Cheever Hall IT Companion v 3.3



College of ARTS & ARCHITECTURE

Index

MSU Secure	1
Connecting to Printers	
PC	3
Мас	6
Connecting to Archshare through Blackmore	
PC	9
Мас	11
Password reset	13
Credential Manager	14
Links to MSU Provided Software	15
Contact and FAQ	20

MSU Secure

- 1. The credential needed to connect to MSU Secure is your net ID and associated password
- 2. Simply select MSU Secure in your wi-fi utility and input these credentials
- 3. Accept the certificate exception if prompted

Mac	PC
The Wi-Fi network "MSU-Secure" requires WPA2 enterprise credentials.	MSU-Secure Connecting
Mode: Automatic	Enter your user name and password
Username: x12x345	User name
Password:	
 □ Show password ✓ Remember this network 	Password
? Cancel Join	OK Cancel

Troubleshooting

- 1. If you are unable to join the network the first thing to try is forgetting and rejoining the network
 - a. PC, right click on the wifi network and select forget



b. Mac, open the network preferences by clicking on the wifi icon



i. On the Network preferences page select advanced



ii. Find MSU-Secure, click to highlight and click the "-" button to forget

000			Netw	vork			Q. Search
🤝 w	i-Fi						
*	Wi-Fi TCP/	IP DNS	WINS	802.1X	Proxies	Hardw	vare
	Preferred Networks	:					
	Network Name		S	ecurity			
	attwifi Copper King Hotel		N	one one			
	INTL Coffee Guest Google Starbucks GRAND HALL		N	/PA2 Perso one /PA2 Perso			
		irks into the c	rder you p		prise		
	Remember netwo			as joined			
	Create comput Change netwo	ter-to-comp rks		vorks			
	Wi-Fi Address: a4:	5e:60:ec:31	:7b				
?						Ca	ncel OK

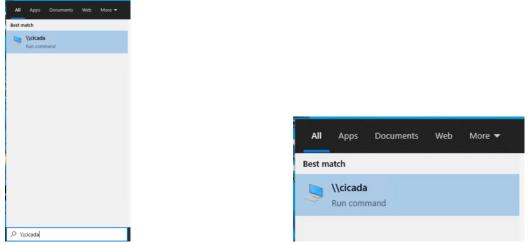
2. After forgetting the network attempt to rejoin with the steps above

Connecting to the printers

PC

This will install Arch printers 1-8 on your computer, please follow the instructions below for installation.

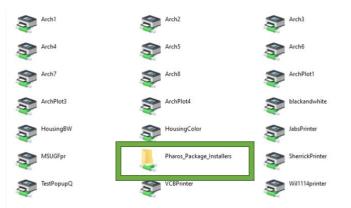
- 1. Make sure you are connected to MSU-secure
- 2. Connect to the cicada print server by typing <u>\\cicada</u> in you're the windows search bar on the bottom left of your screen. Once you see <u>\\cicada</u> with the run command text under hit enter



3. Next you will be asked again to enter your credentials to connect to cicada. Enter MSU\ then your net ID like in the picture below and your net ID password

Enter network credentia	IS
Enter your credentials to connect	to: cicada
MSU\n26m553	×
Password	
Domain: MSU	
Remember my credentials	

4. This will open the following screen, double click on the Pharos_Pachage_Installers



5. This will open the next menu, in here double click the Arch Laser Printers_for_x64

Name	Date modified	lype	Size
🏟 Arch Laser Printers_for_x64	10/1/2021 12:22 PM	Application	102,237 KB
MSU Student Lat Type: Application	:1 12:02 PM	Application	142,924 KB

6. You will be prompted to allow the change, hit yes

User Account Control × Do you want to allow this app from an unknown publisher to make changes to your device?				
Arch Laser Printers_for_x64.exe Publisher: Unknown File origin: Network drive Show more details				
Yes	No			

7. Next you may be asked again to enter your credentials to connect to cicada. Enter MSU\ then your net ID like in the picture below and your net ID password

Windows Security	×
Enter network credentia	als
Enter your credentials to connect	t to: cicada
MSU\n26m553	×
Password	
Domain: MSU	
Remember my credentials	
ОК	Cancel

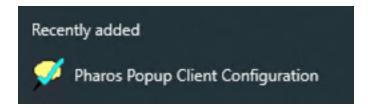
8. This will open this window on your computer, click install in the bottom right of the window and you will see text appear in the window showing the status of the installation. When the installer is finished you will see finish in the bottom left, click this and you are ready to print.

Package "Arch Laser Printers" installer. Select Install to begin	Package "Arch Laser Printers" installer. Finished Installing The installation was successful. Select Finish to exit.
Arch Laser Printer	Arch Laser Printer
	Checking file versions. Installing Checkfordale Done. Installing Pharos Uninstalier Done. Installing Pharos Drugu Client Done. Installing Phros Drugu Client Done. Installing Arch5_on_cicada.msu.montana.edu_for_X64 Done. Installing Arch5_on_cicada.msu.mont
Pharos Systems Cancel	- Pharos Systems - Install Finish

Notes:

If your installation fails it could be because of your anti-virus blocking the installer. You can try temporarily disabling your anti-virus and re enabling it after your installation.

A new app will be on your computer after the install called the "Pharos Popup Client Configuration". You can leave the app on your system



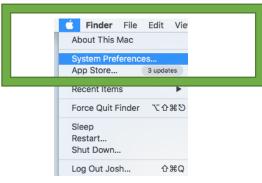
Troubleshooting

- 1. After running the "\\cicada" command a popup saying access denied appeared.
 - a. Check to make sure you are connected to MSU-secure (Pages 1-2)
 - b. Ensure you have your correct password for your Net Id to reset see page 12
 - c. Delete old credentials using credential Manager page 13

Connecting to the printers

Mac

- 1. Install the printer drivers by downloading and installing this software at this link https://support.apple.com/kb/dl1888?locale=en_US
- 2. Make sure you are connected to MSU Secure
- 3. Click on the Apple symbol in the upper left corner. Locate and click on "System Preferences"



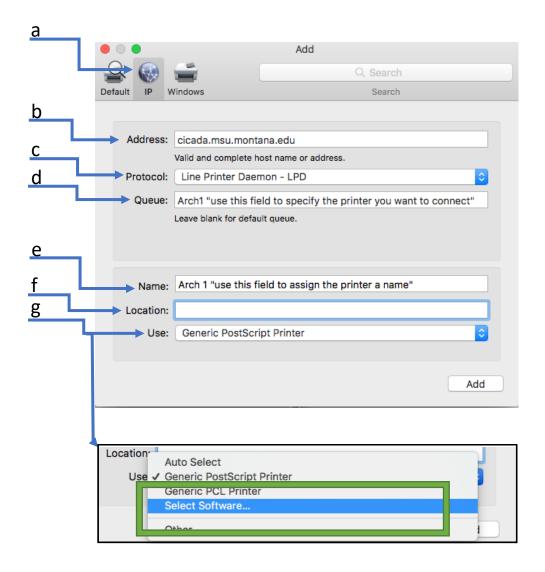
4. Click on "Print & Scanners"

•••	< > !!!)	System P	references		Q Search	
General	Desktop & Screen Saver	Dock	Mission Control	Language & Region	Security & Privacy	Q Spotlight	Notifications
Displays	Energy Saver	Keyboard	, Mouse	Trackpad	Printers & Scanners	Sound	Startup Disk

5. Click on the "+" sign on the lower left

	Printers & Scanners Q Search
Printers Arch 1 • Idle Arch 2 • Idle Arch 4 • Out of toner Arch 7 • Idle Mrch 5 • Paused Deans office • Idle Howard Hall	Arch 1 Den Print Queue Options & Supplies Location: Kind: HP Color LaserJet Enterprise M750 Status: Idie Share this printer on the network Sharing Preferences
+ ·	Default printer: Last Printer Used Default paper size: US Letter

- 6. Complete the printer add page
 - a. Go to the IP sub-menu and fill in the following-
 - b. Protocol: Line Printer Daemon LPD
 - c. Address: cicada.msu.montana.edu
 - d. Queue: enter your desired printer name with capital letters but no spaces
 - e. Name: enter the name of the printer that your mac will use when selecting a printer
 - f. Location: enter the location of the printer (optional)
 - g. Use: we need to locate the proper driver and locate and select the "Select Printer Software" option



7. This will bring up a menu where you can search the printer model and select the driver, see the chart below for printer information and driver assistance.

	Prin	ter Software	
		Q m750	0
HP Color Lase	Jet Enterprise M	750	
		Cancel	ОК

8. Once the driver has been selected click "Add" in the bottom right corner and after a short loading time the printer will ask about trays, select tray 3 and continue to finish.

• • •		Add			
🔒 🎯			Q Search		
Default IP	Windows		Search		
Address	cicada.msu.mont	ana.edu			
	Valid and complete h	nost name or address.			
Protoco	I: Line Printer Dae	mon - LPD		\$	
Queue	: Arch1				
	Leave blank for default queue.				
Nom	e: Arch 1				
Location	1:				
Use	HP Color LaserJ	et Enterprise M750		2	
				Add	
				Add	

Printer Name	Queue Name	Driver Name
Arch 1	Arch1	HP Color Laserjet Enterprise M750
Arch 2	Arch2	HP Color Laserjet Enterprise M750
Arch 3	Arch3	HP Color LaserJet CP5520 Series
Arch 4	Arch4	HP Color LaserJet CP4020-CP4520 Series
Arch 5	Arch5	HP Color Laserjet Enterprise M750
Arch 6	Arch6	HP Color Laserjet Enterprise M750
Arch 7	Arch7	HP Color Laserjet Enterprise M750
Arch 8	Arch8	HP Color LaserJet CP5520 Series
Arch Plot 1	ArchPlot1	Currently unsupported on Mac
Arch Plot 3	ArchPlot3	Currently unsupported on Mac
Arch Plot 4	ArchPlot4	Currently unsupported on Mac

Connecting to Archshare through Blackmore, PC

1. "Run" the following command by opening the run app (Win+R) or by tying the command directly into the windows search bar <u>\\Blackmore\archshare</u>

(b) Chat All Apps Documents Web	Settings Folders Photos • ···
Best match	
\\blackmore\archshare Run command	
	\\blackmore\archshare Run command
	[2] Open
📕 Q \\blackmore\archshare	0

 You will be asked for network credentials; use your net id and password. If you are unsure what your password is, please see Troubleshooting below. Enter your net id in the following format MSU\a12b345

nter network credentials	
nter your credentials to connect to: bl	ackmore
,	
a12b345	
•••••	0
omain: MSU	
Domain: MSU Remember my credentials	

3. At this point you should connect to Archshare and the following window will be available to you

arch-share		× +					-	
🕀 New ~		0 6 0 6 0 1	↓ Sort ~ 🗮 View ~					
$\leftarrow \rightarrow \checkmark \uparrow$		> Network > blackmore > arch-share >				~ C	Search arch-share	م
合 Home		Name	Date modified	Туре	Size			
> 📥 OneDrive		3D Laser Share	2/2/2023 11:25 AM	File folder				
		arch340	2/28/2023 3:52 PM	File folder				
🛄 Desktop	*	📒 Arch355_Madi Hoefer	1/27/2023 11:43 AM	File folder				
🚽 Downloads	*	arch363	12/8/2022 4:20 PM	File folder				
Documents	*	arch565	12/8/2022 12:15 PM	File folder				
Pictures	*	CDC	2/17/2021 4:04 PM	File folder				
🕖 Music	*	Classes	2/28/2023 12:42 PM	File folder				
Videos	*	CNC Share	4/14/2023 11:43 AM	File folder				
Public Desktop		General_Share	11/20/2022 11:57 AM	File folder				
		HP_Color_LaserJet_Enterprise_M750	3/3/2022 2:16 PM	File folder				
OneDrive		Jones Lecture	4/12/2023 9:42 AM	File folder				
This PC		Software	3/23/2023 8:28 AM	File folder				
> 🚈 Network		🚞 TempArtFey	9/14/2022 12:29 PM	File folder				
- INCLIVOIR		DS_Store	8/15/2023 8:16 AM	DS_STORE File	21 KB			
16 items								

Troubleshooting

- 1. After running the "\\blackmore\archshare" command a popup saying access denied appeared.
 - a. Check to make sure you are connected to MSU-secure (Pages 1-2)
 - b. Ensure you have your correct password for your Net Id to reset see page 13
 - c. Delete old credentials using credential Manager page 14
 - d. Check your permissions to connect to the server by sending an email to <u>CAAithelp@montana.edu</u>. This will generate a help ticket to ensure your credentials have properly been entered into the server to grant you access
 - i. Please include the following information
 - 1. Screenshot of error message if possible
 - 2. Your name and net ID
 - 3. Good contact information for follow up

Connecting to Archshare through Blackmore, Mac

1. On the Finder menu click "Go" then select Connect to Server. You can also use the command+K keyboard shortcut while finder is targeted (finder is listed) in the top left



2. This will open the connect to server box, type smb://Blackmore/archshare (or 'smb://blackmore.msu.montana.edu/archshare') into the address bar then hit connect

	Conn	ect to Server		
smb://Blackmo	ore.msu.montana	.edu/archshare		
Favorite Servers:				
💻 smb://Blac	ckmore			
+ -	?		Browse	Connect

- 3. This will bring up another box to enter your Net ID and password.
 - a. I recommend not saving the password in the keychain, this can cause issues later
 - b. Do not use the MSU\ on this



4. At this point you will be connected to the file share

Troubleshooting

- 1. After running the "\\Blackmore\archshare" command a popup saying access denied appeared.
 - a. Check to make sure you are connected to MSU-secure (Pages 1-2)
 - b. Ensure you have your correct password for your Net Id, to reset see page 13
 - c. Use the format "Netid@msu.montana.edu", this can sometimes resolve connection issues if your NetID alone isn't working.
 - d. Check your permissions to connect to the server by sending an email to <u>CAAithelp@montana.edu</u>. This will generate a help ticket to ensure your credentials have properly been entered into the server to grant you access
 - i. Please include the following information
 - 1. Screenshot of error message if possible
 - 2. Your name and net ID
 - 3. Good contact information for follow up

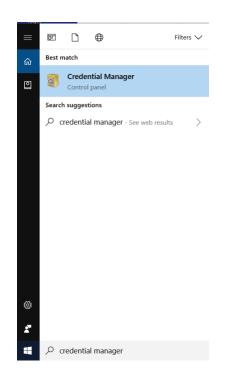
Password Reset

Occasionally we are required to reset out university passwords, here are some tips and steps to check if your password has expired and to reset it if need be.

- If you suspect you have forgotten your password or it has expired a great place to start is by trying to sign into your student email account at this link <u>http://www.montana.edu/email/</u> it will give more information than some of the other error messages if you are unable to log in.
- 2. If you would like to update your password that can be done at this link https://password.montana.edu/
 - a. You will need to setup a user account if this is the first time using the "Self Service Password Reset Portal" this tool was introduced in August 2018.
- 3. Any difficulties for resetting your password can be resolved by calling he MSU helpdesk at 406-994-1777

Credential Manager (PC only)

1. If you are getting error messages when attempting to connect to cicada or Archserver2 it may because of stored login credentials. To open credential manager first use the search bar searching "credential Manager" and open the app



2. Under the "Windows Credentials" tab you will see where Blackmore\archshare and cicada are stored

→ · · ↑ 📳 > Contro	ol Panel > User Accounts > Credential Manager		~ Ŭ	Search Control Panel	٩
Control Panel Home	Manage your credentials				?
		ion for websites, connected applications and networks.			
	Web Credentials	Windows Credentials			
	Back up Credentials Restore Credentials				
	Windows Credentials	Add a Windows credential			
	archserver2	Modified: Today 😔	←		
	Certificate-Based Credentials	Add a certificate-based credential			
	No certificates.				
	Generic Credentials	Add a generic credential			
	virtualapp/didlogical	Modified: Today 😔			
	Other Items				
	SSO_POP_Device	Modified: Today 😔			
See also					
User Accounts					

3. Click the dropdown arrow and remove the credential from your computer. It is best to restart the machine after this and then try to connect again.

MSU Provided Software

Here is a brief list of software that is free for MSU students. Please follow the link to the MSU website to find more information on getting access to the software

- Adobe Creative Cloud
 - http://www.montana.edu/uit/student/adobe/index.html
- Rhino 7
 - Follow steps starting on page 17
- Sketchup 2023
 - Follow the steps starting on page 19
- Revit and Autodesk software
 - Follow steps on page 20
- Microsoft Office
 - <u>http://www.montana.edu/office365</u>
- Webex video conferencing
 - http://www.montana.edu/webex/student/index.html

How to license Rhino with your NetID

If you follow the steps below you can use your NetID to access a Rhino license provided by the School of Architecture. This process will require you to enter [your netid]@msu.montana.edu many times and it may be helpful to copy and paste it.

- 1. Download and install Rhino at this link <u>https://www.rhino3d.com/download/</u> download the version that is NOT the evaluation version. You may need to sign in to be able to download.
- 2. Start rhino, at this point rhino will present you with this screen. Here you will enter your netid@msu.montana.edu and select "I have read and agree to". This will then make the continue button appear.

⊸v Licer	ising \times	🐁 Licensing	×
	Welcome to Rhino	Welcome to Rhino	
	Enter your email to get started:	Enter your email to get started:	
etid@msu.montana.edu	n26m553@msu.montana.edu	n26m553@msu.montana.edu	
Check box	 I have read and agree to: 1. Rhino End User License Agreement 2. The McNeel Privacy Policy 	 ✓ I have read and agree to: 1. Rhino End User License Agreement 2. The McNeel Privacy Policy 	
		Options	Je

3. At this point you should get the following message that your license is found with a new button to login, if you do not get this message, please send a screen shot to caaithelp@montana.edu

😽 Licensing	×
Found!	
Your account has a license ready to use.	
Login as n26m553@msu.montana.edu	
Options Back	

4. This will open a browser where you will need to login again. In the email field please enter your <u>NetID@msu.montana.edu</u> and then click the arrow or hit enter. You may have to confirm your email address, the conformation will be sent to you student email. You can access your student email here <u>www.montana.edu/email/</u>

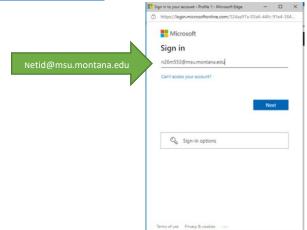
Accounts - Login x +		-		×
C -> O b https://accounts.thino3d.com/?controller=login@redirectControllerArgs=%78"nonce%3A%20"%2C%20"prompt%3A%20%58"login%5D%2C%20"state%3A%20"4Htt85Dvu83xD1QDexkRogQUIdN	r)	¢		
Rhino Accounts Inter+		, I	My Acco	unt
Login to your Rhino Account				
Rhinoceros would like to access your Rhino account from your device.				
Netid@msu.montana.edu				
Create a New Account I Can't Gom				
Help : Privacy Policy				

5. After entering your <u>netid@msu.montana.edu</u> this screen will appear, click the "Sign in at msu.montana.edu

Login to your Rhino Account



6. This will open a pop-up where once again, you will need to enter your netid@msu.montana.edu



7. This will finally forward you to our MSU login page, where, once again, you will need to enter your <u>NetID@msu.montana.edu</u> with your password this time. If you are having trouble remembering your password or need to reset your password, please go to password.montana.edu to reset it.

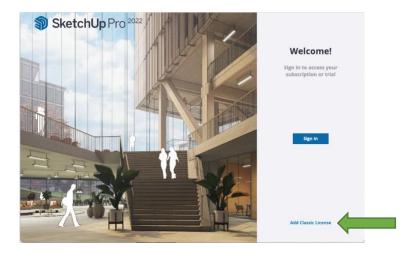
	🗅 Sign In - Profile 1 - Microsoft Edge —		×
	https://sts.montana.edu/adfs/ls/?client-request-id=083	lc186-f5	51 U
	MONTANA STATE UNIVERSITY BOZEMAN BILLINGS NORTHERN OREAT FALLS COLLEGE		
	Sign in with your NetID@msu.montana.edu		
Netid@msu.montana.edu	n26m553@msu.montana.edu		
	Password		
	Sign in Help & Information		
	This service and/or the resources to which it is attached are the property of Mor State University and are subject to the Mortane University System (MUS) securit monitoring, and appropriate-use policies located-through-time adv/apport/or 1000/br1300.aspor available in hard copy fn University information Technology. Unauthorized use is a violation of state law (MCA) and MUS policies.	y. om	
	The use of this service for the unauthorized distribution of copyrighted material violation of Montana State University and Baard of Regent policy and feetant la continuing to use this system, you indicate your awareness of and content to th and conditions of use stated in this warning. Log off immediately if you do not a the conditions stated herior.	w. By e terms	
		A-46 ID	

8. After a successful login you will get this message and you have successfully activated rhino



Login completed. Please go back to Rhino.

- 1. Download and install SketchUp 2023 here https://help.sketchup.com/en/downloading-sketchup Please note the images are for Sketchup 2022, but the process is the same for 2023.
- 2. Open Sketchup and click Add Classic License

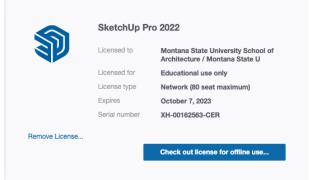


3. This menu will open click add license, then copy in the license info on the next screen and click add license

Serial number: YH-00163433-CER Authorization Code: a21dd13954b156

	SketchUp Pro 2022	Copy and paste your license info below	
שוב	Licensed to No classic license found	XH-00162563-CER	
	Purchased a Subscription? Click on the Subscription tab to manage.	ab93d953b60436	
	Add License	Advanced Add License	

4. This next menu will show you are now licensed for Sketchup and ready to use the software



Revit

Revit is offered free to students directly from Autodesk. You will need to setup an Autodesk account and provide documentation you are a current student. More info can be found at the link below

https://www.autodesk.com/education/students

Contacts and FAQ

I have a question that isn't in the guide

Please email <u>caaithelp@montana.edu</u> or call 406-994-5112 to get assistance with any issue you're having. You can also seek walk in support at the College of Arts and Architecture IT Office in Cheever 126

If you would like to suggest a topic for this guide, please email <u>caaithelp@montana.edu</u> with "IT companion topic" as the subject line. Please include the version of the guide you are using

If you have found an error in the guide, please email <u>caaithelp@montana.edu</u> with "IT companion error" as the subject line. Please include the version of the guide you are using.