

Can't access the Internet?

You may have found that you can no longer access the Internet on your laptop computer.

Possible Cause: Your access to the VIU network may have been blocked.

Network Services monitors our network looking for unusual traffic. If, on the rare occasion, Network Services finds a computer that appears to be infected with a virus they will block the computer's access to protect our network.

How is this done?

Network Services will place a block on your Discovery or Capitan user account to prevent wireless authentication. This will block access to both WISP and S-WISP.

How do I find out if I have been blocked?

If you are unable to authenticate onto the WISP or S-WISP networks, ask at the Library Service Desk, or Reference Desk, to have a technician contacted to help you with this problem. Or, you can email the IT Helpdesk at ithelp@viu.bc.ca.

For IT Helpdesk hours please see: <http://www.viu.ca/technology/ITS.asp>

I am blocked, how can I get the block removed?

Follow these steps:

1. Find out what has infected your computer and clean it with your anti-virus program, or use a software tool specific to the infection. NOTE: this may require you to re-install or update your anti-virus program or use an alternate online anti-virus program.
 - a. **Students/Discovery users** refer to:
http://www.viu.ca/technology/general/CompSec_Firewall.asp
 - b. **Capitan users** refer to:
http://www.viu.ca/technology/employees/AtHome_Software.asp
2. Get your computer updated to the latest service packs and patches, see the next section on finding your Service Pack level for more details.
3. You will need to demonstrate to Information Technology Services that:
 - You have applied the Windows XP Service Pack 2
 - You have applied the critical operating system patches
 - You have properly functioning anti-virus with current virus definitions installed

Once the above has been demonstrated, to the Helpdesk or technician, the block will be removed.

I'm not blocked but I still can't access the internet?

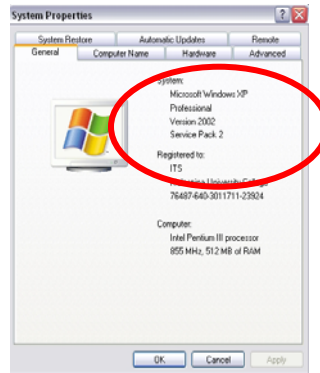
Students/Discovery users: Ask at the Library Reference Desk for assistance, they can direct you to VIU technical resource materials or contact a technician to assist you.

Capitan users: Contact the Helpdesk for assistance.

Finding the Service Pack and Patch level in Microsoft Windows® XP

Service Pack:

Right click on the  My Computer Icon, and select Properties
Look for the service pack level as in the image below



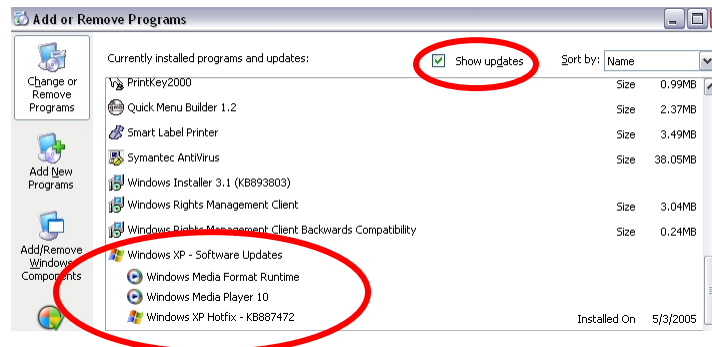
We are currently looking for **Service Pack 2** as in the illustration, if you do not have Service Pack 2 please go to Windows Update or the new Microsoft Update and follow the instructions on the web page to update your computer.

Windows Update: <http://update.microsoft.com/windowsupdate>
Microsoft Update: <http://update.microsoft.com/microsoftupdate>

Current patch level:

To find the approximate patch level:

- Go to Start=> Settings=> Control Panel, or Start=> Control Panel
- Double click on the Add or Remove Programs Icon
- Make sure there is a tick mark next to Show Updates
- Scroll down to the heading Windows XP – Software Updates, this shows the patches applied to the system. The number of patches or updates applied will vary depending on what software is installed on the system. Simply put, if the software is not installed it can't be patched.
- Our primary interest is that we see update patches in this area. Currently one could reasonably expect to see 25 - 60 of them.

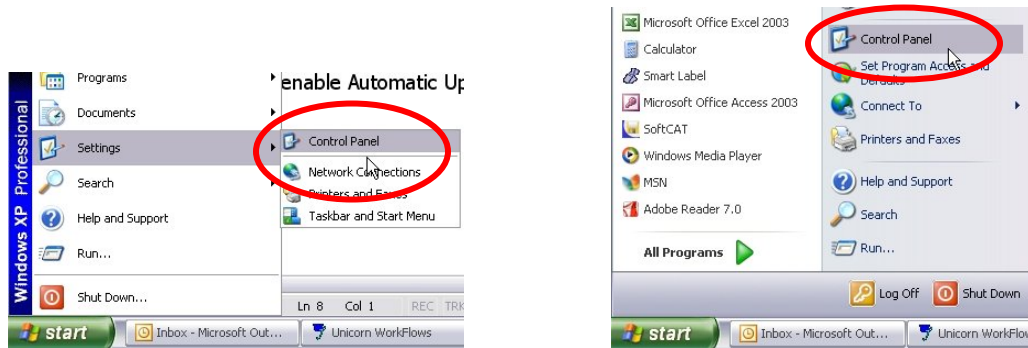


Enabling Automatic Updates

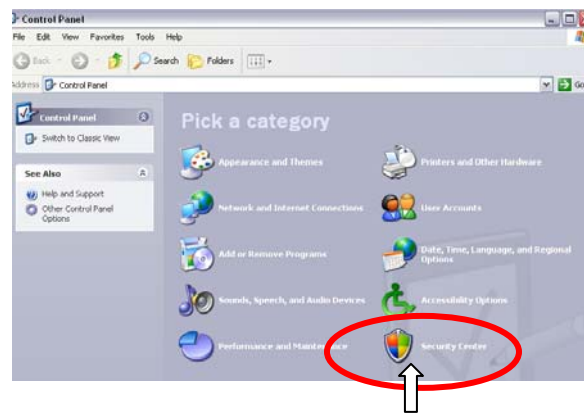
Q: This is a lot of work, Can't updating be made easier?

A: Yes it can by enabling Automatic Updates

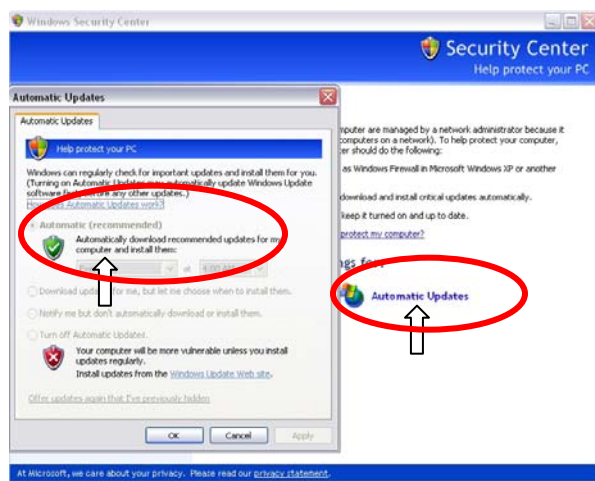
To enable Automatic Updates go to: Start=> Settings=> Control Panel or: Start=> Control Panel



In Control Panel, Double click the Security Centre Icon



Click on the Automatic Updates Icon and Select Automatic (Recommended) - set a time of day to perform an update. Tip: set the time to the same time you normally connect to the internet. Click OK.



Once your system has been updated, your Security Centre should something like this:



Or similar to this if you have the expanded security feature links enabled:

