



Curtin University Sarawak Campus Malaysia Student Housing Internet Access Policy and Procedure

1. Definitions

Curtin Sarawak refers to Curtin University Sarawak Campus Malaysia, which is owned and managed by Curtin (M) Sdn Bhd. University refers to Curtin Sarawak. Student Housing refers to housing facility provided by Curtin University Sarawak for Student or Staff of Curtin University Sarawak. User is an individual, who is student or staff of Curtin University Sarawak that stays in Student Housing. Student Housing Internet Access refers to network services available from Curtin University Sarawak IT Facility provided from ICT Department.

2. Policy

2.1 Registration

Applicable only for Curtin Sarawak staff and student staying in Curtin Sarawak Student Boarding House/Student Housing. No registration fee applied. Only one Internet Access per user that can be registered to use the Internet access. Registration is only valid for the running semester only, which is: the start of semester until the first week of each semester break. Please refer to academic calendar for details. Renewal of registration is required for each semester.

2.2 Requirements

2.2.1 Hardware Requirements

Student must prepare all hardware and the accessories related to Student Housing Internet Access. Please refer to Requirements in Procedure Section.

2.2.2 Software Requirements

Student Housing Internet Access is an open connection to the Internet. Therefore each computer must have its own antivirus software. The antiviral software must be updated regularly to prevent any computer virus attack. Each computer must also have software firewall which is compatible with the proxy system. On occasion, users are required to turn off firewall feature if requested by ICT department. This is usually for troubleshooting purposes or auditing.

2.3 Support and Maintenance

2.3.1 Indemnity

Curtin University Sarawak will not be responsible for any data loss, computer, virus, spy ware, malware, Trojans, phishing attacks due to the absence of the antiviral software/updates or other causes. Curtin University Sarawak will not be responsible for any monetary loss due to user accessing a paid or subscribed to a restricted site. (i.e. accessing a subscribe porn site, accessing a subscribe external proxy services)

2.3.2 Scope of support

Curtin University Sarawak only does the maintenance up to the network termination point (network node), which is located in rooms with network access. Any point further will be the responsibility of User.

2.4 Internet access

The system is not completely unrestricted. Certain content will be restricted and various internet applications will be blocked. Accesses are logged. Your internet activities will be monitored and any inappropriate use will be logged, investigated and may result in disciplinary action.

The University reserves the right to block access to any network, protocol or network based application at any time. Exception and/or exclusion to access rights are by preview, review, discussion and discretion of ICT department.

2.4.1 Purpose

Internet Access in the housing is provided to support the academic related activities for Student and Staff that stays in the housing. Therefore, the Access is limited in order to ensure that the service is optimally utilized for Academic related purpose.

Users are obliged and adhere to:

- Internet access must be study or work related.
- Computer use is up to date with all related software updates.
- Computer use is up to date with a licensed version.
- Computer use is up to date with to date virus scanner installed and enabled.
- User must not download or share copyright or illegal material.
- User must not attempt to by pass any restrictions placed on your access.

2.4.2 Availability

The availability of Internet Access in the housing is on a best effort 24 hour.

2.4.3 Maintenance

ICT department reserve the rights to bring the access off line for maintenance purposes. Users will be informed 24 hours in advance. Any information or news will be announced via Curtin Sarawak website <http://www.curtin.edu.my> and/or through IT Helpdesk personnel at GP401 ground floor.

2.4.4 Bandwidth quota

The internet gateway for student housing will be using a per user bandwidth quota. Per user will have a hard limit of 150Mbits per day.

Any user exceeding their daily limit will have to wait for 24 hours to gain access. Users are responsible for their internet access usage. There will not be any reimbursement of misused bandwidth quota.

2.4.5 Proxy Authentication

The internet gateway for the student housing will be using user authentication before any traffic is passed through. The users are required to use their student ID (or staff ID) and password to authenticate to proxy. The password is the users windows domain password. Users are not to share or use other student ID (or staff ID) and password.

The format will be:

- Student - **student\7da0000**
- Staff - **staff\john.doe**

2.4.6 Illegal Activity

In general, it is inappropriate use to store and/or give access to the Curtin University Sarawak IT facility and services that could result in legal action against Curtin University Sarawak

2.4.7 Restricted Material

Student Housing Internet Access must not be used to transmit or make available restricted material to a minor as an article that a reasonable adult, by reason of the nature of article, or the nature of extent of references in the article, to matters of sex, drug misuse or addiction, crime, cruelty, violence or revolting or abhorrent phenomena, would regard as unsuitable for a minor to see, read or hear.

2.4.8 Restricted Software and Hardware

Users should not knowingly possess, give to another person, install on any of Student Housing Internet Access User computers, or run, programs or other information which could result in the violation of any University policy or the violation of any applicable license or contract.

This is directed towards but not limited to software known as viruses, Trojan horses, worms, password breakers, and packet observers. Authorization to possess and use Trojan horses, worms, viruses, password breakers or packet observers for legitimate research or diagnostic purposes can be obtained from ICT department.

The unauthorized physical connection of monitoring devices to the Student Housing Internet Access, which could result in the violation of Curtin University Sarawak policy or applicable licenses or contracts, is inappropriate use. This includes but is not limited to the attachment of any electronic device to the Student Housing Internet Access for the purpose of monitoring data, packets, signals or other information. Authorization to possess and use such hardware for legitimate diagnostic purposes must be obtained from ICT department.

2.4.9 Harassment

University policy prohibits sexual and discriminatory harassment. Student Housing Internet Access are not to be used to libel, slander, or harass any other person. Examples of such behavior include sending obscene language, picture or other materials; sending threats of bodily harm; contacting a person repeatedly without legitimate reason; disrupting another person's pursuits; and invading another person's privacy.

The display of offensive material in any publicly accessible area is likely to violate University harassment policy. There are materials available on the Internet and elsewhere that some members of the University community will find offensive. One example is sexually explicit graphics. The university cannot restrict the availability of such material, but it considers its display in a publicly accessible area to be inappropriate. Public display includes, but not limited to, publicly accessible computer screens and printers.

2.4.10 Commercial Use

Student Housing Internet Access facility are provided by the University for the support of its mission. It is inappropriate to use these facilities and services for:

- Commercial gain or placing a third party in a position of commercial advantage
- Any none university related activity, including none university related communications
- Commercial advertising or sponsorship except where such advertising or sponsorship is clearly related to or supports the mission of the University or the service being provided.

2.5 Termination

2.5.1 User termination

User can terminate their Internet access any time during the semester. Student must fill Form G1 upon requesting the termination of Student Housing Internet Access

2.5.2 System termination

Any misuse of Student Housing Internet Access could cause the service to be terminated. Any violations made from student's computer will be processed accordingly to Curtin University Sarawak Campus Academic Policy.

I.e.: suspension/expelled from Curtin University Sarawak Campus Malaysia

The students will be given 2 written warnings. Warning(s) will be emailed to their student email address and/or a formal letter will be sent to them. On the 3rd violation, the account and internet access will be blocked and the Registrar will be notified. Account will be activated only after approval from Registrar and/or ICT Department

In the case violation is done by staff, due process is carried out and the head of school or department and Human Resource will be notified and similar action will be carried out.

3. Summary of restriction and filtering

3.1 Activities blocked and/or restricted.

- Accessing inappropriate and pornographic content.
- Peer to peer applications.
- Video/Audio conferencing.
- Streaming Video/Audio.
- Network based games.
- Inter flats traffic.
- Using external proxy service to bypass filtering (i.e. raw sockets, socks or http/https proxy)
- Hosting or using any form of services or devices that circumvent the current Student housing network connection (i.e. hosting a share internet access, putting in a personal switch, AP etc.)
- Dishonest or illegal actions. (i.e. plagiarizing an assignment presenting someone else's work as your own.)
- Hacking into, meddling with, or damaging any other computer or service. (i.e. trying to "break into" or "crash" another computer on the network and/or Internet.)
- Using another person's identity or authorization codes (i.e. using someone else's username, password or Internet address.)
- Using any hacking tools, whether hardware or software based, without written permission from the University. (i.e. "packet sniffer" and "password crackers")
- Viewing, storing, sending, or giving access to material which is prohibited, or defined as objectionable by the Curtin University Sarawak policy and/or JARING Acceptable Use Policy, Computer Crime Act 1997 (M), Copyright (Amendment) Bill 1997 (M), Communication and Multimedia Act 1998 (M). (i.e. materials on child pornography, incitement to violence, torture, or bestiality)

- Giving a person under the age of eighteen years access to material restricted as defined by the Curtin University Sarawak policy and/or JARING Acceptable Use Policy, Computer Crime Act 1997 (M), Copyright (Amendment) Bill 1997 (M), Communication and Multimedia Act 1998 (M). (i.e. materials on sex, drug misuse or addiction, crime, cruelty, and violence)
- Harassing any person (i.e. sending obscene language messages, pictures or other materials; issuing threats of bodily harm; contacting a person repeatedly without legitimate reason; disrupting another person's lawful pursuits; and invading another person's privacy)
- Hosting servers (i.e. web/mail/ftp/IRC/database/proxies/game etc these will be blocked)
- Sending electronic mail using a "spoofed" email address.

The filtering is similar like in the Computer Labs, please refer to Appendix 1 for references. This will include previous, current and/or future application or services deemed not suitable and not limited to: Messenger Service, P2P file sharing connections, online game type such as MMORPG, persistent media stream, persistent plain multipart data stream, persistent encrypted multipart data stream, internet messenger and Internet Chat.

3.2 Appeal for service and exclusion.

For appeal, users are required to fill in Form A, available and submitted at IT Helpdesk in GP401. Appeal to will be process by ICT department. Results from the appeal will then be emailed to user. For students, it will be sent to it's Curtin's email address. For staff it will be sent to staff's email address.

If you do not agree with the restrictions and obligations imposed on Student Housing Internet Access, you may choose your own (External) Internet Service Provider such the TmNet Streamyx's HotSpot located in the campus cafeteria. Acquiring, setup and usage for such facility will entirely be by the user.

4. Procedure

4.1 Registration

User must read, understand and consent to the Student Housing Internet Access Policy and Procedure. A copy is available at <http://www.curtin.edu.my/download/docs/AccomInternetAccessPolicy.pdf> and at IT Helpdesk.

Registration form (Form Y2) can be taken/returned from/to IT Helpdesk located in GP401 Level 1. Details on filling in the forms can be found in section 5.3 in this document. Forms will be processed within the next working day (Monday – Friday, 08:00 – 17:00)

4.2 Requirements

4.2.1 Hardware Requirements

Any PC with one Network Interface Card (NIC) that support Ethernet/Fast Ethernet connection using UTP cable with RJ45 connector The complete requirements are: Computer unit with the NIC and UTP cable with RJ45 connector. Modem is not required to gain the Student Housing Internet Access UTP cables use to connect must follow EIA/TIA232AB standards

4.2.2 Software Requirements

Any Operating System (OS) that support TCP/IP protocol using Ethernet/Fast Ethernet technology Dynamic Host Configuration Protocol (DHCP) client must be available and enabled. Please refer to Preparing Student Housing Internet Access section

4.2.3 Support and Maintenance

In case of difficulties in setting up the Student Housing Internet Access, it is advisable to contact and make appointment with Curtin IT Staff. Please refer to the contact person list. Any costs related with the support will be borne to the student. i.e.: replacing hardware/software. Any information or news will be announced via Curtin Sarawak website <http://www.curtin.edu.my> and/or through IT Helpdesk personnel at GP401 ground floor.

5. Preparing Student Housing Internet Access

5.1 Computer

Any computer with Network Interface Card (NIC) installed. The NIC must support Ethernet/FastEthernet connection with the speed of 10/100 Mega bits per second (Mbps). The connector of NIC must be a Registered Jack 45 type (RJ45).

5.2 Network

The cable is an Unshielded Twisted Pair (UTP) category 5 (CAT5). The recommended length of the cable is not exceeded 5 meters between the wall connector and the NIC inside the computer. Further cable length might cause signal loss that could lead to unavailability of the network. It is recommended to align the cables connecting to computer from any electromagnetic interference (EMI) instrument. This is not limited to: mobile phone, electronic musical instruments and any wireless communication transceiver.

5.3 Registration

Registration Form (Form Y2) Section A is for Personal Particulars. Fill in your student ID, Full Name, Flat, Floor, Room Number, Network Node Number, mobile phone (if any) and email. Network Node Number is the number listed next to the network connection located in each room.

There are 2 (two) network nodes per single occupant room and 4 (four) network nodes per double occupant room. MAC Address is a 12digit address listed in your NIC. Follow the steps in checking retrieving your MAC Address:

- Open DOS Prompt (Windows 95/98/ME) or Command Prompt (Windows NT/2000/XP)
- Type in "ipconfig /all" and press [Enter]
- Find the line "PHYSICAL ADDRESS" and write down the result without the dash ("-")

Figure 1.

- Open DOS Prompt (Windows 95/98/ME) or Command Prompt (Windows NT/2000/XP)
- Type in "ipconfig /all" and press [Enter]
- Find the line "PHYSICAL ADDRESS" and write down the result without the dash ("-")

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Microsoft Windows [Version 5.00.2195]
(C) Copyright 1995-2000 Microsoft Corp.

C:\>ipconfig /all

Windows 2000 IP Configuration

Host Name . . . . . : IT
Primary DNS Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WING Proxy Enabled. . . . . : No

Ethernet adapter Default:

Media State . . . . . : Cable Disconnected
Description . . . . . : Intel 8255x-based PCI Ethernet Adapt
er (AW-100)
Physical Address. . . . . : 00-00-E5-2D-92-00

C:\>
```

Section B is for registration type. Choose New for new registration, Renew for renew your registration, Change of data in case you change your computer/network card/move to another room/flat. Finally choose Termination to request for termination of the Student Housing Internet Access. Sign in the signature area and put the signed date on the right side of the signature. Make sure you have read the whole policy written along with this document.

5.4 Connection

Internet Browser Any Internet browser is able to be use for accessing Internet from Student Housing area. The proxy configuration is divided into each flats.

5.4.1 Below are the settings for Flat A.

Proxy Settings

Ensure that proxy setting in your Internet browser is set to proxy and correct port. Please follow the steps listed below for Internet Explorer 5.5 and above user; other Internet browser has similar setup.

- Open Internet Explorer.
- Choose Tools | Internet Options from the menu.
- Choose Connection tab.
- Click on LAN Settings button.
- Check on "Proxy Server"
- Put 192.168.20.1 in Address field.
- Put 8081 in Port field.
- Click on Advanced.
- Put 192.168.*.* in the exceptions box.
- Click on OK to close LAN Settings window.
- Click on OK to close Internet Options window.

5.4.2 Below are the settings for Flat B.

Proxy Settings

Ensure that proxy setting in your Internet browser is set to proxy and correct port. Please follow the steps listed below for Internet Explorer 5.5 and above user; other Internet browser has similar setup.

- Open Internet Explorer.
- Choose Tools | Internet Options from the menu.
- Choose Connection tab.
- Click on LAN Settings button.
- Check on "Proxy Server"
- Put 192.168.40.1 in Address field.
- Put 8082 in Port field.
- Click on Advanced.

- Put 192.168.*.* in the exceptions box.
- Click on OK to close LAN Settings window.
- Click on OK to close Internet Options window.

5.4.3 Below are the settings for Flat C.

Proxy Settings

Ensure that proxy setting in your Internet browser is set to proxy and correct port. Please follow the steps listed below for Internet Explorer 5.5 and above user; other Internet browser has similar setup.

- Open Internet Explorer.
- Choose Tools | Internet Options from the menu.
- Choose Connection tab.
- Click on LAN Settings button.
- Check on "Proxy Server"
- Put 192.168.60.1 in Address field.
- Put 8083 in Port field.
- Click on Advanced.
- Put 192.168.*.* in the exceptions box.
- Click on OK to close LAN Settings window.
- Click on OK to close Internet Options window.

5.4.4 Below are the settings for Flat D.

Proxy Settings

Ensure that proxy setting in your Internet browser is set to proxy and correct port. Please follow the steps listed below for Internet Explorer 5.5 and above user; other Internet browser has similar setup.

- Open Internet Explorer.
- Choose Tools | Internet Options from the menu.
- Choose Connection tab.
- Click on LAN Settings button.
- Check on "Proxy Server"
- Put 192.168.80.1 in Address field.
- Put 8084 in Port field.
- Click on Advanced.
- Put 192.168.*.* in the exceptions box.
- Click on OK to close LAN Settings window.
- Click on OK to close Internet Options window.

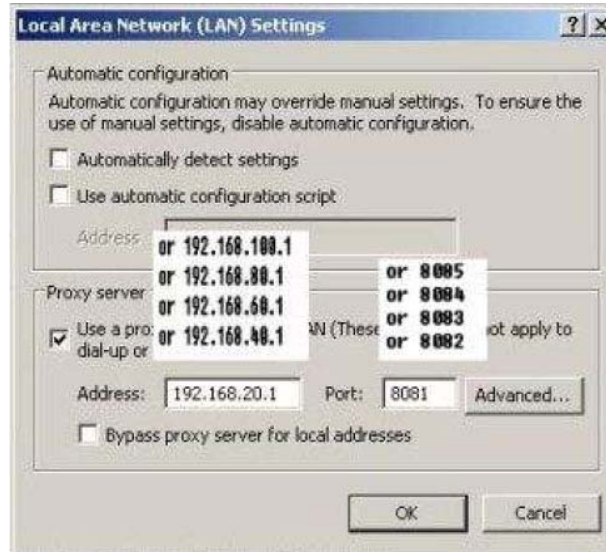
5.4.5 Below are the settings for Flat E.

Proxy Settings

Ensure that proxy setting in your Internet browser is set to proxy and correct port. Please follow the steps listed below for Internet Explorer 5.5 and above user; other Internet browser has similar setup.

- Open Internet Explorer.
- Choose Tools | Internet Options from the menu.
- Choose Connection tab.
- Click on LAN Settings button.
- Check on "Proxy Server"
- Put 192.168.100.1 in Address field.
- Put 8085 in Port field.
- Click on Advanced.
- Put my; 192.168.*.* in the exceptions box.
- Click on OK to close LAN Settings window.
- Click on OK to close Internet Options window.

Figure 2.



5.5 Instant Messenger

Users in all flats who use QQ instant messenger suite are to follow this instruction.



The screenshot shows the QQ Sign in window with the following fields and options:

- QQ No.: 12345678
- Password: [masked]
- Auto Login:
- Invisible:
- Advanced Setting: [button]
- Login QQ: [button]
- Other options:
 - Login Mode: Normal Mode
 - Clear UIN: [button]
 - Retrieve Password: [button]
 - Password Protection: [button]
- Network setting:
 - Type: HTTP Proxy
 - Address: 192.168.10.1
 - Port: 8080
 - User Name: student\7da0000
 - Password: [masked]
 - Domain(Optional): [empty]
 - Test: [button]
 - Select QQ Login Server:
 - Set Server Type You Login: Do not use Advanced of [dropdown]
 - Server address: [empty]
 - Port: 0

- Open QQ instant messenger.
- Key in user id.
- Key in QQ password.
- Choose advanced setting.
- Under network setting, select type **HTTP Proxy**.
- Put **192.168.10.1** in Address field.
- Put **8080** in Port filed.
- In username, fill in your Curtin's student id, e.g. **student\7da0000**
- Fill in your Curtin's student id.
- Click login QQ.

This proxy is applicable only to QQ instant messenger. For other type of IM please use your internet explorer setting.

5.6 Other Internet function

Other Internet service, which is not a web browser, has limited support via the proxy. Once again, it is highly recommended to have antiviral software installed in your computer. Additional personal security software also recommended ensuring a greater protection for each individual computer.

6. Termination

Student must fill in Form Y2 at least 1 day before the date of termination.

7. Contacts

ICT Department
Curtin University Sarawak Campus
CDT 250, 98000, Miri, Sarawak, Malaysia.
Phones: +6085443939 ext. 3988
Email: it.helpdesk@curtin.edu.my

Appendix 1

Filtered Internet Sites

The following list contains Internet Sites that has been filtered. The list will be updated frequently without further notification.

Category
Ads
Adult Content
Advertising
Aggressive
Drugs
Gambling
Hacking
Porn
Publicite
Violence
Warez
Proxy

Supported web browser

The following web browsers are supported

- *nix text web browser.
- Microsoft Internet Explorer v5.0 and above.
- Opera v9.0 and above.
- Firefox v.98 and above.
- Netscape.
- MSN Explorer.
- Web browser based on Gecko engine.
- Web browser based on Internet Explorer engine.

Exclusion

Currently, these are the supported chatting tools (excluding Voice call and WebCam services):

- Yahoo messenger v7.0 and above – instant messenger.
- QQ v2004 – v2006 Beta 2 instant messenger.
- Microsoft Live Messenger – instant messenger.
- ICQ v5.1 and above – instant messenger.
- Google Talk

Currently, these applications/services are not supported:

- Download tools e.g. internet download manager, getright, etc.

Should there be any mismatches in the filtered Internet Sites, please send your enquiry to:

it.helpdesk@curtin.edu.my

Revision

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ICT Department	5 th March 2007
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