

Frequently Asked Questions (FAQ) For Virtual Private Network (VPN) Usage in UTeM.

SOALAN/QUESTION	JAWAPAN/ANSWER
<p>S1. MENGAPA KITA PERLU MENGGUNAKAN VPN UTeM ?</p> <p>Q1. WHY SHOULD WE USE UTeM VPN ?</p>	<p>J1. VPN adalah aplikasi yang menyediakan enkripsi <i>end-to-end</i> untuk sambungan internet anda. Enkripsi VPN ini memberikan sambungan web yang selamat ke rangkaian dan peranti di UTeM, di mana sahaja staf/pelajar berhubung dari Internet. Setelah sambungan VPN ke UTeM berjaya dibuat, data akan di enkripsi, ia adalah selamat dari Wi-Fi palsu, penggadam, man-in-the-middle dan pengiklan seperti mana anda berada didalam rangkaian UTeM.</p> <p>A1. A VPN is an application that provides end-to-end encryption for your internet connection. This VPN encryption delivers a secured web connection to UTeM network and devices, no matter where staffs/students connected to from the Internet. Once your VPN connection to UTeM is successfully established, data is encrypted, it is private and secure from fake Wi-Fi, hackers, man-in-the-middle and advertisers as if we are already in UTeM network.</p>
<p>S2. SIAPAKAH YANG DIBENARKAN UNTUK MENGGUNAKAN PERKHIDMATAN VPN UTeM ?</p> <p>Q2. WHO ARE ALLOWED TO USE UTeM VPN SERVICE ?</p>	<p>J2. Perkhidmatan VPN UTeM adalah dikhaskan untuk penggunaan staf dan pelajar UTeM dengan pengecualian terhadap pengguna pihak-ketiga seperti pembekal yang telah mendapat kebenaran daripada pihak UTeM.</p> <p>A2. UTeM VPN service are allowed exclusively for UTeM staffs and students with the exception of third-party user such as outside vendors that have been given permission by UTeM.</p>
<p>S3. APA MAKLUMAT YANG DIPERLUKAN SEBELUM BOLEH MENGGUNAKAN VPN UTeM ?</p> <p>Q3. WHAT INFORMATION DO USERS NEED TO USE UTeM VPN ?</p>	<p>J3. Sebelum pengguna boleh menggunakan perkhidmatan VPN UTeM, sila pastikan ID dan kata laluan Wi-Fi UTeM boleh digunakan tanpa masalah kerana perkhidmatan VPN UTeM juga menggunakan ID dan kata laluan yang sama. Disamping itu, pengguna juga perlu memastikan virtual hub yang betul sewaktu login ke VPN UTeM. Sila ikuti tatacara penggunaan VPN UTeM di https://pppk.utem.edu.my/ms/rujukan/tatacara/category/17-vpn-utem.html bergantung kepada jenis peranti apa yang akan digunakan untuk sambungan ke VPN UTeM.</p> <p>A3. Before using UTeM VPN service, please make sure your UTeM Wi-fi ID and password can be used without issues because the UTeM VPN is using the same credentials. Other than that, users also have to make sure that they are logging in to their respective virtual hub. Please look into the UTeM VPN manual on how to use the service at https://pppk.utem.edu.my/ms/rujukan/tatacara/category/17-vpn-utem.html depending on what type of device will be used to connect to UTeM VPN.</p>

<p>S4. BILA PATUT KITA GUNA VPN UTeM ?</p>	<p>J4. Kita hanya perlu guna VPN UTeM apabila :</p> <ol style="list-style-type: none"> a. Mahu remote ke peranti di dalam rangkaian UTeM. Sebagai contoh, UTeM membenarkan sambungan remote secara RDP untuk pengguna remote terus ke komputer mereka di dalam UTeM. Ini terutamanya untuk kegunaan staf UTeM yang bekerja dari rumah dan juga untuk pelajar UTeM yang perlu mengakses komputer makmal sekiranya perlu. b. Pengguna menggunakan aplikasi client-based UTeM seperti aplikasi SMSM, SMKB, SMP atau mana-mana perisian berlesen UTeM yang lain, pengguna tidak perlu untuk remote ke komputer mereka di UTeM. Sebaliknya pengguna hanya perlukan sambungan ke VPN UTeM dan terus sahaja menggunakan aplikasi-aplikasi tersebut di atas. Pengguna hanya perlu install aplikasi client-based yang dikehendaki dan terus menggunakannya seolah berada dalam rangkaian UTeM. <ol style="list-style-type: none"> i. Untuk perisian berlesen seperti AutoCAD, Solidworks, MATLAB dan sebagainya; juga boleh digunakan menerusi VPN UTeM sekiranya perisian atau aplikasi tersebut membenarkan penggunaan menerusi rangkaian seperti VPN. ii. Sila uji dahulu perisian atau aplikasi tersebut di UTeM sebelum menghebahkan penggunaannya menerusi VPN UTeM kepada pengguna anda. iii. Makluman, VPN UTeM hanyalah sebuah perkhidmatan atau medium untuk pengguna berhubung dengan rangkaian dalaman UTeM daripada luar, oleh itu segala kawalan terhadap penggunaan perisian berlesen adalah dibawah tanggungjawab pihak fakulti untuk menentukan syarat penggunaannya kepada pengguna anda. c. Pengguna TIDAK PERLU sambungan ke VPN UTeM daripada luar UTeM sekiranya hanya ingin menggunakan Internet seperti biasa.
<p>Q4. WHEN SHOULD WE USE UTeM VPN ?</p>	<p>A4. We only have to use UTeM VPN when :</p> <ol style="list-style-type: none"> a. We want to establish a remote connection to our devices in UTeM. For example, UTeM allowed for Remote Desktop Protocol (RDP) connections via UTeM VPN for users to remote into their PC in UTeM. This is especially for staffs Working From Home experience and also for students to access their lab PCs if necessary. b. Users want to use UTeM client-based applications such as SMSM app, SMKB app, SMP app, licensed software app etc. This way, users doesn't necessarily need to remote via RDP to their PCs in UTeM. Users can just install the client-based apps in their laptop/PC at home and connect to UTeM VPN to directly use it as if they are in UTeM network. <ol style="list-style-type: none"> i. As for licensed software applications such as AutoCAD, Solidworks, MATLAB etc; UTeM VPN can also work if the application permits the use of licensed software through the network. ii. Please test the licensed software application in UTeM first before deploying the use via UTeM VPN to your users. iii. Please note that UTeM VPN is only to be used as a medium for users to connect into UTeM internal network, hence all the control of licensed software are for the faculties to decide and determine the use of it. c. Users DOESN'T NEED to connect to UTeM VPN from outside UTeM if they only wanted to use the Internet as usual.

<p>S5. APAKAH PERBEZAAN MENGGUNAKAN APLIKASI PIHAK KETIGA YANG LAIN SEPERTI TEAMVIEWER, ANYDESK, CHROME REMOTE DAN SEUMPAMANYA BERBANDING DENGAN VPN UTeM ?</p> <p>Q5. WHAT IS THE DIFFERENCE BETWEEN USING OTHER THIRD-PARTY REMOTE APPLICATION SUCH AS TEAMVIEWER, ANYDESK, CHROME REMOTE AND SUCH WITH UTeM VPN ?</p>	<p>J5. Aplikasi remote lain sebenarnya memerlukan sambungan kepada pihak ketiga dimana sambungan ini adalah dikawal oleh tuan punya aplikasi tersebut yang tiada jaminan keselamatan untuk UTeM. Contoh :</p> <p>Internet > Server Aplikasi Pihak Ketiga (TeamViewer/Anydesk/Google di Internet) > Peranti di dalam rangkaian dalaman UTeM</p> <p>Jika menggunakan VPN UTeM, sambungan kedua itu adalah daripada rangkaian UTeM sendiri. Contoh :</p> <p>Internet > Server VPN UTeM > Peranti di dalam rangkaian dalaman UTeM</p> <p>Sambungan kepada pihak ketiga ini tiada jaminan keselamatan bagi pihak UTeM dan adalah diluar kawalan pihak PPPK UTeM. Oleh itu, pihak PPPK UTeM telah menghalang penggunaan beberapa aplikasi ini daripada digunakan terhadap rangkaian UTeM disamping kawalan akses terhadap pengguna UTeM sahaja. Pengguna luar selain UTeM adalah tidak dibenarkan remote masuk ke rangkaian dalaman UTeM tanpa kebenaran.</p> <p>A5. Other third-party remote application actually connects to the third-party remote provider where they control the remote session which is not beneficial or deemed secure for UTeM. Example :</p> <p>Public Internet on the Internet > Third-Party Application Server (TeamViewer/Anydesk/Google) > Devices inside UTeM private network</p> <p>If using UTeM VPN, the second connection is straight to UTeM DMZ and UTeM private network. Example :</p> <p>Public Internet > UTeM VPN Server > Devices inside UTeM private network</p> <p>Connections to these third-party providers doesn't benefit UTeM in any way and are deemed unsafe for UTeM private network. Therefore, PPPK UTeM have blocked some of these application from running inside our private network. Also, UTeM only allows remote connections for our staffs and students only. Outsiders are not allowed to remote into UTeM network without permission.</p>
<p>S6. APAKAH HAD PENGGUNAAN VPN UTeM ?</p> <p>Q6. WHAT IS THE LIMIT FOR USING UTeM VPN ?</p>	<p>J6. Buat masa ini, server VPN UTeM mampu menerima sehingga 5000 sambungan pada satu-satu masa termasuk staf dan pelajar. Setiap sambungan pula diberikan masa sehingga 2 jam waktu terbiar (idle) sebelum sambungan terputus secara automatik. Jumlah bandwidth minima yang diperlukan untuk sambungan ke VPN UTeM adalah 2Mbps. Digalakkan mempunyai lebih bandwidth daripada 2Mbps jika pengguna mahu remote desktop ke peranti di dalam rangkaian UTeM.</p> <p>A6. At the time, UTeM VPN server can handle as much as 5000 concurrent connections including staffs and students. Each connection is given approximately 2 hours idle time before disconnecting automatically. Minimum bandwidth needed to use UTeM VPN is 2Mbps. It is recommended to have more than 2Mbps if user wants to use remote desktop to remote into devices in UTeM internal network.</p>