

Faculty of Science IT Services

Introduction for students

C&CZ, September 2013

Radboud University Nijmegen



C&CZ – “Computer en Communicatiezaken”

- Faculty of Science IT expertise and support
 - including networking and telephony
- For all scientific staff and students
- Contact
 - Through your departmental IT contact person
 - Our office: HG03.055, on the third floor, entry is on the central street
 - Helpdesk: 56666, helpdesk@science.ru.nl
 - System Administrators: 53535, postmaster@science.ru.nl
 - Blackboard support: 53666, blackboard@science.ru.nl
- Web site 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 “Medewerkers” (Employees)

RU ICT Service Center

- Formally started on September 1, 2013
- Reorganisation/combination of
 - Central end user support department (GDI)
 - Central IT department (UCI)
- The ICT Service Center
 - Focuses on (standard) desktop support and maintenance
 - Manages infrastructure (networking, telephony, server farms, 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
- C&CZ
 - Focuses on Research and Education (Onderwijs en Onderzoek)
 - First IT contact for all scientific staff and students of the Faculty of Science

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 or @
- It is *not* coupled to your RU account (S-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

Science Mail

- Addresses of the form: *Initial.Lastname@science.ru.nl*
- Default quota is 1 Gbyte, can be increased if necessary
- SMTP/IMAP support for Thunderbird, Apple Mail, Outlook, etc.
 - See <http://webmail.science.ru.nl/> for details
- Two web interfaces to choose from:
 - <http://horde.science.ru.nl/>
 - <http://squirrel.science.ru.nl/>
- Anti-spam and anti-virus filtering
- Forwarding, mailing-lists, vacation message, sieve filter
- *Advice: forward Science mail to your RU-mailbox or private address*

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

- All managed PCs are dual-boot: Ubuntu / Windows
- Roaming profile for Windows: the same desktop everywhere
- Linux home-directory available everywhere
 - Under Windows as H: or U: disk
 - Default quota is 1 Gbyte, can be increased if necessary
- Log in with Science account (B-FAC domain) or S-number (RU domain)
- Course and other software available on S: and T: disks
- If “locked out” (3 times wrong password):
 - wait 15 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

Printing

- Faculty of Science multi-functionals (printer/copier/scanner)
- Personal budget, more than one if necessary
 - Top up at the Library of Science (pin/chip) or C&CZ (cash)
- Pricing:
 - Black&White A4: 3,5 cent, A3: 16 cent per page
 - Color A4: 23 cent, A3: 55 cent per page
- *Do not try/force black-and-white prints on color printers!*
 - *Print job may still contain color components, will then be charged as a color print*
- New central RU printing system: PEAGE
 - Introduction at FNWI depends on availability of PEAGE for employees
 - There is 1 PEAGE printer at the Faculty of Science, between lobby and restaurant

Laptops and wireless network

- Your workplace everywhere:
 - “studielandschap”, library, corridors, restaurant, “insteekverdieping”, etc.
- Dual boot laptops can be borrowed at the Library of Science
 - 64 laptops, for students and staff, for teaching or personal use
- 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 “Draadloos@RU” on <http://www.ru.nl/draadloos>

Cell phones

- The Huygens Building is like a Faraday Cage, i.e. very bad signal
- Indoor GSM/3G distributed antenna system (DAS) installed in 2011
 - Currently only for Vodafone
 - KPN and T-Mobile coverage is investigated

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 postmaster@science.ru.nl for the license key
- CDs and DVDs with software distributions can be borrowed from C&CZ
- Many software packages for personal use via <http://www.surfspot.nl/>
 - (Very) friendly pricing for students
 - Choose “Radboud Universiteit Nijmegen” and log on with Snumber@surfspot.ru.nl

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
 - View your print budget and set your default print budget
 - 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 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