

# Network & Connectivity

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# Network Usage Policy

In order to use the computer resources available at FCTUC's Department of Electrical and Computer Engineering (DEEC), you must know the network usage policy presented on this page.

These standards are in place to ensure the correct availability of resources for all users, protecting them from any problems caused by misuse of resources.

## A) Users Rights and Duties

1. The accounts assigned to users are owned by DEEC;
2. Only students and collaborators of the University of Coimbra will be able to use one account;
3. Users are aware that their account is personal and cannot assign its use to third parties;
4. The user is responsible for servicing the machines, terminals and other network equipment they use;
5. The user is aware of the Computer Crime Law No. 109/91 published on 17 August 1991 which includes, among others, the following offenses:
  - Tampering or sabotaging of data, programs or computer systems;
  - Unauthorized access to computer networks and systems;
  - Illegitimate interception of programs and / or data;
  - Illegitimate reproduction and dissemination of programs;
  - That any attempted infringement, even if not consummated, is equally punishable by law;

## B) Terms of Use

1. The use of other users' password interception software is prohibited;
2. You are prohibited from accessing or attempting to access other users' accounts;
3. The installation of software on the Department's equipment is prohibited, as well as the configuration / reconfiguration of external or internal equipment, without prior knowledge of the Computer Network Management Office (GRI);
4. It is forbidden to change the physical characteristics of the Department's equipment, as well as to change its location without prior knowledge of the GRI;
5. It is forbidden to use programs that result in DoS (Denial of Service) and consequent interruptions of services in the network;
6. The dissemination of any and all illicit content (including games, software and music, advertising, pornography, copyrighted content, viruses / worms, etc.) is prohibited through the use of DEEC accounts and / or the Department's network;
7. The use of P2P (peer-to-peer) software is prohibited;

8. It is the responsibility of users to ensure that their account is not used by third parties, so you should take steps such as logging out whenever you are away from a device, using a secure password, changing your password regularly and not transmitting it to you. the 3rd;

## C) Good Network Usage Practices

1. The user should avoid reaching the quota limits assigned in each system, making a good management of the contents of the account and its email;
2. The user should avoid spreading large files to a large group of users;
3. You should avoid using bandwidth-intensive software at peak times that may interfere with network performance and operation. In such situations, the GRI reserves the right to terminate ongoing proceedings without prior notice;
4. The user should avoid that his account is a means of spreading any and all spam;
5. The user should avoid using the DEEC account to register on websites that do not have an academic and / or professional purpose;

## D) Sanctions

Users who fail to comply with the provisions set forth in the network usage policy will be subject to internal sanctions, in addition to the punishments contained in current legislation:

1. Temporary suspension of the user account if misuse occurs;
2. User account cancellation in cases of extreme severity;
3. Communication to the competent authorities of situations that result in the commission of a crime;

## E) Usage Control

1. Verification of the correct use of resources and compliance with all the above indications is the responsibility of the GRI, which should be contacted if in doubt.

# Voice (IP)

## Voice over IP Service

DEEC has a voice over IP infrastructure that has replaced the previous analog voice infrastructure. This service is integrated in the infrastructure of the University of Coimbra, making it possible to make internal calls between buildings and departments within it.

The prefix for DEEC is 42. Thus, all previous local extensions of DEEC went from the previous 4 digits to 6. For example, the old extension 1245 in the VoIP system becomes 421245.

You can always check the phone book at:

<http://web.deec.uc.pt/telefonos>

## Equipment

The installed terminal equipments are all SNOM 300 / SNOM 710 and have a set of modern features for user comfort:

- Call Forward
- Two input lines
- Two output lines
- Caller ID
- Address Book
- Free hands
- Best sound quality
- Ringtone Customization
- Outgoing Call Log
- Missed Call Log
- Call Rejection
- Conferences

## Call Costs

Zone	Cost (euro) / minute
Fixo Local	0,0070
Fixo Nacional	0,0070
Prefixo "96"	0,0200
Prefixo "922"	0,0200
Prefixo "924"	0,0200

Prefixo "925"	0,0200
Prefixo "926"	0,0200
Prefixo "927"	0,0200
Prefixo "91"	0,0280
Prefixo "921"	0,0280
Prefixo "929"	0,0280
Prefixo "93"	0,0300
Fixo-móvel nacional 31	0,0450
Nómada	0,0070
Fixo Espanha	0,0145
Fixo Europa Zona 18	0,0121
Fixo Restante Europa	0,0290
Fixo EUA e Canadá	0,0121
Fixo Brasil e Venezuela	0,0218
Fixo Restante América	0,1557
Fixo Marrocos	0,0192
Fixo África Zona 115	0,1090
Fixo Restante África	0,1557
Fixo Austrália	0,0178
Fixo Resto do Mundo	0,1175
Móvel Europa Zona 120	0,0560
Móvel Restante Europa	0,0970
Móvel EUA, Canadá, Brazil e Venezuela	0,1570
Móvel Restante América	0,1420
Móvel África Zona 125	0,1220
Móvel Restante África	0,2236
Móvel Austrália	0,1126
Móvel Resto do Mundo	0,1175
Satélite	1,9989

*Date: 4/4/2012 (Valid until 2015, subject to annual review)*

- [Guia Rápido - Snom 710\\_final.pdf](#)
- [UM\\_snom3xx\\_V2.2\\_en.pdf](#)

# Network Time Protocol (NTP)

The NTP service is intended to synchronize the time between the various network devices. The Computer Network Management (GRI) office maintains a time reference ([ntp.deec.uc.pt](http://ntp.deec.uc.pt)), synchronized with the central time servers of the University of Coimbra and other higher level references. The devices you want can sync with this local reference to keep your watch constantly updated and in sync.

To access the service, users must configure the device's NTP client by pointing to the [ntp.deec.uc.pt](http://ntp.deec.uc.pt) (or 193.136.205.254) server.

# Equipment Housing

Housing & Colocation service is available at the DEEC / ISR / IT Common Datacenter. This service is the colocation of the server or other computer equipment with network access.

Since the server is provided by the client, it will also be configured, administered and maintained (hardware) by the same. This way, its owner can install the software he wants as well as configure it carefully.

The space dedicated to this service has redundant connections to the network core and UPS connection and is physically limited, so new orders need to be checked for availability.

## Benefits and Features

- Energy - UPS access, ensuring greater electrical safety and equipment stability
- Temperature Control - HVAC (Temperature and Humidity Control) system provides constant temperature and relative humidity control
- Network core connection - Direct network core connection for increased stability, superior access speed and low latency between applications and users
- Security - Limited Access Space Enables Greater Equipment Security

## Owner Responsibilities

- Installation
- Configuration
- Maintenance
- Operation
- Backups
- Software Updates
- Problem solving
- Licensing

## Anomalies and Problems

For security reasons, if anomalies are detected (viruses, malicious software, software malfunctions, etc.), security breaches (attacked accounts, etc.) or any other issues that have a potential impact on the remaining infrastructure, The equipment will be immediately disconnected from the network



and delivered to the owner to correct the identified situations.