# Cheever Hall IT Companion
# v 4.2 Fall 2025

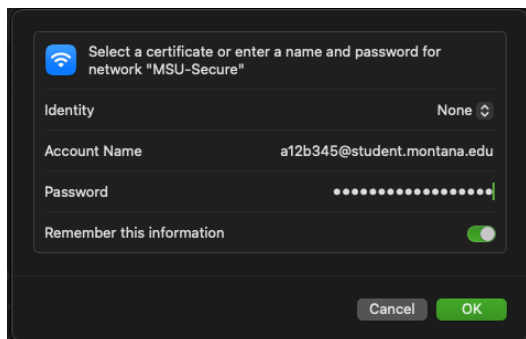

## Index

# MSU Secure

1. The credential needed to connect to MSU Secure is "your-netID@student.montana.edu" and associated password
2. Simply select MSU Secure in your wi-fi utility and input your credentials
3. Accept the certificate exception ("continue" on both Win/Mac) if prompted, you may need to renter your credentials after the first certificate prompt.
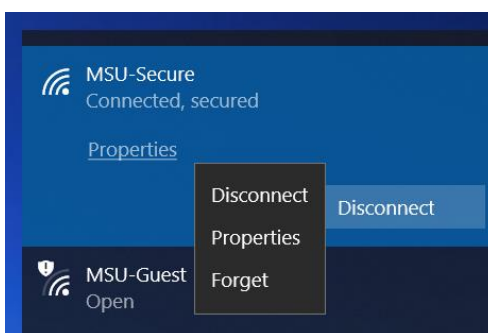
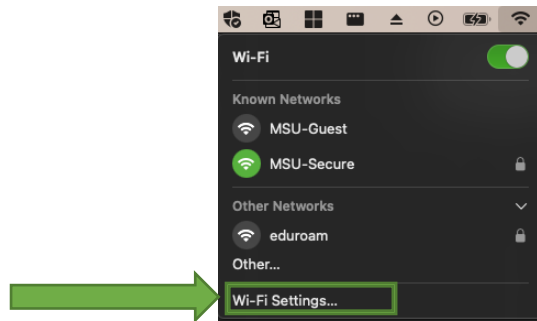Mac                                                          PC

Troubleshooting
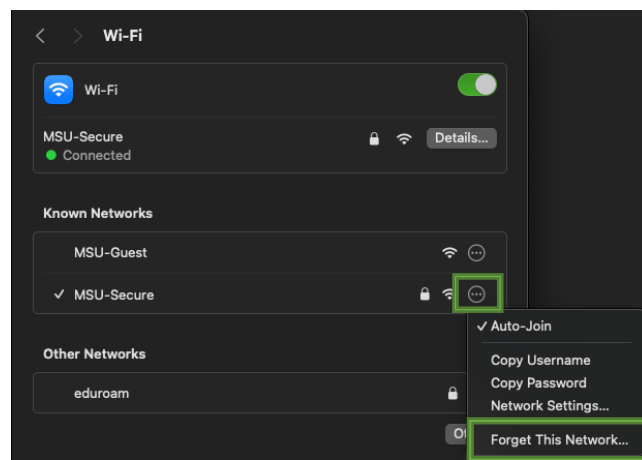
1. If you are unable to join the network the first thing to try is forgetting and rejoining the network
   a. PC, right click on the wifi network and select forget

   b. Mac, Open Wi-fi Settings by clicking on the wi-fi Icon in the top right corner, and select Wi-fi Settings

c. On the Network preferences and click the ... to the right of MSU Secure, and select "Forget this network"



2. After forgetting the network attempt to rejoin with the steps above

# Connecting to the printers (PC)

This will install Arch printers 1-8 on your computer, please follow the instructions below for installation.

1. Make sure you are connected to MSU-secure

2. Connect to the cicada print server by typing \\cicada in you're the windows search bar on the bottom left of your screen. Once you see \\cicada with the run command text under hit enter
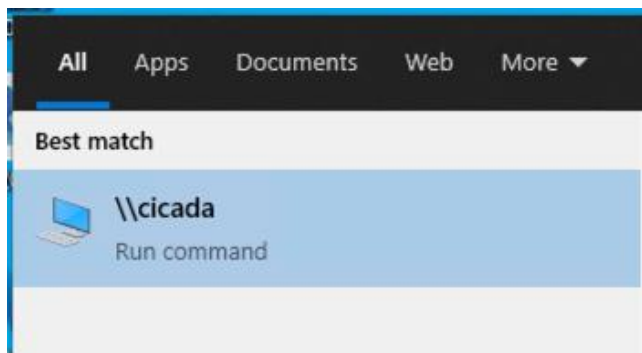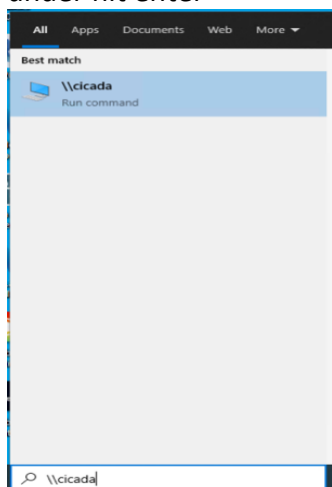


3. Next you will be asked again to enter your credentials to connect to cicada. Enter NetID@student.montana.edu like in the picture below and your net ID password, we recommend leaving "remember my credentials" unchecked
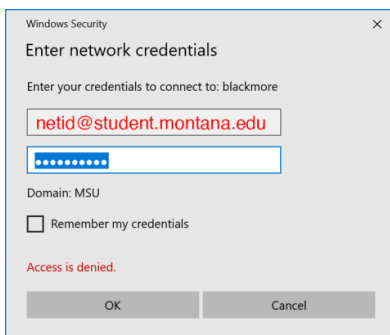
4. This will open the following screen, double click on the Pharos_Package_Installers
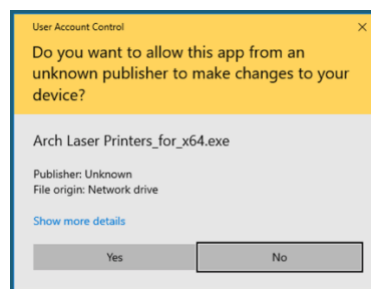


5. This will open the next menu, in here double click the Arch Laser Printers_for_x64



6. You will be prompted to allow the change, hit yes



7. Next you may be asked again to enter your credentials to connect to cicada. Enter MSU\ then your net ID like in the picture below and your net ID password
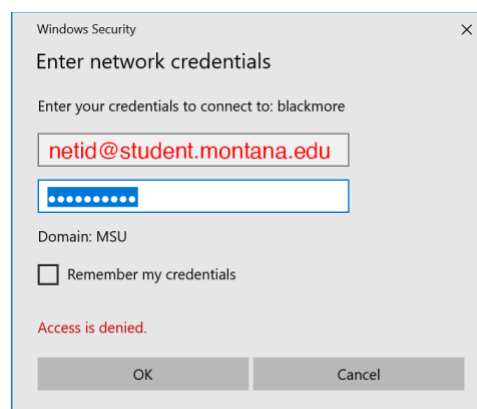
8. This will open this window on your computer, click install in the bottom right of the window and you will see text appear in the window showing the status of the installation. When the installer is finished you will see finish in the bottom left, click this and you are ready to print.
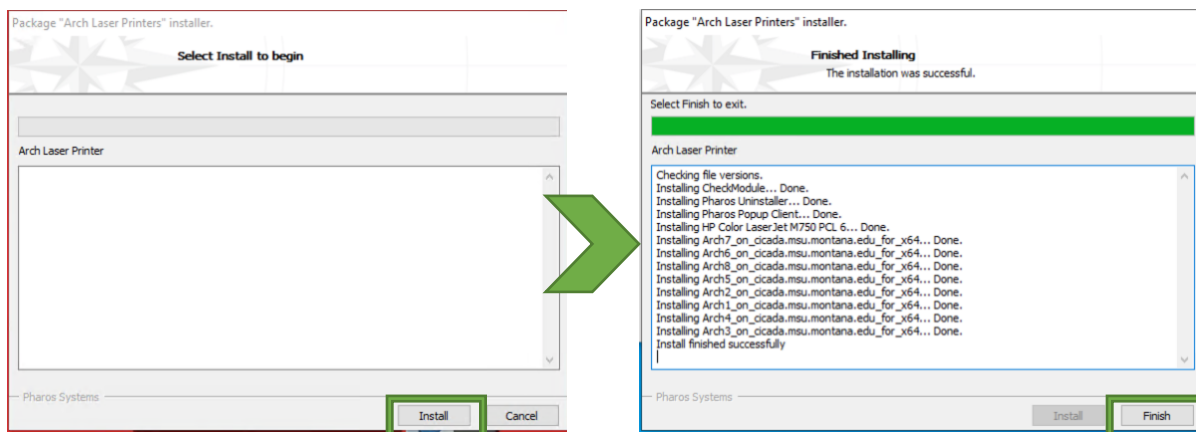
Notes:

If your installation fails it could be because of your anti-virus blocking the installer. You can try temporarily disabling your anti-virus and re enabling it after your installation.

A new app will be on your computer after the install called the "Pharos Popup Client Configuration". You can leave the app on your system
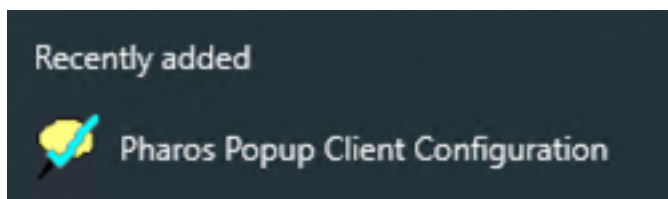
Troubleshooting

1. After running the "\\cicada" command a popup saying access denied appeared.
    a. Check to make sure you are connected to MSU-secure; pages 1-2
    b. Ensure you have your correct password for your Net Id; to reset see page 12
    c. Delete old credentials using credential Manager; page 13

# Connecting to the printers (Mac)

Connecting to and using the Pharos system as a MacOS user is very similar to Windows.

1. Ensure you're connected to MSU-Secure.
2. Open Finder, and along the top bar, select "Go." In the drop down menu that appears, select "Connect to server…"
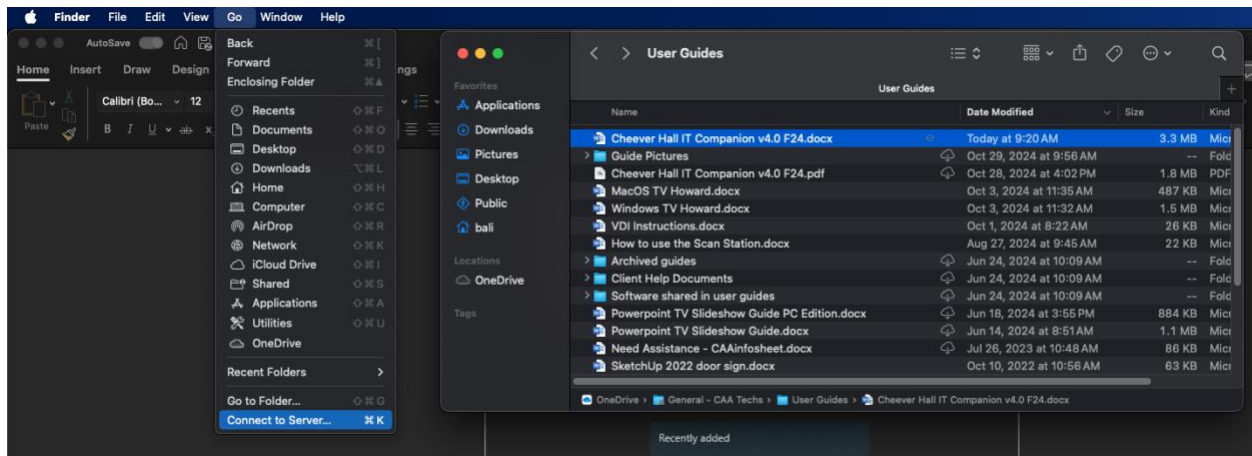


3. In the window that opens, type in "smb://cicada_pharos_package_installers" without quotes

4. It will prompt you for you netID and password.

Enter your name and password for the server
"cicada.msu.montana.edu".

Connect As: ◯ Guest
● Registered User

Name: a12b345

Password: ••••••••••••••••••••••••••

☐ Remember this password in my keychain

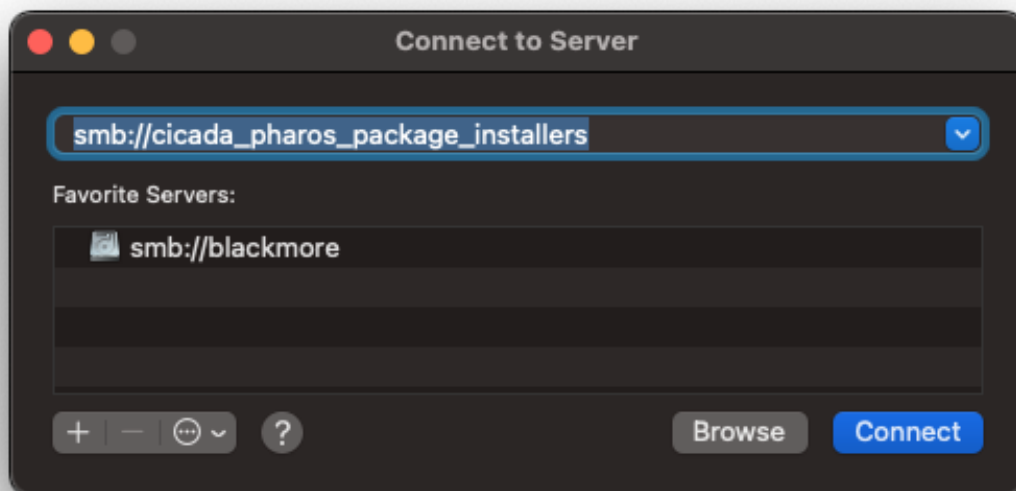Cancel    Connect
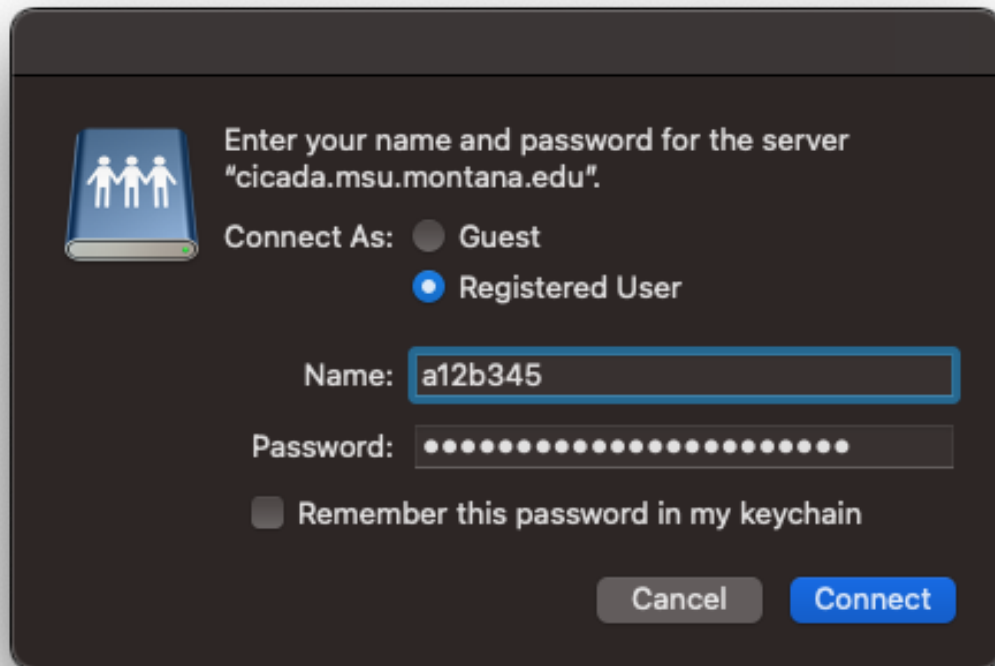
5. Copy and paste the "ARCH Laser Printers for MacOS" file to your desktop.
6. Open the file, and run the "Popup.pkg" . Click through the installer.

All Architecture printers will have been automatically added. When you select your printing location in whatever software you may be using, you may have to deliberately select a few more options. Chrome is pictured below as what will usually show at first for the selected printer.
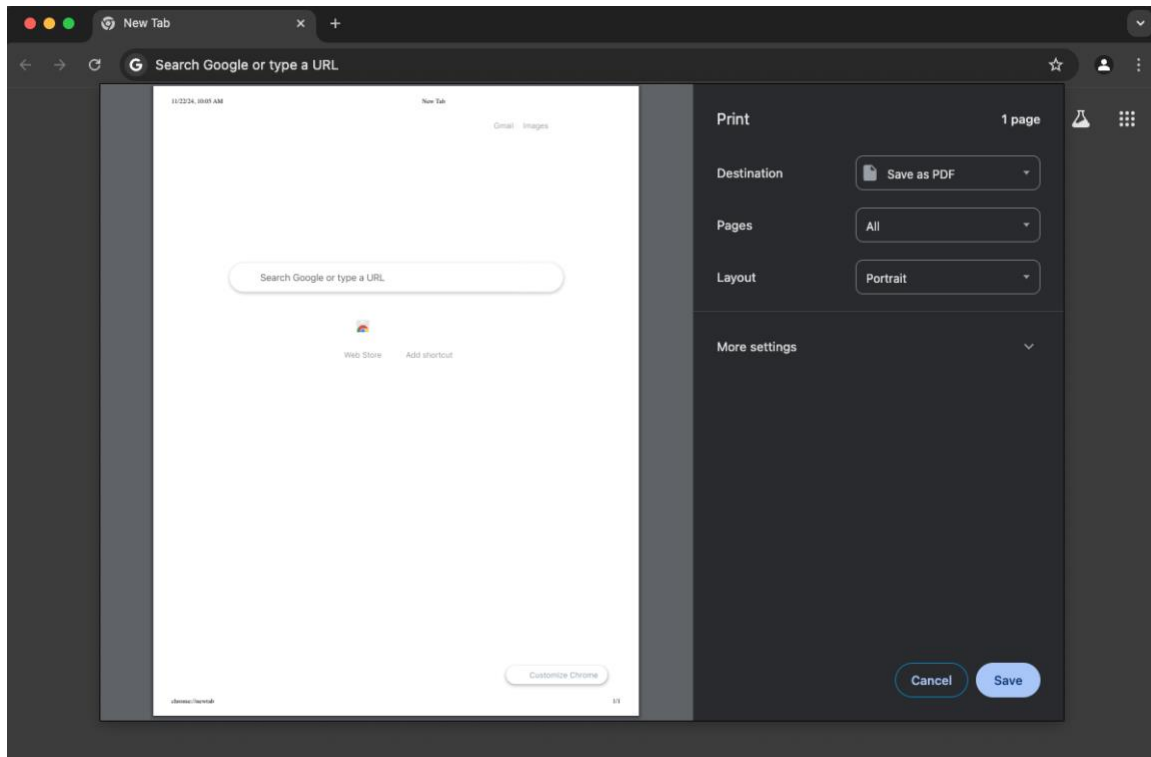
Hit the dropdown, and select "See more…"
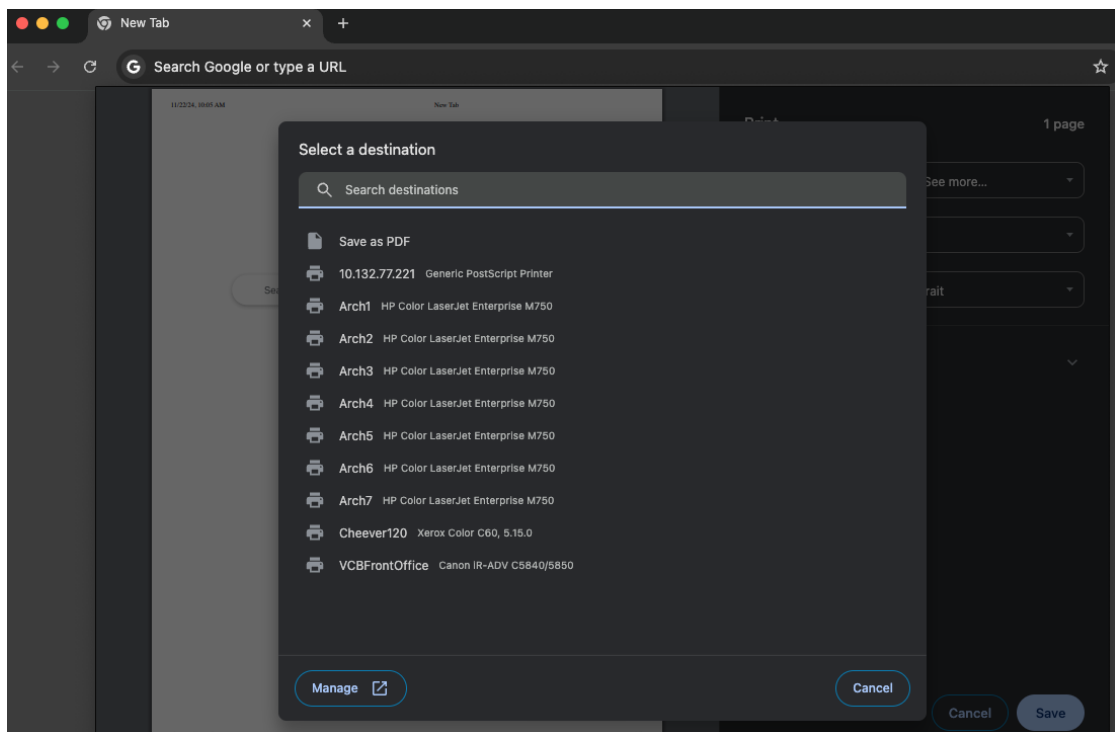


All Arch printers have been added and installed.

## Connecting to Arch-share through Blackmore, PC (Simple)

1. "Run" the following command by opening the run app (Win+R) or by tying the command directly into the windows search bar:    \\Blackmore\arch-share  OR  \\Blackmore
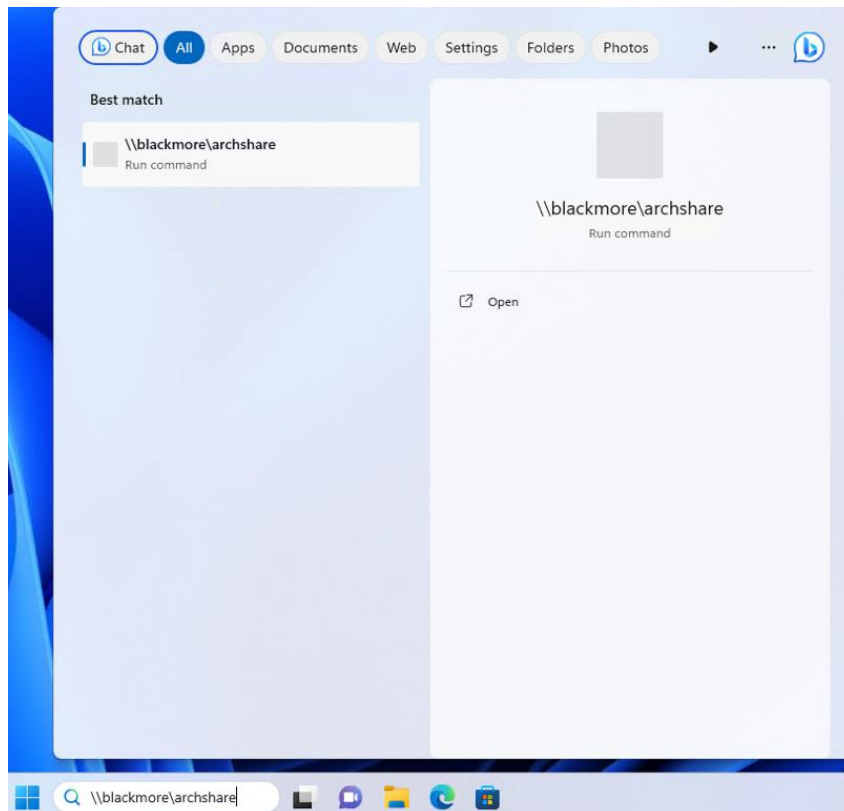
2. You will be asked for network credentials; use your net id and password. If you are unsure what your password is, please see Troubleshooting below. Enter your net id in the following format NetID@student.montana.edu
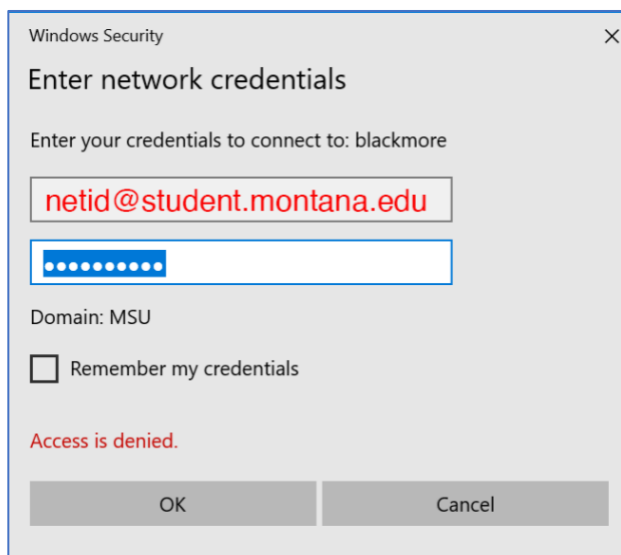
3.  At this point you should connect to Arch-share and the following window will be available to you. Note that if you did only \\blackmore, you will need to select Arch-share from the greater list before you see this window.



Troubleshooting

1.  After running the "\\blackmore\arch-share" command a popup saying access denied appeared.
    a.  Check to make sure you are connected to MSU-secure (Pages 1-2)
    b.  Ensure you have your correct password for your Net Id to reset see page 13
    c.  Delete old credentials using credential Manager page 17
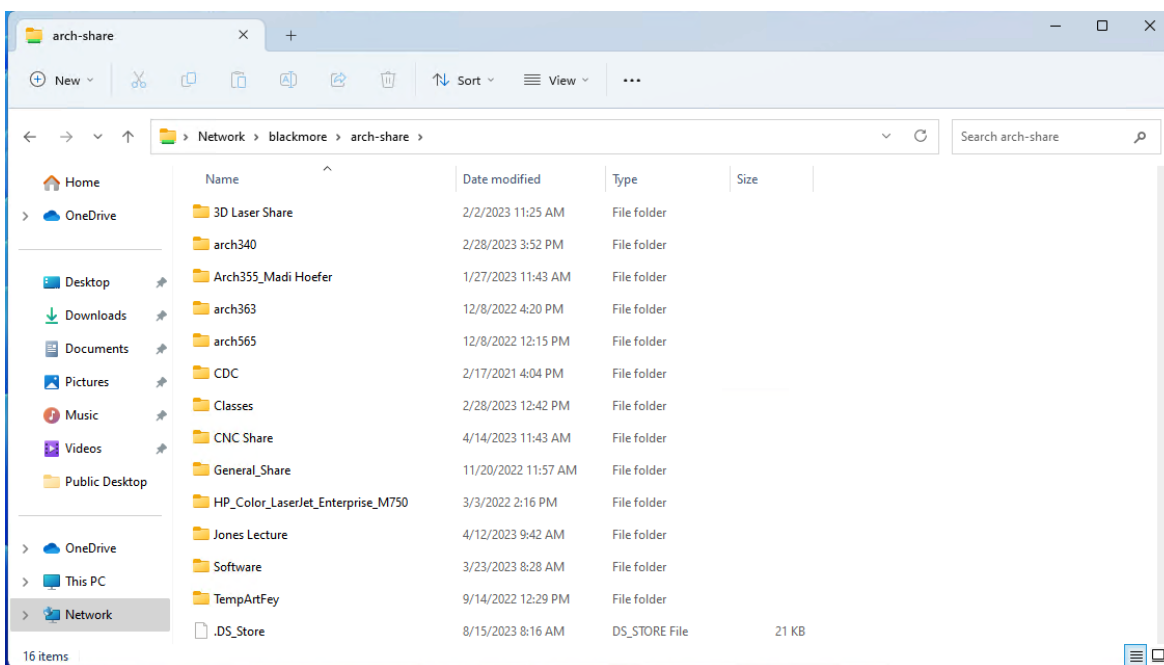    d.  Check your permissions to connect to the server by sending an email to CAAithelp@montana.edu. This will generate a help ticket to ensure your credentials have properly been entered into the server to grant you access
        i.  Please include the following information
            1.  Screenshot of error message if possible
            2.  Your name and net ID
            3.  Good contact information for follow up

## Connecting to Blackmore, PC (Advanced, for Revit and other non-simple connections)

1. Open your windows File explorer, navigate to and right click, "Network", then click "map network drive"
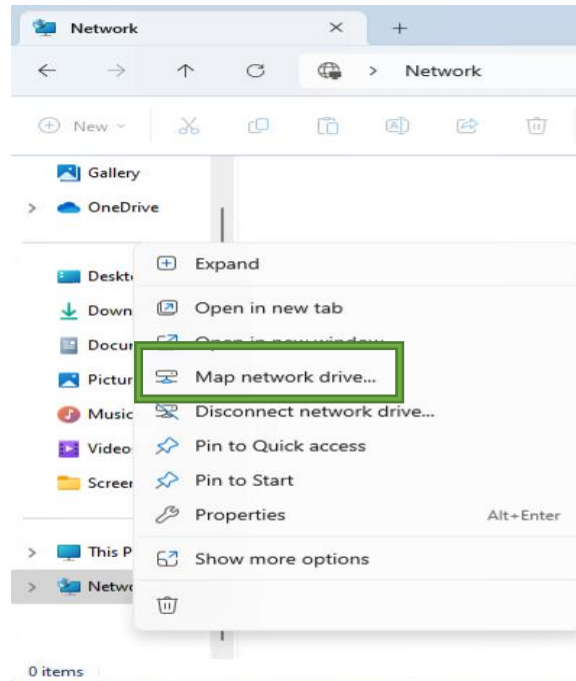


2. Then select an available drive letter (e.g "Z:") and enter \\Blackmore.msu.montana.edu\arch-share – then uncheck "Reconnect at sign-in", and if you've signed in before, check "connect using different credentials" so it correctly asks for your sign-in in the next menu
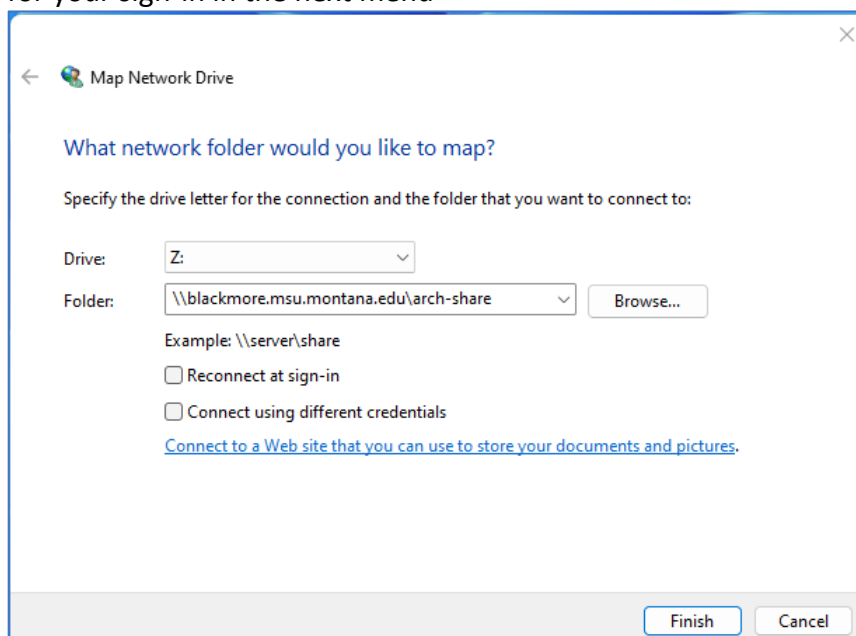
3. Enter your NetID and Password, you may need to use MSU\ before your netID, and click OK

Windows Security ✕

# Enter network credentials

Enter your credentials to connect to: blackmore

netid@student.montana.edu

••••••••••

Domain: MSU

☐ Remember my credentials

Access is denied.

| OK | Cancel |
|----|--------|
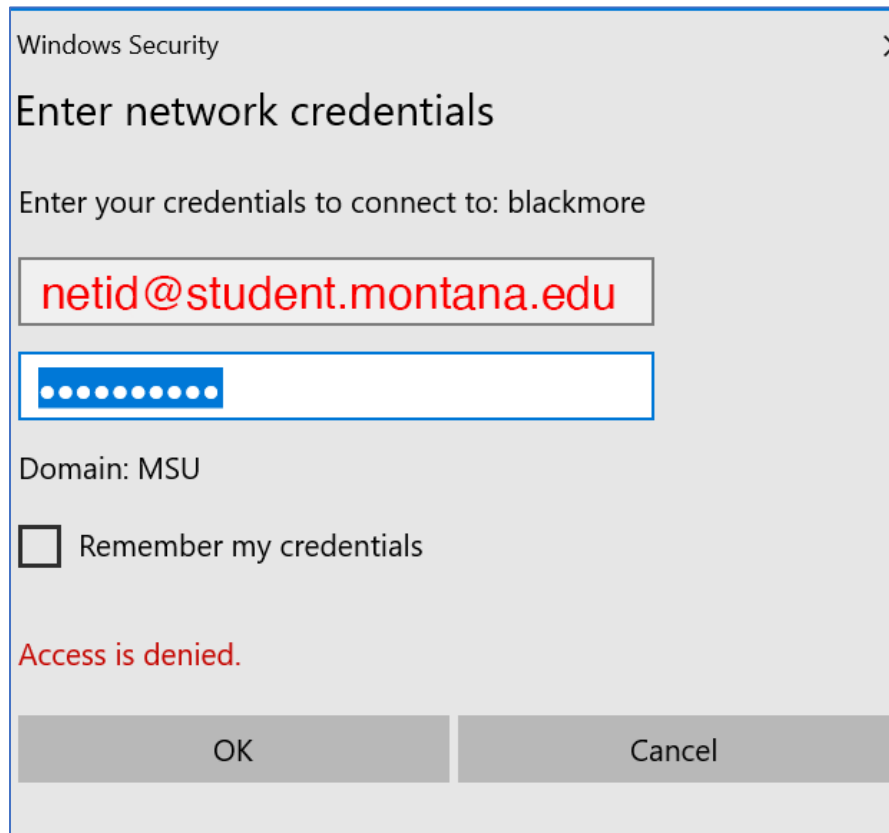
4. Once connected, the share window/file explorer window will come up with your connected share. This should be all you need to do, but you may need to confirm your connection and use the troubleshooting section below.

## Confirm connection

You can confirm you are currently connected to a server share by opening file explorer, right clicking network, and clicking "Disconnect Network Drive", this will open a menu where you can see your currently connected servers and drives. If "arch-share" shows green, you are solidly connected. If yellow, your connection is unstable. If Red or Xed, you are not connected. You can also of course use this menu to ensure you've disconnected from Blackmore correctly.
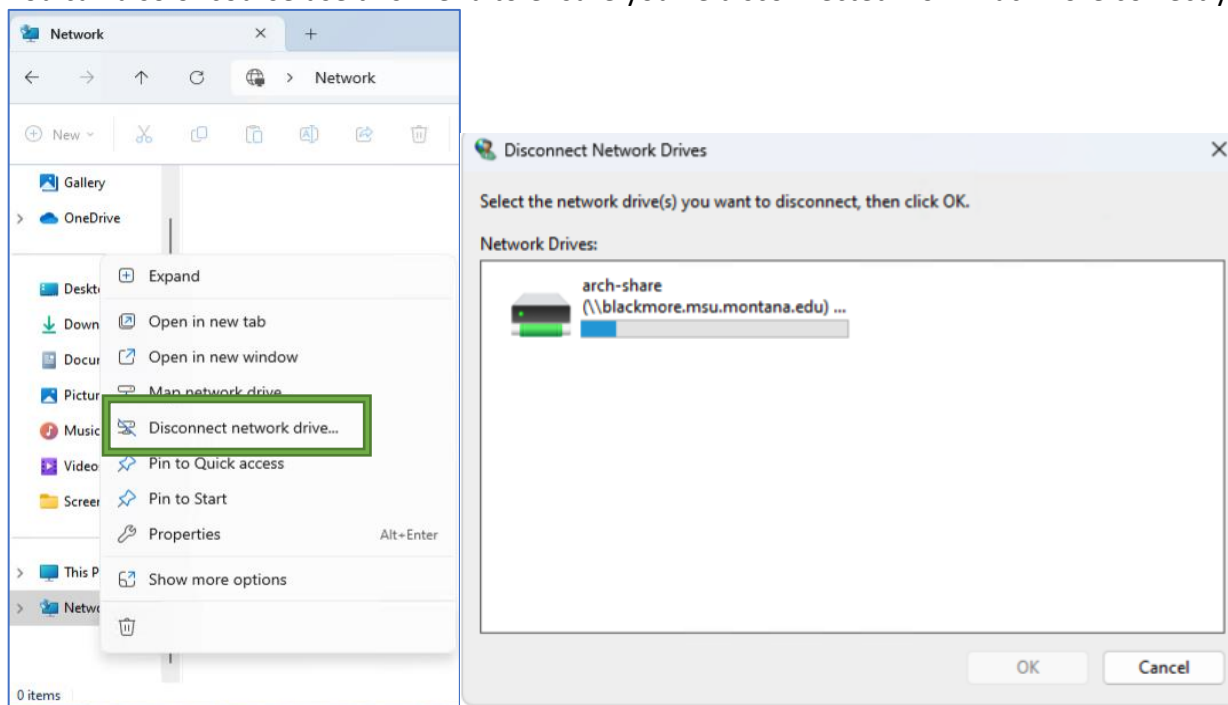


Troubleshooting:
1. You're having issues with a Revit central file, and 'create new local' or other options are not available:
   a. Check steps a,b, and c in troubleshooting 1 of the simple connection, p. 10
   b. Ensure you and your partners are connecting using the same full path conventions: E.g, use \\Blackmore.msu.montana.edu\arch-share to connect instead of the simplified version.
   c. Ensure you're navigating to the central file in the correct way:
      i. Within revit, click open, then "this computer" in the sidebar and select Arch-share
      ii. Navigate to your class folder and individual project folder
      iii. Select your central file and check "create new local", then open the file

If you are still unable to create new local, you may need to re-save the central file as a new name, or in a new location. Again, it is imperative you make sure you and all partners are connecting via the same path convention.

Finally, if you still can't get "create new local" to be available, send an email to caaithelp@montana.edu, and/or swing by Cheever 125 for assistance. Bring your project colleagues if available.

## Connecting to Archshare through Blackmore, Mac

1. On the Finder menu click "Go" then select Connect to Server. You can also use the command+K keyboard shortcut while finder is targeted (finder is listed) in the top left



2. This will open the connect to server box, type smb://Blackmore/arch-share (or 'smb://blackmore.msu.montana.edu/arch-share') into the address bar then hit connect
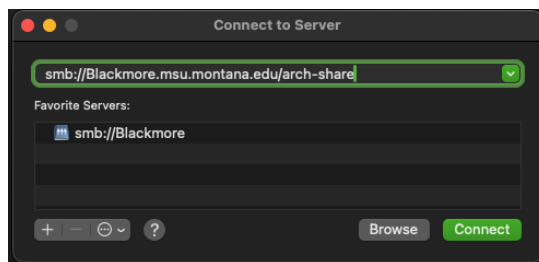
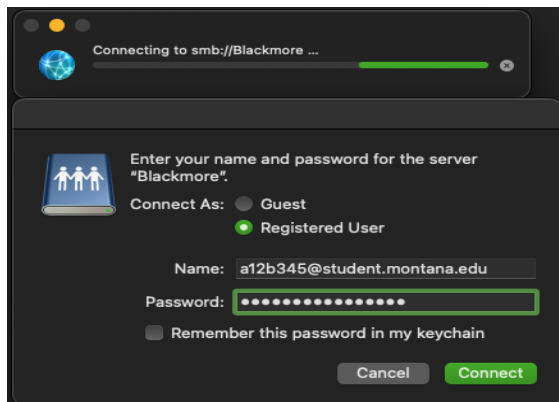3. This will bring up another box to enter your NetID@student.montana.edu and password. Ensure "registered user" is selected.
   a. I recommend not saving the password in the keychain, this can cause issues later



4. At this point you will be connected to the file share

Troubleshooting
1. After running the "Smb://Blackmore/arch-share" command a popup saying access denied appeared.
   a. Check to make sure you are connected to MSU-secure (Pages 1-2)
   b. Use the format "Netid@student.montana.edu"
   c. Ensure you have your correct password for your Net Id, to reset see page 13
   d. Check your permissions to connect to the server by sending an email to CAAithelp@montana.edu. This will generate a help ticket to ensure your credentials have properly been entered into the server to grant you access
      i. Please include the following information
         1. Screenshot of error message if possible
         2. Your name and net ID
         3. Good contact information for follow up

## Password Reset

Occasionally we are required to reset our university passwords for various reasons, here are some tips and steps to check if your password has expired and to reset it if need be.

1. If you suspect you have forgotten your password or it has expired a great place to start is by trying to sign into your student email account at this link http://www.montana.edu/email/ it will give more information than some of the other error messages if you are unable to log in.
2. If you would like to update your password that can be done at this link https://password.montana.edu/
   a. You will need to setup a user account if this is the first time using the "Self Service Password Reset Portal" this tool was introduced in August 2018.
3. Any difficulties for resetting your password can be resolved by calling he MSU helpdesk at 406-994-1777

## Credential Manager (PC only)

1. If you are getting error messages when attempting to connect to cicada or Blackmore, it may because of stored login credentials. To open credential manager first use the search bar searching "credential Manager" and open the app
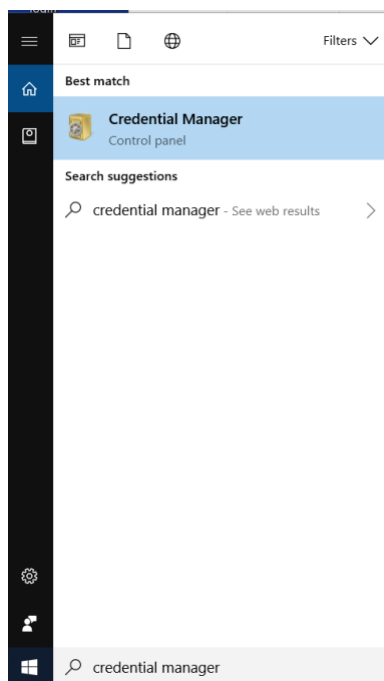


2. Under the "Windows Credentials" tab you will see where Blackmore\arch-share and cicada are stored
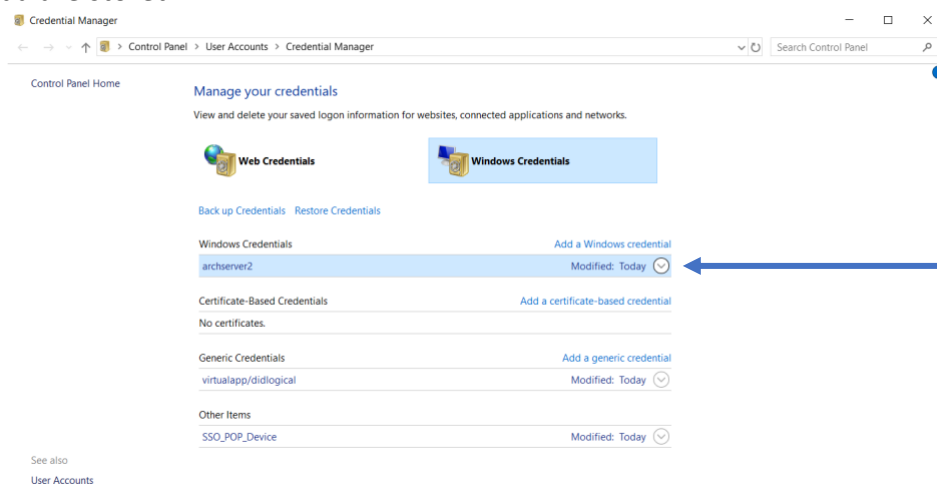


3. Click the dropdown arrow and remove the credential from your compudter. It is best to restart the machine after this and then try to connect again.

# Using Architecture's Virtual Desktop Infrastructure (VDI)

Do you have a Mac and don't want to use Parallels to get to a windows machine? This guide gives basic information for connecting to Architectures VDI instance, where you can connect to a virtual machine through the VMWare Horizon Client, or a browser.

1. Ensure you are either connected to the secure wireless network (MSU-secure) or to the VPN.
2. Go to vdi.msu.montana.edu in a browser on your PC or Mac.

**(Preferred) Install the VMWare Horizon Client**.
    i.       Install the appropriate client for your system after selecting "Install VMware Horizon Client."
    ii.      Press the "new server" button.
    iii.     Type in vdi.msu.montana.edu
    iv.     Login with your netID and password.
    v.      Select the CAA-ArchRevit VM.
    vi.     Connection to virtual machine is established

**(Alternative) Use the browser client.**
    i.       Press HTML access.
    ii.      Sign in with your netID and password.
    iii.     Select the CAA-ArchRevit VM.
    iv.     Connection to machine is established

**Do *NOT* save your work locally on the virtual machine! Ensure that it is backed up to either your OneDrive or somewhere where you know you'll have access (e.g, Blackmore). On restart, machines are wiped clean to a factory state.**

If you would like to work from home, follow the instructions for the link below for installing a VPN client pre-configured for MSU's environment.
https://www.montana.edu/uit/computing/desktop/vpn/anyconnect-windows.html

Please contact CAAithelp@montana.edu if you have any problems connecting to our VDI system, the VPN, or have any questions about using VDI at MSU.

## MSU Provided Software

Here is a brief list of software that is free for MSU students. Please follow the link to the MSU website to find more information on getting access to the software

- Adobe Creative Cloud
    - http://www.montana.edu/uit/student/adobe/index.html
- Rhino 7, 8
    - Follow steps starting on page 17
- Sketchup 2024
    - Follow the steps starting on page 19
- Revit and Autodesk software
    - Follow steps on page 20
- Lumion
    - Follow steps on page 20
- Microsoft Office
    - http://www.montana.edu/office365
- Webex video conferencing
    - http://www.montana.edu/webex/student/index.html

## How to license Rhino with your NetID

If you follow the steps below you can use your NetID to access a Rhino license provided by the School of Architecture. This process will require you to enter [your netid]@student.montana.edu many times and it may be helpful to copy and paste it.

1. Download and install Rhino at this link  https://www.rhino3d.com/download/ download the version that is NOT the evaluation version. You may need to sign in to be able to download.
2. Start rhino, at this point rhino will present you with this screen (Please note the NetID and format has changed, but otherwise the window is the same). Here you will enter your netID@student.montana.edu and select "I have read and agree to". This will then make the continue button appear.
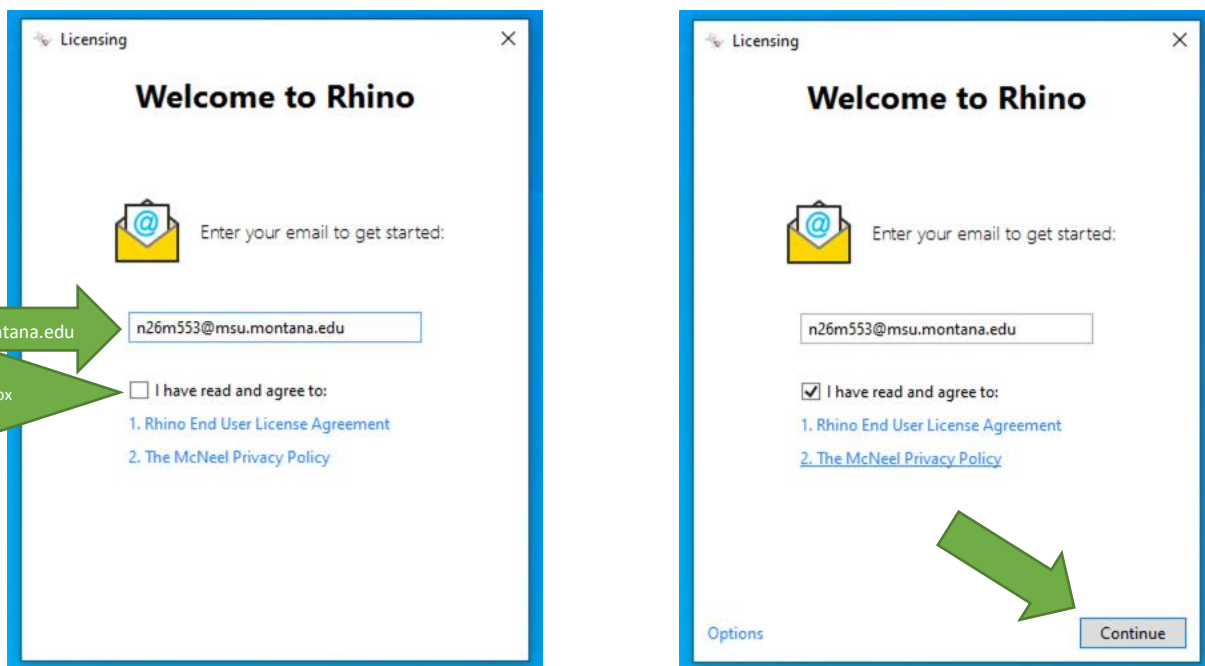


3. At this point you should get the following message that your license is found with a new button to login, if you do not get this message, please send a screen shot to caaithelp@montana.edu
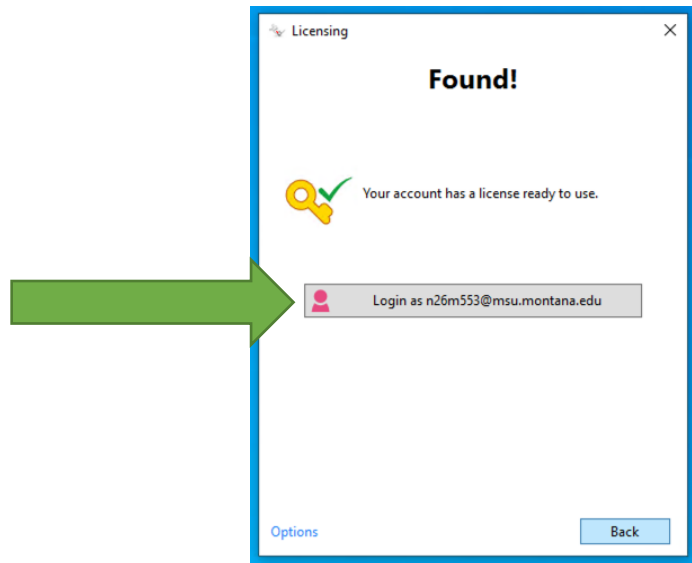
4. This will open a browser where you will need to login again. In the email field please enter your NetID@student.montana.edu and then click the arrow or hit enter. You may have to confirm your email address, the confirmation will be sent to you student email. You can access your student email here www.montana.edu/email/
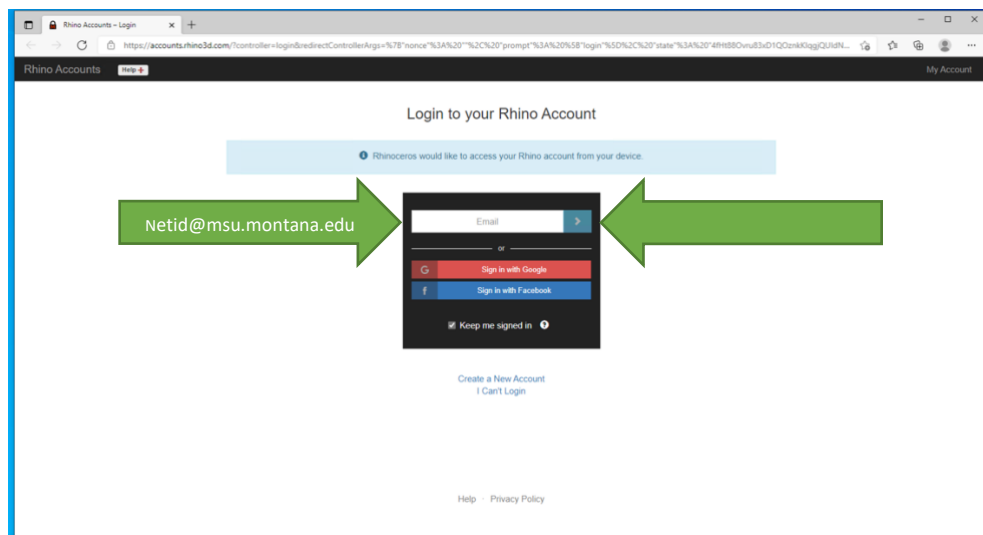


5. After entering your netid@student.montana.edu this screen will appear, click the "Sign in at student.montana.edu
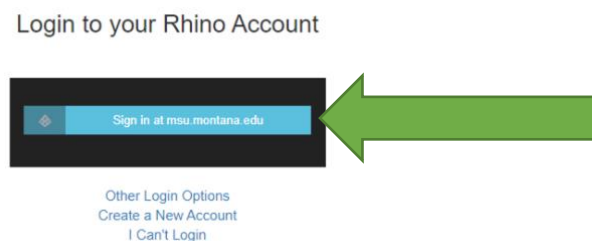
6.  This will open a pop-up where once again, you will need to enter your netid@student.montana.edu
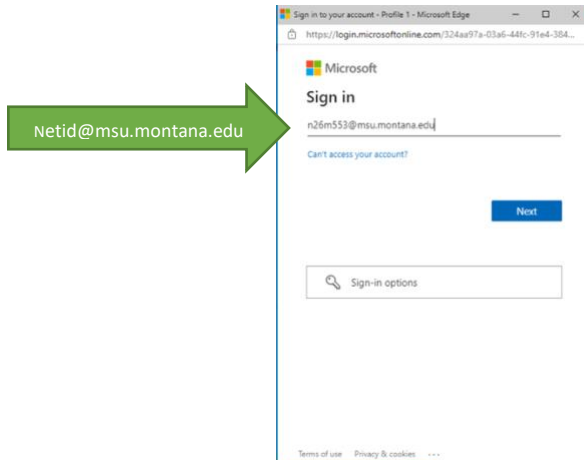
7.  This will finally forward you to our MSU login page, where for a final time, you will need to enter your NetID@student.montana.edu, this time with your password. If you are having trouble remembering your password or need to reset your password, please go to password.montana.edu to reset it, or see page 16
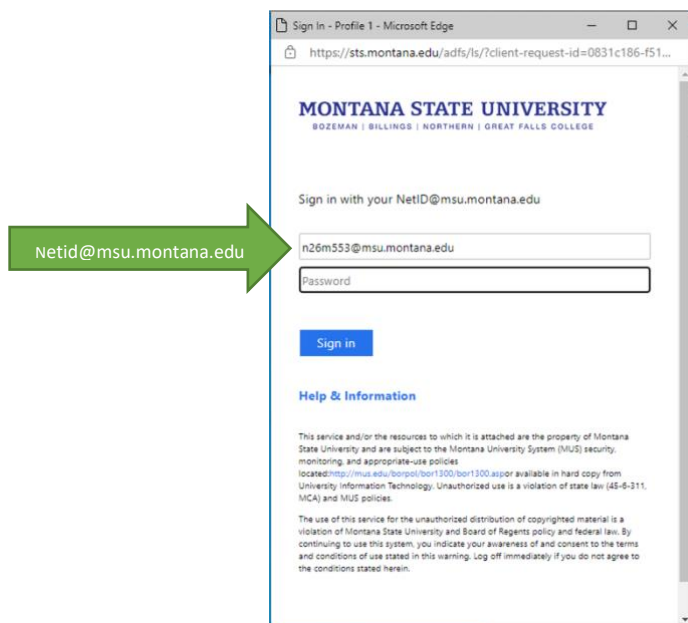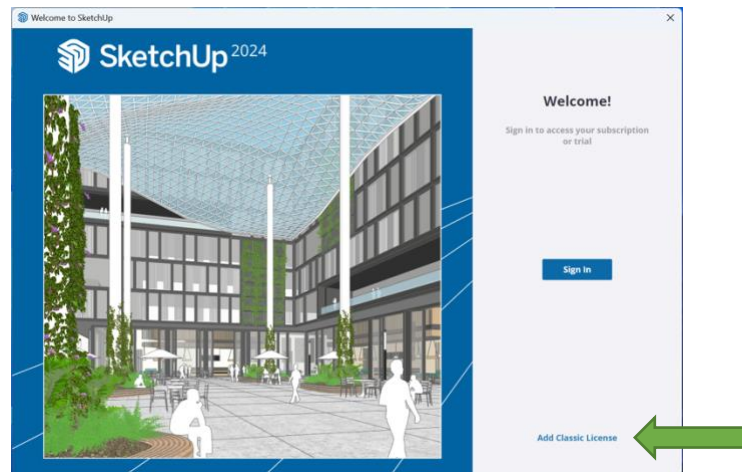
8.  After a successful login you will get this message and you have successfully activated rhino
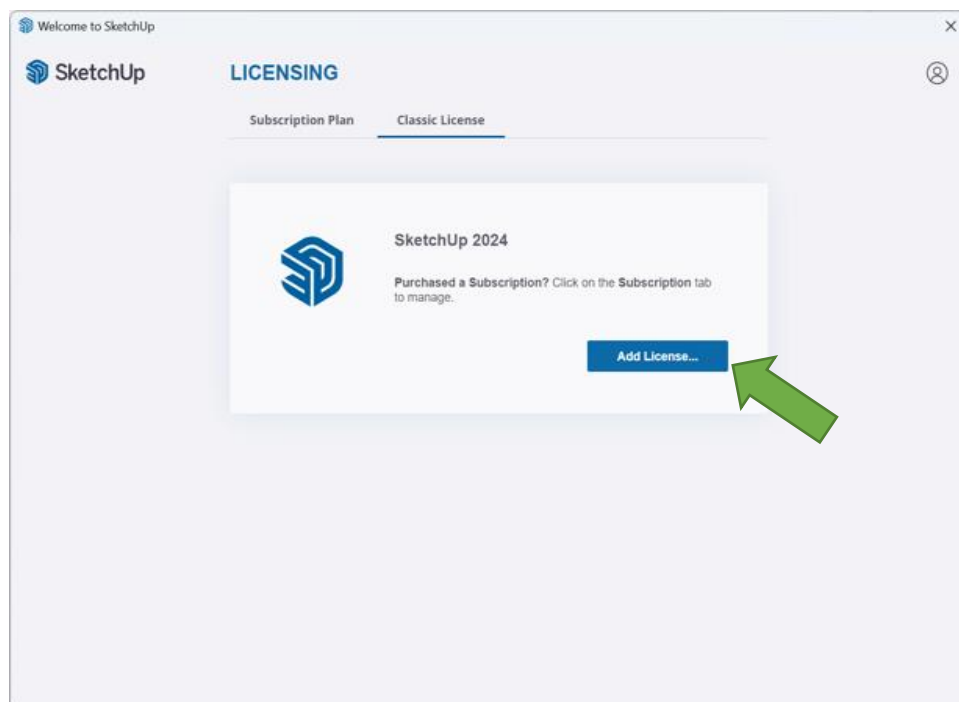
## How to license Sketchup

1. Download and install SketchUp 2024 here https://help.sketchup.com/en/downloading-sketchup
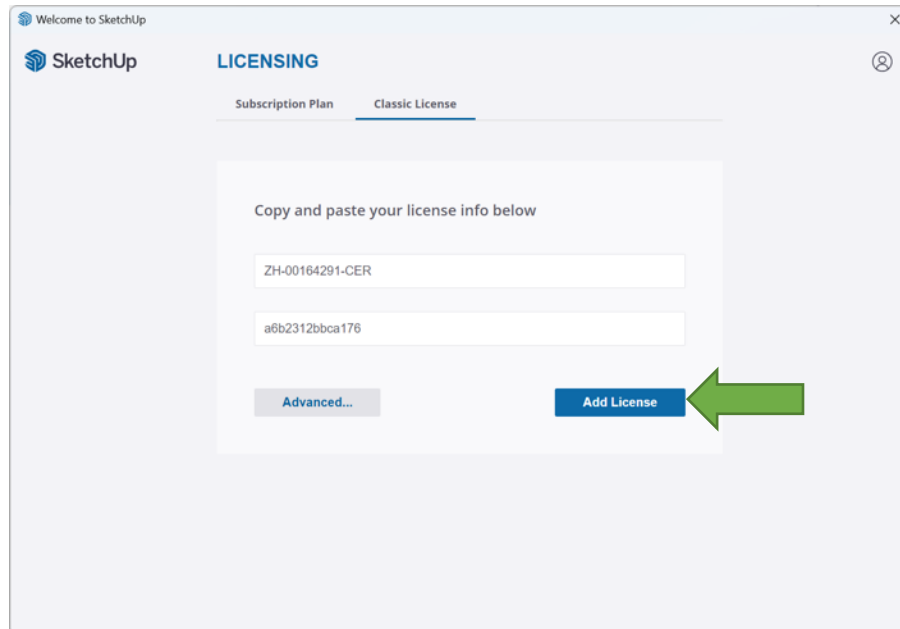2. Open Sketchup and click Add Classic License



3. The below menu will open, click add license

4. Then enter the following Serial number and activation code:
Serial number (2024 only): ZH-00164291-CER
Authorization Code: a6b2312bbca176
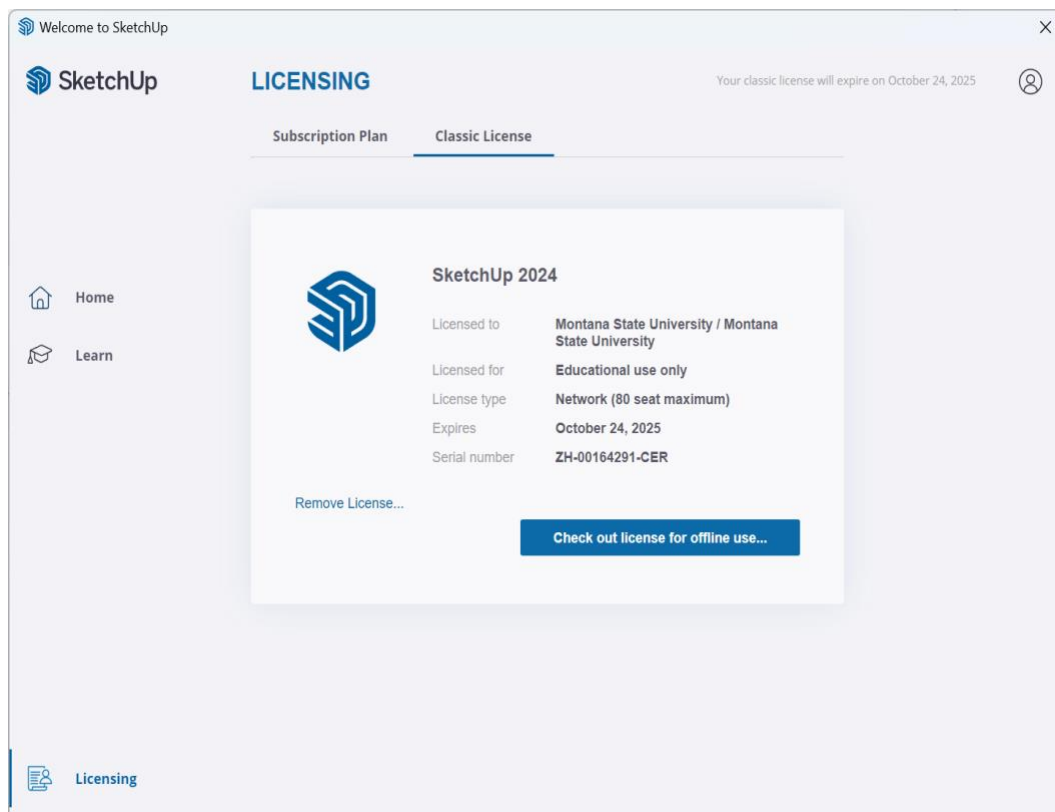


5. This next menu will show you are now licensed for Sketchup and ready to use the software

# Revit

Revit is offered free to students directly from Autodesk. You will need to setup an Autodesk account and provide documentation you are a current student. More info can be found at the link below

https://www.autodesk.com/education/students

## Troubleshooting Autodesk Education renewals:

If attempting to renew and you previously used your NetID@MSU.montana.edu account, you will need to go through several steps for renewal.

1. Create a new Autodesk account using either your new NetID@Student.montana.edu, or your First.last#@montana.edu. This account is tied to Autodesk and not connected to MSU's systems, so keep a memo of which account you used. It is your responsibility to manage this.
2. Go through the education verification process with the new account, there is a high likelihood the verification will fail, there will be a banner at the top of the page saying "Verification limit exceeded … contact SheerID". SheerID is no longer associated with Autodesk, so you will need to contact Autodesk support.
3. Go to their support page and click the icon in the bottom right corner to open the support ChatBot. Explain you've reached your edu access verification limit, and work though the chatbots useless answers until you can select "connect with an agent", click this.
4. Once connected with an agent, reiterate the verification limit issue with them. Some agents resolve this in the chat, and some follow up by email, so be prepared for both.
5. If you are unable to reset your verification limit using Autodesk support, contact CAAithelp@montana.edu and we'll work with you and Autodesk further.

# Lumion

Lumion is offered completely free to students through their educational access program. You will need to fill out the form found on their website to prove your student eligibility. Please see their educational access page below for more information.

https://lumion.com/product/educational-licenses

**Please note** that we have Enterprise network licenses for relevant Autodesk and Lumion software installed on the ArchLab Computers, the above links are for personal licenses for personal computers only. Please contact CAAithelp@montana.edu if you have any issues with the computers or software in the ArchLab.

# Contacts and FAQ

## I have a question that isn't in the guide

Please email [caaithelp@montana.edu](mailto:caaithelp@montana.edu) or call 406-994-5112 to get assistance with any issue you're having. You can also seek walk in support at the College of Arts and Architecture IT Office in Cheever 125/126

If you would like to suggest a topic for this guide, please email [caaithelp@montana.edu](mailto:caaithelp@montana.edu) with "IT companion topic" as the subject line. Please include the version of the guide you are using.

If you have found an error in the guide, please email [caaithelp@montana.edu](mailto:caaithelp@montana.edu) with "IT companion error" as the subject line. Please include the version of the guide you are using.