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Can't connect to DFS or Print?

One of the most common problems to arise since the Windows 7 deployment is the inability to access files on DFS (\\rose-hulman.edu\dfs) or to print to network printers on Print (\\print). The usual cause of these problems is an excessive number of a specific network adapter. Windows 7 includes a new type of network adapter called the Microsoft 6to4 Adapter. This adapter is a bridge from the Internet Protocol version 4 (IPv4) that is the foundation of the current Internet, and Internet Protocol version 6 (IPv6), which will eventually replace IPv4 as the fundamental basis of the Internet.

There is a bug in Windows 7 that frequently results in the creation of a new 6to4 adapter when a computer is restarted. These adapters accumulate over time and will eventually result in network

connectivity problems, often the inability to access files located on DFS or to print to network printers.

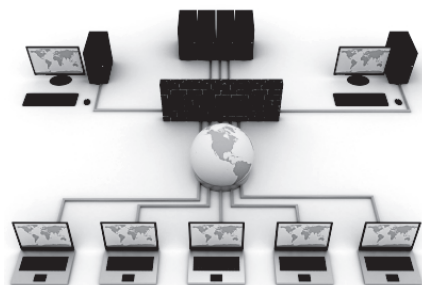
The number of 6to4 adapters can be found by using the following procedure:

- Click the Start button
- Right-click Computer and then select Properties
- Click Device Manager (it's at the top of the menu on the left)
- Click OK on the "you are a standard user" message
- Select View and then "Show hidden devices"
- Expand the "Network adapters" entry
- Look for "Microsoft 6to4 Adapter #"

The IAIT Help Desk can provide assistance in deleting the unnecessary 6to4 adapters and installing a Microsoft hotfix. Information on the hotfix, including the hotfix itself, is available at:

<http://support.microsoft.com/kb/980486>

The hotfix will eventually delete the unnecessary adapters and prevent new ones from being created. Laptops that were loaded with Windows 7 during the Winter Quarter already have the hotfix included as part of the standard image.



Domain and Local Accounts

IAIT's image of Windows 7 automatically registers your computer as part of the "ROSE-HULMAN.EDU" domain. Because of this, a default feature of Windows 7 assumes you will be logging-in to an account that is part of a domain. For faculty and staff, it is a normal procedure to log-in to the Rose-Hulman domain. However, this is not the case for students. Typically, students will login to their personal computer account. If a student logs on to their Rose-Hulman domain account, they will not be able to see their regular user profile desktop nor will they see any of their documents in the My

Documents Folder/User-Documents Folder. This can also affect a user's ability to open and/or login to Microsoft Outlook because Outlook isn't configured initially for this account.

To make sure you are logging in to your personal account, the main Welcome Screen should display username-1\username above the password text box. In this case, username stands for your current RHIT username. If this is not the case and in place of username-1 it says ROSE-HULMAN.EDU\username (Figure 1.1), Then you will need to switch users by selecting the Switch

Questions? Comments?

Contact the Help Desk at:
helpdesk@rose-hulman.edu

-or-

ext. 8989



Figure 1.1 A Domain Account Logon Screen

User Button, and then select Other User. You will then be prompted for a new username and password. Type in .username in the username field and your local computer password in the password field. This will log you into your local user account and everything will return to normal. This

is especially important to check when you are switching from your local manager account to your user account and vice versa.

To further prevent this issue, the reload process was changed to prevent student users from being able to log-in to their domain account from their personal laptop. Therefore, if a user finds that they are not able to log into their local manager or user account they should check to make sure their username field says username-1\username. If you have any further questions, problems, or concerns, please feel free to contact the IAIT Helpdesk.

Updated Bandwidth Policy

Rose-Hulman's Internet connection is a single, limited resource that everyone must share. Therefore a bandwidth policy is employed to prevent disproportionate use of the Internet connection. This policy applies to individuals, not devices. The use of all devices will count towards the bandwidth limits of the person to whom they are registered. To encourage network utilization during off-hours, the bandwidth policy has been revised and is now as follows.

Users will be able to use the web without any rate limitation until they have reached 3 gigabytes worth of data transferred, either uploaded or downloaded. Once an individual exceeds 3 gigabytes of data, their own personal speed will be reduced to 1024 kbps. This rate applies until they reach 3.5 gigabytes transferred at which time their connection will be reduced to 160 kbps. The amount transferred is measured in a 36-hour sliding window; reducing Internet usage will allow the

bandwidth to recover over time, eventually back to the unrestricted rate. There are no emails sent to the individuals who have exceeded their bandwidth limit. To accommodate larger downloads during off-hours, "discount hours" are in effect as stated below.

- Every day from 2:00 AM to 7:00 AM, usage is counted at 40% of the actual amount. (For example, downloading a 1 GB file would only count as 400 MB against the data transfer limit.)
- Monday through Friday from 7:00 AM to 2:00 AM the next morning, usage is counted at 100% of the actual amount.
- Saturday, Sunday, and academic breaks from 7:00 AM to 2:00 AM the next morning, usage is counted at 75% of the actual amount.

IAIT Help Desk Is Now Hiring....

The Help Desk is now hiring student technical assistants. For more information or to apply for a position, please contact Barbara Myers at myers@rose-hulman.edu.

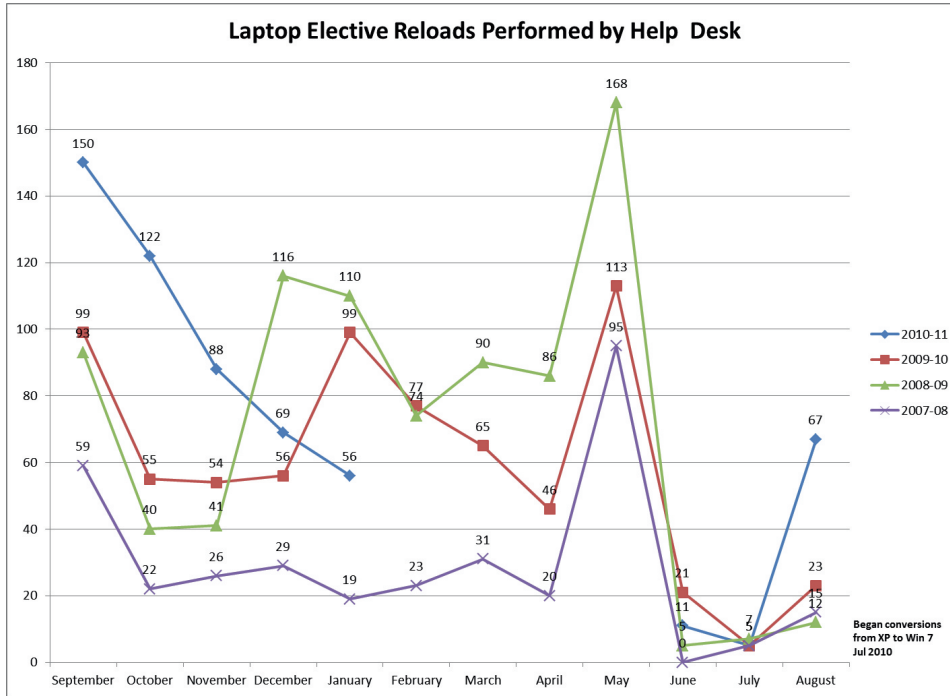
For additional information about the new network policies, visit the IAIT website:

http://www.rose-hulman.edu/TSC/policies/bandwidth_utilization/

To view and register networked devices and to view your bandwidth statistics:

<http://netreg.rose-hulman.edu>

A History of Reloads



Windows 7

The initial surge of upgrades from Windows XP to 7 was the primary cause for the huge increase in the number of reloads performed during the fall quarter. This demand has dropped substantially since the start of winter quarter. The IAIT Helpdesk can now process more laptops due to the drop in the number of upgrades requested.

Other Peaks

Small spikes in the number of reloads per month can also be attributed to viruses or other abnormalities. For example, the peak of the winter 2008-2009 academic year was due to the release of the malware called "Antivirus 2009".

Beginning and End of Academic Year

The larger number of reloads performed in September is due to students returning to campus and preparing for classes. The large peak in May at the end of the academic year can be attributed to seniors getting their laptops reloaded before graduation as well as other students getting a reload in preparation for the summer.

Help Desk Business Hours

The Help Desk is open weekdays from 8:00 AM until 5:00 PM. For same-day service, please have your laptop to us by 3:00 PM. For same-day reloads, please have your laptop to us by 2:00 PM