



Computer Network Services for Students

Both resident and commuter students at Monmouth University have access to our computer network. Each residence hall room is equipped with one data port per student. All data ports are active so that arriving students may immediately connect their computer systems to the University network: **HawkNet**.

HawkNet allows students who own their own computers to access campus and worldwide electronic resources from their residence hall rooms and other campus locations 24 hours a day, seven days a week.

- Frequently Asked Questions -

Do I need my own personal computer system while attending Monmouth University?

No. For those students who do not have personal computers, computers with network access are available in computer labs located throughout the campus including a 24 hour per day lab.

Who can subscribe to HawkNet Service?

Every registered student is automatically subscribed. (Direct wired service is currently not available in the Fountain Gardens or Pier Village apartments and other off-campus locations.) New students will be notified by letter of how to activate their user signon to obtain a valid password.

What services are provided?

For the academic year, HawkNet Service provides subscribers with the following:

- ☞ Campus-wide network connectivity (TCP/IP, Telnet, FTP, WWW, etc.)
- ☞ Controlled Internet access
- ☞ Access to your campus e-mail account
- ☞ Access to any campus network server that you are authorized to use.

What services will not be provided?

- ☞ Monmouth University will not provide any installation or configuration of hardware or software to any student's personal computer.
- ☞ The University does not provide insurance, or cover losses, for the theft or damage of personal computer systems.
- ☞ The University will not provide for hardware or software maintenance for any student's computer. It is strongly recommended that each student purchase a hardware maintenance plan from a provider of their choice.
- ☞ The University does not allow any commercial use of the network, peer-to-peer file sharing services that may impact network performance, servers, storage of copyrighted material, etc.
- ☞ The University will not provide static IP addresses. All IP addresses are assigned using DHCP.

Is there a monthly fee for HawkNet service?

No. This service is included in your tuition.

How do I set up my computer to connect to the network?

Your computer must be equipped with a Network Interface Card (NIC). This NIC is not a modem. Due to the wide variety of NICs available we do not recommend any specific manufacturer. The NIC must be capable of running 10BaseT and have an RJ45 termination jack. It is the responsibility of each student to have the NIC and its software drivers installed. You may do the installation yourself, or you may elect to have a vendor (of your choice) do the installation.

How do I attach my computer to HawkNet?

Once your computer system is properly configured, connect to the data port on the wall in your room or at one of the cyber-cafes. Data ports are identified by their blue color (red is telephone). Specific configuration information is available on move-in day, on the Monmouth Web site, from the Information Systems Help Desk (732-923-HELP), or in the University bookstore. You will need a category-5 straight-thru data cable between your computer and the data port. Cables may be purchased in the bookstore.

What if my personal computer does not properly connect to HawkNet?

If your computer does not properly connect to HawkNet review the documentation to ensure you have configured your machine properly. You may contact the Help Desk by dialing H-E-L-P. A University network technician will ensure that the problem is not related to the network. We are unable to troubleshoot any problems that are related to your computer system or are non-network related. This includes the installation and configuration of the Network Interface Card.

Will the University supply any additional software such as Netscape Browser or Internet Explorer?

No. It is the responsibility of each student to legally obtain and install all software.

Does Monmouth University offer a PC maintenance agreement?

No. Each student is totally responsible for all software and hardware maintenance of his or her personal computer. We strongly recommend a hardware maintenance agreement with a vendor of your choice.

What kind of computer hardware should I purchase?

Everyone has a different opinion on the best system. There are many factors that should be considered when purchasing a personal computer. Minimum requirements are either:

Desktop System -

- IBM compatible PC: 2.5 Ghz, 100GB hard drive, at least 1GB RAM, CD/floppy drives
- or -
- Apple: 1.5 Ghz, 80GB hard drive, CD/floppy drives

Laptop -

- PC Laptop: 1.4 Ghz, 10GB hard drive, at least 1GB RAM
- or -
- Apple MACBOOK: 1.83 Ghz, 80GB hard drive, 512 MB RAM

Any system should have a backup device (Zip, tape, CD/DVD RW) to copy and protect important files as well as a USB Flash Drive (256MB or greater) for transferring data.

What software should I have on my personal computer?

- Windows Vista, XP Home, or XP Pro Edition
- MAC OS X or newer
- Microsoft Office 2003 or Office 2007
- INTERNET Browser (IE 6 or higher)
- **Virus Protection Software (The University uses McAfee Virus Protection Software.) This is critical!!!**

Do I have to use my University student e-mail account?

Yes. It is important that offices be able to guarantee the authenticity of e-mail that they receive from students. For this reason, University offices have been advised only to respond to requests that come from Hawkmail accounts. If you do not routinely check your student email account you will miss important announcements, information, offerings, and programs.

Will I have access to my Internet Service Provider, e.g., AOL, AT&T WorldNet, Compuserve, etc.?

Yes. By using HawkNet, you can connect to most Internet Service Providers at much higher speeds with no additional costs. If your PC has a modem, you may dial any Internet Service Provider from your residence hall room however these calls may incur a toll charge, will tie up your telephone line, and can only run at a maximum speed of 56KBS. You do not need your own Internet Service Provider to use HawkNet.

Can I still connect to AOL Instant Messenger or Windows Messenger using my screen name via HawkNet?

Yes. Once you are connected to HawkNet you will be able to sign into Instant Messenger. The University cannot monitor or be responsible for any information transmitted either to or from you while using this service.

Do I have unlimited access to everything on the Internet?

No. Some high bandwidth applications have been blocked to prevent oversubscription of our Internet connection. The primary use of the Internet connection is in support of the various academic and administrative programs offered by Monmouth University. Applications such as streaming video and media sharing can adversely affect the network.

Can I legally download music and videos from the INTERNET?

Yes. Monmouth University has partnered with Ruckus™ to offer free downloading of music and videos. Registered students must register for this service at www.ruckus.com using their Monmouth University Network Access ID and password. Basic listening is free with the option to purchase music.

Can I set up my own server, on campus, to share files with other users?

While there is nothing to stop you from doing this, network restrictions may be imposed if the traffic generated from the application exceeds reasonable limits. You should also be aware that sharing copyrighted material is illegal. Such activity may constitute copyright infringement under the Copyright Act, Title 17 United States Code § 106(3). Furthermore, such activity would violate our Acceptable Internet Use Policy.

How long will my information (data) be stored on the University's servers?

The University takes reasonable precautions to preserve all data stored by students. Unfortunately, we are not able to retrieve lost data. It is the responsibility of each student to ensure all data is properly archived on their own personal media. All information stored on the University's servers under a student's account will be maintained (within the limits of the assigned quota) for the period of time the student is registered. If you graduate, drop out, or do not attend classes for six (6) months your account will be deleted and all data will be destroyed, including e-mail. The University reserves the right to remove offensive or illegal information at any time and without notice.

I have a wireless device. Can I connect to any services on campus?

The University has deployed wireless access throughout the campus. In order to connect to *HawkNet* via a wireless device you will need to obtain specific instructions from the Help Desk. You must have a valid Monmouth University account. In order to access our network using a wireless device you must be able to "authenticate" with the network. Not all wireless devices are capable of authenticating. If you are in doubt please contact the Help Desk. **We support 802.11b and 802.11g.**

Can I bring wireless routers and switches to campus?

Any device that interferes with the University's network will be disabled. This includes, but is not limited to, wireless access points, network sharing hubs, wireless extenders, etc.