|  |  |  |
| --- | --- | --- |
| **Project Name:**Copyright Infringement – CIRT Tickets | **Author:**Christine Brown/Suzanne Dawley/Jason PaulRev: Christine Brown/Kathy Dorion/Daisy MedeirosRev: Pat Falcon/Daisy Medeiros | **Date:**10/20/03Rev:02/14/013Rev: 10/7/2013 |

|  |  |
| --- | --- |
| **Subject:**Process for dealing with students who violate copyright laws and get caught! | **Policy:**All Copyright Violations to copyright@brown.edu which have a Brown IP address need to be entered into CIRTsfor filtering.  |
| **Applicability:**HD Staff/IT Security/Network/Rights & Responsibilities | **Purpose:**To ensure that machines reported to contain copyrighted materials are dealt with in an efficient and timely manner |

1. Check the Inbox at copyright@brown.edu for new copyright violation emails. *These messages are also received via I3 since there is a filter on the Copyright mailbox to automatically send it to CAP@Brown.edu.* Make sure that the IP is a 128.148, 138.16 or, 10.x address. **Do not enter CIRT tickets for non Brown addresses or 192.91.235.** Any violation emails containing non Brown IP addresses should be forwarded to ISG@brown.edu for follow up. (not tracked in HD ticket at this time).

2. To help reduce duplicate tickets: Locate the IP Address from the violation email and perform a Remedy search in the “IP Address” field to determine if a CIRT ticket for this violation already exists. Also perform a search using the CASE number from the original email. ***Copies of these messages are placed within ‘Copy of I3 Mail’ within the CAP Gmail account.*** In the email complaint find the date stamp of the infringing files and make sure it is not more than a few days old. If it is, once you get the user’s name, perform a search on existing CIRT tickets (some second notices are not identified as second notices).

3. If no CIRT exists then create a new CIRT ticket. Copy the entire body of the email complaint into the “Original Complaint” field. 5. Select “Copyright” as the Incident Type. This will automatically fill in the Description/Comments field. Assign the ticket to the Network group.

4. At “Send Copyright Email to NetID” toggle the radio button to “Yes.” This will send a copyright infringement notification email to the user as soon as you save the ticket.

5. Open the MyConnection Admin tool and enter information per instructions below.

Point web browser to:

● <https://myconnection.brown.edu/cgi-bin/admin/admin.cgi?action=FL> (WebAuth required)

● Click on Lease Manager link

● Copy IP address from violation email and paste into Search Leases box

● Click Submit Query button

● Copy/paste MAC address info into CIRT ticket

● Click on black circled U icon on left side of page

● Copy/paste user name into CIRT ticket (check mydirectory to make sure Net\_ID is correct or to determine netid if registrant used authid)

NOTE: Do **NOT** ever click the black circled X. This will unregister users. ***Students are not allowed access to this administrative page.***

7. Save the CIRT ticket in Remedy. This will automatically send an email to the Dean of Student Life office.

8 After saving the CIRT the violation notice should be labeled as month/year issued. If this is a new month, create a new label for the month. The active month should be the only label with a color as this allows us to identify it easier.

 Label any email notices with 192.91.235 as “0192.91.235”

Label any email notices with 131.109 IP as ‘Rinet Complaints’

Label any email notices with other non Brown IP addresses as ‘0Non-Brown Complaints’

9. When the user contacts the Help Desk, instruct him/her to delete the files that are indicated in the email. Also strongly recommend that they delete ANY files that they do not own. Once the user has deleted the infringing file(s), update the ticket to indicate this. Under the Tracking tab of the CIRT set the State to “Request Unfilter”, assign it back to NOC/Network and save the ticket.

Special Notes:

● Copyright machines are not scanned by IT Security. The email comes directly to Brown from outside sources.

● If you notice a 2nd email with the same case number as a CIRT ticket that is opened, check the last date of scan in the copyright email to determine if the user claims that the file(s) was deleted before or after that date. If the answer is ‘before’ chances are the file still exists on the machine. Instruct the user to perform a search for the file(s) and update the existing ticket. Any repeat offense should be noted in the existing CIRT and an email with this information should be sent to ISG@brown.edu.

● If an IP address is not connected with a particular user during a search on the admin tool, it is possible that it belongs to a department. Update the ticket to indicate that the search did not find a user or MAC address and use “Unknown” for the username. Assign the ticket to Network.

● Subpoena Emails: If an email containing a subpoena appears in the Copyright mailbox it should be handled as follows:

1 Open the email and copy the IP address

2 Look up the IP address in NetReg and obtain the associated MAC address and Username

3 Look up the Username and obtain the user’s NetID

4 Send an email with the IP and MAC addresses, Username and NetID to another member of the CAP office for verification

5 Once the above information has been verified forward the original subpoena email to Patricia\_Falcon@brown.edu and include the IP, MAC addresses, username and name of individual

6 Move the subpoena email to the subfolder under Copyright called "RIAA Preservation Notices".