Frequently Asked Questions

Question: I can see that my wireless card can pick up wireless signals. How do I connect to these on campus?
Answer: The wireless on campus requires that you have a valid University of Arkansas email to register your computer. If you already have an account you can start getting online.

Question: Why isn’t the guest system working with the wireless system on campus?
Answer: The wireless and wired networks are separate systems on campus.

Question: I am being asked for a password to get online. What do I need to enter?
Answer: The guest access system does not ask for a username or password. If you are being asked for a password then you are in the wrong location. Please refer to the guest access instructions for getting online. You can get a copy of this at the front desk of the Hall.

Question: What does the network port look like on my wall?
Answer: Here is a picture of a standard network port. The coloring schemes for the plug may look different depending on the building.

Question: I have plugged into the network port in my room and do not get any network activity. What am I doing wrong?
Answer: Check to make sure you plugged your network cable into the correct location. We have telephone outlets which can be mistaken for network ports. Some buildings on campus utilize outlets that combine the phone and data. The picture above on the right shows a telephone port and data port on the same faceplate. In these situations the data port should be labeled with a D and telephone port labeled with a V. You will only want to use the ports that are labeled with a D in these cases. If this did not solve your problem try the next answer.

Answer: Check to make sure you have your network card enabled on your computer. If your internal network card is disabled you will not be able to gain network access. Most laptops come with a wireless network card as well as a wired network card. Disabling the card will stop you from getting network access in your room. Refer to the question below on setting up DHCP to make sure your network card is enabled.
Question: I am being told that I need a network cable to get internet access. Where can I get one and how much should I look at spending?

Answer: You should look to get either a CAT5e or CAT6 network cable. These can be found at various convenience stores near campus. The University Computer Store in the Union, Wal-Mart, Best Buy, and many other stores stock these cables. You should expect to pay about $5-$20 a cable depending on the store and length of cable. University Housing does not supply network cables in your rooms.

Question: Does it matter if I am using a static IP address? Static IP Address or Self-Assigned Address – this is when you setup your computer with all of the information necessary to access a network.

Answer: The University of Arkansas utilizes DHCP to give out IP addresses on the campus network. Using a static address will stop you from getting a valid IP address. When you first plug your machine into the network port it will try to assign a network address to your computer. If you assign your own network address it will not work due to not being registered. If you need help configuring your network please refer to the question on setting up DHCP.
Question: How do I setup DHCP? DHCP – stands for dynamic host configuration protocol. This is a popular protocol used in networks to give out IP addresses to devices as they join the network. The protocol cuts down on errors and time consumption of manually configuring the network.

Answer: This will vary depending on the OS of your computer.

**Windows XP**

1. Click on “Start”
2. Click on “Run” type “ncpa.cpl” into the text box and hit enter
3. Right click on the local area network (or your network adapter name) and click on properties
4. Select “Internet Protocol (TCP/IP)” click “properties”

5. Make sure to check “obtain an IP address automatically” as well as “obtain DNS server address automatically”

6. Click “ok” and “close” to accept the changes
Windows Vista

1. Click on “Start” and type “ncpa.cpl” and hit enter

2. Right click on the local area connection and click on properties (make sure your adapter is enabled by clicking on “enable” if not already done)

4. Make sure to check "obtain an IP address automatically" as well as "obtain DNS server address automatically"

![Image of Internet Protocol Version 4 (TCP/IPv4) Properties]

5. Click "ok" and "close" to accept the changes

**Windows 7**

1. Click on “Start” and type “ncpa.cpl” into the search and hit enter

![Image of Search Results]

2. Right click on the local area connection and click on properties (make sure your adapter is enabled by clicking on “enable” if not already done)

![Image of Local Area Connection Properties]

4. Make sure to check “obtain an IP address automatically” as well as “obtain DNS server address automatically”

5. Click “ok” and “close” to accept the changes

Question: I get to the guest access page, enter my email address and it does not reconfigure my computer. What can I do to get online?

Answer: Please contact housing and ask to be referred to the network group during normal business hours (479)575-3951 or resnet@uark.edu. Housing’s offices are open Monday thru Friday from 8am to 5pm. Be ready to give your building, floor, and contact information.