



Campus Manager FAQ's

1. **I've tried everything else and I still can't get through the registration process, what do I do now?**
 - First make sure that when you execute the CSA tool, that the browser window where you downloaded the application is still open. A lot of users close this while they reinstall or run application updates after failing the CSA tool initially. Second clear your browsers cache and try again. If neither of those suggestions work, continue reading. In addition to running spyware removal tools and anti-virus applications, there are a few tools that can be downloaded that might get your system over the final hurdle and registered on the network. It is worth noting at this point that although all of the programs and tools used to remedy problems on your system are generally safe, some have the capacity of doing more harm than good under certain circumstances. Unlike those applications, the following applications can create irreversible damage and may require a reinstallation of the OS if used improperly. A web search engine can help you locate the application for downloads. Notice: Because your PC is restricted, it may be necessary to find alternative means to acquire these applications.
 - MSICUU2.EXE - Windows Install Cleanup
 - CCleaner.exe
 - CWShredder.exe
 - MSConfigCleanup.exe
2. **After I run the CSA tool, I get the message that my system failed because it did not have an up to date anti-virus program and I just installed the latest version?**
 - In situations where we have seen this, it was usually the result of an improperly removed anti-virus/security package. Symantec has applications available on their website to remove their applications if they fail to be removed properly. If you think you have removed a previous version of a security suite such as Symantec's, but the program is still listed in the add and remove programs listing and the remove feature does not work, you may need one of the applications off of the product vendor's website to thoroughly remove the software.
3. **Why am I having problems trying to get the CSA tool to download/execute/complete properly?**
 - We have found that most of the problems that users experience stem from one of only a few issues:
 - Firewall Programs
 - Out of date anti-virus software
 - Spyware/Viruses/Trojans
 - Temporarily disable any third party firewalls. These can prevent the CSA tool from properly downloading to your desktop and can also cause it to fail when executing the software. We have not experienced any problems when using the XP firewall but this may be due to the firewalls configuration, your results may be different.

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- If you are using Norton Internet Security (NIS) you will need to disable firewall services and pop-up blocking until your next restart. Otherwise, the CSA tool will not load or scan.
 - Although users have been successful running the CSA tool with older versions of Symantec and McAfee as well as other versions of anti-virus software, we have experienced the greatest success when we uninstall any previous versions of anti-virus and install the corporate version of Symantec Antivirus. This version is provided free to the Widener community and is available to install during the registration process.
 - Ensuring that all spyware is removed from your system prior to running the CSA tool increases your chances of success. It is often necessary to use multiple removal tools and to execute those several times in order to eliminate all threats. Under some circumstances, it may be necessary to use a specific tool designed to remove a particular version of spyware. We have had reasonable success using one of the following applications
 - Ad-Aware SE Personal Edition 1.06
 - Microsoft® Windows Antispyware (Beta)
 - Does not work with early versions of Windows (95/ME/98)
 - Spybot-S&D
 - SpySubtract (Available through the registration webpage)
4. **Can I use an access point on the network?**
- If you want to use a wireless card in your PC, you can connect an access point to the network port in your room. A wireless router will not work though (See next question). ITS does not recommend or support these devices. The configuration and support is solely the responsibility of the user.
5. **Can I use a router on the network?**
- No. Routers prevent Campus Manager from seeing devices connected to the LAN interfaces. In the event that someone connects their router to the network, Campus Manager will configure that port for the registration network. The devices connected to the router will be forced to the registration network as well but even though the user completes the registration process for the PC, the port will never be switched back to the usable network. This is because the router itself can never complete the registration process. If you want to use more than one device/computer/game console, you will need to physically connect that device to the wall port at the time of use.
6. **Why am I getting a "Registration failed, physical address not found" error when trying to register my computer.**
- If you receive this error, contact the helpdesk to report it. What has potentially happened is Campus Manager associates the port to which your computer is now connected with information of a previous computer that was connected to it. ITS will need to access the Client section of the Campus Manager database and manually delete the previous MAC address registered to that port and then re-sync the clients on that switch. After this occurs, it may be necessary to reboot your system to begin the registration process again.

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7. **Why do I get the error "A configuration error has occurred at line:1 when I try to run the CSA program after I download it?"**
 - If you are running a third party firewall program like Norton Security Suite or McAfee Security Center, you will see this error if the program is blocking the CSA utility. Disable your security client and try to execute the program again.
8. **Why do we need to register our computers using Campus Manager?**
 - Over the past few years, we have seen an increase in the number of computer viruses on the Internet. In most cases, computers connected to the internet without proper protection are quickly infected. Once a computer becomes infected, it can have detrimental effects on the rest of the computing environment. Campus Manager will help ensure that your computer is properly protected and will prevent infected computers from damaging the network as they are connected. Campus Manager accomplishes this by:
 - Identifying newly connected computers on the network and isolating them until they comply with computing policies.
 - Checking for vulnerabilities on the users system and helping them properly patch and update their system.
 - Ensuring that a valid and up to date anti virus application is installed on the user's computer.
 - Registers the user's computer to their user ID in a database making it more efficient for ITS staff members to locate and resolve issues on an infected computer.
9. **What operating systems are supported by Campus Manager?**
 - Campus Manager should work with all operating systems to different extents. Students using Windows operating systems will have an additional step in order to complete the registration process. These users will have the added benefit of having the Client Assessment Tool (CAT) run on their system. The CAT program will verify that your system has all the necessary security patches and anti virus updates your system will need.
 - Caveats:
 - Apple and Linux users may have a problem renewing their network address during the registration process. If this process hangs, reboot, clear your cache and try again.
 - Windows users that are not using Internet Explorer will need to download and run an executable CAT program to complete the registration process. Campus Manager is able to detect non Internet Explorer browsers and will direct your browser to the appropriate place. The instructions are provided at that time.
10. **How do I register my XBox™, PS2™ or my GameCube™ on the Network?**
 - Click on the following link, and follow the instructions:
 - [Game Console Registration Page](#)
11. **Why was my computer placed in Quarantine?**
 - Even after your computer initially passes the registration and remediation process, and you are using the network daily, Campus Manager is continuing to run scans

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on your computer to ensure that it is in compliance with the Widener's computer usage policy. If your computer is found to be out of compliance it will be moved to a quarantine network until the problem is resolved. Issues that may cause your system to be isolated include:

- A virus was found on your system.
 - Your anti virus software is out of date.
 - Operating system updates and patches may be out of date.
 - The systems firewall may have been deactivated.
- This list is not inclusive of all potential issues that may result in quarantine, and constraints may be added or deleted as deemed necessary by the ITS staff.

12. I have been quarantined, how am I supposed to download the necessary patches if I don't have internet access?

- When a system is put in quarantine, their access to the internet is severely restricted, but it is not entirely restricted. Users will still have access to those sites necessary for downloading operating system updates, anti virus updates, spyware updates and removal software and to the Widener and CampusCruiser© web pages. We tried to account for most of these sites but may have missed a few. If you believe the update site that you are trying to access is being restricted by the quarantine process, please call the ITS Helpdesk at 610-499-1047 or the Delaware Helpdesk at 302-477-2221 and let them know what problem you are experiencing so that ITS can work to resolve it.

13. How do I register my Apple/Linux system on the network?

- When you connect to the network for the first time, your system will be moved to a registration network. As long as you have a valid user ID and know your password, you should just follow the prompts and your system will be registered automatically. Note: see caveat in question 2.

14. How do I get my Windows XP/2000/98/ME system registered on the network?

- To make the process more efficient, students may wish to check that all the necessary requirements are completed prior to arriving on campus. Generally, if your system has all the the latest service packs (SP2 for XP and SP4 for 2000) installed, has all of the critical updates applied, and is running an up to date and non-trial version of an anti virus package. registration should go easily. When you arrive on campus and connect your computer to the network, you will be redirected to the Campus Manager Registration page. Follow the instructions and update your system as necessary. If you have done this prior to arriving on campus, your system should pass the registration process without incident.

15. Do I need to have an anti virus software package installed?

- An up to date and non-trial version of an anti virus package is required to be installed on your system. If you do not currently have an anti virus software package installed, you can use one of the free ones available online, purchase one from a local retailer, or use the Symantec anti virus client that Widener University provides **FREE** of charge to it's students.



16. How do I get this *FREE* version of Symantec anti virus?

- Contact the ITS Helpdesk at 610-499-1047 or the Delaware Campus Helpdesk at 302-477-2221.

OR

- Click on the following link and follow the instruction to install Symantec Anti Virus via your web browser.
- [FREE - Symantec Anti Virus Software](#)

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