

# Cheever Hall IT Companion

## v 3.3

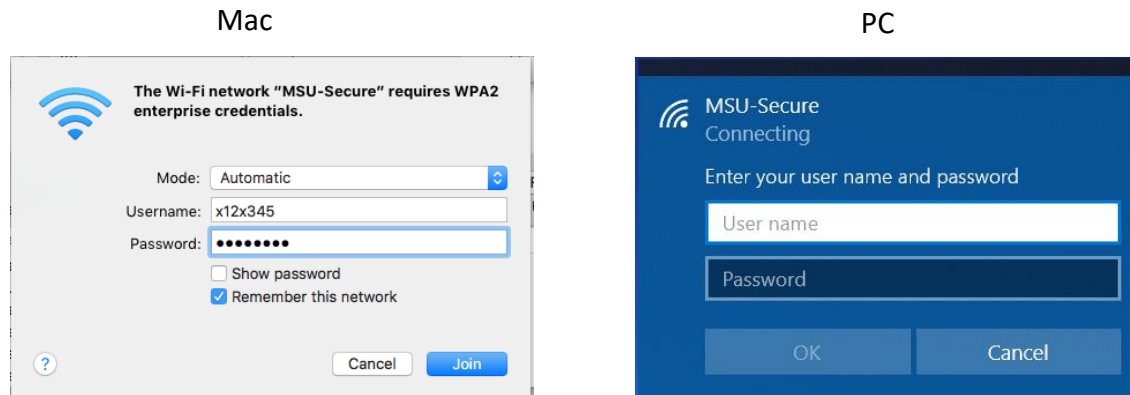


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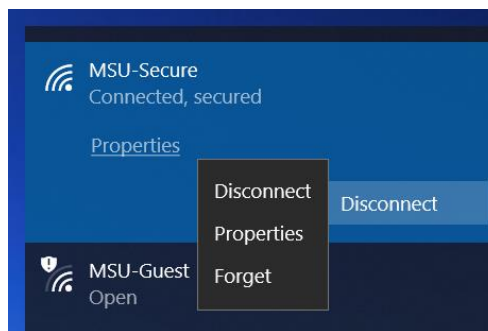
## MSU Secure

1. The credential needed to connect to MSU Secure is your net ID and associated password
2. Simply select MSU Secure in your wi-fi utility and input these credentials
3. Accept the certificate exception if prompted



## Troubleshooting

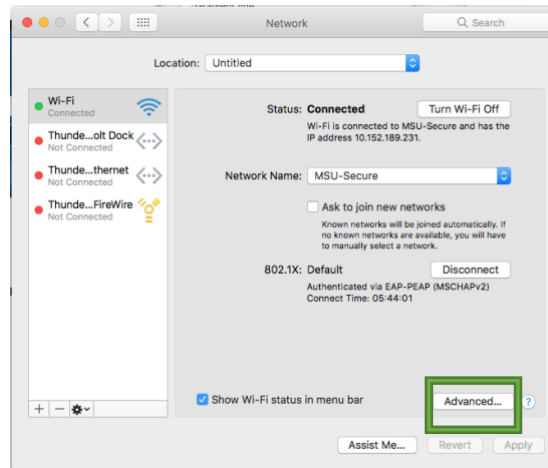
1. If you are unable to join the network the first thing to try is forgetting and rejoining the network
  - a. PC, right click on the wifi network and select forget



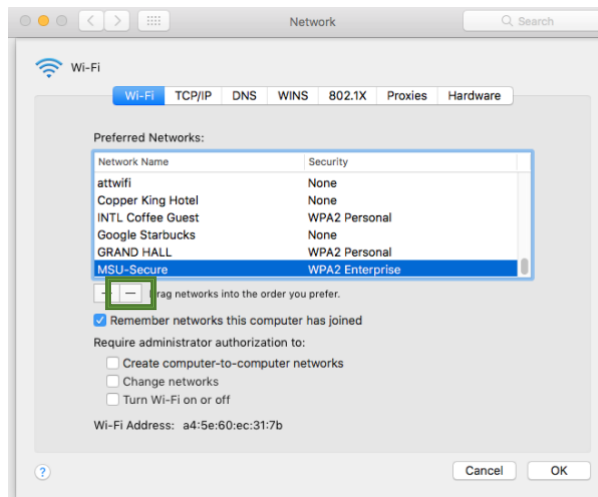
- b. Mac, open the network preferences by clicking on the wifi icon



- i. On the Network preferences page select advanced



- ii. Find MSU-Secure, click to highlight and click the "-" button to forget



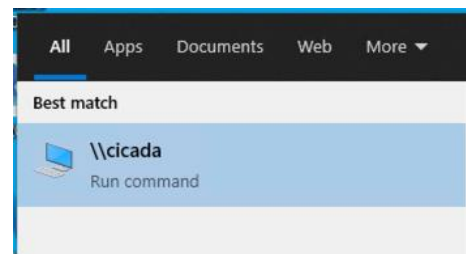
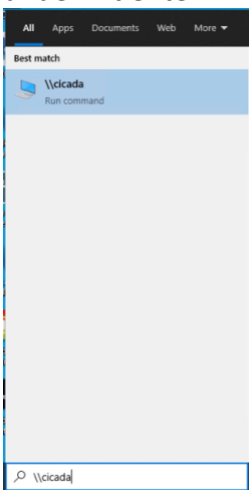
2. After forgetting the network attempt to rejoin with the steps above

## Connecting to the printers

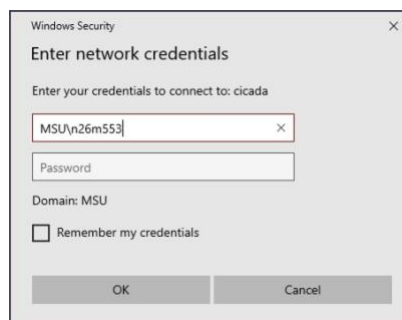
### PC

This will install Arch printers 1-8 on your computer, please follow the instructions below for installation.

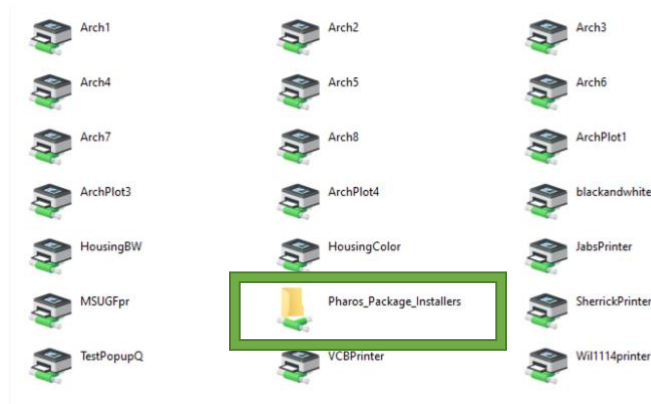
1. Make sure you are connected to MSU-secure
2. Connect to the cicada print server by typing `\\cicada` in you're the windows search bar on the bottom left of your screen. Once you see `\\cicada` with the run command text under hit enter



3. Next you will be asked again to enter your credentials to connect to cicada. Enter MSU\ then your net ID like in the picture below and your net ID password



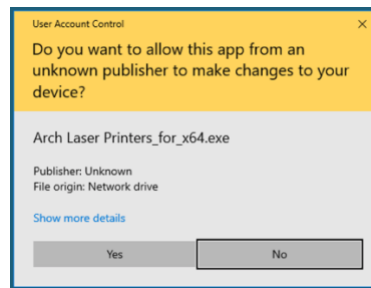
4. This will open the following screen, double click on the Pharos\_Package\_Installers



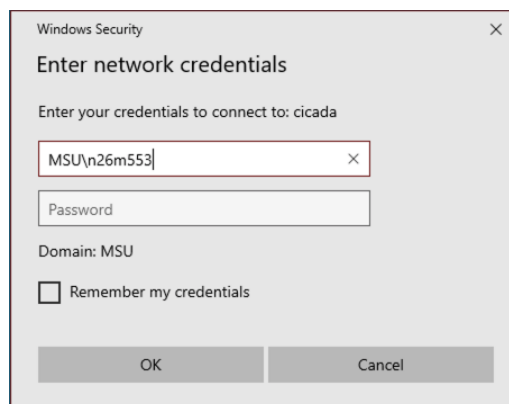
5. This will open the next menu, in here double click the Arch Laser Printers\_for\_x64

Name	Date modified	Type	Size
Arch Laser Printers_for_x64	10/1/2021 12:22 PM	Application	102,237 KB
MSU Student Lab	10/1/2021 12:02 PM	Application	142,924 KB

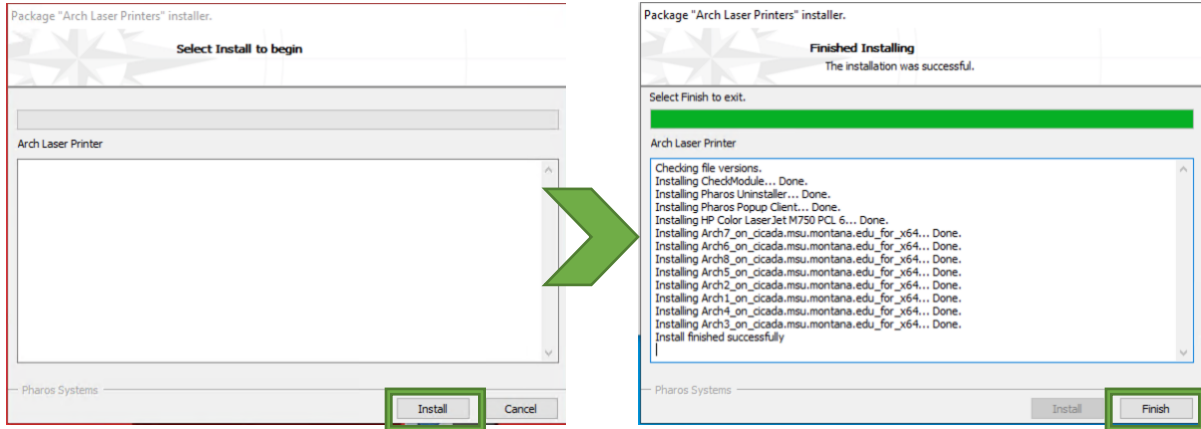
6. You will be prompted to allow the change, hit yes



7. Next you may be asked again to enter your credentials to connect to cicada. Enter MSU\ then your net ID like in the picture below and your net ID password



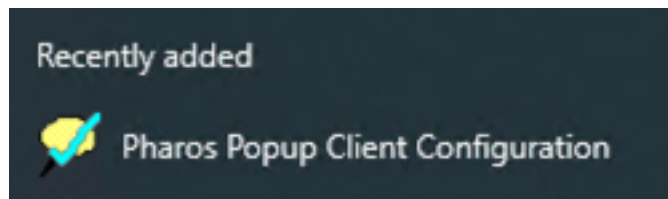
8. This will open this window on your computer, click install in the bottom right of the window and you will see text appear in the window showing the status of the installation. When the installer is finished you will see finish in the bottom left, click this and you are ready to print.



#### Notes:

If your installation fails it could be because of your anti-virus blocking the installer. You can try temporarily disabling your anti-virus and re enabling it after your installation.

A new app will be on your computer after the install called the “Pharos Popup Client Configuration”. You can leave the app on your system



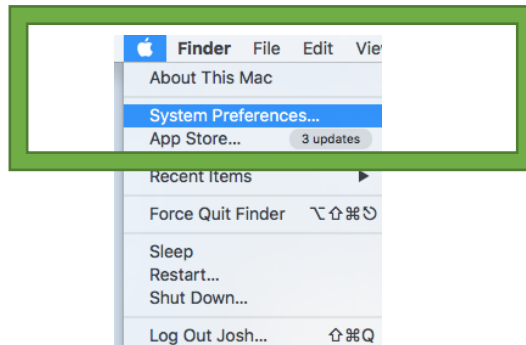
#### Troubleshooting

1. After running the “\\sicada” command a popup saying access denied appeared.
  - a. Check to make sure you are connected to MSU-secure (Pages 1-2)
  - b. Ensure you have your correct password for your Net Id to reset see page 12
  - c. Delete old credentials using credential Manager page 13

## Connecting to the printers

### Mac

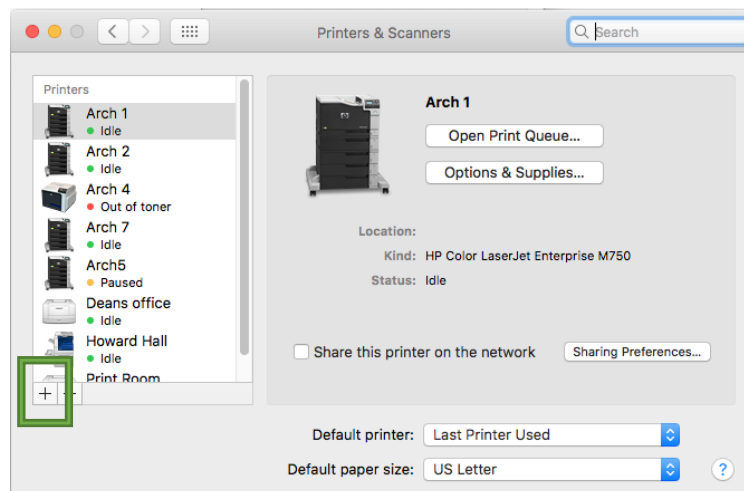
1. Install the printer drivers by downloading and installing this software at this link [https://support.apple.com/kb/dl1888?locale=en\\_US](https://support.apple.com/kb/dl1888?locale=en_US)
2. Make sure you are connected to MSU Secure
3. Click on the Apple symbol in the upper left corner. Locate and click on “System Preferences”



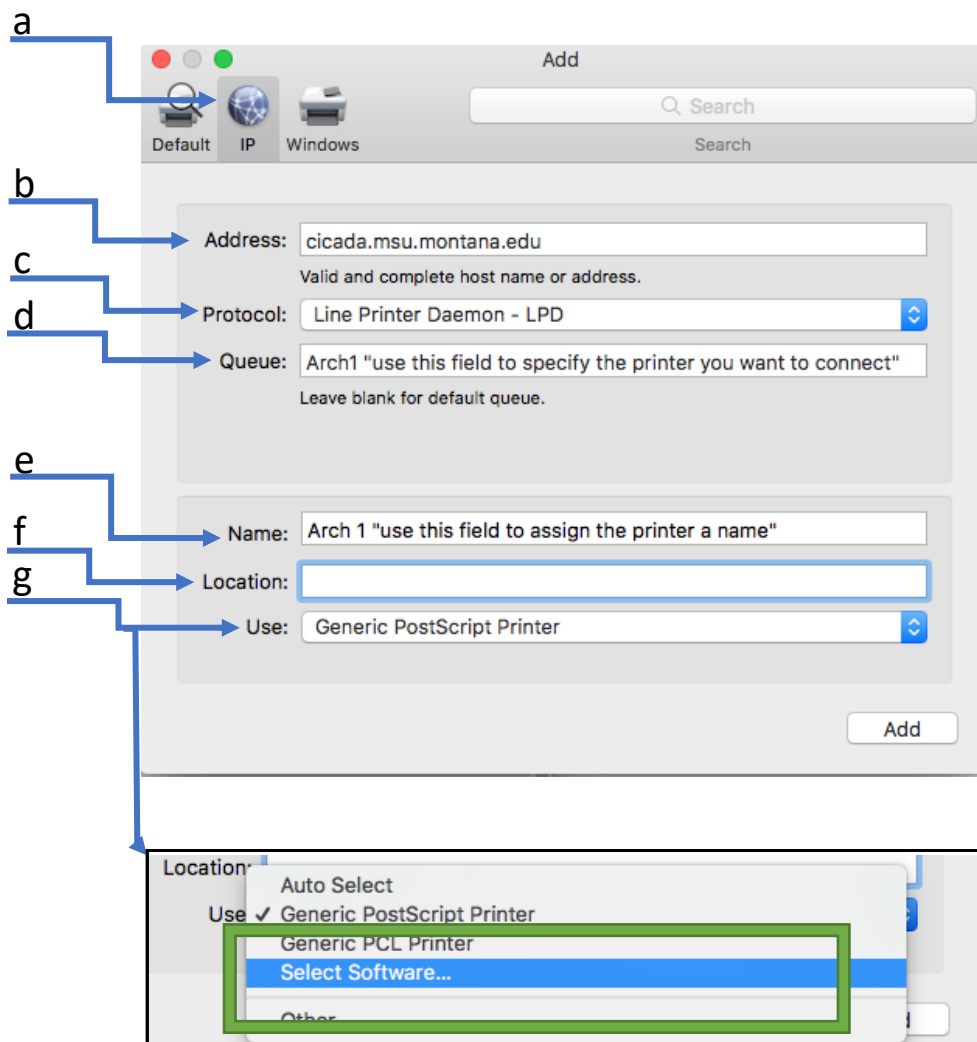
4. Click on “Print & Scanners”



5. Click on the “+” sign on the lower left

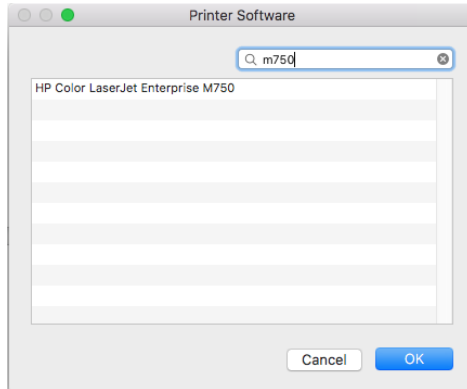


6. Complete the printer add page
  - a. Go to the IP sub-menu and fill in the following-
  - b. Protocol: Line Printer Daemon – LPD
  - c. Address: cicada.msu.montana.edu
  - d. Queue: enter your desired printer name with capital letters but no spaces
  - e. Name: enter the name of the printer that your mac will use when selecting a printer
  - f. Location: enter the location of the printer (optional)
  - g. Use: we need to locate the proper driver and locate and select the “Select Printer Software” option

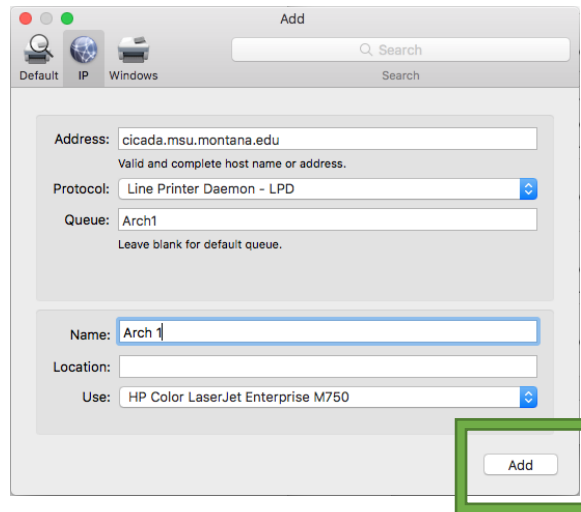




- This will bring up a menu where you can search the printer model and select the driver, see the chart below for printer information and driver assistance.



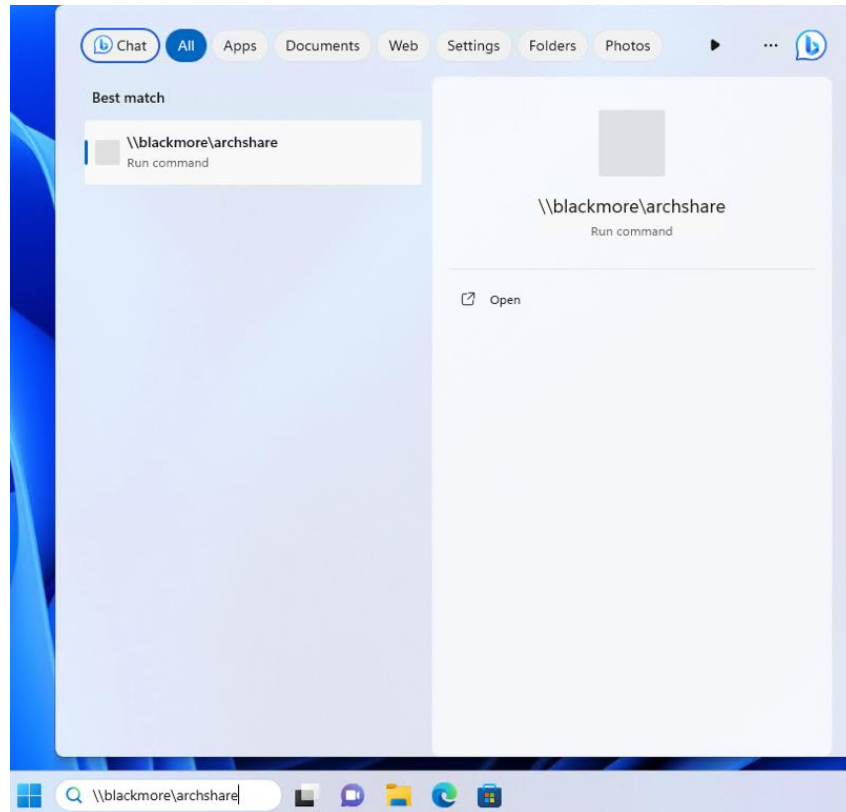
- Once the driver has been selected click "Add" in the bottom right corner and after a short loading time the printer will ask about trays, select tray 3 and continue to finish.



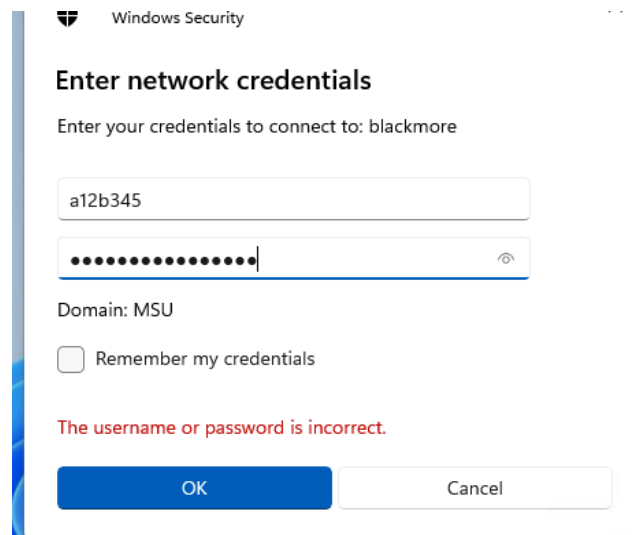
Printer Name	Queue Name	Driver Name
Arch 1	Arch1	HP Color Laserjet Enterprise M750
Arch 2	Arch2	HP Color Laserjet Enterprise M750
Arch 3	Arch3	HP Color LaserJet CP5520 Series
Arch 4	Arch4	HP Color LaserJet CP4020-CP4520 Series
Arch 5	Arch5	HP Color Laserjet Enterprise M750
Arch 6	Arch6	HP Color Laserjet Enterprise M750
Arch 7	Arch7	HP Color Laserjet Enterprise M750
Arch 8	Arch8	HP Color LaserJet CP5520 Series
Arch Plot 1	ArchPlot1	Currently unsupported on Mac
Arch Plot 3	ArchPlot3	Currently unsupported on Mac
Arch Plot 4	ArchPlot4	Currently unsupported on Mac

## Connecting to Archshare through Blackmore, PC

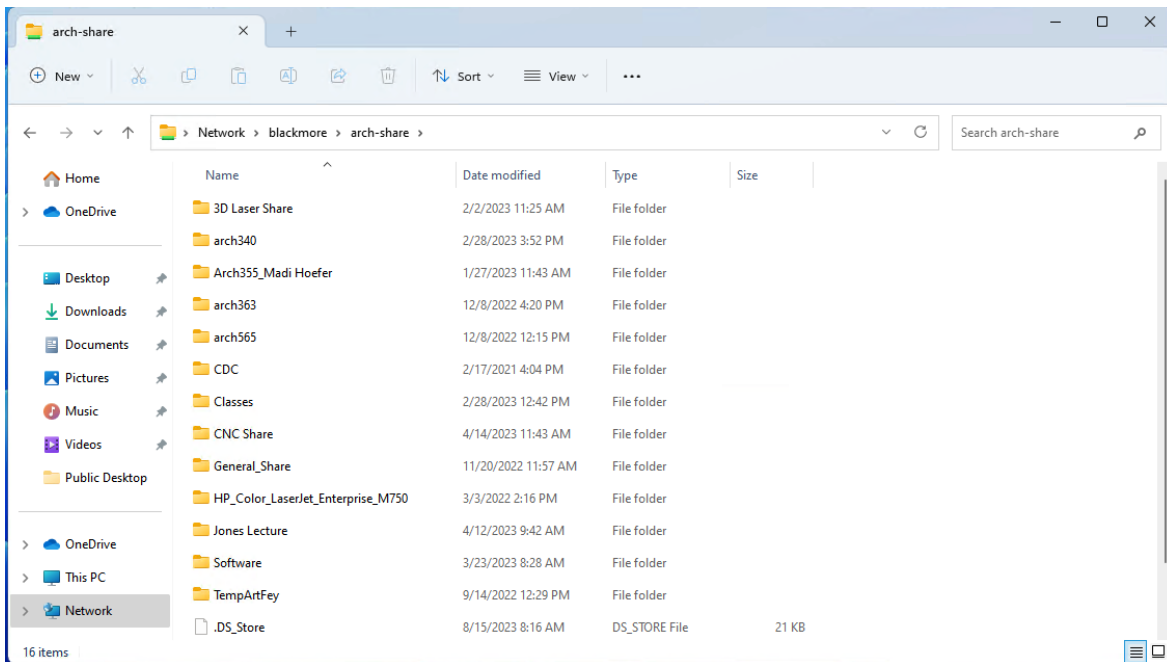
1. “Run” the following command by opening the run app (Win+R) or by typing the command directly into the windows search bar [\\Blackmore\archshare](#)



2. You will be asked for network credentials; use your net id and password. If you are unsure what your password is, please see Troubleshooting below. Enter your net id in the following format MSU\a12b345



- At this point you should connect to Archshare and the following window will be available to you

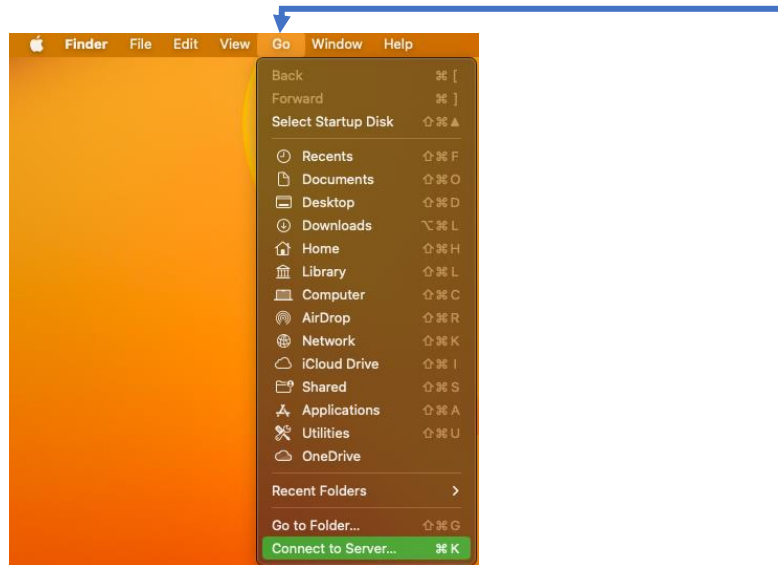


## Troubleshooting

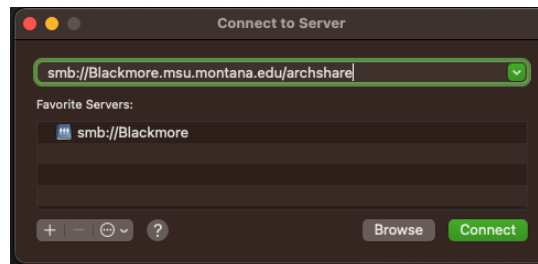
- After running the “\\blackmore\archshare” command a popup saying access denied appeared.
  - Check to make sure you are connected to MSU-secure (Pages 1-2)
  - Ensure you have your correct password for your Net Id to reset see page 13
  - Delete old credentials using credential Manager page 14
  - Check your permissions to connect to the server by sending an email to [CAAithelp@montana.edu](mailto:CAAithelp@montana.edu). This will generate a help ticket to ensure your credentials have properly been entered into the server to grant you access
    - Please include the following information
      - Screenshot of error message if possible
      - Your name and net ID
      - Good contact information for follow up

## Connecting to Archshare through Blackmore, Mac

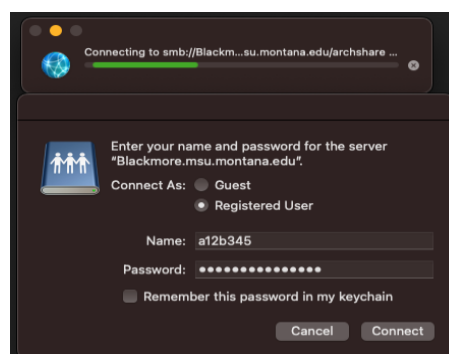
1. On the Finder menu click "Go" then select Connect to Server. You can also use the command+K keyboard shortcut while finder is targeted (finder is listed) in the top left



2. This will open the connect to server box, type smb://Blackmore/archshare (or 'smb://blackmore.msu.montana.edu/archshare') into the address bar then hit connect



3. This will bring up another box to enter your Net ID and password.
  - a. I recommend not saving the password in the keychain, this can cause issues later
  - b. Do not use the MSU\ on this



4. At this point you will be connected to the file share

## Troubleshooting

1. After running the “\\Blackmore\archshare” command a popup saying access denied appeared.
  - a. Check to make sure you are connected to MSU-secure (Pages 1-2)
  - b. Ensure you have your correct password for your Net Id, to reset see page 13
  - c. Use the format “Netid@msu.montana.edu”, this can sometimes resolve connection issues if your NetID alone isn’t working.
  - d. Check your permissions to connect to the server by sending an email to [CAAithelp@montana.edu](mailto:CAAithelp@montana.edu). This will generate a help ticket to ensure your credentials have properly been entered into the server to grant you access
    - i. Please include the following information
      1. Screenshot of error message if possible
      2. Your name and net ID
      3. Good contact information for follow up

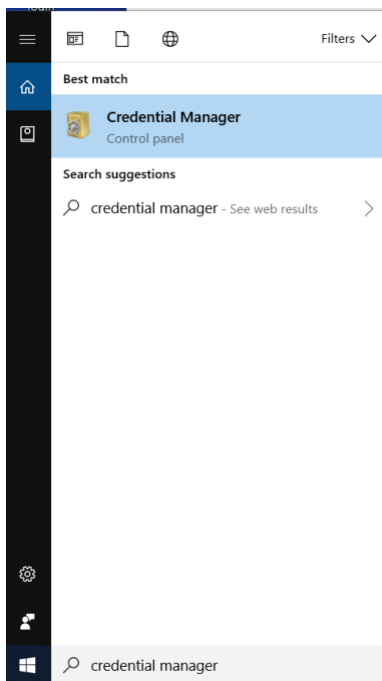
## Password Reset

Occasionally we are required to reset our university passwords, here are some tips and steps to check if your password has expired and to reset it if need be.

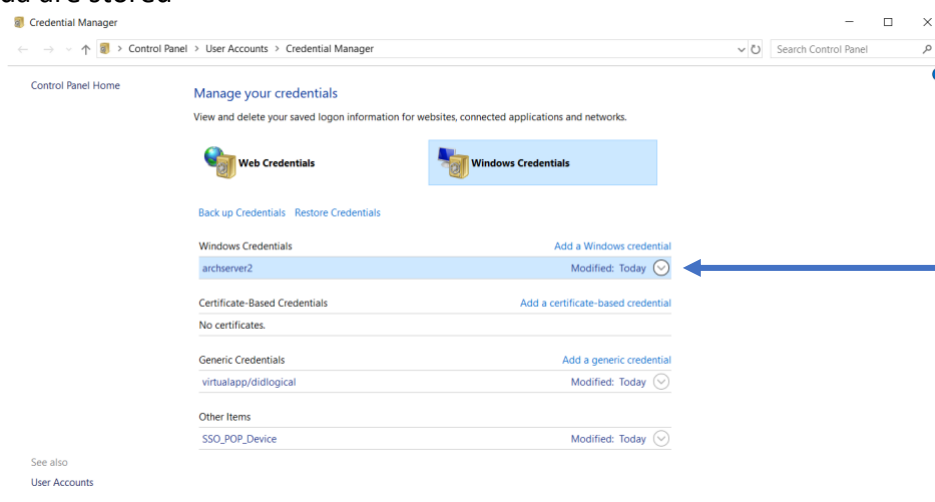
1. If you suspect you have forgotten your password or it has expired a great place to start is by trying to sign into your student email account at this link <http://www.montana.edu/email/> it will give more information than some of the other error messages if you are unable to log in.
2. If you would like to update your password that can be done at this link <https://password.montana.edu/>
  - a. You will need to setup a user account if this is the first time using the “Self Service Password Reset Portal” this tool was introduced in August 2018.
3. Any difficulties for resetting your password can be resolved by calling the MSU helpdesk at 406-994-1777

## Credential Manager (PC only)

1. If you are getting error messages when attempting to connect to cicada or Archserver2 it may be because of stored login credentials. To open credential manager first use the search bar searching “credential Manager” and open the app



2. Under the “Windows Credentials” tab you will see where Blackmore\archshare and cicada are stored



3. Click the dropdown arrow and remove the credential from your computer. It is best to restart the machine after this and then try to connect again.

## MSU Provided Software

Here is a brief list of software that is free for MSU students. Please follow the link to the MSU website to find more information on getting access to the software

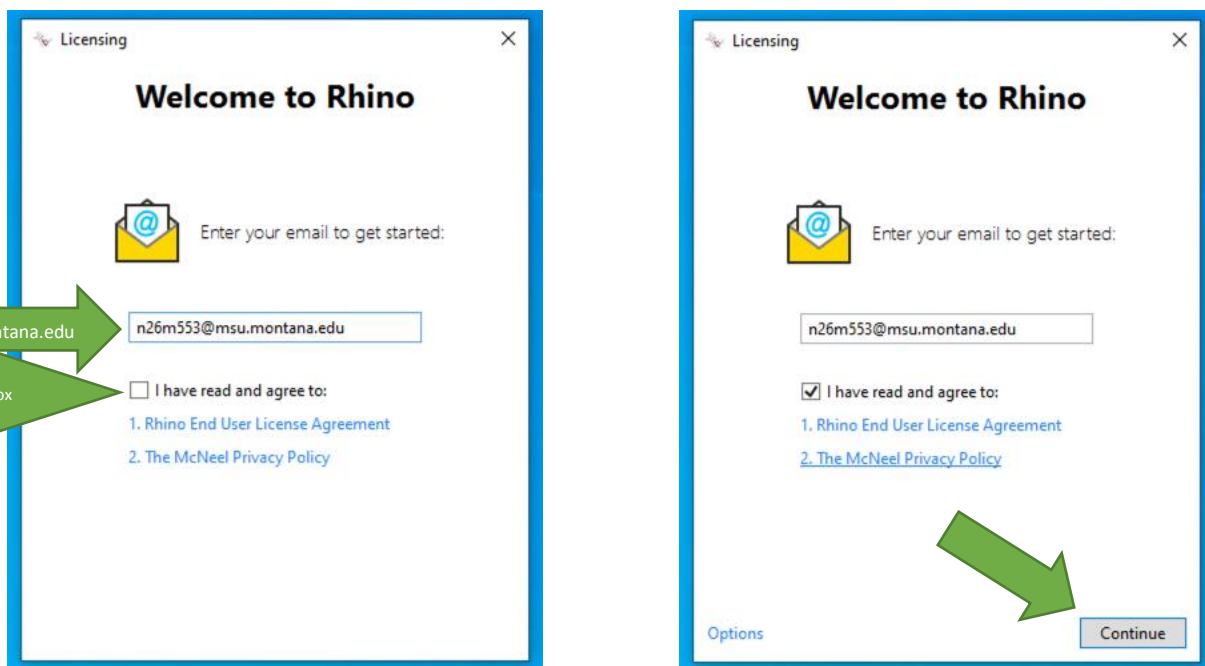
- Adobe Creative Cloud
  - <http://www.montana.edu/uit/student/adobe/index.html>
- Rhino 7
  - Follow steps starting on page 17
- Sketchup 2023
  - Follow the steps starting on page 19
- Revit and Autodesk software
  - Follow steps on page 20
- Microsoft Office
  - <http://www.montana.edu/office365>
- Webex video conferencing
  - <http://www.montana.edu/webex/student/index.html>



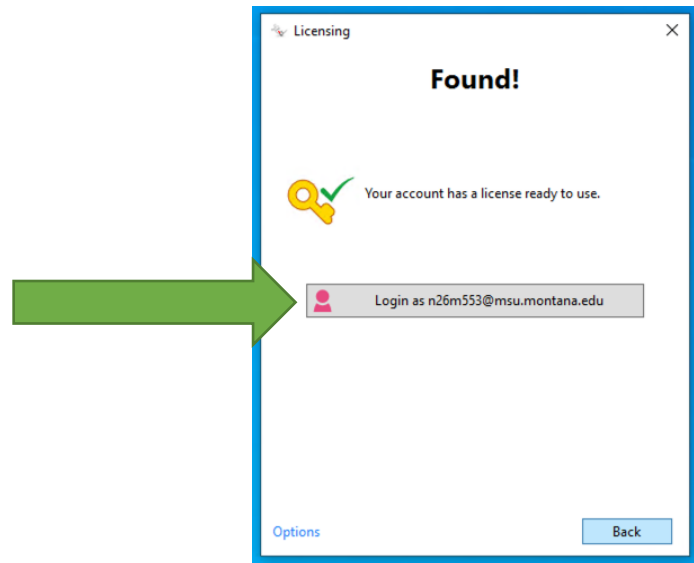
## How to license Rhino with your NetID

If you follow the steps below you can use your NetID to access a Rhino license provided by the School of Architecture. This process will require you to enter [your netid]@msu.montana.edu many times and it may be helpful to copy and paste it.

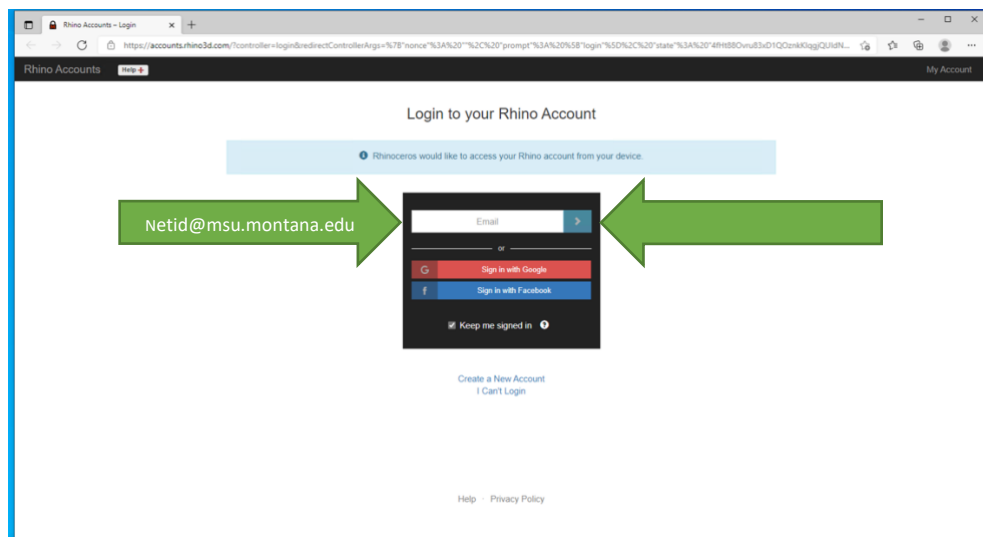
1. Download and install Rhino at this link <https://www.rhino3d.com/download/> download the version that is NOT the evaluation version. You may need to sign in to be able to download.
2. Start rhino, at this point rhino will present you with this screen. Here you will enter your [netid@msu.montana.edu](mailto:netid@msu.montana.edu) and select "I have read and agree to". This will then make the continue button appear.



3. At this point you should get the following message that your license is found with a new button to login, if you do not get this message, please send a screen shot to [caithelp@montana.edu](mailto:caithelp@montana.edu)



4. This will open a browser where you will need to login again. In the email field please enter your [NetID@msu.montana.edu](mailto:NetID@msu.montana.edu) and then click the arrow or hit enter. You may have to confirm your email address, the conformation will be sent to you student email. You can access your student email here [www.montana.edu/email/](http://www.montana.edu/email/)

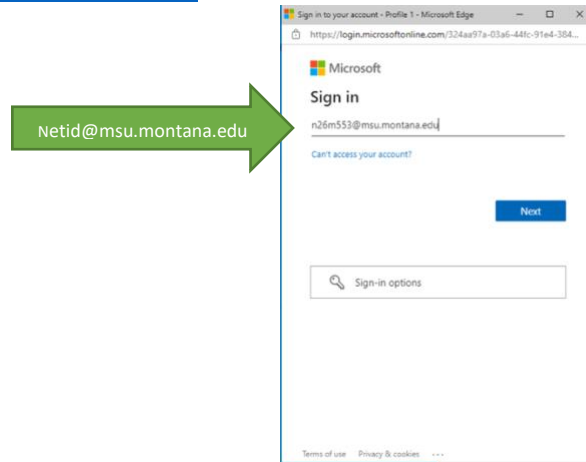


5. After entering your [netid@msu.montana.edu](mailto:netid@msu.montana.edu) this screen will appear, click the "Sign in at msu.montana.edu"

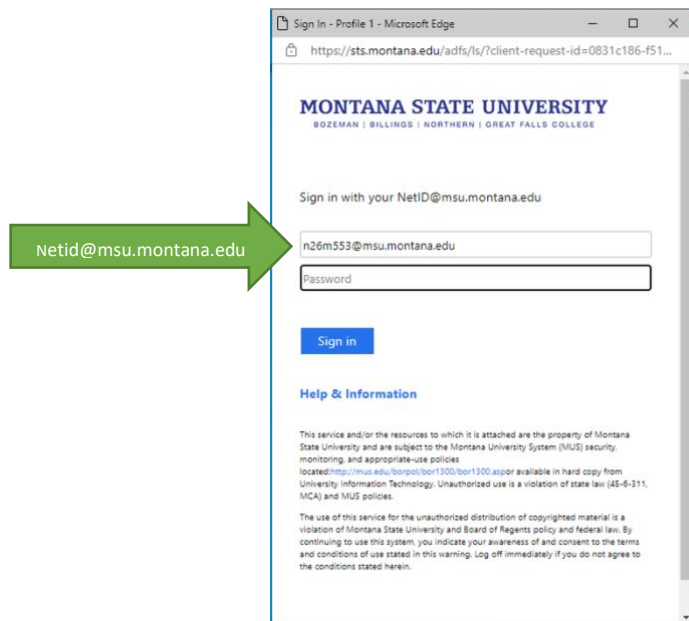
Login to your Rhino Account



6. This will open a pop-up where once again, you will need to enter your [netid@msu.montana.edu](mailto:netid@msu.montana.edu)



7. This will finally forward you to our MSU login page, where, once again, you will need to enter your [NetID@msu.montana.edu](mailto:NetID@msu.montana.edu) with your password this time. If you are having trouble remembering your password or need to reset your password, please go to [password.montana.edu](http://password.montana.edu) to reset it.



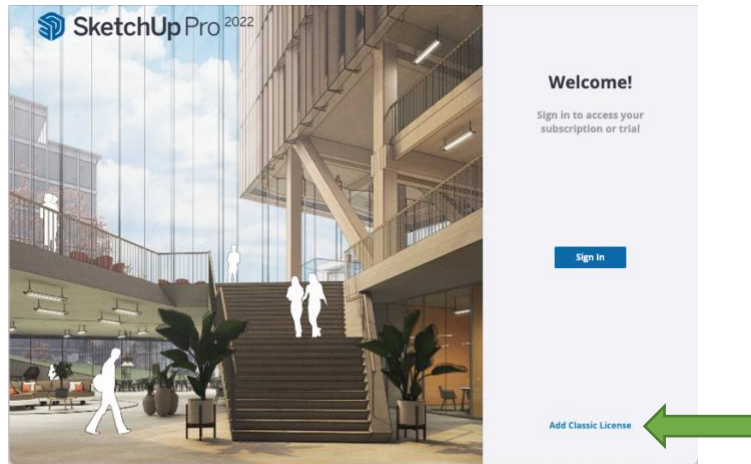
8. After a successful login you will get this message and you have successfully activated rhino



Login completed. Please go back to Rhino.

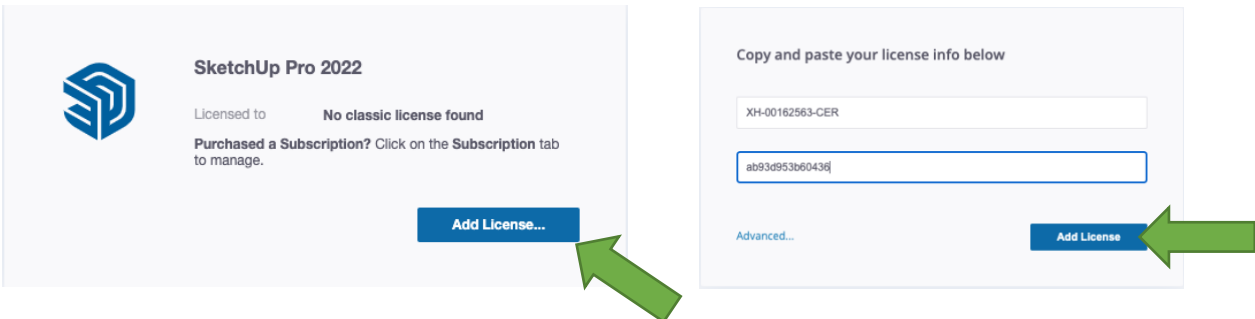
## How to license Sketchup

1. Download and install SketchUp 2023 here <https://help.sketchup.com/en/downloading-sketchup>  
Please note the images are for Sketchup 2022, but the process is the same for 2023.
2. Open Sketchup and click Add Classic License

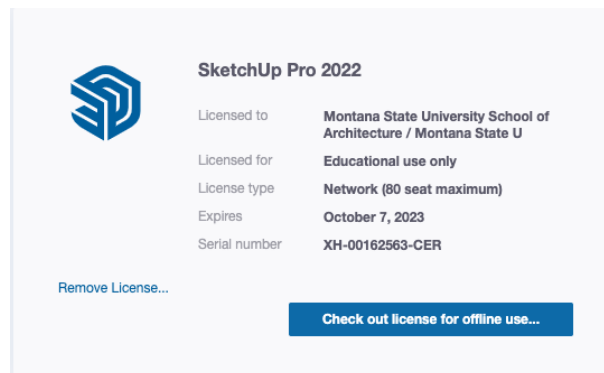


3. This menu will open click add license, then copy in the license info on the next screen and click add license

Serial number: YH-00163433-CER  
Authorization Code: a21dd13954b156



4. This next menu will show you are now licensed for Sketchup and ready to use the software



## Revit

Revit is offered free to students directly from Autodesk. You will need to setup an Autodesk account and provide documentation you are a current student. More info can be found at the link below

<https://www.autodesk.com/education/students>

## Contacts and FAQ

I have a question that isn't in the guide

Please email [caithelp@montana.edu](mailto:caithelp@montana.edu) or call 406-994-5112 to get assistance with any issue you're having. You can also seek walk in support at the College of Arts and Architecture IT Office in Cheever 126

If you would like to suggest a topic for this guide, please email [caithelp@montana.edu](mailto:caithelp@montana.edu) with "IT companion topic" as the subject line. Please include the version of the guide you are using

If you have found an error in the guide, please email [caithelp@montana.edu](mailto:caithelp@montana.edu) with "IT companion error" as the subject line. Please include the version of the guide you are using.