WELCOME

Start of Semester Meeting Fall 2015
Computer Science Department
Stony Brook University
Systems Staff
Don’t need to take NOTES!

• Lot of information presented here.
• You only need to remember two things.

1. How to get this presentation?
   • Entire presentation is available on our website at
     [http://www.cs.stonybrook.edu](http://www.cs.stonybrook.edu)
   • Under “About Us/CS Intranet ➔ Start of Semester Information” link.

2. What is RT?
   • Request Tracker system. More to follow.
CS Intranet

Computing facilities for undergraduate students are maintained by both the University Computing Center and the Department of Computer Science. Available facilities are listed here.

Below are the important links to get help:

RT Home Page - It is a web based reporting tool for submitting a problem ticket to resolve IT infrastructure related issues.

- Use RT for submitting both urgent and non-urgent requests
- RT is our focal point for tracking tasks and issues, and prioritizing them
- You (users) don't need to do anything special -- you can just send email to RT. RT will acknowledge your message, automatically routing it to the appropriate system staff, making sure all future correspondence gets to the right place and update you on its activity.
- RT provides a simple, web interface that allows end users to view their own active tickets. To use this feature, you must send email to RT requesting an RT account.
- Send email to RT AT CS DOT STONYBROOK DOT EDU
- There are extra RT aliases such as rt-web, rt-database, rt-windows, rt-printing, rt-mac, rt-email, rt-unix, rt-cvc, and rt-network. Using these aliases (e.g RT-EMAIL AT CS DOT STONYBROOK DOT EDU), tickets get automatically assigned to the right queue and person, which could speed up their resolution.

Start of Semester Information - This document tells you on how Systems Staff can support you and where to go for help.

Technical FAQs - Users with IT Infrastructure, Internet Access, Email related issues should first try to resolve their problems with the
Agenda

1. Who we are and what we do
2. Where to get help
3. Department facilities
4. TA information
5. Final thoughts
6. Questions?
## 1. Who we are and what we do

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td></td>
<td>Ken Gladky</td>
<td>Director of Operations</td>
</tr>
<tr>
<td></td>
<td>Peter Ruland</td>
<td>Associate Director of Operations</td>
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<td></td>
<td>Brian Tria</td>
<td>Unix and Networking Manager</td>
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<td></td>
<td>David Cajigas</td>
<td>Unix and Network Administrator</td>
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<td></td>
<td>Michael Delgrosso</td>
<td>Client and Lab Administrator</td>
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<td></td>
<td>Vibha Mullick</td>
<td>Database and Web Administrator</td>
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2. Where to get help

RT

- Send email to RT (preferably from an campus email address ending in cs.stonybrook.edu or stonybrook.edu).
- All System staff members and requesters get a copy.

rt@cs.stonybrook.edu
2. Where to get help
Department Website

- http://www.cs.stonybrook.edu
  - About Us ➔ CS Intranet
    - Technical FAQ’s
  - People ➔ Staff (contact information)
  - Admissions
    - Documents, Forms and other information
- CS Intranet ➔ Secure Sign-On area
  - Downloads.
  - Department specific information (e.g., Wireless connection information)
  - Lab access code combinations
3. Department Facilities

- Purpose of Policies and Quotas
- Accounts
- Email
- Newsletters
- Publishing on WWW
- Printing
- Public Labs
- Public Hosts
- Miscellaneous
3. Department Facilities

Purpose of Policies and Quotas

• Manage resources to conserve research $$$. 
• Provide a better working environment for all members 
• If you need more resources for your department related work, ASK!
3. Department Facilities

Accounts

• Policies – no sharing, cheating, etc.
• Storage Quota (Windows) = 2GB
• Printing Quota (Windows) = 500 pages/month
• Separate Windows and Unix accounts (email sent when activated to your SOLAR registered address)
• Use Gmail/Yahoo for personal emails
  • Note: Gmail conflicts with FERPA regulation (TAs)
• Alumni account upon graduation

<table>
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<tr>
<th>Windows Account</th>
<th>Unix Account</th>
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<tr>
<td>Email Access</td>
<td>Compute hosts</td>
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<tr>
<td>Windows Labs</td>
<td>Web site</td>
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<td></td>
<td>Secure Sign-on</td>
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3. Department Facilities

Accounts

• Passwords – choose a good one and change within 2 weeks (inactive accounts or accounts with bad passwords are turned off).

• Simple and secure password examples

<table>
<thead>
<tr>
<th>Password</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>March1995</td>
<td>Any month and year combo</td>
</tr>
<tr>
<td>Computer+Java</td>
<td>Two words plus special character “+”</td>
</tr>
<tr>
<td>My 1st pet</td>
<td>Passphrase with a number</td>
</tr>
<tr>
<td>I l0ve F00tball</td>
<td>Replace “o” with “0”</td>
</tr>
</tbody>
</table>
3. Department Facilities
Publishing on WWW

• Edit your website directly by logging into UNIX workstations.
• Use for department related purposes.
• Submit RT request for more quota.
• See FAQ for more details.
3. Department Facilities

Printing

• Printers in Public Labs.
• Printer accounting and quotas.
• Value your department resources.
• No books, copyrighted or personal material, etc.
3. Department Facilities

Email system

• Google Apps for Education

• Web interface at [http://www.gmail.com](http://www.gmail.com) Email address is <CSid>@cs.stonybrook.edu

• Users get Unlimited shared storage between all enabled apps storage

• Enabled core apps are: Mail, Calendar, Sites, Drive, Contacts, Hangouts.
3. Departmental Facilities

Email Usage

• Grads Alias: Don’t sell things on the alias. Don’t Cc all grads unless the email concerns all grads. Be polite.

• Students are encouraged to obscure email addresses on www and not use name@cs.stonybrook.edu as text on their webpage's (See Technical FAQs).
3. Department Facilities
Public Labs

- Windows Lab (Rooms 108 and 2126)
- Mac Lab (Room 108)
- Remote Desktop Services
  - Web based access to applications and Virtual Windows Hosts (Releasing September 1, 2015)
3. Department Facilities

Public Hosts

• compute1 – compute2 (Public Linux compute servers)
• Minix (Linux + Vmware)
• Do not try to login to “cs.sunysb.edu” or “cs.stonybrook.edu”
• Use ssh/sftp v2+ only (port 130).
• See FAQs for more details.
3. Department Facilities

Miscellaneous

• Graduate Offices: Don’t bring fridges, microwaves, coffee pots or furniture to offices.

• Three basic steps to securing your computer
  • Antivirus and Antispyware software
  • Firewall
  • Update software patches
3. Department Facilities

Miscellaneous

• DoIT website
  http://it.cc.stonybrook.edu

• Free and Discounted Software
  • Windows 7, Servers available for download, Office at Marketplace
  • Apple software
  • Adobe software

• Hardware purchases (Edu discounts)

• Campus Accounts
  • NetID, Solar, SINC
4. TA Information

- Do not hold office hours in your office.
- TA room 2110, get combo from Graduate Secretary
- Blackboard – Online course management tool ([http://blackboard.stonybrook.edu](http://blackboard.stonybrook.edu)).
5. Final Thoughts

• Check the Technical FAQs.
• If you have a problem, ASK!
• If you need resources, ASK!
• Submit RT request.
• Stop by the System Staff Suite. (9am-9pm)
• In case of Emergency, call the STAFF Hotline at 2-2772 (on campus) or 631-632-2772 (off campus)
6. Questions?
Thank you and welcome to the Computer Science Department.