IMSA
Illinois Mathematics and Science Academy

Prepare Your Computer for Life at IMSA
For Apple Macintosh OS

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Reminder: Supported Laptop Operating Systems

IMSA Information Technology Services (ITS) team is not staffed enough to support every possible computing device operating environment. There are limits to what can be used and supported. Below is a list of the supported and unsupported laptop operating systems. This is not an exhausted list, it lists only general laptop operating environments.

Supported Laptop Operating Environments

- Apple/Macintosh OS
- Linux OS Distributions – LIMITED Support, not all functions can be fully supported. Students are on their own when running a Linux OS distribution.
- Microsoft Windows OS (10 or 11), all editions excepted as noted below. **Windows OS is the recommended OS for use by students**

Unsupported Laptop Operating Environments

- Chromebooks (Android OS) – **NOT SUPPORTED**
- Microsoft Windows OS (10 or 11) running on laptops with an "ARM" or "RISK" processor – **NOT SUPPORTED**

Local User (login) on the Computer Must be an Administrator

During the student's IMSA career they will be asked to install software on to their computer to participate in educational or research activities. To do this they must have full administrative rights on their computer.

Make Sure Your Computer's Applications, Drivers and Operating System is Up to Date

It is important to keep your computer's operating system and other installed applications up to date with the latest device driver, security and performance updates. Apple releases application, firmware, security and performance updates every month. Failure keeping your computer updated can result in the computer being compromised (hacked), or an inability to complete important tasks, thus affecting your educational experience.

Apple Application(s) and Macintosh OS Updates

Apple has a two utilities or features in its operating systems that automatically checks for updates. You can also run these utilities manually to check and install updates at any time.
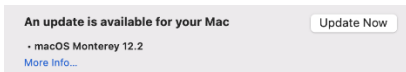
SOFTWARE UPDATE

This is Apple's primary update utility for the computer's firmware, and operating system.

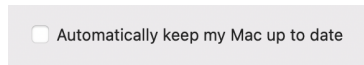● Click on System Preferences
● Find and Click on Software Update
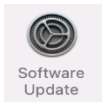
● If an update is available, click the Update now button, some updates may take a few
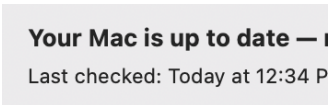

hours to complete
● Recommended: ITS recommends you enable to "Automatically keep my Mac up to date" feature by placing a check mark in the box

● Repeat steps until there are no more updates to install

● Task Completed
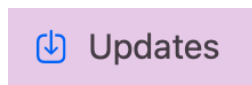
APPLE STORE

This is Apple's application installation and update utility. You will need a working Apple ID to install and update applications.

● Find and click on the Apple Store icon

● Before proceeding, make sure you are logged into the Apple Store with a working Apple ID that has access rights to install applications onto your computer.
● Click on Updates in the left hand menu

- Install any updates that Apple Store reports your computer needs
- Repeat steps until Apple Store reports No Updates

No Updates

All your apps are up to date.

- Task Completed

Web Browsers

IMSA Information Technology Services (ITS) team recommends the use of the following web browsers. Other browsers may be used, we have found the following browsers to work the best when accessing the multitude of web sites an IMSA student will access during their educational career. ITS recommends having at least two web browsers installed on your computer.

- Recommended:
o   Google Chrome – latest version (Top choice)
o   Safari (Macintosh OS default)
o   Mozilla Firefox – latest version
- Not Recommended:
o   Microsoft Internet Explorer
o   Microsoft Edge
- Alternates:
o   DuckDuckGo (Add-on extension)
o   Opera
o   There may be others

Web Browser Settings

ITS recommends turning off the password save feature of the web browser. We know that it is easier to use saved passwords, but in the event your laptop is stolen all of your saved passwords would be compromised.

Registering Your Computer with IMSA

Registering your computer with IMSA Information Technology Services is recommended, failure to do so will prevent you from accessing certain computing resources that will be vital to your educational and research career at IMSA.

Accessing the Internet While on Campus

All students are cable to connect their laptops, phones, tablets, etc… to one of two wireless networks. The capabilities of these networks are described below.

IMSAPUBLIC WIRELESS NETWORK

As the name describes this is a public wireless network available to anyone residing, working or visiting the IMSA campus. This is an unsecured, unencrypted wireless network, similar to what you may find at a restaurant or hotel. To access this wireless network you just need a simple password which is provided freely. It grants you full access to the Internet and limited or no access to specific IMSA managed resources.

● Purpose: For use on phones, tablets, and other computing devices
● Access: No access to specific on-site resources such as printers and specific educational web sites
● Security: NONE, not encrypted

AIRIMSA WIRELESS NETWORK

This is the IMSA "production" wireless network. All IMSA owned laptops are connected to this wireless network. This network has the same Internet connectivity as "IMSApublic" with a few exceptions. This wireless network is encrypted and enables the student access to printers and some specific educational web sites. This is the recommended wireless network for a student's primary computing device, a laptop.

● Purpose: For use on student's primary computing device, laptop
● Access: Requires pre-registration, see instructions below
● Security: Encrypted

Pre- and Post-Registration Tasks

To take full advantage of IMSA's technology resources the following steps need to be completed. Some of the steps can be complete off site, whiles other must wait until you are on campus. Some steps are required and some steps are optional but recommended.
NOTE: If you have been issued or expect to be issued an IMSA loaner computer as a part of the Scholarship Loaner Program you can skip these steps. The IMSA owned computer you have been or will be provided is already authorized and setup for full functionality within the IMSA environment.

1 – Install Antivirus Solution (Broadcom-Symantec Endpoint Protection) – REQUIRED

This step can be completed at home, as long as you have an Internet connection. Before installing IMSA's Antivirus Solution you will need to uninstall any antivirus solution that is already installed on your computer. The names of the antivirus solutions that we have seen problems with are listed below, this is not an exhausted list, but the most common. **Macintosh users, Apple has convinced most people that Apple Macintosh computers are invincible to computer viruses and malware. Since most computer viruses are written to attach Windows OS computers, this is partly true. However, Macintosh computers can be virus carriers, not directly affected, but have the ability to effect other computers. This is why IMSA requires ALL computers connected to IMSA's network to have Antivirus software installed.**

- Avast
- Any Norton brand product
- Any McAfee brand product

Uninstall Existing Antivirus Solutions

- Look through your Applications folder and remove or uninstall any existing antivirus application.

Download IMSA's Antivirus Solution

- Open a web browser and go to: https://sites.imsa.edu/scs/
- Find the link for IMSA's Symantec Antivirus for Macintosh OS

▪ *IMSA's Symantec Antivirus for Apple/Macintosh OS (Download)*

o   Using Google Chrome –
▪   Right-click on the link and select Save link as…
▪   Download the file
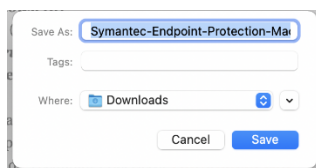
▪   Look at the bottom of the Chrome window for a security alert box. It will state that Symantec cannot be downloaded securely
▪   Click on the up carrot next to the Discard button and select Keep
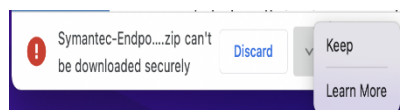
o   Using Mozilla Firefox – Click on the link and follow the screens to download the ZIP file
▪   Save the file to your Downloads folder

Installing IMSA's Antivirus Solution Stage 1

●   Navigate to the location on your hard drive where the ZIP file was downloaded. In most cases this will be your Downloads folder.
●   Locate the file "SymantecEndpointProtection-MacOS_10_15" and double-click. Once extracted, a new window will open.
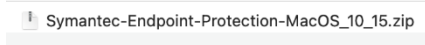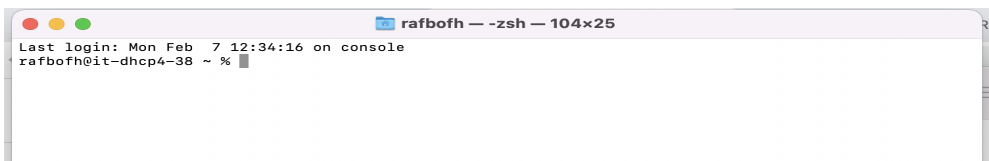

●   Copy the installation folder "Symantec Endpoint Protection" from the downloads folder to the Desktop

Installing IMSA's Antivirus Solution Stage 2
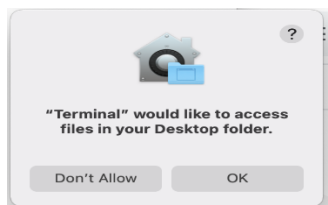
●   Open Finder
●   Open Applications Folder
●   Open Utilities Folder
●   Find and double-click on Terminal

Terminal

●   Type the following command into the terminal window
o   **cd Desktop** <enter>
▪   Click OK to allow access to the Desktop folder via Terminal

o   **sudo xattr –rc Symantec Endpoint Protection** <enter>

▪   **TIP:** After typing Syman in the command above, press the TAB key to complete the reset of the folder name

▪   Enter your local accounts password

▪   **NOTE: If you receive any errors, your account DOES NOT have administrative rights or you missed an important previous step**

o   **sudo chmod –R 755 Symantec Endpoint Protection** <enter>

▪   **TIP:** After typing Syman in the command above, press the TAB key to complete the reset of the folder name

▪   Enter your local accounts password (may not be asked for a 2nd time)

▪   **NOTE: If you receive any errors, your account DOES NOT have administrative rights**

o   Expected end results captured below:

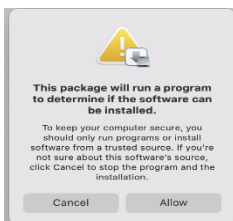o   Command-Q to close terminal

Installing IMSA's Antivirus Solution Stage 3

●   Double-click on the Symantec Endpoint Protection folder on your Desktop

●   Double-click on the Additional Resources folder

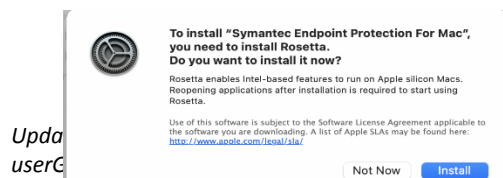●   Find and double-click on the SEP.mpkg file

SEP.mpkg
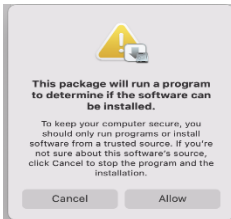
●   Click Allow to allow the helper package to run

●   Click Install to install Rosetta

o   Enter your account password and click Install Software
●   Click Allow to allow the helper package to run

●   Click Continue
●   Click Install
o   Enter your account password and click Install Software
●   Click Restart when the application displays "The Installation was successful"

The installation was successful.

The software was installed.

Installing IMSA's Antivirus Solution Stage 4
●   Once your computer has rebooted, log back in using the same account as before
●   Double-click on the Symantec Endpoint Protection folder on your desktop
●   Find and double-click on the Symantec Endpoint Protection Installer file.
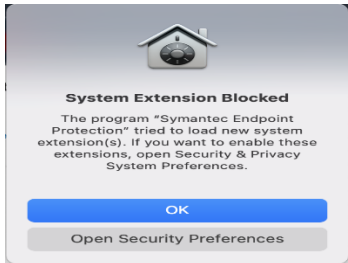

●   Click Install to install Symantec

o   Enter your local account's password and click Install Helper
●   Click Continue when the application displays "Installation Successful"
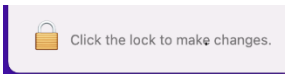

●   Click Open Security Preferences to unblock an extension

- Click the yellow paddle lock in the lower left corner of the window and enter your account


password
- Click Allow to allow the Symantec application to load
- Click Finish Setup to complete the process
- Security & Privacy control panel will open
o Make sure a check mark is placed next to all Symantec items listed for Full Disk access
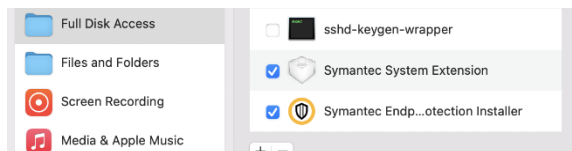
o Close the control panel
- Click Next
- Click Next to enable Network Content Filtering
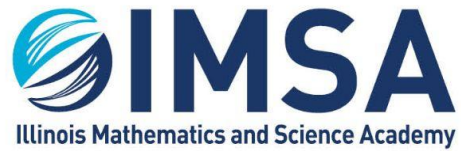- Click Allow to confirm Network Content Filtering
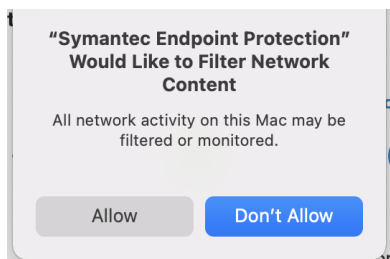
- Click Next
- Click Complete
- Reboot the computer to finish the installation
- Login as your local account
- Launch Symantec Endpoint Protection to confirm installation

Once the computer reboots, and you have a good Internet connection, the antivirus solution will automatically update the application's virus definition files.

Troubleshooting Installation Issues

To obtain help with any issues you encounter during the installation of this application, please email your issue to helpdesk@imsa.edu. Please use your, the student's, IMSA email account.

2 – Register computer for access to airIMSA wireless network - REQUIRED

NOTE(s):
● **If you have been issued or expect to be issued an IMSA computer as a part of the Scholarship Loaner Program you can skip this procedure and send us the IMSA Inventory (Bar Code) Number of the computer. We will pull this information from our databases.**
● **Completion of task 1 is required**

To register your computer for access to the airIMSA wireless network IMSA Information Technology Services (ITS) needs a couple pieces of information to complete the process. This will consist of taking screen shots and emailing them to the ITS team. ITS will need two or three pieces of information from you to register your computer. The first is the MAC (hardware) address of your Ethernet/wired network card, the MAC (hardware) address of your wireless network card, and proof of installation of IMSA's Antivirus Solution. Please note that some laptops do not have, by default, an Ethernet/wired network card anymore. If this is the case and you want to make use of the wired connection in your room you will need to purchase a USB or USB-C to Ethernet "Dongle" for your laptop. We recommend you reach out to your laptop's manufacturer for recommendations on the proper dongle to purchase for your computer.

Getting the MAC Addresses
● Login to your computer
● Open System Preferences

● Open the Network Control Panel
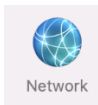
● Click on Wi-Fi to get your wireless card's hardware/MAC address

● Click the Advanced button in the lower right corner of the window

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userGuide-student_PrepareComputer_Mac.docx

● Look for Wi-Fi MAC Address and take a snap shot using the Shift-Command-4 keyboard shortcut

o An image will appear in the lower right corner of your screen, click on this image and click Done to save it as an image/picture file to your desktop

Wi-Fi MAC Address: a0:78:17:aa:b2:b5

● Click OK to close the Wi-Fi window

● If you have an Ethernet dongle attached, repeat the steps above to obtain its hardware/MAC address

o Example: Belkin USB-C Lan…

Belkin USB-C LAN
● Connected
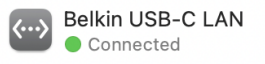
o Click the advanced button

Advanced…

o Click the Hardware tab

Hardware

o Take and snapshot of the MAC Address as described above for taking a snapshot of the Mi-Fi MAC Address

MAC Address: 30:23:03:05:4b:41

Proof, You have Installed IMSA's Symantec Antivirus Solution

You must have completed "1 – Install Antivirus Solution (Broadcom-Symantec Endpoint Protection) – REQUIRED" before continuing. If you have only downloaded the installation files, you need to complete the remainder of the steps.

● Login to your computer
● Open Finder
● Open Applications folder
● Find and double-click on Symantec Endpoint Protection

Symantec
Endpoin...otection

● Click on Advanced

Advanced

Customize

● Click on Management

● Take a snap shot using Shift-Command-4, as described in a previous step, example of what to capture is below

Send Email with Information Gathered

NOTE: **If you have been issued or expect to be issued an IMSA computer as a part of the Scholarship Loaner Program you can skip this procedure and send us the IMSA Inventory (Bar Code) Number of the computer. We will pull this information from our databases.**

Send an email using your IMSA email account to **scshelp@imsa.edu**. Remember you must use your IMSA account and include the MAC Address and proof of Symantec installation screen shots or your registration request will be rejected.

● You will receive a confirmation email that your registration email has been received.

● Within 24 hours, unless submitted on a weekend or holiday you will receive another email. Make sure you read this email completely, not just the subject.

○ Indicating Completion: All of the information has been verified and your registration is complete

○ Indicating missing information: Your registration is incomplete because information is incorrect or incomplete.

3 – Connecting to IMSA's wireless network called airIMSA – REQUIRED

NOTE(s):
- **Completion of task(s) 1 thru 2 are required**
- **This task has to be completed while you are at the IMSA campus in Aurora, IL. It cannot be completed remotely**

Connecting To Airimsa Wireless Network
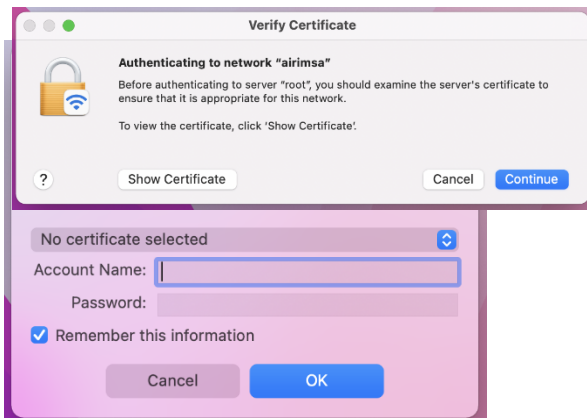- Click on the wireless icon in the menu bar

- If your wireless card is enabled you should see a list of available wireless networks. Find

and click on airimsa
- You will be prompted for your IMSA username and password
- Click OK once you have entered your IMSA username and password
- Click Continue to verify the certificate

- You will be prompted to enter your local account password, click Update Settings
- You may need to repeat the steps above a 2nd time, before the connection is confirmed
- Within a few seconds you should see a confirmation that you are connected to airimsa
- Task Completed

Remove IMSApublic Wireless Network

If you previously connected to the IMSApublic wireless network we recommend you remove this network from your remembered network lists, or at list change its configuration so it will not attempt to auto-reconnect. If you reconnect to IMSApublic after following the procedure below to "Forget" the network, make sure you un-check the Remember this network check box before clicking Connecting.

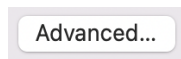● Click on the wireless icon in the menu bar

● Click on Network Preferences
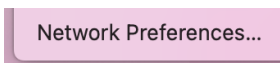
● Click on WiFi

● Click on the Advanced button in the lower right corner of the window

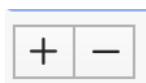● Find IMSApublic in the list and click on it

● You have two choices:
o Remove the check mark under Auto-Join next to the IMSApublic entry

o Click the "-" (minus) button to remove IMSApublic from your preferred wireless networks

list
● Click OK when finished
● Click Apply to close control panel
● Task completed

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4 – Setting up access to IMSA printers – RECOMMENDED

NOTE(s):

● **Completion of task(s) 1 thru 3 are required**

● **This task has to be completed while you are at the IMSA campus in Aurora, IL. It cannot be completed remotely**

● **You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.**
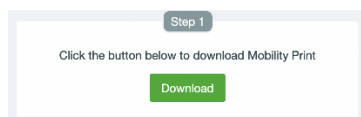
IMSA students have access to multiple Multi-Function Devices (MFDs) on campus. A list of their locations is below. The Xerox MFDs utilize your IMSA Student ID to access the devices capabilities and retrieve printed documents. Students have access to Copy, Print and Scan to Email capabilities on the Xerox MFDs.
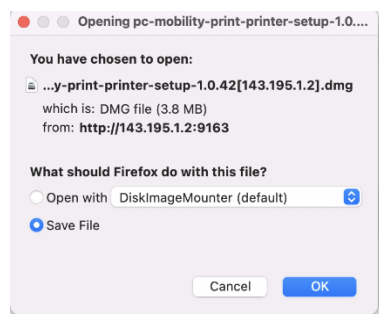
Device Locations

● One Xerox VersaLink Black/White device in each Residential Hall located in the RC Office

● One Xerox AltaLink Black/White device in the Information Resource Center (IRC)

● One Xerox AltaLink Color device in the Information Resource Center (IRC)

● One Xerox AltaLink Black/White device in IN2

● One Xerox VersaLink Black/White device in A-109, The Writing Center

● One Xerox VersaLink Black/White device in A-145, VDI Computer Lab

Download Installation Application

● Open a web browser and go to http://143.195.1.2:9163/setup

● Click on the download link for Macintosh OS

● Click Save File and then Ok

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userGuide-student_PrepareComputer_Mac.docx

● Download the file, taking note as to the download location.

Install the PaperCut Mobility Print Client

● Go to the location where you downloaded the installation application

● Double-click on the file called pc-mobility-print-printer-setup-1.0.42[143.195.1.2].dmg

📄 pc-mobility-print-printer-setup-1.0.42[143.195.1.2].dmg

● A new window will open, double-click on the PaperCut Mobility Print Client.pkg

PaperCut Mobility Print
Client.pkg

● Click Continue on the Welcome to Installer page

Continue

● Scroll to the bottom of the License Agreement page and click Continue
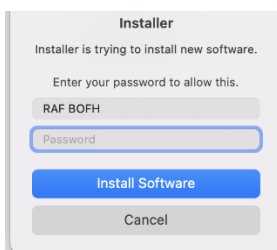
Continue

● Click Agree to agree to the license agreement

Agree

● Click Install to perform a standard installation

Install

● Enter your local account password and click Install Software

Installer
Installer is trying to install new software.
Enter your password to allow this.
RAF BOFH
Password
Install Software
Cancel

● Close when the installer reports the installation was successful
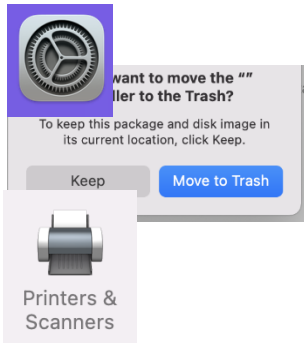

The installation was successful.
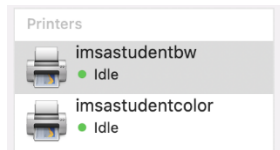The software was installed.

● Click Move to Trash to discard the installation program

Checking The Printer Installation

● Open System Preferences

● Open Printers & Scanners Control Panel
● You should see two IMSA printers installed
o imsastudentbw – for black/white printers
o imsastudentcolor – for color printers

● If you don't see the printers, something went wrong with the installation. See a member of the Student Computing Support (SCS) Team or IT HelpDesk staff to troubleshoot the issue.
o **REMINDER: You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.**

Perform A Test Print

You can use any kind of document to perform a test print to one of the IMSA Student Printers. This documentation will use the basic word process included with the Macintosh OS called TextEdit.

● Open Finder
● Open Applications folder
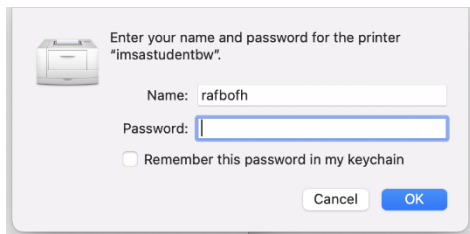● Find and double-click on TextEdit

- Type in a few lines
- Click on File, in the menu bar, and then click on Print. Or press Command-P

- Make sure one of the IMSA printers is selected and click Print

- The first time you print to one of the IMSA printers, you will be prompted for your IMSA username and password. We recommend you also check the box for "Remember this password

in my keychain"
- Go to one of the available IMSA student printers and retrieve your test print out.

5 - Accessing IMSA Student Server while on campus – OPTIONAL, Required for some classes

NOTE(s):
● **Completion of task(s) 1 thru 3 and 5 are required**
● **This task has to be completed while you are at the IMSA campus in Aurora, IL. It cannot be completed remotely**
● **You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.**

As a requirement to complete some class or research assignment it may be necessary for a student to access a local file server called students.imsa.edu. Below are instructions for access this server.
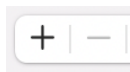● Open Finder
● Click on Go in the menu bar

Go
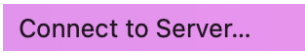
Connect to Server...

● Click on Connect to Server… or press Command-K
● In the server address field type:
o **smb://students.imsa.edu**

Connect to Server
smb://students.imsa.edu
Favorite Servers:
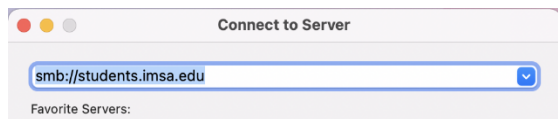
● Press <enter> or click Connect
o NOTE: If you will be access a server a lot, we recommend adding it to your Favorite Service list by clicking the "+" plus button

+ | —

● Click Connect to confirm you wish to connect to the server

● Make sure Registered Users is select and enter your IMSA account username and password

o OPTIONAL: Click the check box next to Remember this password in my keychain
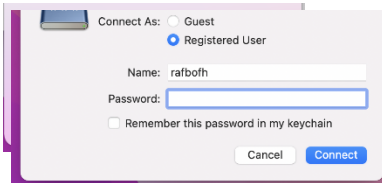
● Click Connect

● A new window will open showing all of the possible shared area available via the student file server, find the one you need, click on it and click OK.
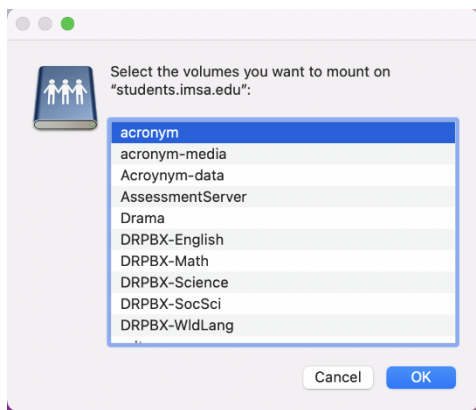
● A new window will open, showing you the contents of the shared area you selected.