STUDENTENWERK
LEIPZIG *Informationstechnik*

Instructions for setting up the network connection in the studNET of Studentenwerk Leipzig

as of August 1st 2017

Content

studNET website:
https://www.studentenwerk-leipzig.de/wohnen/studnet

studNET helpdesk:
https://studnet.studentenwerk-leipzig.de

Dear Tenant,

This user manual will help you to configure your network access in your room. Please read the instruction for your operating system carefully. If problems occur during the configuration, please read first our troubleshooting tips at the end of this booklet. Contact our system administrator if the problem persists.

Please visit our website, where we publish current faults, planned maintenance of our systems or changes in the office hours:

http://www.studentenwerk-leipzig.de/wohnen/studnet

For the connection between your PC or laptop and the data socket in your room (in most cases this is the left connection), an Ethernet network cable with RJ45 plug (see illustration) is needed. We recommend a cable of category 5e or higher. This cable may be purchased for a few euros in any electronics or computer store. Once you have the cable connected to your computer, please follow the instructions for setting up the network for your operating system on the following pages.

Ethernet network cable with RJ45 connector

To follow the instructions, you will also need to have your personal network data. You have received the data from your official in charge for housing (Figure 1).

Example network data:

STUDENTENWERK LEIPZIG Informationstechnik

/ -

SUBNET =
GATEWAY =

Datum
VO-Nummer

DNS1 = 139.18.25.3
DNS2 = 139.18.1.2

Mieternummer:
Password studNET Client:

You will need the above data to establish the connection to our network. Please read the instructions for setting up the network (A5 booklet).

In case of problems with the network, please use one of the following **three contact options.** Before contacting us please carefully read our instructions. When you contact our service staff you will need your tenant number from your contract, your operating system (manufacturer / version) and an exact description of the problem. Please also note that we do not repair computers, but we can assist you in setting up the network access.

1. **Online-Helpdesk:** https://studnet.studentenwerk-leipzig.de

2. **Hotline: Monday - Friday from 8.30 to 9.30 -- mobile number 01761 / 96 59 818**

3. **Office hours: Tuesday from 14.00 to 16.00, Straße des 18. Oktober 23 Room 211**
   Please inform yourself under https://www.studentenwerk-leipzig.de/en/studnet about any short-term changes in the office hours or hotline. Please also bring your laptop / mobile device to the office hour.

Please also read the Terms of Instructions concerning the Use of Internet (A5 booklet) carefully. Also take note of any changes we publish on the website and the announcements in your student halls of residence.

We recommend you to label your letterbox with your name. In order to do so, cut out a name label and attach it to the space designated for that purpose.

Figure 1

1. Quick Start / General

Setting up the Internet connection, regardless of the operating system, consists of two steps:

> 1) Configuration of the network connection (IP address, subnet mask, gateway/router and DNS server). **You must always configure the IP address, subnet mask, gateway / router and DNS server. Use the connection data from your personal data sheet (Figure 1).**

> 2) Authentication at login server. For Windows operating systems, the authentication will be achieved by using the studNET Login client, which you can download from our website (only possible after you have completed step 1). For Linux operating systems and MAC OS, authentication will be established using the ssh command in a terminal window.

In this booklet we have created exemplary instructions for three operating systems. Please note that individual steps may vary for different versions of operating systems.

2. Windows 7 / Windows 8 / Windows 10

Note: The figures and description refer to Windows 7. Windows 8 and Windows 10 are very similar and they differ only in details in our description. Please ensure that your operating system has updated network drivers.

You will need administrator rights on your computer.

First, the network must be set up. Click with the right mouse button on the network icon in the system tray (Figure 2).
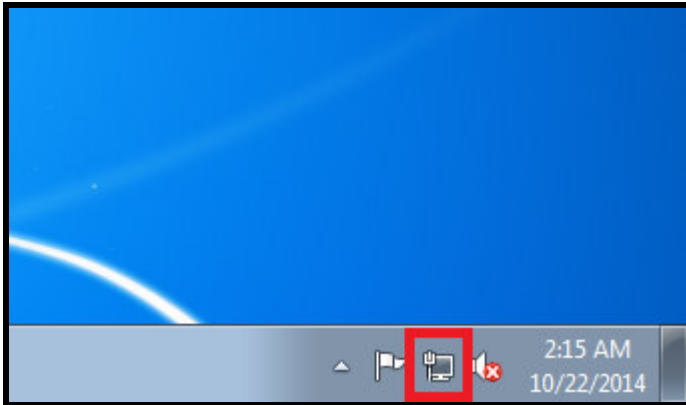
Figure 2

Then select "Open Network and Sharing Center" (Figure 3).

Troubleshoot problems

Open Network and Sharing Center
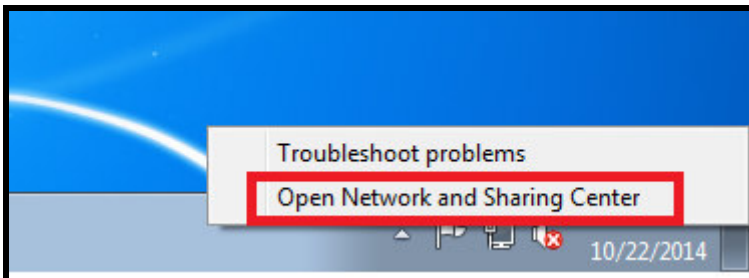
10/22/2014

Figure 3

Select the LAN connection where you have the cable connected to the data socket in your room (Figure 4).

The name of the connection on your system may differ from the description in Figure 4. It is important that you choose the connection, which is connected by cable to the data socket in your room.
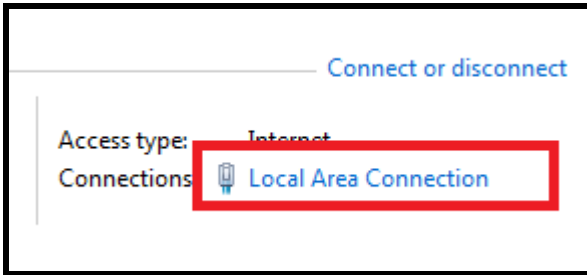
Figure 4
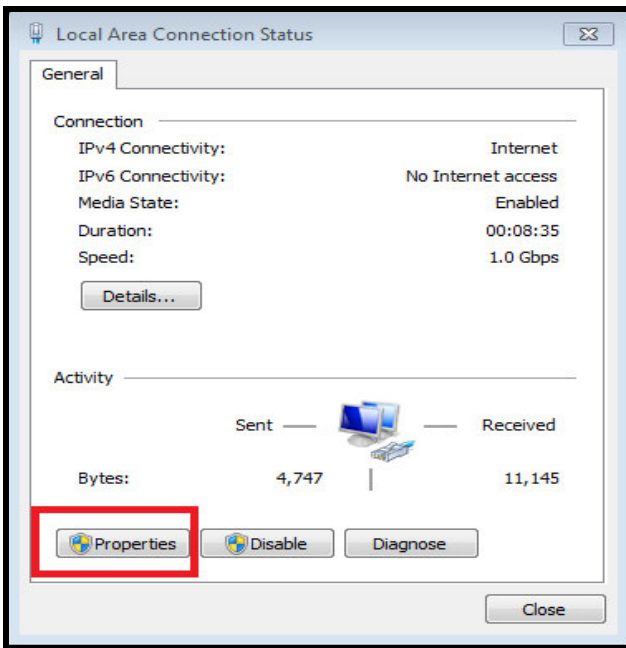
In the next window select "Properties" (Figure 5).

Figure 5

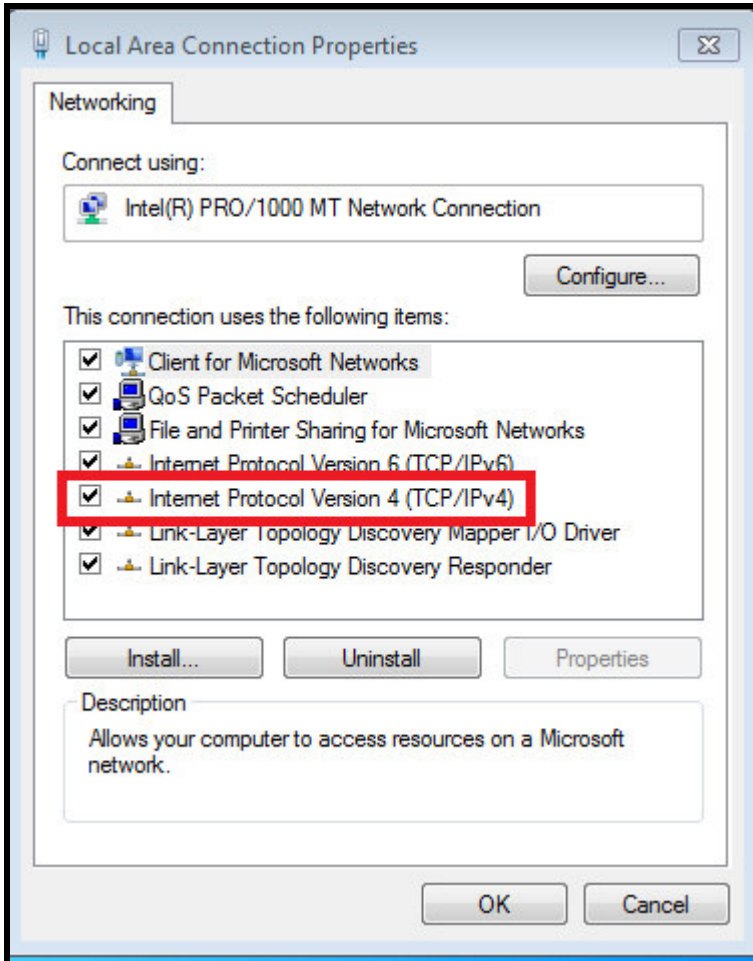Then select "Internet Protocol Version 4" and "Properties" (Figure 6).

Figure 6

Please completely enter your connection details in the following window (IP address, subnet mask, gateway, DNS server). The data in Figure 7 are only examples and not complete. Your personal data is on your personal data sheet (Figure 1). Confirm with OK (Figure 7).
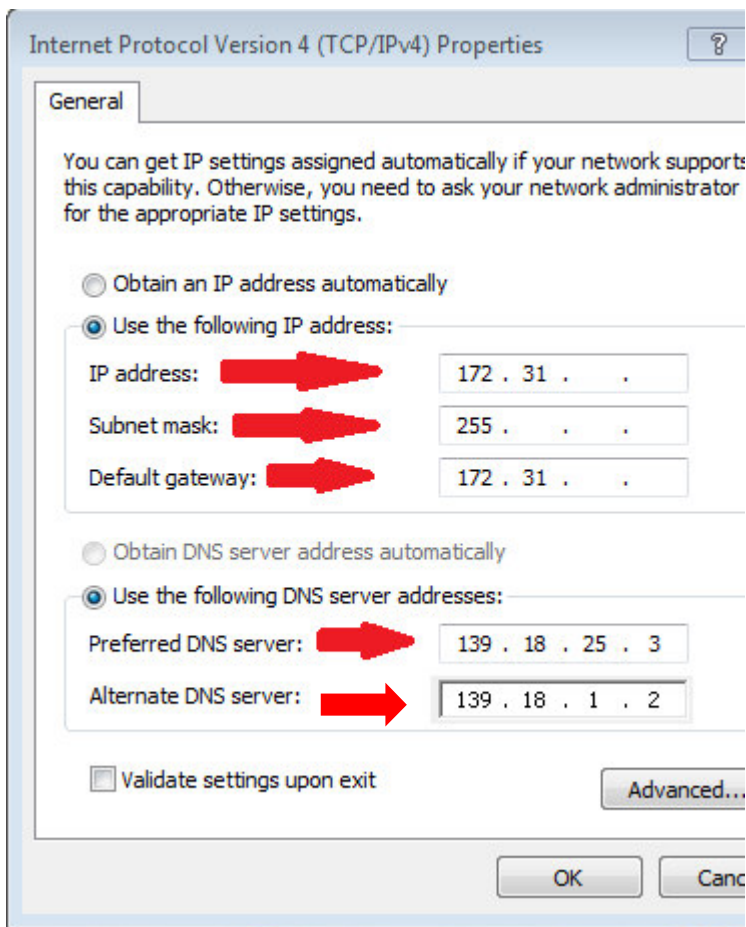
Figure 7

After the network is set up, you still need our studNET client to authenticate to the login server. To do so, open a browser (e. g. Internet Explorer or Firefox) and visit the following page:

https://www.studentenwerk-leipzig.de/studnet-client

Please note that only this page is unlocked for access without authentication!

Here you can download the studNET login client. Download and save this file on your desktop. Execute the program and install it. Now you can start the Login studNET client.

Enter your six digit tenant number (Mieternummer) and password in the spaces provided and connect. You will find this data on your personal data sheet (Figure 1).

The connection to the Internet is now set up and should work.

If you experience problems, please check again the details and read the troubleshooting tips at the end of this booklet.

3. Ubuntu Linux

Please note: Depending on the version of the operating system, the explained steps and figures might differ.

First, the network must be set up. Go to the System Settings and then Network (Figure 8).
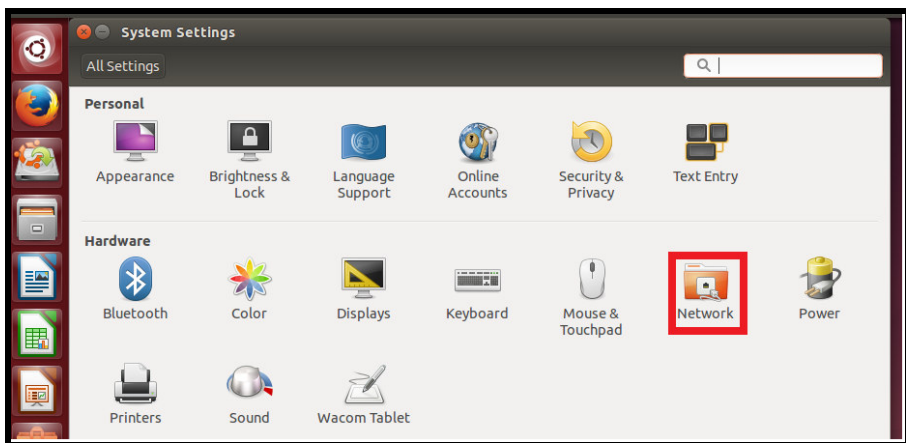

Figure 8

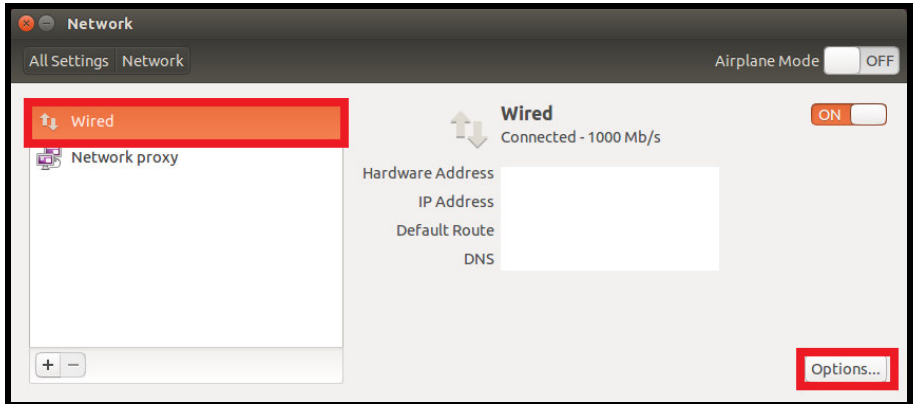Then select the wired connection and click "Options" (Figure 9).

Figure 9

In this dialog (Figure 10), select "IPv4 settings". Now click "Add" and enter your connection data completely (IP address, subnet mask, gateway, DNS server). The data in Figure 10 are only examples and not complete. You will find the data on your personal data sheet (Figure 1). Confirm with "Save".
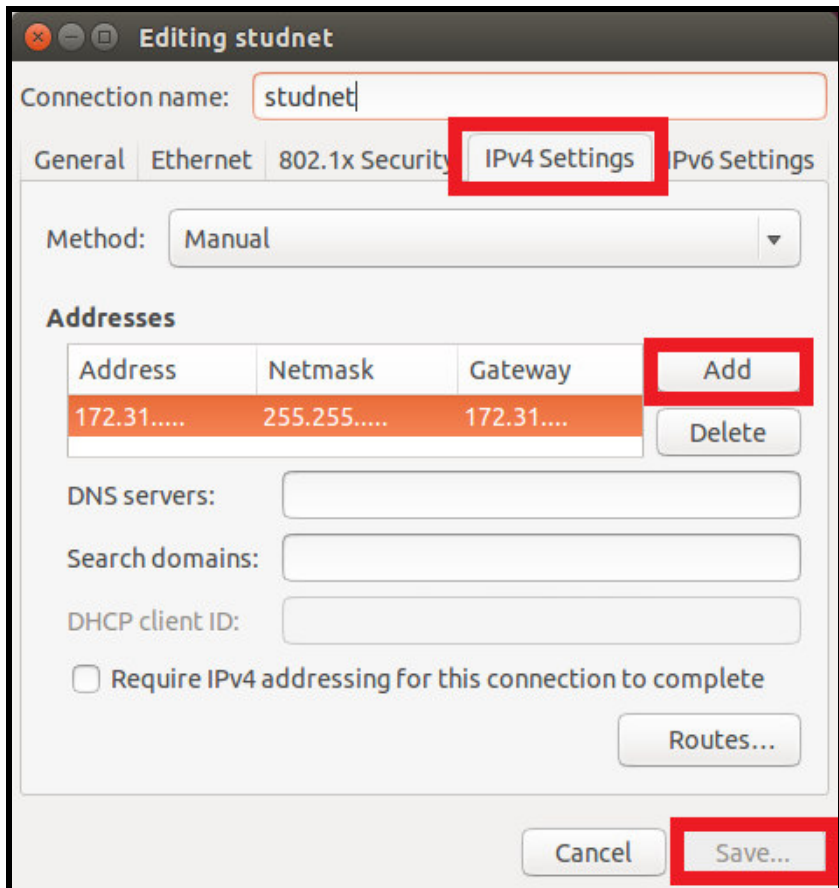
Figure 10

Now open a terminal window (Figure 11).

Figure 11

Type the following command in the terminal window:

ssh tenant-number@139.18.143.253

(Instead of "tenant-number" write your personal six digit tenant number which you find on your personal data sheet (Figure 1)).

During the first login the following message appears:

The authenticity of host '139.18.143.253' cannot be established.
RSA (or ECDSA) key fingerprint is …….
Are you sure you want to continue connecting (yes / no)?

Write 'yes' and press "Enter."

You will next be prompted for your password. You find it on the personal data sheet (Figure 1).

Here you need to enter your personal password. The password is case sensitive and no signs will be displayed during typing on the terminal. If the message below appears, the login was successful.

Hello <Mieternummer>. You are authenticated from host

"xxx.xxx..xxx.xxx" …

Now you are online.

Do not close the terminal. After a restart or the awakening of the computer, you must log in again.

4. Mac OS

Please note: Depending on the version of the operating system, the explained steps and figures might differ.

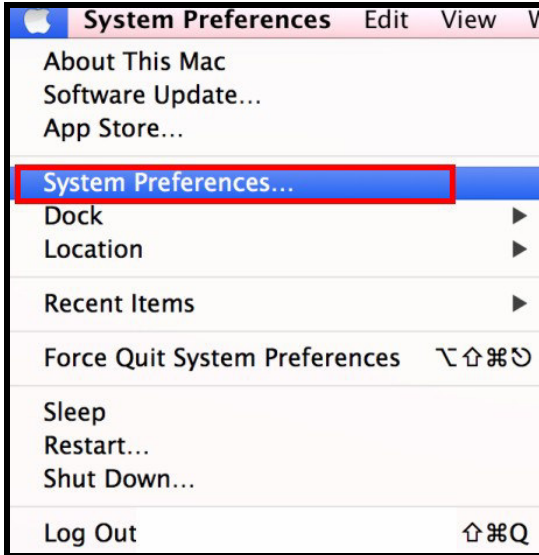Click on the Apple menu. Then select "System Preferences" (Figure 12).
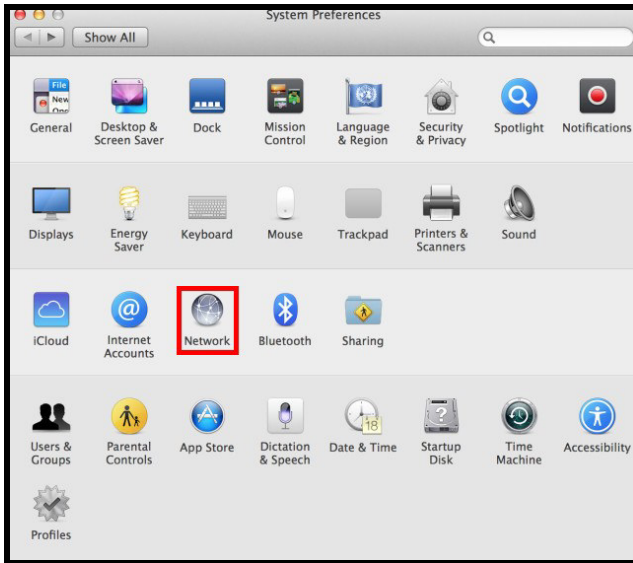

Figure 12

Figure 13

Then click the Network icon (Figure 13) and enter your connection details like IP address, subnet mask, router (gateway) and DNS server (Figure 14). In this example, the DNS server is configured in a separate window. To do so click "Advanced". Please also note that the data shown in our figures are only examples. Take your personal data instead from your personal data sheet (Figure 1).
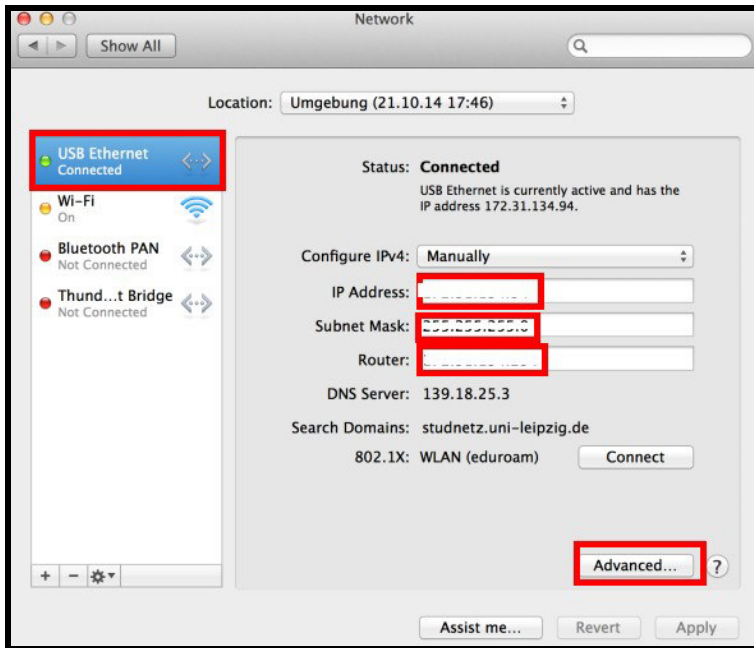
Figure 14

In Figure 15 mark "DNS" and then the "+". Then enter the DNS server IP address. Confirm with "OK".
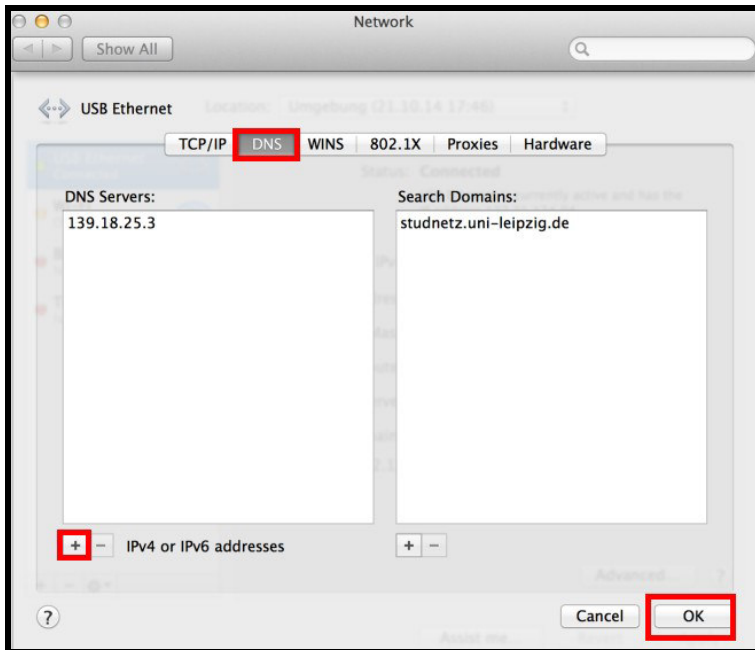
Figure 15

Now open a terminal window.

Type the following command in the terminal window:

ssh tenant-number@139.18.143.253

(Instead of "tenant-number" write your personal six digit tenant number which you find on your personal data sheet (Figure 1)).

During the first login the following message appears:

The authenticity of host '139.18.143.253' cannot be established.
RSA (or ECDSA) key fingerprint is…..
Are you sure you want to continue connecting (yes/no)?

Write 'yes' and press "Enter."

You will next be prompted for your password. You find it on your personal data sheet (Figure 1).

Here you need to enter your personal password. The password is case sensitive and no signs will be displayed during typing on the terminal. If the message below appears, the login was successful.

Hello <tenant number>. You are authenticated from host

"xxx.xxx..xxx.xxx" …

Now you are online.

Do not close the terminal. After a restart or the awakening of the computer, you must log in again.

5. Use of Routers / WLAN

We support exclusively setting up your studNET access based on a wired direct connection to the network socket (LAN).

Yet you have the option of multiple devices (smartphone, tablet, laptop) to connect via a wireless router with the studNET. You can find an overview of the most important settings required on our website at the following link:

http://www.studentenwerk-leipzig.de/wohnen/studnet

We provide for the configuration and use of your router no further advice or technical support. The responsibility for all peripheral devices rests solely with the user.

Please note also, that you are solely responsible for the security of your router (insecure WLAN). For any misuse of your connection, you can be held accountable.

6. Common mistakes

Before contacting our support team, please make sure that you have checked the following steps:

1) You have your laptop / PC connected via cable directly to the data jack in your room.
2) You have configured the correct network information (**IP address, subnet mask, DNS server, gateway**) and checked for typos.
3) You have entered the network data on the correct network adapter (**not** e. g. the wireless adapter).
4) You properly spelled the tenant number and password in the Login studNET client.
5) You do **not** have defined a proxy server in your browser.