



## Information for Tenants on the Internet connection and the role of the network tutor

The network tutor works for Studierendenwerk Darmstadt and offers support to students in the residences. This support covers network functionality and assistance for the residents from the beginning of the tenancy agreement (and not before!).

### Activation of Internet connection

After moving in, each new tenant is asked to get in touch with the network tutor in the residence in order to have his/her Internet access activated. The future resident requires his/her tenancy agreement for this, **the data usage agreement and an identity document.**

In all **communication with the network-tutor** students should give the **internal unit number "VO-Nummer"** (not the tenant no.!) which is stated on the tenancy agreement! Any tenant wishing to contact the network tutor by email should quote the **internal unit number "VO-Nummer" in the mail.**

### Internet

**In the residence of Studierendenwerk there is no WLAN. It needs a cable to connect the device.**

PCs or notebooks in the residence are connected directly to the Internet and are thus universally accessible. It is therefore crucial to install firewall and antivirus software, plus regular updates for the operating system.

There are two wall sockets to connect the cable in some rooms. However, there is only one socket useable.

A **router** <sup>(1)</sup> (with or without Wi-Fi) can also be connected to the Internet socket. It should be noted that operation of the network infrastructure must not be interfered with through the use of a router. In addition, the router must be protected so that only the tenant him/herself can gain access to it (password protection for router access, minimum WPA2 WLAN encryption). The owner of the router is responsible for all data transmitted through it!

After the **replacement of the network interface card** or after **acquisition of a new device** the **MAC address of the old device has to be deleted.** This should be done **before connecting the new device!**

### Traffic limit

Each user **in the residence** is currently restricted to an Internet volume of **120 GB**. If this is exceeded, the connection will automatically be blocked until the end of the month. Typical high traffic sites include file-sharing sites and Skype. An overview of the volume can be found at <https://traffic.stwda.de>.

**The Internet volume cannot be raised up, transferred or switched. The network tutor has not been authorized to decide on something other.**

### Activation after requesting further MAC address

Anyone wishing to access the network with their PC and notebook will require a second MAC address. This can be obtained from the network tutor, and is activated directly. A form for this can be found at <http://mac.stwda.de/>.

By activating a further MAC address there will not be attached a further IP address! The handling of more than one device at the same time is only possible by using a **router** <sup>(1)</sup>.

There is **no permission to copy a MAC address to another device.** Using another MAC address than the one of the manufacturer is not allowed!



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### **Sending emails**

Default email delivery using port 25 is blocked (e.g. via Outlook or Thunderbird) within the IP address domain of TU Darmstadt and therefore also the residence. To continue sending email using an email client, it is advisable to configure email via SSL/TLS port 465 SMTPs or port 993 for IMAPs. Click here for further information

[http://www.hrz.tu-darmstadt.de/mail/e\\_mail/mail\\_studierende/mail\\_studierende\\_einrichten/mail\\_studierende\\_programme/index.de.jsp](http://www.hrz.tu-darmstadt.de/mail/e_mail/mail_studierende/mail_studierende_einrichten/mail_studierende_programme/index.de.jsp).

### **Faults**

Ports are blocked for example if a virus is detected, if you use an incorrect IP address, or if your computer scans the ports of other machines. If a virus or scanning are detected, the port is blocked directly by the HRZ. An automatic log entry is made on the page relating to the port. Any user then contacting the network tutor about denied access will be informed about the virus and given tips on removing it and subsequent security arrangements. It is not the task of the network-tutor to restore the computer to working order (free of viruses) and to ensure that it is secure!

An up-to-date emergency CD can be found at

[http://www.hrz.tu-darmstadt.de/itsicherheit/rettungs\\_cd/index.de.jsp](http://www.hrz.tu-darmstadt.de/itsicherheit/rettungs_cd/index.de.jsp).

If a port is blocked due to copyright violation, the user will be required to explain the situation to the network tutor. S/he will be required to make a written statement regarding the incident. The user's port will then be reactivated (only!) by an IT Department staff member.

Any other faults in the network should be reported to the network tutor.

If it is not possible to reach the relevant network tutor, his/her deputy should be contacted. A list of the network tutors can be found at <http://www.studierendenwerkdarmstadt.de/wohnservice/internetzugang/>. If s/he is not available either, then the IT Department of Studierendenwerk Darmstadt should be the next port of call.<sup>1</sup>

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**(1) "router" does not include DSL modems, switches, hot-spots, or access points.** An example of a **compatible router** <sup>(2)</sup> is TP-Link TL-WR841N, available from Zimmermann Elektronik (Rheinstraße 51, Darmstadt) for approx. € 20. This is not intended as a recommendation, merely as an example of a suitable model.

**(2)** All NAT-enabled (network address translation; cascaded router) routers that can be operated directly on an IP network are **compatible**. Modem functionality disrupts operation and must be deactivated if available.