This manual can ONLY be completed in a Law School Academic Building. Configuring your laptop with this manual will not work in Lenfest Hall, other dormitories and private residences, as well as non-Law School Academic Buildings (those found on the main campus).

*Windows Vista Business is the preferred version for this manual. While you will be able to get connected to the Internet on any version of Windows Vista, connecting to shared folders and printers will work best with Windows Vista Business and Ultimate.
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If you arrive with an infected laptop, or if it becomes infected while you are here, you may lose access to the Internet until you remove the infection. Also, pursuant to the DMCA rules governing fair-use of copyrighted materials, you may automatically be blocked by the University and/or the Law School, if you are found to be downloading copyrighted materials illegally.

If you are suddenly unable to connect to the Internet while on campus:

1) **Run a virus-scan** to determine whether or not you have an infection that may be spreading from your machine onto the network. Note the names of the virus(es) as they appear.

2) **Refrain from connecting to the Internet** (even if outside of the University, such as in café, or at home) to prevent further infection and the spreading of further infections onto another network.

3) **Backup all critical files** in the event that your computer becomes so infected as to require a reinstallation of Windows and all your programs. Suitable backup devices include USB flash drives, CD/DVDs and external harddrives.

4) **Report the problem** to us and arrange an appointment to have your computer cleaned of viruses. Note that this can take several hours.

5) If it is determined that you have been blocked due to violating the DMCA copyright regulations, you may be asked to speak to a Dean of the Law School in order to regain your access.

If you are suddenly blocked while connected on the main campus (outside of the Law School buildings), you will receive a notification as to the reason(s) why you were blocked when you attempt to visit a website. You can still contact the Law School helpdesk, even if you are first blocked by the University.

If you are blocked while connected in one of the Law School buildings, no such notification will be given. You will need to call, e-mail or visit the Helpdesk for additional assistance.

Contact the Law School Helpdesk at 212-854-1370, at helpdesk@law.columbia.edu, or, visit us in Room 731 of Jerome Greene Hall, Monday through Friday, 9am to 5pm.

**IMPORTANT NOTE ON SUPPORT**

The Law School Helpdesk supports most of your computing needs:

- **Connectivity** (both to the Internet and internal Law School resources, such as shared folders and printers).
- Law School **Computer Labs** on the 2nd and 3rd floors of Jerome Greene hall.
- The detection and removal of viruses and spyware.
- **Software or web-based tools that the Law School provides** (such as Symantec Antivirus and the Coursewebs).
- While maintained by the University for all students, the Helpdesk will attempt to assist you with e-mail problems, as well.

The Law School Helpdesk and University (CUIT) **DOES NOT** provide support with:

- Hardware problems
- 3rd-party software, not provided to you by the Law School/CUIT (eg. Instant Messenger, Skype, etc.)
Introduction

This manual will guide you through:

1. Connecting your computer to the Internet in the Law School and the rest of the campus.
2. Connecting to shared folders and shared printers on the Law School network.
3. Configuring and installing protection software – a Firewall, Symantec Antivirus, etc.

Note on Screenshots:

Please keep in mind that since all laptops are different, and each individual will have customized the look and feel of Vista to their own liking, some of the screenshots in this manual may not be an exact representation of what you see on your screen. The manual was designed to be as generic, as possible. If there is any confusion as to what your next step should be speak to us at the Helpdesk for guidance.

System Requirements

To connect your computer to both the CLS and CUIT networks, you must have the following:

- A CLS network account (i.e. you must be registered as a Law School student)
- A UNI from CUIT
- A computer running Windows Vista Business or Ultimate (access to just the Internet, however, can be achieved with any version of Windows)

You may also need:

- A copy of your Windows Vista CD/DVD, your Microsoft Office CDs, and any of the software provided to you by your manufacturer (one of these normally contains the copy of Windows Vista that was installed on your machine).

For wired-Ethernet connections you will need:

- An Ethernet port on your computer (standard on most laptops)
- An Ethernet Cable (also known as a “patch cable”)
- A working Ethernet jack at CLS

For wireless-Ethernet connections you will need:

- An 802.11b or 802.11g-compliant wireless card (most newer laptops have them built-in)
- Access to one of the designated wireless areas around campus.
  For a list of CLS and CUIT wireless coverage areas, see Appendix A, page 26
Important Note on the UAC (User Account Control)

One of the most important, and often despised, additions to the new Windows Vista operating system is the User Account Control (UAC).

This feature was designed to limit the amount of damage that can be caused by an end-user (someone using the computer), a virus or spyware that may want to attain access to the computer’s core components and files. Not every action, however, causes the UAC window to pop-up; only actions that may provide unwanted access.

Actions which may trigger the UAC window to appear, are:
- Installing or uninstalling software
- Installing drivers for new hardware
- Installing ActiveX controls (needed by some websites)
- Installing Windows Updates
- Changing your Windows Firewall settings
- Configuring Parental Controls
- Viewing files and folders which are critical to the proper functioning of Windows Vista (eg. Program Files and Windows folders)
- Accessing the files and folders of another user on the same computer

Throughout this manual, there may be steps which require you to press Continue when you see the UAC window. While configuring your laptop with this guide, confidently choose Continue if you see the dialog box.

While it is possible to turn off this feature, we highly recommend you do not. The majority of problems people faced when using prior version of Windows are due to the ease with which viruses and spyware can access critical components of your computer without you even knowing it. The consequences of turning off the UAC are:
- Easier infection of your computer with viruses, spyware and malware
- The potential for hackers to gain access to your files and information and to disable your protective software (eg. firewalls, antivirus, etc.)
- The possibility of further spreading your infection to others over the Internet
- The increasing slowness of your computer

The UAC, while initially annoying, will spare you many hours of distress, if properly used, by overcoming the security issues that have plagued previous versions of Windows, even on computers with Firewalls and Anti-Virus/Anti-Spyware programs installed.

Keep in mind that many of the common activities you perform on your computer, such as opening documents, browsing the web, and checking e-mail will not cause the UAC window to appear – only those tasks that have the potential of putting your computer at risk.
1. Click Start.

2. In the Start Search field, directly above the Start icon when you click it, type: windows firewall

3. Search results will begin to appear near the top of the Start menu. Do not press the Enter key - just wait for all the results to appear.

4. Click Windows Firewall, normally the second option from the top.

5. A UAC window may appear. Press Continue.


7. Your settings should appear identical to the first screenshot, on the right. If you have another 3rd party firewall installed, this screen may appear differently, but will indicate that another form of protection is currently active on your machine. Simply close this window and do not turn on the Windows Firewall, if this is the case.

8. If Windows cannot detect a firewall (screenshot #2) of any kind, please click Change Settings and turn on the Windows Firewall.
Configuring Your Network Connections

The following section will guide you in configuring the wired and wireless networks on your laptop for connectivity throughout the campus. After registering your laptop, the manual will also show you how to connect to the Law School’s shared network resources, such as shared folders and printers.

The following screenshot illustrates an Ethernet (or patch) cable which has been installed in the appropriate port of a laptop (the location of Ethernet ports will vary with every computer).

The patch cable looks similar to a phone cable (see below), but larger and wider. Do not insert a phone cable into an Ethernet port or you may cause unintentional damage to your machine.

Part 1: Confirming That Your Connections Are Enabled

1. Click Start.

2. In the Start Search field, type: ncpa.cpl

3. Press the Enter key.

4. You are now in the Network Connections screen.

5. You will normally have, at least, two connections available: a Local Area Connection and a Wireless Network Connection.

Others may appear, such as Bluetooth connections, WAN connections, VPN connections, etc. You may ignore these for the purposes of this manual.
6. Take a moment to look at the first screenshot, to the right. If either your Local Area Connection or Wireless Network Connection is disabled, **enable them now**.

7. To **enable** a connection, simply right-click the connection’s icon and left-click **Enable**.

8. Since we have not yet registered your laptop, both the Local Area Connection and Wireless Network Connection icons may appear with a red ‘X’ or with a yellow triangle with an exclamation mark inside (!). This is fine for now. Just be sure that both connections have been enabled for the time being.

9. Leave the Network Connection window open.

---

**Part 2: Configuring the Local Area Connection (Ethernet or Wired)**

1. **Right-click the Local Area Connection**.

2. **Left-click Properties**.

3. **The UAC dialog box may appear. Press Continue**.

4. First, click once on Internet Protocol Version 6, and then click on the **Properties** button, below.

5. The **Properties** window will appear. Be sure that your computer is set to:
   - Obtain an IPv6 address automatically
   - Obtain DNS server address automatically

6. **Press OK** to proceed.

7. Repeat these steps for Internet Protocol Version 4, making sure that it is set to obtain an IPv4 and DNS server address automatically.

8. **When you are finished, press OK** until you return to the Network Connections window. Leave it open.
Part 3: Configuring the Wireless Network Connection

1. You should still have the Network Connections window open. If not, bring it back up (step 1 to 3 on page 7).

2. Right-click the Wireless Network Connection icon and then left-click on Properties.

3. The UAC dialog box may appear. Press Continue.

4. Repeat steps 4 to 6, on page 8, to ensure that you are obtaining your IPv4 and IPv6 addresses automatically, as well as, obtaining the DNS server address automatically.

5. Press OK, after you have completed these steps.

6. Once you return to the Network Connections window, close the window and return to the Desktop.

Part 4: Adding Wireless Networks

1. Left-click the icon, once. It is located on the lower-right corner of your screen, by the clock. The Network icon may appear like or .

2. Click Network and Sharing Center.
3. In the Network and Sharing Center window, look to the upper-left portion of the window where the blue Tasks bar is located.

4. Click Manage wireless networks.

5. Click the green Add button.

6. Click on Manually create a network profile

7. **Network Name**: Columbia University – Law

   *Note: There should be a space before and after the hyphen (-).*

8. **Security Type**: No authentication (Open)

9. Check the box for **Start this connection automatically**.

10. Click **Next**.
11. You should get a window saying that you have Successfully added Columbia University – Law. Press Close to proceed.

12. When you return to the Manage Wireless Networks screen, click the green Add button, again. This time, enter the following information:

   Network Name: Columbia University
   Security Type: No authentication (Open)
   Check the box for Start this connection automatically.
   Click Next and then Close.

13. When you return to the Manage Wireless Networks screen, you will see all your recently added connections on the list. Arrange the connections so that:

   Columbia University – Law is at the top
   Columbia University is below

   To do so, highlight a connection by clicking it once and then click the Move up or Move down buttons to arrange them accordingly.

14. Close the window when you are finished.

   Your computer may now try to automatically detect and connect to one of the networks you have just added (most likely, Columbia University – Law, if you are in Jerome Greene). Since you have not yet registered, this will fail and a bubble message may appear (by the clock on the lower-right corner of your screen) saying that you have Limited or no connectivity to the wireless network. Ignore this for now.
Part 5: Gathering Information

1. Left-click the icon, once, on the lower-right corner of your screen, by the clock. (Your icon might also look like this or, like this. Left-click it no matter what it looks like.)

2. Click Network and Sharing Center.

There will normally be two connections for you to view: one for your Local Area Connection (also known as Ethernet or wired) connection, and one for your Wireless connection. (see the circled portion of the screenshot).

First, let’s find the MAC (or Physical) address of your Local Area Connection connection. If you do not see this connection, you may need to plug in an Ethernet (patch cable) into your laptop’s Ethernet port. If you do not have a patch cable, continue to Step 7. You can register your Local Area Connection at any time.

3. Click the View Status link to the right of your Local Area Connection (NOTE: it does not matter if the number you see at the end – in this case ‘3’ - is different from the one in this screenshot).

4. Click the Details button near the middle of the Status window.

5. Find the Physical Address and write it down (a space for this has been provided below on page 13, Step 10).

6. Press Close, Press OK to close the Local Area Connection Status window.
Now we will locate the MAC address for your Wireless Network Connection.

7. With the Network and Sharing Center window still open, click the View status link for your Wireless Network Connection.

8. Again, click the Details button.

9. Find the Physical Address for your wireless connection and write it below, in Step 10.

10. Enter the Physical Address(es) here:

    ___-___-___-___-___-___-___-___-___-___-___-___-___-___-___-___-___  

    LOCAL AREA CONNECTION

    ___-___-___-___-___-___-___-___-___-___-___-___-___-___-___-___-___

    WIRELESS NETWORK CONNECTION

11. Write down the name of your laptop’s manufacturer (eg. Dell, Lenovo, Toshiba, etc.)

12. Write down the model of your laptop (eg. Inspiron 1501, Thinkpad T60, Satellite Pro, etc.). This information can usually be found on some portion of the screen, above your keyboard, or underneath the machine.

13. Close all open windows.
You will need to find a computer with an active connection to the Internet to continue.

**Configuring DURING the Laptop Configuration Session**

If you configuring your laptop during the **Orientation Session**, please proceed to the back of the classroom where you will find computers for this purpose. You will need your **Columbia Law School login and password to sign into Lawnet** and proceed with the Registration.

**Configuring AFTER the Laptop Configuration Session**

Login to one of the computers in the Law School labs to proceed.
Part 6: Registering Your Computer in Lawnet

1. Go to the following website. www.law.columbia.edu/lawnet

2. Click on the “Sign In” button on the far right hand side of the web page. On the following page, Enter your Law School User Name and password, and then click Login.

3. Click on the “My Services” tab to expand the dropdown menu. A menu will appear, and you should select “Register Ethernet Card” from the “Information Technology” heading.

4. You will need to refer to page 13 for the information being requested.

Card Address: This is the Physical Address you recorded in Step 10, on page 13. Enter the 12 characters WITHOUT the dashes.

Operating System: Select Windows Vista, as well as your specific version (e.g. Home, Business, Ultimate, etc.)

Workstation Manufacturer: Enter the information for Step 11, on page 13.

Workstation Model: Enter the information for Step 12, on page 13.

When you have entered all the required information, click Register.

5. You will see this confirmation screen if successful.

6. Click View Current Registration

7. Check to make sure that the Card Address you just entered matches your Physical Address. If you have made a mistake, check the box next to the Card Address and press Delete. Repeat step 4, on this page and correctly enter your information.
8. If you have a second Physical Address you need to register, click **Register New Card**.

9. Repeat Step 4, on page 15, entering the second Physical Address on page 13. Aside from the Physical Address, everything else is the same.

10. Once all your Physical Addresses have been registered, click the **Sign Out** button and proceed to the next page.

---

- Please wait for **5 to 10 minutes** for the Registration to complete on the server.
- After 10 minutes, **Restart** your laptop.
- The network icon might have changed to 🔄, from either 🔄 or 🔄. Don’t worry if it does not. We will configure your wireless connection in a few moments.

### Quick Key of Network Icons

<table>
<thead>
<tr>
<th>![Icon]</th>
<th><strong>No connection is currently available</strong> (wireless networks may be available, but the icon must be clicked to find out)</th>
</tr>
</thead>
</table>
| ![Icon] | **You have “Limited or no connectivity.”**
Your wireless and/or wired connections are attempting to find a way to the Internet, but it may not be done. Your laptop may have also found a wireless network, but has does not have the proper configuration (password or key) to get to the Internet. This is what normally appears before you register in Lawnet. |
| ![Icon] | **You have connectivity to the Internet**
This indicates that you have full access to the Internet and that there are no problems on the connection. |
Configuring Windows Automatic Updates

IMPORTANT: These instructions will guide you through the process of setting up Windows to download Critical Updates automatically. These updates will be downloaded in the background while you work, as they become available. When updates are downloaded, Windows will notify you that they are ready to install. Please DO NOT WAIT to install the updates at a later time. Many of today’s viruses and worms are created to exploit the vulnerabilities in Windows that these Critical Updates address. Failure to install these updates will leave your computer prone to hackers and viruses.

1. When your computer restarts, after Registration, click the Start button. In the Start Search field, type: windows update and wait for 2 to 3 seconds to allow the search results to appear.

2. Press ENTER on your keyboard.

3. The Windows Update window will appear.

4. By default, the Windows Update feature is on and ready to go.

5. Click Change settings, on the left portion of the window.

6. Your settings should be on the recommended option, at the top, Install updates automatically.

7. Select Include recommended updates…

8. Select Use Microsoft Update. This will install critical and recommended updates for the Microsoft Office set of products (eg. Word, Excel, …).

9. Press OK.

10. If you have had to change any settings, a UAC window will likely pop-up. Press Continue.

11. If Windows is unable to install any updates automatically, an icon will appear by the clock, on the lower-right corner of your screen. Click the icon and follow the prompts to install any available updates.
Installing and Configuring Symantec Antivirus

CUIT provides Symantec Antivirus, free-of-charge, to Columbia University students. To get it, you must:

1. Be connected to the internet, either through a wired or wireless connection
2. Have your UNI (the login and password for your student e-mail account) and password ready to download the software

**IMPORTANT:** If you already have an Antivirus (AV) program (Symantec, McAfee, CA eTrust, etc.) you do NOT need to install the University’s AV. If you wish to replace your own AV with the University’s, please follow the proper procedure for removing your software. Owners of Symantec/Norton products may need to go here to remove their programs:


**Part 1:  Windows Vista 32-bit or 64-bit?**

1. **Before installing Symantec Antivirus**, we have to determine the version of Vista you are running on your laptop. The version of Vista depends on the type of processor you have running your computer.

2. **Press Start.**

3. **Locate Computer on the Start menu.** Right-click it and left-click on Properties

4. The **System window will appear. Locate the System type.** To the right will appear the version of Windows Vista you are operating. Write down the version below:

   ![System Window](image)

5. **Close the System window and move to the next step.**

   ![System Information](image)
Part 2: Downloading and Installing Symantec Antivirus

1. Open your web browser and go to the following URL:

   http://www.columbia.edu/cuit

2. Under the heading for “Services & Resources for the CU Community”, look for the link for Software and Downloads and click it.

3. In the next page, under “By Type,” click on Computer Security.

4. Locate the link for Symantec Antivirus and click it.

5. Recall the version of Windows 7 from Step 4 of the previous page. Click on the appropriate version of Symantec Antivirus for your version of Windows 7. If you have a 64-bit version, download the second choice.

6. You will then be asked to put in your UNI and password. The UNI is the ID given to you by the University, not the Law School. It is the same login and password you use to login into your Cubmail account. Press Login to continue.

7. If you are using Internet Explorer, a bar will blink below the Address bar, near the top of the window. Click it and a menu will appear. Click Download File…
8. Click Run to initiate the download.

9. You will likely be presented with a UAC window. Press Accept to continue.


11. Click OK when the following window appears.

12. Press Setup to begin the installation.

13. A black “DOS” window will appear in the background along with a dialog box. Wait for the installation to complete.

14. The install will begin to gather information about your computer. During this, you may be asked to close some programs before you can continue.

15. If you are asked to restart, press No, for now.

16. Double-click the icon, by the system clock, to open Symantec Antivirus.
17. The UAC dialog may appear. Press Continue.

18. When the Symantec AntiVirus window appears, press the LiveUpdate button.

19. LiveUpdate will begin to download and install any available updates to Symantec AntiVirus.

20. Once this is complete, press Finish.
Connecting to Shared Resources

**IMPORTANT:** This section is optional and can only be performed by those with Vista Home Business or Ultimate. Students with Vista Home Basic and Home Premium cannot perform the following steps due to built-in limitations in the operating system, as designed by Microsoft.

**Part 1: Connecting to the G and H Drives (Mapping the Drives)**

1. Click **Start**. Right-click **Computer** from the list, and then left-click on **Map Network Drive**...

The **G Drive** houses shared files and folders, such as old exams from prior semesters. As you join student organizations, new folders may appear on your **G Drive** allowing you to better collaborate with other members of the organization.

2. Select the following:
   
   **Drive: G:**
   
   **Folder:** \lawsrv3.law.columbia.edu\Groups
   
   **Make sure Reconnect at logon is checked.**

3. Click **different user name**.

4. For your username, type:

   **LAW\your Law School Login**

5. Enter your password.

6. Press **OK**.

**TIP:** The back-slash key (\) is usually found above the ENTER key. Do not confuse it with the forward-slash (/), usually found by the SHIFT key.

7. A window will appear saying that Vista is attempting to connect to the **G Drive**.
8. The contents of the G Drive will appear in a window, like the one in the screenshot (keep in mind you may have only one or two folders). This drive can be accessed from any program’s Open window (such as Word, WordPerfect, Excel, etc.) on your computer, or via Computer on the Start Menu or on the Desktop, and you can open and save files directly from the drive.

The H Drive is your own, personal drive. We encourage you to save your important files on this drive. The drive is backed up by our servers on a regular basis, is scanned for viruses and can only be viewed by you.

9. Now, repeat steps 2 through 8 to add the H drive. Here's the information you need to enter:

Drive: H:
Folder: \\lawsrv4.law.columbia.edu\Students

Make sure Reconnect at logon is checked.

Click different user name.

Enter your Law School login and password, exactly the same way as in Step 4.

Press OK, and then Finish.

10. Double-click on the folder that appears in the H drive, and again, in the subfolder (named after your Law School login) to view the contents of your H drive (which is blank, for now). You will want to save files in this folder.

11. The G/H Drives are only accessible while your laptop is within the Law School’s Academic Buildings. The G/H Drives will not be accessible from elsewhere on campus, in Lenfest Hall, or any other location.

---

Part 2: Configuring the Networked Printers

1. Click Start.

2. In the Start Search field, type: \\
lawps4.law.columbia.edu
3. A dialog box will appear asking you to enter your credentials. These are exactly the same as the ones you used to connect to the G and H Drives. Remember, put LAW\ before your Law School login name.

4. Check the Remember my password box.

5. Press OK.

6. A list of printers will appear.

7. Double-click the icon for GRHL_216LAB. Though you are only installing one “queue,” there are actually two printer you can choose from when you go to “release” the job (more on this in Part 3). The printer are located in the 2nd Floor Lab in the Diamond Law Library.

8. A screen will appear: Connecting to GRHL_216LAB on lawps2…

9. After a few seconds, a window may appear asking you to install a printer driver. Click on Install driver. Nothing will appear to happen for about a minute – do not click or move the mouse and wait. (If this does not appear, you can skip to step 11).

10. A UAC dialog box will appear. Press Continue.

11. In a few moments, a screen will appear with the name of the printer, you just added, at the top. This is a queue window and might possibly be listing the print jobs of other students currently waiting to be printed. This is your confirmation that the installation was successful. Close the print queue.

12. Now, go back to the list of available printers and double-click the icon for GRHL_3FLLAB and repeat the process. These printers can be found opposite the main entrance of the Diamond Law Library, by the 3rd floor entrance of the Jerome Greene Hall.

13. These printers will now be listed in the drop-down box of the Print window of any program. Simply choose the one most convenient to you from the drop-down list and print.
Part 3: Printing Quota and Print Release Stations

There are two very important things to know before printing documents to the networked printers in the Columbia Law School computer labs. This applies when printing from the labs, or, your computer.

**You have a Printing Quota:**

a. You can print a total of 2500 pages for the entire year  
b. If your quota runs out, you must purchase additional pages, at 5 cents a page from the Circulation Desk, at the entrance to the Library, on the 3rd floor.  
c. Your pages are available until July 31st following the end of the Academic Year.  
d. Unused pages DO NOT roll-over to the following year. If you have 100 pages left on July 31st, you will only receive the normal 2500 pages for the next Academic Year, beginning August 1st.  
e. If your job does not print properly, for whatever reason (low toner leading to poor quality, paper jams, faded ink, etc.), let the Lab Consultant (LC) in the 2nd floor computer lab know of the problem, immediately. We will reimburse you the total amount of pages you have lost. You must bring the problem to our attention the same day, ideally, at the same time the problem occurs. **We can not reimburse you for lost pages after the fact.**

**To print, you must use the Print Release Station(s)**

When you send a job to print from either your laptop, or, from the computer lab to the printers on the 2nd floor Computer Lab, inside the Library, or the 3rd floor Computer Kiosk, outside the Library, you will need to release it before it will come out of the printer. To release it:

a. Walk to the Release Station  
   a. one is located to the right of the large printers in the 2nd floor Computer Lab  
   b. the other is the first computer, to the right of the printers in the 3rd floor Computer Kiosk.  
b. A list of logins will appear – find your Law School login in the list and double-click it.  
c. Enter the password to your Law School login.  
d. A list of jobs you have sent to print will appear.  
   a. Click on the check-box to the left of the job to select it for printing.  
   b. Click the big Print button on the upper-left hand side of the window – the job should start printing in one of the two large HP 9050 printers in the lab. Along with your document, you may get a receipt (known as a separator sheet) with your Law School login, the name of the job (document), the number of pages in the job, and the remaining quota you have available. This should make it easier to find your job.
APPENDIX A: Wireless Coverage Areas

Columbia University Wireless Coverage

For a full list of coverage areas for the University’s wireless network (will appear as Columbia University in your list of wireless networks), please go to:
http://www.columbia.edu/acis/networks/coveragemap.html

Columbia Law School Wireless Coverage

- Jerome Greene Hall 807
- Jerome Greene Hall 722, 728, north side, faculty lounge, and Case lounge
- Jerome Greene Hall 602 and 646
- Jerome Greene Hall 502 and 546
- Jerome Greene Hall 401a-d, laptop carrels on east side of 4th floor, & parts of northwest side
- Jerome Greene Hall 3rd floor Library laptop area,
- Drapkin Lounge, Lenfest Café, and Terrace (Emily’s Place)
- Jerome Greene Hall 304, east side of 3rd floor, and 3rd floor gallery area
- Jerome Greene Hall 216i and west side of 2nd floor
- Jerome Greene Hall 101, 102, 103, 105, 107, 117, 1st floor lobby, west side of 1st floor, south-east side of 1st floor, and Wien Court
- William and June Warren Hall 6th floor offices, meeting rooms, and terrace
- Greene House 3rd floor computer lab and all student groups/journals on 2nd and 3rd floors
- Greene Annex 2nd floor computer lab and all Career Services offices
APPENDIX B: Notebook Support Policy

The Information Technology Helpdesk at Columbia Law School maintains the Notebook Support Policy outlined below. In brief, we provide:

- Support for problematic connections between notebook computers and the Law School network
- Detection and removal of viruses, worms, and dangerous spyware that attempt to get into your system

Within this framework, we support a core set of hardware and software. For purchasing advice, see the TechBrief entitled Computer Purchasing Advice for Students.

The Helpdesk will make every effort to support network connectivity for computers meeting **ALL** of the following requirements:

- **Supported notebook computers:** Any Windows-based notebook computers (such as Dell, IBM, Toshiba, etc.) and Apple notebook computers running Snow Leopard, and above. **BootCamp** for the MacBook Pro (a program designed by Apple to allow the Mac to run Windows and the Mac OS) can be used by the student, but will not be supported or installed by Columbia Law School IT.

- **Supported Ethernet adapters:** Any make or model

- **Supported Wireless adapter:** Any make or model that supports the 802.11b/g wireless networking standard

- **Supported Operating Systems** (*English versions only*): Windows XP Professional, Windows Vista Business and better, Windows 7 Professional and better, Mac OS X Lion.

- **Unsupported Operating Systems:** Any Home version of Windows, Linux, Unix, Windows NT, Windows 3.1, DOS, etc., are **NOT** supported.

- **Students are required to configure their computers themselves,** using the Columbia Law School Internet Software Configuration Manuals

- For students experiencing **problems with connectivity and/or computer virus infection,** a Helpdesk Support Specialist will be available during Helpdesk walk-in office hours. Helpdesk walk-in office hours are Monday through Friday, from 9:00 am to 5:00 pm.

- The Helpdesk Support Specialist **does not perform initial installations** (students must perform PC Card installations themselves using instructions supplied by the PC Card vendor).

- The Helpdesk Support Specialist **supports connectivity and computer virus infection only.** This includes connecting to the Law School network or dialing into the University. The Notebook Support Specialist does not provide support for applications, operating systems, hardware, or other issues.

- The Helpdesk Support Specialist will make every effort to support connectivity for any English version of Windows XP Pro and supported Windows Vista versions, as well as, Mac OS X Tiger, and above. For further technical assistance, contact your notebook vendor.
APPENDIX C: Obtaining Notebook Support

The Information Technology Department has identified two explicit categories of technical support into which all student-owned computers fit. The following will help you determine which category your notebook falls into.

Full Connectivity Support + Full Antiviral Support

If you have:
- Any IBM compatible notebook computer or any Mac notebook computer
  AND
- English Windows XP Professional or English Mac OS X Lion or English Windows Vista or 7 Business/Ultimate
  AND
- Problems connecting to the Law School Network (Ethernet) or CUNIX (modem)
  AND
  - Any Ethernet adapter make or model
    AND/OR
  - Any Wireless adapter make or model that supports the 802.11b/g wireless networking standard

Then the IT Department will do everything it can to ensure your connection. For notebook connectivity support, please visit the Helpdesk during walk-in office hours (Monday through Friday, from 9:00 am to 5:00 pm).

Vendor Support

If you have:
- Non-English Windows or Non-English Max OS X
  OR
- An unsupported Operating System such as Linux, Unix, Windows NT, Windows 3.1, DOS, etc
  OR
- A non-configured computer (i.e., your Ethernet card is not fully installed)
  OR
- A computer problem other than CLS network connectivity

Then the IT Department CANNOT provide technical support. You are encouraged to contact your vendor or manufacturer for all technical support.

If you are having problems with your hardware, operating system, software, or non-Columbia ISP (Internet Service Provider) you are advised to contact your vendor, manufacturer, and/or ISP for all technical support.
1. Navigate to:

https://remote.law.columbia.edu

*Please note the S in HTTPS. This is important!*

2. You will be asked for your Law School login and password. Unlike previous examples in this manual, **do not put LAW\** before your login, here.

3. The initial view will show you a list of files currently on your **H Drive**. The date files were last modified, the time, and their sizes will appear to the right of the screen. Folders will have yellow folder images beside them. The **G Drive** and all its folders and files, can be found in the Groups folder.

To download a file for editing/viewing: **Click the filename.**

To enter a folder to see its files: **Click the folder.**

To upload a file:

- Make sure you are in the correct folder where you want the file to be placed.
- Click the “Upload” button.
- Click the **Browse** button. Locate the file on your computer and double-click it.
- Once the file’s location appears in the text box, press the **Upload** button. Wait a few moments for the file to be uploaded and listed in the list of files and folders, below.
- If you are replacing an old version of a file on the G or H with a newer version from your computer, you may be asked to overwrite the file. Allow it do so, if this is what you want.