

National Chengchi University

Computer Center Internet and IP Address Suspension Q&A

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Internet and IP address suspension inquires

- [Student dormitory Internet and IP address suspension inquiry website](#)
- [Teaching and research area Internet and IP address suspension inquiry website](#)

Why was my access to the Internet blocked? Why was my registered/reregistered IP address suspended?

- You have been reported for violating information security policies or listed as an information security violator by the Ministry of Education.
- You have been identified as a spammer or blocked by the Ministry of Education for abuse.
- You have seriously violated intellectual property laws or other similar regulations.
- Your computer has been infected with a virus or seriously attacked in some other way that compromises network security.
- You have caused IP address conflicts.

How to regain access to the Internet:

- You have been reported as a spammer:
Stop sending spam emails immediately and send an email to abuse@nccu.edu.tw with the following content:
 - Student ID and name
 - IP
 - Reason for sending spam emails
 - Actions taken

Once we have received the email, we will forward it to the Ministry of Education and ask the person responsible to lift the IP address restriction.

- You have breached information security, maliciously attacked others, or your computer has been infected with a virus or

hacked:

Remove the virus, malware, or reinstall your operating system and send an email to ccsafe@nccu.edu.tw explaining what action you have taken. Alternatively, call extension 67343 and let us know that the issue has been fixed. Only then will the IP address restriction be lifted. You have been reported for violating intellectual property laws. The case shall be processed in accordance with the [National Chengchi University Procedures for Handling Intellectual Property Infringement Using Student Dormitory Internet](#)

- o Visit the Network Section on the 5th floor of the Computer Center and explain the situation.
- You have seriously violated relevant laws and regulations:
 - o The NCCU Office of Student Affairs shall be informed
 - o The case shall be processed in accordance with the [National Chengchi University Network Usage Regulations](#)

How to handle network conflicts:

- First, make sure you are trying to use the IP address you registered ([click here to check](#)). Since you change your dormitory room once per academic year, you will need to reregister your IP address at the beginning of each academic year (i.e., when school starts).
- The new dormitory IP address registration system allows all legally registered students to use the Internet (of course, all information must be entered correctly). You will use your IP address for the duration of the semester unless you change it. Even if someone steals your IP address, they cannot use it to access the Internet.

If a network conflict occurs, a legally registered person may not be able to access the Internet. If this happens, we recommend that you restart your device and try to use the Internet again (we have found that users with newer versions of Windows operating systems can access the Internet after restarting their devices)! If you still cannot access the Internet after restarting your device, you may need to try again later!