Introduction to Computing Facilities

August, 2013

Tod Pike
Getting Help

- SCS Computing Facilities
- CMU Computing Facilities
- Building/Office Management
Contacting Us

(SCS Affiliates Only)

• Help Desk (9am-5pm, Monday–Friday)
• Gates Hillman 4203
• x8-4231 (1.412.268.4231)
• help@cs.cmu.edu
Contacting Andrew
(All Campus)

• CMU Help Center:
  • x8-HELP (1.412.268.HELP)
  • advisor@andrew.cmu.edu

(Andrew accounts, Clusters, Wireless Network, CMU Computer Store, Etc.)
Building Management

- Contact skees@cs.cmu.edu for:
  - Furniture
  - Keys
  - Telephone
  - Ergonomic Issues
- For all Emergencies, contact Campus Police: 412.268.2323
SCS Facilities

- What We Do
- What We Don’t Do
- Help Us Help You
- SCS Facilities Groups
What We Do

• SCS Help Desk
• Printing
• Hardware Repair
• Software Licensing
• Software Support
• Networking

• Purchasing
• Property Management
• Email
• Backups
• ...and anything else relating to SCS computing
What We Don’t Do

• Maintain personally owned equipment
• Support non-provided software
• Support cell phones
• Support smart phones (limited)
• Wireless networking
Help Us Help You

When reporting a problem:

• Include your name, username, and a good way to contact you

• Include hostname, asset number, and location of affected computers

• A good description of the problem

• Put URGENT in the title for emergencies (or better yet: call!)

• Avoid sending mail directly to staff members; use help@cs.cmu.edu
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Accounts & Passwords

• SCS Account
• Andrew Account
• You should have the same username throughout all the campus computing environments
• Many passwords!
Some (!) SCS Passwords

- Windows
- Kerberos
  - /mail (access to the SCS mail server)
  - /root (obtaining root credentials)
  - /remote (use of VPN and iPass)
- MacOS machines use a local password
Andrew Account

• Separate password

• Password is likely the first eight digits of your student ID (change this!)

• This single password should work with all Andrew machines and services where you have access
Hardware

• Your Workstation
• Supported Operating Systems
• AFS File Storage
Your Workstation

• If it breaks, we’ll fix it
• Do not change the IP address
• Do not move your machine (We’ll move it for you)
• Do not power off at the end of the day (Backups run overnight)
Your Workstation

• You may customize the software, but we will only re-image the machine

• Your workstation is CMU property (do not give it away, sell it, etc.)

• UPS stays with the office; we will replace batteries, service the UPS, etc.
Software Environments

• Supported Operating Systems
• Windows Environment
• MacOS Environment
• Linux Environment
• Licensed Software
• AFS File Storage
Supported Operating Systems

- Windows 7
- MacOS 10.7
- Ubuntu 12.04 LTS
- Fedora 14
- Solaris
Windows

• User accounts are domain accounts
• Your account has administrative privileges
• Supported software pre-installed
• Windows 7 currently supported
MacOS

• User accounts are local accounts
• Your account has administrative privileges
• Supported software pre-installed
• OSX 10.7 currently supported
Linux

• User accounts are local accounts
• Your account has administrative privileges
• Supported software pre-installed and network managed
• Local packages may be installed via standard tools
• Please check local documentation before making any system modifications
Licensed Software

• Contact help@cs.cmu.edu before purchasing software; we may already have a relationship with the vendor
• Don’t pirate software
• Licensed software is available from both SCS and Computing Services
AFS File Storage

• Distributed Storage System
• Max quota of 10GB for user accounts
• AFS permissions are different!
• Installed on Linux systems by default (some support available for Windows)
Resources

- Mail
- Network
- Printing
- General Access Computing
Mail

- 2GB quota (can be easily increased)
- Spam Filtering
- Mailing lists
- Mail forwarding
Network

• No facility-wide firewall

• 10GB/day rolling cap on commodity internet use, per host

• No bandwidth cap on research networks

• Network is monitored for misuse; misbehaving hosts will be removed from the network until fixed

• Backups over wired ethernet only
Network

- VPN Service
- iPass Service
- Wireless networks (maintained by Campus)
  - CMU
  - CMU-SECURE
Printing

• Many B/W printers, fewer color printers
• Use color only when necessary (expensive)
• Large format printer (per-page charge)
• No printing quota
• See Help Pages for complete list of printers
General Access Computing

• General purpose Linux SSH access: linux.gp.cs.cmu.edu

• Windows terminal services are available
Finally...

- Security
- Acceptable Use
- Resources
Security

- No firewall
- Some Windows ports (139, 445) blocked
- Use strong passwords
- Use provided security software
- Keep your computers patched
- Keep your software up to date
Acceptable Use

• No commercial use
• Do not hack other machines or scan the network
• Do not violate the privacy of others
• Do not consume excessive resources
Acceptable Use

• You are responsible for all local modifications to your machine

• guest accounts

• local software (updates and patches)

• password security

• Do not connect anything to the network without first registering it with Facilities

• Network Usage Policy
Resources

• SCS Help Desk
• SCS Help Pages
  http://www.cs.cmu.edu/~help
• Andrew Computing Services
  http://www.cmu.edu/computing
• Your colleagues
Questions?
Thanks!