

**The University of Iowa**

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# **“ResNet” Guide (or “How to Use My Computer in the Residence Halls”)**

**2003–2004**



## **ResNet Information**

- ResNet Acceptable Use Policy
- Bandwidth—How Much is Too Much?
- Copyright—What are the laws regarding copyright protected materials?
- How do I Practice Good Computing Skills?

### ResNet Acceptable Use Policy

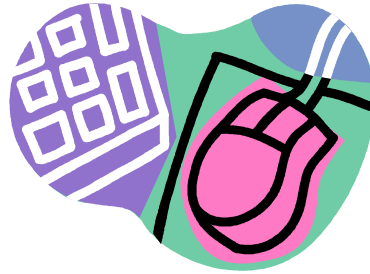
<http://www.uiowa.edu/~our/opmanual/ii/19.htm>

As a subscriber to the Residence Hall Network (ResNet), you will be connected to the campus network and the global Internet. This connection is a great resource for research and communication. Consequently, there are rules and guidelines to follow with this service. The University requires ethical and responsible behavior in the use of this network, and you are expected to be a good “Internet citizen”. Participation in any illegal or inappropriate activity, or anything that could negatively impact the other users of the network, can result in the termination of your connection.

Your use of all campus information technology resources, including this network, is subject to [The University of Iowa Policy on Acceptable Use of Information Technology Resources](#),<sup>1</sup> as well as to all other applicable University policies and state and federal laws. In addition, the following standards are in effect. This list is meant to be illustrative, not exhaustive.

- Subscriber is responsible for all activity originating from this connection. Subscriber must take reasonable precautions to prevent unauthorized use by others of this connection, and his/her accounts, programs, or data.
- Subscriber should not engage in activities that consume excessive amounts of network bandwidth.
- Subscriber must not modify or extend Residence Hall network services and wiring. This applies to all network wiring, hardware, and in-room jacks. The only device you can connect is a personal computer. You may not connect servers of any type, hubs, or network printers.
- Residence Hall connections are provided for individual use only. Subscriber may not create accounts on his/her computing system that provide campus network access for anyone else.

- Residence Hall connections are for University-related activities only. Subscriber may not conduct a commercial business via the Residence Hall connection.
- Subscriber may not run sniffers or any other software or hardware designed to intercept packets or to disrupt the security or operation of the campus network.
- Subscriber may not use this connection to participate in illegal activities such as software piracy – either the distribution of copyrighted software or illegal attainment of software or other copyrighted materials – from the Residence Hall connection.
- Subscriber may not host chat lines from computers connected to this network.



At its discretion, the University may use its capability to examine network resources for violations of this policy. Sanctions for violation of this policy may result in disconnection from the campus network, other disciplinary action, <sup>2</sup> or referral to external authorities.

<sup>1</sup> The University of Iowa Policy on Acceptable Use of Information Technology Resources is also available in printed form at the Customer Information Desk, Room 100 Lindquist Center South.

<sup>2</sup> Refer to The University of Iowa Department of Residence Services Residence Hall *Guidebook*.

## How Much Bandwidth is Too Much?

### SAVE OUR BANDWIDTH

Bandwidth: The maximum data transfer rate of an electronic communications system. Each person who uses the Internet takes up some bandwidth. When there are many students downloading large files, that college's bandwidth gets used up rather quickly, which slows down all other internet users.

- "Unlimited" sharing of files makes the network slow for everyone, which can slow your connection for using the web for research.
- Allowing others to GET copyright protected files from your machine (uploading) is illegal!
- Downloading may or may not be a problem -- it depends on whether you *own copyright rights* to the file.
- Turn off any file sharing program you may have on your computer when you are not using it.
- The downloading of numerous personal photographs and home-made videos can also use extensive bandwidth.
- The following web site will provide additional answers regarding safe computing practices. <http://www.its.uiowa.edu/cio/itsecurity/bestprac/bp-faq-mp3.htm>

### How Big is Big?

gigabyte 1,000 megabytes  
 terabyte 1,000 gigabytes  
 Petabyte 1,000 terabytes  
 exabyte 1,000 petabytes

A gigabyte (pronounced GIG-a-bite with hard G's) is a measure of computer data storage capacity and is "roughly" a billion bytes. A gigabyte is two to the 30th power, or 1,073,741,824 in decimal notation.

Average 4 page word document uses: 7 K

Picture file on average uses: 1 MB

Average song uses: 4 MB

Average movie uses: 750 MB

A powerpoint presentation uses: 1 MB

A DVD holds approx. 4 gigabytes

A CD holds 700 megabytes

## Excess Bandwidth Usage Warning

To protect everyone's rights as ResNet users, Networking Services has developed and implemented a system which measures serving activity from each network jack in the residence halls. This system is designed to make ResNet operate in the equitable manner expected by students, ensuring fair and even distribution of resources by limiting excessive network file serving activity.

Disciplinary action will be taken when a ResNet user's computer exceeds a reasonable limit (currently 3 GB) of *out-bound file serving activity* in one week, measured Sunday-Saturday. The network jack will be disconnected temporarily, until a disciplinary hearing with the student can be conducted by Residence Services Administration. Depending on the severity of the violation, disciplinary sanctions can range from a short-term disconnection to a permanent loss of ResNet privileges. (Note: At this time the limit does NOT include activity which is "in-bound" to the computer, such as most email, web browsing, & downloading.)

Please review your Residence Halls Guidebook, page 28, which outlines the ResNet Acceptable Use Policy or view it on-line at <http://www.uiowa.edu/~resserve/guidebook/policies.htm>. Information on how to avoid using excessive network resources is available at <http://www.its.uiowa.edu/cio/itsecurity/bandwidth.htm>

# Copyright—What are the laws?

## Definition— PAGE 6

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- Copyright is the exclusive legal right to copy, publish, and sell an artistic work. Some examples of artistic works include: books, papers, articles, songs, movies, games, programs, and other original creations in a fixed form. Artistic works may be released into the “public domain” by the copyright owner (basically waiving their rights of exclusivity); otherwise copyright protection extends for a period of 70 years after the death of the copyright owner.
- What is THE LAW? - It is illegal to copy, publish (share), or sell any artistic work unless you have purchased it from the owner (or their agent), or they have relinquished rights to it, or you meet the requirements of “fair use”. When you purchase an artistic work, you are purchasing rights only to that single copy.

## Quick facts about copyright infringement

- Most of the materials college students wish.

The following guidelines are designed to help you protect your ResNet computer, your personal information, and your privacy. High-speed and “always connected” workstations are quite vulnerable to Internet attacks. In addition to the value of personal information stored on them, dorm computers can provide links into other systems if they’re not properly secured and managed. Please consider the following:

## What is The

Explain the DMAC

**LAW!**

- 1. Keep your software programs and operating system regularly updated.** Vendors provide web sites where you can go and download software updates and install them. The older your software is, the more likely security vulnerabilities have been found and exploited by hackers. (Examples are <http://www.windowsupdate.microsoft.com>, <http://www.info.apple.com>, and <http://www.redhat.com>)
- 2. Install and RUN an anti-virus software program.** Students are covered to install the site-licensed anti-virus software on their home/dorm machines. See <http://www.its.uiowa.edu/cs/helpdesk/virus/> for details. Configure the program for regular, automatic virus pattern updates, and make sure it actively scans all incoming objects for virus infections.
- 3. If you need to enable file and print sharing, allow access only to authorized users.** Review sharing options in the network settings of the control panel. If your computer is “always-on”, disable file and print sharing. Check the options you have set in file-sharing programs like Morpheus, KaZaA, Aimster, and Gnutella. See <http://www.its.uiowa.edu/cio/itsecurity/bestprac/bp-faq-mp3.htm> for details.

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- 4. NEVER give out any passwords, account numbers, or other sensitive personal information** (name, address, phone), in an e-mail message, newsgroup posting, or in a chat or instant message session. Your information can easily be intercepted, forwarded, or redirected without your knowledge, and you really have no way of knowing who is "listening in" on your electronic conversations.
- 5. NEVER enter sensitive or private, personal information on a web page until you trust the company hosting it.** Build trust by reviewing the company's privacy and security policies on their web site, and by insisting on a secure connection (look for the closed lock or a key in the lower corner of your browser window). Know what their policies are regarding reuse, sharing or selling your personal information.
- 6. Ensure that you have adequate backups of your files.** Copy them to a CD, a tape, a floppy, or to a zip drive backup, and store them in a secure location. Pay particular attention to making backups of your personal data files and custom configuration files on a regular basis.
- 7. Never execute a program or attachment if you do not know what it does, or if you do not know and trust the source.** This is particularly the case for file attachments that are sent to you via e-mail, or are downloaded from a web site that you do not trust. Be careful about following links sent to you in commercial e-mail messages, as they could point to Java programs containing viruses.
- 8. Turn off all network services (programs) that you do not need or intend to use.** Familiarize yourself with the services you have configured for your machine in the control panel. Do you have a web server or a file transfer server running?
- 9. Keep your confidential files in a nondescript or hidden location,** or on a portable storage device (e.g., a floppy, CD, tape or zip disk). Make sure that folder location is not shared.
- 10. Consider clearing your web browser's cache storage file** after visiting web sites where you entered sensitive information, such as a credit card number, or an account and password, as this information is often stored in your browser too. (Do you select "remember this password" for ease of use in your browser?) If your machine is broken into, account information in your cache files could be used for fraudulent activity or identity theft.
- 11. Consider installing personal firewall software** on your personal workstation. A firewall is software that can be configured to let you access the Internet (out) while blocking Internet access to your workstation (in).

More information, including instructions for secure configuration of workstations, can be found in the "Best Practices" and "Resources" sections of the Information Technology Security Web Site: <http://www.its.uiowa.edu/cio/itsecurity>

## Learn to Speak the Language

**AVI** – Microsoft’s Audio Video Interleave file format. It is the most common format for audio/video data (movie files) on the PC.

**Bandwidth** – The maximum data transfer rate of an electronic communications system.

**Content filtering** – This slows a type of usage on a network by stopping certain types of files from being sent back and forth across that network.

**Downloading** – Saving a file from the internet or someone else’s computer onto your own computer.

**Digital Millennium Copyright Act of 1998 (DMCA)** – is a federal law that allows, among other things, a network service provider such as a University, to limit its (financial) liability when copyright infringement occurs over or using its network. It outlines a specific procedure which must be followed when an infringement claim is received, to provide protection from liability. The DMCA allows the University to avoid being taken to court or sued by a copyright owner when someone connected to its network engages in illegal activity. It does NOT protect the user against claims or lawsuits filed by a copyright owner. You are responsible for your activity!

**Ethernet** – a local area network (LAN) technology that transmits information between computers.

**File-sharing** – Transferring files between two or more computer systems.

**File-sharing service** – A program that facilitates file-sharing by creating a folder of the files a person downloads from other users. The folder is then made available to other users to download from.

**Gigabyte** – 1 billion bytes of information.

**High-speed internet access** – Anything faster than using a regular modem (and your phone line).

**Internet** – The commodity computer network connecting computers around the world.

**IP address** – Stands for Internet Protocol address which is the unique address a computer is assigned when connected to the Internet, allowing for communication between computers.

**Mp3** – An (mpeg) digital audio (sound) file that has been compressed but still has the original sound quality.

**MPG**— An (mpeg) digital video (movie) file format which has been compressed with original video quality.

**MPEG—(pronounced em-peg)** - is a family of standards used for coding audio-visual information (e.g., movies, video, music) in a high-quality, digitally compressed format.

**Megabyte** – 1 million bytes of information.

**Network (or Bandwidth) hogs** – People who use up large portions of the network capacity through their internet use.

## Learn to Speak the Language (cont.)

**Online traders** – People who trade items online with others, such as CDs or movies.

**Port** – An entrance to or exit from a data network.

**Pipes** – Think of a network as a large pipe, or a straw. Each internet user draws out from the pipe. The larger the files being transported, the more a person is drawing out from the pipe.

### FAQ's

1. Who do I contact for a computer-related question (Email, Microsoft Office, Internet)?  
Call the ITS Help Desk at 384-HELP (4357). Send email to [its-helpdesk@uiowa.edu](mailto:its-helpdesk@uiowa.edu) or visit our web site at: <http://www.its.uiowa.edu/cs/helpdesk>
2. What should I do if I believe my computer has been “hacked into” by an intruder?
  - A. Report the compromise to the Information Technology Security Office (only if they did not report the problem to you) by sending an email message to: [security@uiowa.edu](mailto:security@uiowa.edu) or by using the online web form at: <http://www.its.uiowa.edu/cio/itsecurity/incident/incident-form.htm>.
  - B. Review the best practices web page at: <http://www.its.uiowa.edu/cio/itsecurity.bestpractic/resnet-compromise.htm>
  - C. Call the ITS Help Desk at 384-HELP and tell them your system is compromised and ask for software support to assist you with clean-up.
3. Who should I contact if my network jack has either been turned off or is not working?
  - A. Call the ITS Help Desk at 384-HELP and ask them to check and see if your jack has been *administratively disabled* (meaning inappropriate or prohibited activity has been detected from your computer, so your jack as been shut off). You will need to tell them the six-digit number label printed by your network wall jack. It looks something like “12345-1”.
  - B. If the jack is NOT administratively disabled, open a network trouble ticket with the ITS Help Desk.
  - C. If the jack IS administratively disabled, you will be contacted via campus mail by Residence Services Administration and instructed to schedule a conference to resolve the problem.



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## University of Iowa Student Computer Loan Program

The Student Computer Loan Program provides low-interest loans to all qualified undergraduate or graduate students. This loan can be used for any computer, peripheral or software application available from our selected vendors online (Apple, Dell, Gateway) or at the University Book Store located in the IMU.

NOTE : All freshmen must obtain a co-signer who is at least 19 years of age and is NOT a freshman.

For information about the Student  
Computer Loan Program contact :

ITS Loan Office  
100-D Lindquist Ctr. S  
its-loan@uiowa.edu  
319.335.5509  
[www.its.uiowa.edu/cs/helpdesk/demo](http://www.its.uiowa.edu/cs/helpdesk/demo)

Or visit the ITS Computer Demo Center lo-  
cated at :

ITS Help Desk  
15 Lindquist Ctr. S  
Lower Level  
319.384.HELP  
[its-helpdesk@uiowa.edu](mailto:its-helpdesk@uiowa.edu)



## ITS Help Desk:

Location: lower level of Lindquist Center South (15 LC)

Phone: (319) 384-HELP/ 384-4357

E-mail: [its-helpdesk@uiowa.edu](mailto:its-helpdesk@uiowa.edu)

Hours: Mon – Th 8am – 8pm, Fri 8am – 5pm,  
Sun 5pm – 8pm (when university is in session)

Reduced hours when university is not in session

The University of Iowa has a computer help desk maintained by the Information Technology Services (ITS) department of the University. The ITS Help Desk provides help to all students, faculty and staff free of charge, helping with computer problems and questions about supported software, hardware, networking and operating systems.



## Customer In- Desk (CID):

Location: 1st level of Lindquist Center South (100 LC)

Phone: (319) 384-0800

E-mail: [its-information@uiowa.edu](mailto:its-information@uiowa.edu)

Hours: Mon – Fri 8am – 5pm.

The CID helps students with password resets, general information, e-mail accounts, and long distance telephone authorization codes for University Housing.

## formation

## Important Computer Resources

**For Help with your Resnet Connection contact:  
Information Technology Services HELP DESK**

ITS Help Desk  
319/384-HELP (4357)  
15 Lindquist Ctr. S.  
<http://www.its.uiowa.edu/its/cs/helpdesk>  
Email: [its-helpdesk@uiowa.edu](mailto:its-helpdesk@uiowa.edu)

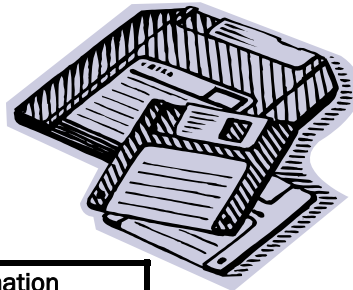


**For information about the Student  
Computer Loan Program contact :**

ITS Loan Office  
100-D Lindquist Ctr. S  
Email: [its-loan@uiowa.edu](mailto:its-loan@uiowa.edu)  
319.335.5509  
<http://www.its.uiowa.edu/cs/helpdesk/demo>

**For additional information contact:** Residence Services  
1106 Quadrangle Hall  
Iowa City, Iowa 52242

Phone: 319/335-9167  
Email: [david-coleman@uiowa.edu](mailto:david-coleman@uiowa.edu)



**Log Your Network Information**

Jack#:

Jack#:

Jack#: