

Network Device Registration



Esther Silver on January 27, 2020

Policy Type

Procedure

Devices on the UCSF network which provide service to the Internet, route traffic, firewall, monitor or provide network access (such as a wireless access point) must be registered with ITS.

Registration of your network devices helps both the owner and the network staff by providing contact information in case of network issues. It also helps to fast track some types of requests such as those having to do with border exceptions.

Registration Information:

- [Wireless Access Point](#) ^[1]
- [Firewall, VPN, Gateway or Proxy](#) ^[2]
- [Server](#) ^[3]

Registering a Wireless Access Point

UCSF Wireless Networking Policy ^[4] and Network Gateway Policy ^[5] require that all wireless access points be registered with ITS. Device registration is a simple process performed via the Customer Support ^[6] web interface to Service Now using the following steps:

1. Login to the Customer Support ^[6] web interface
2. In the Description section copy and paste the following text and fill it out as best as you can (we will contact you to help you find the answers to any questions you may not

- know now).
3. Click the "Submit" button.
 4. An Enterprise Security Customer Advocate will contact you to go over your request and help make sure your device is configured to be compliant with Wireless and Network Policies.

Wireless Device Registration

Device Name:

Device Manufacturer:

Device Model:

Wireless Network Name (SSID):

External (Wired) Hardware Address (MAC):

External (Wired) IP Address:

Is the External IP Address Static or DHCP:

What Physical Wall Port is the Device Attached To:

Wireless (Internal) Hardware Address (MAC):

Wireless (Internal) IP Address: Internal Network (If Applicable):

Does the device Bridge, Route or NAT:

Is the Wireless Network Encrypted (WEP, WPA, WPA2, LEAP etc):

Does the Wireless Network Restrict Access (how?):

Which Department is Responsible For The Device:

Who is the Primary Contact for the Device:

Primary Contact Phone Number:

Primary Contact Email Address:

Who is the Secondary Contact for the Device:

Secondary Contact Phone Number: Secondary Contact Email Address:

Firewall, VPN, Proxy and Gateway Registration

UCSF Network Gateway Policy ^[5] requires that all network gateways (such as VPNs, Firewalls and Proxies) be registered with and approved by ITS. Device registration is a simple process performed via the Customer Support ^[6] web interface to Service Now using the following steps:

1. Login to the Customer Support ^[6] web interface
2. In the Description section copy and paste the following text and fill it out as best as you can (we will contact you to help you find the answers to any questions you may not know now).
3. Click the "Submit" button.
4. An Enterprise Security Customer Advocate will contact you to go over your request and help make sure your device is configured to be compliant with Wireless and Network Policies.

Gateway Registration

Device Name:

Device Manufacturer:

Device Model:

Device Operating System:

External Hardware Address (MAC):

External IP Address:

Is the External IP Address Static or DHCP:

What Physical Wall Port is the Device Attached To:

(Please repeat the following Internal questions for each interface)

Internal Hardware Address (MAC):

Internal IP Address:

Internal Network (If Applicable):

Does the device Bridge, Route, NAT or Provide Virtual Private Networking (mo

Which Department is Responsible For The Device:

Who is the Primary Contact for the Device:

Primary Contact Phone Number:

Primary Contact Email Address:

Who is the Secondary Contact for the Device:

Secondary Contact Phone Number: Secondary Contact Email Address:

Server Registration

ITS requests that you register servers so that we have a method of quickly contacting you in the event of a network issue related to the device. Device registration is a simple process performed via the Customer Support ^[6] web interface to Service Now using the following steps:

1. Login to the Customer Support ^[6] web interface
2. In the Details page copy and paste the following text and fill it out as best as you can (we will contact you to help you find the answers to any questions you may not know now).
3. Click the "Submit" button.
4. An Enterprise Security Customer Advocate will contact you to go over your request and help make sure your device is configured to be compliant with Wireless and Network Policies.

Server Registration

Device Name:

Device Manufacturer:

Device Model:

Device Operating System:

Network Hardware Address (MAC):

Network IP Address:

Is the IP Address Static or DHCP:

What Physical Wall Port is the Device Attached To:

What service are provided by the device:

Which Department is Responsible For The Device:

Who is the Primary Contact for the Device:

Primary Contact Phone Number:

Primary Contact Email Address:

Who is the Secondary Contact for the Device:

Secondary Contact Phone Number: Secondary Contact Email Address:

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

Site Login Site Index

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Source URL: <https://it.ucsf.edu/policies/network-device-registration>

Links

- [1] <https://it.ucsf.edu/policies/network-device-registration#wireless>
- [2] <https://it.ucsf.edu/policies/network-device-registration#firewall>
- [3] <https://it.ucsf.edu/policies/network-device-registration#server>
- [4] <https://it.ucsf.edu/policies/wireless-networking-and-security-standards>
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