

   16.3.2. SAFARI .................................................................................................... 44

   16.3.3. OPERA ..................................................................................................... 48

   16.4. WIRELESS ACCESS FOR LINUX ............................................................. 51

17. WITS MOBILITY .................................................................................................. 53

   17.1 iPAD WIRELESS CONFIGURATION ............................................................. 53

   17.2 iPHONE (MAC) ............................................................................................ 56
18. ENHANCED IT SERVICES FOR POSTGRADUATE STUDENTS

18.1 EMAIL SERVICE

18.2 FLEXIBLE INTERNET OPTIONS

18.3 PRINTING SUBSIDY

18.4 COLLABORATION AREAS

19. eLEARNING

20. CONFIGURATION SUPPORT

THE LATEST VERSION OF THIS GUIDE CAN BE FOUND @
WWW.WITS.AC.ZA/ACCESS

Please note this guide is a reflection of student ICT services at the time of going to print. As a result of ongoing improvements and enhancements to the student ICT infrastructure some parts of this brochure may become outdated during the course of the academic year. If in doubt, ask the Yellow Cap Student Assistant.
INTRODUCTION
CNS (Computer & Network Services) provides a range of IT related services to the general WITS student community, including PCs (Personal Computers) and printers fully networked and Internet enabled, available for student use in our Computer Laboratories situated across Wits campuses. A CNS Service Desk Student Assistant is also on hand at each of the Computer Laboratories to help you with your computer related questions. (available Mon-Fri at 08h00-17h00)

The aim of this guide is to provide information about these services to you, the student in order for you to make the most effective and efficient use of the computer facilities available to you.

Please note this guide is a reflection of student ICT services at the time of going to print. As a result of ongoing improvements and enhancements to the student ICT infrastructure some parts of this brochure may become outdated during the course of the academic year. If in doubt, ask the Yellow Cap Student Assistant.

1. ICT ACCEPTABLE USE POLICY
All students must abide by the Acceptable Use Policy when making use of any Wits University Computer Facilities. Copies of the policy are displayed in all Open Access computer laboratories and on website address:
http://www.wits.ac.za/access/

2. COMPUTER SKILLS / TRAINING
In order to use the electronic research facilities and prepare your written submission competently, you need to have basic knowledge of a word-processing package and familiarity with e-mail and Internet use.
A selection of Online Computer Literacy Courses are available at : https://elearn.wits.ac.za
These courses are available to students and include beginner to advanced training in Word Processing, Spreadsheet, Graphics, Databases and Desktop Publishing to name a few. Detailed information about the courses can be found by going onto the website https://elearn.wits.ac.za
The eLearn website will also guide you on the First Year Experience schedule of workshops being run during the course of March on Saturdays from 09h30-12h00 and other days during the course of the year. Contact the Elearning Centre on 011 717 7105, as booking is essential.
3. **THE CNS STUDENT SERVICE DESK**

The Service Desk is the central point of contact between the student user and Computer & Network Services. Call the Service Desk if you have problems with logging on, with your e-mail box or with using Internet or standard software programs.

The Student Service Desk offers configuration support to student devices i.e. setting up to access email and Internet. If the Service Desk cannot help you with advice over the telephone, the Student Assistant at the desk will log a call for you with the Service Desk and provide you with a reference number for the problem and a consultant will assist.

As a student and a user of the Wits University network you are required to ensure that your computer is adequately protected with antivirus software. You are also responsible for ensuring the adequate backing up of your own data prior to CNS providing you with configuration support.

Refer to **CONFIGURATION SUPPORT** Pg. 20

You would be advised to attempt to follow the instructions provided in this guide before requesting assistance. NB. Personal devices need to adhere and meet the standard requirement of the University.

**Contact details:**
CNS Service Desk  
1st Floor, West Wing, Senate House Building, East Campus  
Tel: 011 717 1717  
E-mail: ITStudentHelp@wits.ac.za

4. **OPEN ACCESS COMPUTER LABORATORIES (LABS)**

All CNS Open Access Undergraduate (UG) Computer Labs are available to Postgraduate (PG) students as well staff

**Abbreviations Used:**
- CNS - Computer & Network Services  
- WEC - WITS Education Campus  
- UG - Undergraduate  
- EC - East Campus  
- PG - Postgraduate  
- WC - West Campus  
- SH - Senate House  
- MS - Medical School Campus
### CNS Open Access Labs

<table>
<thead>
<tr>
<th>CNS Open Access Labs</th>
<th>Physical Location</th>
<th>Number of PCs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EAST CAMPUS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNS PG LAB - SH1029</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; floor, West Wing, Senate House SH1029</td>
<td>23</td>
</tr>
<tr>
<td>CNS UG LAB - SH1101</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; floor West Wing, Senate House Senate House SH1101</td>
<td>40</td>
</tr>
<tr>
<td>CNS UG LAB - SH1099</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; floor West Wing, Senate House Senate House SH1099</td>
<td>13</td>
</tr>
<tr>
<td>CNS UG LAB - HP ZONE</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; floor West Wing, Senate House Senate House Mezzanine</td>
<td>45</td>
</tr>
<tr>
<td><strong>WEST CAMPUS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNS UG LAB - FNB2A (AUD)</td>
<td>First National Bank Building (FNB) Ground Floor West Campus, Auditorium</td>
<td>68</td>
</tr>
<tr>
<td>CNS PG LAB - FNB2A1 (MEZ)</td>
<td>First National Bank Building (FNB) 1&lt;sup&gt;st&lt;/sup&gt; floor West Campus, Mezzanine</td>
<td>30</td>
</tr>
<tr>
<td>CNS UG LAB - FNB 2B</td>
<td>First National Bank Building (FNB) Ground floor West Campus</td>
<td>69</td>
</tr>
<tr>
<td>CNS UG LAB - FNB 105</td>
<td>First National Bank Building (FNB) 1&lt;sup&gt;st&lt;/sup&gt; floor West Campus, South</td>
<td>96</td>
</tr>
<tr>
<td>CNS UG LAB - CLM</td>
<td>Commerce, Law &amp; Management (CLM) Library, 1&lt;sup&gt;st&lt;/sup&gt; Floor</td>
<td>138</td>
</tr>
<tr>
<td><strong>WITS EDUCATION CAMPUS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNS UG LAB - WEC-01</td>
<td>Boyce Block, Ground Floor, BL36 Wits Education Campus</td>
<td>28</td>
</tr>
<tr>
<td>CNS UG LAB - GLASS LAB01</td>
<td>Marang Block, Ground Floor, Wits Education Campus</td>
<td>92</td>
</tr>
<tr>
<td>CNS PG LAB – WEC PG-01</td>
<td>Bohlahleng Block, First Floor, B105, Wits Education Campus</td>
<td>26</td>
</tr>
<tr>
<td><strong>Medical School Campus</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNS UG LAB - MS-01A</td>
<td>Medical School, 3&lt;sup&gt;rd&lt;/sup&gt; Floor, MedSchool</td>
<td>50</td>
</tr>
<tr>
<td>CNS UG LAB - MS-01B</td>
<td>Medical School, 3&lt;sup&gt;rd&lt;/sup&gt; Floor, MedSchool</td>
<td>50</td>
</tr>
<tr>
<td>CNS UG LAB - MS-02</td>
<td>Medical School, 3&lt;sup&gt;rd&lt;/sup&gt; Floor, MedSchool</td>
<td>116</td>
</tr>
<tr>
<td>CNS UG LAB - BARA-01</td>
<td>Chris Hani Baragwanath Hospital, Soweto</td>
<td>32</td>
</tr>
</tbody>
</table>

### PLEASE OBSERVE THE RULES OF THE LAB:
In order for all students to equally enjoy these facilities, please observe these rules of conduct:

- The **Internal PC speaker has been disabled in all CNS Open Access LAB machines.** You are encouraged to use headphones when accessing the online audio content of a virtual training course.

- You may not unplug any computer from the network or use the computer charge point for your laptop device. There are provisioned areas specifically for the purpose. The seat in the lab is dedicated for the student who does not have access to his/her own computer device.
5. OFFICE OF RESIDENCE LIFE COMPUTER LABORATORIES

The following laboratories are for the exclusive use of students living at the respective University Residences

<table>
<thead>
<tr>
<th>Residence Laboratory Name</th>
<th>Location</th>
<th>Number of PCs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EAST CAMPUS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jubilee Hall</td>
<td>East Campus</td>
<td>8</td>
</tr>
<tr>
<td>Men's Residence</td>
<td>East Campus</td>
<td>10</td>
</tr>
<tr>
<td><strong>WEST CAMPUS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barnato</td>
<td>West Campus, Bernato Residence</td>
<td>8</td>
</tr>
<tr>
<td>David Webster</td>
<td>West Campus, David Webster Residence</td>
<td>6</td>
</tr>
<tr>
<td>West Campus Village</td>
<td>West Campus, West Campus Village Residence</td>
<td>4</td>
</tr>
<tr>
<td><strong>OTHER RESIDENCE LOCATIONS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Braamfontein Centre</td>
<td>23 Jorissen Str, Braamfontein</td>
<td>6</td>
</tr>
<tr>
<td>Esselen Street Residence</td>
<td>7 Esselen Str, Hillbrow</td>
<td>12</td>
</tr>
<tr>
<td>Parktown1</td>
<td>3 Blackwood Rd, Parktown</td>
<td>3</td>
</tr>
<tr>
<td>Parktown2</td>
<td>20 Rockridge Rd, Parktown</td>
<td>4</td>
</tr>
<tr>
<td>EOH (Ernest Oppenheimer)</td>
<td>8 Trematou Plc, Parktown</td>
<td>8</td>
</tr>
<tr>
<td>Knockando</td>
<td>21 Rockridge Rd, Parktown</td>
<td>10</td>
</tr>
<tr>
<td>Campus Lodge</td>
<td>48 De Korte Street Braamfontein (Non Networked)</td>
<td>Network points available</td>
</tr>
<tr>
<td>Graduate Lodge</td>
<td>34 Jorissen Street, Braamfontein (Non Networked)</td>
<td>2</td>
</tr>
</tbody>
</table>

6. E-MAIL FACILITIES

6.1. EMAIL - GENERAL

On registration all students will be allocated an Active Directory (AD) account and granted access to the WITS network and the Internet from the CNS Open Access Computer Laboratories.

You also receive a WITS email account and you can use either one of the following email addresses that has been allocated to you:

- StudentNumber@students.wits.ac.za
- FirstName.Surname@students.wits.ac.za

Access to your Wits email will only be available through the student portal. See below for more information relating to the Student Portal. (http://my.wits.ac.za)
Your email account size is 100MB, please ensure that you manage your email box size to prevent it from becoming full. This will prevent you from receiving further emails until you’ve deleted some email items to make more space available.

_All electronic University correspondence will be sent to your Wits email address._

### 6.2. EMAIL - SPAM

CNS’s email gateway blocks tens of thousands of spam email on a daily basis. Some emails cannot be confirmed as spam and therefore are allowed to be delivered to your mailbox.

Should you receive too much spam, here are some guidelines to follow to help you manage spam email:
- Never reply to spam email. The email will allow you to unsubscribe, but determined spammers use this as a sign of encouragement. So instead of being removed from the list, you receive even more spam.
- Your “Vacation” email notice that is sent as an automated reply when you are on holiday also acts as a signal to the spammers that your email account is active and can therefore be spammed successfully. This raises the debatable point of using Out of Office notices, but it is often difficult to avoid using the Vacation notice.

1. If you receive spam email, forward it to spam@wits.ac.za. The spammer will be added to a blacklist and not be able to send emails to you anymore.
2. You can also manage your own blacklist. Any email you receive that you want to block in future, you can simply right-click and select to block the sender, which will add them to your blacklist.
3. Should your spam be so unmanageable that the steps above don’t help, you can resort to white listing. The concept is all email will be blocked, unless you have specified the email address or the domain of the address (wits.ac.za is the domain for WITS). As long as you know who emails you and you have built your list this could work very well, even if it requires a bit of effort to setup initially.
6.3. SETUP YOUR MAIL IN OUTLOOK 2007.

Please follow the steps according to the following dialogue boxes.
First click and open Microsoft Outlook.
Click on Tools from the menu and go to Account Settings. Choose “Add a new Email account”

Check that you are on the Email Tab in Account Settings, then click on the New Tab.

Next, Click on Microsoft Exchange, POP3, IMAP, or HTTP, then click Next.

In the next dialogue box, choose the setting for IMAP.

Once you have chosen to setup an IMAP account click on next to get to the next dialogue box.
Tick “Manually configure server settings or additional server types”

Click Next

Select Internet E-mail

Click Next

Your Name: Student number (eg:123456E)

Email address: Name.Surname@students.wits.ac.za

Username : Student number (eg:123456) Password: Same password that you would use to log onto the system at Wits

Complete the form, tick “Require logon using Secure Password Authentication (SPA)”

Click “More Settings”
Click on the “Outgoing Server” tab.

Do Not Tick “My outgoing server (SMTP) requires authentication”

Click “Use same settings as my incoming mail server”

Click on “Advanced” tab and change the port settings in this page.

Incoming mail server (IMAP): imap.studentmail.wits.ac.za
Port 993

Select “NONE” under “Use the following type of encrypted connection”

Outgoing server (SMTP): viruswall.wits.ac.za
Port 25
Select SSL under “Use the following type of encrypted connection”

Click OK

Once all the settings have been completed click on Finish on the next screen

You have now setup the account and it is ready for use.

Click Finish
7. PRINTING FACILITIES

Printing is available to you in the CNS Open Access LABS and University Libraries at a cost of R 0.35c per page.

Follow the process below to print to a printer in a CNS Open Access Lab.

1) You would need to first ensure that you have enough money available on your ICAM Access Card in order to proceed with printing as this is NOT shown on the print client software before a print job that is sent through.

   Please contact ICAM on 011 717 1830 if you are unsure of how to load money on your ICAM Access Card, or if you do not know where the kiosks are to load money onto your access card or to check your balances.

2) Go to a CNS Open Access lab and log into the student domain with your University Student Number and password. (See “Password Reset” for more information)

3) Locate the printer icon shown below on the bottom right hand corner of your task bar. This is the CS Print icon that uses your ICAM access card

   Double click the icon on the page to view a list of print jobs in your print queue as shown here

4) Open up the document you want to print. It could be a document using any application. In our example we will be using Microsoft Word. In Word Click the File Menu and then click Print as shown here
5) Select the printer you want to print to. In our example we will be using the printer for East campus Lab in Senate House, room 1029. Then click the OK button to proceed with print job.

6) The message will appear after a few seconds prompting if you would like to print the job or delete the print job sent to the printer. Please note that up until this stage no money was removed from your account. If you were to press Delete Job, the job would not be printed and no money removed.

Please make sure print credit is loaded onto your account before attempting to print

8. SCANNING FACILITIES
The relevant multi-function printer will allow you to scan your document to an email address. Please ask the yellow cap Student Assistant for help with scanning to email.

You can scan documents in the following Computer Labs:
- CNS UG LAB - SH1101
- CNS UG LAB - FNB2A
- CNS UG LAB - FNB2A1
- CNS UG LAB - FNB2B
- CNS UG LAB - FNB105
- CNS UG LAB - CLM
- CNS UG LAB - WEC-01
- CNS UG LAB - MS-01

Please adhere to copyright laws and refer to the Acceptable Use policy
http://www.wits.ac.za/faccess
9. **STUDENT WEB PORTAL**

The student portal is your single point of entry for your Wits E-Resources such as email, calendaring, messaging, etc. Further information is available on the portal web site.

URL (Web Address): [http://my.wits.ac.za](http://my.wits.ac.za)

The creation of all student accounts (returning students and new) is automated as part of your registration. To get the best use out of this please note the following pointers.

- **Username:** Your student number
- **Password:** Your password is sms’d to you during registration on the cell number you we have on record for you.

If using a passport number that contain letters as well as numbers, ensure you enter the letters in UPPERCASE. If you have changed your cell number in the interim please visit Student Enrollment Centre to have your Information updated.

10. **ACCESS TO THE NETWORK DRIVE (H:\ DRIVE)**

As a student user in a CNS Open Access LAB you will have a network drive available to you to store your academic documents electronically. This network drive is labelled as the H:\ drive in your Windows Explorer.

You have a limit of 50MB of network space available to you, use with care.

11. **PASSWORD RESET?**

Passwords can be reset via Password Self Service which you can do on the Student Portal home page [http://my.wits.ac.za](http://my.wits.ac.za)

- The actual link to Password Self Service is: [http://my.wits.ac.za/passwordselfservice](http://my.wits.ac.za/passwordselfservice)
- Alternatively, you can contact the CNS Service Desk on (011) 717-1717 or E-mail ITStudentHelp@wits.ac.za
Procedures for changing your student account password

In order to make use of this service you have to register on the Password Self Service web site first at a time when your password is still valid.

You need to enrol for Password Self Service as in above while your password is still working. Once registered, you can reset your password via Password Self Service which you can access on the Student Portal home page. (http://my.wits.ac.za)

The following link will take you directly to Password Self Service to register or reset your password: https://my.wits.ac.za/passwordselfservice

Method 1

If you are logged on at a CNS Open Access Computer Lab PC and would like to change your password at any time,

- Press Ctrl+Alt+Delete and the Windows security screen will appear.
- Select the Change password option
- Type in your current password
- Type in your new password
- Confirm new password by retyping it.
Click ok

Method 2

Make your way to the CNS Service Desk and produce your student card for one of the Student Support staff to change your password.

The next time you log on, remember to use the NEW password.
12. DIALUP FACILITIES

To access the Internet and your Wits email from home, you will need a computer with Windows 2000, or XP operating system or later. It is preferable to have a CD-ROM drive and essential to have a modem.

For provision of dialup service, there are two main options:

1. **Your own ISP (Internet Service Provider):**
   Approach a commercial Internet Service Provider (ISP). You can go to a computer store that offers this service with modem devices and products. They would have up-to-date information on special offers and packages in a rapidly changing market. You can also look up Internet Service Providers in the yellow pages of the telephone book or browse the web site [http://isp.helpguide.info/](http://isp.helpguide.info/).

   Commercial ISPs generally supply good all-round support, underpinned by modern, robust technology. The CD that comes with a typical Internet start-up package automatically configures your computer, so that you can have access to the Internet and your e-mail within a few hours of making the purchase.

2. **Ask for a latest document on the Dialup System from the CNS Service Desk:**
   If you have difficulty in setting up your home computer ask one of the Student Assistants in the Walk In Laboratories or if you still experience difficulties and are unable to configure your computer, make an appointment via the Service Desk to bring in your computer, modem and associated cables, together with your Student Card, login ID and password. **PLEASE BEAR IN MIND THAT NOT ALL HARDWARE DEVICES CAN BE SUPPORTED, SO PLEASE CHECK WITH THE SERVICE DESK FIRST.**

13. ANTIVIRUS

Procedure for checking for viruses on Memory Sticks (Flash Drives)

1. You can insert your memory flash drive/memory stick onto the pc in the lab, Eset Nod is loaded on the PC, and is visible on the bottom right hand corner of your pc. You then need to click on Eset Nod, click on Computer Scan, and select the drive you wish to scan. It will be on the list of drives. You would only need to tick the box and scan.

2. Alternatively you could seek outside assistance or reformat the USB but in the latter case, you would loose all information on the USB. **Formatting your memory stick will result in the loss of all information on the memory stick. Consider carefully before formatting your memory stick.**

Antivirus procedure for Laptops

You can connect to the one of the vendors below and download an antivirus application. Some of the products are free for private use and some are not. Please check the license for the product you choose.

Please note that this list is not a complete list of anti-virus vendors.

14. VIRTUAL PRIVATE NETWORK (VPN)

14.1. VPN FOR WINDOWS XP

Connectivity from external networks to the campus network is via Virtual Private Network (VPN). Help with any problems is available at the CNS Service Desk or see below.

1. The VPN software can be downloaded from:
   http://www.wits.ac.za/access/
2. Download and save the software onto your local hard drive.
3: Once the software has been saved open the zip file and run (double-click) the .exe

This will start the install of the CONTIVITY client (VPN software program).

Open the CONTIVITY client and the following dialogue screen will appear.
Choose yes to create your first connection.

The following dialogue screens will appear.
Enter Wits as a connection profile name (you can leave the description blank if you like).

Click on “Next”.

Select Username and Password radio button for Authentication Type.

Click on “Next”.

Enter the Username and password as given and check the Save Password box if you like.
The Username will be your Active Directory username i.e. `students\YourStudentNumber`.

Your password will be the same password as your Wits email password.

Click on “Next”.


Select the Yes, I have a Group ID and Group Password radio button.
Under “Enter your Group ID:” enter

contivity100

Under “Enter your Group Password:” enter

VPN%pass100

Click on “Next”.

Enter “contivity.wits.ac.za” for the Destination.

Click on “Next”.

If the user is using a dial up modem, then select Yes, I want to make a dial up connection first.
All other permanent connections (ADSL etc) select NO.

Click on “Next”.

1) Click on “Finish” to complete.
2) You can then click on “Connect” to connect to the Wits network.
3) After launching the application for the first time, Windows firewall will start up and ask: “Do you want to keep blocking this program?”
4) Please click on “Unblock”.

If you mistakenly clicked on “Keep Blocking”, then you will need to manually reconfigure this:
Click on “Start”, select “Control Panel”, select “Security Centre” and click on “Windows Firewall”. Select the “Exceptions” tab. Under the list of “Programs and Services” there should be “Contivity VPN Client” Name and it should be ticked. If it’s not there click on “Add Program” and “Browse” to the following program “C:\Program Files\Nortel Networks\Extranet.exe”, click on “Open” and “OK”. This should allow the Nortel VPN software to work through the Windows Firewall.
14.2. VPN FOR WINDOWS 7

In your *Control Panel*

![Control Panel](image)

Click on “*Network & Sharing Center*”

Select “*Network and Internet*”:

![Network and Internet](image)
“Setup a new connection or network”:

Click on “Set up a dial-up or VPN connection to your workplace” then click Next:
Click on “No, create new connection”:

![No, create new connection](image)

Click on “Use my Internet connection (VPN)”:

![Use my Internet connection](image)

Enter your "Internet Address" as: contivity.wits.ac.za

Enter your "Destination name" as: WITS

Click on the “Next” button
14.3. VPN FOR LINUX (UBUNTU)

14.3.1. INSTALL PPTP (PEER-TO-PEER-TUNNELLING-PROTOCOL)

Although this document specifically refers to Ubuntu 9.04 and 8.04 with the Gnome console it should work for other flavours of Linux

Install the following packages:

- pptp-linux
- network-manager-pptp

In Ubuntu start “Synaptic Package Manager” by clicking on “System” on the menu bar, then select “Administration”, then “Synaptic Package Manager”.

Enter your Wits student number in the “User name” box

Enter your Wits student password in the “Password” box

Enter the word Students in the “Domain” box
Enter the **system password** if it asks for a password.

On **“Synaptic Package Manager”** in the **“Quick search”** box type in **“pptp”**.

Right click on **“pptp-linux”** and select **“Mark for installation”**.

Do the same for **“network-manager-pptp”**. Click on the **“Apply”** button to start the installation.
A “Summary” screen will appear showing the software that will be installed.

- Click on the “Apply” button.
- The installation process will begin.
- Click on the “close” button to complete the installation process.
- Close or exit “Synaptic Package Manager”.
- Once pptp is installed, restart your PC.

14.3.2. PPTP CONFIGURATION FOR VPN

Now you need to configure the PPTP software you just installed.

Start the “Network connections” program. Click on “System” on the “Panel” bar.

Go to “Preferences” and select “Network connections”.

On the “Network Connections” window, click on the “VPN” tab.

Click on the “Add” button.
Select the “Point-to-Point Tunneling Portocol (PPTP)” and click on the “Create...” button.

On the “Editing VPN connection 1” window fill in the following fields:

- **Connection name:** “Wits VPN”
- **Gateway:** “contivity.wits.ac.za”
- **User name:** your AD username
- **Password:** your AD password
- **NT Domain:** “ss”

Click on the “Advanced...” button in the bottom right corner.

On the “nm-connection-editor” window, under “Authentication” select “MSCHAPv2”.

Click on the “Security:” drop down menu and select “128-bit (most secure)”

The rest of the settings can be left as is.

Click “OK”
Click on the “Ipv4 Settings” tab to set a static route.

- Click on “Routes...”.
- Click on “Apply”

Click on the “+Add” button

Enter the following:
“Address”  “146.141.0.0”
“Netmask”  “255.255.0.0”
“Gateway”  “10.11.1.2”

- Click on the “OK” button.
- Click on the “Apply” button of the “Editing Wits VPN” window to apply all settings.
- Click on the “close” button of the “Network Connections” window to close the window.
14.3.3 CONNECTING TO THE WITS NETWORK

Click on the “Network icon” next to your “time date” on the top right corner.
Select the “Wits VPN” connection.

If your VPN session connected successfully, you should see a gold lock on your network connection indicating a secure connection.

14.4 VPN FOR MAC

Before setting up the VPN, be sure your installation is up–to–date by running Software Update.

Open Internet Connect
First, open the ‘Applications’ folder by going to the Finder and choosing “New Finder Window” from the “File” menu. Click on the Applications" icon, then scroll down until you see the “Internet Connect” icon. Double–click on the “Internet Connect” icon.

You should see a window like this one. Your ‘Network’ and ‘Base Station ID’ will probably be different.
Create a New VPN Connection

Next, go to the ‘File’ menu and select “New VPN Connection Window”.

You should see the following screen. Click ‘PPTP’ then click ‘Continue.’

Click the ‘Other’ popup menu

Select “Edit Configurations…”
Fill in the fields as follows, so the VPN Configuration screen looks like this:

For the ‘Description’ field, type **Wits VPN**
Under ‘Server Address:’, enter **contivity.wits.ac.za** as the ‘Server Address.’

**OR**
If you are using this method over the Wits Wireless network then use ‘Server Address’: **146.141.3.2**

‘Account Name’, enter your userid.

The “Username” is: **students\your student number**

After you’re done, click the ‘OK’ button.

The ‘Internet Connect’ window should look something like this, except with your PublicVPN.com username:
**Enter “students\student number”**

When you want to connect to the Wits VPN, double-click on “Internet Connect,” click on “Wits VPN”, and then click the ‘Connect’ button.
15. PROXY SETTINGS

15.1. PROXY SETTINGS ON WINDOWS

15.1.1. PROXY SETTINGS FOR INTERNET EXPLORER

Open internet explorer, click ‘tools, internet options’

Click ‘Connections , LAN Settings’
Change the address to proxyss.wits.ac.za and the port 80.

Open a new page and it should ask for a username and password for proxyss.wits.ac.za.

Username would be students\student number with a capital letter in the student number.

Use your email password as your proxy password as well.

15.1.2. PROXY SETTINGS FOR FIREFOX/MOZILLA

Click “Tools, Options”
Click “Advanced”, then “Network”, then “Settings”.

15.2. PROXY SETTINGS ON LINUX FOR FIREFOX/MOZILLA

Open Firefox.

Click on “Firefox” and select “Preferences”.
In the “Preferences” window click on “Advanced” and then click on the “Network” tab. Click on “Settings”.

Under the “Advanced” window select the “Manual proxy configuration:” button.

In the “Address:” field add the following: “proxyss.wits.ac.za” and the “Port:” to “80”.

Click on “Use this proxy server for all protocols”.

Under the “No Proxy for:” enter “.wits.ac.za”.

Once this is set click on the “Ok” button. Then “Ok” and “Ok” again.

When you start browsing a popup box will appear asking for your username and password. The “Username” would be: For your staff/student number here
The password should be your password you use to access your Email.
15.3. PROXY SETTINGS ON MAC OS X VERSION 10.3.X

Configuring System Preferences Network Pane

To set up your System Preferences for proxy access, click on the “System Preferences” icon on your Dock or go to your APPLE menu and select “System Preferences”. In the “System Preferences” window click once on the “Network” icon.

In your “Network” pane, double click on the network device you used to connect to Wits (The device will be active, shown by a green light.) or select the network device from the “Show” dropdown menu. Click once on the “Proxies” tab.

Click once on the “Web Proxy (HTTP)” check box, and then enter the following information into the appropriate edit boxes:
Proxy settings in Internet Explorer
Click on the “Explorer” button and select “Preferences”.

In the “Internet Explorer Preferences” window, in the left pane select “Proxies”.

Under the “Use Proxy Servers” tick the “Web Proxy:” box. Also tick the “Use Web Proxy for all” box.

Click on the “Settings” tab next to the “Web Proxy:” box.

Set Web Proxy Server address to “proxyss.wits.ac.za”

and the

“Port:” to “80”.

Click on “Ok”, “Ok”, and “Ok”.

WITS Computing Services For Students Version 4.0 2012
CNS Service Desk, 1st Floor, West Wing, Senate House Building, East Campus
Tel: 011 717 1717
E-mail: ITStudentHelp@wits.ac.za
16. WIRELESS ACCESS

16.1. WIRELESS ACCESS FOR WINDOWS XP

Users need to have a wireless card, that supports WPA2 installed to make a connection to the wireless hotspots on Campus.

Documentation on how to setup your connection to the campus infrastructure is available at the CNS Service Desk or follow the steps below.

Select Start / Control Panel / Network Connections / Wireless Network Connection

Double Click on the Access Point ‘Wits-Wifi’
‘Click on ‘Change advanced settings’

Select the ‘Wireless Networks’ tab on the top of the dialog

Select the Wits-Wifi network and click on the Properties button
Select the ‘Authentication’ tab, change the EAP type to ‘Protected EAP (PEAP)’, disable the two authentication options below then click on ‘Properties’.

Disable ‘Validate server certificate’ and click on the ‘Configure’ button.

If your computer is already joined to the AD domain you need to ensure that the ‘Automatically use my Windows logon name and password’ option is enabled, otherwise disable it.

Select the OK button four times.

If your computer is not on AD, a message will pop up on the bottom of your screen.

Click on the message.
16.2. WIRELESS ACCESS FOR WINDOWS 7
Click on Start, then click on Control Panel. Find and Click on Network and Sharing, from this dialogue box click on Manage wireless networks as shown below:

Enter your student number, password
Enter “Students” for logon domain
Click OK
Click ‘Manually Create Network Profile’

Network name:  Wits-Wifi
Security Type:  Choose WPA-Enterprise
Encryption Type:  Choose AES and next

Click Change connection Settings

Check and tick the box: ‘Connect automatically when this network is in range’
Click ‘Security’ and then click ‘Settings’

Uncheck ‘validate server certificate’ and click on ‘Configure’

Uncheck ‘automatically use my Windows logon name and password (and domain if any)’. Check and click OK on the next 3 dialogue boxes and wait for the Balloon

Click on Balloon below at the bottom of the screen

Enter your Username e.g. students\0611655v and Password
16.3. WIRELESS ACCESS FOR MAC

16.3.1. AIRPORT

Mac OSX 10.6.x Snow Leopard

Please note that the following guide is for connecting to the Wits network via Airport and not via Ethernet. Please make sure that your Wi-Fi is turned on and follow this guide.

NOTES:

The proxy configuration may need to be done in various applications depending on which web browser you are using.

The supported web browsers in this guide are Safari, Firefox, Opera, Camino and Google Chrome.

If you are using Camino or Google Chrome please follow the Safari instructions. Once you have completed the configuration and you open either Camino or Google Chrome and visit a web site you will be prompted for authentication and need to enter your User Name and Password. In the User Name field enter your Student Number preceded by "students\". The format of the User Name field looks as follows: "students\student number". Now enter your Password and click OK.

16.3.2. SAFARI

Open System Preferences.

In System Preferences select Network.
Now you need to create a new Location. Near the top of the window there is a drop-list which is set by default to Automatic. Click on it and select Edit Locations.

In the little window that appears, there is a small + symbol in the bottom right corner. Click on it and then change the name of the new location from "Untitled" to "CNS". Once you have done that click on Done.

Now your Location should be set to CNS. Along the left side of the window there are a few devices listed, Ethernet, Airport, etc. Select Airport.
In the right section of the window, next to **Network Name** there is a drop-list. Click on it and select **Wits-Wifi**.

Once you have selected the network, you will be prompted for a **User Name** and **Password**. In the **User Name** field enter your **Student/Student Number**. The format of the **User Name** field looks as follows: “students\student number”. Now enter your **Password** and click **OK**.

Now click on **Advanced...** found near the bottom right of the window.

In the new windows that appeared, along the top there are a few tabs. Click on the one labeled **Proxies**.
In the left portion of the screen there are a few checkboxes.

Check Web Proxy (HTTP). Now in the right portion of the screen, under Web Proxy Server you need to enter "proxyss.wits.ac.za" for students.

Just to the right of that field there is a smaller one. There you need to enter "80".

Directly below that there is a checkbox labeled Proxy server requires password. Once you check it you need to enter your User Name and Password.

In the User Name field enter your Student Number preceded by "students\". The format of the User Name field looks as follows: "students\student number". Now enter your Password.

In the left portion of the window you need check Secure Web Proxy (HTTPS) and enter the settings described in the previous point. Once you have configured Secure Web Proxy (HTTPS) click on OK near the bottom right of the window.

Now click on Apply near the bottom right of the window.
You should now be online when your browser is opened!

Whenever you want to browse the internet at Wits, make sure that the **Location** in **System Preferences** is set to **CNS**. The above configuration has been tested with the following web browsers:

- Safari 4.0.4
- Camino 2.0.1
- Google Chrome (Beta)

**16.3.3. OPERA**

**NOTE:** Please ensure that your **Airport** is turned on and that you are connected to the **Wits-Wifi** network.

Open Opera

Along the top menu bar, click on **Opera** and from the drop list menu select **Preferences**.
In the **Preferences** window there are a few tabs along the top. Click on the one labeled **Advanced**.

![Preferences window](image)

Along the left side of the window there is a list. In the third section of that list click on **Network**. Now the right portion of the window changed and near the top there is a **Proxy Servers...** button. Click on it.

![Proxy Servers window](image)

In the new window that has appeared, check the first field labeled **HTTP** “proxys.wits.ac.za”. In the **Port** field enter “80”.

![Proxy servers](image)
Check the next field labeled **HTTPS** and enter the same information and click **OK**.

Click **OK** in the **Preferences** window.

You can access a web page now.

When prompted for authentication you need to enter your **User Name** and **Password**. In the **User Name** field enter your **Student Number** preceded by “students\". The format of the **User Name** field looks as follows: “students\student number”. Now enter your **Password** and click **OK**.
16.4. WIRELESS ACCESS FOR LINUX

Right-Click the Network Manager's icon on top right panel and select “Wits-Wifi”

Select the required options for authentication.

Wireless Security: **WPA & WPA2 Enterprise**
Authentication: **Protected EAP (PEAP)**
CA certificate: **(none)**
PEAP version: **Automatic**
Inner Authentication: **MSCHAPv2**

Enter your “Username” and “Password” and click “Connect”.
Click “Ignore”

After successful connection to the network, right-click the Network-Manager’s icon and select “Connection Information”.

Click “Close”. 
17. WITS MOBILITY

Wits offers wireless network coverage on campus to both staff and students. To see the current status of coverage across all Wits campuses you can see a visual representation of a google map and a table listing the buildings covered by clicking on http://kim.wits.ac.za and then clicking on the top right hand corner on the image.

17.1 iPAD WIRELESS CONFIGURATION

Navigate to the settings option on the IPad. Select the Wits-WiFi & navigate to the Arrow towards the right.
Select “Manual” & “Authentication On”

Then insert the following:

**Server:** proxyss.wits.ac.za  
**Port:** 80

Insert “students\student no”

**Password:** your password

Select WI-Fi Networks to return to the wireless menu.

You will then be prompted to enter your student username & password. After inserting your username & password, select join.
You will then be prompted to enter your **student username & password**, as below.

After inserting your **username & password**, select **Join**.

Finally select "**Accept**" the certificate.
17.2 iPhone (MAC)

Go To “Settings” “Mail, Contacts, Calendars”

Select “Microsoft Exchange”

Enter the information as shown in the dialogue box above
Your Keyboard will appear allowing you to type in the information required.

You can then choose to switch on the items you need to have on your IPhone.
17.3 ANDROID (SMARTPHONES AND TABLETS)

e.g. Samsung Galaxy, Samsung Galaxy SII, HTC Desire etc.

Go to “Settings”
Select “Accounts and sync”

Select “Microsoft Exchange”

Enter the information as indicated above
Domain User name: Student No
Password: Email Password
Exchange Server: Studentmail.wits.ac.za
Then select **Next**

Select Default Account and Signature

Slide down to select further options if required

Select and tick:

- “Sync Contacts”
- “Sync Calendar”
18. ENHANCED IT SERVICES FOR POSTGRADUATE STUDENTS

The University recognises that postgraduate students who undertake research for a higher degree qualification require enhanced IT resources to help them successfully complete their studies. Here are some of the services offered to postgraduate research students:

- Enhanced email options
- Flexible internet options
- Printing subsidy
- Collaboration areas
- High Speed Printing in Post Graduate Labs

Some of these services are automatically granted to postgraduate students. Others have to be approved by the relevant Faculty.

18.1 EMAIL SERVICE

Postgraduate research students are automatically granted the following email service:

Email quota of 100MB. The undergraduate student receives 100MB. This increased quota will allow the research student to accumulate and manage substantial correspondence with their research colleagues.
Postgraduate research students can also obtain a staff like email address which enhances the standing of the research student as a representative of the Faculty that is supporting the research.

This email address will be subject to approval from the relevant Faculty.

18.2 FLEXIBLE INTERNET OPTIONS
Post Graduate research students may have different requirements to other students. These students should approach and discuss these with their supervisor who can advise CNS to accommodate these needs.

18.3 PRINTING SUBSIDY
To assist postgraduate research students with increased printing requirements, Faculties may grant extra printing credit, deposited directly into the student's printing account. Students need to discuss these printing requirements directly with their supervisor. When a student's thesis has been examined, any unused subsidy may be withdrawn.

18.4 COLLABORATION AREAS
Postgraduate research students may request that a collaborative work area be created on the network.
A collaboration area is a shared area on the student network drive separate to your H: drive. This area can be configured for access by the research student, supervisor(s), or any other users working with them.

19. eLEARNING
A large selection of free online courses are available to students via eLSI (eLearning Support & Innovation) on the website https://elearn.wits.ac.za.

Tutorials are available in the following categories:

- Graphics & Page Layout
- Business Applications
- Multimedia & Video
- Internet & Web Design
- Operating Systems
- Databases
- Programming
- Animation & 3D
- Audio
- Certification
- Networking and Security
- Project Management
- CAD
Detailed information about the courses is provided by tutorials which can be accessed via: https://elearn.wits.ac.za

Contact Antoinette Malgas (011 7177175) for further details

20. CONFIGURATION SUPPORT

In moving ICT service delivery forward within the University, Student & Client Support within CNS has recently launched a new service, called Configuration Support. This service involves basic assistance to users (staff and students) of non-Wits hardware in terms of the following:

1. Configuring the Local Area Network Interface for use on the Wits Network
2. Configuring the Wireless Network Interface for use on the Wits Network
3. Installation and basic configuration of VPN (Virtual Private Network) software
4. Configuration of Internet Proxy settings

It is important to point out that the service does not include support of Operating System updates/patches, data backups, antivirus support, trouble-shooting of any of the above mentioned services, etc.

Should a user require more than Configuration Support, the Service Desk will assist in setting up appointments with University approved vendors to provide such support. The service is purely aimed at helping those users with working, up-to-date computers to connect successfully to the Wits network. Users of this service will be guided by the SCS (Student & Client Support) Service Desk to complete an Authorisation & Indemnification form prior to Configuration Support commencing.

This is a walk-in service and as such, users would need to bring their PCs, laptops, or other mobile devices to the CNS Service Desk for Configuration Support to the 1st floor, Senate House (West Wing), East Campus.

- FIN -

Please send any comments or suggested Changes to this guide to KIMComms@wits.ac.za