# Instructions for setting up the network connection with DHCP in the studNET of Studentenwerk Leipzig

as of August 1st 2024

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studNET website:
**https://studentenwerk-leipzig.de/wohnen/studnet**

studNET helpdesk:
**https://studnet.studentenwerk-leipzig.de**

**Dear Tenant,**

This user manual will help you to configure your network access in your room. Please read the instruction for your operating system carefully. If problems occur during the configuration, please read first our troubleshooting tips at the end of this booklet. Contact our system administrator if the problem persists.

Please visit our website, where we publish current faults, planned maintenance of our systems or changes in the office hours:

https://studentenwerk-leipzig.de/wohnen/studnet

For the connection between your PC or laptop and the data socket in your room (in most cases this is the left connection), an Ethernet network cable with RJ45 plug (see illustration) is needed. We recommend a cable of category 5e or higher.

This cable may be purchased for a few euros in any electronics or computer store. Once you have the cable connected to your computer, please follow the instructions for setting up the network for your operating system on the following pages.

**Ethernet network cable with RJ45 connector**

To follow the instructions, you will also need to have your personal access data. You have received the data from your official in charge for housing (Figure 1).

## Example network data:

/ -

**Datum** **08.08.2024**
**VO-Nummer**

**DNS1 = 139.18.25.3**
**DNS2 = 139.18.1.2**

**SUBNET =**
**GATEWAY =**

**Mieternummer:**
**Password studNET Client:**
**valid from the beginning of the lease: , 8:00 p.m. - if you move in after the start of the contract, the Internet will only be available from the move-in date of 8:00 p.m.**

**You will need the above data to establish the connection to our network.**

In case of problems with the network, please contact the studNET - helpdesk.

https://studnet.studentenwerk-leipzig.de

When you contact our service staff you will need your tenant number from your contract, your operating system (manufacturer / version) and an exact description of the problem.

Please also note that we do not repair computers, but we can assist you in setting up the network access.

We recommend you to label your letterbox with your name. In order to do so, cut out a name label and attach it to the space designated for that purpose.

**Figure 1**

## 1. Quick Start / General

Setting up the Internet connection, regardless of the operating system, consists of two steps:

1) Configuration of the network connection to automatically assign the IP settings (DHCP).

2) Authentication at login server. For Windows operating systems, the authentication will be achieved by using the studNET Login client, which you can download from our website (only possible after you have completed step 1). For Linux operating systems and macOS, authentication will be established using the ssh command in a terminal window. **Use the connection data from your personal data sheet (Figure 1).**

In this booklet we have created exemplary instructions for three operating systems. Please note that individual steps may vary for different versions of operating systems.

## 2. Windows 10

*Note: The figures and description refer to Windows 10. Windows 11 are very similar and they differ only in details in our description. Please ensure that your operating system has updated network drivers.*

You will need administrator rights on your computer.

First, the network must be set up. Click with the right mouse button on the network icon in the system tray (Figure 2).

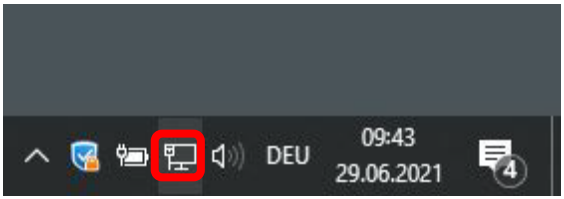


**Figure 2**

Then select "Open Network and Internet settings" (Figure ).

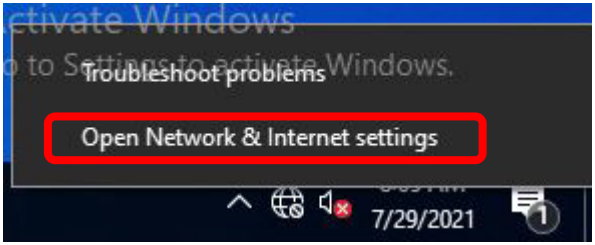


**Figure 3**

Now select “Change adapter options” (Figure 4). In the list of network connections, select the connection with which you have connected the cable to the network socket in your room (Figure 5). The name of the connection on your system may differ from the description in Figure 5. It is important that you choose the connection, which is connected by cable to the data socket in your room.

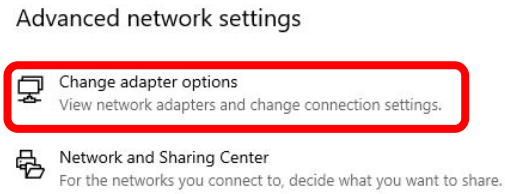


**Figure 4**

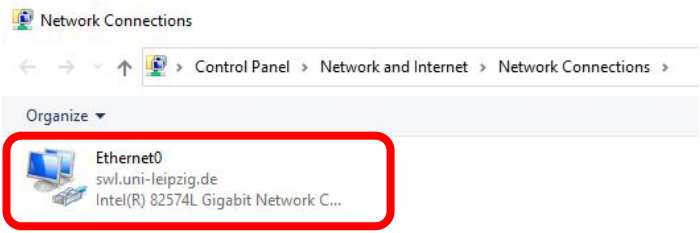


**Figure 5**

Click with the right mouse button on the connection and select "Properties" (Figure 6).

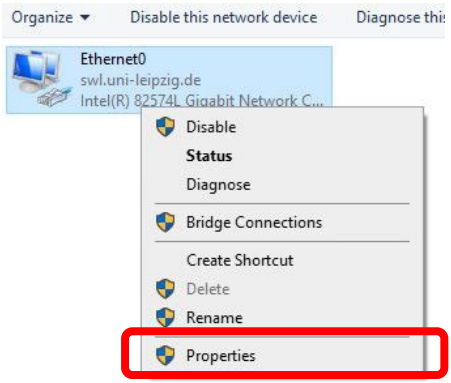


**Figure 6**

Then select "Internet Protocol Version 4" and "Properties" (Figure 7).

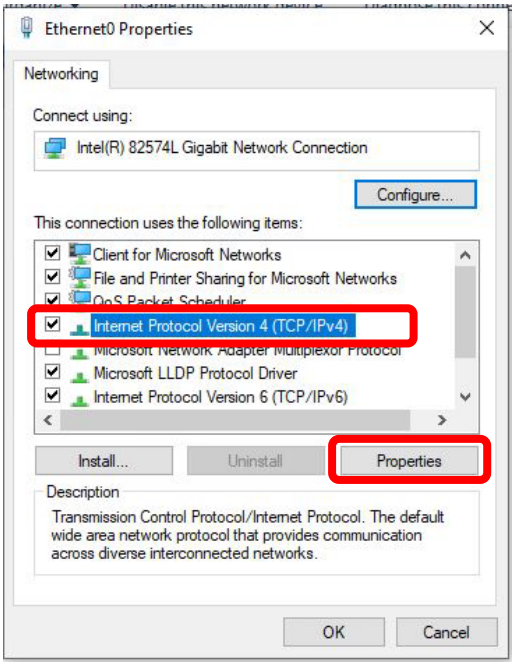


**Figure 7**

In the following window, select the points “Obtain an IP address automatically” and “Obtain DNS server address automatically”. Confirm with OK (Figure 8).

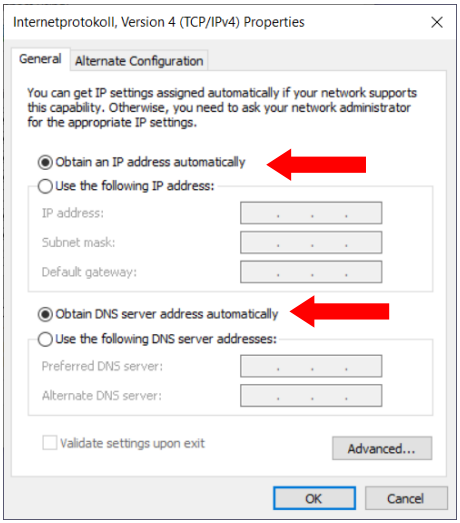


**Figure 8**

After the network is set up, you still need our studNET client to authenticate to the login server. To do so, open a browser (e. g. Internet Explorer or Firefox) and visit the following page:

https://studentenwerk-leipzig.de/studnet-client

Please note that only this page is unlocked for access without authentication!

Here you can download the studNET login client. Download and save this file on your desktop. Execute the program and install it.

Now you can start the Login studNET client.

Enter your six digit tenant number (Mieternummer) and password in the spaces provided and connect. You will find the data on your personal data sheet (Figure 1).

The connection to the Internet is now set up and should work.

If you experience problems, please check again the details and read the troubleshooting tips at the end of this booklet.

## 3. Ubuntu Linux

Please note: Depending on the version of the operating system, the explained steps and figures might differ.

First, the network must be set up. Go to the System Settings and then Network (Figure 9).

**Figure 9**

Then select the wired connection and click "Options" (Figure 10).

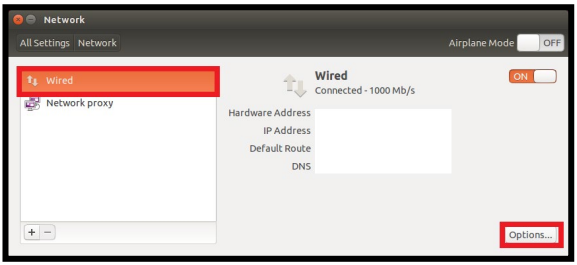


**Figure 10**

In this dialog (Figure 11), select "IPv4 settings". As "Method" select "Automatic (DHCP)". Confirm with "Save".

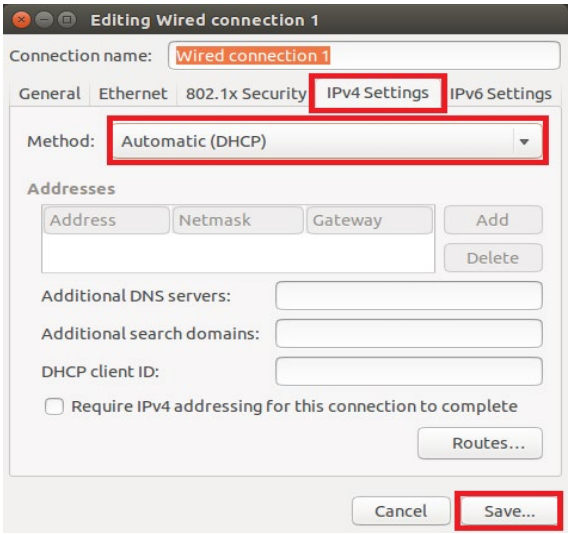


**Figure 11**

Now open a terminal window (Figure 12).

**Figure 12**

Type the following command in the terminal window:

ssh tenant-number@139.18.143.253

(Instead of “tenant-number” write your personal six digit tenant number which you find on your personal data sheet (Figure 1) The IP address 139.18.143.253 is fixed and must not be changed in the command).

During the first login the following message appears:

The authenticity of host '139.18.143.253' cannot be established.RSA (or ECDSA) key fingerprint is …….
Are you sure you want to continue connecting (yes / no)?

Write ‘yes' and press "Enter."

You will next be prompted for your password. You find it on your personal data sheet (Figure 1).

Here you need to enter your personal password. The password is case sensitive and no signs will be displayed during typing on the terminal. If the message below appears, the login was successful.

Hello <Mieternummer>. You are authenticated from host

"xxx.xxx..xxx.xxx" …

Now you are online.

Do not close the terminal. After a restart or the awakening of the computer, you must log in again.

### 4. macOS

Please note: Depending on the version of the operating system, the explained steps and figures might differ.

Click on the Apple menu. Then select "System Preferences" (Figure 13).

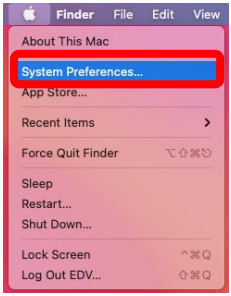


**Figure 13**

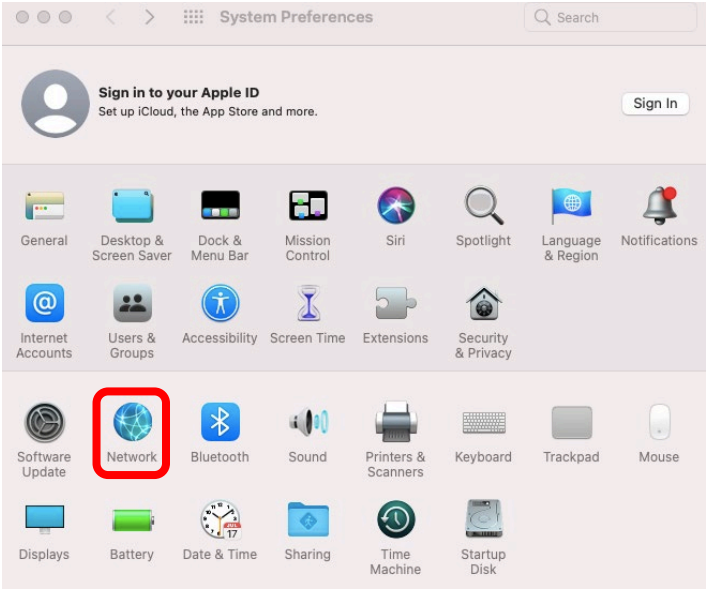


**Figure 14**

Then click the Network icon (Figure 14). Then, select the "Ethernet connection" and in "Configure" please choose “Using DHCP” (Figure 15). Confirm by clicking on “Apply”.

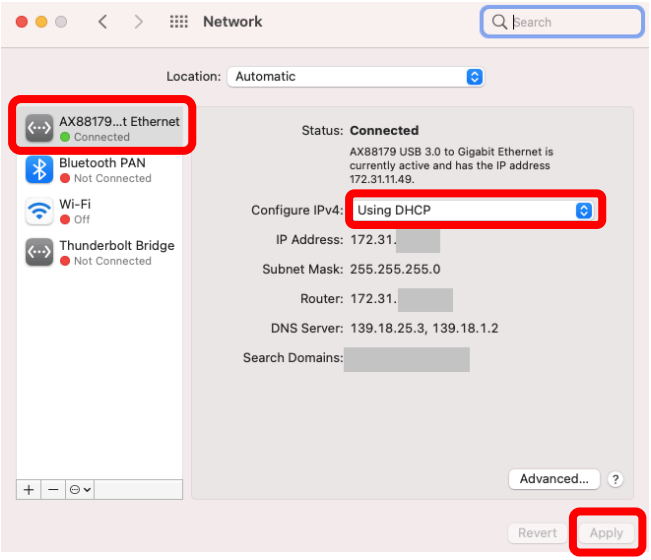


**Figure 15**

Now open a terminal window.

Type the following command in the terminal window:

ssh tenant-number@139.18.143.253

(Instead of “tenant-number” write your personal six digit tenant number which you find on your personal data sheet (Figure 1) The IP address 139.18.143.253 is fixed and must not be changed in the command).

During the first login the following message appears:

The authenticity of host '139.18.143.253' cannot be established.
RSA (or ECDSA) key fingerprint is…..
Are you sure you want to continue connecting (yes/no)?

Write ‘yes' and press "Enter."

You will next be prompted for your password. You find it on your personal data sheet (Figure 1).

Here you need to enter your personal password. The password is case sensitive and no signs will be displayed during typing on the terminal. If the message below appears, the login was successful.

Hello <tenant number>. You are authenticated from host

"xxx.xxx..xxx.xxx" …

Now you are online.

Do not close the terminal. After a restart or the awakening of the computer, you must log in again.

## 5. Use of Routers / WLAN

We support exclusively setting up your studNET access based on a wired direct connection to the network socket (LAN).

Yet you have the option of multiple devices (smartphone, tablet, laptop) to connect via a wireless router with the studNET.

You can find an overview of the most important settings required on our website at the following link:

https://studentenwerk-leipzig.de/wohnen/studnet

We provide for the configuration and use of your router no further advice or technical support. The responsibility for all peripheral devices rests solely with the user.

Please note also, that you are solely responsible for the security of your router (insecure WLAN).

For any misuse of your connection, you can be held accountable.

## 6. Common mistakes

Before contacting our support team, please make sure that you have checked the following steps:

1) You have your laptop / PC connected via cable directly to the data jack in your room.
2) You have configured the network settings to DHCP functionality.
3) You have set the DHCP functionality on the correct network adapter (**not** e. g. the wireless adapter).
4) You properly spelled the tenant number and password in the Login studNET client.
5) You do **not** have defined a proxy server in your browser.

## 7. Contact options

- **studNET helpdesk:**

  https://studnet.studentenwerk-leipzig.de

**Important:**
If possible, please add a screenshot (or text document) of your network settings (IP address / manual settings / Internet Protocol Version 4) of your LAN / ethernet adapter to your detailed problem description. Please provide us with specific information about your operating system and the type of network connection (cable / USB ethernet adapter / WLAN) as well as possible error messages.