

Network FAQ Network Related Frequent Enquiries

Some of the Network related questions are being listed here in order to help faculties, students and staff persons for resolving their queries.

- Who are the contact persons in CC Network Group?

Answer :

Mr. Navpreet Singh- navi@iitk.ac.in
Mr. Navneet Sharma- nsharma@iitk.ac.in
Mr. Anjanee Kumar- anj@iitk.ac.in
Mr. Satyam Gupta- satyam@iitk.ac.in
Mr. Rajat Katiyar- krajat@iitk.ac.in
Contact Numbers : 7371 , 6643 .

- What to do if I cannot get the LAN connection?

Answer :

1. First find out where the problem is that is whether it is in your room / lab only or the entire block / building.
2. For that check the next rooms / labs nearby and the next blocks / buildings. 2.If the problem is for the entire block / building then the switch is not functioning, otherwise the problem is with your room's / lab's connection.
3. The complaint has to be raised to the Network Group in CC.
Contact: Mr. Satyam Gupta
E-mail : satyam@iitk.ac.in
Ph. No : 7371.

- What is my IP and how to get it?

Answer :

For Hostel's Room:

1. Go to "Hostel IP Address".
2. Select your Hostel.
3. Then, Select your Block.
4. Select your Room Number.
5. Click on OK. You will get a pop-up having the IP address Details.

For the Static IP Address in the Academic Area:

Contact: Mr. Navneet Sharma
E-mail : nsharma@iitk.ac.in
Ph. No : 6444.

For the Dynamic IP Address in the Academic Area:

Use DHCP. For more details : follow the link

<https://iitk.ac.in/cc/index.php/dhcp>

- How to configure DHCP/Static IP in the computer to the LAN?

Answer :

A. Configuration Settings for Windows Platform:

1. Go to Start >> Settings >> Control Panel >> Network Connections >> Local Area Connections >> Properties.
2. Select Internet Protocol (TCP/IP)
3. Click Properties.
4. For DHCP:
Select "Obtain IP Address" automatically and automatically obtain DNS Address.
5. For Static:
Specify IP Address, Gateway, Subnet Mask and DNS.

B. Configuration Settings for Windows Platform:

1. Go to Network Settings GUI. Select and configure the interface.
2. For DHCP:
Select "Obtain IP Address" automatically and automatically obtain DNS Address.
3. For Static:
Specify IP Address, Gateway, Subnet Mask and DNS.

- Which proxy server should I use?

Answer :

proxy.iitk.ac.in-	Port : 3128
vsnlproxy.iitk.ac.in-	Port : 3128
bsnlproxy.iitk.ac.in-	Port : 3128
nknproxy.iitk.ac.in-	Port : 3128

- How to connect to Secure Wireless?

Answer :

How to Configure Wi-Fi for Single Sign-On using WPA?

1. Go to the website <https://wifilogin.iitk.ac.in> , and create a password for Single Sign-On Wi-Fi access.
 - a. Click on "New Users".
 - b. Login with CC user credentials.
 - c. Then create a password for Single Sign-On Wi-Fi access.

(Note: username will remain same as CC username)

The same website can also be used to change the Single Sign-On Wi-Fi password.

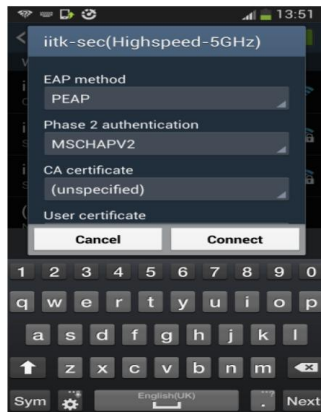
2. Use SSID iitk-sec or iitk-sec(Highspeed-5GHz) to access Single Sign-On Wi-Fi seamlessly across the entire campus. The iitk-sec SSID supports both 2.4 GHz and

5 GHz where as iitk-sec(Highspeed-5GHz) supports only 5 GHz.

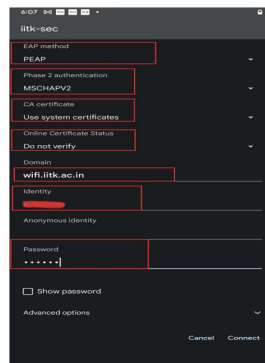
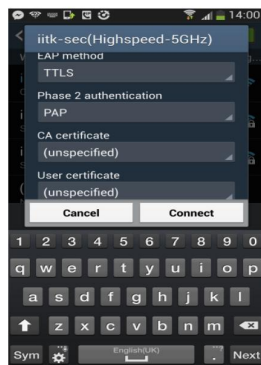
When you connect for the first time, you will be prompted for a username and password. You should use your username and Single Sign-On Wi-Fi password for the same.

For Android Mobiles, Please Follow Following Steps-

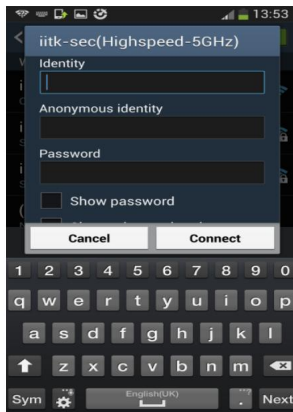
1. Select EAP method “PEAP” and “MSCHAPV2” as Phase 2 authentication and under CA Certificate use “Unspecified” or “Do not validate”.



If EAP method “PEAP” not available in list, use “TTLS” as EAP method and “PAP” Phase 2 authentication and under CA Certificate use “ System Certificate” and use "wifi.iitk.ac.in" in domain name. In case “system Certificate” option is not available use “Unspecified” or “Do not validate”.



2. Fill “username” in identity and “Single Sign-On Wi-Fi password” in password field.
NOTE: Keep Anonymous Identity – blank.



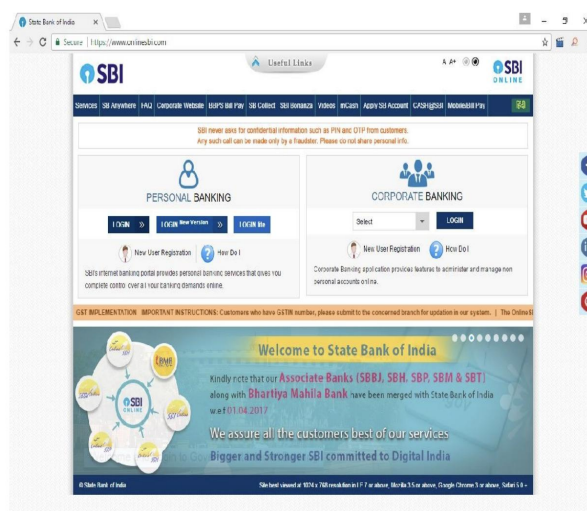
Where do I get the patch cord and what is the price?

Answer :

Purchasing LAN Cord from Computer Centre LAN Cord can be purchased from CC. 3 meter cord costs only Rs. 45/-. CC provides LAN cord at subsidized rates. Please don't purchase LAN cord from outside as they are more expensive and are not of good quality.

Please follow the following steps to pay online for purchasing the LAN Cord:-

1. Go to URL www.onlinesbi.com



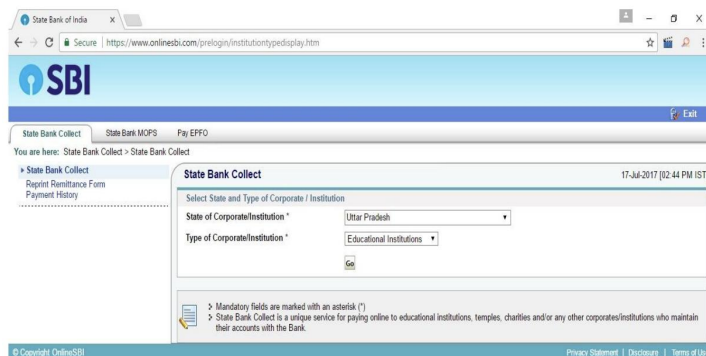
2. Click on “SB Collect” link



3. Click on Checkbox and then Proceed



4. Select State as “Uttar Pradesh”, select Type as “Educational Institution” and click on Go button.



5. Select “Indian Institute Of Technology, Kanpur” and then click on Submit button

State Bank of India

State Bank Collect | State Bank MOPS | Pay EPFO

You are here: State Bank Collect > State Bank Collect

State Bank Collect

Select from Educational Institutions *

Educational Institutions Name: INDIAN INSTITUTE OF TECHNOLOGY, KANPUR

Submit Back

Mandatory fields are marked with an asterisk (*)

6. Select Category as “Students Benefit Fund” and then the page will redirect into next page

7. Select Payment head as “Issue of LAN Cord”, fill all details as shown below and Submit

State Bank of India

State Bank Collect | State Bank MOPS | Pay EPFO

You are here: State Bank Collect > State Bank Collect

State Bank Collect

INDIAN INSTITUTE OF TECHNOLOGY, KANPUR

G T ROAD, KALYANPUR, , KANPUR-208016

Provide details of payment

Select Payment Category * STUDENTS BENEFIT FUND

Roll No * 123456

Name * Satyam Gupta

Payment head * Issue of LAN Card

Amount * 45

Remarks LAN Cable

Please enter your Name, Date of Birth (For Personal Banking) / Incorporation (For Corporate Banking) & Mobile Number. This is required to reprint your e-receipt / remittance(PAP) form, if the need arises.

Name * Satyam Gupta

Date of Birth / Incorporation* 11/7/1989

Mobile Number * 1234567891

Enter the text as shown in the image *

877F1

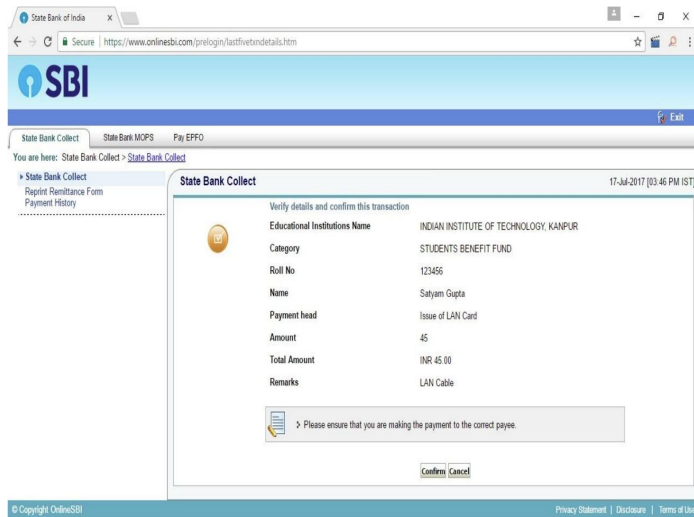
Submit Reset Back

Mandatory fields are marked with an asterisk (*)

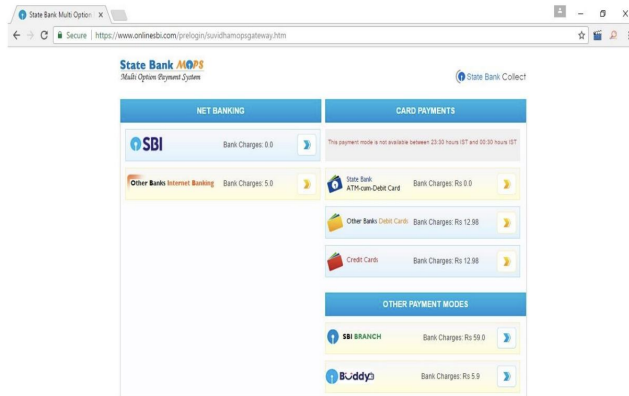
The payment structure document if available will contain detailed instructions about the online payment process.

Date specified(if any) should be in the format of ddmmyyyy. Eg. 02082008

8. Now verify all the detail and click on Confirm button



9. Now select the payment gateway and pay



10. Complete the payment process and then take the printout of e-receipt

11. Go to Network Group in Computer Centre, submit the slip and get the LAN Cord

- I find it really frustrating when my network connection breaks at 2:00 AM when I have a deadline the next day. Why isn't someone here to fix it right now?

Answer :

We provide support from 9 am to 5 pm on all working days. In case you have problem other than this time, you can drop a mail to :

Person : Mr. Satyam Gupta

E-mail : satyam@iitk.ac.in

OR

You can also file a complaint on the Institute Pingala website using your Pingala account. <https://pingala.iitk.ac.in>

Your complain will be attended next working day at the earliest.

- Why does CC filter and restrict access to IITK network?

Answer :

IITK net is an "open" computing environment:

We do not normally restrict access into or out of our network. This reflects both the traditional openness of the academic environment, and our opinion of where security efforts give the best return.

However we restrict the access from your machine to Internet and vice-versa by using Firewalls and also blocks porn sites

- How to set the proxy?

Answer :

In Internet Explorer:

1. Go to Tools >> Internet Options >> Connections >> LAN Settings.
2. Then In Proxy Server Section, check < Use Proxy Server for your LAN > and < Bypass proxy server for local addresses > .
3. Set the desired proxy server address (Proxy Details given above FAQs)
4. Then, Click <OK>
5. Click on Advanced Settings. In exceptions, add *.iitk.ac.in; 172.*; localhost; 127.0.0.1 .

In Mozilla:

1. Go to Tools >> Options >> Network >> Settings.
2. Select Manual Proxy Configuration and set the desired proxy server details (Proxy Details given above FAQs)
3. In "No Proxy for", add *.iitk.ac.in; 172.*; localhost; 127.0.0.1 .

In Google Chrome:

1. Go to Wrench >> Options >> Under the Hood >> Change Proxy Settings >> LAN Settings.
2. Then check < Use a Proxy Server for your LAN > and < Bypass proxy server for local addresses > .
3. Set the desired proxy server address (Proxy Details given above FAQs)
4. Then, Click <OK>
5. Click on Advanced Settings.
6. In exceptions, add *.iitk.ac.in; 172.*; localhost; 127.0.0.1

- I am not getting authentication page while using Direct Internet Access (No Proxy)?

Answer :

This may happen because of following reasons:

1. The Fortigate Firewall for Direct Internet Access allows only 75 simultaneous authentication requests. In case it receives more than 75 requests, it treats the client machine as infected and blocks the authentication for 3 minutes. This process may repeat and you may never get authentication. To avoid this situation, clean your machine from all virus and worms (infections try to access the Internet in the background and generate authentication requests), remove all the Internet applications from Startup menu and do not start multiple Internet applications simultaneously.
2. Fortigate authentication page can be directly accessible using following link <https://gateway.iitk.ac.in:1003/login?>

- How can I access IITK Network from outside IIT Campus?

Answer :

You can use VPN to access IITK Network from outside IIT Kanpur.

For more details on how to set and use VPN read below:

SSL-VPN About SSL-VPN (Secure Socket Layer VPN) IITK Computer Centre has installed a Secure Socket Layer VPN (SSL-VPN) server to allow access to IITK computing resources through the public telecommunication infrastructure and the Internet. SSL-VPN employs encryption and other strong security protocols and allows two computers to create a private, secure communications tunnel through the Internet. This ensures that only authorized users can access the IITK network and that their data cannot be intercepted. "A Secure Sockets Layer virtual private network (SSL VPN) is a kind of VPN that runs on Secure Socket Layers technology and is accessible via https over web browsers. It permits users to establish safe and secure remote access sessions from virtually any Internet connected browser. Traditional VPN requires the installation of IPSec client software on a client machine before a connection is established whereas SSL VPN has no such requirement. Users are able to access confidential applications or shared files on standard web browsers. The main benefit of SSL VPN technology is that because it is user-based, not device-based, any authorized user can login from web-enabled PCs for secure, remote access of confidential files." SSL VPN allows authorized users to securely connect to the IITK data network from off campus using various commercial Internet Service Providers (ISPs) (i.e. TATA, BSNL, Reliance, MSN, AOL, etc.). Using SSL VPN, remote users are connected to the IITK internal network as if they were directly connected to the campus network. This allows IITK remote users to access servers and other devices restricted to IITK network users and isolated from the outside.

What SSL VPN Provides?

SSL VPN is capable to perform following tasks: Extend geographic connectivity

Improve security Reduce transit time and transportation costs for remote users
Simplify network topology Provide global networking opportunities Provide telecommuter support Provide broadband networking compatibility Improve productivity Reduce operational costs versus traditional WAN In IITK, SSL VPN is used to provide secure, reliable and proper network connectivity to mobile off-campus users. They can access all servers and applications which they can access from within IITK campus.

- How can I access Library Online Journals from outside IIT Kanpur?

Answer :

To access Library Online Journals, try to browse the journals, In case of any issue setup the proxy in browser. To setup the proxy Open your Web Browser (Mozilla Firefox is preferred) and set proxy server as shown below.