



Integrated Information Technology Services (IITS)

User Guide for Laptops with Windows 7
Network Configuration & Software Installation
Version 1.4

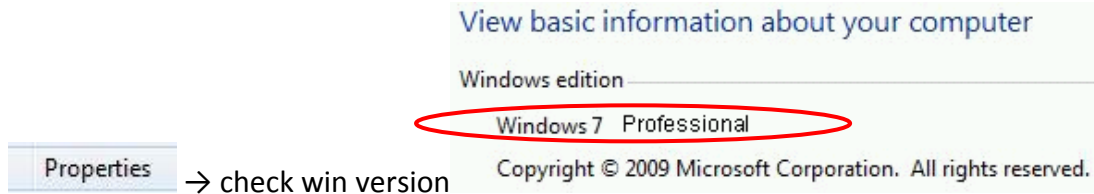
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A. How to verify MS Windows 7 version

1. Login as local computer account and key in your local computer password. Ensure that your local computer account has administrative rights.

2. Check on what version of your Win 7 by clicking  → Right click on **Computer** →

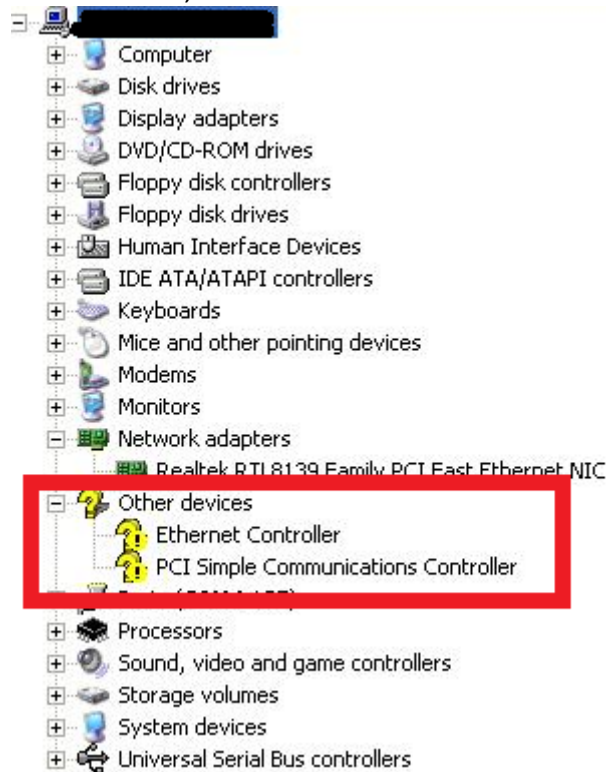


For Windows 7 **Professional & above** version, please continue the following sections.

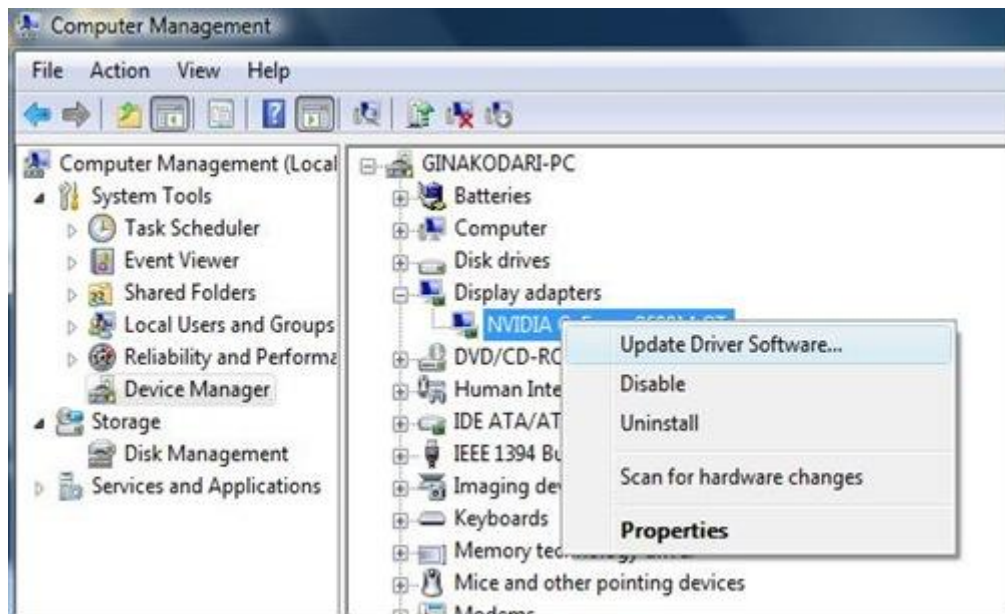
For Windows 7 **Home Premium and lower** version, please skip section C & D and **start from Section E2** for configuration of library printers & SMU standard software installation.

B. How to install device drivers

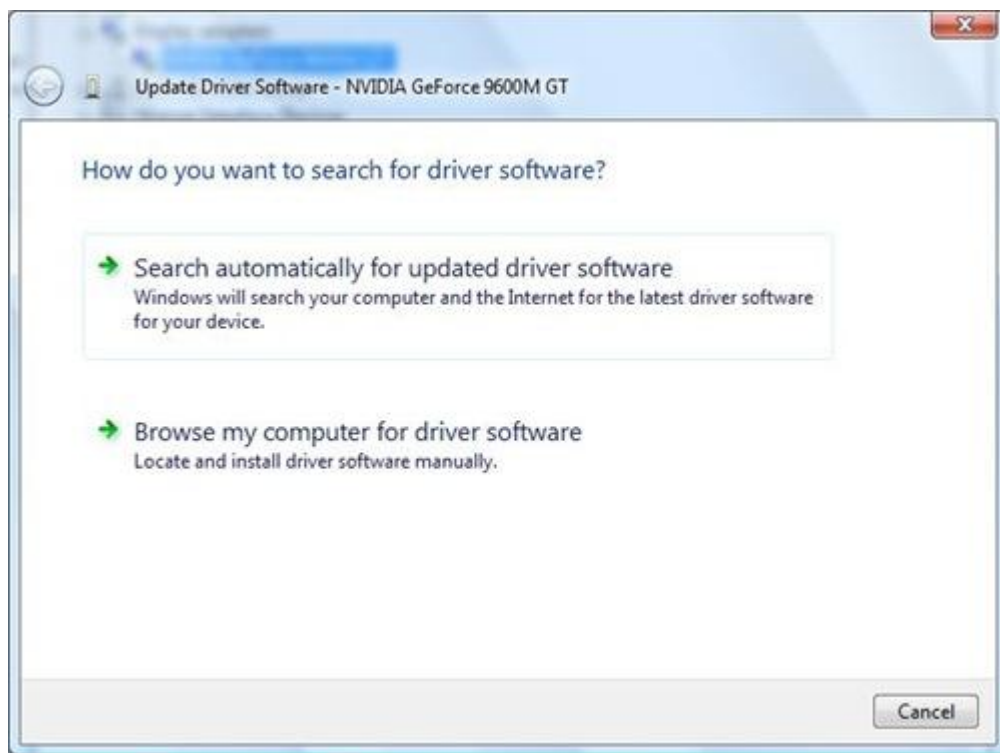
1. Go to **Start** and right-click on **Computers** and select **Manage**. This will bring the **Computer Management** window, now on the left sidebar select **Device Manager**.



2. Check for those marked with “?” mark and “!”. This means that these devices need a driver. Right click on these devices. And select **Update Driver Software**.



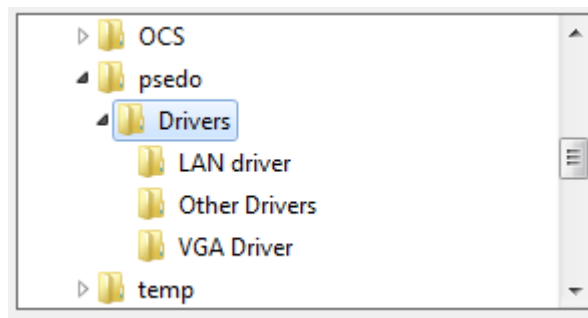
3. After that it will show a window like this. Choose **Browse my computer for driver software**.



4. Then on the next window please make sure you have **checked “Include subfolders”**




5. On the same windows click browse and navigate to the CD drive to where your drivers are located.



Note : **Do not** navigate **directly to the specific folder** (i.e. LAN Driver for Network card) let **windows search** for the **drivers**. Browse only up to the **parent directory** of the device driver.

6. If there's no problem, next window should be confirmation that the device is installed properly.
7. Else if windows did not found any drivers for specific device on the folders, check if the specific driver has a setup.exe (on the folder) that would install the drivers for you. For more information read the manufacturer's release notes.

C. How to connect to the new Wi-Fi access points

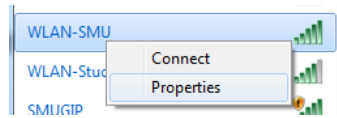
1. On your lower right hand side of the screen click the Wi-Fi icon. 
2. Click **WLAN-SMU**, and then click **Connect**.



3. If you should see something like this if you're already connected.

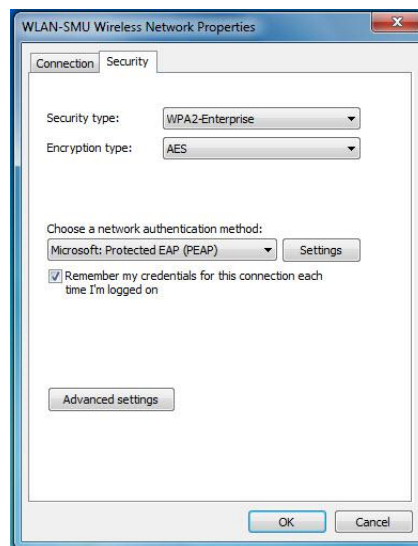


4. If you cannot connect please check the following. Right click on the connection from step 1. Then choose properties.

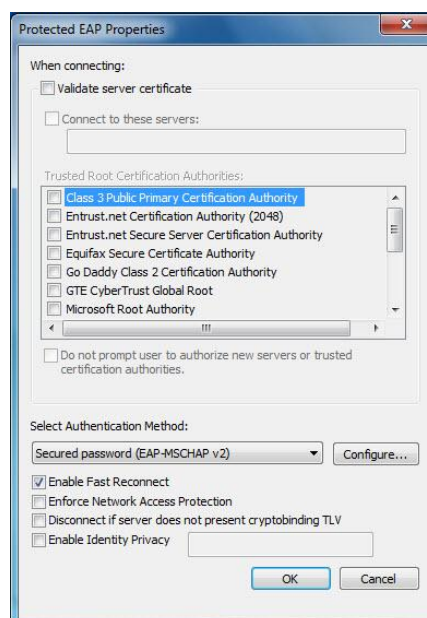


Note: If you did not find **WLAN-SMU** on the list of the available Wi-Fi networks. Check the added step on the end of this guide.

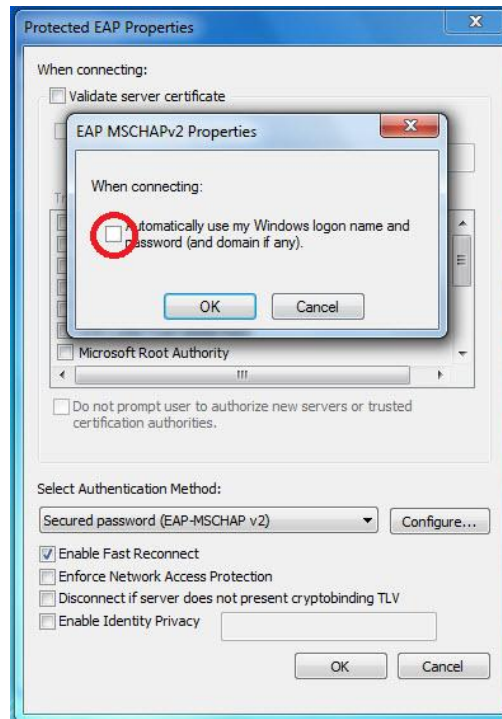
5. On the WLAN-Wireless Properties make sure you have checked the “**Remember my credentials for this connection each time I’m logged on**”.



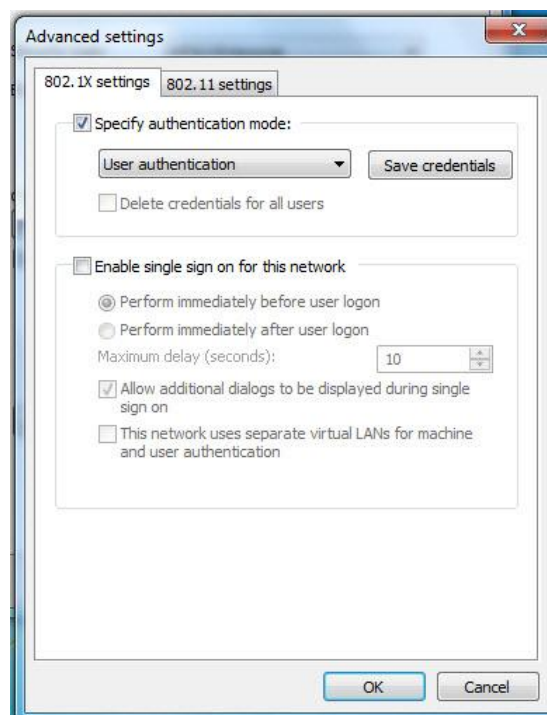
6. Click settings. Uncheck, “**Validate server certificate**”.



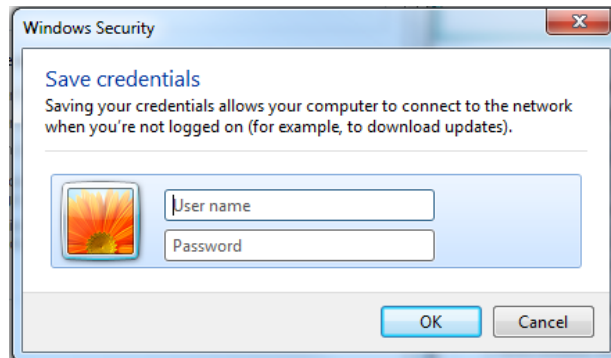
- Click **“Configure”** then make sure there’s **no check** on, **“Automatically use my Windows logon name and password (and domain if any)”**. Click OK twice.



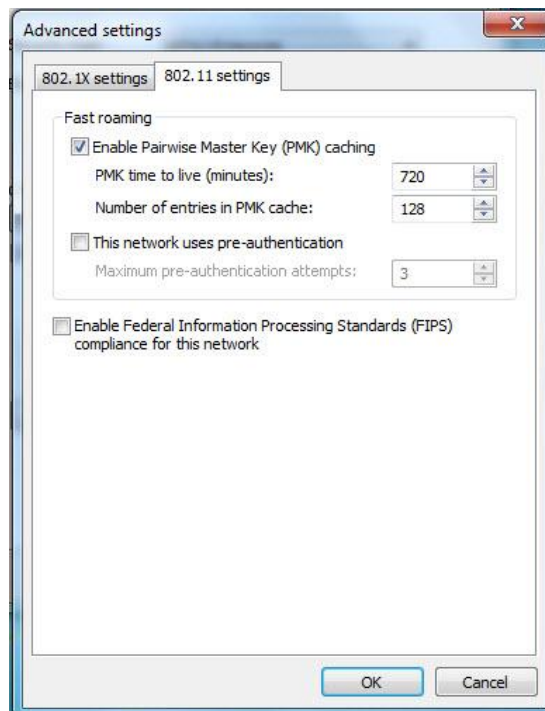
- Then Click **“Advance settings”**. At the **“802.1x settings”** tab put a check on, **“Specify authentication mode”**. On the drop down choose **“User authentication”**.



- Then click **“Save credentials”**. You’ll be asked for your **username** and **password**. Then click ok.




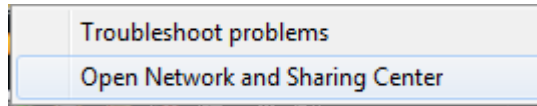
9. At the 802.11 settings, put a check on, **“Enable Pairwise Master Key (PMK) caching”**.



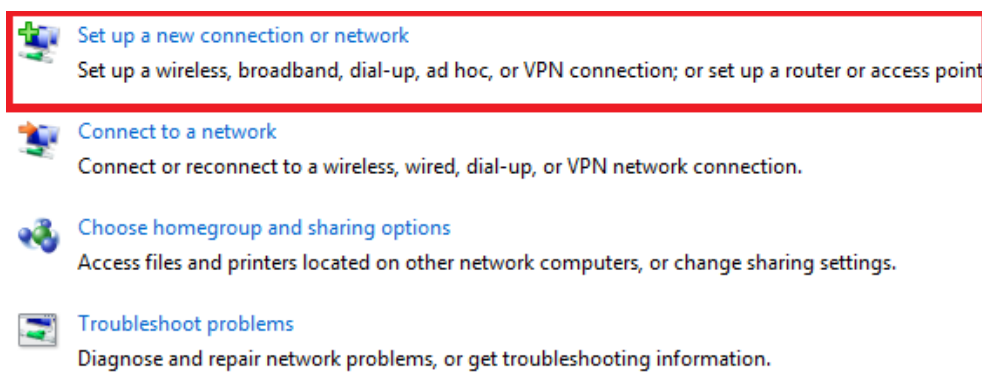
10. Click ok and **you should be able to connect** after following the steps above.

D. Added step if you did not found WLAN-SMU on the list of available Wi-Fi networks

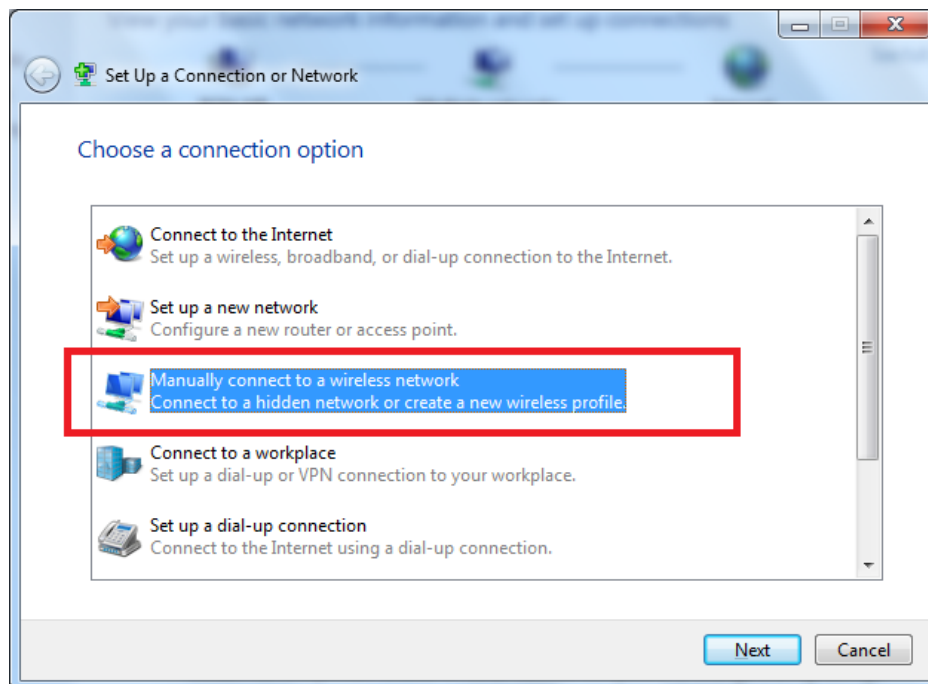
1. On your lower right hand side of the screen right-click the Wi-Fi icon  . Then choose “Open Network and Sharing Center.



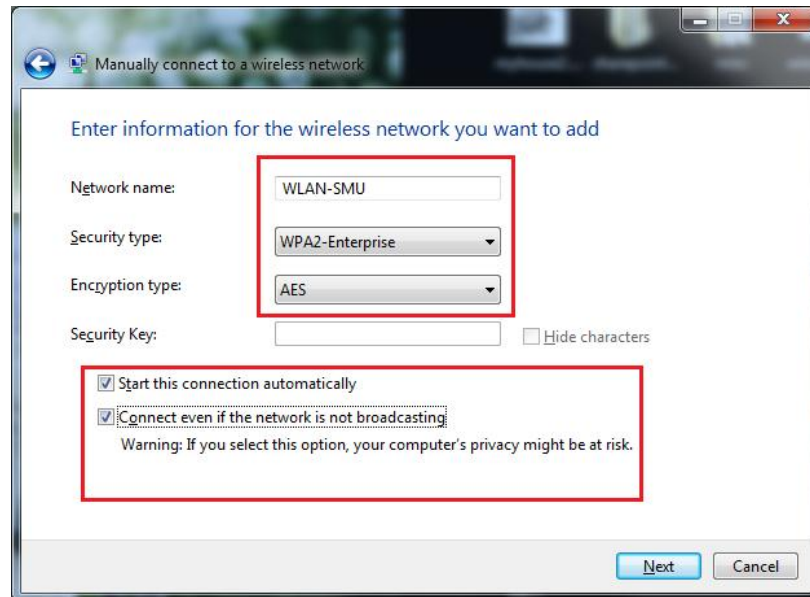
2. On the Network and Sharing Center choose, “Setup a new connection or Network.



3. Then choose “**Manually connect to wireless network**”. Then click next.



4. Then follow the same settings as bellow, and then click next.



Manually connect to a wireless network

Enter information for the wireless network you want to add

Network name: WLAN-SMU

Security type: WPA2-Enterprise

Encryption type: AES

Security Key: Hide characters

Start this connection automatically

Connect even if the network is not broadcasting

Warning: If you select this option, your computer's privacy might be at risk.

Next Cancel

5. Then click, “**Change connection settings**”. Now get back on the procedures above (**How to connect to the new Wi-Fi access points**) starting at step 5.

➔ **Change connection settings**
Open the connection properties so that I can change the settings.

E. Connect to SMU WiFi Network (WLAN-SMU) using Wi-Fi helper

1. Download **Wifi helper for Win7** at the link below:

http://www.smu.edu.sg/IITS/helpdesk_support/student/connect_wireless.asp

Note : You have to select installer depending on what operating system you have. And base on your domain connection status.

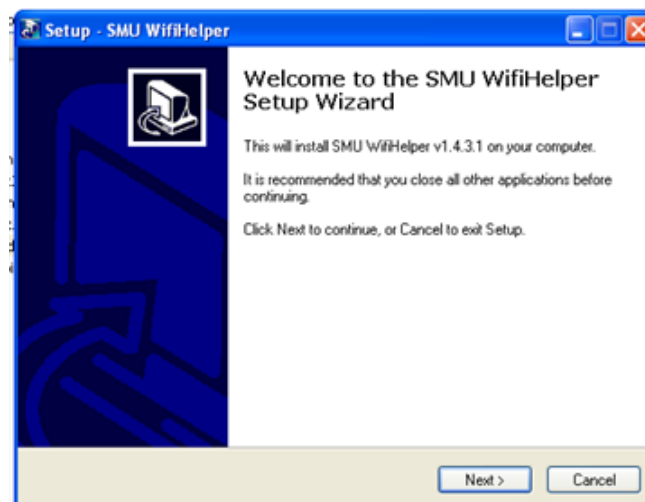
Auto-wireless configuration tool:

Download Wi-Fi Helper installer:

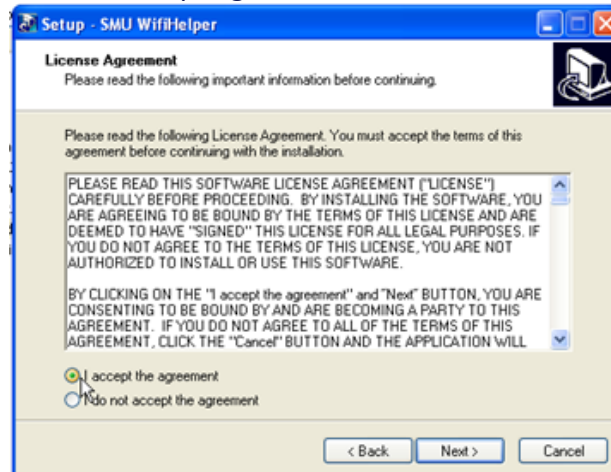
Win XP : [Joined Domain](#) | [Not-joined Domain \(also for home edition\)](#)

Win 7 : [Joined Domain](#) | [Not-joined Domain \(also for home edition\)](#)

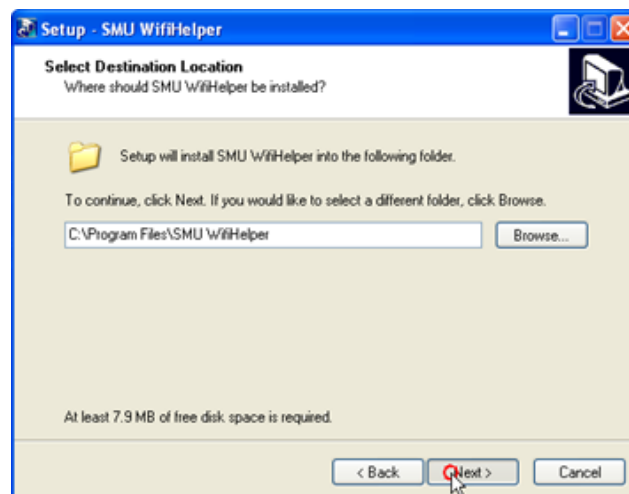
2. Double click the installer and the installation wizard will now begin. Click next to continue.



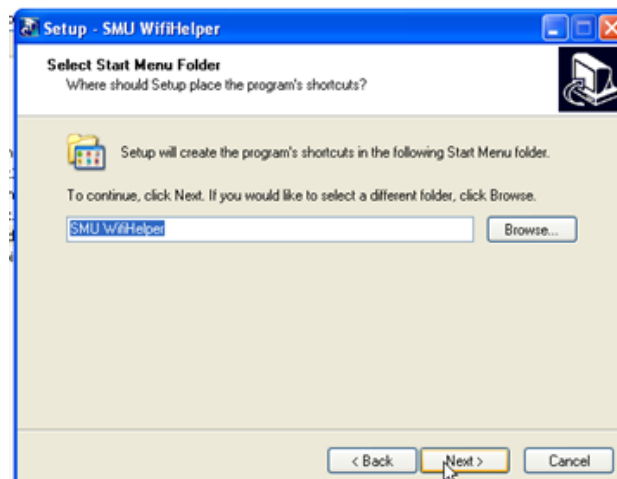
3. Select the radio button, "I accept agreement". Then Click Next.



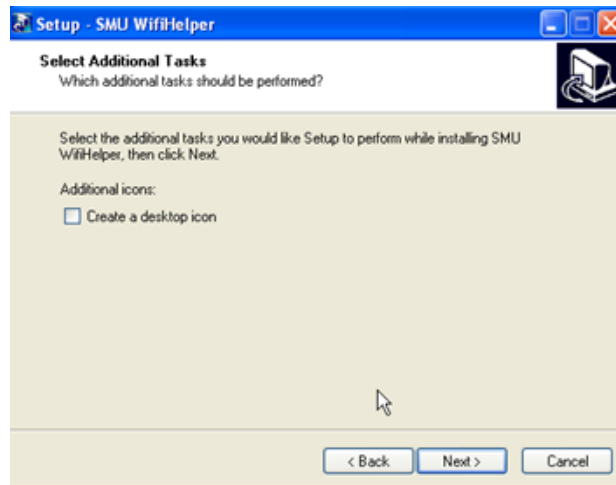
4. Install the application on the default folder (recommended).



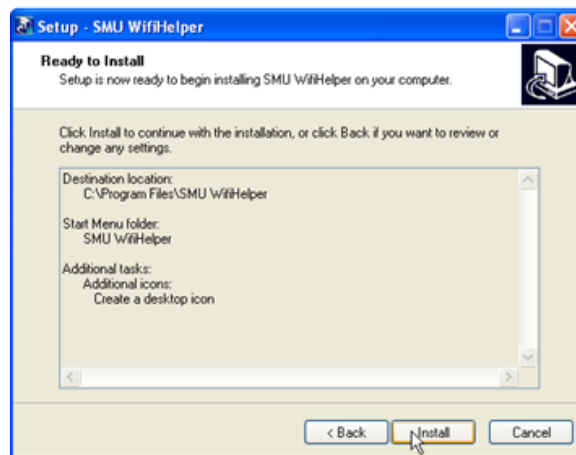
5. Creating a short cut. Choose the default (recommended).



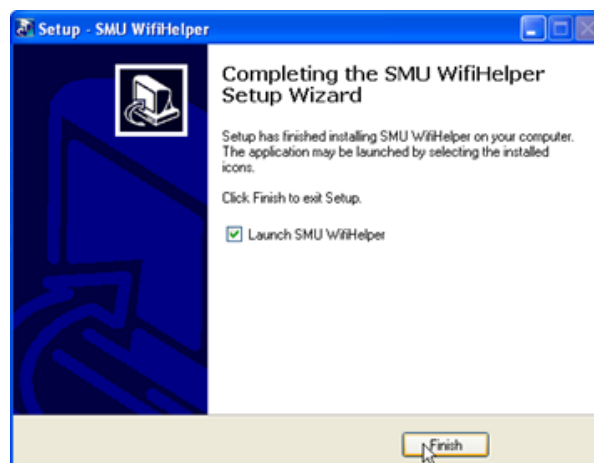
6. Put a check on, "Create a desktop icon".



7. Click install to begin installation.



8. Click finish.



F. How to use Wi-Fi Helper

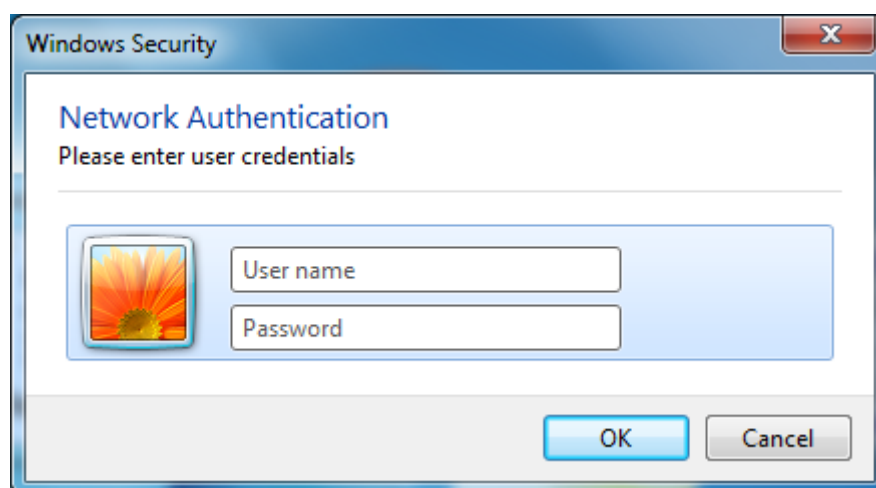
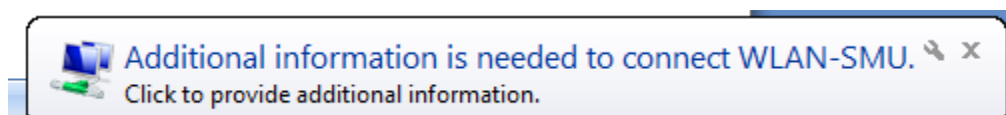
1. On your notebook desktop, double click icon to launch the Wi-Fi Helper



2. Click "**Connect**" to let Wi-Fi Helper to resolve your wireless connection problem & you are done.



3. You should be connected by now.
4. If your machine is not domain configured Wi-Fi helper might ask for password. Click "**Additional information is needed to connect WLAN-SMU**", you will be prompted to key in your username and password.



G. Join SMU Student domain

1. Click on **Start > Control Panel**.
2. For Win XP : Double click on the **System** icon.
For Win 7 : Appearance and Personalization > System and Security > System > Advance system settings.
3. Click on **Computer name tab**, then click on **Change**.
Change your computer name. Just remove the dots "." of your username and use it as computername.

Example	Username	Computer name for Notebook
Student (from year 2007)	ammy.liao.2007	ammyliao2007
Student (from year 2006)	ammy.liao.2006	ammyliao2006
Student (from year 2005)	Beeny.koh.2005	Beenykoh2005

4. Restart your machine.
5. Repeat steps 1 to 3.
6. At **Member of**, click Domain and key in **smustu**. Click **Ok**.
Key in the username and password and click **Ok**.

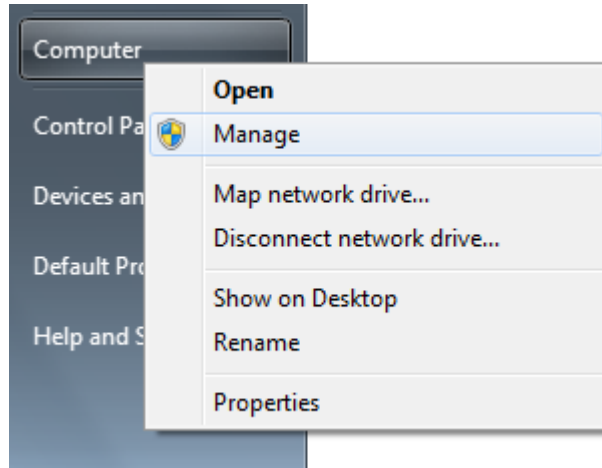
Note : We'll put in the username and password for you. So you may approach a helpdesk staff on the DIY or on the HelpDesk station.

You will be prompted " Welcome to SMUSTU domain", click **Ok**.

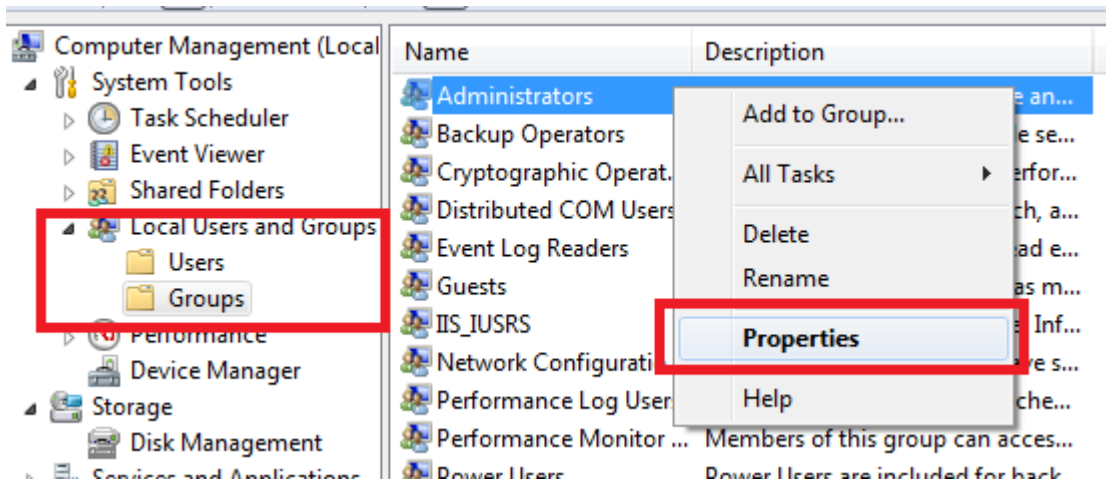
7. Click **Ok** when you see the prompt - "You must restart this computer for the changes to take effect".
8. Click **Ok** again
9. Click on **Ok** when prompted to restart your computer.
10. Login with your **User name** and **Password** to the **SMUSTU** domain.

H. Setting Administrator Rights for SMU username

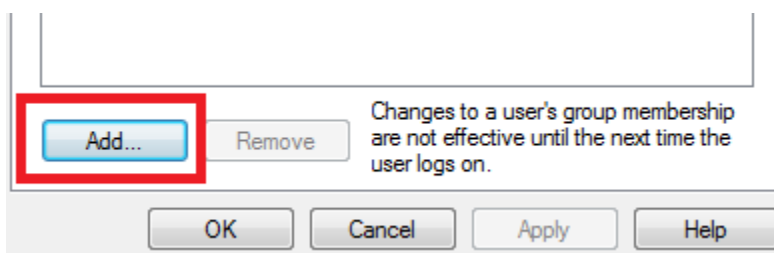
1. Click **Start** → (Right Mouse click) **Computer** → **Manage**



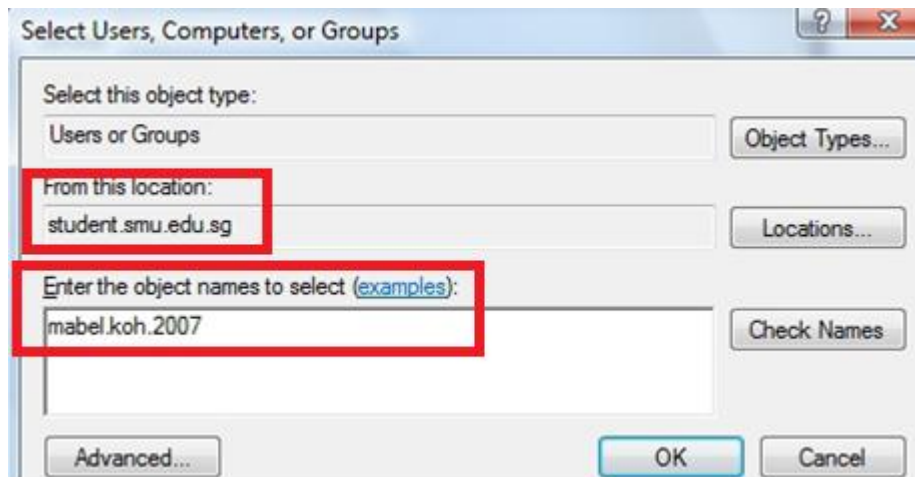
2. Under Computer Management, expand **Local Users & Groups**, then click **Groups**. On the **right pane** right-click **Administrators**, then choose **Properties**.



3. From properties click **add**.



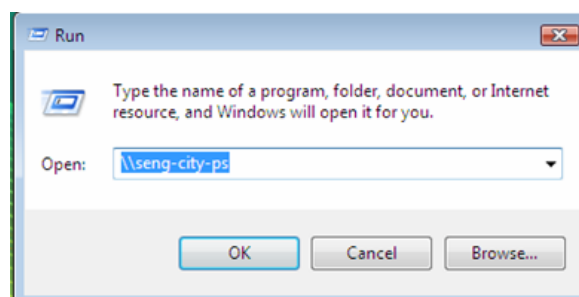
- Under Select Users, please ensure that “Locations” is under **student.smu.edu.sg** before you key in your Username as shown below and click **OK** close all menu windows to desktop.



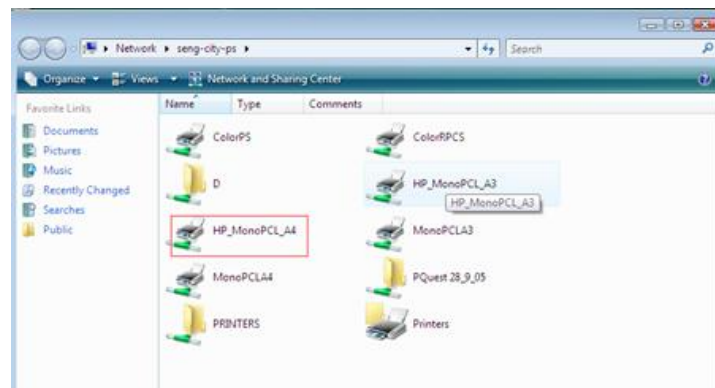
- Click **OK**.

I. Network Printer installation

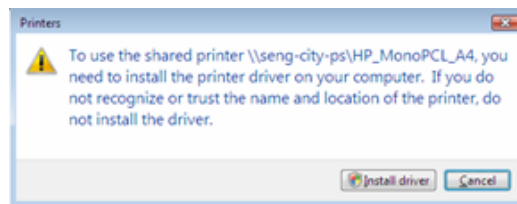
- Click Start > Run and type [\\seng-city-ps](#) as illustrated below:
(Note: You may need to switch to classic view to see the Run Command. Right click the Start button > Properties and select Classic View).
- Click OK.



- A pop up window with a list of printers will appear. Double click on MonoPCL4 for black and white printing or ColorPS for color printing.



4. Click "Install driver" to continue.



5. A Pop-up window will appear. Click "Continue" button.
6. The printer should now be installed on your PC.
7. Remember to select this printer (which you have mapped) for your print job. Send the print jobs and collect the printouts at the printers any of the printers (note that color prints can only be collected from LKS Library Level3).