



University of Worcester Residential Network (ResNet) Frequently Asked Questions (FAQ's)

Q. Can I connect network devices to ResNet i.e. Wireless access point, switch, hub?

A. ResNet does not allow any network devices to be connected. If you try this, your port may become disabled. Network bridging on machines may also disable your port.

Q. Can I use my web cam on ResNet?

A. Webcams will function over ResNet, though it depends on the application you are using. Skype has been tested and works, though the webcam functionality of msn messenger will not work over ResNet due to security reasons.

Q. Can I connect to gaming servers?

A. Some online games may work but we do not support online gaming and you may find you cannot connect to gaming servers. Please log a job with your contact details & the details of the ports the gaming server uses. We can confirm if the ports are already open, if they are not open, we can then assess if we can open the ports based on the security policy of the University.

Q. What is peer to peer software and can I use it on ResNet

A. Examples of peer to peer software include Kazaa, Limewire, E-mule/E-donkey, Soul Seek, Aquisition and Bittorrent. There are many others. These applications can be used to illegally download copyrighted files such as music, films and games and can slow down the ResNet service for all users. It is for this reason that such software is forbidden on ResNet.

Q. Can I use Xbox/Playstation on ResNet

A. Yes. Authentication of the Xbox/Playstation is done via the MAC Address of the device. If you have a problem then please log a call with the Helpdesk, providing contact details and the MAC address of the device. Please note ResNet will be detected as running "Strict NAT", which limits what is possible on the network.

Q. Ventrillo is not connecting to ResNet

A. The standard ports that are open on ResNet are 3784, 6100 if you require a specific port then Please log a job with your contact details & the details of the port number required.

Q. Can I play internet games

A. You can play online web based games on ResNet but you may find you cannot connect to online game servers. We do not support online gaming, however, log a job with the ILS specifying the game name, the ports it uses and contact details we can then check if the ports on the firewall are open. Please note: - it is prohibited to use ResNet for financial gain (poker websites)

Q. ResNet is not working in my room

A. Firstly make sure you have read the setup instructions and the above FAQs, you can next try connecting your machine in your flat mates room. If that was successful then it could be that your ResNet port is disabled or damaged. Please contact ILS Support who will be able to resolve this.

Q. Can ILS fix my broken PC or laptop

A. The ILS can offer advice and guidance with broken PC equipment but they are unable to fix hardware issues. If your machine needs the operating system reinstalled then you are required to bring the necessary recovery or windows disks. IT Services do not have copies of any Microsoft software.

Q. Can I access Wireless in Halls of Residence

A. Some Halls have Wireless available in the kitchen areas only - this is not part of ResNet.

Q. My program does not work through ResNet

A. To access the internet via ResNet, all traffic goes through the University Firewall. By default access is denied unless specifically requested. Whilst the most popular applications should work, as they have already been requested, some may not, either for security reasons or no request to open the ports up has been made.

Q. Can I access the Student App Portal through ResNet

A. Yes. Please go to the main University website (www.worc.ac.uk) and select the Students link from the top of the page. On the next page you can log in to the Student Application Portal. You will require you Student ID & Password.

Q. Can I print out documents through ResNet

A. Yes. You can print to any of the available University printers using your own personal/computer from ResNet. Please go to the following link: <https://eprint.worc.ac.uk/>. You will require your Student ID & Password.

Q. Can I use a tablet device (Ipad etc..) on ResNet

A. ResNet is only available via a wired (physical) connection in your room.