Manually Change the DNS Server

FHSU CTC Help Desk and CTELT got some recent reports about Blackboard working slowly for some users who have COX as their Internet Service Provider.

COX ISP recommends users who have this issue to:

1-Call residential/home Network Tech Support at 855-766-9812

2- Explain the problem and ask to open a ticket with Tier 2 Support Network Engineer (this way, they will get user router and IP data)

While we are currently working with both COX and Bb Inc companies to solve this issue, the temporary workaround to solve this issue is by changing the DNS server settings.

This guide will walk you through the steps on how to manually change the DNS server settings

PC/Windows users (Mac OS X users, see page#4):

These instructions apply to Windows 8, 7, Vista and XP. Example screenshots have been taken using Windows 7.

- 1. Log in to Windows with an Administrator account. If your account doesn't have Administrator privileges, you may not be able to adjust your DNS server settings.
- 2. Open the Start menu and select Control Panel.

Note: Windows 8 users should simply begin typing "Control panel" while viewing the Start screen. Click **Control Panel** in the search results to open it.

3. Select Network and Internet, and then Network and Sharing Centre.

Note: Windows XP users should click "Network Connections" and then skip to step 5.

4. Select **Change adapter settings** in the left-hand column.



5. Right-click on Local Area Connection and select Properties.



6. In the Networking tab, click once on **Internet Protocol (TCP/IP**) to highlight it, and then click **Properties**.

Local Area Connection Properties				
Networking Authentication Sharing				
Connect using:				
Intel(R) 82579LM Gigabit Network Connection				
Configure				
This connection uses the following items:				
Client for Microsoft Networks				
QoS Packet Scheduler				
File and Printer Sharing for Microsoft Networks				
Internet Protocol Version 6 (TCP/IPv6)				
 Link-Layer Topology Discovery Mapper I/O Driver 				
🗹 🛶 Link-Layer Topology Discovery Responder				
Install Uninstall Properties				
Description				
Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.				

7. Select Use the following DNS server addresses and then enter the following:

Preferred DNS server: 8.8.8.8

Internet Protocol Version 4 (TCP/IPv4) F	Properties			
General Alternate Configuration				
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.				
Obtain an IP address automatically	y			
Use the following IP address:				
IP address:				
Subnet mask:				
Default gateway:				
Obtain DNS server address autom	atically			
Use the following DNS server add	resses			
Preferred DNS server:	8.8.8.8			
Alternate DNS server:	· · ·			
✓ Validate settings upon exit	Advanced			
	OK Cancel			

8. Check the box on for "Validate settings upon exit", then click OK to finish. Make sure to restart your browser. (If you get "Windows Network Troubleshooter" opened, please close it)

Mac OSX Users:

- 1. On the desktop, click the **Apple** icon in the top right-hand corner and select **System Preferences** from the drop-down menu.
- 2. Select Network.
- 3. Select your **Connected** (Ethernet or Wi-Fi) connection from the left-hand column and then click **Advanced**.

00	Network	ie.	
Show All		Q	
	Location: Location (10/27/	13, 10:58 AM) 🛟	
Wi-Fi Not Connected PPPoE Service Not Connected	Status:	Connected Ethernet is currently active and address 192.168.2.2.	has the IP
Ethernet Connected	Configure IPv4:	Using DHCP	+
	IP Address:	192.168.2.2	
	Subnet Mask:	255.255.255.0	
	Router:	192.168.2.1	
	DNS Server:	192.168.2.1	
	Search Domains:		
+ - \$\$*		Ac	Ivanced ?
		Assist me Reve	rt Apply

4. Select the **DNS** tab and then click the **plus (+)** button in the lower left-hand corner of the window.

000	Network
Show All	Q
Ethernet	WINS 802.1X Proxies Hardware
DNS Servers:	Search Domains:
192.168.2.1	
+ - IPv4 or IPv6 addresses	+ - Advanced 7
(?)	Cancel OK

5. Type the following **DNS** server: 8.8.8.8 and then click OK to finish.

Make sure to restart your browser.

Should you require assistance with this, please call CTC HelpDesk at 785-628-5276