Xbox, Wii, PlayStations and other Gaming Devices

1. Has the user try to register the device by going to Option #5 at https://registration.farmingdale.edu/registration/ ?
2. What was the error?
    a. "Login failed: Authentication Failure" – Account credentials problem, check username/password
    b. "The given address does not appear to be valid for a Gaming Device" – Mac Prefix is not listed as a gaming device or it wasn't entered in proper format.
    c. "Unable to find physical address" – Device was not plugged in, (for Wireless, devices wasn't associated with FSC_WiFi) within the past 7 days so it hasn't been discovered by Bradford
3. Is the user entering the MAC address correctly?
    a. MAC address needs to be in the format of "AA:BB:CC:11:22:33" (all caps)
4. Does the MAC address come back to the device in question?
    a. Check the MAC address against the following MAC database. Make sure it comes back to the associated vendor. http://www.coffer.com/mac_find/
        i. Xbox – Microsoft
        ii. Wii – Nintendo
        iii. PlayStation – Sony
    b. If not, please request the user to bring the device in so we can verify that the device is a…
5. Did the user successfully register and they say it still won't work?
    a. Check IP Address. 137.125.150.xxx is registration. 137.125.200-204.xxx is dorms production network.
    b. Unplug network cable for 10-15 seconds. Plug it back in. Check IP address.
    c. If still an issue, turn the device off; unplug power and network cable from wall outlet. Wait 10-15 seconds. Plug back in and try again. Check IP address.
    d. If it is still 137.125.150.xxx and they said registration was successful, submit ticket.
6. Once everything is verified and an issue is still present, assign helpdesk ticket with all the information gathered above to Network and Operations.

If user is connecting anything other than a PSP (mobile gaming device), please include this in your response if they are trying to connect via wireless…

The Farmingdale State College I.T. Department does not recommend that you use wireless to connect your gaming devices. The I.T. Department recommends that you use an Ethernet adapter and connect to physical ports in your room.

Directions for registering at https://registration.farmingdale.edu/registration/GameRegister.html

1. Plug your Xbox, PS2 or GameCube into the network and start it up with an online game.
2. Unplug the device from the wall data jack. If you are plugged into a hub in your room, unplug the ethernet cable going from the wall to the hub or switch (routers are not allowed), wait 5 seconds, then plug the hub back in.
3. Locate the mac address of the console and copy it down. For instructions on obtaining your Mac address, click the links above.
4. Enter your username and password, and the mac address of your Xbox/PS2/GameCube below, and click on "Register". If you get an error, please wait 5 minutes, repeat step 2, wait 5 minutes, and try again.
5. Your device will be switched to the production network upon successful registration. If it does not switch, unplug the device from the wall outlet for 5 seconds and then plug it back in.