

District Support Services Center Wireless Local Area Network (LAN) Access

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In the latter part of 2003 the District Support Services Center (DSSC) installed several Cisco 1200 Series wireless access points. Common use may be for accessing email, calendar, and the internet throughout various locations at DSSC. Many questions have arisen since then concerning particular setup and use of this new technology both from internal clients as well as the external MCCCD college community. Further (technical) details from the Network Services Team concerning this technology can be located at <http://www.dist.maricopa.edu/network/wireless/>.

However, in an effort to assist with education, recommendations, and setups for the use of this type of technology the following has been provided for your use in determining what you may need. Please understand that although “wireless” access can be used in ranges up to several hundred feet, there may be a room obstruction that may cause access/speed issues. Security compliance also needs to be part of keeping our resources (data) safe. Please refer to the *Computer Resource Standards* at the Security Services Website @ <http://www.guardian.maricopa.edu/>.

Please let the help desk know when a situation occurs so that further investigation and planning may take place to service your future needs.

Using Wireless in the DSSC Building

The following is an FAQ that will assist you in learning more about what can and cannot be done concerning wireless in and out of the building. Please note that “all” requests for wireless access must begin with contact to the DSSC Help Desk using one of the following:

Email - helpdesk@domail.maricopa.edu

Work Order Request - <http://www.dist.maricopa.edu/helpdesk/>

Phone – 480 731-8632

Q: What do I need in order to use the District Office Building Wireless Network?

A: You will need the following:

- 1) A DSSC domain username/password account. If you logon to the “Maricopa” or DO domains you should be able to use this network. If you are MCCCD staff from other campuses or from a non-district location, you can be granted a temporary or permanent access dependent of your access frequency.
- 2) A laptop with a Cisco compliant (IEEE 801.11b) wireless network card. (PDA devices are currently under review. PDA use may/may not also be determined depending upon the wireless compatibilities of the wireless card in the device. PDA devices – in general – can be reviewed at the DSSC Help Desk web site <http://www.dist.maricopa.edu/helpdesk/> under DSSC Standards and Recommendations.
- 3) General information on configuring your laptop can be found at <http://www.jiwire.com/wi-fi-setup-guide-1.htm>. You may also consult with a member of the DSSC technical teams with a request to the DSSC Help Desk.

- 4) Once your computer has been configured correctly and the wireless network is visible, the next step is to launch your web browser and bring up a non-district web page (<http://www.yahoo.com> as an example). The DSSC Nocat server will see this connection attempt and re-direct your web browser to the authentication page where you will be prompted for your domain username and password. **You must answer yes** to the warning window that will appear or you will not have the opportunity to be authenticated. **Important Note: If your device goes into hibernation mode for a certain amount of time, then you will have to authenticate again into the system.**

Q: My computer is already configured for wireless access at some other location; can I just use this configuration?

A: DSSC is currently moving to Active Directory therefore the answer remains **not at this time**. For now, in order to allow only authorized users to access its resources, you must configure your wireless network card with the DSSC configuration (each wireless network has its own identity and access codes). You can however, save different configurations (profiles) and be able to switch from one profile to another if your wireless network card and applicable software has this option.

Q : My computer is on our domain (Maricopa or DO); and you have setup your printer on your laptop using the printsrv1 printer name (note that wireless does not work with Novell/IPX) then YES you should be able to print to DS: Can I print using my laptop configured for the District Office Wireless Network?

A: If your SC printers. If you are from another District campus or a non-district location, you currently will not be able to use this option.

Q: Can I still access my files on the server?

A: Again, DSSC is currently migrating to Active Directory. Therefore, if your files are stored on DO-Admin1 or DO-admin2, then you will not be able to access these files, as the District Office Wireless Network does not support IPX or Novell.

If your files are stored on File1, and your computer has been registered on our domain (Maricopa or DO) then you should be able to access your files on the server.

If your files are stored at another campus or a non-district location, you will not be able to access your files on those servers at this time.

Using Wireless outside the DSSC Building

Just because you may have wireless access within the DSSC building “does not” mean that you can access files anywhere you go. Security plans an important role as well as additional costs to you and/or your department. Wireless network companies, called Hotspot Operators, are now popping up in public spaces such as hotels, airports, conference centers, and retail establishments. Longer access ranges may be available with these companies, however keep in

mind degradation of speed and service may still happen with distance, equipment, weather, topography as well as physical obstructions (poles, garages, etc.) considerations.

If you already have a wireless network card you don't necessary need to purchase any additional hardware to connect but rather service contracts only.

Q: What do I need in order to use this outside wireless network?

A: Some hotspots are free and others require some type of payment (usually per day amount). To see where the hotspots (free/pay) are in your area, visit <http://www.jiwire.com/search-hotspot-locations.htm>. You will need to configure your wireless device with their correct configuration in order to access their hotspot. Some hotspot operators that have their own software to automatically detect their hotspot(s) in public spaces so this may also be needed.

Q: If I have problems configuring or accessing hotspot services whom can I contact for assistance?

A: In dealing with these public hotspots please contact the hotspot operator's support for help in accessing their wireless network @ <http://www.jiwire.com/search-hotspot-locations.htm>.

Q: Can I access my files on an MCCD server?

A: It is possible to access your files, but it is recommended to have a VPN (Virtual Private Network) to ensure a secured connection. VPN information can be found at http://www.guardian.maricopa.edu/VPN_files/VPN.htm.

Cellular Wireless

Most of us are most familiar with this type of wireless communication – mobile phone users. Cellular allows wireless access with a device on a cellular phone provider network. DSSC continues to research this technology for the best devices possible to allow email and calendar access for our systems. Services can be reviewed from the Western States Contracting Alliance at <http://www.aboutswca.org/>. Be aware that although cellular devices advertise the capabilities to access email and calendar products, they MAY NOT necessary be compliant with MCCD's services. **Therefore it is HIGHLY recommended that you contact MTAC (MCCD's Telecommunications Department) at 480 731-8999 for consultation prior to purchase.**

Q: What do I need in order to use the cellular wireless network?

A: Please consult with MCCD's Telecommunication Department (MTAC) at 480 731-8999 located at the DSSC.