

## Network Connectivity - Wired

The Business School maintains over 1,800 **wired Ethernet jacks** in public places - e.g. the University's library in Uris Hall, breakout rooms, public study spaces, and classrooms.

ITG provides the following services for this resource:

- Maintain all Business School network jacks to keep them in top condition
- Troubleshoot any connectivity problems with Business School jacks.

ITG has a continuous maintenance schedule for these jacks, but we cannot monitor all of them all of the time, and they tend to be the frequent recipient of damaging activity. It is inevitable that you will encounter a jack in need of repair at some point in your stay at the School.

If you find a jack that is broken, or you connect to a jack that does not appear to be working, please connect to a jack next to it, and send an e-mail to [badjacks@gsb.columbia.edu](mailto:badjacks@gsb.columbia.edu), stating the room and location of the jack. You can also report a bad jack from the ITG website. The ITG networking team troubleshoots all jacks identified by such email, and responds to the person who sent the email with the results of their investigation.

When you send e-mail to BadJacks, you are not only doing a good deed for those who follow you, but you might also be doing yourself a favor as well: often times what appears to be a bad jack is, in fact, a misconfigured laptop, or a user error that could be easily diagnosed and suggestions could be made about how to avoid similar situations in the future.

## Network Connectivity - Wireless

### CBS-Secure

CBS-Secure is an authenticated wireless network available exclusively to Columbia Business School students, faculty, and administrators. CBS-Secure is available in Uris Hall (including the Watson Library) and in Warren Hall.

### Columbia University Wireless

This service is provided by the University and is available only in the Watson Library and outside Uris Hall. Connectivity issues will be supported by ITG initially and escalated to CUIT if necessary. Please keep in mind that ITG ability to troubleshoot a wireless network that it does not control will be limited.

## Wireless Networking Advantages and Disadvantages

| Advantages  | Disadvantages  |
|---|--|
| <ul style="list-style-type: none"><li>• You can utilize a wireless connection when a wired one is unavailable due to location or heavy usage.</li><li>• Wireless connectivity will provide Internet, e-mail and printer access without having to be connected to a wall jack.</li></ul> | <ul style="list-style-type: none"><li>• Performance degrades as more people utilize this resource. The wireless network has a finite bandwidth, which is shared by all its users. The more users, and the bigger the files they're downloading, the slower the connection speeds.</li><li>• Wireless adapters drain battery power at a</li></ul> |

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|  | considerable rate. Students have reported that laptop batteries last half as long using wireless as they do when a wired connection is being used. |
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## **Express Web Kiosks**

Express Web Kiosks are provided on the main student floors in Uris and Warren Halls. These kiosks are only available for members of the Business School community. They are not intended to substitute students' laptops. Instead, they are designed to give express access to the web for internet browsing, checking email, document editing, and printing.

## **Bloomberg Terminals**

"The Bloomberg Professional platform provides access to all the news, analytics, communications, charts, liquidity, functionality, and execution services that students need to put knowledge into action." Kiosks containing the Bloomberg Professional Service are provided on the 3rd floor in Uris, and 2nd floor in Warren Hall. Also, the Watson Library has similar terminals for student access.

## **Printing**

High-speed network printers are provided throughout the Business School for the use of Business School students. Local printers are also provided so that students who need to use special paper for printing may do so without having to worry about network printing jobs appearing suddenly.

ITG provides the following services for these printers:

- Monitor and supply printers with paper and toner.
- Assist with service calls for hardware problems.

## **Scanning**

Network scanners make it easy for students to create electronic copies of their paper documents so it can be easily distributed, efficiently stored, and organized.