



OneNet User Guide

An administrator's guide from everything to setting up OneNet's email and web services to helpful troubleshooting hints and more.

OneNet

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Basic Troubleshooting

Connectivity issues? Before calling the helpdesk have you tried these things?

- Have you power cycled your router and/or CSU/DSU?
- Are the cables used to connect the router tightly connected?
- Do you have power going to your equipment?
- Have you power cycled your server, proxy or firewall if you have one?
- Can you ping your internal gateway?

If you have answered yes to all of these questions, please call the helpdesk so that they can check your circuit.

Is your internet running slow?

- Try power cycling your router and DSU/CSU.

Sometimes clearing the cache can improve the speed.

- Is everyone having a problem? *If not, usually the problem lies in the settings on an individual email client.*
- Have you tried to access your mail using webmail? *If you can send and receive using webmail, the problem may be internal. You can access webmail by entering*

Basic Troubleshooting Cont.

<https://webmail.your.domain> and then enter your entire email address as your user name and the applicable password.

- Are you trying to use the OneNet servers to send mail from a machine that is not on the OneNet network? *Onenet does not allow relaying of mail so you must use a machine that is on OneNet's network.*

Web publishing problems?

- Are you trying to FTP after requesting FrontPage® extensions? *OneNet does not allow FTP and FrontPage® publishing at the same time. You must choose one or the other.*
- Are you trying to publish with FrontPage® without having had the extensions installed? *FrontPage® will not work without extensions. You will need to call the helpdesk and have them install the extensions for you.*
- Are you using the correct username and password? *Your email administrator can verify your username and password and it is case sensitive.*
- Are you receiving a "Forbidden" message? *This indicates that you do not have an index page. You must have an index file and publish it to the WWW folder.*
- If you are using FrontPage® and XP have you applied the latest service packs? *Service packs can be found at <https://www.Microsoft.com> and without them the two programs will not work together.*

Virus Troubleshooting

Virus Information: The latest virus information and information regarding system vulnerabilities can be found at:

<http://www.cert.org>

<http://us.mcafee.com>

<http://www.norton.com>

<http://www.eeye.com>

<http://www.fsecure.com>

Scanning Tools: These tools can be used to scan your computer when you suspect that it has a virus:

<http://support.microsoft.com/?kbid=827363>

<http://us.mcafee.com/virusInfo/default.asp?id=stinger>

[http://securityresponse.symantec.com/avcenter/venc/data/w32.welchia.worm.removal.tool.html](http://securityresponse.symantec.com/avcenter/venc/data/w32.welchia worm.removal.tool.html)

Windows Updates: If you require an update for your version of Windows, please go to the following link. Once there, scan your PC and download any necessary updates.

<http://4v.windowsupdate.microsoft.com/en/default.asp>

<http://office.microsoft.com/OfficeUpdate/default.aspx>

*OneOnet highly recommends following the security steps found at:

<http://www.microsoft.com/security/protect/>

**Additionally, we recommend turning on the Automatic Update feature on your Windows operating systems.

Mailing Lists

What is a mailing list?

Mailing lists make it easy for a group of people to have discussions via email. You send the message to an email address that identifies the mailing list, instead of each participant having to send the mail message to each person that wants to have the discussion. The message is then redistributed to everyone who subscribes to the list. Reading a list, then, is a matter of reading your email or a web page.

Once set up, a mailing list can distribute email with very little human intervention. The only tasks for the list owner are handling basic list maintenance (such as answering questions from new users) and acting on error messages generated by the mailing list's users/subscribers. Having a mailing list might at first sound confusing and perhaps daunting, but it's quite simple once you sit down and actually send email to one to get a feel for how it works.

There are several different kinds of mailing list server programs. OneNet uses a Unix mailing list server program officially called Mailman mailing list manager, but for the purposes of this document we will refer to it simply as "Mailman" or the "mailing list manager".

Each mail list has one or more associated owner. The owner of the mailing list manages his/her list via web pages. Owners can add/remove subscribers, moderate the mailing list and receive various error messages related to it. If a list is owner-moderated, all mail posted to the mailing list will be sent to the owner for approval. If a mailing list is closed-subscription, the owner must approve all subscription requests before the communication is posted.

Mailing Lists Cont.

Mailing list terms:

Mailing list--an email address you use for sending messages to the mailing list's subscribers. Messages sent to the mailing list are redistributed to people who subscribe to it.

Mailman List Manager--software that controls a list. To subscribe to a list, people send email to the listserv program, not the list. The person who maintains a list also sends maintenance commands to the listserv. All commands and requests for OneNet lists are sent to listserv@lists.onenet.net (you can also use the mail alias listserv@onenet.net).

Mailing list owner--person who maintains a mailing list. (A list can have more than one owner, but one person must be designated as the primary owner)

Subscriber--a person who receives a mailing list's messages

Moderator--a person to whom a mailing list's messages are sent for clearance before being sent to the mailing list's subscribers. All mailing lists must have a mailing list owner, but moderators are optional.

Posts--another name for sending email messages to a mailing list.

Archive-- electronic storage of posts

Digest—a file compilation of messages sent to a list. For some mailing lists, (those that are “digestible”), subscribers can get periodic digests instead of individual messages.

Mailing Lists Cont.

Kinds of mailing lists:

Open/closed/owner-subscriptions: On an *open* mailing list, anyone who sends a subscribe message for the mailing list is added to the list automatically. A *closed* list does not accept any subscriptions requests. On a mailing list configured for *owner-subscriptions*, requests to subscribe must be approved by the owner.

Public mailing lists: If a mailing list is *public*, anyone can post messages to it, not just the subscribers. However, only subscribers receive the mailing list's messages.

Moderated/Unmoderated mailing lists:

Moderated mailing list, all messages sent to the mailing list first go to the primary mailing list owner, who in turn accepts them (and forwards them to the mailing list) or rejects them (and deletes them). Moderating a mailing list keeps the discussion on track (irrelevant postings can be rejected and the poster notified), might reduce the amount of traffic on a mailing list, and it can also eliminate flame wars (when two or more subscribers' postings become pointlessly argumentative). On an *unmoderated* mailing list, all messages sent to the mailing list are automatically sent to all mailing list subscribers. The *noise* level (discussions considered irrelevant to most of the mailing list's subscribers) can be high on unmoderated mailing lists.

Archived mailing lists:

The mailing list manager software can keep old postings in an *archive*. If a list is archived, subscribers can send a command to the mailing list manager to get former postings or view the archives on the archive web.

Registering a Domain Name

A domain name is used to set up email and web services. Without a domain name you will not be able to utilize these services.

You will be responsible for registering your own domain name but you will need some information from OneNet in order to complete the registration form unless you are planning on hosting your own email and web services.

OneNet has control over certain domains and if you fit the criteria you can use these domains for free. The domains are as follows:

CC.OK.US (for community and junior colleges)

K12.OK.US (for K12 grade public and private schools)

LIB.OK.US (for public and private libraries)

MUS.OK.US (for museums)

TEC.OK.US (for technical/vocational schools and colleges)

ARDMORE.OK.US (for city of Ardmore)

CLEVELAND.OK.US (for city of Cleveland)

LINDSAY.OK.US (for city of Lindsay)

SEMINOLE.OK.US (for city of Seminole)

TULSA.OK.US (for city and county of Tulsa)

OTNNET.NET (for Oklahoma Telemedicine Network)

You can register one of these domains at <http://domreg.onenet.net/template.html> or contact the helpdesk for assistance at 888.566.2638 opt. 2 (to obtain an email or web ip address you will need to speak to a helpdesk agent at this same number)

If you do not fit one of the above criteria or you want to register a .com, .org, or .net address you will need to register your address with another service. You will need to get the following information from the Onenet helpdesk:

Registering a Domain Name Cont.

1. Your email and web IP addresses
2. The primary and secondary server names and ip addresses.
3. The technical contact's name.
4. The technical contact's company.
5. The technical contact's address.
6. The technical contact's phone number.
7. The technical contact's fax number.
8. The technical contact's email address.

Once you receive confirmation of the registration you will need to forward a copy to domreg@onenet.net

- If OneNet is going to host your email or web services, we must be listed as the *technical contact* when registering your domain.

DNS Information

For .net, .org, .com, and .edu

<u>HOST NAME</u>	<u>HOST IP ADDRESS</u>
------------------	------------------------

Primary: dns.onenet.net	164.58.253.10
-------------------------	---------------

Secondary: terra.osrhe.edu	164.58.233.202
----------------------------	----------------

For .us

<u>HOST NAME</u>	<u>HOST IP ADDRESS</u>
------------------	------------------------

Primary: ns2.onenet.net	164.58.253.4
-------------------------	--------------

Secondary: ns3.onenet.net	164.58.198.10
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*If registering with Network Solutions use the NIC Handle of OD724-ORG as the technical contact.

If registering with another registration service, use the following information:

CONTACT: OneNet Domain Administrator

COMPANY: OneNet

ADDRESS: 655 Research Parkway, Suite 200

Oklahoma City, OK 73104, USA

PHONE: 405.225.9444

FAX: 405.225.9250

EMAIL: domreg@onenet.net

Web Publishing Instructions

Web Publishing Information:

Unix pathname:

/onenet/username/orgname/1st letter of username/username/www

Databases:

OneNet does not allow personal CGI or ASP scripts. We do allow PHP.

Saving your file with a .php ending will make the server recognize that it is a PHP script.

MySQL®: Customers must first request the database before it is set up. Customers can currently have one database. The database name will be the customer's org name and the username and password will be the same as their www-org username. There is currently no charge for this service, but OneNet reserves the right to change that at anytime.

Web Publishing Using FTP:

- Open a web browser
- In the address bar on the browser type the following address:
<ftp://username:password@www.yourdomain!./www/>

Web Publishing Instructions Cont.

- To download a file or folder, right click the item on the page and then click *“Copy to Folder”*.
- To delete FTP files enter the following at a DOS prompt:
 - ftp www.yourdomainname
 - *username*
 - *password*
 - *cd www*
 - *dir*

*WEB TIP: “mdelete *.*” will delete all files*

“Help” shows the different commands

If your system uses a CERN proxy server, you will only be able to download and view files. Check with your administrator to see whether you can bypass the proxy server or whether a full-service FTP proxy server is available.

Web Publishing Instructions Cont.

Web Publishing Using Frontpage®:

Open your Frontpage® client to the files you wish to publish

Click on “File” and select “publish web” from the drop-down menu and enter the appropriate information as follows...

Location: <http://www.yourdomainname>

Username: the username assigned to you

Password: The corresponding password

**When publishing a single file, select “publish” instead of “publish web”.*

***In order to publish with Frontpage® there must be extensions loaded to the website. To request the extensions be loaded to your site contact the helpdesk at 888.566.2628 opt. 2 or by email at helpdesk@onenet.net and we will install them at no charge.*

It is important to remember, however, that once FrontPage® extensions have been added to your site, you will no longer have the ability to FTP.

Email Client Setup Instructions

Name:

Type in your name as you wish it to be known on the Net. It will be placed on all your correspondence. (*John Doe*)

Organization:

Type in the name of your organization. (*Triton ElementarySchool*)

Your Email:

Type in your email address, *username@yourdomainname*. Your username is assigned by your site administrator. (jdoe@triton.k12.ok.us)

Email Address:

This should be the same as your email address.
(*username@yourdomainname* or jdoe@triton.k12.ok.us)

Outgoing Mail (SMTP) Servers:

Mailhost.*yourdomainname* (e.g. mailhost.triton.k12.ok.us)

Incoming Mail (POP3) Servers:

Mailhost.*yourdomainname* (e.g. mailhost.triton.k12.ok.us)

Email Client Setup Instructions Cont.

POP3 Account:

- username (jdoe)
- *password* (assigned by your administrator)

**Password will be displayed in asterisks*

**Clients can use IMAP instead of POP3 but mail will be opened on the server.*

Do You Need Outside Assistance?

The following list contains names and phone numbers of technicians that have worked with OneNet on behalf of some of our customers. OneNet is in no way affiliated with nor do we accept any responsibility or credit for any of the companies listed below.

This is simply a tool to help our customers find a technician in their area in a time of need. If you know of any technicians that wish to be added to the list, please have them contact the OneNet Helpdesk Coordinator at 888.566.3638 opt. 2.

<u>COMPANY</u>	<u>PHONE</u>	<u>SERVICE AREA</u>
Chickasaw Telecom	405.749.1390	Statewide
Connecting Point	888.687.3701	E. of I35 & S of 66
HSC Computers	918.647.3800	E. of I35 & S of I40
Industry Systems	405.224.2682	Central and SW OK
ISC Computers	580.924.5999	Anything E of I35
Quality PC	918.647.6995	E of Yukon, N of OKC
SBC	877.792.5670	Nationwide
United Systems	405.523.2162	Statewide

H.323 Basics

Your local Area Network (LAN)

- Switched-not- shared
 - The portion of your network between the H.323 endpoint and router should be switched, not shared. This requires the use of Ethernet Switches rather than the use of Ethernet hubs.

- Broadcast Protocols
 - Your network should be scrutinized for broadcast protocols. These network protocols send messages to all other devices on the network. This chatter can reduce video quality, sometimes significantly. Examples include: NetBEUI (Microsoft), IPX (Novell), DEC (Digital), AppleTalk (Apple) and others.

- Firewalls
 - A firewall is a computer, router or other communications device that looks at every packet and makes decisions about whether the packet should be allowed or enter or leave the network. If you think that your network is using a firewall, please contact the [OneNet Video Helpdesk](#).

H.323 Basics cont.

Setting up Your H.323 Endpoint

- Ip Information
 - Your H.323 endpoint should be assigned a Public IP Address and setup with the appropriate subnet mask and Ethernet gateway information. A public IP address differs from a private IP address in that it can be accessed from anywhere on the internet.
 - Typical OneNet Public IP Addresses begin with 164.58.xxx.xxx or 156.110.xxx.xxx
 - A typical Private IP Address begins with 10.xxx.xxx.xxx, 172.16.xxx.xxx, 192.168.xxx.xxx (see RFC1918)

- Gatekeeper
 - A Gatekeeper can provide several services that affect the ability to place a call, the quality of service (QoS) during a call and the ability to dial an alias. OneNet currently makes use of only the alias dialing function. Your endpoint will need to be configured to register itself with the OneNet statewide Gatekeeper. This setup includes:
 - The IP address of the Gatekeeper (164.58.253.191)

H.323 Basics cont.

- The H.3232 Alphabetic Alias of your endpoint. **
- The e.164 Numeric Alias of your endpoint. **
 - **OneNet offers Guidelines in developing your endpoint aliases.

What's the difference between a Gatekeeper, a Gateway and a TCP/IP Gateway??

1. The function of a Gatekeeper is described above.
2. a Gateway provides translation between two differing standards. For instance, a Gateway might provide translation between H.323 IP based video and H.320 ISDN based video.
3. A TCP/IP Gateway is the IP address of your router, which is used to send packets from your LAN to the internet.

Multipoint Conferencing:

Many H.323 Endpoints can only accommodate Point to Point connections. An MCU must be used in order to connect more than two H.323 Endpoints.

H.323 Basics Cont.

OneNet provides basic MCU service for no additional charge to OneNet customers. See the OneNet Operations Website to schedule your conference (<http://www.onenet.net/ops>).

Your Distance Learning Classroom:

- It is helpful to post information about your H.323 conferences and H.323 Endpoint in the room where the unit is installed. Some important information includes:
 - The ip address of the Endpoint
 - The alias of the Endpoint
 - The dates, times and dialing information for each of your conferences.

If Questions arrive, please feel free to contact the video helpdesk,

Mark Bryan, OneNet H.323 Project Administrator

Randy Bishop, OneNet Video Support Technician

Roger Holder, OneNet Video Support Technician

Phone: 405.225.9444 - Toll Free: 888.5OneNet

Video Desk: 405.225.9331 - Fax: 405.225.9250

Tips on Video Unit Security:

Please setup you Polycom or Tanberg uniti for the OneNet network before setting a password.

Before starting the password setup procedure, decide what your password will be. Consider these password selection guidelines:

1. If you wish to enter the password from the remote control, numbers are easier than letters.
2. The longer the password (more numbers and characters) the more secure the password will be.
3. Passwords **ARE** case sensitive.

Please make certain that your personnel know the password before calling OneNet for technical support.

OneNet Video may need access to your Polycom or Tanberg unit in order to assist you with troubleshooting issues. Keeping this in mind, please assign a password that can be shared with OneNet Video if necessary.

Please reference your system's manual for password setup.

ONENET OFFERS UP TO DATE OUTAGE INFORMATION BY:

1. Choosing opt. 1 when calling into the OneNet offices.
2. Signing up for OneNet News Updates to be sent via email or alpha pagers. This can be done on the OneNet web site at <http://www.onenet.net>
 - a. Just click on “Technical Updates” on our homepage and then add your email address at the bottom of the page.

By signing up for OneNet New’s Pros you will receive advance notice of any maintenance scheduled that may interrupt your services.

In addition, you will also receive emails advising you of any OneNet Network Outages and giving an explanation of the outage.



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