



## Service and Technical Guide

---

## Table of Contents

Basic Troubleshooting .....	2
Virus Troubleshooting.....	4
Mailing Lists.....	5
Registering a Domain Name .....	8
DNS Information.....	10
Email Client Setup Instructions.....	11
H.323 Video Basics .....	12
Tips Regarding Video Unit Security .....	15
OneNet Outage Information .....	16
OneNet Contact Information .....	17

---

## Basic Troubleshooting

### **Connectivity issues? Before calling customer support 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 contact customer support for further assistance.*

### **Is your Internet service 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 <https://webmail.your.domain> and then enter your entire email address as your username 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?

*You must authenticate to the mail server to send email. Enable SMTP authentication in your email client and set it to use the same credentials as the incoming server.*

---

## Basic Troubleshooting Continued

### **Web publishing problems?**

All administrative functions of the web hosting service are controlled via the cPanel control panel. You can access the control panel by going to <http://your.domain/cpanel/> . You will be redirected to the control panel login page. Log in with your administrative username and password.

If you do not know your username, please contact customer support. If you do not remember your password, there is a password reset link that you can use to reset your password.

If you do not receive the password reset email, please contact customer support. It is possible that we have an outdated email address for you. Detailed documentation is available within the cPanel interface.

---

## Virus Troubleshooting

The following tools can be used to scan your computer when you suspect that it has a virus:

- [Microsoft Safety Scanner – Antivirus | Remove Spyware, Malware, Viruses Free](#)
- [Free Virus Scan, Free Virus Protection, Antivirus Software | McAfee Security Scan](#)
- [Download Free Trials of Norton Antivirus Software | Norton](#)
- [Malwarebytes Free Download](#)

### **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>
- <http://www.securelist.com>

### **Windows Updates**

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

- [Updates For Windows OS](#)

**OneNet strongly recommends following the security steps found at:** <http://www.microsoft.com/security/>.

**Additionally, OneNet recommends 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 email message to each person that wants to participate in 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 very conveniently. 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 daunting, but it is quite simple once you sit down and 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, the GNU Mailing List Manager". But for the purposes of this document we will refer to it simply as "Mailman" or the "mailing list manager".

Each mailing list has one or more associated owners. The mailing list owner manages lists via web pages. Owners can add or remove subscribers, moderate the mailing list and receive various error messages related to the list. If a mailing 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 Continued

### **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 the mailing list.

**Mailing list owner** - the 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 historical 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.

**Listserv** - an electronic mailing list of people who wish to receive specified information from the Internet.

---

## Mailing Lists Continued

### Types 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** - With a *moderated mailing list*, all messages sent to the mailing list first go to the primary mailing list owner who in turn accepts the messages and forwards them to the mailing list or rejects and deletes the messages. Moderating a mailing list has several advantages: it keeps the discussion on track as irrelevant postings can be rejected and the poster notified; it may reduce the amount of traffic on a mailing list; and it can also eliminate 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 associated with 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 historical postings or view the archives on the archive web page.



---

## 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 domain names, and if you qualify these domains can be utilized at no additional cost. The domains are as follows:

<b>CC.OK.US</b>	community and junior colleges
<b>K12.OK.US</b>	K12 grade public and private schools
<b>LIB.OK.US</b>	public and private libraries
<b>MUS.OK.US</b>	museums
<b>TEC.OK.US</b>	technical/vocational schools and colleges
<b>ARDMORE.OK.US</b>	city of Ardmore
<b>CLEVELAND.OK.US</b>	city of Cleveland
<b>LINDSAY.OK.US</b>	city of Lindsay
<b>SEMINOLE.OK.US</b>	city of Seminole
<b>TULSA.OK.US</b>	city and county of Tulsa
<b>OTNNET.NET</b>	Oklahoma Telemedicine Network

You can register one of these domains at <http://domreg.onenet.net/> or contact customer support for assistance at 888.566.2638 option 2. To obtain an email or web IP address, you will need to speak to a customer support agent at this same number.

---

## Registering a Domain Name Continued

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

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](mailto: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

- \* 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:	<a href="mailto:domreg@onenet.net">domreg@onenet.net</a>

---

## Email Client Setup Instructions

### Name:

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

### Organization:

Type in the name of your organization.

ie. *Triton Elementary School*

### Your Email:

Type in your email address, *username@yourdomainname*. Your username is assigned by your site administrator.

ie. [jdoe@triton.k12.ok.us](mailto:jdoe@triton.k12.ok.us)

### Email Address:

This should be the same as your email address.

ie. [jdoe@triton.k12.ok.us](mailto:jdoe@triton.k12.ok.us) ,

### Outgoing Mail (SMTP) Servers:

Mailhost.yourdomainname

ie. [mailhost.triton.k12.ok.us](mailto:mailhost.triton.k12.ok.us)

### Incoming Mail (POP3) Servers:

Mailhost.yourdomainname

ie. [mailhost.triton.k12.ok.us](mailto:mailhost.triton.k12.ok.us))

### IMAP Account:

- username *(jdoe@triton.k12.ok.us)*
- password *(assigned by your administrator)*

*\*Password will be displayed in asterisks for security purposes.*

---

## H.323 Video 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 to enter or leave the network. If you think that your network is using a firewall, please contact the OneNet customer support line for additional considerations regarding your video configuration.

### 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 RFC 1918 address space).

---

## H.323 Video Basics Continued

- 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:
    - IP Address: 164.58.253.191
    - 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 is 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.

---

## H.323 Video Basics Continued

### **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.

OneNet provides basic MCU service for no additional charge to OneNet customers. Contact the OneNet NOC to schedule your conference.

### **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 you have other video questions, please contact customer support.**

---

## Tips Regarding Video Unit Security

Please setup your video conferencing unit 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 staff may need access to your video conferencing unit in order to assist you with troubleshooting. Keeping this in mind, please assign a password that can be shared with OneNet video staff if necessary.

Please reference your system's manual for password setup.



---

## OneNet Outage Information

### **OneNet offers up-to-date outage information by:**

1. Choosing **option 1** when calling customer support.
2. Signing up for OneNet network 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 “Subscribe to Network Updates” on our homepage. The link will take you to our subscription page, where you can enter your email address and choose a password.

By signing up for OneNet network updates you, will receive advance notice of maintenance scheduled that may interrupt your services.

In addition, you will also receive emails advising you of OneNet network outages.

---

## OneNet Contact Information

Customer Support (Toll-free)	888.5.OneNet
Customer Support (Local to Oklahoma City)	405.225.9444 option 2