

Document Title: ICT Knowledgebase – Networking Infrastructure & Connectivity

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ICT Knowledgebase – Topic: Networking Infrastructure & Connectivity

This section provides detailed guidelines, troubleshooting steps, and best practices for addressing network-related issues at AKU. It covers wired and Wi-Fi connectivity, common network outages, performance troubleshooting, and protocols for reporting connectivity issues.

Frequently Asked Questions (FAQs)

Q1: What types of network connections are available at AKU?

A: AKU offers both wired (Ethernet) and wireless (Wi-Fi) connections across all campuses and offices to ensure high-speed connectivity.

Q2: How do I connect to the AKU Wi-Fi network?

A: Ensure your device's Wi-Fi is enabled and select the AKU network from the available list. Enter your AKU credentials if prompted.

Q3: What should I do if I cannot connect to the Wi-Fi network?

A: First, verify that your device's Wi-Fi is turned on, restart your device, and check if you are in a coverage area. If issues persist, contact the ICT Service Desk.

Q4: I am connected to the network, but my internet speed is slow. What can I do?

A: Slow speeds might be due to high traffic or a temporary outage. Try restarting your device, closing bandwidth-heavy applications, and if the issue continues, report it to ICT Service Desk.

Q5: How do I troubleshoot wired (Ethernet) connectivity issues?

A: Check that the Ethernet cable is securely connected, inspect for any visible damage, and try a different port if available. Contact ICT Service Desk if the problem remains unresolved.

Q6: What is the procedure to report a network outage?

A: If you experience a complete loss of network connectivity, report the outage immediately to the ICT Service Desk.

Q7: How do I know if the network outage is affecting just my device or the entire area?

A: Check with colleagues, if others are affected, it is likely a broader network issue. Mass email circulation will also be sent by ICT Service Desk to the affected users.

Q8: Are there any maintenance windows or scheduled network outages?

A: Yes, ICT periodically schedules maintenance to update or upgrade network systems. Users will receive advance notice via email communications.

Q9: What are the recommended best practices for maintaining a stable network connection?

A: Keep your device's network drivers updated, avoid using outdated hardware, and ensure you are within the effective range of Wi-Fi access points.

Q10: Can I use public Wi-Fi to access AKU systems?

A: It is not recommended to use public Wi-Fi when accessing sensitive AKU systems. If you must, always use a secure VPN connection to protect your data.

Q11: How do I set up a VPN connection for remote access?

A: ICT will assist you to download the VPN client, install it, and configure it using your AKU credentials and specific server details.

Q12: What should I do if my VPN connection is unstable?

A: Verify your internet connection, restart the VPN client, and ensure you have the latest version installed. If instability persists, contact ICT Service Desk.

Q14: Can network issues affect services like email or remote access?

A: Yes, network outages or slow speeds can affect email delivery, remote access, and other online services.

Q15: What are the guidelines for using wired versus wireless connections?

A: For stationary workstations, a wired connection is preferred for stability and speed. For mobile devices or areas where wiring isn't feasible, Wi-Fi is used.

Q16: How do I secure my Wi-Fi connection on a personal device?

A: Ensure you are connecting to the official AKU network, avoid using unsecured public networks, and consider using a VPN when working remotely.

Q17: What should I do if my device frequently disconnects from the network?

A: Troubleshoot by checking for driver updates, testing with another cable or access point, and, if the problem persists, contact ICT Service Desk for further diagnostics.

Q18: Are there any restrictions on bandwidth usage?

A: Bandwidth is managed to ensure fair use. Excessive bandwidth usage may be flagged by ICT.

Q19: How do I know if the issue is with my device or the network?

A: Try connecting another device to the same network point. If the second device has similar issues, the problem is likely network-related.

Q20: What steps should I take if I notice unusual network activity on my device?

A: Unusual network activity may indicate a security issue. Disconnect from the network, run an antivirus scan, and report the activity to ICT Service Desk immediately.

Q21: Can network connectivity issues affect video conferencing and online collaboration tools?

A: Yes, unstable connectivity can impact video conferencing quality and delay online collaboration. Ensure your network is stable before important meetings.

Q22: What should I do if there is a recurring network issue in my area?

A: Report recurring issues to the ICT Service Desk with details such as time, location, and error messages. This helps ICT identify and address localized problems.

Q23: How is network infrastructure maintained at AKU?

A: ICT continuously monitors and maintains network systems, including regular updates, security patches, and performance optimizations to ensure reliable connectivity.

Q24: Who should I contact if I need assistance with network configuration on a new device?

A: Contact the ICT Service Desk for help with configuring network settings on any new official device.

Q25: Are there guidelines for using network resources during peak hours?

A: Yes, users are encouraged to schedule bandwidth-intensive tasks during off-peak hours when possible to ensure optimal performance for everyone.

Q: Can I get Wi-Fi access for a guest?

A: Yes, AKU public Wi-Fi is already available in AKU Campus.

Q: How do I connect a smart device (e.g., tablet) to AKU Wi-Fi?

A: Use the “AKU Wi-Fi” network and log in with your AKU credentials.

Q: How do I request VPN for fieldwork?

A: Submit a VPN Access Request Form through the

<https://one.aku.edu/it/forms/RemoteAccess/Pages/Employee.aspx> with proper justification and manager approval.

Q: Can I access library resources off-campus?

A: Yes, use VPN or log in through the library portal with your AKU credentials. Access depends on licensing agreements.

Q: Can I request an internet bandwidth increase for my location?

A: AKU provides a standard bandwidth allocation to all users. Temporary bandwidth increases are only considered for official events or critical functions.

You'll need:

- Approval from your **Department Manager**
- Justification and event details
- IP address of the location (if available)

Submit this request to the ICT Service Desk for evaluation and provisioning.

Q: Who manages Wi-Fi and wireless network access at AKU?

A: The ICT Department is solely responsible for deploying, managing, and maintaining all wireless networks and access points across AKU. No other department or individual is authorized to install or configure wireless equipment.

Q: Can I install my own Wi-Fi router or access point in my office or hostel?

A: No. Personal or unauthorized wireless routers and access points are strictly prohibited. These pose a serious security risk and are subject to immediate removal or confiscation without notice.

Q: What should I do if the Wi-Fi signal is weak in my area?

A: Submit a request to the ICT Service Desk with your location details. ICT will assess and troubleshoot signal strength.

Q: Can students or residents request a dedicated Wi-Fi connection in their rooms?

A: No dedicated access points are allowed in individual rooms. Shared access is provided and maintained centrally by ICT based on coverage and bandwidth availability.

Q: What is the policy for using Wi-Fi on campus?

A: All users must comply with AKU's Acceptable Use of ICT Resources Policy. Misuse or unauthorized tampering with the wireless network may result in disciplinary action, including revocation of access or HR action.

Q: What happens if someone is found using an unauthorized wireless device?

A: The device will be removed from the network immediately. The user may also face disciplinary action as outlined by ICT and HR policies.

Q: Is Wi-Fi monitored by ICT?

A: Yes, wireless usage and access points are actively monitored by ICT to maintain performance, detect threats, and ensure policy compliance.