



Merton College, Oxford



IT Department

Start of year IT information booklet 2009

All information contained herein, additional or updated information concerning network connections, common connection problems and other subjects are available on the Merton IT website:

<http://mcit.merton.ox.ac.uk>

Please check the website for any notices for planned or known network downtime or maintenance, and other information.

Designated PCs in Old Wardens Lodgings Library, Mob Library and Holywell computer rooms, and the Student pigeon hole room, are available so you can self register for University services (University card required), access your Nexus email, use the College online meal booking system, and access other University and College websites. These computers do not require an account in order to use them, but no other facilities, apart from printing, are provided on these PCs.

College Regulations and Guidelines concerning use of IT facilities

Rules relate to ALL users, and are contained in the College Handbook, which is also available to download as a PDF at:

<http://www.merton.ox.ac.uk/generalinfo/student.html>

You should also be aware of University Rules & Regulations regarding IT use

<http://www.ict.ox.ac.uk/oxford/rules/> &
<http://www.admin.ox.ac.uk/statutes/regulations/196-052.shtml>

A PDF, written by the Fellows Computing Officer, which tries to clarify certain matters that seem to be causing difficulty, is available from this link:

http://mcit.merton.ox.ac.uk/forms/computer_regulations.pdf

Oxford University Computing Services (OUCS) Anti Virus and Operating System Policy

Viruses and other security compromises pose a constant and ever-increasing threat, not only to your own computer, but to the whole University IT infrastructure. You are therefore required, as a condition of your connection to the University network, to take note of and act on the following.

- Everyone with a computer connected to the University network is subject to the anti-virus policy. This policy has no exemptions, as all computer operating systems and additional programs are targeted for vulnerabilities and subject to attack and threats.
- Ensure that your computer is kept fully up-to-date with operating system and application updates.
- You must ensure that your machine has up-to-date anti-virus software installed and that it is kept completely up to date.
- Any user who does not install, run and update anti-virus software on their computers or keep their computer properly patched will be barred from using their Unit network. Persistent offenders will face disciplinary action.
- You are strongly recommended to make use of software to check for or prevent "adware" and "spyware" infections on your computer. For more information, see <http://www.oucs.ox.ac.uk/viruses/adware>

The term "up-to-date" means that you or your system should check for anti-virus/system-software updates at least once per day when you are connected to the internet. Failure to protect your computer from attack by virus or other security compromise will render it liable to be barred from connection to the network. OUCS has the right on behalf of the University to block either individual machines or specific ports that are the source or target of viral/worm traffic.

Own Notes: Registrations/Accounts et al.

Contacts

The **Fellow** responsible for Computing is Clifford Webb
clifford.webb@admin.merton.ox.ac.uk

The Colleges' **IT Manager** is Steve Williams
steve.williams@admin.merton.ox.ac.uk

They may be contacted by leaving a message at the Lodge, by email, or **in extreme circumstances only** by phone, Monday to Friday.

The current **Junior Computing Officer** is: **Svetoslav Bajlekov**
svetoslav.bajlekov@merton.ox.ac.uk

You can also submit requests for help via your JCR/MCR computer representatives.

The Junior Computer Officer is available for the following issues **only**:

- For advice and help with the checking and removal of viruses.
- For advice and help with configuration of your computer for network use.
- For help with any issues relating to computer room use, whether helping to set your account for printing, clearing a jammed printer or replacing a printer toner.

The Junior Computer Officer is not responsible for any physical connections, maintenance or installations on personal computer equipment, and if he chooses to do so, the College accepts no liability for loss of data or consequential damage arising from this. Please also note that he is a full time student and so may not be able to attend to any request at short notice.

Your first point of contact should be the JCO; you may contact the IT Manager by email or message left at the Lodge for the following issues:

Any queries regarding your **network access**, this must be accompanied with your **full name, College room and computer MAC address**.

Any queries regarding your **College computer account**, this must be accompanied with your **full name, user ID and University card number**.

Please note: if you become locked out of your account due to incorrectly entering your password on numerous attempts, the account will automatically unlock after 30 minutes.

SSO (single sign on) account passwords (inc. Nexus) can be reset by the IT Manager. You will need to provide your **Username ID and University card number**. However you should first attempt to use the 'self-service reset' for a forgotten password if you have a security question/answer pair set.

The College is unable to provide support for privately owned equipment. Varying support is available from Oxford University Computing Services. There are also a number of computer shops in Oxford which provide advice and undertake repairs.

IN ADDITION TO INFORMATION AND RULES STATED ELSEWHERE, ALL USERS WISHING TO CONNECT THEIR COMPUTER TO THE COLLEGE NETWORK MUST OBSERVE THE FOLLOWING

Whether connecting from a point in your room or a public point in the Libraries, your computer MUST be registered before connecting to the College network.

Do not connect your computer to the College network until you have first received confirmation that your computer has been registered, and you have ensured that any other requirements for network access have been completed. **Network Registration forms are available from the Student pigeon hole room or the College IT Website.** Your computer will be blocked if it is detected on the network and has not been registered and you may be subject to disciplinary action. All fields on the registration form must be correctly filled in. College staff will not respond to incorrectly completed forms. You will receive confirmation of registration via email to your University email address. If you have not received confirmation of registration after 3 days of submitting your form then you should presume that your form was not received, or that required information is missing or has been entered incorrectly.

The use of file sharing or port sharing peer to peer programs, Torrent programs and film, TV, music streaming/downloading services is forbidden, and may in some cases be illegal. Junior members must uninstall the following programs from any personal computer that is installed on the University network: BitTorrent, BitComet, BitLord, uTorrent, Limewire and any other Torrent/P2P program. BBC iPlayer, 4 on demand, Sky Player, Spotify and any other on demand media service should not be installed or used.

Junior members must disable any file sharing services in Windows or any other operating system and must not exchange or download or upload on the University network any audio or video files, including files obtained from subscription services such as iTunes or Napster.

The use of VOIP programs other than Skype is also forbidden. Skype must be configured in accordance with regulations laid down by Oxford University Computing Services at <http://www.oucs.ox.ac.uk/network/voip/index.xml.ID=restrictions>

Please be aware that if Skype is wrongly configured or misused, with the consequence of excessive bandwidth usage, then services will be withdrawn and you may be subject to disciplinary action. Skype is not to be set to start automatically, is not to use ports 80 and 443, and is not to be left running on an unattended machine.

Due to Microsoft's decision to cease provision of support and security/critical updates for now 'end of life' Operating Systems, the following are now unable to be granted network access: Windows 95, Windows 98/98SE, Windows ME, Windows NT & Windows 2000.

All network equipment must be set to have an IP address assigned by the College DHCP Server. Static IP addresses must not be configured, and disciplinary sanctions may be applied to persons who use static IP addresses, including permanent withdrawal of College IT facilities, unless they have special reasons to do so and have first obtained the express permission of the Computer Officer.

It is your responsibility to know your system, and to ensure that correct information is given, and that requirements of 'computer naming', virus protection, network configuration etc are set correctly.

Once your computer is registered and a connection has been granted to you, you must **immediately** go to your OS and AV vendors' site and install any available updates. You should inform the IT Manager of any changes to your computer system, specifically any change of network card resulting in a different MAC address. All unknown/unregistered machines are immediately blocked on detection.

Wireless Networking: *under no circumstances* are wireless connections to be used in conjunction with equipment using a wired connection to the College network.

Network Access: No User is in a position to allow non University members use of the JANET network for facilities provided by the University and UKERNA, and no College member is in a position to allow non College members' access to the College LAN.

What is acceptable bandwidth use of the network?

The use of the University network is restricted to academic purposes **only**. Though limited personal use is accepted, this is confined to personal web browsing, personal email, limited VOIP and occasional online audio/video. This **does not** include high use audio/video streaming of videos, television on demand or any other high bandwidth service not required for your academic studies.

Bandwidth monitoring is in place to ensure everyone gets good use of the network and there is no stranglehold of bandwidth due to the few who may abuse the connectivity and speed available within the University.

You will receive a warning notice:

- If you go over the high bandwidth use of 2GB or close to this on consecutive days, or on a regular basis.
- If you are logged within a 24 hour period with use between 2.5GB - 4GB.

Anything above this and your connection may be suspended and disciplinary action may be taken against you.

Bandwidth is calculated by combined incoming (download) and outgoing (upload) use, and is regardless of whether data flow is internal or external to College / University domain or beyond.

As a bench mark:

6 hours Internet surfing = 150MB

Windows Update = standard up to 25MB, from base system up to 250MB

Streaming audio and video can easily take you above the bandwidth levels set above.

Occasional on-line video and limited audio streaming is currently accepted. Audio Streaming 1hr = 100MB, Video Streaming 30mins = 250MB.

Downloading movie trailers or movies(z), TV programs(z), online gaming or downloading of game demos/packs, music files(z), warez or the like, or other data not connected to academic work is forbidden, as is any use of P2P or any other file sharing programs.

If you know or suspect that legitimate academic usage within a 24 hour period will go over the bandwidth scales set, then you are advised to notify the IT Manager beforehand.

Registration information for Oxford University Computing Services

Access to many web-based services at Oxford (e.g. Webmail, WebLearn, Self-Registration, Mailing-list administration, OUCS Course booking, OxCort etc.) is through a Single Sign-On (SSO) system. Once you login via Single Sign-On, any associated service that you are entitled to use will then allow access without you having to re-enter your username and password. Your Oxford Single Sign-On account is administered by OUCS and is separate from any other local college or departmental accounts you may have. If you are currently using any of the services listed above, you are already using your SSO account to access them.

All members of Oxford University holding a current University Card automatically have an Oxford Single Sign-On Account (Bodleian Reader cards are not valid for this purpose). New members of the University are sent the account details in a letter from OUCS to the member's primary University address, normally within three working days of the new University card being issued. The account then needs to be activated within 30 days.

If you have a current University Card and have never received or have lost the account details, you can contact the OUCS Help Centre either in person, or via our help request form. OUCS can provide account details via the University internal post or via email to a working *University* email account. They cannot be given over the telephone or sent to non-University postal or email addresses.

- Online self-registration for Nexus will no longer return a username and password, but will inform users that a username and activation code will be posted via internal mail, letting them choose from any of their registered addresses
- The Help Centre will no longer be able to issue new passwords, but users will be able to self-service reset forgotten passwords if they have a security question/answer pair set. Security questions are typically set during account activation, but for existing accounts they can be set via <https://webauth.ox.ac.uk>
- In the event of the user forgetting or not setting their security question/answer pair, the help centre will issue a rescue code. This will enable the user to set a new security question/answer pair and reset their password. Rescue codes will be provided **only** as follows:
 - To the user in person at the OUCS Help Centre on production of photo ID (preferably University Card)
 - To the user by internal post to any address registered for them. Sent on request of the user.

Before going to the OUCS help centre please note:

- Self-register: This can be done at <https://register.oucs.ox.ac.uk> from anywhere on ox.ac.uk. University card number will be required.
- Activate the Nexus account: This can be done from anywhere via <https://webauth.ox.ac.uk>, account information sent from OUCS via internal mail will be required.
- Activation of the Bodleian/University Card is not needed. They can be used for library, self-registration etc. purposes immediately.

Nexus Email, as well as other University provided facilities, is wholly administered by the Oxford University Computing Services (OUCS), and the College has no rights, access or control over this system.

All enquiries should be directed to OUCS by telephoning the Help Desk on 73200 (01865 273200 external) or emailing enquiries@oucs.ox.ac.uk or help@oucs.ox.ac.uk, or in person at 13 Banbury Road. The OUCS's Nexus FAQs are at: <http://www.oucs.ox.ac.uk/nexus/faq.xml>

College Computer Rooms

If you require an account in order to use one of the computers in the computer rooms, which require an account to logon, then this is by application only. Please fill in the form at the rear of this booklet and submit to the IT Manager. Once processed, you will be given account and logon details via your 'pigeon hole'. Accounts are valid up to the date supplied from OUCS registration, which should be the same date as the 'valid until' date on your University card. If this is extended or renewed, you should submit a new form.

An account is not needed for using the computer with colour printing & scanning facilities, or the web/email computers, which will allow access to College & University websites for information, registration and University email access.

Initially you will be given 100MB of disk space on the Colleges File Server to store files. Requests for increased storage space will be considered in exceptional circumstances only, and should be submitted in writing to the IT Manager and copied to the Fellows Computer Officer.

The College accepts no responsibility for loss or corruption of any data held on its computers or servers. Student data held on College systems is not backed up, and the College makes no commitment to preserve any user's data. Data may be deleted without warning. It is your own responsibility to create backup copies of your data to personal external storage. You must not assume that any of your files will be in your account the next time that you log on. It is the user's responsibility to back up their data every session.

Any full data files, which are not shortcuts to file, will be forcibly removed from the 'Desktop'. All data will be purged at the end of **each Term**.

For a full list of computer facilities and programs provided, please see the College IT website or notices posted in the computer rooms.

Additional Computers

'Stand-alone' PC for colour printing & scanning: located in OWL computer room. **This system is not connected to the network.**

Web access & Nexus email access PCs:

They will give access to University & College websites. You can self register for University services (University card required), access your Nexus email, use the College online meal booking system and access other University and College websites. These computers do not require an account in order to use them, but no other facilities, apart from printing, are provided on these machines.

Library PCs: There are workstations in the Libraries that have been configured specifically for access to the Bodleian Library resources and other library information services. These are NOT to be used for email, Internet or any other program access. These machines are located at: Mob - outside library office & OWL - by the library issue desk, in the Law section and in the computer room. Please note, any queries regarding their use or fault reporting should be directed to a Library Staff member.

**A computer room account will be created for you within a few days,
once this form has been submitted to the IT Manager.**

First Name	Surname
University card 'valid until' date	University card barcode number

Please write legibly

You will receive notification of account creation via your College pigeon hole.

