



**INFORMATION TECHNOLOGY SERVICES**

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# Prepare Your Computer for Life at IMSA

*For Microsoft Windows 10*

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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.

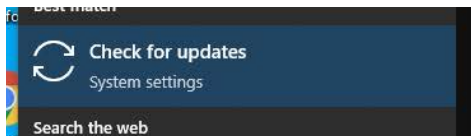
## Make sure your computer’s drivers and operating system is up to date

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. Microsoft releases security and performance updates every month. Computer manufactures release driver and firmware updates regularly. 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.

## Microsoft Application(s) and Windows OS Updates

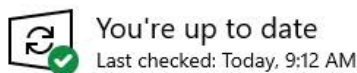
Microsoft has a utility or feature in its operating systems that automatically checks for updates. You can also run this utility manually to check and install updates at any time.

- In the search box or Cortana window type “Check for Updates”. Depending on what other software is installed on your computer you may see several options. Make sure the



one you select says System Settings

- Click to launch this System Settings application
  - If updates are waiting to be install, click Install now
  - If the screen indicates a Restart is required, click Restart now
  - If there are no updates listed, click Check for Updates



- Repeat these steps until you see You're up to date

## Computer's BIOS, Drivers and Firmware Updates

Most modern laptop manufactures have built-in utilities that check for updates automatically and will either install them automatically or notify you. When you are notified, make sure you take the time to install all updates provided to you by the laptops manufacturer. A list of the utilities provided by three of the most popular manufacturers is listed below. Many of these can be ran manually to manually install updates. You can also connect to the manufacturer's support web page and follow the links to detect and update your computer via the web. This is most often a free service offered by the manufacture and does not require an extended service contract or active warranty.

- Dell – Dell Command Update or Support Assistant
- Hewlett Packard – Support Assistant
- Lenovo – Lenovo Help Center

## 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:
  - Google Chrome – latest version (Top choice)



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- o Mozilla Firefox – latest version
- Not Recommended:
  - o Microsoft Internet Explorer
  - o Microsoft Edge
- Alternates:
  - o DuckDuckGo (Add-on extension)
  - o Opera
  - o Safari for Windows
  - 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, while 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.

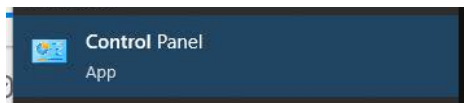
### 1 – Install Antivirus Solution (Broadcom-Symantec Endpoint Protection) – REQUIRED

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.

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

#### UNINSTALL EXISTING ANTIVIRUS SOLUTIONS

- In the search box or Cortana window type "Control Panel". Click on the App displayed



- Click on Programs (Uninstall a program)
- Click on Programs and Features
- Search through the list and uninstall any antivirus solution, specifically looking for the ones listed above
  - Exceptions, these malware prevention solutions may remain installed
    - MalwareBytes

## DOWNLOAD IMSA'S ANTIVIRUS SOLUTION

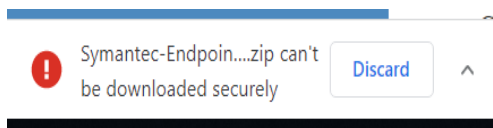
- Open a web browser and go to: <https://sites.imsa.edu/scs/>
- Find the link for IMSA's [Symantec Antivirus for Windows OS](#)
- *IMSA's Symantec Antivirus for Windows OS* ([Download](#))

- o Using Google Chrome –

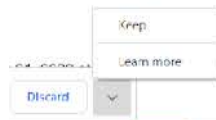
- Right-click on the link and select Save link as...



- 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 caret 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

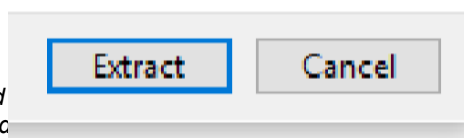
## INSTALLING IMSA'S ANTIVIRUS SOLUTION

- 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-Win64" and right-click. Select Extract All...

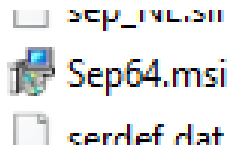


from the pop-up menu

- Click the Extract button (lower right corner) to accept the default extraction location. Note the location, you will need it in the next step
- Navigate to the location noted in the previous step and double-click the directory/folder to open it.



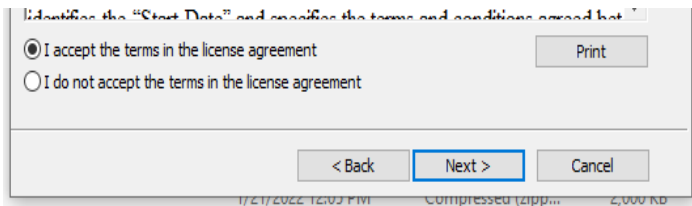
- **NOTE:** A window may already open to the location, depending on your configuration
- Find and double-click on the Sep64 or Sep64.msi file.



- Click Next to install Symantec



- Click the radial button next to I Accept... and click Next



- Click Next to perform a Typical Installation
- Click Next to “join the fight...”
- Click Install
- Click Yes to confirm the installation
- Click Finish to close the installation application
- Reboot the computer to finish the 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](mailto:helpdesk@imsa.edu). Please use your, the student’s, IMSA email account.

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

### NOTE(s):

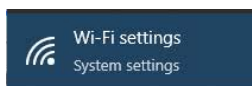
- **If you have been issued or expect to be issued an IMSA computer as a part of the Scholarship Loaner Program you can skip this procedure and send us the IMSA Inventory (Bar Code) Number of the computer. We will pull this information from our databases.**
- **Completion of task 1 is required**

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.

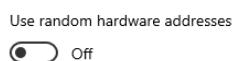
### **RANDOM HARDWARE ADDRESSES FOR WIRELESS CARDS**

With Windows 10 Microsoft implemented a feature called random hardware addresses for the wireless network card. This is supposed to be a security feature, but in our environment it causes only issues. This feature needs to be disabled before proceeding to the next step in this section. Below are the instructions for turning off random hardware addresses.

- Login to your computer
- Type WiFi into the search or Cortana and click on WiFi Settings



- Find random hardware address and make sure is it set to **Off**



- IMSA also recommends during off the Hot Spot 2.0 setting

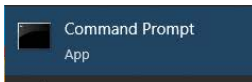




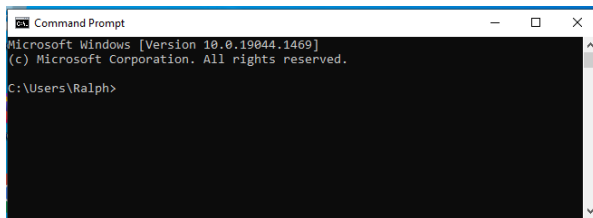
- Once these changes are made you can close the window and reboot your computer. A reboot is required to ensure you do not get a random hardware address during the step.

## GETTING THE MAC ADDRESSES

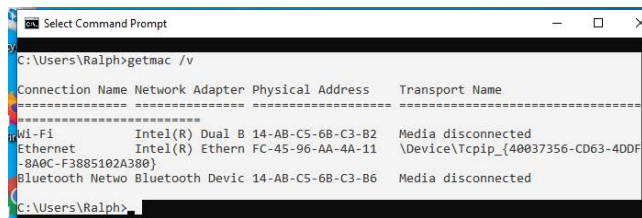
- Login to your computer
- Type cmd into the search or Cortana and click on Command Prompt



- A new window will open, similar to the one below



- Type the command: **getmac /v** and press enter
- Using your mouse highlight all of the text displayed



- Press enter, this will copy the highlighted text to the clip board
  - o NOTE: You can also use the Snipping Tool, included with most Windows 10 editions or can be installed via Microsoft store to capture this information as well
- Paste the information into an email or into Word/WordPad document to later send to IMSA IT Team
  - o Method 1: Paste this information directly into an email
  - o Method 2: Paste this information into a Word or WordPad document that can later be attached to an email
- **NOTE:** In the example above there is a Connection Name called Ethernet, if you do not have a connection name with Ethernet it means you do not have an Ethernet/wired connection in your laptop. A dongle will be required and you will need to rerun the **getmac /v** commend again, while the dongle is connected to the get MAC address.

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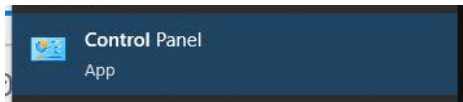
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- Type exit and press enter or click the “X” to close this command prompt

**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
- In the search box or Cortana window type “Control Panel”. Click on the App displayed



- Click on Programs (Uninstall a program)
- Click on Programs and Features
- Scroll down and find Symantec Endpoint Protection
- Take a screen shot or use the Snipping Tool to capture the information as in the example

SQL Server Browser for SQL Server 2014	Microsoft Corporation	2021-02-08	12.5 MB	12.3.6024.0
Symantec Endpoint Protection	Symantec Corporation	2020-10-01	538 MB	14.2.5323.2000
VLC media player	VideoLAN	2020-06-07		3.0.10

below

- o The installation date is important information to include
- Pasting the information in to an email or Word/WordPad document to later send to IMSA IT Team
  - o Method 1: Paste this information directly into an email
  - o Method 2: Paste this information into a Word or WordPad document that can later be attached to an email

**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](mailto: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.

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

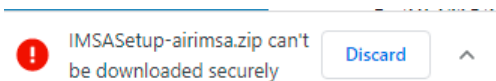
#### DOWNLOAD IMSA’S AIRIMSA CONNECTION SCRIPT FOR WINDOWS

- Open a web browser and go to: <https://sites.imsa.edu/scs/>
- Find the link for IMSA’s airIMSA Connection Script for Windows
- *IMSA’s airIMSA Connection Script for Windows* ([Download](#))

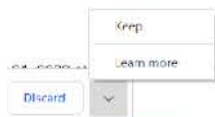
- o Using Google Chrome –
  - Right-click on the link and select Save link as...



- Download the file
- Look at the bottom of the Chrome window for a security alert box. It will state that IMSASetup-airimsa... cannot be downloaded securely



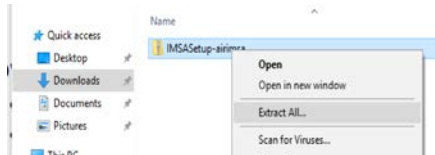
- Click on the up carrot next to the Discard button and select Keep



- o Using Mozilla Firefox – Click on the link and follow the screens to download the ZIP file

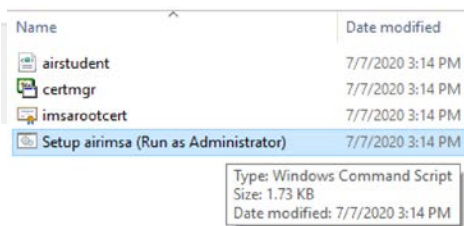
## CONFIGURE CONNECTION TO AIRIMSA WIRELESS NETWORK

- Go to your downloads folder and open it so you can see the contents
- Find and right-click on the downloaded file (IMSASetup-airimsa) and select Extract All



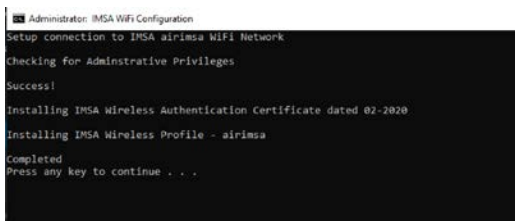
from the pop-up menu

- Click Extract to accept the default extract location. Note the location, as you will need it in the next step.
- Navigate to the location noted above and double-click on the directory/folder to open it. NOTE: A window may already open to the location, depending on your configuration\
- Double-click the folder called IMSASetup-airimsa\
- Find and right-click on Setup airimsa (Run as administrator) or Setup airimsa (Run as



administrator).cmd

- Select Run as administrator from the pop-up menu that appears
- You will see a Windows protected your PC prompt. Click the More Info link.
- Click the Run anyway button
- You will see a User Account Control prompt, select Yes to allow the configuration script to run
- Allow the configuration script to finish and they press any key on the keyboard to close the command prompt window



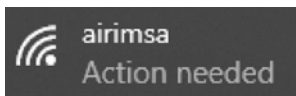
- Configuration completed

## CONNECTING TO AIRIMSA WIRELESS NETWORK

- Click on the wireless icon, or globe in the lower right hand corner of your screen. You may also see a pop-up appear

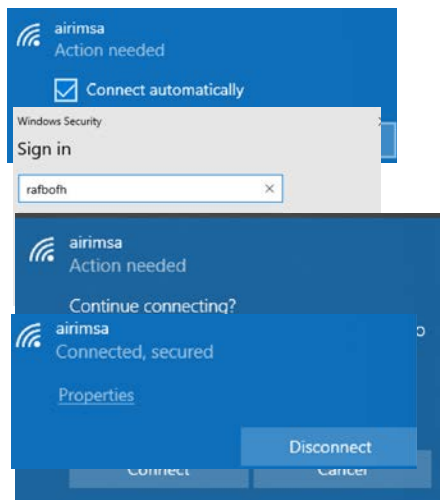


- If your wireless card is enabled you should see a list of available wireless networks. Find



and click on airimsa

- Click the Connect button
- You will be prompted for your IMSA username and password
- You may see a warning concerning connecting to airimsa, click Connect
- 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. Microsoft Windows 10 supported by software installed my default on many manufacturers' laptops will constantly check all available wireless networks and automatically connect the laptop to the one it calculates is the faster or more reliable. Microsoft's

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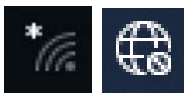
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and the manufacturer's algorithms are inaccurate at times and may cause a disruption in service. This is easily seen when a Zoom session lags or drops completely.

If you reconnect to IMSApublic after following the procedure below to "Forget" the network, make sure you un-check the Connect automatically check box before clicking Connect.

- Click on the wireless icon, or globe in the lower right hand corner of your screen.



- Click on Network and Internet Settings
- Click on WiFi in the left hand menu
- Click on Manage known networks link
- Find IMSApublic in the list and click on it
- Click the Forget button
- Task completed

## 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 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

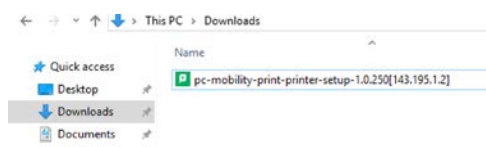
- Open a web browser and go to <http://143.195.1.2:9163/setup>
- Click on the download link for Windows OS



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

### INSTALL THE PAPER CUT MOBILITY PRINT CLIENT

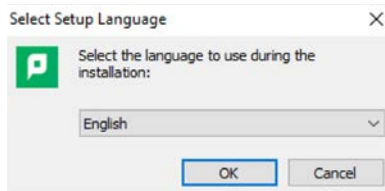
- Go to the location where you downloaded the installation application
- Double-click on the file called pc-mobility-print-printer-setup-1.0.250[143.195.1.2]



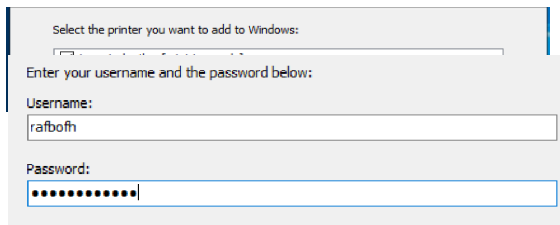
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- You will see a User Account Control prompt, select Yes to allow the installation application to run
- Click OK to accept the installation language

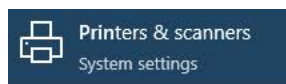


- Click the “I accept the agreement” and click Next
- Place a check mark next to both printers and click Next
- Enter your IMSA username and password and click Next
- The installation application will setup the printer and display a window indicating the installation is completed. Click Finish to close the window.

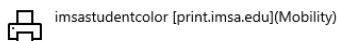
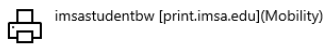


## CHECKING THE PRINTER INSTALLATION

- In the search box or Cortana window type “Printers”. Click on the App displayed



- 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.
  - **REMINDER:** You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.

## 5 – Synchronize your IMSA user account and password on personal computer – OPTIONAL

### 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.

Synchronizing your IMSA user account and password on your personal will make it easier to access some of the technology resources available to you during your IMSA educational career.

### DOWNLOAD AND EXTRACT SUPPORT SCRIPT(S)

- Open a web browser and go to: <https://sites.imsa.edu/scs>
- Find the link for IMSA's Server Access Scripts for Windows (ZIP File)

#### ▪ *IMSA's Server Access Scripts (Download)*

- 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 IMSASetup-Server....zip cannot be downloaded securely



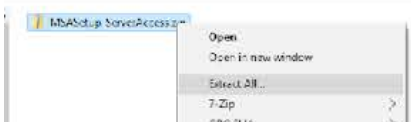
- Click on the up carrot next to the Discard button and select Keep



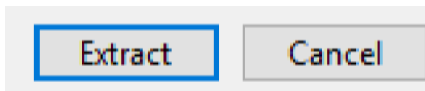
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- o Using Mozilla Firefox – Click on the link and follow the screens to download the ZIP file
- Find and right-click on the downloaded file (IMSASetup-FileServers) and select Extract



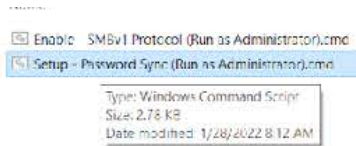
- All from the pop-up menu
- Click Extract to accept the default extract location. Note the location, as you will need it



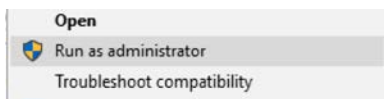
- in the next step.
- Navigate to the location noted above and double-click on the directory/folder to open it. NOTE: A window may already open to the location, depending on your configuration
- Double-click on the folder called IMSASetup-ServerAccess

**RUN THE “SETUP- PASSWORD SYNC” SCRIPT**

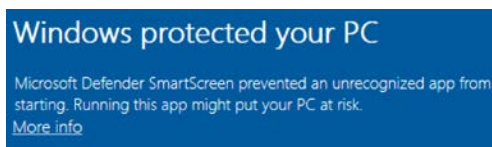
- Find and Right-Click on Setup – Password Sync (Run as Administrator) or Setup – Password Sync (Run as Administrator).cmd.



- Select Run as administrator from the pop-up menu that appears



- You will see a Windows protected your PC prompt. Click the More Info link.



- Click the Run anyway button



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- You will see a User Account Control prompt, select Yes to allow the configuration script to run
- Follow the instruction on screen to enter your IMSA username and password as

```
Administrator: IMSA Student Computing Network Configuration
Requesting Credentials for IMSA Servers
Enter IMSA Username (Not Email Address):ralph
For Security purposes, please enter your IMSA password for each server.
You will not see your keystrokes on screen when typing your password.
Enter the password for 'ralph' to connect to 'students.imsa.edu':
CMDKEY: Credential added successfully.
Enter the password for 'ralph' to connect to 'print.imsa.edu': _
```

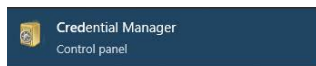
prompted

- Press any key to close the command window once completed
- Password Synchronization Completed

## CONFIRM/UPDATE STORED PASSWORDS FOR IMSA SERVERS

During a student's IMSA career they will be required to change their password every six months. Every time the student will need to update the stored passwords on their personal computer. The student has two options, first rerun the Setup – Password Sync script as documented previously or use a Windows OS application called Credential Manager. You can also use Credential Manager to remove stored usernames and passwords.

- In the search box or Cortana window type “credential”. Click on the Control Panel displayed



- Click on “Windows Credentials”



- Verify you see entries for both print.imsa.edu and students.imsa.edu. You should see to the right of the server name when the entries were added or modified and a down carrot button. Clicking the down carrot will allow you to update the password, and delete



the entry.

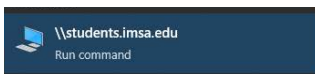
## 6 - Accessing IMSA Student Server while on campus – OPTIONAL, Required for some classes

### NOTE(s):

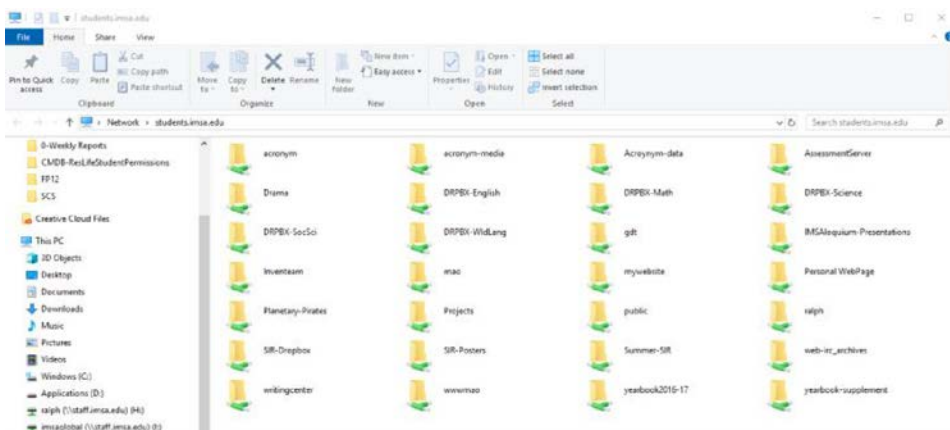
- Completion of task(s) 1 thru 3 and 5 are required
- This task has to be completed while you are at the IMSA campus in Aurora, IL. It cannot be completed remotely
- You must be connected to a wired Ethernet connection in your Residential Hall room or connected to the wireless network airIMSA.

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.

- Make sure you are connected either to the Ethernet/wired connection in your Residential Hall or to the airIMSA wireless network. A connection to the IMSApublic wireless network will not work.
- In the search box or Cortana window type “\\students.imsa.edu”. The Windows OS will indicate this as a Run Command. Click on the option displayed



- A new window will be displayed showing all of the shared directories/folders available on the IMSA Student Server. One of these folders will be your IMSA account username. This is an area on the IMSA Student Server where you can store files. Other folders will



be pointed out to you as your IMSA career