Introduction to Computing in SCS

Presenter
Brie Carranza
Assistant Technical Manager, Help Desk
Agenda

Welcome!
About SCS Computing
The (Computing) Environment
Your SCS Account
End-User Computing
SCS Computing Resources
Security
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Conclusion
Welcome! **Getting Help**

SCS Computing Facilities
CMU Computing Services
Building and Office Management

Ask the SCS Help Desk if you are not sure who to contact.
Welcome! SCS Computing Facilities

SCS Help Desk

help@cs.cmu.edu
412-268-4231 or x8-4231
Gates Hillman Room 4203
http://cs.cmu.edu/~help
Welcome! CMU Computing Services

CMU Help Center

it-help@cmu.edu
412-268-4357 or x8-4357
Cyert Hall Room 119
http://cmu.edu/computing

Andrew accounts, Andrew printing, public clusters, wireless networking
Welcome! Building and Office Management

How to contact
GHC 4103
Jim Skees – skees@cs.cmu.edu
Paul Stockhausen and Jamie Gregory

Off-Hours Building Emergencies:
Campus Police – 412-268-2323

What they can help with
Furniture
Keys
ID Card Access to SCS Buildings
Telephone
Ergonomic issues
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About SCS Computing

What We Do

SCS Help Desk
Printing
Hardware Repair
Software Licensing
Software Support
Networking (wired)

Technical Purchasing
Asset Management
Email
Archival Backups and Data Protection
…anything else related to SCS Computing
About SCS Computing Help Us Help You

When reporting problems to help@cs.cmu.edu, please include:

Your name, SCS username and preferred contact method
Computer location and hostname or asset tag
Description of problem with error messages
About SCS Computing System Security

Clauss Strauch
– May contact you directly
– Responsible for system security

Information Security Office (ISO)
– May contact you directly
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About SCS Computing
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The Environment **Acceptable Use**

Reasonable Person Principle
Keep your password private
Respect others’ privacy
The Environment Accounts and Passwords

SCS Account – username@cs.cmu.edu
Andrew Account – username@andrew.cmu.edu

Your username should be the same through all Carnegie Mellon computing environments.

There are many passwords to keep track of!
The Environment Web Login
The Environment Common SCS Passwords

Kerberos – Main SCS Password
– Used for SCS web authentication
– Used for accessing AFS and logging in to SCS Linux machines

Windows Password
– Used for logging in to SCS Windows machines
– Used for accessing SCS printing, software shares on monolith
The Environment Common SCS Passwords

/mail – SCS Email Password
- Used with an email client (Thunderbird, Outlook, mobile devices)
- May be used with webmail

/remote – SCS VPN and iPass
- May be used while working off-campus or on the wireless network
- Helps with printing to SCS printers, accessing SCS software
- Travelling (iPass)
The Environment Common SCS Passwords

Kerberos – Main SCS Password
/mail – SCS Email Password

WebISO Secure Login

The resource you requested requires you to authenticate.

User ID: [ ]
Password: [ ]
Instance [ ]
@CS.CMU.EDU

[ ] None
[ ] /mail

Log In
The Environment **Manage your SCS Passwords**

Use the Instance Manager to change SCS passwords

[https://webiso.cs.cmu.edu/instance](https://webiso.cs.cmu.edu/instance)

Most passwords can be reset without knowing the old one.
The Environment **Logging In**

**Windows**
- Use your SCS Windows password – SCS\username

**OS X**
- Use the local password specific to this machine

**Ubuntu**
- Use your SCS Kerberos password
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Your SCS Account Email

username@cs.cmu.edu - and some others

Hosted here
/mail instance for access
  – Supported email clients (Thunderbird, Outlook, Mail.app, Alpine, etc.)
  – Mobile devices
Webmail – webmail.cs.cmu.edu
Out of Office
Your SCS Account Email

Forwarded

– What happens when you try to log in to webmail
– Greylisting and email delays (sending to self, Google)
– Send email as (Google)
Your SCS Account Email Management

How to update forwarding
Spam settings
The above are changes you can make online
Be cautious with attachments, spear phishing
Your SCS Account Personal Web Page

http://cs.cmu.edu/~username
Can be hosted in your AFS space or redirected to an existing site
Setup info at in welcome email
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End-User Computing Your SCS Computer

You are an administrator; be careful
Feel free to customize the software but know that we will only re-image the machine
Do not change the IP address
UPS stays with the office, we will replace batteries, repair the UPS
– If it starts beeping let us know right away
End-User Computing Your SCS Computer

Your SCS computer is Carnegie Mellon property
  – Do not give it away or sell it
Let the SCS Help Desk know right away if it’s lost or stolen
Do not leave computer unattended in public places
End-User Computing **Hardware Support**

On your SCS-provided computer

- If it breaks, we will fix it
- Do not change the IP address
- Do not move your computer; let us move it for you
End-User Computing Archival Backups

Do not turn your computer off overnight – this is when backups run
We perform restores for you
You’ll be notified if backups fail, we’ll work with you to get them working again
VMs and certain special files won’t be backed up
Backup Status Dashboard
End-User Computing **Data Protection**

Data is synced regularly
You can restore via the web to the same computer or a different one
250 GB rolling quota
Data will be synced from any network, not just on campus

Backup Status Dashboard
End-User Computing Operating Systems

We support and deploy these operating systems:

– Windows 7
– Mac OS X 10.9.x (Mavericks)
– Ubuntu 14.04 LTS
## End-User Computing System Configurations

<table>
<thead>
<tr>
<th>OS</th>
<th>Password</th>
<th>Where to get software</th>
<th>Administrator?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>SCS Windows</td>
<td>pc_dist share on monolith</td>
<td>Yes</td>
</tr>
<tr>
<td>OS X</td>
<td>(Local account)</td>
<td>Self Service</td>
<td>Yes</td>
</tr>
<tr>
<td>Ubuntu</td>
<td>Main Kerberos</td>
<td>apt-get</td>
<td>Yes</td>
</tr>
</tbody>
</table>
End-User Computing Virtual Machines

Pre-installed VMs are supported like a desktop
Backups for VMs are separate from the host machine
VMs have their own IP address that you can use
## End-User Computing Printing Setup

<table>
<thead>
<tr>
<th></th>
<th>Add Printer</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows</td>
<td>SCS Windows</td>
<td>SCS Windows</td>
</tr>
<tr>
<td>OS X</td>
<td>Self Service App Store</td>
<td>SCS Windows</td>
</tr>
</tbody>
</table>
End-User Computing Available Printers

List of printers available
Public printers
Special options like duplex and high volume are available.
Use color only when necessary
Print large jobs during off-hours
End-User Computing File Storage and Sharing

AFS
Andrew File System
/afs/cs.cmu.edu/user/username
Default: 1 GB Quota
OldFiles – Nightly backup of your AFS space

Storage for ~username website
End-User Computing  File Storage and Sharing

ACL management

– Default ACL  - modify with care
  – ACLs can be used to grant access to others

How to access?
Academic volumes

Other AFS cells – Andrew, ECE, Qatar
End-User Computing Box

50 GB quota
Securely share with other students, professors, people outside CMU
Mobile apps
Desktop clients
See Computing Services
Authenticate with Andrew ID
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How to get software
Requires /remote password
SCS has two VPNs, Andrew has one
SCS Computing Resources Networking

SCS wired network
Outlet Activation
Personal machines can connect – additional setup required
SCS Computing Resources Printing

Public printers
List of printers
Authentication (Windows, Mac, Linux, personally owned) – refer to ~help

Tip: Connect to the SCS VPN before printing from the wireless network or off-campus!
SCS Computing Resources Software

Where to get it and how to log in?

- pc_dist
- Self Service
- Apt-get
- CMU List (LSL)
- DreamSpark

Eligibility (and Length of Usage)
SCS Computing Resources **Software**

Licensed Software List – [http://www.cmu.edu/software/all/index.html](http://www.cmu.edu/software/all/index.html)

Personal Windows Laptop
  – Pc_dist for Office and Symantec

Personal Mac Laptop
  – Mac_dist for Office and Symantec?
SCS Computing Resources Matlab

Your department provided computer – under software support so we can provide it, comes with toolboxes

Windows – See SCS Help Desk for DVD
Mac – Self Service
Linux – sudo apt-get install matlab

Matlab for personal computers

See Computing Services – Licensed Software List
General purpose Linux computer
Server Name: linux.gp.cs.cmu.edu
Use your main Kerberos password
Used for:
  - AFS access
  - Updating your ~username website
Supports SSH, SCP and SFTP
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Security Physical Security

Remember physical security!
Please don’t leave your computer unattended in public places!
Password Management
Passwords should be unique
  – Keys to the kingdom
  – Some applications will force this
  – Use strong, random passwords
Resetting passwords
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Review Next Steps

- Get logged in
  - Change your passwords from the temporary password
- Set up your SCS email
- Publish your [http://cs.cmu.edu/~username](http://cs.cmu.edu/~username)
- Read the Introduction to SCS Computing Guide
- Visit the SCS Help Desk with any questions
Conclusion

Any questions?

Thank you!