

University of Virginia
Desktop Computing Initiative

APPLE DCI GETTING STARTED GUIDE

*DESKTOP COMPUTING
INITIATIVE*
UNIVERSITY of VIRGINIA 



UNIVERSITY of VIRGINIA
 INFORMATION TECHNOLOGY
and COMMUNICATION

QUICK START RESIDENCE HALL ROOM SET-UP:

1. Unpack your computer and printer* (if you purchased one). Save all discs and instruction packets and keep them with you.
2. Attach your printer to your computer using the enclosed 10' USB Cable.
3. Turn on your computer and follow the onscreen setup instructions.
4. Connect to "Welcome to UVa Wireless" in the Network screen. If you don't see this option, connect your Ethernet cable to your computer and the data port in the wall jack. Click on the "Go Back", then the next two "Continue" buttons.
5. After your account has been created, open Safari and follow the onscreen instructions.
6. Run Software Update and install updates.
7. Restart your computer and turn on your printer.
8. Install the printer software.
9. Setup the other network connection option (wired or wireless), which is the alternative network connection to your selection in Step #4. See "Additional Network Configuration" later in this document.

*NOTE: Support is provided only for those printers purchased through the DCI program.

Expanded instructions for setting up and using your computer either at home or On-Grounds:

Before proceeding, you need to know your U.Va. computing ID and password. If you can't remember your ID and/or password, please call the ITC Help Desk at (434) 924-3731. If you are a new student and have not taken the responsible computing quiz, you must do so to receive your U.Va. Computing ID and password. You can take the quiz from any computer that is already connected to the network and it can be found at: <http://www.itc.virginia.edu/students/accounts>

Univ. of Virginia
Desktop Computing Initiative
Serial #: XXXXXXXXXXXXXXXXX
Apple Care Expiration: June 2012
ITC Help Desk (434) 924-3731
<http://www.itc.virginia.edu/helpdesk>

What's included with my DCI computer?

Each DCI (U.Va. Desktop Computer Initiative) computer has a silver sticker on the bottom of the computer, similar to the image on the right. This is the DCI Service Tag. If you need assistance with a computer problem call the ITC Help Desk and give the serial number on this tag.

Your computer comes with system/software discs in the Apple box. These are for backup purposes only, and do not need to be installed. Please keep them with you stored in a safe place. These discs may be required if you need to repair your computer.

All DCI systems come with a 40' blue network cable, similar to the image on the right. Even though you have a wireless card preinstalled in your computer, you may also connect to the U. Va. Network through a wired connection. If you purchased a MacBook Air, you will need to use the Ethernet adapter which is included with your computer.

Initial Set up of your computer and network connection:

When you power on your computer, the Apple system configuration, account creation, and registration processes will begin. Follow the onscreen instructions and answer the questions as they are presented. Most screens will be self-explanatory. There are a few, however, that need some explanation.

Initial Connection From An On-Grounds Location:

If you receive the "Select A Wireless Service" screen, choose "Welcome to UVa Wireless". If this option is not displayed, you are in an area where UVa's wireless is not available. Your wireless connection can be configured at a later time from any UVa location where wireless is available, such as the University Libraries.

If this wireless option is not available, connect your Ethernet cable to the Ethernet port on your computer, and the data port of the wall jack. Click the "Go Back" button, then click the "Continue" button in the following two screens. This will establish a wired network connection.

After you have completed the setup of your computer, you will need to complete your network configuration by opening Safari and following the onscreen instructions (You have two methods to connect to the UVa Network, wireless and wired. You should configure your computer to do both. Configuration instructions for both methods can be found later in this document under "Additional UVa Network Configuration").

Initial Connection From An Off-Grounds Location: Your home wireless network may appear in this screen, or you may need to use the Ethernet cable to connect to your DSL or Cable modem. Contact your Internet Service Provider (ISP) for support with connectivity issues.

If you don't have access to an Internet connection during this initial setup process, click "Different Network Setup" then choose "My computer does not connect to the Internet." You can configure your computer to connect once you arrive On-Grounds.

APPLE ID: If you enter your Apple ID information, the attempted connection will fail if you are connecting from an On-Grounds location. Click "Continue" in the error box. You will be able to enter your Apple ID information when you log into the iTunes Music Store or access your .Mac account.

CREATE YOUR ACCOUNT: This page sets up the main administrator of your computer. Use your U.Va. computing ID for the "Short Name". Be sure that you enter a password that cannot be easily guessed and do not put your password in the "hint" area. This password will be required when you change system settings or install software. Remember this password and keep it to yourself - it is the key to your entire system.

After a few more screens you will get a reminder "Don't forget to register". This is an optional step. Your AppleCare warranty is not dependent on registering your computer. After you have completed the setup of your computer from an On-Grounds location, you will need to complete your network configuration by opening Safari and following the onscreen instructions.

If you initially connected to the UVa network using “Welcome to UVA Wireless” - wireless:

After you have created your account, open Safari (icon picture to the right, and located in your dock) and follow the onscreen instructions. From this web page, you will be instructed to download, install, and run UVA’s Network Setup Tool. In addition to other configurations, this tool sets up your computer to connect to UVA’s encrypted wireless network (cavalier). If at any time you have problems with wireless, simply run this tool again. You should now setup your wired Ethernet network connection. See “Additional UVA Network Configuration” later in this document.



If you initially connected to the UVa network using your Ethernet cable – wired:

If you are connected through an On-Grounds network connection and the Ethernet card in your computer has not been registered, you will automatically be taken to the U.Va. Network Device Registration web page. When you reach the U.Va. Network Device Registration, begin the registration process through the “. . . For Yourself” portal. Enter your U.Va. ID and Password to proceed. In the “Identifying Note” field on the following page, it is helpful to enter the type of computer you are using. If you register additional network devices, the “Identifying Note” will assist you in matching hardware addresses to devices. After you have completed this process, restart your computer. You should now setup your wireless network connection. See “Additional UVA Network Configuration” later in this document

Running “Software Update” and installing additional software:

Apple Software Update

Once you are connected to the Internet, Apple Software Update may automatically launch. If it does not, select “Software Updates” found under the Apple in the upper left corner of your screen. Updates that are pertinent to your computer will automatically be selected. Click on “Install” and wait for these updates to install. You may be asked to restart your computer. (ITC recommends that you configure Software Update through System Preferences to check for updates daily, and then install these updates when found.) In addition to the iLife applications from Apple, the following applications are preinstalled on your DCI computer. Additional configuration and setup may be required for some titles. For up-to-date information as well as a complete listing of preinstalled settings/configurations, please go to <http://www.itc.virginia.edu/helpdesk/dci>



Microsoft Office 2008 for Mac	Preferred productivity application for use at UVA. Includes Word, Excel, PowerPoint, Entourage, and Messenger.
U.Va. Home Directory Service Client v. 3.2	Easy access to your U.Va. Home Directory account. For account creation and configuration information: http://www.itc.virginia.edu/homedir
Firefox v. 2.0	Web browser alternative to Safari.
Symantec [Norton] AntiVirus Corporate Edition v. 10.2	For additional set-up and configuration information, go to: http://www.itc.virginia.edu/helpdesk/dci
U.Va. LDAP Server	Preconfigured in the Address Book – provides easy access to U.Va. email addresses and phone numbers.
Real Player v. 10.1.0	Additional software for viewing web content.
Link to DCI Technical Support	This link found on your desktop, takes you to late-breaking information regarding your computer and the software/system settings preinstalled on your DCI computer.

Additional UVa Network Configuration

You have two methods to connect to the UVa Network, wireless and wired. You should configure your computer to do both.

Wireless - Using Your Built-in AirPort Card

If the “Welcome to UVA Wireless” option was not available during the initial setup of your computer, you are in an area where UVA’s wireless is not available. You will need to move to a location where wireless is available, such as the University Libraries. To setup your AirPort Card to connect to UVA’s encrypted wireless network, go under the AirPort icon in your menu bar and select “Welcome to UVA Wireless”. Once connected, open Safari and follow the onscreen instructions. From this web page, you will be instructed to download, install, and run UVA’s Network Setup Tool. In addition to other configurations, this tool sets up your computer to connect to UVA’s encrypted wireless network (cavalier). If at any time you have problems with wireless, simply run this tool again.

Wired – Using the Ethernet Cable and Your Computer’s Ethernet Port

In your residence hall room, the 40’ blue ethernet cable included with your computer, plugs into data port on the wall jack and then into the Ethernet port on your computer (if you are using a MacBook Air you will need to use the Ethernet Adapter included in your bundle). See the documentation that came with your Mac for the location of this port.

Before you can use your computer on the U.Va. Network, the Ethernet card in your computer must be registered with ITC. Do this from an On-Grounds location.

- Once you have established your wired connection, turn off your AirPort wireless card by going under the AirPort icon in your menu bar.
- Open Safari. If you are connected through an On-Grounds network connection and the Ethernet card in your computer has not been registered, you will automatically be taken to the U.Va. Network Device Registration web page. (If you are not automatically redirected, your card is already registered.)
- When you reach the U.Va. Network Device Registration, begin the registration process through the “. . . For Yourself” portal. Enter your U.Va. ID and Password to proceed. In the “Identifying Note” field on the following page, it is helpful to enter the type of computer you are using. If you register additional network devices, the “Identifying Note” will assist you in matching hardware addresses to devices. After you have completed this process, restart your computer.
- After you have completed this process, restart your computer. To use your wireless connection, you will need to turn your AirPort Card back on and unplug the Ethernet cable from your computer.

Please remember to keep all of the discs that came with your computer and store them in a safe place. These system/software discs may be required to repair your computer.

Additional assistance:

For assistance with any difficulties you may encounter while setting up your system on Move-In Day, please look for an ITC representative or Computing Advisor. They will be at various locations throughout the residence halls. All other times, contact the ITC Help Desk at [434] 924-3731.

For late-breaking news and additional instructions concerning computers purchased through Cavalier Computers and the DCI program, go to:

<http://www.itc.virginia.edu/helpdesk/dci>

If you are having problems setting up or using your computer, first check the Troubleshooting section of your computer User's Guide.

Do you need assistance connecting to the U.Va network?

- Do you have your Univ. Computing ID and password?
- Wired Connection: Do you have your Ethernet cable plugged into the correct port on the wall jack and your computer?
- Wired Connection: Did you try a "known good" cable and a "known good" port?
- Wired Connection: After connecting, did you turn off your AirPort card, then open Safari?
- Wireless Connection: Did you connect to "Welcome to UVa Wireless"?
- Wireless Connection: After connecting, did you open Safari?
- Setting Up Off-Grounds: Did you register your Ethernet and AirPort Card? <http://netreg.virginia.edu>

Do you think you have a hardware problem?

- Did you run Apple Hardware Test? Refer to your computer User's Guide for instruction. Make note of any error codes.

Do you have a software problem?

- Did you check the "Help" menu in the top menu bar?
- Did you check on-line documentation or do a "Google" search on the problem?

If you need further assistance, contact the ITC Help Desk at [434] 924-3731 or the Computing Advisor (CA) in your Residence Hall. Provide the following:

- The serial number on your DCI Service Tag;
- A description of the problem;
- When the problem occurs;
- Any error codes that occur or are found when running Apple Hardware Test.



Please remember to keep all of the discs that came with your computer and store them in a safe place. These system/software discs may be required to repair your computer.