Faculty of Science IT Services

Introduction for students
C&CZ, September 2018

change perspective
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
  - Network support: netmaster@science.ru.nl
    - Whatsapp/Telegram/Signal +31 6 15 35 26 77

• Website and documentation: Google(cncz) → www.cncz.science.ru.nl
  - 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: \textit{I.Lastname@student.science.ru.nl}

• \textit{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 \url{http://webmail.science.ru.nl} for details

• Web interfaces: Google(cncz webmail)

• 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 your campus card or other ID with photo
**Welke.tk (Dutch for: which computer lab)**

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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.

• Windows10 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