FREQUENTLY ASKED QUESTIONS ABOUT RESNET

Where can I find assistant connecting to ResNet?

All students living on Campus: Centennial Place, Living Learning Complex, Rawls, Smith, South, Carpenter Complex, Park Ave. Apartments and Graduate and Student Family Housing have access to free support from our ResNet Service Center located in Centennial Place suite 135. Monday - Friday, 8-4:30. 901-678-4042.

For more information on wireless service go to http://www.memphis.edu/umtech/solutions/wireless.php

What do I need to connect to ResNet?

You will basically need a computer/device with the minimum requirements to connect to the internet

Ethernet connections:

- Network Interface Card (Most computers have this built in)
- Network Cable (RJ45) (Available at most retail stores)

Wireless Connection:

- Wireless adapters (built in or wireless adapter)

Need additional information, Call ResNet at 901-678-4042 M-F 8:00 am - 4:30 pm.

Where is ResNet available?

ResNet is currently available in all our housing facilities. Some are just Wireless and some have both:

Wireless only: Carpenter, Rawls, Smith, Park Ave Apartments and Graduate and Student Family Housing. [Carpenter has a few buildings with Ethernet as well]

Both: South, LLC and Centennial Place

Can two computers be connected in a Residence Hall room?

Hardwired: There are at least one port for every bed in the room so you can connect your computer. You can register more than one computer or electronic device per your UUID. Wireless: You can have more than one computer or electronic device in a wireless environment. The service can be limited if excessive number of devices are fighting for the same signal.

Is ResNet available off campus?

No. Buildings off campus are not a part of the University, and thus are not connected to ResNet. And therefore ResNet Service is only available to Residents.
Can I use my computer in another building on campus once it has been configured for ResNet?

Yes. Your computer’s ResNet registration is set up to give you Ethernet access via the ResNet connection. It should work in any area that has a University Hardwired port. For Wireless, any area that has Wireless access points installed should give you access.

Are there any fees for ResNet?

The University does not charge any extra fee for Residents to use ResNet. There is no charge for use of ResNet Support. The only cost to the student is for the necessary hardware and software you may need and ResNet does not sell either.

Can I connect to ResNet using a fax or ISDN modem?

No. Only Ethernet network cards can connect to the ResNet data jack in the student rooms or Wireless Cards for Wireless access.

How do I find the hardware address for the Ethernet card in my computer?

Sometimes you will need to know the Ethernet network adapter hardware address for the card in your computer. Most of the time you can run ipconfig /all from a command prompt, and for other systems you can go to start/run and enter winipcfg. The hardware address is a series of numbers and letters. For more details check out your computer instructions or our web site www.memphis.edu/resnet under ResNet Connections.

Why won’t ResNet technicians install network cards?

Sometimes complications arise when installing network cards. We are not able to take responsibility for such complications. Therefore, we recommend that you have a certified technician install the network card. If you install the network card yourself, pay close attention to your computer manufacturers warranty statement; you may void the warranty by opening the computer and working on it yourself. Visit the ResNet office to obtain information about local vendors.

What are network drivers and why do I need them?

A network driver is software that allows your computer to communicate with your network card. Without it, your computer will not be able to connect to the network. Drivers should come with the network card when you buy it.

What do I do if I buy a new computer while connected to ResNet?

If you are using the same network card that you used in your old computer, you should not need to do anything. The hardware address of your network card is still registered with your computer. Anytime you get a new network card, regardless of if you purchased a new computer or not, when you attempt to access ResNet for the first time
you will be taken to the SafeConnect page to login with your UUID for that system. Sometimes the SafeConnect registrations are cleared at the beginning of the fall, so if you cannot connect, you will be redirected back to SafeConnect to register again.

**Does ResNet require special software?**

Assuming you meet the minimum support requirements for ResNet, then your operating system software, along with any software that might have come with your network card, will provide the drivers you need to connect to the Internet.

**Can I set up my ResNet computer as a Server?**

No. Due to bandwidth and policy issues, computers connected to the ResNet are not allowed to act as Servers and are blocked. If you set yourself up as a Server you will be disconnected by Network Services from the ResNet and only restored access when you have discontinued as a Server.

**Is there any ‘port blocking’ in ResNet?**

Yes, Network Services block access to ports 1-1024 in ResNet, which means that “well-known services” hosted by ResNet computers can’t be accessed from outside of ResNet. Computers on ResNet are not allowed to act as host/servers. You can go to [http://www.iana.org/assignments/port-numbers](http://www.iana.org/assignments/port-numbers) and check out the services attributed to those ports.

Also, the IT Security group for the University of Memphis will be applying a geolocation block for TCP port 22 (ssh), that will eliminate inbound connections being established from any IP that does not originate in a US denoted block of IP ranges. This is in an ongoing effort to enhance the security posture for the University of Memphis as a whole. Any users in a non-US geographic locations will be able to utilize the UofM VPN services to establish a session via SSH if applicable. IT Security will review any request for exceptions that may arise based on business needs. This change will take effect at 7am Central time on Thursday June 8th 2017

**Is there a bandwidth cap on ResNet?**

Presently there is a 100 Mbps outbound bandwidth cap to the Internet. Traffic inbound from the Internet and within campus is unrestricted. Prior to instituting the outbound cap, we were regularly getting into a partial denial of service situation for many University of Memphis services being accessed from off campus.

**What are the networking speeds in ResNet?**

Networks Services provides the infrastructure to our Residential Housing and reports: Wireless: 802.11a/g: 9, 12, 18, 24, 36, 48, 54 Mbps, 802.11n: 6.5 to 300 Mbps, 802.11 ac up to 300Mbps. There will be two 100BASE-T Ethernet Network interfaces

**Does the University use a “packet shaper”?**
If I was connected to ResNet last year, what will I have to do this year to get reconnected?

The ResNet registration database is cleaned up once a year, usually at the beginning of the Fall Semester. The first time you connect to ResNet you would be asked to login using your UUID and PH password. That would cover you for the year.

Do I need my own printer, or is network printing available?

At certain residence halls there are iPrint printers available to allow printing from your room. The printers are located in the front lobby entrances. Check out https://iprint.memphis.edu/ for more information.

Can I use a computer that does not meet the minimum requirements?

**Yes.** Your system may be able to work on ResNet with less than the minimum requirements, but you may suffer in performance. Also, if you have any problem connecting to ResNet, then a ResNet technician will try to help, but they would only be able to go so far and another user having the correct configuration would take precedence over your problem. ResTech cannot support OS later than Windows 2000.

Will I be kicked off line every time the IP address is renewed via DHCP?

No. The IP address should renew automatically without any interruption in service. So you can virtually stay online 24 hours a day. You may have this trouble if it is a laptop that has gone into "hibernation". When the laptop shuts down its Ethernet interface for long enough (past the 6 hour lease lifetime), when it wakes up it disables TCP/IP until it can re-establish a new lease. You should contact ResNet Support at 4042 if you have trouble with this.

Where can I find the Computer usage Policy?

The University of Memphis Acceptable Use Policy for computer usage is outlined at [http://policies.memphis.edu/UM1535.htm](http://policies.memphis.edu/UM1535.htm)

What is the Universities standing on downloading or uploading copywrited materials?

The University of Memphis does not consider downloading and uploading copywrited material acceptable use.

Can I set up my mail server to use an email client and IMAP to send and receive mail while on the University of Memphis Campus via port 25?

No. Traffic on port 25 is limited to incoming mail and will not allow outgoing. This is to keep the IP ranges of the University from being blocked by outside IP providers. This is a security issue in our public internet. IMAP is not generally used on campus. The best solution is to use a web interface to access your non University email account, or forward your personal account to your U of M email address.

What if I need help connecting to ResNet?
If you need assistance connecting to the ResNet you should first make sure to check out the online instructions at: http://www.memphis.edu/resnet which includes some troubleshooting tips to help you out. Otherwise: Contact ResNet Tech Support at 678-4042. The office is located in Richardson Towers South room 101, m-F, 8 a.m. to 4:30 pm, but you are advised to call first for an appointment. ResTech Support can load software on any functioning system provided it is related to accessing the ResNet. They are not allowed to open a box to install any internal card/devices. They are not authorized to go into any resident's room to provide service. If it is a Networking problem, then Network Services would be authorized to enter the room, but only to service the Ethernet port itself.