International Student House
Internetguide

To provide Internet access in the houses (Rechengasse 7/3/1) of the Internationale Studentenhaus gemeinnützige GmbH for students of the **LFU1-Innsbruck**, the **Medical University Innsbruck**, the **Management Center Innsbruck** and **other Universities:**

Requirements
* Internet agreement submitted (available at the reception – processing time approx. 3 days)
* Valid access data assigned by University:
  username (csa*****, q*******@i-med.ac.at, ******@mci4me.at) and password
* OR: Valid access given from the ISH: username (x5011***) and password

Network Settings
To be able to use the Internet via the ISH-connection, the IP address must be obtained automatically. This is pre-set and should not be changed. Any static IPv4 address that you assign yourself is most likely already assigned in the network.
The ZID[2] provides detailed and illustrated configuration instructions at
www.uibk.ac.at/zid/netz-komm/plug-inn/config.html.

Connection establishment
As soon as you open the Internet browser, you will automatically be connected to the plug-INN page of the University of Innsbruck. On this page you enter your username and password which you have received form your University or the ISH.

Ethernet address retrieve
This 12-digit number is required for the Internet agreement with the ISH. The ethernet- or MAC-address contains numbers and letters, which are separated by colons or hyphens (e.g. 0A-00-27-01-01-11 or 0A:00:27:02:02:11)

Retrieve the ethernet address:
* **Apple:**
  1. Press CMD + Space bar
  2. Enter "terminal" and open it
  3. In the terminal you must enter: ipconfig en0
  4. Read the combination of letters and numbers indicated at "ether"
* **Windows:**
  1. Type „Powershell" in the search bar (next to the windows icon)
  2. Start „Powershell" application
  3. Enter in "Powershell" : Get-NetAdapter -Name Ethernet
  4. Read the ethernet address
* **Linux:**
  1. Open the terminal with the key combination: „Strg" + „Alt" + „T"
  2. Enter in the terminal: ifconfig eth0
  3. Read the combination of letters and numbers listed for „ether"
* **Android and iOS:**
  Please note the respective manufacturer's specifications. They can vary because of the iOS versions by Apple products and because of the producer and the interface by Android products.

IP-address retrieve

To retrieve the IP-address you can use the same way as looking up for the ethernet address. The IP-address consists four blocks of numbers which are separated by dots and is referred to as a Pv4 address in the output.

Commands to retrieve the IP-address:
- **Apple: curl ifconfig.me**
- **Windows: Get-NetIPConfiguration**
- **Linux: ifconfig -a**

Rules of use:

The user regulations and the INNET user regulations of the ZID[3] shall apply mutatis mutandis and as far as applicable. In particular, the systems must be kept up to date, e.g. with regard to Microsoft security updates and current antivirus software. Contaminated computers must not be connected, as they also endanger the functioning of other devices and the data network. In the event of misuse, i.e. non-compliance with these regulations, as well as all operational malfunctions, the ZID can prevent connectivity for individual or all devices or block access for individual users.

You can read the rules of use on: **www.uibk.ac.at/zid/netz-komm/studheim/psuapl.html**.

> Because of serious problems in the past the use of **WLAN-Access-Points, routers and DHCP-servers** in the Internationalen Studentenhaus is **not allowed**!

Safety & Co

Information's to protect your own computer and therefor the whole network:

www.uibk.ac.at/zid	ZID of the University of Innsbruck
www.uibk.ac.at/zid/security	IT-safety at the Uni Innsbruck
www.uibk.ac.at/zid/security/pc-basics.html	Improving PC security software downloads
www.free-av.de	free antivirus program
www.apple.com/de/safari/download	Safari (fastest internetbrowser)
www.firefox.de	Firefox (fastest internetbrowser)
www.uibk.ac.at/zid/software	Software download of the ZIDs

Please install the updates and security patches available for your device (also for the browser of your choice).

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[3] ZID: Zentraler Informatikdienst der Universität Innsbruck (Service-Hotline: +43 512 507 23999)
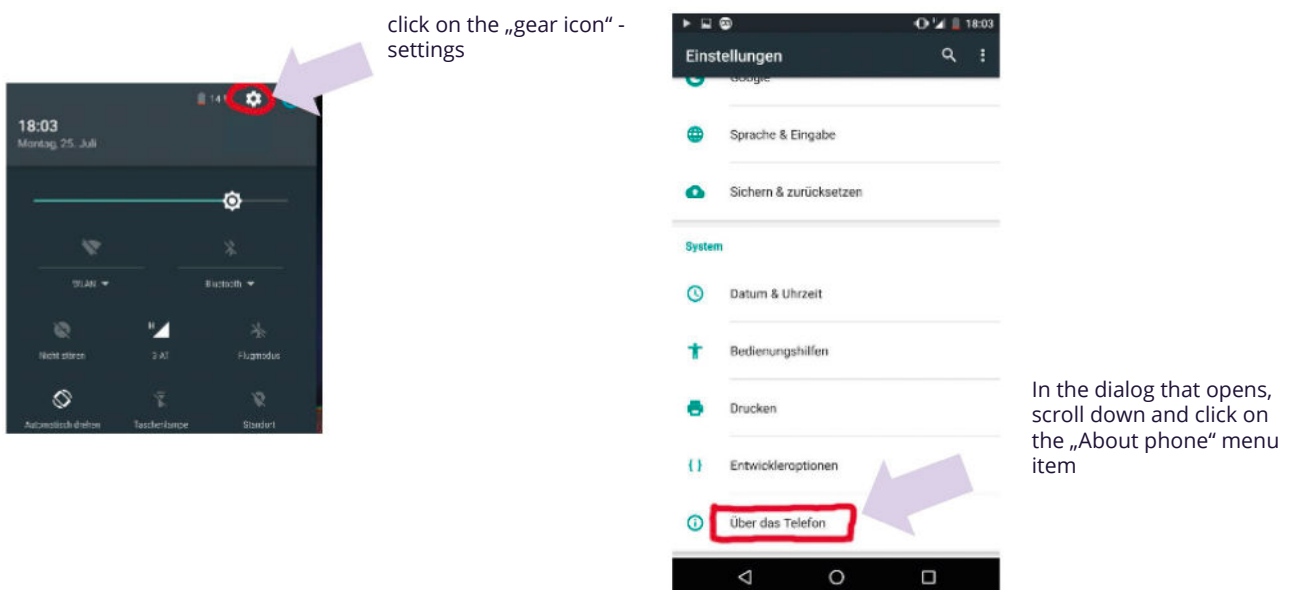
Common sources of error

Topic	Problem description	Solution	
IP-adress	No IP-Adresse assigned	Check your **network cable**	
	IP-Adresse **does not** start: 172.25.2xx.xxx	Check your network settings → assignment of a dynamic IP address (**www.uibk.ac.at/zid/netz-komm/plug-inn/config.html**)	
Plug-INN-page	Plug-INN-page is not displayed	Check your **network cable**	
		Change the **Internet connection** from WLAN to **Ethernet**	
		Enable the plug-Inn page in the **firewall** program	
		More solutions: https://www.uibk.ac.at/zid/netz-komm/plug-inn/	
Access data	Check if access data is correct	Access data given from the **University**	**Login on another Computer** e.g. in the computer room of the ISH
			Further questions regarding the **password** at: **https://www.uibk.ac.at/zid/faq/passwort.html**
		Access data given from **ISH**	Contact the management office via E-Mail: **office@studentenhaus.at**
Ethernet connection	No ethernet connection at your Computer	Buy an **Ethernet Adapter**	

If you cannot solve the Internet problem on your own, please fill out an **Internet problem form** at the helpdesk.
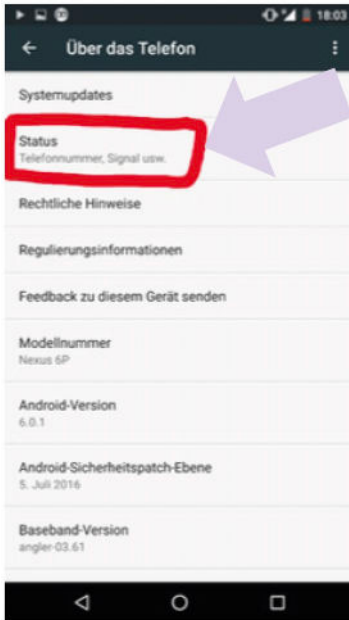
Please note that the ISH is only responsible for servicing the **Internet line**. If you have questions or problems with the network settings, please contact the ZID[4].

Please note that your Internet line is properly enabled by the ISH as soon as an IP-address is assigned (see obtaining an IP-address) If your IP-address begins with 172.25.2xx.xxx, your computer is connected to the University network.
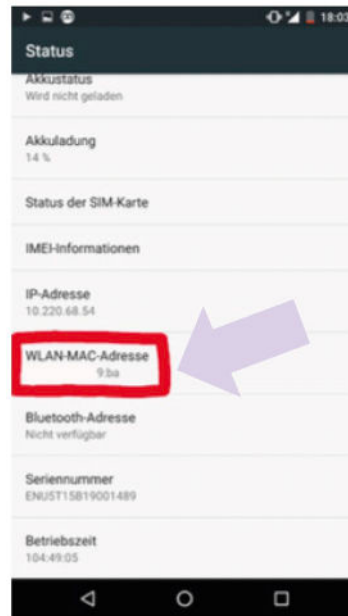
Change physical addresses on Android:

click on the „gear icon" - settings

In the dialog that opens, scroll down and click on the „About phone" menu item

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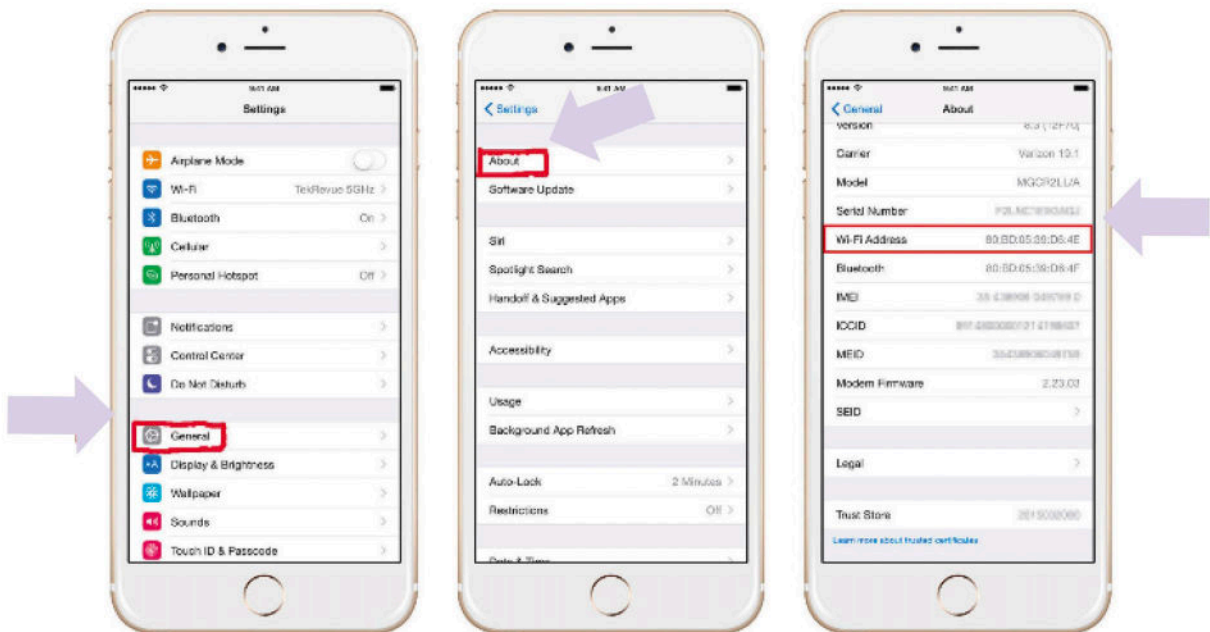4 ZID: Zentraler Informationsdienst der Universität Innsbruck (Service-Hotline: +43 512 507 23999)

Click on the second item Status

Enter Wlan Mac address under physical address

Change physical addresses on iOS:

For iPhone or iPad, open the Settings and select General. In the top bar, tap info and read the Wifi address in the context that opens.

image by tekrevue.com
Source: https://www.tekrevue.com/tip/how-to-find-mac-address-iphone-ipad/