# **Connecting to OWL as a Visitor**

## 1. Introduction

OWL is a wireless service very similar to that provided in coffee shops and airport lounges.

Accounts for OWL are available from nominated people within college. If you are visiting an academic at College, ask them to obtain an OWL account for you from the IT Office. If you are part of a group or conference, then your group organisers will be responsible for obtaining a batch of accounts and distributing credentials to you from the College Conference Office.

Please note that the OWL visitor service is provided as a service for Colleges visitors only. It must not be used by University members or College staff who should use Eduroam or the University VPN service to access OWL.

## 2. Connecting to the service

- 1. Make sure your device is associated to the OWL wireless network; no other special configuration is required
- Open a web browser and attempt to view a standard http web page on the Internet eg http://www.bbc.co.uk. (NB – initially connecting to a secure https address may cause redirection issues.) You will be redirected to a secure login page which will ask for your Visitor Network credentials
- 3. There are also some terms and conditions that you must accept before being allowed full access
- 4. Your web browser will be redirected after the log in process completes, either to your original site or the main University website, signifying a successful login.
- 5. Sessions remain open for up to 10 hours, at which point you must log in again. This is a security measure, and will continue for the period that your account remains active
- If you switch off your computer for more than 15 minutes, your session may also time out. Use the same web browser method described above to log back in - it may be an automatic login if your browser still has a valid cookie
- 7. If you use the login credentials on multiple devices then you will need to go through the registration process each time.

## 3. After Login

The OWL wireless service is *unencrypted*. We strongly recommend that you only use secure protocols when transmitting private information. Establish a secure VPN connection to your home institution, if one is available.

Many email clients are not configured to use secure protocols. However, many people use a web browser for their email and this will work fine. Be especially careful when sending and receiving email. The University of Oxford will not be held responsible for loss or theft of data as a result of using an unencrypted protocol over this network.

Connections to OWL are rate limited. Each client is capped to 8Mbps for download and upload. This measure has been introduced to provide fair service for all visitors.

Please treat this resource with respect. Do not give your username or password to any other person; notify your host or group organiser immediately if you have lost your account credentials.

In particular:

- Users are not permitted to use university IT or network facilities for any unlawful activity including unauthorised (re)distribution of copyrighted material.
- The University may bar access at any time to computers which appear to cause unreasonable consumption of network resources
- You must abide by our full IT regulations at <u>http://www.admin.ox.ac.uk/statutes/regulations/196-052.shtml</u>

You are reminded that the visitor service is provided as a service for Colleges to deliver to their visitors. You should note that there is no support available from University IT Services for visitors in configuring their devices to use the service. Visitors should not attempt to use the University IT Services helpdesk for assistance as you will be turned away.

Below are some "Brief Tips" for the most common issues we see when people cannot connect to OWL. Screenshot troubleshooting guides for Windows and Mac are available from your organiser. If after working your way through the troubleshooting guides you still have issues then ask your organiser to contact the College IT Office and we will arrange a time to meet you and your computer.

## **Connecting to OWL – Brief Tips**

- 1. Restart your web browser and try visiting a non-https address eg <u>http://www.bbc.co.uk</u>
- 2. Try using a different web browser
- 3. Your IP Address and DNS settings must be set to obtain settings automatically.
- 4. There must be no Proxy server settings in place
- 5. Try connecting to a wired port
- NB Login credentials can only be used on one device at a time

## **Connecting to OWL with Windows 7 and 8**

### Go to Network Connections

#### Step 1

Press Windows logo key 📕 +R

This will open a Run dialogue box. Type ncpa.cpl into the Run box. Now go to step 2

**OR** you can right click on the network icon in the bottom right of the system tray and choose "Open Network and Sharing Center" which will take you via this screen



Choose "Change adapter settings". Now go to step 2.

#### Step 2



Right click the appropriate (wired or wireless) network adapter and select "Properties". Go to Step 3. (The wired network adapter maybe called Ethernet or Local Area Networking, the wireless Wi-fi or wireless.)



The dialogue window (left) should appear.

Highlight "Internet Protocol Version 4 (TCP/IPv4)" so that it turns blue and click the "Properties" button.

Go to step 4.

#### Step 4

Internet Protocol Version 4 (TCP/IPv4)	) Properties
General Alternate Configuration	
You can get IP settings assigned auton this capability. Otherwise, you need to for the appropriate IP settings.	matically if your network supports o ask your network administrator
Obtain an IP address automatical	ally
OUse the following IP address:	
IP address:	
S <u>u</u> bnet mask:	
Default gateway:	
Obtain DNS server address autom	matically
O Use the following DNS server add	dresses:
Preferred DNS server:	
<u>A</u> lternate DNS server:	
Vaļidate settings upon exit	Ad <u>v</u> anced
	OK Cancel

Make sure "Obtain an IP address automatically" and "Obtain DNS server address automatically" are selected.

(If you have numbers entered on this screen then you may want to note them down so that you can reinstate when you get home.)

Now click the "Advanced..." button

Go to step 5.

Check the following tabs / screens for non-standard settings. Here are some typical screenshots.

vanced TCP/IP Sett	ings	?
P Settings DNS	WINS	
IP addresses		
IP address		Subnet mask
DHCP Enabled		
	<u>A</u> dd	Edit Remove
Default gateways:		
Gateway		Metric
,		
	A <u>d</u> d	Edi <u>t</u> Re <u>m</u> ove
Automatic metri	c	
Interrace metric:		

Advanced TCP/IP Settings
IP Settings DNS WINS
WINS addresses, in order of use:
t
Add Edit Remove
If LMHOSTS lookup is enabled, it applies to all connections for which TCP/IP is enabled.
Enable LMHOSTS lookup Import LMHOSTS
NetBIOS setting
Default: Use NetBIOS setting from the DHCP server. If static IP address is used or the DHCP server does not provide NetBIOS setting, enable NetBIOS over TCP/IP.
Enable NetBIOS over TCP/IP
Disable NetBIOS over TCP/IP
OK Cancel

Advanced TCP/IP Settings
IP Settings DNS WINS
DNS server addresses, in order of use:
t
I I I
Add Edit Remove
The following three settings are applied to all connections with TCP/IP enabled. For resolution of unqualified names:
O Append primary and connection specific DNS suffixes
Append parent suffixes of the primary DNS suffix  Append these DNS suffixes (in order):
Add Edit Remove
DNS suffix for this connection:
Register this connection's addresses in DNS
Use this connection's DNS suffix in DNS registration
OK Cancel

Now click OK all the way out of the Network Connections section.

We are now going to check your "Internet Properties".

Go to step 6.

😭 Internet	Properti	es				? 💌
General	Security	Privacy	Content	Connections	Programs	Advanced
Home pag	ge ——					
	To c <u>r</u> ea	ate home (	oage tabs,	type each add	ress on its o	own line.
	https	://www.g	joogle.co.	uk/		~
						~
		Use <u>c</u> u	rrent	Use de <u>f</u> ault	Use no	ew tab
Startup						
🔘 Sta	rt with ta	<u>b</u> s from t	ne last sess	sion		
Sta	rt with <u>h</u> o	ome page				
Tabs —	e bow we	boares a	re displave	d in tabe	Та	bs
Chang	e now we	upages a	i e uispiaye	a in tabs.		
Browsing	history					
Delete form in	tempora formation	ry files, hi 1.	story, cool	ties, saved pas	swords, and	d web
📃 Del	ete bro <u>w</u>	sing histor	y on exit			
			(	Delete	<u>S</u> et	tings
Appeara	nce —					
Co	lors	Lang	uages	Fonts	Acc <u>e</u>	ssibility
			OK	Ca	incel	Apply

Open the Run box again (Windows logo key ♣ +R) and type :

inetcpl.cpl

This will open the "Internet Properties" dialogue window which has several tabs.

Select the "Connections" tab.

Go to step 7.

#### Step 7



Click the "LAN Settings" button.

Go to step 8.

Local Area Network (LAN) Settings					
Automatic configuration					
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.					
Automatically detect settings					
Use automatic configuration <u>s</u> cript					
Address					
Proxy server					
$\hfill\square$ Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).					
Addr <u>e</u> ss: Por <u>t</u> : <b>80 Advanced</b>					
✓ Bypass proxy server for local addresses					
OK Cancel					

## Also make sure no Proxy servers are set.

UNTICKED

Proxy server tick box must be UNTICKED.

Make sure "Automatically detect settings" is

You can click OK all the way out of these dialogue boxes.

#### Still have problems?

If you are still having problems then ask your organiser to contact the College IT Office and we will arrange a time to meet you and your computer.

### Connecting to OWL with Mac OS X

If you are having problems connecting to the OWL wireless network then you should check that you do not have any network setting that have been manually set.

1) Connect your computer to the OWL wireless network



2) Go to System Preference > Network



- 3) Make sure that your Wi-Fi adapter is enabled and connected to OWL
  - a. In the left hand panel you should see Wi-Fi connected with a green dot.
  - b. Select Wi-FI in the left hand panel it should now be highlighted in blue.
  - c. Click the *Advanced*... button in the bottom right corner

	Network	
Show All		Q
	ation: Automatic	\$
• Wi-Fi Connected	Status: Connec	ted Turn Wi-Fi Off
Bluetooth PAN Not Connected	Wi-Fi is c address 1	connected to OWL and has the IP 10.10.235.195.
Thundt Bridge Not Connected	Network Name: OWL	*
	Ask t Known if no k have to	o join new networks networks will be joined automatically. now networks are available, you will o manually select a network.
+ - **	🗹 Show Wi-Fi status in menu	bar Advanced ?
	Assis	t me Revert Apply

- 4) You will see several tabs make sure they have the correct settings
  - a. TCP/IP make sure it is set to Using DHCP

0	Net	work		
► Show All			Q	
🗢 Wi-Fi				
Wi-Fi		802.1X Proxie	s Hardware	
	5	stus: Connected	Turn WI-FI Off	
Configure IPv4:	Using DHCP	\$		
IPv4 Address:	10.10.235.195		Renew DHCP Lease	
Subnet Mask:	255.255.248.0	DHCP Client ID:		
Router:	10.10.239.254		( If required )	
Confirme ID C	( A shares the lite			
Configure IPV6:	Automatically	Ŧ		
Router:				
IPv6 Address:				
Prefix Length:				
?)			Cancel	(

**b.** DNS – should be set to something like 192.76.xxx.xxx
(For instance do not use *Google's DNS servers 8.8.8.8 and 8.8.4.4*)



c. WINS - No WINS Servers addresses should be set.

Wi-Fi	Fi TCP/IP DN	VS WINS 802.1X Proxiet	Hardware
		Status: Connected	Turn Wi-Fi Off
	NetBIOS Name:	MACBOOKAIR-0B4D	MACBOOKAIR-0B4D is
	Workgroup:	WORKGROUP 🔻	carrently being abear
	WINS Servers:		
		+ -	

d. 802.1x – Generally there will be no 802.1x profiles listed on this tab.



e. Proxies – all tick boxes should be UNTICKED
ByPass proxy settings for these Hosts & Domains should only have \*.local, 169.254/16

0 0	Network		
t ⊨ Show All		Q	0200000
🤶 Wi-Fi			
Wi-Fi TCP/	IP DNS WINS 802.1X	Proxies Hardware	
Select a protocol to con Auto Proxy Discover Automatic Proxy Cor Web Proxy (HTTP) Secure Web Proxy (H FTP Proxy SOCKS Proxy SUCKS Proxy Streaming Proxy (RT Gopher Proxy	figure: v ifiguration TTPS) SP)		
Exclude simple hostn	ames		
*.local, 169.254/16	r these hosts & Domains:		
	☑ Use Passive FTP Mod	de (PASV)	
?		Cancel OK	

#### Still have problems?

If you are still having problems then ask your organiser to contact the College IT Office and we will arrange a time to meet you and your computer.