

### Problems Connecting to Campus Connect?

If you are having problems connecting to Campus Connect, here is a checklist of things you can look at on your home computer. This list is in no particular order. Look through it for things you can do easily first and then work your way through the harder ones.

Each of the links listed below opens a new browser window.

	Task to check
	Turn off all pop-up blockers.
	Check for added tool bars. <ul style="list-style-type: none"><li>• The Yahoo Companion toolbar is known to cause problems. Remove it from your Internet Explorer.</li><li>• Remove any other toolbars from your browser.</li></ul>
	McAfee software needs to be managed to allow access to Campus Connect. <ul style="list-style-type: none"><li>• If you have the Firewall or the Privacy Service, turn both off to test your access to Campus Connect. If turning them off allows you to access Campus Connect, then you need to allow the Campus Connect site through the firewall and the security settings.<ul style="list-style-type: none"><li>○ Turn the firewall and the privacy settings on separately to determine which needs to be worked with.</li><li>○ You will need to read your user manual(s) for directions on how to do that. If you need user manuals, you can download PDF documents from the <a href="#">McAfee web site</a>.</li></ul></li><li>• You should not need to, but if you have McAfee virus scan turned on, try turning it off to see if that allows you to access Campus Connect. Turn it back on when you are finished with your Campus Connect session.</li></ul>

**Campus  
Connect Login  
Problems?  
Start Here!**

If you have a firewall, there are a couple of issues:

- If you are trying to access Campus Connect from work, your company may have a firewall that will stop your access. You may need to discuss that with your employer's IT staff.
- If you know how to manage your firewall, open at least port 80 (standard web port), 443 (secure web port), 8900, 8009, 4445, 4567 and 8081 (various Campus Connect ports) for traffic.
- If you don't know how to manage your firewall, turn it off and see if you can access Campus Connect.
- You may have a firewall and not know it, if you have recently installed Norton Anti-Virus. This software automatically installs a personal firewall. Look in Start → Programs for this.
- Look for Norton Internet Security in the Program list and turn that off also.
  
- If you have Windows XP, you may have a personal firewall also. Again, turn it off.
- **Windows XP service pack 2** has a built in personal firewall that is turned **on** by default. If you have installed SP2, you need to get into the firewall and turn it off. Microsoft has an excellent [tutorial on using the firewall](#) that you need to check out.

Page 56 of the **Norton Internet Security 2005** manual says to do this:

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1. At the top of the main windows, click Options. If a menu appears, click Norton Internet Security.
2. On the Firewall tab, under HTTP Port List, do one of the following:
  - a. To add a port to the HTTP Port List, click Add, and then type the number of the port you want to monitor for HTTP communication.
  - b. To remove a port from the HTTP Port List, select the port number in the HTTP Port List and click Remove.
3. Click OK.

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If you've turned it off, turn the NIS back on and then add port 8900 to the list and see if that lets you work with Campus Connect. That's the port you specifically need to access to get into Campus Connect. There are others if your instructor is using the Campus Connect chat, but those are listed above. If this works and then you run into more problems, add the other port numbers to the list...

	If you have Internet Explorer version 6, make sure you have all the service packs and updates. Go out to the Microsoft web site and <a href="#">check for critical updates</a> .
	Make sure you have Java installed and enabled on your computer. You can <a href="#">download and install</a> it from the Sun web site.
	Make sure you have enabled cookies for any Ivy Tech Community College site. <a href="#">Click here</a> and select the browser you are using.
<b>SBC Yahoo Users</b>	<p>If you are using SBC Yahoo or SBC, they modify your Internet Explorer browser to their specifications. When accessing the internet:</p> <ul style="list-style-type: none"> <li>• Connect through your normal means,</li> <li>• Minimize the SBC Yahoo browser window,</li> <li>• Click on the "Start" button in the lower left hand side of your desktop/screen,</li> <li>• Select "Programs"</li> <li>• Click on the Internet Explorer blue "e" icon</li> <li>• Access <a href="#">Campus Connect</a> and login</li> </ul>
<b>MSN and Verizon Users</b>	<p>If you are an AOL member, the AOL provided browser has been modified specifically for the AOL web site and does not always support other tasks well. Sign into AOL as you normally do.</p> <ul style="list-style-type: none"> <li>• Connect through your normal means,</li> <li>• Minimize the Verizon or MSN browser window,</li> <li>• Click on the "Start" button in the lower left hand side of your desktop/screen,</li> <li>• Select "Programs"</li> <li>• Click on the Internet Explorer blue "e" icon</li> </ul> <ul style="list-style-type: none"> <li>• Access <a href="#">Campus Connect</a> and login</li> </ul>
<b>AOL Users</b>	<p>If you are an AOL member, the AOL provided browser has been modified specifically for the AOL web site and does not always support other tasks well.</p> <ul style="list-style-type: none"> <li>• Connect through your normal means,</li> <li>• Minimize the AOL browser window,</li> <li>• Click on the "Start" button in the lower left hand side of your desktop/screen,</li> <li>• Select "Programs"</li> <li>• Click on the Internet Explorer blue "e" icon</li> </ul> <ul style="list-style-type: none"> <li>• Access <a href="#">Campus Connect</a> and login</li> </ul>
<b>NetZero Users</b>	<p>Some NetZero and Juno users will get a "Timed Out" error message and not be able to log onto Campus Connect. In theory, the problem is if asmith logs in, her login cookie (but not her login information) is cached on the NetZero or Juno server. Even if she logs out, her cached cookies are still on the server, in anticipation of speeding up her next session. Then bsmith logs in, or tries to, his browser sees the login cookie on the server, so it's more than confused and therefore times him out since it thinks there are now 2 sessions from the same source.</p> <p><b>NetZero Users:</b></p> <p>Right-click on the NetZero HiSpeed speedometer icon in the system tray at the lower right of your screen (or click on the word HiSpeed on the NetZero HiSpeed toolbar) and select Turn HighSpeed Off. Juno Users</p>

**For Juno Users:**

Right-click on the Juno SpeedBand speedometer icon in the system tray at the lower right of your screen (or click on the word SpeedBand on the Juno SpeedBand toolbar) and select Turn SpeedBand off.

<p>Other Browser's (Ivy Tech Community College does not guarantee the quality of these browsers and this is only offered as a suggestion)</p>	<p>Download and install another browser.</p> <ul style="list-style-type: none"> <li>• Install Netscape 7.1 from <a href="http://www.netscape.com">www.netscape.com</a></li> <li>• Install FireFox 1.0 from <a href="http://www.mozilla.org">www.mozilla.org</a>. <ul style="list-style-type: none"> <li>○ After you install it, you may get a message that Campus Connect does not support this browser. It's not 'officially' supported, but, you know what? It works! This is our recommended alternative browser for the Spring 2005 semester.</li> </ul> </li> <li>• Install Opera from <a href="http://www.opera.com">www.opera.com</a></li> </ul> <p>Do the <b>full download</b> and include any Java options that are offered.</p> <p>Not sure about some of these other browsers? Check out the <a href="#">online review</a> that gives some of the pros and cons related to each.</p>
	<p><b>Firefox</b> doesn't automatically pull in the java plugin. You need to have it installed through Firefox. Even though Enable Java is checked, it probably isn't installed in Firefox.</p> <p>You can get it (an easy Firefox XPI install) here: <a href="http://plugindoc.mozdev.org/">http://plugindoc.mozdev.org/</a>. If you're running a PC, click on Windows and then on the Java Plug-In.</p> <p>To check which plugins you actually have installed in Firefox, type the following in the address bar:</p>
<p><b>General Computer Issues</b>  (Ivy Tech Community College does not guarantee the quality of these browsers and this is only offered as a suggestion)</p>	<p>Clear your computer of ad-ware and spy-ware. Run these programs regularly.</p> <ul style="list-style-type: none"> <li>• Install LavaSoft Ad Aware from <a href="http://www.lavasoft.de">http://www.lavasoft.de</a></li> <li>• Install Spybot Search and Destroy from <a href="http://www.safer-networking.org/en/index.html">http://www.safer-networking.org/en/index.html</a></li> </ul> <p>Also make sure you have anti-virus software and that you keep your virus definitions up to date.</p>
<p>Microsoft Anti-Spyware Software</p>	<p>Have you downloaded the Beta Anti-Spyware tool from Microsoft? If so, <a href="#">click here</a> on how to manage their application.</p>
	<p>Clear the cache on your computer. <a href="#">Click here</a> and select the browser you are using for instructions.</p>

	<p>Change your browser settings to reload web pages on every visit.</p> <ul style="list-style-type: none"> <li>• In Internet Explorer, click on Tools → Internet Options → Settings → Every Visit to the Page</li> <li>• In Netscape: Edit → Preferences → Advanced → Cache → Every Time I View the Page</li> </ul>															
<p><b>Mac Users</b></p>	<p>If you have an Apple Macintosh computer, other Mac owners have reported that if you are having problems accessing with Campus Connect using Internet Explorer, that Safari, Netscape, Firefox and Mozilla has allowed successful connection.</p> <p>Especially if you have OS 9 instead of OS X, the Netscape, Firefox and Mozilla browsers have been a good alternative. <a href="#">Click here</a> for links to the download sites. For more information on Mac OS 9, check the <a href="#">Apple Mac OS 9 Support Page</a>.</p>															
	<p>I got the latest Firebird, I then had to download the beta java connector for Firefox from <a href="http://javaplugin.sourceforge.net/">http://javaplugin.sourceforge.net/</a>. The default connector does not work with OSX and Firebird. Firebird will report that Java is enabled by default, but that is in error.</p> <p>Put the connector in the main Library folder (in /Library/Internet Plug-Ins) and restart Firefox. Turn off popup blocking and voila', Campus Connect works.</p>															
	<p>To check to see if your Mac Firewall is causing problems accessing Campus Connect. Turn off your OS X firewall:</p> <ol style="list-style-type: none"> <li>1. Open System Preferences and click on Sharing.</li> <li>2. Click the Firewall button</li> <li>3. Click The Stop button.</li> </ol> <p>If you can access Campus Connect with the firewall turned off, this is the source of the problem. You need to look for further instructions on using the firewall and allow access to ports 80 (standard web port), 443 (secure web port), 8900, 8009, 4445, 4567 and 8081 (various Campus Connect ports) for traffic.</p> <p>For more information on the OS X firewall, check out <a href="http://docs.info.apple.com/article.html?artnum=151615">http://docs.info.apple.com/article.html?artnum=151615</a></p>															
<p><b>Officially Supported Browsers</b></p>	<p>The following are officially supported with SCT Luminis Platform III.1 (Campus Connect):</p> <table border="1"> <thead> <tr> <th data-bbox="435 1318 537 1339"><b>Browser</b></th> <th data-bbox="743 1318 846 1339"><b>Windows</b></th> <th data-bbox="1052 1318 1170 1339"><b>Macintosh</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="435 1346 610 1367">Internet Explorer</td> <td data-bbox="743 1346 834 1398">6.0 SP 1 5.5 SP2</td> <td data-bbox="1052 1346 1344 1398">IE 5.1 (OS 9.x and OS X.1) IE 5.2 (OS X.1, X.2 and X.3)</td> </tr> <tr> <td data-bbox="435 1404 532 1425">Netscape</td> <td data-bbox="743 1404 781 1425">7.2</td> <td data-bbox="1052 1404 1203 1457">7.1 for OS X.3 7.02 for OS 9</td> </tr> <tr> <td data-bbox="435 1463 505 1484">Mozilla</td> <td data-bbox="743 1463 883 1484">1.6 and 1.7.3</td> <td data-bbox="1052 1463 1289 1484">1.6 and 1.7 for OS X.3</td> </tr> <tr> <td data-bbox="435 1491 493 1512">Safari</td> <td data-bbox="743 1491 781 1512">N/A</td> <td data-bbox="1052 1491 1203 1512">1.2 for OS X.3</td> </tr> </tbody> </table>	<b>Browser</b>	<b>Windows</b>	<b>Macintosh</b>	Internet Explorer	6.0 SP 1 5.5 SP2	IE 5.1 (OS 9.x and OS X.1) IE 5.2 (OS X.1, X.2 and X.3)	Netscape	7.2	7.1 for OS X.3 7.02 for OS 9	Mozilla	1.6 and 1.7.3	1.6 and 1.7 for OS X.3	Safari	N/A	1.2 for OS X.3
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