

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.

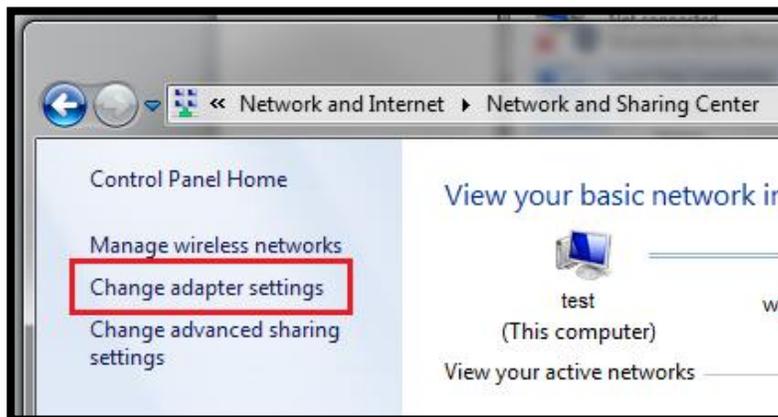
1. Log in to Windows with an Administrator account. If your account doesn't have Administrator privileges, you may not be able to adjust your DNS server settings.
2. Open the **Start** menu and select **Control Panel**.

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.

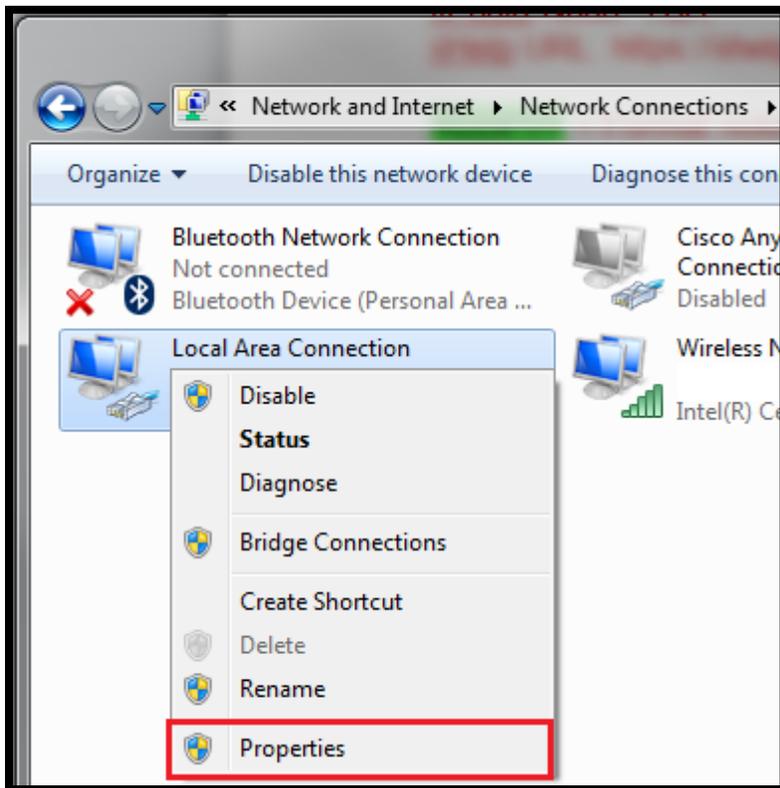
3. Select **Network and Internet**, and then **Network and Sharing Centre**.

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

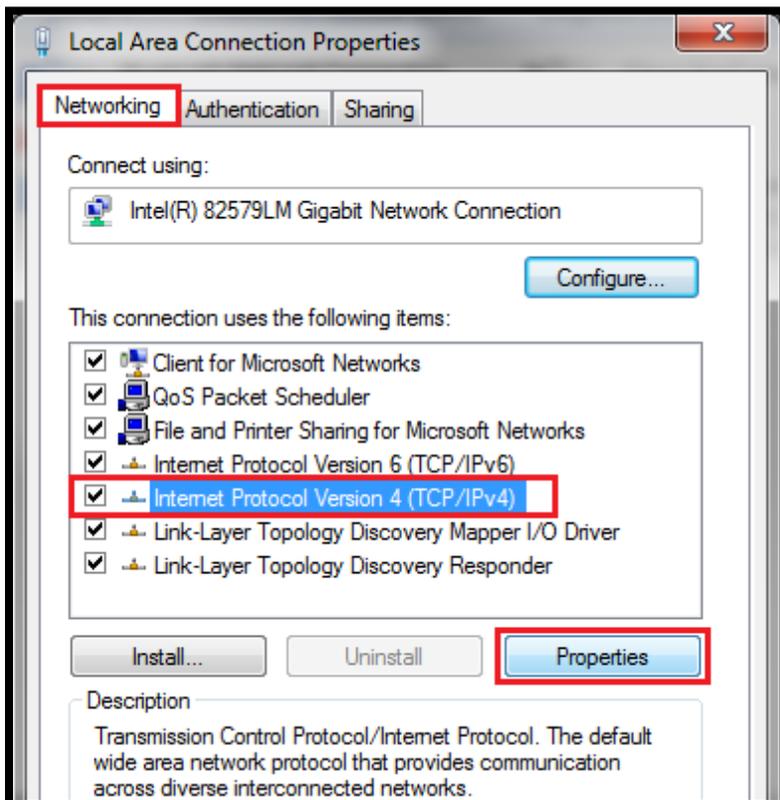
4. Select **Change adapter settings** in the left-hand column.



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

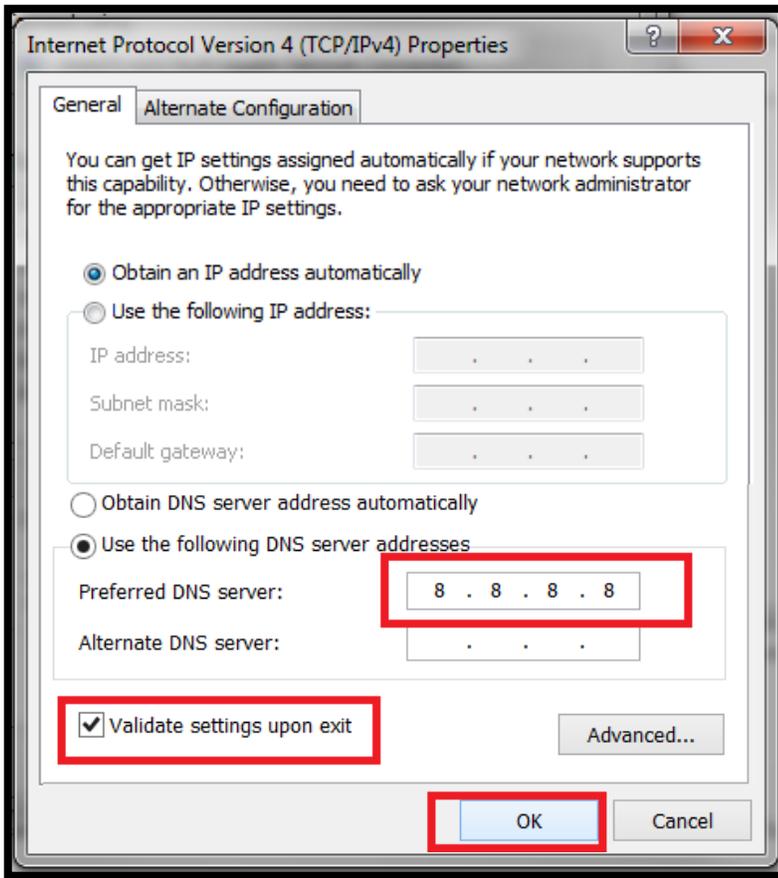


6. In the Networking tab, click once on Internet Protocol (TCP/IP) to highlight it, and then click Properties.



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

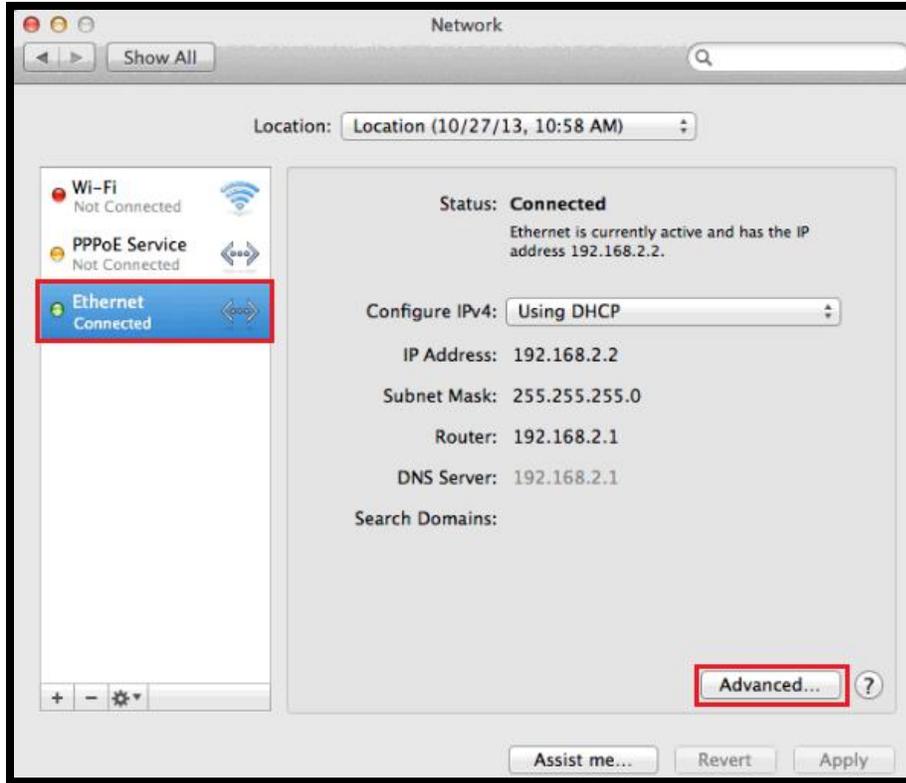
Preferred DNS server: **8.8.8.8**



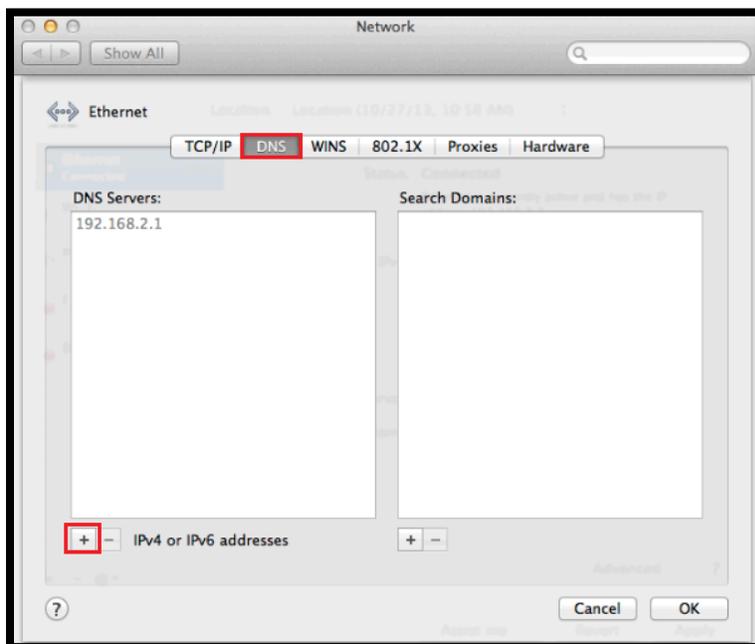
8. Check the box on for “Validate settings upon exit”, then click **OK** to finish. Make sure to restart your browser. (If you get “Windows Network Troubleshooter” opened, please close it)

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**.



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



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