Network Connectivity

Network access, VPN, network troubleshooting, etc.

- Connecting to MLML Wireless Networks and WiFi
- WiFi Networks at MLML (link)
- Access the MLML Network using GlobalProtect VPN
- User Accounts (link)
- SJSU Services Introduction
- Connecting an iPhone to MLML WiFi
- Determine the MAC Address and IP Address of your Computer
- Renew your DHCP Lease (IP Address)
- Acceptable Use Policy for MLML
- What is Ping and How Do I Use It?
- Access the Network using Cisco AnyConnect VPN client
- SJSU Research Foundation Timecard & PI Online Dashboard
- Reset User Account Password
- Using Firefox on MLML Networks
- Reset your SJSUOne Password
- Solve network connectivity issues on computers running macOS

Connecting to MLML Wireless Networks and WiFi

eduroam (recommended)

"eduroam" enables MLML staff, faculty, and students (as well as other CSU campuses) to connect to the internet wirelessly and stay connected. Once you are connected to eduroam, you will not need to re-authenticate every day. Eduroam gives you the ability to connect on campus and at participating eduroam hotspots.

To join the “eduroam” wireless network, simply select it from the list of wireless networks on your computer, connect to it, and login using the appropriate credentials for your CSU campus or follow the ***instructions below for SJSU***.

California State University Campus	**Username**	**Password**
CSU East Bay	NetID@csueastbay.edu	NetID password
CSU Monterey Bay	OtterID@csumb.edu	OtterID password
CSU Sacramento	SacLinkID@csus.edu	SacLink password
CSU Stanislaus	WarriorID@csustan.edu	WarriorID password
CSU Fresno	FresnoStateID@csufresno.edu	FresnoStateID password
SFSU	SFStateID@mail.sfsu.edu	SFStateID password
SJSU	**SJSUeMail**	**Email password**

Connecting to eduroam *SJSU*:

You will now use your @sjsu.edu email address to log in to eduroam WiFi networks

When connecting to eduroam, you’ll need to accept the new security certificate to ensure a secure connection to our campus network.

Windows Computer:

Edu2.png

Android Mobile Device:

edu4.png

Mac OS X Computer :

Edu3.png

iOS Device:

Edu5.png

moss-guest

"moss-guest" is a wireless network at MLML that is accessible by the public.

If the Wi-Fi login page does not load, input https://1.1.1.1 into the web browser to access the login page.

If you are using a Mac and having trouble with connecting to MLML wifi networks, try the steps on this page: Solve network connectivity issues on computers running macOS

If you encounter any issues connecting, please don’t hesitate to reach out to MLML IT at ext. 14418, or feel free to stop by Room 108 in the main lab.

WiFi Networks at MLML (link)

See the Network Services page on the IT Website for more information about WiFi (eduroam) as well as wired networks and support.

Access the MLML Network using GlobalProtect VPN

Privacy Notice

All internet traffic to and from your computer will be routed through the MLML network while connected to the VPN. Imagine you are physically present at MLML until you **Disconnect,** at which point your internet traffic will no longer go through the MLML network. The CSU Responsible Use Policy applies to all network activity on computers actively connected to the VPN.

Connect to the MLML VPN to access the following services remotely:

- MLML Intranet Access (Services and Resources)
- MLML/MBARI Library Resources
- Devices and computers connected to the MLML network
- The MLML ArcGIS license server
- Other MLML services, hosted virtual machines, and network storage devices
- **For SJSU services, please see Cisco AnyConnect VPN**

Initial Client Installation & Setup

1. Download and install the GlobalProtect VPN client version **6.2.5**:
   - Windows
     - 64-bit (recommended) and 32-bit (if you are not running 64-bit Windows): https://vpn.mlml.calstate.edu/
   - macOS
     - 64-bit/Apple Silicon: https://vpn.mlml.calstate.edu/
2. A "Welcome to GlobalProtect" window with a small text box should show up once the installation is complete.
   - A GlobalProtect icon in your taskbar on Windows or your menu bar on macOS should also appear.

3. **These additional steps are required for macOS 10.13 High Sierra and above:**
   1. Navigate to **System Preferences** > **Security & Privacy**.
   2. Click the **lock icon** in the lower left corner of the window to allow settings changes.

3. Click the **Allow** button next to this message: "System software from developer 'Palo Alto Networks' was blocked from loading."
   Screen-Shot-2020-06-15-at-5.06.29-PM.png
4. **You may need to restart your Mac** before GlobalProtect will work. You may also need to perform this step more than once on macOS 11 Big Sur and above.

Connecting

1. If the GlobalProtect window is not visible, click on the GlobalProtect icon in your taskbar or menu bar.

2. Enter the following portal address: **vpn.mlml.calstate.edu**
   globalprotect_01.png
3. Click Connect.

4. The SJSU sign-in portal should open in a new window. Enter your **SJSU account ID number and password**. Click Sign In.
   sjsusignin.PNG

4. You should be connected to the VPN within a few seconds if everything was entered correctly.
   - Clicking away from the GlobalProtect window will hide it automatically.

NOTE: If you are unable to connect:

- Disconnect from all other VPNs.
- Restart your computer.
- If you are still unable to connect, submit a Help Desk ticket for assistance.

Disconnecting

1. If the GlobalProtect window is not visible, click on the GlobalProtect icon in your taskbar or menu bar.

2. Click Disconnect.
   globalprotect_03.png

Uninstalling

- Windows
  - You may uninstall GlobalProtect via "Add or remove programs."
- macOS
  - Run the installer again, but this time check the "Uninstall GlobalProtect" checkbox.
  - If you can't uninstall GlobalProtect because it's running and can't be quit, reboot your Mac and start it up in Safe Mode: https://support.apple.com/guide/mac-help/start-up-your-mac-in-safe-mode-mh21245/mac, then try uninstalling

GlobalProtect again.
    - If you are still unable to install GlobalProtect after removing it, uninstall it again and delete all files related to GlobalProtect and Palo Alto Networks in this file locations:
        - /Macintosh HD/Library/Application Support
        - /Macintosh HD/Library/LaunchAgents
        - /Macintosh HD/Library/LaunchDaemons
        - /Macintosh HD/Users/<your username>/Library/Application Support

Troubleshooting:

If you are having trouble using GlobalProtect or connecting to the MLML network, try these steps:

- Uninstall GlobalProtect using the instructions above, then download the latest version from this page and reinstall it.
- Ensure you are using your MLML username and password. The username does not include "@mlml.calstate.edu", just the user ID.
- If you are using a Mac, ensure that you have allowed all GlobalProtect system extensions in System Preferences > Security & Privacy > General.

User Accounts (link)

See the User Accounts page on the IT Website.

SJSU Services Introduction

State and Research Foundation employees are assigned a 9-digit SJSU ID that can be used to access a variety of optional and required services. It's important to setup your account once you receive your 9-digit SJSU ID because you are required to check your @sjsu.edu email address periodically.

Unless otherwise specified, you need to use your **9-digit SJSU ID** to login to the following services.

SJSU ID and Password Info:

Use the links below if you need to look up your SJSU ID or reset your password. Check out the Password Help page and the SJSU ID and Password FAQ if you need further assistance.

- **Retrieve your SJSU ID**
- **Set or reset your SJSU password**
  - *NOTE: Your password will expire when it is 180 days old. If you suddenly cannot login, the first thing you should try is resetting your password.*

SJSU Services:

- SJSU Gmail **Required** (firstname.lastname@sjsu.edu)
- Spartan Store - Significantly reduced software prices for staff and faculty.
  - How to register for/purchase software from the Spartan Store
- Adobe Software - Free for state employees.
- Skillport - **Free**(!!!) online courses in a variety of subjects, including IT certifications.
- iSupport (SJSU's Help Desk)
  - Login with your SJSU email address (firstname.lastname@sjsu.edu) as your username and the password you use with your 9-digit SJSU ID.

Connecting an iPhone to MLML WiFi

First, review this section about connecting to **MLML WiFi networks**:

Wireless Networks

To join a wireless network select one of the following options: moss-guest, moss, SJSU_premier, or eduroam. If the Wi-Fi login page does not load, input https://1.1.1.1 into the web browser to access the login page.

eduroam (recommended)

"eduroam" enables MLML staff, faculty, and students (as well as other CSU campuses) to connect to the internet wirelessly and stay connected. Once you are connected to eduroam, you will not need to re-authenticate every day. Eduroam gives you the ability to connect on campus and at participating eduroam hotspots.

To join the “eduroam” wireless network, simply select it from the list of wireless networks on your computer, connect to it, and login using the appropriate credentials for your CSU campus:

California State University Campus	**Username**	**Password**
CSU East Bay	NetID@csueastbay.edu	NetID password
CSU Monterey Bay	OtterID@csumb.edu	OtterID password
CSU Sacramento	SacLinkID@csus.edu	SacLink password
CSU Stanislaus	WarriorID@csustan.edu	WarriorID password
CSU Fresno	FresnoStateID@csufresno.edu	FresnoStateID password
SFSU	SFStateID@mail.sfsu.edu	SFStateID password
SJSU	SJSUOneID or SJSU email	SJSUOne password

moss

"moss" is a wireless network that enables wireless connectivity at MLML to faculty, staff, students, and volunteers.

- **Username:** MLML username (first name initial+last name)
- **Password:** MLML user password

moss-guest

"moss-guest" is a wireless network at MLML that is accessible by the public.

- **Username:** your email address
- **Password:** None needed

SJSU_premier

"SJSU_premier" is a wireless network that enables connectivity at the SJSU campus. The network is open to SJSU students and affiliated faculty and staff.

- **Username:** 9-digit SJSUOne ID
- **Password:** SJSUOne password

To set up WiFi on your iPhone:

- Open the **Settings App** from your iPhone's home screen

iphone-homescreen.png

- From the Settings Menu, select **Wi-Fi**

IMG-1472.png

- Select which network you would like to join
  - If you do not see a list of available networks, ensure that WiFi is enabled for your iPhone

hpsIMG-1476.png

For the Eduroam network:

- From the available networks, select **eduroam**

APJIMG-1473.png

- A login screen will automatically pop up
  - See the table above in the **Wireless Networks** section for which ID to use for your home institution

    - Most common are SJSU (SJSUOneID Number or SJSU email address + SJSUOne password) and CSUMB (OtterID@csumb.edu + OtterID password)
- Enter the appropriate **Username** and **Password** for your home institution

IMG-1483.png

- Press **Join**
- A certificate page will automatically pop up, select to **Trust** the network

f4nIMG-1478.png

- You are now connected to Eduroam!

For the Moss network:

- From the available networks, select **moss**

1piIMG-1484.png

- A login page will automatically pop up, enter your **MLML Username** and **Password** and press **Submit**
    - If the sign-in page does not automatically pop up, navigate to https://1.1.1.1 in your browser’s address bar

IMG-1485.png

- After logging in, MLML's website will load, select **Done.**

BpGIMG-1486.png

- You are now connected to the Moss network!

Other networks:

- To sign in to the **SJSU_premier** network: Repeat the steps used above for the eduroam network, except choose the SJSU_premier network from the network list, and at the login step, use your **9-digit SJSUOne ID** and **password**. (Only SJSU students, faculty, and staff can connect to this network.)
- Similarly, for the **moss-guest network**, repeat the steps used above for the moss network, except at the login step, all that is needed is your email address.

Forgetting a network:

- Once you have connected to a WiFi network, your iPhone will automatically connect to it. If you no longer wish to use a certain network first navigate to the **Wi-Fi** settings within your **Settings App**
- Select the network you would like to no longer use

imLIMG-1480-(1).png

- Select **Forget this Network**

imLIMG-1480-(1).png

- A pop-up will appear, select **Forget**

IMG-1482.png

- Your iPhone will no longer automatically connect to this WiFi network.

Determine the MAC Address and IP Address of your Computer

Windows:

Determine MAC Addresses using the Command Prompt:

1. Open a Command Prompt: Start Menu > All Programs > Accessories > Command Prompt
2. In the Command Prompt, type the command below and press enter:
   - *ipconfig /all*
3. Information about your computer's network connections will be displayed. If you have multiple network adapters (ie. wireless and ethernet), be sure that you look at the information for the network adapter that you will use to connect to the network.
   - The **MAC address** is six groups of two hexadecimal digits, separated by hyphens (-) or colons (:), (e.g. a1-b2-c3-d4-e5-f6 or a1:b2:c3:d4:e5:f6)
   - The **IP address** is four groups of numbers between 1 and 255 separated by periods (.), (e.g. 205.155.75.5).

macOS:

Determine MAC Addresses using the Terminal:

1. Open the Terminal.app application, located in /Applications/Utilities/.
2. In the Terminal window, type the command below and press enter:
   - *ifconfig -a*
3. Information about your computer's network connections will be displayed. If you have multiple network adapters (ie. wireless and ethernet), be sure thet you look at the information for the network adapter that you will use to connect to the network.

- The **MAC address** is six groups of two hexadecimal digits, separated by hyphens (-) or colons (:), (e.g. a1-b2-c3-d4-e5-f6 or a1:b2:c3:d4:e5:f6)
- The **IP address** is four groups of numbers between 1 and 255 separated by periods (.), (e.g. 205.155.75.5).

Determine MAC Addresses using System Preferences:

1. Click the Apple > System Preferences > Network
2. Select the desired network interface from the list, click advanced, then click Hardware.

Renew your DHCP Lease (IP Address)

Windows:

1. Open a Command Prompt: Start Menu > All Programs > Accessories > Command Prompt
2. In the Command Prompt, type:
   - *ipconfig /renew*

   If issuing just the renew command doesn't work, try the following:
   1. *ipconfig /release*

      - then -
   2. *ipconfig /renew*
3. Your computer will release it's IP address and obtain a new IP

Mac OS X:

1. Open the Terminal.app application, located in /Applications/Utilities/
2. In the Terminal window, type:
   - 10.6 and earlier:
     - *dscacheutil -flushcache*
   - 10.7:
     - *sudo killall -HUP mDNSResponder*
3. Your computer will release it's IP address and obtain a new IP

Acceptable Use Policy for MLML

In an effort to protect the integrity of the MLML network and to mitigate the risks and losses associated with security threats these College Security Guidelines have been developed.

Authorized Use / Access

Access to MLML's information technology resources is a privilege granted to faculty, staff and students in support of their studies, instruction, duties as employees, official business with the University, and/or other University-sanctioned activities. Access may also be granted to individuals outside of MLML for purposes consistent with the mission of the University.

With the exception of implicitly publicly accessible resources such as websites, access to MLML information technology resources may not be transferred or extended by members of the University community to outside individuals or groups without prior approval of faculty, staff or administrator. Such access must be limited in nature and fall within the scope of the educational mission of the institution. The authorizing University official is expected to ensure that such access is not abused.

Gaining access to the University's information technology resources does not imply the right to use those resources. The University reserves the right to limit, restrict, remove or extend access to and privileges within, material posted on, or communications via its information technology resources, consistent with this policy, applicable law or as the result of University disciplinary processes, and irrespective of the originating access point.

It is expected that these resources will be used efficiently and responsibly in support of the mission of the University as set forth in this policy. All other use not consistent with this policy may be considered unauthorized use.

Copyright and Fair Use

Federal copyright law applies to all forms of information, including electronic communications, and violations are prohibited under this policy. Infringements of copyright laws include, but are not limited to, making unauthorized copies of any copyrighted material (including software, computer code, text, images, audio, and video), and displaying or distributing copyrighted materials over computer networks without the author's permission except as provided in limited form by copyright fair use restrictions. The "fair use" provision of the copyright law allows for limited reproduction and distribution of published works without permission for such purposes as criticism, news reporting, teaching (including multiple copies for classroom use), scholarship, or research. The University will not tolerate academic dishonesty (s98-1) or theft of intellectual property in any form.

Privacy of Electronic Information and Communications: F97-7

The privacy of personal and professional communications and stored information is a matter of concern in an era when the speed, capacity, and complexity of communications and information technologies are greatly expanding. The faculty, staff, and students of Moss Landing Marine Labs require and deserve a reasonable degree of assurance that their e-mail, telephone calls, voice mail, or other communications, research data, academic writing, and other electronic information are transmitted and stored on University facilities with an appropriate degree of privacy and security. No electronic system is entirely secure from unauthorized intrusions, and users are to be warned that electronic communications and information can be easily accessed by third parties. Systems administrators may inspect stored data on occasions when the integrity of the system may be jeopardized, or pursuant to legal requirements, including disclosure under the Public Records Act, discovery in civil litigation, and legal searches performed in cooperation with state and federal law enforcement authorities. Because of uncertainty about who may inspect electronic files and under what circumstances, principles concerning approved access to electronic information need to be adopted as policy and distributed to all campus users of electronic communication and information storage.

Moss Landing Marine Labs supports privacy in the use of electronic communications and information storage to the maximum extent possible under state and federal laws, consistent with computer system maintenance demands. Users of campus computing facilities are expected to use them appropriately for professional and non-commercial purposes. In general, communications and other information transmitted or stored on campus computing facilities are the property of their authors and intended recipients, and no third party other than the creator or designated recipient is authorized to intercept such information or communications, except that inspections of electronic mail may occur for the purpose of technical problem resolution, if approved by the user or the appropriate computer affairs administrator or supervisor for the resolution of a specific technical problem or suspected misuse that is believed to endanger the integrity of the computer system. All electronic mail and files in authorized accounts stored on any campus computing systems shall be considered to be private and confidential, except as required by state or federal law.

Use the link below for detailed information regarding acceptable use policy at MLML:

CENIC, San Jose State University

What is Ping and How Do I Use It?

`ping` is a software utility that allows you test if you can reach a host (such as another computer, or a website domain). It also measures the round-trip time between your computer and the host.

Windows:

1. Open a command prompt.
2. Type `ping hostname.domain.com` or `ping <IP Address>`
3. If you get a reply, it means that you are connected to the network and able to contact the computer you are attempting to communicate with.

macOS:

1. Open Terminal.app
2. Type `ping hostname.domain.com` or `ping <IP Address>`
3. If you get a reply, it means that you are connected to the network and able to contact the computer you are attempting to communicate with.

Access the Network using Cisco AnyConnect VPN client

Connect to SJSU's VPN to access the following services remotely:

- Secure (Level 1) Department Network File Shares
- Enrollment Services FileMaker databases (e.g. NextSteps)
- SAMI Gateway
- OnBase Unity Client
- SJSU Research Foundation PI Dashboard
- Cal Employee Connect
- **Most MLML services, *except for* *MLML/MBARI Library Resources* (For this service, please see GlobalProtect VPN)**

Download and install the Cisco AnyConnect VPN client

1. Download the VPN installer found on this website. You will need to sign in with your SJSU Tower ID number and SJSUOne password to access the installer.
2. Run the installer to place the application on your computer.

Connecting to SJSU's VPN

1. Open the Cisco AnyConnect client.

2. Enter "**vpn.sjsu.edu**" into the text box. Press Connect.
   image-1655404616936.png
3. Select the group that corresponds to your user type:
   - **Group:** Select "Employee" or "Student" depending on your role.
     image-1655404632660.png
4. Authenticate using your SJSU user credentials
   - **Username:** Your 9-digit SJSUOne ID Number.
   - **Password:** Your SJSUOne password.
     image-1655404659116.png
5. Confirm the authentication using the Duo app on your smartphone or a Duo fob.

NOTE: If you are unable to connect:

- Disconnect from all other VPNs and try to connect again.
- Restart your computer and try to connect again.

- If you are still unable to connect, submit a Help Desk ticket for assistance.

SJSU Research Foundation Timecard & PI Online Dashboard

Employee Online / Timecard Online

For Research Foundation employee timecard submissions, W2 info, digital paystubs, and more.

Login: https://sjs-online-prod.aspgov.com/Finance/Edge

If you are unable to login, please email the SJSU Research Foundation IT group for assistance: fdn-it-group@sjsu.edu

PI Online Dashboard / Timecard Approvals

This applies to you if you are a PI and/or you approve timecards for Research Foundation employees.

1. Disconnect from any VPNs you are currently connected to, including MLML's Junos Pulse/Pulse Secure VPN.
2. Login to the SJSU VPN.
    1. ***IMPORTANT:*** *You must select the "Foundation" Group from the Group dropdown list to access the PI Online Dashboard. "Staff_Faculty" may not work.*
3. Login to the PI Online Dashboard: https://sjs-job-prod.sjscloud.aspgov.com/Production/
4. Disconnect from the SJSU VPN when you are finished.

- Login troubleshooting
    - SJSU VPN
        - Submit a ticket via SJSU's iSupport site: https://isupport.sjsu.edu
    - PI Online Dashboard
        - Please email the SJSU Research Foundation IT group for assistance: fdn-it-group@sjsu.edu

Reset User Account Password

This is an informational page that will give you directions on how to reset the password for your MLML user account.

What is a user account?

There are two different types of user accounts for MLML students/associates: an SJSU Google account and a MLML LDAP account.

The Google account would typically be your first name followed by a period then your last name and then @sjsu.edu *(example: Jane Smith -> jane.smith@sjsu.edu)*

Your LDAP username would just be the first initial of your first name followed by your last name *(example: Jane Smith -> jsmith)* and is used to access MLML related services.

This page is only for resetting the LDAP user password.
If you forgot your SJSU Google account password and need to reset it, click here.
If you know your Google account password and want to change it, please follow the instructions on this page.

How to reset a MLML user account password:

Below are the steps for resetting your password:

1. Go to https://changepass.mlml.sjsu.edu
2. Input your MLML user account name and your SJSU gmail in the spaces provided and click "send"

   image-1623358105359.png
3. Check your SJSU gmail inbox, there should be a new message from "MLML Password Reset <itech@mlml.calstate.edu>" with the subject "Reset your password"
   1. Click the link provided in this email and enter your new desired password

2. Please Note: Be aware of the password constraints of minimum characters, etc., these will be displayed on the password reset page

Using Firefox on MLML Networks

If you're trying to use the Mozilla Firefox web browser (or a web browser based on Firefox), you may experience delays in connecting to MLML intranet sites, or be unable to access them at all.

This is because, by default, Firefox uses a feature called DNS-over-HTTPS to increase user privacy. However, this means that the MLML network cannot see and redirect your browser queries when you try to access an intranet site.

To disable this feature, navigate to Firefox settings, and scroll to the bottom of the "General" page. Under the "Network Settings" section, click "Settings".

image-1624565522559.png

Scroll to the bottom of the Connection Settings window and **uncheck** the box labeled "Enable DNS over HTTPS". DNS over HTTPS should be **disabled**, as shown in the screenshot below:

image-1624565812971.png

If you are still having trouble connecting to MLML sites in Firefox, submit a Help Desk ticket for assistance.

Reset your SJSUOne Password

If you forget your SJSUOne password you will not be able to access any of SJSUs services including Gmail, Google Drive, DocuSign, Zoom, etc. Follow the instructions below to reset your password.

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1. Navigate to the SJSUOne Set/Reset Password webpage
2. Enter you **SJSU ID**
3. **Accept** the CSU Responsible Use Policy
4. Click **Continue**
5. Under **Option 1**, Enter your birth date and the last 4 digits of your SSN

   password.png
6. Click **Continue**
7. Type your new password
8. Type your new password again to confirm
9. Click **Continue**

   password2.png

Solve network connectivity issues on computers running macOS

If you are experiencing difficulty connecting to wifi at MLML on a Mac (authentication problems, wifi hanging but never connecting, etc.) try following the steps on this page to simplify your network settings and connect to eduroam.

Make sure Location is set to "Automatic":

- Open **System Preferences** and go to the section named **Network.****network pane.png**
- At the top, click the **Location:** drop down and select **Automatic** if it is not already selected.
  image-1630099271538.png
- You may need to re-enter passwords for wifi networks.
- Leave Location set to automatic, do not change it. This is a feature left over from old versions of OS X, where the operating system was not as good at automatically selecting the correct network.

Delete extra wifi networks:

- In **System Preferences** > **Network**, click **Advanced** to be taken to a list of wi-fi networks that you have previously connected to.
  image-1630099542778.png
- If any of these networks are in the list, delete them by clicking the "**-**" button below the list
  - moss
  - moss-guest
  - SJSU_Premier
- Delete extra networks until the only MLML network remaining is **eduroam**.
- Click **OK,** then **Apply**.