FROM: Matthew Steiner, Unit Computing Manager
RE: Computer Lab, Van Dyck 306

This document outlines the guidelines for using the History department graduate student computer lab, located in Van Dyck 306.

At your first opportunity, please visit the History computing web site. It is available via the Computing link on the History website at http://history.rutgers.edu. The FAQ section is an especially useful place to find information about standard settings for our environment. When you have a technical question, please check this site before requesting assistance.

Please note: It is everyone's responsibility to keep the lab clean, quiet, and safe. The lab is to be used for official university business only, and **no food or drink is permitted**. Be sure to completely **close and lock the doors** when leaving the lab after regular office hours. As in a standard lab environment, individuals **should not be modifying or altering in any way the layout of equipment** in the lab. If problems arise with a computer, monitor, printer, or any other equipment in the lab, you can and should submit a workorder to bring this to the attention of IT. If the equipment is damaged, vandalized, or stolen, replacements may not be available and you will therefore have fewer resources at your disposal–so please be proactive in protecting our equipment.

In order to use the lab computers, you must have an account on the SAS Novell system, such as a History department account. If you do not have an account, please contact the History office and arrange to have one created.

Available software includes Microsoft Office, Adobe Acrobat, Mozilla Firefox and Thunderbird, Internet Explorer*, and SSH Secure Shell client.

* If you wish to maintain a list of centrally accessible, personalized bookmarks, you should use Mozilla Firefox as it is configured to allow you to do this. It may appear as though you can save bookmarks in Internet Explorer, but these will only be available to you temporarily and only from the same PC. In addition, if you use Mozilla Thunderbird, it will automatically be configured to access your SAS email regardless of which PC you log on to.

Departmental Network

The department utilizes a Novell system for network file storage and printing, as well as other functions such as web hosting. All students will receive an account on this system. This account gives you access to all of the programs and services listed above. When your account is initially created, your **temporary** password will be your Social Security Number* without dashes or spaces.

Your username is usually your first initial followed by your last name. When logging on to machines in the lab, you need only enter your username and password. If you are using another PC in the building and are having trouble logging in, confirm the following Novell settings (available from the Novell Client's "Advanced" button):

Tree: FAS-ADMIN
Context: Users.History.FAS
Server: novell.sas.rutgers.edu

* Concerning the usage of personal information such as an SSN, please know that SAS-IT makes every effort to maintain the security of such privileged information. New account requests containing SSN information are submitted via a secure web site. This information is then stored in a restricted database, accessible only to the few individuals who need to maintain the database. When this SSN needs to be used, primarily to reset an account password, the password reset is handled internally and only a notification that the password was reset is displayed.

Your Password

Your initial temporary password should be changed shortly after you begin using Novell or the related email account. When you login to Novell from a department computer, you will be prompted to set a new password and should do so at that time. Alternatively, you can change your password from any web browser by visiting this site:

https://secure.sas.rutgers.edu/apps/pwchange/

For security purposes, passwords will expire after a time and must be unique (i.e., you can't re-use old passwords). You will receive a notice by email several days before your password expires. To avoid loss of service, you should change your password as soon as you receive the notice. Passwords must be at least 7 characters long.

PLEASE DO NOT REMAIN LOGGED IN WHEN YOU WALK AWAY FROM THE COMPUTER.

Bad things can happen: files can disappear, malicious activity can occur, and it will look as though you are responsible. People who repeatedly remain logged in while away from the computer will have their privileges suspended or removed. You may be automatically logged off if you leave your session idle for too long, so be sure to save your work frequently to your personal storage area (H:) or some removable medium such as a USB flash drive, diskette, zip disc, or CD-R.

File Storage

- Everyone has an area on our fileserver where they can save files. Each Novell user has approximately 50 megabytes (MB) of storage space in the H: drive. When you login, your H: drive will automatically appear in My Computer. Your H: drive shows only your data and is accessible only by you. It is also backed up on a regular basis. The H: drive is where you should store all of your personal data files.

- There is "scratch" space in the S: drive. Drive S: is a good place to temporarily store larger files that won't fit on your H: drive. But be forewarned: Any person with a Novell account can write to and read from this area. The data can be removed, modified or read by any registered user on the network. Furthermore, the S: drive is emptied periodically and without warning. DO NOT

STORE IMPORTANT OR CONFIDENTIAL INFORMATION THERE. Doing so will result in a loss of privilege to use this area.

- There is NO AREA on the fileserver where users are permitted to store program files. These files may be removed at any time without advance notice.

- To reiterate, the only areas of the server on which you are permitted to save files are on the Home (H:), Webpage** (L:), and Scratch (S:) drives. Again, executable files (programs) are not permitted in these areas.

- You should never store any information on the local hard drives of the lab workstations. The workstations are automatically refreshed to standard specifications each time the computer restarts, so any information stored on the local drive will be lost forever.

- The public access workstations and networks in the department use standardized security measures, which have been implemented in accordance with University and Departmental regulations. You are responsible for reading and complying with the Rutgers University Acceptable Use Policy. Any violation or attempted violation of this policy will result in disciplinary action from the department and the University. The Acceptable Use Policy can be viewed here: http://rucs.rutgers.edu/policies.html.

**Web page hosting for a History department web page, and the associated L: drive, are only available by request. Please note that if approved, web space on L: is shared with personal storage on H:, and that the combined space cannot exceed the quota, which is 50 MB by default.

Printing

The printer in the lab is a high speed, high quality black and white laser printer. The department charges a per-page price for printing, but all users receive an initial $25 credit when the account is created. For detailed information about the department's printing policy, please visit the computing web site, available via the Computing link on the History website at http://history.rutgers.edu.

Email

Along with your Novell account, most accounts are set up with an email account on our Zimbra mail system, specific to each academic department. Your email address combines your   Novell account username with a department specific domain, e.g. <username>@history.rutgers.edu. Your email account also shares a password with your Novell account – the same password is used for both services, and if you change your Novell account password, you must use that new password for email as well.

The easiest way to check your email is via the webmail interface at https://webmail.sas.rutgers.edu/. You can also set up a traditional email client such as Mozilla Thunderbird to retrieve your mail from off-campus. (See the computing website for more information.)

➢ **Important**: Your email username is your **full email address**. This applies in webmail, Mozilla Thunderbird, or any other email program

➢ Remember to set a password before accessing email. Your temporary password can and will expire if used too often, such as checking email.

Reporting Problems

Requests for assistance, can be submitted via the SAS Workorder System at http://sas.rutgers.edu/workorder. Workorders are the most efficient way of obtaining technical assistance. They can be submitted by anyone with an Internet connection, from anywhere in the world. Simply enter your Rutgers NetID (not your departmental username) in the form and click "Lookup" to have most fields filled automatically. Verify that the contact information is correct, and provide as detailed a description as possible.

Creating a Central Computer Account (NetID)

Rutgers has several central computer systems (completely separate from our "departmental" system detailed above) on which all faculty, staff, and students are permitted to have accounts. The University requires all active members of the University to have an account on at least one of these systems. This account is also known as your NetID.

For the New Brunswick / Piscataway campus, the two systems are RCI (http://rci.rutgers.edu/) and Eden (http://eden.rutgers.edu/). RCI is the Research Computing Initiative system and holds the accounts for all Faculty and Staff. If you are a TA (or otherwise receive a paycheck from the University) you may be eligible for an account on this system.

The Eden system is for all Undergraduate and Non-University-Employed Graduate students. You can activate your account on these systems by following the instructions at:

https://netid.rutgers.edu/

Further Information

If you still have questions after thoroughly reviewing this document and the computing website, you may direct them to msteiner@sas.rutgers.edu or set up an appointment to meet with me (Hint: Workorders work well for either purpose).