

# Northeastern University ResNet & HuskyCable FAQs

## Q: What is ResNet?

A: ResNet is the high-speed network available to the students living in Northeastern-owned residence halls. When connected to ResNet, the students have access to the Internet, email, and library resources.

## Q. What services does the ResNet Resource Center provide?

A: ResNet employees provide a wide variety of free computer assistance, including:

- Networking problems
- Virus infection mitigation
- Removal of spyware
- Installation of software including antivirus software
- Web browser support
- Driver issues
- NIC card configurations
- File recovery
- Troubleshooting
- Setting up new computers
- Windows installation
- General computer support questions
- Husky Cable TV support

We also do our best to educate students about copyright issues and how to employ sound computing practices.

## Q. What services don't we provide at the ResNet Resource Center?

A. We do not provide hardware support. However, we do diagnose hardware problems and offer students advice and access to a choice of vendors.

## Q. Where are we located and what are our hours of operation?

The ResNet Resource Center (RRC) is located at 4 Speare Commons next to the Marino Center. The RRC is open 8:30am-7:00pm Monday- Thursday, 8:30am-4:30pm on Friday. We are closed on weekends and major holidays.

## Q: How am I protected from spyware and viruses on ResNet?

A: While the University uses technical measures to help defend ResNet against malicious network traffic such as spyware, worms and viruses, it is the student's responsibility to secure their computer by applying operating system and application updates, installing security fixes and patches, and maintaining updated antivirus software. The University provides a free copy of Symantec Antivirus to all students. This software license does not expire as long as the student is attending Northeastern. Many vendors will provide a free trial version of different antivirus software packages. However, once the trial period expires, users are required to pay fees to obtain the updates necessary to protect their computers. It is for this reason that we recommend using the free software from Northeastern. The University supports this product and can provide students with assistance if necessary. **Before installing the free Northeastern copy of Symantec Antivirus, it is critical that any existing antivirus software be UNINSTALLED first.**

## Q: Where can I get a free copy if I did not receive one or mine is lost or damaged?

A: Free copies are available online for download in the software download section of myNEU.neu.edu.

## Q: Do I need to bring to school with me the disks that came with my computer when it was new?

A: ABSOLUTELY! Certain types of computer problems you may encounter such as spyware, worms and other malware can require that your machine be reformatted. This completely wipes your hard drive clean. Your Operating System will then have to be reloaded which will require the disks that came with your computer. If you do not have these disks, ResNet technicians may not be able to assist you.

## Q: Can I download music and movies? What happens when I do?

A: The University network is intended to support the conduct of academic and administrative work related to an individual's role at the University. Downloading or sharing content with permission of the copyright holder is permissible; downloading without permission is a violation of the Appropriate Use Policy and federal law, and exposes the violator to suspension of ResNet service, disciplinary action, and possible civil and/or criminal penalties.

## Q: Can I use peer-to-peer applications (Kazaa, DC++, BitTorrent, etc.) on the network?

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A: Since peer-to-peer applications do have legitimate uses, the University does not prohibit their use. However, these applications import viruses, and spyware. They facilitate unintentional exposure of personal information, and are frequently used to illegally obtain and share copyrighted content. For these reasons, the University encourages discretion in the use of these technologies. Students who endanger the availability or performance of the ResNet network through use of these technologies risk suspension of ResNet service, disciplinary action, or both.

**Q: Will RRC ever search through my personal files, music, or movies?**

A: During machine inspections, the technicians will search only for malicious programs, viruses, and spyware on the system.

**Q: What hardware do I need in order to connect to Northeastern's wireless network?**

A: Any standard 802.11b wireless hardware is compatible with Northeastern's wireless network. This includes brand names such as Linksys and Apple Airport.

**Q: What is an 'access point'?**

A: A wireless access point provides the link between the 'wired' and 'wireless' networks, with a 2.4GHz transceiver for wireless communications and an Ethernet jack for connection to the network. The unit is typically attached to a wall or ceiling in a location that best serves the coverage area. Wireless Internet service will be available in all classroom and administrative areas in the fall of 2007.

**Q: Can I set up my own wireless access point?**

A: Personal wireless Access Points are not permitted on ResNet. Do not bring them to campus. Unauthorized use of a wireless access point on the ResNet is a violation of the Appropriate Use Policy, and subjects the owner to suspension of ResNet service and/or disciplinary action.

**Q: Can I connect a wireless router in my room?**

A: Wireless routers create unmanageable expansion of the University network, and for this reason, their use is not permitted. The University provides wireless access points in many convenient locations throughout campus and is planning to increase the coverage area. Wireless service is not available in residence hall rooms, but it is available in common areas

**Q: What Operating Systems (OS) are supported by the RRC?**

A: RRC supports the following operating systems: Windows Vista and XP, MAC OSX. Nonetheless, RRC will also support the following OS's on a best effort basis: Windows 95, ME, 2000, MAC OS 9, and Linux.

**Q: Where can I find more information about ResNet?**

A: Students can come to the ResNet Resource Center in the basement of Speare Hall or go to [www.help.neu.edu](http://www.help.neu.edu), where students can find more information such as self help tools, ResNet hours of operation, computing tips, the Appropriate Use Policy, and much more.

## HUSKY CABLE

**Q: What do I need to bring to school in order to connect to Husky Cable?**

A: A coaxial cable, your TV manual, your TV's remote control, and a cable splitter.

**Q: Where can I get a coaxial cable?**

A: Coaxial cables can be found in electronics and computer stores. They are also available at the NU Bookstore in the Curry Student Center and at ResNet during move in weekend.

**Q: Why do I need my TV manual?**

A: You need your manual to set your TV up to access the Husky Cable channel line up. If you do not have your manual, visit your TV manufacturer's Web site and download it.

**Q: Are all on-campus residences connected to Husky Cable?**

A: All NU owned buildings have access to Husky Cable. Students living in residences that are not owned by the University may be eligible for the Comcast Affinity program, starting in the fall of 2006. Visit myNEU this fall for more information about the program.