Using the Fermilab network

General information—which network do I use?

The "Guest network" (guest and eduroam): Available for laptops, phones or other mobile device users that need basic network access for email and web browsing. You are required to register just prior to using the Guest network.

"Fermilab network" = wired or fgz wireless networks—Provides full access to resources that don't require specific authentication. The wired and fgz networks have security restrictions depending on how the devices are configured. You are required to register before using the Fermilab network.

What WiFi network should I use?	Connect to the WiFi SSID		
	Fermilab guest network		Fermilab network
	guest	eduroam	fgz or wired
I need basic network access for email and web browsing.	X		
My device is configured for eduroam.		X	
I need to access certain Fermilab services such as printing, accessing shared drives, accessing various websites not intended for the public, etc.			X

Before coming to Fermilab

In addition to any instructions provided by your experiment…

- **Familiarize yourself with the Fermilab Policy on Computing** at http://cd-docdb.fnal.gov/cgi-bin/ShowDocument?docid=1186
  You must abide by the appropriate use policies. Any misuse or policy violation can result in temporary suspension of privileges.
- **Register your laptop.** If you will be connecting to the Fermilab **wired** or **fgz** network using a personal device (or device owned by an institution other than Fermilab), follow these instructions to register it: https://fermi.servicenowservices.com/kb_view.do?sysparm_article=KB0011206
  Registration is usually completed during business hours, and it can take up to a business day to complete. You will receive email confirmation as each step has been performed.
- **Make sure your laptop is running a Kerberized version of the SSH software if you intend to connect to lab machines.** Take your laptop to Service Desk (Wilson Hall Ground Floor) to get this installed.
- **Be aware that end-of-life operating systems (those no longer receiving security updates from their vendors) are not allowed on the Fermilab network and will be blocked.** Some specific operating systems that are allowed are listed here: https://fermi.servicenowservices.com/kb_view.do?sysparm_article=KB0011331. (This policy is applicable to all devices and operating systems.)

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Fermilab

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What to do if you are blocked from a network (or think you may be)

For the **fgz** or **wired** networks, if your computer or mobile device is in violation, a "Tissue event" and a corresponding Service Desk ticket will be created and your computer or device may be blocked from the network.

For the **guest and eduroam** networks, if your computer or mobile device is in violation, you may or may not receive a notification. If you suspect you are blocked, follow the instructions at right.

All Tissue events require corrective action before your computer or device will be allowed back on the network.

The registered system administrator will receive an email from either the Service Desk (fermi@service-now.com) or the Fermilab cybersecurity team. The message will include details about why the device is blocked and how to take corrective action.

If you did not or are unable to receive a notification and you suspect you are blocked, follow the instructions at right.

1. Call the Service Desk at x2345 or visit in person (Wilson Hall, Ground Floor)

2. If blocked:

A, You or your system administrator must take corrective action*. Once that is done, visit the Service Desk. (Doing so and bringing your device with you is the quickest option.)

B. Call the Service Desk at x2345, or, if you received email from fermi@service-now.com, you can reply to that email with information about the corrective action you have taken.

* Details will be provided in an email to the registered system administrator from the Service Desk or the Fermilab cybersecurity team. The Service Desk can also provide details.

Frequent causes of being blocked from the Fermilab network

- Using anonymous bypass VPNs (used to bypass controls) including Hola or TOR. (VPNs provided by home institutions are allowed.) This software must be removed from the device.
- Running screen sharing or remote desktop sharing software (allowed only if there is someone present onsite to monitor the session). VNC is allowed if it is tunneled via SSH.
- Using peer-to-peer BitTorrent-like clients.
- Allowing SSH service connection by means of a plain-text password.
- Running an end-of-life operating system.
- Having your computer involved in a suspected cybersecurity incident such as an active virus infection.

In general, any service that allows others to connect to your device over the Internet is not allowed through our firewall. Ask cybersecurity@fnal.gov if you have questions or concerns.