

Information for tenants about clearing and disturbances of the internet connection

To make this text easier to read, the masculine form is used when specifying persons.
The designation applies equally to all persons of any gender (m / f / d).

Internet connection

- **In the residence of Studierendenwerk there is no WLAN!**
- **It needs a cable to connect the device!**
- **Activation of the internet connection starts with the beginning of the tenancy agreement!**
- **Only use the configuration data provided by the Studierendenwerk!**
- **Only one device can be connected to the internet (socket)!**
- **When connecting a router, follow the instructions under “How to connect a router”!**
- **Avoid connecting several devices one after the other, the internet connection will be blocked!**

Contact person

The network tutor works as a volunteer supervisor for the tenants in the residences. Please contact the network tutor if you have any questions about the internet access.

You can find the contact address in the “information for tenants”, that you already received when you signed the tenancy agreement or in the automatic e-mail for the internet connection.

If you have any questions to your network tutor, please keep the following information ready:

- tenancy agreement, internal unit number “VO-Nummer” (*not* the tenant no.)
- identity document

How to connect a router (simultaneous use of several internet-enabled devices)

When using a router, infrastructure must not be interfered with through the use of a router!

The owner of the router is responsible to Studierendenwerk for any disturbance caused by the use of this device!

Which routers are suitable?

Installing a DSL modem, switch, hot spot or access point is not permitted!

A modem function interferes with the infrastructure and must be deactivated, if present.

Compatible devices: routers that can handle NAT (Network Address Translation, “cascaded router”) and be operated directly on an IP network.

Recommendation for purchase: f. ex. TP-Link TL-WR841N or following

New devices: PC / laptop / router / network interface card

Always contact the network tutor before starting up a new device or when replacing the network card!

This only applies to devices that are connected directly to the socket via cable - *not* to new or additional devices that are connected via wlan by a router.

Please pay attention to the information on page 2!

About clearing and disturbances of the internet connection

Use of the internet / security measure

at your router:

- regularly install updates for the operating system
- password protection for router access
- WLAN encryption (minimum WPA2)

at your device (PC, laptop):

- regularly install updates for the operating system
- activate the firewall
- install antivirus software
- regularly scan for viruses

Traffic limit

The data volume that is available in your room via the internet connection is limited to 120GB. After the data volume has been reached, the connection is automatically blocked.

The Internet volume cannot be raised up, transferred or switched. The network tutor has not been authorized to decide on something other. An overview of the volume can be found at <https://traffic.stwda.de>.

Sending emails

The residential complex is located in the IP address area of TU Darmstadt. Therefore default email delivery using port 25 is blocked (e.g. via Outlook or Thunderbird)!

Sending email using an email client, please configure with:

SMTPs: SSL/TLS port 465

IMAPs: port 993

Further information: 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 of TU Darmstadt or the IT Department of Studierendenwerk. In this case, contact the network tutor immediately!

Virus detected:

You are responsible for removing the virus and setting up security measures.

An up-to-date emergency CD can be found at: http://www.hrz.tu-darmstadt.de/itsicherheit/rettungs_cd/index.de.jsp

Afterwards the internet access will be activated by the network tutor.

Copyright violation:

In that case you are asked to make a written statement regarding the incident. With this declaration you have to go personally to the IT Department of Studierendenwerk.

The user's port will then be reactivated only! by an IT Department staff member. To open the port is prohibited to the network tutor in that case.

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

If it is not possible to reach the relevant network tutor, the IT Department of Studierendenwerk should be contacted.

We thank you for paying attention to the points mentioned above.

Best regards,

Studierendenwerk Darmstadt / IT Abteilung