

## 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.

**To ensure this is an Ivy Tech system based issue, we ask that you try to access the same services from a lab, library or different location. A rule of thumb is that if the service works at a location other than the one you are experiencing issues at, then the problem lies in that locations system, connection and/or network configuration.**

Minimum Requirements to Access Campus Connect.

Browser	Windows	Macintosh
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

If you are having issues with Campus Connect and the applications that it links to, please review the following tips and suggestions

<b>Before visiting <a href="https://cc.ivytech.edu">https://cc.ivytech.edu</a>, verify the following</b>	
	Your system meets minimum configurations (see above)
	Turn off all pop-up blockers and/or add <a href="https://cc.ivytech.edu">https://cc.ivytech.edu</a> as a trusted web site. Visit <a href="http://www.ivytech.edu/helpdesk/cc/ccfaqs/popfirewall.html#popfire5">http://www.ivytech.edu/helpdesk/cc/ccfaqs/popfirewall.html#popfire5</a> on instructions and links for adding as a trusted site
	Check for added tool bars. Remove any other toolbars from your browser.
	<p>Anti-virus software needs to be managed to allow access to Campus Connect. Please consult your vendors documentation</p> <p>Here are some general McAfee tips. 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.</p> <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 McAfee web site: <a href="http://www.mcafee.com/us/">http://www.mcafee.com/us/</a>.</li> </ul>

If you have a firewall, there are a couple of possible 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 manage your own firewall, open at least port 80 (standard web port), 443 (secure web port), 8900, 8009, 4445, 4567, 8001 and 8081 (various Campus Connect ports) for traffic.
- If you have your own firewall, but don't know how to manage it, turn it off and see if you can access Campus Connect.
- You may have a firewall and not know it
  - 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 ([http://www.microsoft.com/windowsxp/using/security/internet/sp2\\_wfintro.mspx](http://www.microsoft.com/windowsxp/using/security/internet/sp2_wfintro.mspx)) that you need to check out.
  - 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.
    - Page 56 of the **Norton Internet Security 2005** manual says to do this:
    - At the top of the main windows, click Options. If a menu appears, click Norton Internet Security.
    - On the Firewall tab, under HTTP Port List, do one of the following:
    - 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.
    - To remove a port from the HTTP Port List, select the port number in the HTTP Port List and click Remove.
    - 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.

	<p>If you have Internet Explorer, make sure you have all the service packs and updates. Go out to the Microsoft web site and check for critical updates:  <a href="http://www.microsoft.com/windows/ie/default.mspx">http://www.microsoft.com/windows/ie/default.mspx</a>.</p>
	<p>Make sure you have Java installed and enabled on your computer. You can download and install it from the Sun web site:  <a href="http://www.java.com/en/index.jsp">http://www.java.com/en/index.jsp</a>.</p>
	<p>Make sure you have enabled cookies for any Ivy Tech site. Visit <a href="http://www.ivytech.edu/helpdesk/tech/browser_config.html">http://www.ivytech.edu/helpdesk/tech/browser_config.html</a> and select the browser you are using.</p>
<p><b>SBC/AT&amp;T, AOL, MSN and Verizon Users:</b>  Because we cannot account for all internet service providers, these steps work best for anyone accessing Campus Connect</p>	<p>If you are using one of these vendors, 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 vendors 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 Campus Connect and login</li> </ul>
<p><b>NetZero and Juno Users</b></p>	<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 two 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.</p> <p><b>For Juno Users:</b></p> <p>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>

<p><b>Other Browser's</b> (Ivy Tech does not guarantee the quality of these browsers and this is only offered as a suggestion)</p>	<p>Download and install another browser. Links to free browser downloads can be found at <a href="http://www.ivytech.edu/helpdesk/tech/downloads.html">http://www.ivytech.edu/helpdesk/tech/downloads.html</a></p> <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 online review at <a href="http://www.winsupersite.com/showcase/ie_no_more.asp">http://www.winsupersite.com/showcase/ie_no_more.asp</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 Tips</b> (Ivy Tech 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>Clear the cache on your computer. Visit <a href="http://www.ivytech.edu/helpdesk/tech/browser_config.html">http://www.ivytech.edu/helpdesk/tech/browser_config.html</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. Visit <a href="http://www.ivytech.edu/helpdesk/tech/downloads.html">http://www.ivytech.edu/helpdesk/tech/downloads.html</a> for links to the download sites. For more information on Mac OS 9, check the <a href="http://www.info.apple.com/usen/macos9/">http://www.info.apple.com/usen/macos9/</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>