

## ***Personal Computer Support Policy for Non-Purdue Owned Equipment***

In an effort to alleviate the demand for computer space in the labs, the Krannert Computing Center (KCC) in cooperation with the university computer group ITaP will provide additional network support to Krannert Masters and Ph.D. students with laptops having wireless network cards. This service will be provided within the following guidelines:

- A wireless network card must be purchased at the student's expense and installed by the student. Every wireless card is different; KCC support may be limited due to our experience with a student's particular hardware.
- Anti-virus software must be installed and have the most current definitions updates. Free virus software is available to all students through the University.  
<http://www.itap.purdue.edu/security/download/>
- It is strongly suggested that the operating system be an **English** version of Windows XP. We do not actively support Mac OS, Windows 2000 and Windows 9x or other language versions of Windows XP.

**We reserve the right to refuse of support of any machine that does not follow the above specified guidelines or if it has any file sharing software installed (i.e. BearShare, KaZaA, WinMX, Morpheus, AudioGalaxy, etc.)**

If the above conditions are met, a KCC staff member will assist in the configuration of the Krannert student's computer to access the Krannert network resources. This connection will be through the campus wireless network known as PAL (Purdue Air Link) <http://www.itap.purdue.edu/airlink/> and will assign a DHCP address to the computer each time it connects. A static IP address is not provided. **No computer resources may be shared from this computer.** This includes, but is not limited to, sharing hard drive, web/http services, and FTP services. In addition, all Krannert, ITaP and University regulations concerning the operation of computers on the network must be complied with.  
<http://www.itap.purdue.edu/security/>.

Due to the number of different hardware and software configurations possible in addition to the limited number of available staff members, it will not be possible for KCC staff to actively support non-Purdue owned machines. Once the network connection has been verified and Krannert Resources have been accessed successfully, the KCC will not be required to provide any additional computing support including but not limited to virus infections, malware infections and/or hardware failures. Additionally advice can be offered on recommended course of action, including recommendations of local computer repair shops. The Krannert Computing Center does maintain the right to have ITaP disable any computers network access if that computer is identified as interfering with normal network operations or found abusing access to Krannert Network Resources.