



Cabled connections factsheet

Our network is set up to support as many different types of devices, software and configurations as possible. To realise this and ensure that you get the most from your requested internet facilities, this factsheet lists all the important specifications and conditions for our internet connections.

General

- > This factsheet includes important information for you, the standbuilders and your IT specialists.
- > Please bring this with you whenever you visit the RAI.
- > We provide dedicated support for the products and services we supply.

Preparation, tests and support

- > It is essential that your own IT specialists are reachable by phone from the moment the equipment is taken into use at your event so that any problems can be quickly resolved.
- > Make sure your equipment is not protected by an administrator password.
- > You can test the connection by directly connecting the cable to the computer and rebooting.
- > Have you adapted the settings in the TCP/IP protocol? Reboot the computer and test the connection again.
- > If you need support during the preparation or testing of the connection(s), the IT Service Desk is available from the final build-up day.

Cables

- > The connection at your stand is supplied by a UTP CAT5E cable with a (male) RJ-45 connector.
- > If you are using a glass-fibre connection, it will be supplied via a blue glass-fibre cable with black box. This cable is extremely sensitive so please only move with the utmost care, prevent kinks and don't place anything on top of it.
- > The specifications of your connection are provided on the label attached to the cable.
- > The cable must always be within reach. Should any problems arise the entire cable will be checked to resolve the problem as quickly as possible.

Internet connection and IP addresses

- > The connection will be operational from the final build-up day at 08.00.
- > The internet speed is indicated by Kbps/Mbps.
- > All internet connections are provided as standard with private IP addresses.
- > All connections are supplied without virus scan.
- > Make sure that all the equipment connected to the RAI Event Net is equipped with up-to-date antivirus software and firewall.



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- > Set the network settings of the TCP/IP protocol to 'automatic'.
- > The IP address, network mask, gateway address and DNS addresses are distributed by our connection.
- > The firewall of our network has been set up in such a way that nearly all protocols and gateways allow outgoing traffic (IP permit any). To ensure the safety of the network, however, not everything is left open. Please contact the IT Service Desk if you have any specific requirements for a protocol or gateway.
- > It is not possible to set up a spanning tree network.
- > It is not possible to set up a trunking system.
- > VLAN ID exchanges are not possible.
- > QoS is not a standard configuration as it can have an impact on streaming audio, video and voice services. Contact the IT Service Desk if you wish to use QoS.
- > It is not possible to exit and re-enter the network via an Event Net connection.
- > We do not support the SMTP functionality and recommend the use of Webmail.
- > Our standard internet connection supplies 255 private IP addresses via DHCP.

Private IP addresses

- > The first 14 IP addresses are static: they can be used for equipment that benefits from a fixed assigned IP address (such as printers).
- > The private IP series is translated to a public address via NAT translation. Reversed NAT translation is not possible.
- > Please contact the IT Service Desk prior to the event if your application requires a specific IP address and is not located in the Netherlands.
- > It is not possible to install a proxy server.

Public IP addresses

- > Public IP addresses can be requested from the Exhibitor Services department or your account manager prior to the event.
- > There are 3, 11 or 27 public IP addresses available.
- > The lease time is 45 minutes. If you disconnect a device, you must release the IP address to prevent that all addresses are still in lease and no DHCP addresses are available.
- > Information on your public VLAN is available from one week prior to the build-up period.

Our installation and support team is available to help supply, connect and test all devices. Together with your IT staff and/or supplier, we will ensure you can get to work easily and quickly. Contact RAI Amsterdam to request the support of our specialist team.

Contact details

The IT Service Desk is ready to answer your questions about our services: **+31 20 549 19 68**

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