

Southampton Solent University's Student Residences' Network (Resnet) Terms and Conditions of Use

Overview

The Student Residences' Network (Resnet) service is provided and maintained by the Learning Information Service. It offers Ethernet network connections in University Student Residences to the Campus Network and the Internet for academic use only except where specified. Such connections are hereafter referred to as network connections.

Terms & Conditions

This document sets out the terms & conditions for usage of Resnet, in conjunction with the Southampton Solent University [Computer Security Policy](#) and [Internet Usage Policy](#).

Resnet is also subject to the [JANET Acceptable Use Policy](#).

Your acceptance of these terms and conditions will be deemed given upon acceptance of your accommodation contract. Please refer to the appropriate sections of your accommodation contract. Note, these policies are subject to change without prior notice and users agree to periodically monitor any changes to these policies. The current Resnet terms and conditions are available on the [student Intranet site](#) along with links to the current versions of University IT policies.

Resnet Availability

Resnet is available throughout the year, subject to periodic maintenance and faults. Resnet is available in the following student residences:

- Blyth (Warsash Campus)
- Chantry
- Deanery
- Emily Davies
- Hamblemeads (Warsash Campus)
- Hamwic
- Kimber (including David Moxon Annexe)
- Lucia Foster Welch
- Shackleton (Warsash Campus)

Resnet will only be available during the academic year from the above locations. However, special arrangements may be made for students staying over the summer period. Registrations last for one academic year. However, if a computer is disconnected from Resnet for 45 days then its registration will be removed.

Technical Specifications of Resnet

All equipment connected to Resnet MUST comply with the 10Base-T and/or 100Base-TX network standards. These standards only apply to the network interface of the personal computer equipment used by students within their study bedrooms. The University does not provide a connection for any other type of network interface adaptor. *Please refer to the [Resnet installation instructions](#) for further information.*

Supported Services on Resnet

Southampton Solent University commits to making certain services available on Resnet, for use by students within their study bedrooms:

- Web browser access to the University Intranet (incl. University Web-based e-mail)
- Web browser access to the World Wide Web. (Certain sites may be blocked by the University or be unavailable for other reasons).
- Retrieve external email.

Southampton Solent University reserves the right to block certain websites and/or services as necessary, due to bandwidth, security and legal reasons - to protect network services for the University as a whole.

Please note that Southampton Solent University does not have any control over the content of any web site not directly hosted by the University. We cannot accept any liability for loss of personal or financial information on such web sites.

The following applications/services should work from Resnet to the Internet:

Via Resnet Web Proxy/Cache Server

- Standard web browsing via a web browser (http)
- Secure web browsing (https, destination port 443 only)
- File transfer (FTP, via web browser client)
- Gopher - a general information service

Direct Services

- Audio/video conferencing (H.323 compliant software only and call must be initiated from Resnet)
- Audio/Video streaming clients (Windows Media Player, RealPlayer)
- E-mail retrieval (IMAP/POP3 protocols)
- File transfer (FTP, via any client)
- Newsgroups (NNTP protocol)
- Remote Desktop
- Rsync

The following services from Resnet to the Internet *may* also work:

- “Messenger” Chat Clients (AOL Messenger, Windows Live Messenger, Yahoo Messenger etc. but not file transfer or direct connections. Web cam features are also unlikely to work)
- Standards-based Internet Phones (“IAX2” & “SIP”) that connect to your computer via USB and utilise its network connection.

No connections originating from the Internet and destined for Resnet are allowed. Any services that require a connection from Resnet to the Internet and that can not utilise the services/protocols above are not supported and will almost certainly **NOT work.**

Students who have special requirements for Internet access that are related to their course of study should contact the Resnet Team for a Special Request Form that you will need to complete and get countersigned by your Course Leader. We will endeavour to provide such access but it may not be possible due to technical, security and/or legal reasons.

Regulations specific to Resnet

- 1) All devices attached to Resnet must be configured to obtain their network settings automatically (via DHCP). Manually specifying an IP address is not allowed.
- 2) Users must not redistribute a Resnet connection to others.
- 3) The security of the user's personal computer equipment is the responsibility of the user. Under no circumstances will Southampton Solent University be liable for damage to equipment or data caused by lapses in security on the user's personal computer equipment.
- 4) The maintenance and repair of personal computer equipment used by students on Resnet is the responsibility of the user. Southampton Solent University does not undertake to perform remedial actions on such equipment in the event of a failure of any part of such equipment. This includes any attached peripherals.
- 5) Users who intend to move rooms should inform the Resnet Team, in addition to your Student Residences' Manager. Depending upon your new location you may be required to re-register your equipment.
- 6) Users must follow any advice as and when issued by the Learning Information Service to install security patches or upgrades.
- 7) Southampton Solent University reserves the right to disconnect the user's personal computer equipment from the network if it is perceived to be a threat/problem to Southampton Solent University's data networks, until such time as sufficient evidence has been produced by the user indicating that the situation has been rectified.
- 8) Southampton Solent University strongly recommends that all Users install antivirus software and personal firewall software on their personal computer equipment. If you use personal firewall software, configure it to allow incoming echo requests (ICMP).
- 9) The use of ANY type of network port scanner will be regarded as an attempt to gain unauthorised access to computer equipment and will be responded to as a disciplinary issue and will be dealt with accordingly.
- 10) Southampton Solent University incurs charges for data traffic travelling across parts of the Internet. Although moderate usage is permitted, Southampton Solent University reserves the right to monitor such usage and to recover charges in cases where a user continues to use an abnormally large amount of data traffic that generates chargeable network traffic. Invoices for usage charges will only be sent following an email or written request to cease the use of such a large amount of data traffic.
- 11) Southampton Solent University reserves the right to immediately suspend any network connection to Resnet where there has been a breach of the terms and conditions of use.
- 12) User's personal computer equipment must not have network fileshares that are writeable and without password protection.

- 13) Use of Resnet for recreational purposes is permitted, provided that excessive network traffic is not generated. The University reserves the right to monitor usage and place restrictions on such use. Southampton Solent University uses JANET (Joint Academic Network) to connect to the Internet which can be used for academic and research purposes only. Therefore, we can not attempt to offer the full set of non-academic services that a commercial ISP can offer.
- 14) As connections to Resnet are not chargeable, Southampton Solent University does not undertake to make any refunds for any loss of service for whatever reason.
- 15) Southampton Solent University will endeavour to provide students with network connectivity in their study bedrooms. It must be recognised that there might be instances where this may not be technically feasible owing to incompatibilities between the technology used to provide such connections and the user's personal computer equipment. As a consequence, Southampton Solent University cannot guarantee that student-owned personal computer equipment will be able to access network services when physically connected to Resnet. It is the responsibility of the student to configure and provide personal computer equipment with a suitable network interface adaptor.
- 16) There may be a delay of up to 2 working days after registration before your connection is made live.
- 17) The provision of a particular network bandwidth connection to the user does not constitute a guarantee of any minimum available bandwidth. Southampton Solent University will endeavour to ensure sufficient bandwidth is available.
- 18) Southampton Solent University will endeavour to provide the user with a continuous network connection within the availability dates, but acceptance of these terms & conditions does not constitute a guarantee of continuous availability.
- 19) Resnet may be unavailable for brief periods of time to allow staff to undertake routine maintenance. Southampton Solent University will endeavour to give a reasonable notice period in this respect, but in the case of emergency maintenance this may not be possible. All routine maintenance will usually be done between 07:00 and 10:00 on a Tuesday morning.
- 20) In the event of equipment failure interrupting Resnet, the University will endeavour to rectify the problem as soon as possible. At weekends and public holidays, this may take significantly longer than usual.
- 21) All notices regarding Resnet will be posted on the University Student Intranet.
- 22) As part of Resnet, authorised Southampton Solent University staff may monitor usage and run network scans to safeguard the security of the network.
- 23) Users may be held liable for damage to Southampton Solent University equipment caused by malicious activity or badly maintained or faulty personal computer equipment.
- 24) The only network protocol supported on Resnet is TCP/IP. Southampton Solent University reserves the right to block any other protocol deemed unnecessary for security, bandwidth or other technical reasons.

25) Personal Computer Equipment connected to Resnet **MUST NOT** run any of the following services:

- DHCP Servers
- Routing Protocols (e.g. OSPF, RIP)
- DNS Servers
- Internet Connection Sharing
- Network Discovery Protocols
- Port Scanners
- Email Servers
- WWW Servers
- Tunnelling software (software that routes network traffic in between Resnet and the Internet via an intermediary host on the Internet)
- Peer-to-Peer (P2P) file-sharing software e.g. Kazaa, Gnutella, Blubster, DC++ etc. Skype is allowed to be used but for phone call purposes only and supernode behaviour must be disabled.

26) Users must not connect network routers, switches, hubs or wireless access equipment to Resnet. Only one computer at a time is allowed to be connected to a network port and it must be connected directly. The use of standards-based Internet Phones (“IAX2” & “SIP”) that connect to your computer via USB are allowed.

27) Users must not share their network connection (either via software or hardware) with a third-party (this includes other Southampton Solent University students).

28) Users must not tamper with any of Southampton Solent University computing equipment - including the network access point(s) in your room. Students may be liable for any damage caused.

Availability of Resnet Support Team

Support is available for students who require assistance in getting their network connection functioning. This support is provided by a team of staff whose role is to get your network connection working. They are **NOT** able to assist with any application software loaded on your computer.

The Resnet Team can help with configuring your network card, configuring your web browser, general queries concerning your network connection and provide assistance for getting the supported services running on your computer. If it is deemed necessary by the Resnet Team, they can arrange appointments for students who are having technical difficulties. The Resnet Team can be contacted via Resnet@solent.ac.uk or 02380 319587 (voicemail). When contacting the Resnet team, please tell us:

- Your name and student username (if known)
- The name of your student residence and your room & block number/name
- Details of your enquiry or problem you are experiencing, including any error messages and what you've checked/tried.
- A contact telephone number and e-mail address