Welcome to the Chestnut Residence and Conference Centre

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Introduction:

Every computer needs an IP address in order to communicate with other devices on the network as well as accessing the Internet. At Chestnut Residence, our network server will assign an IP address for each connected computer. Your main task is to connect your computer properly using the provided equipment (e.g. DSL modem, switch and cables). Also you may be required to set up your computer's network configuration to use **automatic network configuration** (DHCP).

Although most operating systems use **automatic network configuration** by factory default, some computers that were previously connected to corporate or home networks may have been set to use manual configuration (e.g. static IP address). To make your computer compatible with ResNet, please refer to the following instructions to configure your system to use **automatic network configuration**.

How to get your computer ready for ResNet at Chestnut Residence

Windows Vista / 7 / 8

1. Click **Start**, type **network** in the **Start Search** box, then locate and click **Network and Sharing Center** in the **Control Panel** list *(If prompted for an administrator password or for confirmation, type your password, click **Continue**)*
   Windows 8 users: Use the keyboard shortcut **Windows key** + **X**, or move the mouse to the left bottom corner of the screen then right-click the mouse to activate the admin menu. From the admin menu select **Control Panel**. From the **Control Panel** menu locate and click **Network and Sharing Center**
2. In **Network and Sharing Center** click either; **Manage network connections** or **Change Adapter Settings** from the left menu
3. Right click either icons; **Local Area Connection** or **Ethernet** and then click **Properties**
4. In **Local Area Connection properties** or **Ethernet** windows, double-click **Internet Protocol Version 4 (TCP/IPv4)**
5. Select the following options and click **OK** to confirm changes: *(if there are any numbers in these fields, write them down first for your record)*
   - Select **Obtain an IP address automatically**
   - Select **Obtain DNS server address automatically**
6. Click **OK** to close the window

*Note: If your Windows **Vista** or **7 upgrade** computer still cannot connect, please see page 6 for additional steps*

Windows XP

1. From the **Start** menu, select **Control Panel**. Under the heading **Pick a category**, click **Network and Internet Connections**. (*If you do not see this screen, in the navigation bar on the left, click **Switch to Category View**)*
2. Under **pick a Control Panel icon** category, click **Network Connections**
3. Click once on the **Local Area Connection** icon, and click **Change settings of this connection** in the navigation bar on the left. *(If you do not have this icon, your network adapter may not be properly installed.)*
4. Click the **Advanced** tab then uncheck the box under **Internet Connection Firewall**.
5. Click the **General** tab, double-click on **Internet Protocol (TCP/IP)**
6. Select the following options and click **OK** to confirm changes: *(if there are any numbers in the fields, write them down for your record before proceeding)*
   - Select **Obtain an IP address automatically**
   - Select **Obtain DNS server address automatically**
7. Click **OK** to close **Local Area Connection properties**, and then close the **Network Connections** window

Internet Options (Windows XP / Vista / 7 / 8)

1. In **Control Panel** open **Internet Options** then click the **Connection** tab
2. Ensure **Never dial a connection** is selected *(if otherwise and before you select **Never dial a connection** option, first check **Settings** and write down any numbers in the fields for your record before proceeding)*
3. Click **LAN Settings**
4. Ensure **Automatically detect settings** is check marked
5. Under **Proxy server**, ensure there is no check mark at **Use a proxy server for your LAN** option
6. Click **OK** twice and close the **Control Panel** window

Mac OS X

1. From the **Apple** menu, select the **System Preferences** then click the **Network** icon
2. From the **Location** drop-down list, select **Automatic**
   - **In Mac OS X 10.5 and newer:**
     i. Select **Ethernet** (or the network adapter you wish to change the setting for)
     ii. Select **Using DHCP** for **Configure IPv4**: pull down menu then click **Apply**
   - **In Mac OS X 10.4 and older:**
     i. From the **Show** drop-down list, select **Built-in Ethernet**
        Note: if this panel is grey and inactive, click the lock icon in the bottom left corner to unlock it
     ii. Under the **TCP/IP** tab, select **Configure: Using DHCP**
        Note: if there are any numbers in the fields, write them down for your record
     iii. Click the **Apply Now** button
3. If prompted click **Save**
4. Restart your computer

Important notice:
Our Network does not support the DHCP BROADCAST flag. If you have Windows Vista or 7 upgrade you must apply the fix explained below first before you connect, otherwise you will have NO access. Source information can be found at http://support.microsoft.com/kb/928233

Additional steps for Windows Vista and Windows 7 Upgrade computers

This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. Refer to article ID: 322756 in the Microsoft Knowledge Base for more information on how to back up and restore the registry.

*If you are not sure or not comfortable to perform the steps provided in this page by yourself, please call the **ResNet Helpline** at extension **3182** for assistance. Otherwise do it on your own risk.*

Description In Windows Vista, the **BROADCAST** flag in DHCP discovery packets is not disabled by default. Therefore, some routers and some non-Microsoft DHCP servers cannot process the DHCP discovery packets. (for more details please refer to Microsoft article ID: 928233)

Resolution To resolve this issue yourself, disable the DHCP **BROADCAST** flag in Windows Vista and Windows 7 Upgrade. To do this, follow steps:

Step A. Find the **{GUID}** subkey that corresponds to the network adapter that is connected to the network:

1. Ensure that your computer is connected to the modem via an Ethernet cord and both are switched on.
2. Ensure that your wireless card is switched off on your computer / laptop.
3. Click **Start** 🪟, type **cmd** in the **Start Search** box, and then click **cmd** in the **Programs** list. A Command Prompt window will open.
4. At the command prompt type **getmac** and then press ENTER.
5. The output example below gives you an idea on the **{GUID}** subkey you are looking for. In this example it is {4B89E525-B2FE-4E02-B769-D671265BBDE6}

   ```
   C:\Users\admin>getmac
   Physical Address    Transport Name
   =================== =========================================================
   00-21-85-0C-52-A3   \Device\Tcpip_{4B89E525-B2FE-4E02-B769-D671265BBDE6}
   ```

Step B. Apply the Fix:

1. Click **Start** 🪟, type **regedit** in the **Start Search** box, and then click **regedit** in the **Programs** list.

   🪟 If you are prompted for an administrator password or for confirmation, type your password, or click **Continue**.

2. Locate and then click the following registry subkey:

   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Interfaces\{GUID}

3. In this registry path, click the **(GUID)** subkey that you found in step A.
4. On the **Edit** menu, point to **New**, and then click **DWORD (32-bit) Value**.
5. In the **New Value #1** box, type **DhcpConnEnableBcastFlagToggle**, and then press ENTER.
6. Right-click **DhcpConnEnableBcastFlagToggle**, and then click **Modify**.
7. In the **Value data** box, type **1**, and then click **OK**.
8. Close Registry Editor and restart your computer.

By setting this registry key to 1, Windows will first try to obtain an IP address by using the BROADCAST flag in DHCP Discover packets. If that fails, it will try to obtain an IP address without using the BROADCAST flag in DHCP Discover packets.