

How do I get help if it doesn't work?

Below are some common problems and solutions. Please be aware that our staff cannot assist you in changing the settings on your personal equipment.

PROBLEM: "Error" screen message displays when attempting to log in.
SOLUTIONS: Try re-entering your library number or guest login and password. If this does not solve the problem, go to the Adult Services desk to have a staff member verify your Polaris password.

PROBLEM: "Page cannot be displayed" type error displays rather than a login screen.

SOLUTIONS: Verify you have a network signal. If you have a cable, ensure that a green light appears next to the jack on your laptop. If you are using a wireless connection, verify that you are receiving a signal and the URL that the browser is accessing first is <http://192.168.1.40> for authentication.

If you utilize a popup blocker you need to "ALLOW" the following IP addresses; <https://192.168.1.40> & <http://192.168.1.40>. All WinXP machines with Service Pack 2 installed automatically have popup blockers running.

If you have a connection, ask a librarian at the Adult Services desk to verify that the library's wireless service is working correctly.

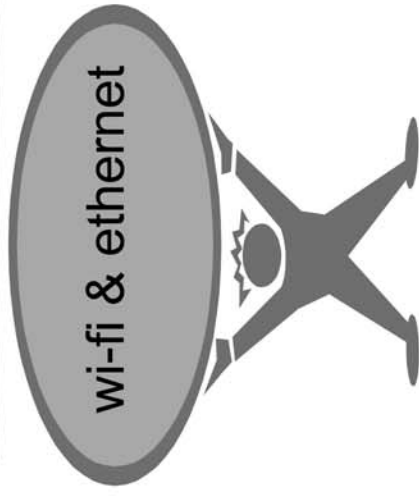
If the service is working correctly, but you still cannot get a login screen, it is possible that your machine has fixed or "static" network settings. This often occurs on machines configured for use on a company or campus network. The properties for the Internet Protocol network setting for the network adapter

need to be set for "Obtain IP address automatically" and "Obtain DNS server address automatically." If you change your settings, be certain to note the current settings beforehand. You may wish to consult with your organization's I/T department first.

PROBLEM: Connection works, but some Web sites and utilities do not work.
SOLUTION: The library uses a firewall to secure its network. In doing so, some services and "ports" are blocked, which may prevent access to some services and sites.

The personal firewall on the your laptop may interfere with websites displaying, make sure you go to your control panel and turn off your personal firewall (it is automatically enabled on all WinXP machines), you are protected by the library's firewall within the building so do not forget to re-enable your personal firewall before your leave.

Brownsburg Public Library



Free high-speed
Internet access @



450 S. Jefferson St.
Brownsburg, IN. 46112
Phone: (317)852-3167



Frequently Asked Questions

What do I need to connect my laptop to the Internet in the library?

1. A laptop with an Ethernet network card or wireless card.
2. A network connection configured for DHCP (more information available under help in your start menu).
3. A valid BPL library or a guest logon and password. Ask at the Adult Services Desk across from the front entrance if you need a card.
4. A Polaris PIN number or password, assigned at the time you received your card.

Is there an access fee?

This service is free to all residents and guests. If you do not have a library card, then please go the Adult Services desk for a guest logon and password.

Where can I connect?

The Study Rooms in the library have at least one network jack for connecting a cabled network card. Often these are located on the wall near a power outlet.

There is a wireless access point in the center of the building for wireless access. Signal strength is dependent upon a variety of factors, and you may need to try a couple of locations to get the strongest signal.

Can I print?

Printing is not available via personal laptops. You may wish to transfer documents to a Web-based personal e-mail account and then log into one of the library's Internet stations to print out your documents.

How do I connect?

1. If you are using a **cable connection**, connect your laptop to any data jack in a study room, you may need to visit the computer lab desk to make sure the specific jack you are connecting to is live on the network. If you are using a **wireless connection**, find a location with a strong signal.
2. Turn your laptop on.
3. Once your desktop is up, start your Web browser. If you see a "Security Alert" message, click the "yes" button to continue.

Wireless Access

4. You should see the following login screen for wireless access:



5. Enter your 12-digit library card number (starts with 12010) or guest logon in the Library card barcode number field.
6. Enter your Polaris password in the Password/PIN field. Note that this password was created by you when you received your library card.
7. Click on the "Enter" button. You should see the following



8. Leave the success screen open (you may minimize it) until you are finished with your session. Click the "Logout" button to close the connection.