

Faculty of Science IT Services

Introduction for students

C&CZ, September 2017

change perspective

Radboud University



C&CZ – “Computer en Communicatiezaken”

- Faculty of Science IT expertise and support
 - including networks and telephony
- For students and scientific staff
- Contact:
 - Our office: HG03.055, on the third floor, entry is on the central street
 - Helpdesk: helpdesk@science.ru.nl
 - System Administrators: postmaster@science.ru.nl
 - Blackboard support: blackboard@science.ru.nl
 - Network support: netmaster@science.ru.nl
 - Whatsapp/Telegram/Signal +31 6 15 35 26 77
- Website and documentation: wiki.science.ru.nl/cncz
 - It is a wiki: Please feel free to add/improve
 - You probably want to start with the page for “Studenten”
 - Searching for C&CZ services? Google “*cncz search phrase*”

C&CZ (FNWI) and ISC (RU)

- C&CZ
 - Focuses on Research and Education (Onderwijs en Onderzoek)
 - First IT contact for all scientific staff and students of the Faculty of Science
- The ICT Service Center
 - Focuses on (standard) desktop support and maintenance
 - Manages infrastructure (networks, telephony, central IT services)
 - First IT contact for most of the support departments at the Faculty of Science
 - First IT contact for the rest of the university

Science login

- All Faculty of Science staff and students have a science login
 - Usually consists of first name or initial(s) and last name
 - Does not contain a dot, capitals or @
- It is *not* coupled to your RU account (student number)
- All Faculty of Science IT services are coupled to your science login
- Why two accounts?
 - Historical fact, there used to be very few central IT facilities
 - Much bigger IT dependency at the Faculty of Science
 - Makes it possible for us to develop shared services for students and staff
- Questions about your RU account: Central Student Administration: (024-36)12345, balie@dsz.ru.nl

Science Mail

- Addresses of the form: *I.Lastname@student.science.ru.nl*
- *New students: Science mail is forwarded to @student.ru.nl*
- Default quota is 5 Gbyte, can be increased if necessary
- SMTP/IMAP support for Thunderbird, Apple Mail, Outlook, etc.
 - See <http://webmail.science.ru.nl> for details
- Web interface: <http://roundcube.science.ru.nl>
- Anti-spam and anti-virus filtering
- Forwarding, mailing-lists, vacation message, sieve filter

Computer Labs (a.k.a. Terminal Rooms)

- All managed PCs are dual-boot: Ubuntu 16.04 / Windows 7
- Roaming profile for Windows: the same desktop everywhere
- Linux home-directory available everywhere
 - Under Windows as U: disk, under Linux as `/home/loginname`
 - Default quota is 5 Gbyte, can be increased if necessary
- Log in with Science account (B-FAC domain) or ru\s123456 (student number, RU domain)
- Course and other software available on S: and T: disks
- If “locked out” (10 times wrong password):
 - wait 30 minutes or visit C&CZ and bring you campus card or other ID with photo
- Locked PCs can be logged off by anyone after some period of time

Welke.tk (Dutch for: which computer lab)



terminalkamer	bezetting	vrij/totaal
HG00.075	gereserveerd vanaf 13:30 tot 15:30 voor "Genomics Analysis of Plants"	55/64
HG00.029		44/60
HG00.201		10/49
HG00.137	gereserveerd vanaf 15:30 tot 17:30 voor "Imperative Programming 1"	29/48
HG00.023		3/40
HG00.206		23/36
Bibliotheek		20/32
HG03.761		17/18
HG00.153		5/12
Infozuilen		2/4

welke.tk · github.com/bwesterb/tkb.js · v11



Printing

- FNWI specific: poster printer and 3D printers
- Google: cncz+printers
- Central RU: Peage (print/copy/scan system)
- www.ru.nl/peage

Laptops and wireless network

- Your workplace everywhere:
 - study areas, library, corridors, restaurant, mezzanine, etc.
- Dual boot laptops can be borrowed at the Library of Science
 - 23 laptops, for students and staff, for teaching or personal use
 - For use within the Faculty of Science, for 1 day
- “Eduroam” wireless network at the Radboud University
 - Log in with *Snumber@ru.nl* or *science-account@science.ru.nl*
- Quality of network should be good throughout Huygens and Linnaeus
 - If not, please let us know
- See manuals on <http://www.ru.nl/wireless>

Cell phones

- The Huygens building is like a Faraday Cage, i.e. very poor mobile coverage
- Indoor GSM/3G distributed antenna system (DAS) installed in 2011
 - Only for Vodafone
 - KPN and T-Mobile coverage not likely in the future (costs)
 - Radio DOT pilot provides coverage in underground corridors, labs, and car park

Software

- Campus licenses for many software packages
 - Rights differ per package, ask C&CZ for details
- Most packages are available on the “Install share”
 - \\install-srv.science.ru.nl\install
 - Ask helpdesk@science.ru.nl for the license key
- Many software packages for personal use via <http://www.surfspot.nl/>
 - (Very) friendly pricing for students
 - Click “Login”, WO, “Radboud University” and log on with *s-number* and RU-password

DIY – Do It Yourself

- <http://diy.science.ru.nl/> (Dutch <http://dhz.science.ru.nl/>)
- Is used to:
 - Change your password
 - Manage your mailing lists
 - Manage Unix groups (used for file access control)
 - Switch on/off Roaming Profiles
 - Change your anti-spam settings, and manage your whitelist
 - Edit and (de)activate your (e-mail) vacation message
 - Manage your mail forwarding
 - Set your default Unix shell
- *Don't forget to log off!*

Security

- Never forget to log off!
- Never give, tell, or mail your username/password to anyone
- Ignore phishing mails which typically invite/urge you to
 - Mail your logon credentials to “the system administrators”
 - Logon to a site disguised as something familiar, e.g. to “validate your credentials”
- Don't click on / open attachments in mails from just anyone
- Be very careful on unknown websites; any click may infect your computer
- Report possible security problems to the proper authorities