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: 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 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 10
- 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
<table>
<thead>
<tr>
<th>Room</th>
<th>Usage Details</th>
<th>Capacity</th>
<th>Occupancy</th>
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<td>HG00.153</td>
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</table>
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)
  - Only Vodafone connected
  - 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
Printing

- Central RU: Peage (print/copy/scan system)
- www.ru.nl/peage

- FNWI specific: poster printer and 3D printers

- Google: cncz+printers
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