

Murray State University



**Read this manual before using your  
RESNET internet connection.**

## **Important Numbers**

Helpdesk	762-2346
CTLT Office	762-2535
Email Office	762-6116
Student Computer Labs	762-3690
PIN System Info	762-2346
Housing Office	762-2310
Public Safety	762-2222

services to Non-university users, whether or not a fee is charged), or has a domain name with a commercial designation (currently .COM or .NET) is explicitly prohibited from operating on the campus network. \* (\* This section reinforces the guidelines on DOMAIN NAMES above. )

### **Anonymous Mailers**

All electronic communications at Murray State University must accurately identify the sender. Anonymous mail forwarders are prohibited, and their use will result in one's removal from the residential network.

Individuals are not to use fictitious usernames or e-mail addresses by any means and for any reason.

### **Intentional Abuse & Enforcement**

Systems found to be intentionally running programs that disrupt network activity or attack specific computers on the network will be subject to immediate removal and disciplinary action. This includes (but is not limited to) abusive downloads using Kazaa, Morpheus or similar download tools, or performing any type of action degrading network security including port scanning, IP scanning, etc.

RESNET users involved in such activities will have their Internet connection suspended (with no second notification prior to disconnection) as follows:

- 15 days for the first attempt
  - 30 days for the second attempt
  - Permanent disconnection for the third attempt
- Systems will be reactivated automatically at the end of the specified periods.

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Murray State University does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, or marital status in admission to educational programs and activities, or employment practices in accordance with Title VI, Title VII, Title IX, Section 504, and ADA Act. For more information, contact Annazette Fields, Director of Equal Opportunity, Murray State University, 103 Wells Hall, Murray, KY 42071-3318. Telephone (270) 762-3155 (voice) and (270) 762-3361 (TDD).

## Welcome to Murray State and RESNET

This guide has been created by staff and student technicians of the MSU Helpdesk to get you up and running on the university network known as RESNET. This guide will explain how to prepare your computer for our network, as well as provide assistance in case you encounter problems in setting up.

Systems available through RESNET:

- Webmail
- Blackboard
- PIN
- Student Accounts

RESNET will allow you to study online from the comfort of your residential college room.

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The Helpdesk CANNOT work on students' personal computers. We can only verify that the port in your room is working properly. Any problems associated with connectivity to the internet thereafter must be resolved by the student.

To prevent the loss of your internet connection and find out about your responsibilities associated with this network, please read the **Acceptable Use Procedure** section.

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***If you have questions that aren't answered in this booklet, please contact the Helpdesk at 762-2346.***

**Please send all feedback or questions to  
helpdesk@murraystate.edu.**

## Misconfigured Services or Virus Infected Computers

A computer which has been unintentionally misconfigured or infected with a virus can cause network problems. Such computers will be disconnected from the network immediately and an attempt will be made to notify the system's owner (by email or phone) that the computer has been disconnected and why. The computer will be reconnected to the network after the owner assures Information Systems that the problem has been resolved by either properly reconfiguring the computer or removing the virus.

## Creating Accounts on the Residential Network

Some operating systems (specifically UNIX) allow the system administrator to create accounts for other users. While this is not discouraged for computers connected to RESNET, these guidelines should be considered:

- All users must be accurately identified. The user name field for every account should contain the user's real name. Do not allow users to have fictitious account names.
- Off-campus users with no Murray State University affiliation may not have accounts on computers connected to RESNET. University resources such as the campus network are provided for University purposes, and allowing unaffiliated users to have accounts on the residential network are a violation of this procedure.

## Commercial Use

Individuals may not use their network connection or computing privileges for commercial purposes. This includes the advertisement of commercial products or services. Misuse of University facilities and resources will result in loss of RESNET privileges.

Any computer that provides services for a commercial operation (e.g. a web site selling commercial products), provides services of a commercial nature (e.g. provides web

## Wireless Access Points

Wireless access points, switches, hub and or routers are not allowed within the residential dorms regardless of their configuration or intended purpose. The RESNET port within your room is only for use with a PC or game device (Xbox, PS2 or Gamecube). All other devices will be removed from the network by Information Systems personnel.

## Network Traffic and Bandwidth

Campus network and Internet connections enable faculty, staff and students to fully participate in the legitimate educational and research missions of Murray State University. Individuals are encouraged to provide useful, interesting and inventive content to the Internet community, as long as it remains feasible and appropriate.

As it may not be feasible to provide unlimited connectivity for systems that are not strictly serving the University's mission, the flow of RESNET traffic is regulated to ensure that all users receive fair and equitable bandwidth. This may involve traffic shaping or limiting certain types of network traffic. Users may be required to reduce the amount of traffic being caused by their services, or where necessary, to remove such systems from the residential network. Where possible, the owner of the system will be contacted before the device is removed from the network.

All downloads from the Internet should be performed within the limits of this understanding. Any download (even for academic purposes) should be limited as "single-file" with a "single-thread" at a time. This means one should wait for one download to be completed before starting a second one. Abusive download tools (Flashget, Download Accelerator, etc.) are not allowed. Tools which queue downloads (in order to get several files one-by-one) are permitted.

## What You Need to Get Started

### Step 1: The Right Equipment

This chapter serves as a guide to get your computer on the network quickly. The first thing you need to do is make sure you have the proper equipment.

Your computer needs two vital parts:

- a **network card** and
- an **Ethernet cable** to plug into that card (CAT5, CAT5e or CAT6 type with RJ45 plug)

Simply plug the Ethernet cable into the network port on your computer and directly into one of the two network ports on your dorm room wall.

Your network card will probably look something like this:



If you do not have a network card or Ethernet cable, you can obtain either from the Murray State University Store, located in the Curris Center, or from local retailers that carry computer components.

After you have made the connection from the wall to your computer, the next step is getting registered for RESNET. This process only takes a few minutes. After you complete this step, you should be ready to go!

## Step 2: Registering Your Computer

After plugging into the dorm port, open up your internet browser and you should see a page like this:



At this screen, the Username and Password fields are associated with your Murray State email account. If you need help with this information, please refer to the **PIN System** and **MSU Webmail** section (pages 7 and 8).

***If you are unable to see this page call the Help Desk at 762-2346 for assistance.***

It will be necessary to complete this registration process at the beginning of every semester. You must have the following in order to register:

- Zero balance on your MSU account
- Valid MSU email account
- The ability to log in to your MSU email account

## Domain Names in Residential Network

No computer connected to RESNET will be assigned a domain name.

Any domain that implies commercial use, regardless of the system's actual content or use, or whether monies are received or not, is explicitly banned regardless of where the registry is being served. This currently includes, but is not limited to, any systems registered in .COM or .NET domains. Interpretation of which domain names imply commercial use is determined by Information Systems staff or the network administrator involved.

Systems found to be in violation of domain name guidelines will be immediately disconnected from the campus network.

## Routers and DHCP Servers

No routers are to be connected to any portion of the residential or campus network. The use of popular small home routers (cable or DSL) is unnecessary and forbidden. Any computer which has been misconfigured as a router or which has been set up for home networking to assign IP addresses can cause network problems and will be immediately disconnected. Equipment that acts as a DHCP server is strictly forbidden.

Ethernet hubs may not be attached to the residential network. They attach multiple devices to a single network outlet, surpassing the number of RESNET nodes it was designed to support.

## PIN System

### Server Services

Murray State University's Residential Network is designed as a CLIENT network, and the use of servers is not allowed; attempts to do so are carefully monitored. A computer running any server using excessive bandwidth will either be disconnected from the network or have its bandwidth limited. Examples of server services include, but are not limited to: Peer-to-Peer services (Napster, Gnutella, Kazaa, Morpheus etc) Web or IIS; FTP; Shoutcast; WAREZ; Chat; Gaming servers; Mail servers including POP-2 and 3 and IMAP; ICQ web servers and mIRC chat servers, including file servers.

The recommended methods for sharing work, study, research or other data and files are network shares (e-mail is an option for small files) and Blackboard. Sharing your local drive is not recommended due to serious security risks. Running FTP or WWW servers for these purposes is not allowed.

### MP3 Music, Movies and other Copyrighted Files

The duplication and illegal distribution of copyrighted songs and films is a violation of copyright laws and the individual involved may be arrested and prosecuted in a criminal case or sued in a civil case. One does not need to be making a profit to be prosecuted for distributing copyrighted materials such as movie and MP3 files. Murray State University neither condones nor encourages such activity and takes immediate action to terminate the network privileges of anyone involved in such exploits. The University also cooperates with any investigations regarding these matters.

The PIN is a student's access to their personal information with the university, including their email address, payment history, grades, class schedules, holds, etc.

You must log into the PIN system **FIRST** if you have:

- Never logged into Webmail before, or
- Forgotten your Webmail password

### New Students

To log into your PIN system, type in the following information:

Student ID: **9 digit social security number**  
PIN: **6 digit birthday** (ex. 043082)

*You will be prompted to change your PIN the first time you log on.*

### Returning Students

If you have forgotten your PIN log-in information, it will need to be reset. Take a photo ID to the Registration window in Sparks Hall and your number will be reset to your 6-digit birthday.

Once you are able to successfully log in to the PIN, you can view what your Webmail address is under the ***View Personal Information*** option.

If no address is listed there, then your email account has not been created and you will need to check your PIN for account balances or holds. For more information on answers to problems with your account, call:

Registrar's Office	762-3050
CTLT	762-2535
Help Desk	726-2346

Only after you have verified that you can log into the PIN system and know what your email address is, then proceed to the **MSU Webmail** section.

***After you are able to log-into Webmail, you will be able to register your computer with RESNET in the dorms.***

## MSU Webmail

Murray State's Webmail service is the basis for several systems on campus. Webmail is used with Blackboard, PIN, Student Accounts, and Registering Your Computer with RESNET.

### New and Returning Students

If you have:

- Never logged into Webmail before, or
- Forgotten your Webmail password

Have your PIN information ready and follow the instructions for accessing your Webmail account on this site:

**[campus.murraystate.edu/onestop/fixmyemail/](http://campus.murraystate.edu/onestop/fixmyemail/)**

### General Information

Webmail is accessible from any computer with an internet connection by visiting the following site and logging in: [webmail.murraystate.edu](http://webmail.murraystate.edu)

Your username to log in is typically your firstname.lastname; however, this is not always the case. To view what your email address is, follow the instructions for logging in to your **PIN** on page 7. For example: John Doe's email address might be [john.doe@murraystate.edu](mailto:john.doe@murraystate.edu) and his user name would be [john.doe](mailto:john.doe).

For Webmail options (including SPAM filtering), questions, or general usage information, visit:

[http://campus.murraystate.edu/mailhelp/logging\\_in.htm/](http://campus.murraystate.edu/mailhelp/logging_in.htm/)

and research related activity in this area should be coordinated *well in advance* with Information Systems staff and the involved department.

### Security and Privacy

Network traffic is considered private. Any "packet sniffing," or other deliberate attempt to read network information not intended for your use will result in loss of network privileges. In some cases loss of privileges may be permanent. It is permissible to run a packet sniffer explicitly configured in non-promiscuous mode (i.e., you may sniff your own computer's packets). This allows users to explore aspects of networking while protecting the privacy of others.

Users are responsible for the security and integrity of their systems. Should you believe that your computer has been "hacked into," shut your system down or remove it from the campus network as soon as possible to localize any potential damage and stop the attack from spreading. If the network administrator determines that a hack has occurred and the owner cannot be contacted within a reasonable time, the computer will be disabled from the network. Once the owner is made aware of the situation and Information Systems staff determine that s/he has taken reasonable steps to ensure that the computer was not compromised, network privileges may be restored.

Computers with shared drives or password protected directories are considered private, even if those who do not own the computer know the password. Accessing password protected directories without the owner's express permission is considered hacking, and may result in permanent loss of network privileges.

In cases where a computer continues to pose a security concern, despite the efforts of the system administrator, the user may be required to switch to a single user OS before the computer is reconnected to the campus network.

## **Registration of Personal Computers in the Residential Colleges**

Every computer attached to any part of the residential college's network (RESNET) must be properly registered with Information Systems. If a computer is not properly registered, it may be disconnected at any time without notice.

All RESNET IP addresses are assigned automatically. Under no circumstances may computers be configured with a static IP address. Using an IP address that you have not been assigned is grounds for losing your network privileges. Using a static IP address will cause network conflicts and deprive other users of network services. It also makes it considerably more difficult to diagnose network problems on the residential college network. Additionally, users may not mask or change the hardware address of their machines. Disciplinary action may be taken for computer use with a modified hardware address.

## **Hacking and Port Scanning**

Any unauthorized attempt to access another computer is considered hacking. It is irrelevant whether the computer being hacked into is on or off campus. Information Systems will immediately disable from the network any computer on RESNET which it determines has attempted to hack into or scanned the ports of another computer; reconnection will not occur until the issue has been completely resolved. Some examples of hacking are: password cracking programs, port scanning of any computer that is not owned by the person doing the scanning, and gaining access or attempting to gain access to another computer without the owner's permission. Port scanning is considered a "hostile" act and a precursor to an actual hacking attempt. Network administrators track attempts to hack into their systems and immediately report those attempts to the University when they occur.

Any activity which the University Information Systems (IS) staff believes to be a hacking related attempt (including but not limited to port-scan, address-scan, password trial, share directory hacking) is forbidden even for educational or research purposes, whether it causes harm or not. Educational

## **PS2 and XBOX Use**

Just like personal computers, gaming devices are required to be registered if they are to be used over the network.

To register your Xbox or PS2 for the network, please visit this link from a computer within the dorms:

<http://netreg.murraystate.edu/onlinegaming.html>

The Murray State University Helpdesk DOES NOT offer technical support for online gaming, but the website should have all the information you need to get up and running with your system. All other technical support questions for these systems should be directed to the product's manufacturer.

## **RESTRICTIONS**

**Using a hub, switch, router (of any kind) or any like device to hook up multiple devices at the same time (i.e your computer and your xbox/ps2) is against Murray State's Policy as outlined in the Acceptable Use Procedure section (beginning on page 11 of this booklet.)**

**Such use of restricted equipment will result in your internet privileges being revoked. You are expected to unplug any device that exceeds the two port capacity per room.**

## **Reasons for Loss of your Internet Connection**

Your internet privileges may be revoked by MSU Information Systems as a result of violating (including, but not limited to) one of the following:

1. Your computer is not properly registered
2. Your computer is configured with a static I.P address
3. Hacking attempts or Port Scanning
4. Packet Sniffing
5. Hosting a server
6. Downloading copyrighted materials
7. Your computer is set up with a domain
8. Use of Routers, Switches, or Hubs
9. Use of a WAP (Wireless Access Point)
10. Use of Abusive Downloading Tools
11. Excessive Virus problems
12. Hosting users on RESNET unaffiliated with MSU
13. Using your connection for commercial use
14. Anonymous mailing (via email)
15. Intentional Abuse

These are described in more detail throughout the Residential College Network [Acceptable Use Procedure](#).

## **Murray State University**

### **Residential College Network**

### **Acceptable Use Procedure**

#### **General Guidelines**

This information pertains to the Murray State University Network (including offices, laboratories, classrooms as well as dormitories and faculty residences) and establishes specific network computing guidelines.

#### **Responsibility**

Users are responsible for all traffic originating from the computer at which they are currently logged on, regardless of whether or not:

1. They generated it;
2. They are aware of what they are doing, and;
3. They realize that they have violated any specific policies or procedures.

In most cases, unintentional violations will result in a temporary loss of connectivity pending the resolution of the problem and education of the user. Repeat infringement may result in extended or permanent loss of connectivity. In some cases, especially those in which the MSU Information Technology Policy has been violated, further action may be taken.