

Manual for connecting to the wired network at the Hladnov (Jan Opletal) halls of residence – operating system MS Windows 10

1 Introduction

Internet access using the wired network at the Jan Opletal halls of residence in Ostrava-Hladnov is secured; you need to log in with your user name and password.

You can set up an account for the internet connection at the halls of residence via the University of Ostrava Portal (<https://portal.osu.cz>). To log in to the Portal, you will need an active student account. The user name and password for the internet connection at the halls of residence are different from the user name and password for your student account. You can set up a student account at the University of Ostrava's Card Centre; anybody accommodated at the halls of residence (not only students) can have a student account.

You will also need to register the MAC address of your device (notebook/laptop, tablet, PC). The MAC address is a unique identifier of your device's network card; it is a physical address that is permanently assigned to your device. It is only possible to register one MAC address (i.e. one device).

You will also need to make sure you have the correct settings in your device. This manual is for users of the MS Windows 10 operating system; the process is similar (with only minor differences) in Windows 11, 8 and 8.1. To do the setup, you will need to be using the administrator account on your device (which will give you the authorization to make any necessary changes).

2 How to find your device's MAC address

2.1 Open the **Settings** window by clicking on the **Start** icon at the bottom left of the taskbar and then clicking on **Settings** (Fig. 1).

2.2 In the **Settings** window, open **Network & Internet** (Fig. 2).

2.3 In the menu at the left of the screen, click on **Ethernet** (Fig. 3).

2.4 In the menu in the middle of the screen, click on the **Ethernet** option. Usually there will be only option displayed (Fig. 4). If there are more options, you will need to choose the correct one.



Fig. 1

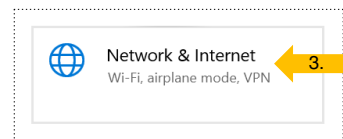


Fig. 2

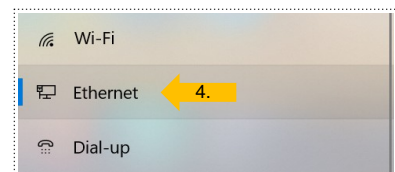


Fig. 3

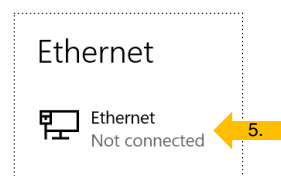


Fig. 4

2.5 In the open window **Ethernet**, move the cursor to the edge of the window and check the setting for **IP assignment**, which must be set to **Automatic (DHCP)**. In the **Properties** section you will find the **Physical Address (MAC)** – you will need to write down (or copy) this chain of letters and numbers (Fig. 5), because you will need the MAC address when you go to the University of Ostrava Portal to create your account enabling you to access the wired network at the halls of residence.

2.6 Close the window by clicking on the x in the top right corner.

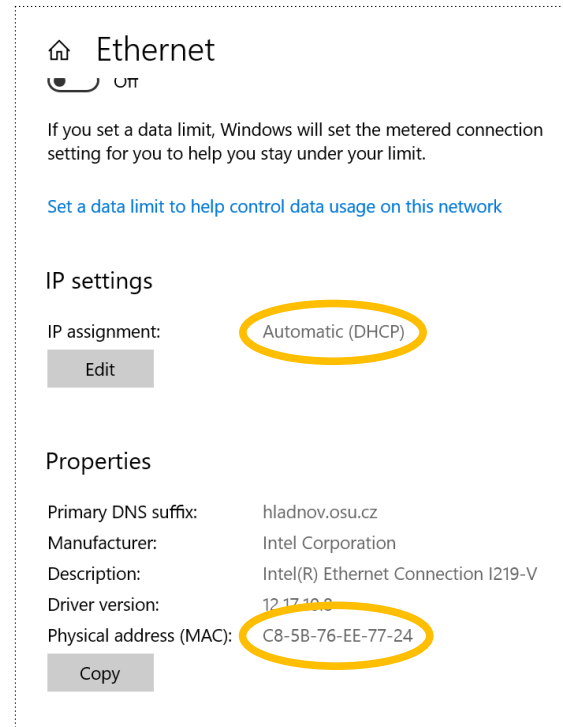


Fig. 5

3 Setting up your network access account in the University of Ostrava Portal

3.1 Connect to the internet e.g. using eduroam (you will need to be within range), or your mobile device, or a different computer connected to the internet (e.g. in a faculty study room, in the University Library, at a friend's home, etc.). The process for connecting to eduroam is described at <https://eduroam.osu.cz>.

3.2 Open an internet browser such as Microsoft Edge, Firefox, Google Chrome etc., and enter the address <https://portal.osu.cz> (Fig. 6).

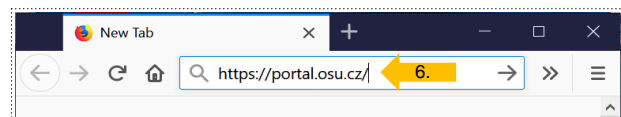


Fig. 6

3.3 Log in to the University of Ostrava Portal with the user ID and password of your student account (Fig. 7). Your student account was set up at the University's Card Centre when you began your studies; the user ID is in the format x12345.

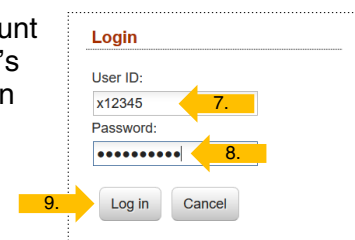


Fig. 7

3.4 In the blue menu bar at the top of the page, choose **Operations and Services**, then in the grey menu bar below it, choose **University Halls of Residence**, then choose **Hladnov Internet Access**, and finally choose **Registration** (Fig. 8).

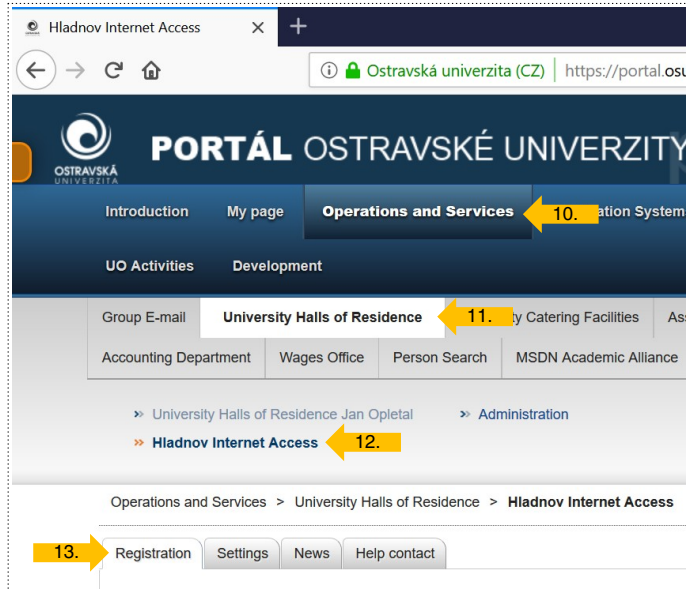


Fig. 8

3.5 In the registration form, enter your login details: choose a suitable **User name**, then choose a suitable (but not too obvious) **Password**, and enter your password a second time in the box **Repeat password**. In the box **MAC address**, enter the address you found according to the instructions in section 2 above, and click on **Registration** to save the settings (Fig. 9).

The screenshot shows a form titled 'Updating the registration data'. It contains the following fields:

- Username:** A text input field containing 'fidibus' (highlighted with a yellow arrow 14). To the right, it says 'Maximum 8 letters or numbers (All letters will be converted to small)'.
- Password:** A password input field with dots (highlighted with a yellow arrow 15). To the right, it says 'Maximum 8 letters or numbers (All letters will be converted to small). Next allowed characters are: #'.
- Repeat password:** A password input field with dots (highlighted with a yellow arrow 16).
- MAC address:** Six input fields for MAC address segments: 1: C8, 2: 5B, 3: 76, 4: EE, 5: 77, 6: 24. A yellow arrow 17 points to the instruction 'Enter one two-digit mac address in each field.'

 At the bottom right of the form is a 'Registration' button (highlighted with a yellow arrow 18).

Fig. 9

3.6 If everything has gone smoothly, you will see a message that your registration was successful (Fig. 10). If there is a problem, you will need to fill in the relevant boxes correctly and save the settings (see above). You will then need to wait between 30 minutes and 1 hour until your account is activated, and then you will be able to use it to connect to the internet.

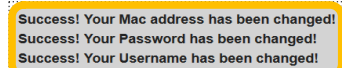


Fig. 10

4 Setting up the Wired AutoConfig service

- 4.1 In the search box on the taskbar, enter the search term “**services**” (Fig. 11). If you do not have a search box on your task bar, use the shortcut **Windows + S**.

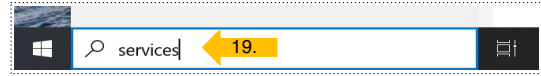


Fig. 11

- 4.2 Click on the **Services app** (Fig. 12).



Fig. 12

- 4.3 Scroll down the list until you find **Wired AutoConfig Service** and click on it (Fig. 13).



Fig. 13

- 4.4 In the **Wired AutoConfig Service Properties**, choose **Startup type: Automatic** (Fig. 14).

- 4.5 Click **Start** to launch the service, confirm the settings by clicking **OK**, and close **Services** by clicking on the x in the top right corner.

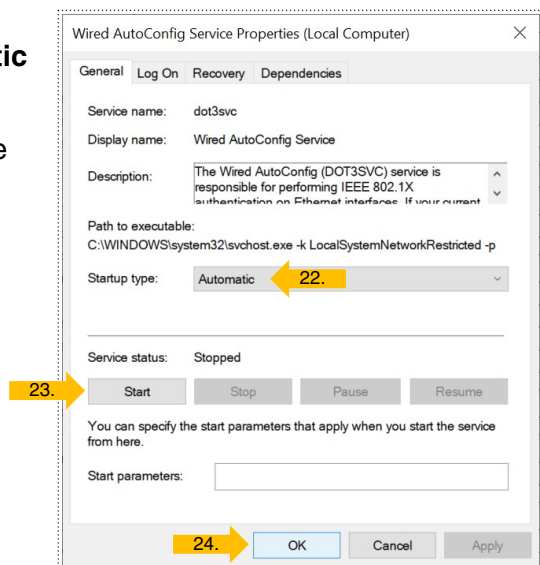


Fig. 14

5 Login settings

5.1 In your device, open the window **Network & Internet** and choose **Ethernet (Start ⇒ Settings ⇒ Network & Internet ⇒ Ethernet)**, following the steps described above in 2.1, 2.2 and 2.3).

5.2 Click on **Change adapter options** (Fig. 15).

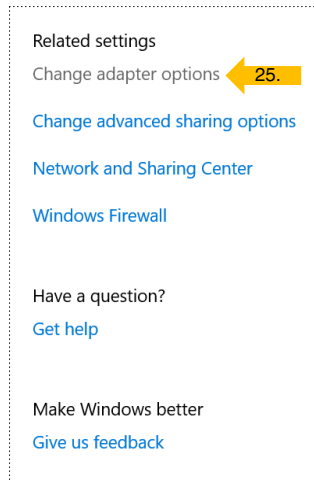


Fig. 15

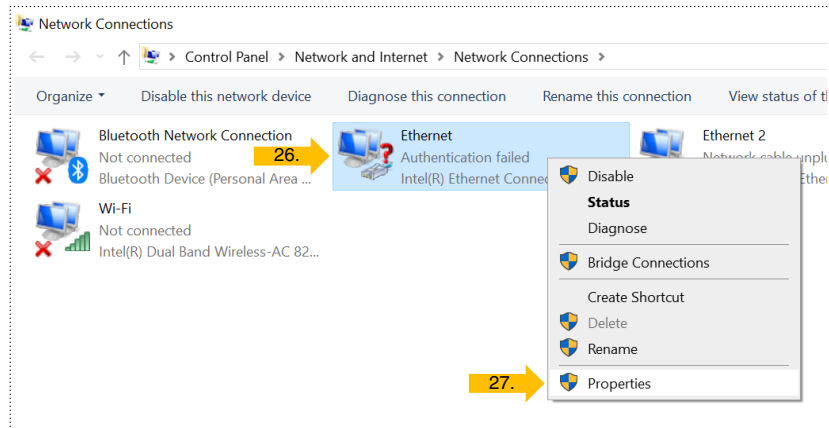


Fig. 16

5.3 Find a suitable adapter of the type **Ethernet**; there may be several options displayed. If you have connected your device using an Ethernet cable at the halls of residence, a red question mark will be displayed with the text **Authentication failed** (Fig. 16).

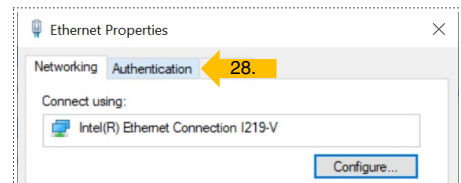


Fig. 17

5.4 Right-click with the mouse or touchpad to display the menu, and select **Properties**.

5.5 In the dialog box **Ethernet Properties**, select the **Authentication** tab and select (switch on) the following settings (Fig. 17 and 18):

- **Enable IEEE 802.1X authentication**
- **Choose a network authentication method: Microsoft Protected EAP (PEAP)**
- **Remember my credentials for this connection each time I'm logged on**
- **Fallback to unauthorized network access**

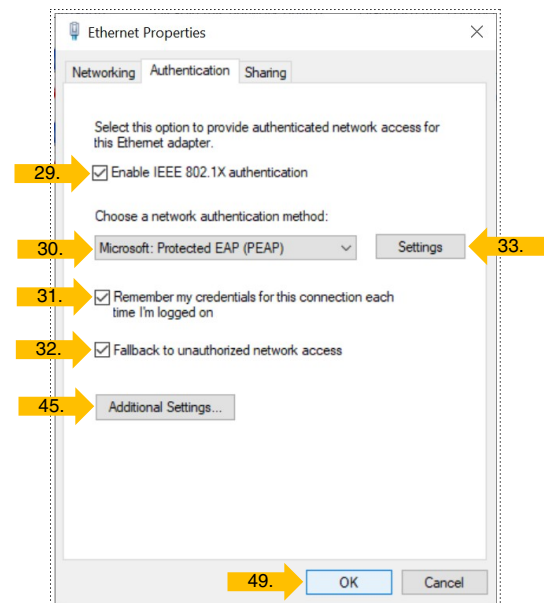


Fig. 18

5.6 Click on the **Settings** button.

5.7 In the dialog box **Protected EAP Properties**, set (switch on) the following options (Fig. 19):

- **Verify the server's identity by validating the certificate**
- **Connect to these servers:**
ns1.hladnov.osu.cz
- **Trusted Root Certification Authorities:**
 - **USERTrust RSA Certification Authority**
 - **DigiCert Assured ID Root CA**
- **Notifications before connecting: Tell user if the server's identity can't be verified**
- **Select Authentication Method:**
Secured password (EAP-MSCHAP v2)
- **Enable Fast Reconnect**

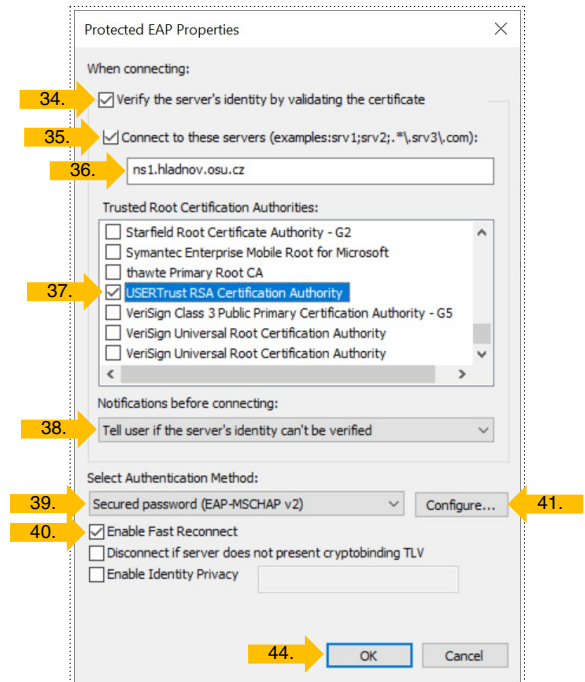


Fig. 19

5.8 Click on the **Configure** button.

5.9 In the dialog box **EAP MSCHAPv2 Properties**, switch off **When connecting: Automatically use my Windows login name and password (and domain if any)** and confirm with the **OK** button (Fig. 20).

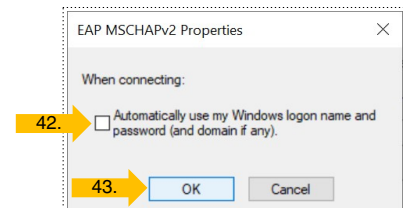


Fig. 20

5.10 Back in the dialog box **Protected EAP Properties**, confirm the settings by clicking **OK**.

5.11 Back in the dialog box **Ethernet Properties**, click on the **Advanced settings** button.

5.12 In the **Advanced settings** dialog box, switch on **Specify authentication mode: User authentication** and confirm it with the **OK** button (Fig. 21).

5.13 Back in the dialog box **Ethernet Properties**, confirm the settings by clicking **OK**.

5.14 If you are connected to the Ethernet network at the halls of residence, you will see a dialog window to log in. Fill in the **User name** and **Password** you have created via the University of Ostrava Portal (see the instructions in the part 3 above), and click **OK** (Fig. 22).

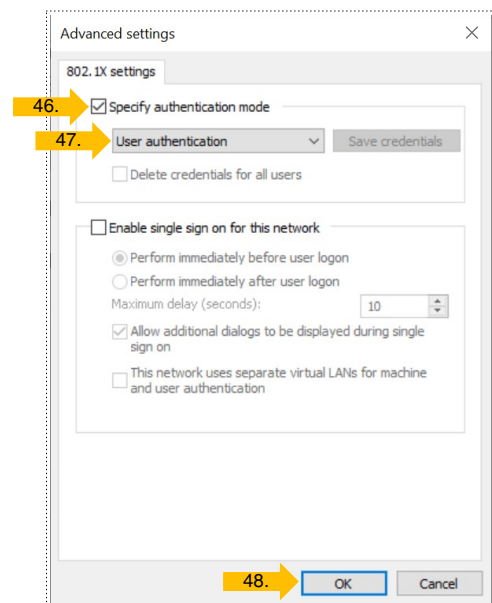


Fig. 21

- 5.15 When you see the question **Do you want to allow your PC to be discoverable by other PCs and devices on this network?**, answer by clicking **Yes** (Fig. 23).

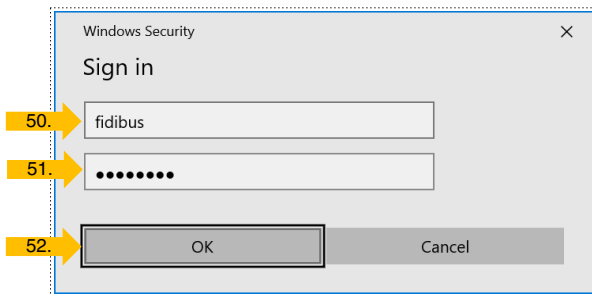


Fig. 22

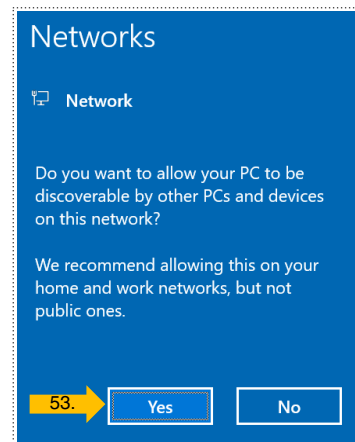


Fig. 23

- 5.16 If everything has gone smoothly, you are now connected to the network and you have internet access. You should see that the red question mark in the **Network Connection** window has disappeared, there is an icon on the taskbar showing a screen with a connector, and in the **Network & Internet** window, if you click on **Status** in the menu at the left of the screen, you will see the message **You're connected to the internet** (Fig. 24 to 26).

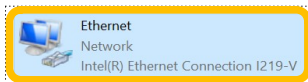


Fig. 24

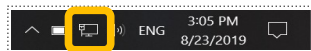


Fig. 25

- 5.17 So now you're ready – you can close any open windows and start working...

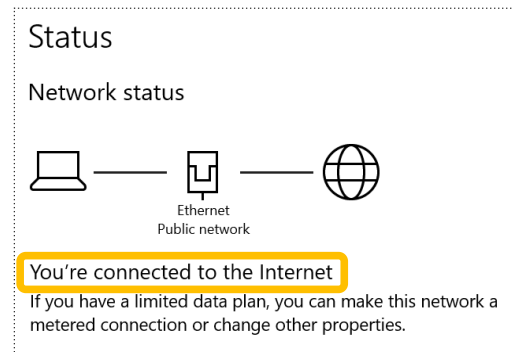


Fig. 26

6 Troubleshooting – what to do if something doesn't work...

- 6.1 Read this manual again carefully.
- 6.2 Wait around 30 minutes to an hour after registering in the Portal before you try to connect to the internet.
- 6.3 Write an e-mail to kolejenet@helpdesk.osu.cz describing your problem.
- 6.4 At the reception of the halls of residence, arrange for a technician to visit you in person.
- 6.5 Bring your device and visit the network administrator responsible for the halls of residence: Martin Kozelský, IT204, Centre for Information Technology, Bráfova 5, next to the University Library.