

# Networks

A guide to wired and wireless networks



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## Wireless and Wired networks

The Mount provides students, faculty and staff access to systems and the external Internet via wired and wireless networks.

The primary purpose of the Mounts' network is to support the teaching, research and academic needs of the Mount community.

Wireless access is provided to support the academic needs of students and should not be used for excessive recreational use.

Information on policies governing network use can be found at

[www.msvu.ca/en/home/student-services/itservices/policies](http://www.msvu.ca/en/home/student-services/itservices/policies)

## Wireless Access

Wireless internet access is available in all academic, administrative and residence buildings on campus.

The wireless network is called **Mount-wifi**, login using your Mount username and password. Guest access accounts are available from the IT&S Helpdesk.

The wireless internet grants you access to email and the internet. Network drives and software applications are only accessible from a lab PC or office computer.

Individual wireless routers are not permitted on campus as they will interfere with the University's wireless signals and may negatively impact other people's internet access.

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## eduroam

Eduroam (**education roaming**) is a wireless service that allows you to use your Mount credentials to access wireless networks when visiting other eduroam affiliated institutions. Students, faculty and staff from other eduroam institutions can login to eduroam while they are visiting the Mount.

## Wired Access

### Residence

All residence rooms are internet ready and support both wired and wireless connections. Similar to wireless, this is for internet use and Mount email access. Access to network h: drive and applications on the Mount campus network cannot be accessed from the residences. Please do not install your own routers, they can interfere with other student's devices.

For any user wishing to use their own device, the SAC and the RBC link have wired connections. These connections have the same characteristics as the wired residence rooms.

### Academic and Administrative buildings

Students, faculty, and staff can access the internet and the Mount network from PC's located in computer labs. The location of computer labs in each building can be found at: [www.msvu.ca/en/home/student-services/itservices/findacomputerlab](http://www.msvu.ca/en/home/student-services/itservices/findacomputerlab)

Wired connections are typically faster and less prone to interference from environmental factors than wireless connections.

## Speed/Bandwidth

The Mount manages the data traffic to ensure that network resources are utilized efficiently for the institution.

Prioritization is given to teaching, research and administrative needs over recreational traffic. Prioritization is similar to the bus lane on a street; it allows a certain type of traffic to flow through faster. Faculty and staff can view the list of prioritized traffic sites along with details on how to request prioritization at

<https://intranet.msvu.ca/depts/its/Pages/WIFI.aspx>

Non prioritized traffic is divided equally amongst current users. During busy times, user experience may vary on non-prioritized sites.

The network will prevent one device from consuming a larger share of bandwidth than anyone else.

If you believe that a teaching, research or administrative requirement that seems like the network is not prioritized, please contact the IT&S Helpdesk to discuss options. (902-457 6538)

The Mount belongs to Canarie, Canarie is Canada's high speed research network. It provides higher bandwidth between members of Canarie as well as commonly used sites like Microsoft, Google (youtube), Facebook, Amazon, etc.

## Optimising your wireless experience

### Location

Wireless internet operates using radio waves and as a result can be affected by obstructions such as walls, furniture, people and windows. If you are experiencing a weak wireless signal in your present location, try adjusting the orientation of your device or move to another location. Microwaves and incorrectly configured wireless devices can also affect wireless signal strength. Moving away from the interference is usually the best option to improving the signal.

### Density

Wireless access points have a physical limit to the amount of data that can be passed. An access point shares its data based on how many users are connected to it. When a wireless device cannot connect at top speed it slows down until it can communicate successfully with the access point. If you are in a busy area and find your wireless connection is slow, try moving away from the crowded area to pick up a less congested access point.

### Other Suggestions

Individual device settings for wireless access vary greatly and cannot be covered in this brochure. However, there are some basic things to check when on campus:

- Turn off wi-fi then back on to force your device to reconnect.
- Only connect to Mount\_wifi this is the Mount's secure wireless network.

Help IT&S make your wireless better – provide us feedback @.

[www.msvu.ca/en/home/student-services/itservices/wireless/internet-feedback-form](http://www.msvu.ca/en/home/student-services/itservices/wireless/internet-feedback-form)

## Troubleshooting

### Wireless

- Low signal – change the orientation of your device (the antenna) or try moving to another location.
- Dropped connection – This is likely if you are mobile. If stationary, check to see if interference was introduced – did someone in your immediate area start up a microwave, pick up a wireless phone, etc.
- Slow response – interference and congestion will slow down your connection; try another location to see if it improves. If it is a persistent problem note time of day and location and notify the IT&S Helpdesk.
- If you see wireless networks other than Mount\_wifi or eduroam and suspect they may be interfering with your signal, please contact the IT&S Helpdesk.

### Wired

- No network connection – if your PC does not have an internet connection, check to make sure the cable is plugged securely into the wall and into the PC. Network jacks are typically white or beige.
- Slow response – if one web site is slow. but other sites are normal, it is probably the site that is the issue. If the website is needed for instructing, please contact the IT&S Helpdesk so that it can be prioritized.
- Identify the system or file location and the time you were trying to access. Contact the helpdesk to report the details of the issue.

The IT&S Helpdesk is located in the EMF Library.

Fall/Winter: Monday - Thu: 8:30am to 7:30pm, Fri: 8:30am to 5:00pm

Summer: Monday - Friday: 8:30am to 5:00pm,

902-457-6538 | [helpdesk@msvu.ca](mailto:helpdesk@msvu.ca) | [msvu.ca/itservices](http://msvu.ca/itservices)