

# Service systems

Service systems are devices that are connected to the Jade University network and to which no user generally logs into interactively. These include, but are not limited to

- Infosys terminals
- Kiosk PCs
- Smart meters
- Whiteboards

## Contact person

With this type of device, there is no direct assignment of the system to a user. For this reason, the client must appoint a technical contact person before procuring a service system. This person is responsible for maintenance and proper operation.

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To enable secure operation of such devices on the Jade University network, the following conditions must be met.

## Device name

The complete device name is formed from the host name and the primary DNS suffix.

### Hostname

The host name of a service system is formed as follows:

**<type>-<MAC address>**

- **type**
  - dev: Service systeme
- **MAC address**
  - The last 7 digits of the MAC address (without colons) of a network adapter installed locally in the device (see notes)

Example: **dev-b5a7d9b**

### Primary DNS suffix

The primary DNS suffix of a service system is `hs-woe.de`

Enter the host name and the primary DNS suffix in the service system.

Example: **dev-b5a7d9b.hs-woe.de**

### Notes:

- Local network adapters are network interfaces permanently installed in the system, for example Wi-Fi / WLAN or LAN. Do **not** use the MAC address of a docking station, a LAN adapter connected via USB or similar.
  - Service systems do not receive permanently assigned IP addresses; they are assigned dynamically from IP address pools. Therefore, always use the name of the device for access.
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## Virus protection

If possible, the service system should - if available for the system - be equipped with suitable and constantly updated virus protection.

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## Labeling

The following information must be clearly visible on the service system

- Host name
- First and last name of the technically responsible person with contact details

Example: dev-7654321, Max Mustermann, mustermann@jade-hs.de, 1234

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## Network connection

Like all other devices in the future, service systems must log on to the Jade University network. A special service user is required to log on to the network, which you can obtain via the [Ticketssystem](#) in the [HRZ-Servicedesk](#) by providing the following information:

- Area: Service systems
- First and last name of the technically responsible person employed at the university
- Desired duration of the user account

You will then receive a personal service user with a password defined by us. You can then use this to configure the network connection, follow the instructions for [wireless connection](#) or for [wired connection](#).

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