Information Technology for Campus

- Information Technology Services (ITS) handles core services
- Office of Arts and Sciences Information Services (OASIS) handles core services and departmental support for the School of Arts and Sciences
- Computer Science Computer Services (CS²) funnels requests to those groups and provides end user support and core services for the department
Who we are

- Eight IT support staff whose job is to support this department
- One IT Support Staff from OASIS
- Part time staff
- Contact info: [http://cs.unc.edu/how-to/contact-computer-services/](http://cs.unc.edu/how-to/contact-computer-services/)
What we do

- Operating system and Application support
- Computer hardware repair
- Backups
- Software security
- Email service
- Web services
- Databases
- Network
- Building security
- Moves within the building
- Interface w/campus Facilities Services
- Special event support
Where you can find help

- Email requests to help@cs.unc.edu
- Front desk, room SN112, phone 919-590-6072 (6072 in the department), staffed for first two weeks of semester, 9-12 and 2-4
Where you can find help (cont.)

- help pages -- local articles on various topics at http://www.cs.unc.edu/help
- online manual pages
- reachable via email at help@cs.unc.edu
- for emergencies, call the ITS Control Center at 919 962 6503 and tell them you are with Computer Science
Types of computers

- PCs - mostly Dells, Lenovos, Macs
- Servers - mostly Dells
- Linux login servers
  - [https://www.cs.unc.edu/xhelp/dept_only/facil/public_unix_systems.html](https://www.cs.unc.edu/xhelp/dept_only/facil/public_unix_systems.html)
  - note the different use categories
- BASS supercomputer
  - Biomedical Analysis and Simulation Supercomputer
  - [http://www.cs.unc.edu/bass](http://www.cs.unc.edu/bass)
Public and semipublic machines

- not backed up
- semipublic systems are in labs
- save all files in a directory whose name is your login (or on another system)
- remove files when done
- only delete other folk's files after making sure it is okay
- leave a note if you need to leave while logged in
Individual Computer assignments

1. grant system assignments, as requested by faculty
2. TA system assignment
3. remaining machines are assigned on a seniority basis
   - I will post computer assignments
   - Most of these machines are old and relatively slow
Office Assignments

- We hope to post office assignments Thursday, 8/20

- We expect to have keys available at the front desk Friday morning, 8/21

- Someone may be in the office already, so you may need to wait as much as a week to move in

- The computer in your office may not the computer that is assigned to you! Please do not save your work to the local drive system
Computer deployment

- Computer Services moves and reinstalls systems
- We will likely have 100+ systems to move starting next week
- We do the moves in chains, moving one in and another out, so it is critical that the computers be where we expect them to be
  - Don’t move them yourself!
- Someone will set admin permissions remotely shortly after the move
Moving computer equipment

- Must be handled via a request to help -- needed for inventory, warranties, maintenance, proper shutdown, and network configuration

- Exceptions:
  - Big demo sessions: let us know before demo what you need to move
  - OK to move computers within your office
  - Make sure that the labels are easy to read
Working on computers

- Dell and Mac certified technicians on staff
- do not open the CPU box
- if your work requires opening the box
  - get approval from your PI
  - get checked out by Mike Carter or Mike Stone
  - follow anti-static procedures
- No personal equipment (disks, memory, video cards, etc.) is to be installed inside department systems!
Network

- All of Brooks, and a good bit of Sitterson are GIGE
- email help@cs.unc.edu to activate a port or get a Gigabit connection
- Wireless access throughout the building although signals can be weak
- No guarantee for wireless performance!
- To connect personal machine to wired or wireless network, go to http://onyen.unc.edu and click on “DHCP Registration”
Other equipment

- Printers
- Multifunction devices
- Copy machines
- Scanners
- Telephones
- Etc.
Printers

● information on printing is at https://wwwx.cs.unc.edu/xhelp/dept_only/public_printers.php
  ● name and types of printers
  ● how to print on Windows and Linux systems
  ● how to use the HP plotter in SN245 for making posters -- for departmental use only

● color printers are more costly to use

● For departmental use (help us control costs)
Xerox multifunction systems

● in SN107, SN266, and FB309

● monochrome copier and printer

● fax, scanner
  ● color scanning to email
  ● scanning to searchable pdf

● does not require a code to log in

● For more information, see http://cs.unc.edu/help-article/xerox-printerocopierscannerfax/
Telephones

- Department has its own telephone switch
- There are phones you can use in conference rooms, labs, and the graduate lounge
- Personal local calls are fine, but it’s against policy to make personal long distance calls using the department’s phones
Operating systems

- Windows 7 on majority of PC’s
- Red Hat Enterprise Linux on a smaller number of PCs and many of our servers
- Ubuntu on desktop systems and some servers
- default OS on PCs is Windows 7
  - if you want Linux instead, email help, specify RedHat or Ubuntu
  - fully support Redhat Enterprise Linux and LTS Ubuntu
  - If you need something else, let us know
Local administrator privileges

- by default we provide you local admin on Windows machines assigned to you
- we also provide sudo privileges for your UNIX desktop; email help@cs.unc.edu to request
- if you need local admin on lab systems, have the owner of the system send email to help@cs.unc.edu
Important

- If you run a service accessed by anyone other than yourself, you are a system administration and are required to take campus training
AFS file system

- accessible from both Windows and UNIX
- UNIX home directory is in AFS space
  - 8 GB quota on grad student home directories
  - alphabetical list of articles, so AFS articles are all at the beginning
- put research-related files in space provided by research team
Backups

- Linux server backups
  - done daily on all AFS home directory file systems and most other file systems
  - "playpen" and “tmp” partitions are not backed up
- PC backups
  - By request, not automatically provided
  - will back up 10 GB on Windows or Linux PCs
  - under D:username_backup on Windows, /backup on Linux
  - There is additional setup required; email "help" if you want Windows or Linux backups
  - backups run at night, so turning your computer off for the night prevents a backup
Google and Gmail

- your address: login@cs.unc.edu
- department has a Google Apps domain called cs.unc.edu
  - you all have accounts on it
  - includes Google mail, Google calendar, Google docs, and a bunch of other apps
  - default for our department is to get mail on the department Google Apps domain
- Most important, you have unlimited cloud storage in Google Drive (so put your documents there until you get settled)
Version control software

- We have a server that handles CVS, Subversion, Git
- email help@cs.unc.edu to have a repository created
- Often research groups have group repositories for storing research data
  - Ask your PI
File sharing programs

- various programs allow sharing of mp3, avi, and other file types
  - Examples: Limewire, eDonkey, Grokster, GNucleus, BearShare, ICQ
- PROHIBITED on all UNC systems, including systems in our department
- also prohibited on personal systems on the campus/department network
- will email you details of campus policy on copyrighted software
Building security

● access cards
  ● don't let anyone in unless they are your guests or you know they have a card
  ● Let us know if you need access to the bike room or the machine room: help@cs.unc.edu

● keep your office locked
  ● This is a public building
  ● Wallets and laptops have been stolen

● In an emergency, call 911
Miscellaneous

● Cleaning whiteboards
  ● moist paper towel works best
  ● whiteboard cleaners damage surface, stink

● Thermostat locations
  ● one thermostat per 3 rooms in Sitterson
  ● for Sitterson locations, see http://cs.unc.edu/help-article/thermostat-locations/
  ● Brooks locations are not posted
Miscellaneous (cont.)

- Recycling in copy rooms, by elevators, other locations
  - mixed paper
  - aluminum cans, plastic and glass bottles
  - corrugated cardboard
  - PLEASE sort your recycling properly, or just throw the stuff away - don’t put stuff that does not belong in these barrels, e.g., plastic
Miscellaneous (cont.)

- moving furniture
  - contact help if you want more, less, or different furniture in your office
  - do not move furniture on your own, except within your office
  - don’t take chairs out of labs or conference rooms—we will take it back when we find it

- moving personal possessions
  - we have carts and boxes you can use; email help@cs.unc.edu
Questions?