

Internet Security & Web Blocking at RACC.

Purpose

This document outlines the Internet Security provision at RACC which is in place to prevent inappropriate content or sites being accessed from the college wired and wireless networks.

The document also outlines the steps that college members can take if they feel material is being blocked inappropriately, or indeed material is available which shouldn't be.

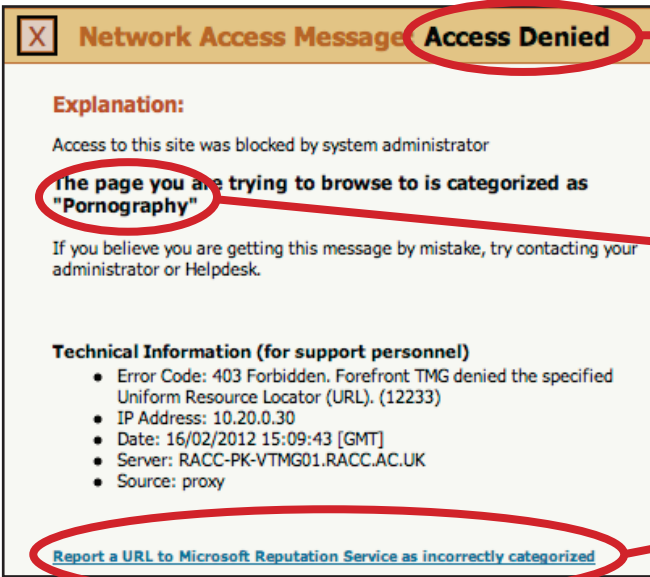
How it works

The college internet connection uses a device called a *firewall*. This firewall looks at everything coming into the college from the internet and makes a judgement about whether to allow it through or not, for example if it thinks the web page might contain racism or if an e-mail has a virus.

Whenever the firewall stops something coming into the college it makes a record of what happened so that it can be investigated later if necessary.

What it looks like

If you are prevented from accessing a webpage the firewall thinks is inappropriate you will see a *Network Access Message* page.



The screenshot shows a 'Network Access Message' window with the following content:

- Access Denied** (circled in red)
- Explanation:**
 - Access to this site was blocked by system administrator
 - The page you are trying to browse to is categorized as "Pornography"** (circled in red)
 - If you believe you are getting this message by mistake, try contacting your administrator or Helpdesk.
- Technical Information (for support personnel)**
 - Error Code: 403 Forbidden. Forefront TMG denied the specified Uniform Resource Locator (URL). (12233)
 - IP Address: 10.20.0.30
 - Date: 16/02/2012 15:09:43 [GMT]
 - Server: RACC-PK-VTMG01.RACC.AC.UK
 - Source: proxy
- [Report a URL to Microsoft Reputation Service as incorrectly categorized](#) (circled in red)

Annotations with red lines pointing to the screenshot:

- Access Denied** means this site is blocked.
- This shows the reason why the firewall has prevented access to the web page.
- This link should not be used by RACC members. Contact ITS instead.

How to request access to a blocked page.

Like all automatic systems the firewall may occasionally make a mistake and block a web page which shouldn't be restricted or which you need access to, such as for your studies. If this happens students should contact feedback@racc.ac.uk or fill in a feedback form. Staff should contact the IT Services helpdesk.

Any requests will be investigated and responded to within 5 working days.