

Dialing Into Dartmouth with Windows XP Professional

Who needs this document?

Any member of the Dartmouth community who wants to gain access to Dartmouth's network resources, such as electronic mail and the Internet, from a remote location using a computer running *Windows XP Professional*. This handout explains how to set up your computer so you can dial into Dartmouth's network. It also explains how to be sure your hardware is working properly.

What do I need to get started?

You must have a Dartmouth Name Directory (DND) name and password — the same name and password you use to access *BlitzMail* and other services while on campus.

You must have a user name and password for the Wilson file server if you are going to use public printers or KeyServed software. To request a Wilson account, send an e-mail message to **wilson.account@dartmouth.edu**.

Windows XP Professional must be installed and properly configured on your computer. You should have your installation CD-ROM or disks handy in case you are prompted for files that are not on your hard drive.

And you'll need a properly installed modem that supports at least 9,600 baud and is recognized by *Windows XP Professional*.

How do I make sure my modem is set up correctly?

Many common dial-up problems are caused by an improperly installed modem. You can follow these directions to make sure your modem is installed properly.

1. Click the **Start** button, move to **Settings**, and click **Control Panel**. Double-click the **System** icon.
 2. Click the **Hardware** tab, then the **Device Manager** button. Double-click the **Modems** entry if your modem is not already displayed below it. Make sure that your modem is correctly identified, is not flagged with an error (a yellow exclamation point or a red X), and is listed only once.
 3. Double-click the name of your modem to open its Properties window. On the **General** tab, make sure that its status is listed as **This device is working properly**. Any errors must be corrected by following the directions supplied by the modem manufacturer before proceeding. Click **OK** to close the window, then close the Control Panels windows.
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How do I configure my computer to use the Internet and the Web?

1. Click **Start**, move to **Settings**, double-click **Network Connections**, then select the **Create a new connection** link.
2. The New Connection Wizard will appear. Click **Next**. Select the **Connect to the network at my workplace** radio button and click **Next** twice.
3. In the Connection Name window, type **Dartmouth** in the **Company Name** field, then click **Next**.
4. In the Phone Number to Dial window, supply one of the phone numbers listed in the next section of this document in the **Phone number** field, then click **Next**. If you need to dial a number to access an outside line (for example, 9), enter that in **Phone number** field before entering the dial-up pool number.
5. Dartmouth provides three different pools of modems. You can use any of these modem pools.

If Hanover, NH is a local call, enter the following information on the next window:

Area code: **603**
Telephone number: **653-5250**
Country code: **United States**

If White River Junction, VT is a local call, enter the following information on the next window.

Area code: **802**
Telephone number: **299-1111**
Country code: **United States**

If Bradford, VT is a local call, enter the following information on the next window:

Area code: **802**
Telephone number: **449-111**
Country code: **United States**

6. A dialog box will appear indicating you have completed the steps to create the connection. If you would like a shortcut to this connection placed on your Desktop, click in the check box, then click **Finish**.
 7. The Connect Dartmouth window will appear. Supply your Dartmouth Name Directory (*Blitz-Mail*) name in the **User Name** field and your password in the **Password** field, then click **Dial**.
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How can I be sure my remote connection to Dartmouth is working?

1. Click **Start**, then **Settings**, then **Network Connections**, then **Dartmouth**. Or, if you created a shortcut on your desktop, double-click the **Dartmouth** icon on your desktop. Enter your DND account name and password (the same as you use for *BlitzMail*). Make sure the correct phone number appears.
2. Click **Dial**. An informational window will tell you that it is dialing, verifying, and authenticating your user name and password.
3. Once you have a connection, click **Start**, then **Run**. In the **Open** box, type **cmd** and press **[Enter]**. At the prompt, type **ping www.dartmouth.edu** (in lower-case letters) and press **[Enter]**. After a moment, you should receive a reply from the Dartmouth computer. If you see one or more lines that begin **Reply from 129.170.16.79**, then you have successfully set up your remote connection. Type **exit** and press **[Enter]** at the prompt to close the cmd window.
4. To end your session and hang up, right-click the **connection** icon in the **System Tray** (located in the lower-right corner of your screen) and click **Disconnect**.

If you can successfully ping **www.dartmouth.edu**, you should be able to run *BlitzMail*, *Netscape Navigator*, *Internet Explorer*, or any other Windows applications that use TCP/IP.

How do I configure my computer if I want to be able to use an Ethernet connection sometimes and dial in sometimes?

1. Set up your computer using the instructions in the "Setting Up Windows XP Professional on the Dartmouth Network" handout.
2. Create the Dartmouth connection icon (connectoid) as outlined in this handout under the section "How do I configure my computer to use the Internet and the Web?".

If you have additional questions about Dartmouth's wireless network or are having problems, contact the Computing Help Desk at 646-2999 and select from the options provided, send electronic mail to **Help@dartmouth.edu**, or call your division's computing support office.

If we are aware of problems with the Dartmouth dial-up services, we will post them in the BlitzMail Bulletin topic "Computer - Outages."