FAQs for CaneNet

Q. How often do I need to apply for CaneNet wired Network Access?
A. Students only need to register for CaneNet access for their streaming devices (Game Consoles, Apple TVs, Roku’s, etc.). Laptops and Desktops do not need to be registered as you will be authenticating with your valid CaneID and Password.

Q. What do I do if I change rooms?
A. No action is required.

Q. Can I connect my router?
A. No. Routers and private wireless networks are prohibited. Please visit our website for further information and for updates at: www.miami.edu/canenet.

Q. Who do I contact if I am having any problems?
A. For assistance on connecting to University of Miami’s wired Internet, please see the help section for contact information.

Q. Can I connect my printer?
A. No. Printers connecting to the CaneNet network are prohibited. Due to the printer acting as a network device, we cannot restrict other users from printing to your printer. Please consult the manufacturer’s instructions on how to disable the wireless from broadcasting on the printer, and use a USB cable. Alternatively, the UPrint Service is available across campus for your printing needs.
CONFIGURING NETWORK SETTINGS
Before connecting to the CaneNet network, please verify your computer’s network configuration settings. In some countries, static IP address assignments are required.
If you have a static IP address set, please make note of what is set for future reference. Once you select the options below as automatic, your statically assigned settings will be gone.
Follow these steps to configure the network settings. Only change what is mentioned, leave everything else as computer default. If you have an external Ethernet card or Thunderbolt, insert it into your computer.

Windows 10
1. Right-click on the “Start” button, and then left-click on “Control Panel.”
2. Click on “Network and Sharing Center.”
3. On the left-hand pane, click on “Change adapter settings.”
4. Right-click on the correct “Local Area Connection,” then click “Properties.” If the UAC (Security warning) appears, please select “Yes/Allow” to open the Local Area Connection Properties window.
6. From the “General” tab, verify that “Obtain an IP address automatically” and “Obtain DNS server address automatically” are selected.
7. Click “OK” and close all windows.

Windows 8
1. Move the mouse to the right side of the screen and select “Settings” and then on “Control Panel.”
2. Click on “Network and Internet” and then on “Network and Sharing Center.”
3. Click on “Manage Adapter Settings.” Right-click on the correct “Local Area Connection,” then click “Properties.” If a pop-up window appears, click “Continue” to open the Local Area Connection Properties window.
5. From the “General” tab, verify that “Obtain an IP address automatically” and “Obtain DNS server address automatically” are selected.
6. Click “OK” and close all windows.

Windows 7
1. Click on the “Start” button, and then on “Control Panel.”
2. Click on “Network and Internet” and then on “Network and Sharing Center.”
3. On the left-hand pane, click on “Manage Network Connections” (“Manage Adapter Settings” in Windows 7).
4. Right-click on the correct “Local Area Connection,” then click “Properties.” If a pop-up window appears, click “Continue” to open the Local Area Connection Properties window.
6. From the “General” tab, verify that “Obtain an IP address automatically” and “Obtain DNS server address automatically” are selected.
7. Click “OK” and close all windows.

MAC OS X
1. With the Ethernet Adapter connected, if applicable, click on the Apple logo on the top left corner of your screen.
2. In the drop-down menu, click “System Preferences.”
3. Under the Internet & Wireless section, click on “Network.”
4. On the left hand panel, select “Ethernet” (or “Thunderbolt”).
5. The right pane now gives you a drop down menu option next to “Configure IPv4.” From the drop-down menu, select “Using DHCP.”
6. Click “Apply.”

Connecting to CaneNet
Once you have verified that your computer is setup to receive an IP address and DNS server automatically, connect your Ethernet cable from your computer to the red outlet in the jack on the wall, or the computer icon on the wireless access point. On first connection, you will be prompted to enter in your valid CaneID and Password. Once you have entered your valid CaneID and Password, you will be connected to the network. If you fail authentication, you will be prompted with a webpage with link to the QuickConnect Configuration Utility.

Need Help?

Student Technology Help Desk
Richter Library 3rd floor, Room 325
1300 Memorial Drive
Coral Gables, FL 33146
Phone: (305) 284-8887
E-mail: STHD@miami.edu
Website: http://sthd.it.miami.edu/
Hours: Monday - Friday from 9 A.M. to 5 P.M.

UMIT Service Desk
Phone: (305) 284-6565
E-mail: help@miami.edu
Website: http://it.miami.edu/

Hours: Available 24 / 7

Website: http://it.miami.edu/wireless

Please visit our website for further information and for updates at www.miami.edu/wireless.

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