Part II Student Induction 2017

• Department IT facilities (e.g. Fileserver, Printing, Copying)
• IT procedures in Materials (e.g. Getting help)
• Online literature searches (e.g. Web of Knowledge & SOLO)

Dr Paul J Warren – Senior IT Officer
Department IT facilities

• Research Group Computers
• Network Infrastructure
• Department Computer Room (TL)
• Materials Modelling Laboratory (MML)
• Department Library
• Meeting Rooms and Lecture Theatres
• IT support area
• Digital Printroom
• Photocopiers and Printers
• Department Website
Research Group Computers

• Research groups provide their own computing facilities.
• Variable provision depending on type of work and funding!
  – individual or shared, desktops or laptops, Windows or Mac
  – mono or colour printers, scanners, cameras etc.
  – equipment control computers etc.
• Group leaders are responsible for paying for group computers.
• Users are responsible for looking after group computers.
  (Configuration/Data/Backup/Security etc.)

• Talk to IT staff if your group computing facilities are limiting!
Network connectivity is essential for email, web, filesharing, printing, backup etc…

- Department network – (local IT staff)
  - Mostly 1Gbit to desks, still some 100Mbit
  - 1Gbit between all department buildings
  - 1Gbit firewall (registered devices only)
- University network (IT Services staff)
  - 40Gbit university backbone
  - [http://www.it.ox.ac.uk/status/](http://www.it.ox.ac.uk/status/)
  - university firewall
- Joint Academic Network (JANET)
  - 40Gbit link to the world
The Teaching Laboratory in Holder Building has a computer room open during working hours. Priority is given for teaching undergraduates but postgraduates can use it if there are free workstations, which there usually are!

- 12 workstations connecting to department fileserver
- Colour photocopier/printer, Mono printer, scanner
- (also 6 optical microscopes and 6 laptops)
The department operates several Linux clusters as part of the Materials Modelling Laboratory:
- **Landau**: 18xDualQuadCore (144 cores) ethernet
- **Kittel**: 36xDualQuadCore (288 cores) infiniband
- **Ironman**: 36xDualQuadCore (288 cores) infiniband
- [http://mml.materials.ox.ac.uk/](http://mml.materials.ox.ac.uk/)

University computational resources are available too via the Advanced Research Computing facility:
- [http://www.arc.ox.ac.uk](http://www.arc.ox.ac.uk)
Department Library

• On-line catalogues, on-line resources
  – [http://www.materials.ox.ac.uk/library](http://www.materials.ox.ac.uk/library)
  – Three desktops, but no printing
  – login using your own departmental login account and save files to your own directory space.

• Please use computers for library purposes, not just email etc.

• Wireless signal for personal devices

• Self-service book loan system
Meeting Rooms and Lecture Theatres

(HRLT / BRLT / IEBLR8, HRMR / BRCR / ETBCR / PRMR / RRCR / RRMR / BBMR)

- Lecture theatres and meeting rooms all have permanent audio visual facilities (computers, projectors, visualizer etc)
- Room bookings should be made via Reception 73777 but bookings can be checked online at http://internal.materials.ox.ac.uk/roombookings
- Portable equipment which can also be borrowed
  - Laptop plus webcam (from IT support)
  - Portable data projectors (from IT support or PSG’s PA at Begbroke)
- Video conference facilities – fixed locations
  - Skype – Meeting rooms (HRMR / BRCR / ETBCR / RRMR / RRMR)
  - Tandberg video conference equipment – BR lecture theatre
IT Support area

Engineering Technology Building Room 10.14
Helpdesk open weekdays 8.30am to 5.30pm
Email: itsupport@materials.ox.ac.uk
Phone: (2)73667 (Chris Akinola)

– IT Helpdesk – hardware and software and general guidance
– Photography - mugshots, publicity, research support
– Projects – publications/handbooks, posters, business cards
– Meetings support – audio visual, poster-boards, signs
Digital Printroom

Open-access printroom for use by all members of Department when group printing facilities are insufficient. Printing requires authentication using Departmental credentials. Printroom door is open 9-5pm plus after-hours swipecard access available upon request to IT staff.

- 2 basic computers (for printing/scanning)
- 1 A4 flatbed scanner (documents and film negatives)
- 1 A4 document scanner (doublesided, autofeed, 30 ppm)
- 1 mono laserprinter (doublesided 30ppm)
- 1 colour laserprinter (capable of A3 and doublesided 15ppm)
Photocopiers and Printers

See list of devices at [http://print.materials.ox.ac.uk/ipp](http://print.materials.ox.ac.uk/ipp)

Each building has a departmental multifunction copier
- copy/print/scan&email, mono/colour, A4/A3
- University Card contactless authentication
- print jobs are only released after authentication
- report problems to Reception staff or department IT staff

Research groups operate their own printers
- consumables for standard printers are available from stores, alternatively consumables are managed locally within groups
- report problems to local experts or departmental IT staff
Department Website

There is lots of department information available on our website [http://www.materials.ox.ac.uk](http://www.materials.ox.ac.uk)

- People contact details
- Teaching information
- Research information
- Internal
- IT

Report any errors or send any suggestions to webmaster@materials
IT Procedures

- Getting Support
- Communicating via Email
- Connecting to the Network
- Computer usage
- Making the most of your computer
- Department services
- IT Training
Getting IT Support - Department

itsupport@materials.ox.ac.uk

- Dr Paul J Warren - Senior IT Officer
  - paul.warren@materials; 73727; ETB Room 10.12

- Robert Saunders - IT support / Servers / Desktops
  - robert.saunders@materials; 73930; ETB Room 10.15

- Chris Akinola - IT support / General / Audio Visuals
  - chris.akinola@materials; 73667; ETB Room 10.14
Getting IT Support – IT Services

• IT Services
  – [http://www.it.ox.ac.uk](http://www.it.ox.ac.uk)
  – [http://help.it.ox.ac.uk](http://help.it.ox.ac.uk)
  – 7-19 Banbury Road (nearby)
  – Advisory, Registration, Help, Training etc.
  – Meeting rooms with computer suites available for booking

• IT Service Desk
  – Online requests [http://help.it.ox.ac.uk/help/request](http://help.it.ox.ac.uk/help/request)
  – Email requests [help@it.ox.ac.uk](mailto:help@it.ox.ac.uk)
  – Phone 24/7 support line 01865 6 12345
  – Appointments from 9:00 to 16:00
Communicating via Email

• Nexus email and calendars are provided by IT services
  – firstname.lastname@materials.ox.ac.uk
  – Outlook web access http://nexus.ox.ac.uk
  – Local email client e.g. Outlook, Thunderbird+DavMail, MacMail
  – Some mailbox settings on https://register.it.ox.ac.uk/self/nexus
  – Lots of guidance and instructions on http://help.it.ox.ac.uk/nexus/index

• Departmental mailing lists are operated by IT staff
  – Everyone should receive notices@materials
  – Other lists as appropriate : e.g. undergrads-4th-msom@materials

• Using email
  – Write messages clearly, concisely, preferably in plaintext
  – Most junk should just be deleted. If you are unsure IT staff can advise.
    e.g. phishing, viruses, hoax viruses, chainmail, etc.
  – Think about what you write http://help.it.ox.ac.uk/email/netiquette/index
  – Consider adding your phone contact details to your signature
Connecting to the Network

• The Oxford Wireless Lan is available in most general access areas of the department. Eduroam and OWL are provided by OUCS and can be accessed by any member of the university (without registration) by using your remote access account. http://help.it.ox.ac.uk/network/wireless/index

• The departmental hard-wired ethernet is available to all but computers must be registered with IT staff who check systems before adding them to the network
  – Need up-to-date anti-virus software
  – Need fully patched operating system

• Network problem?
  – check http://www.it.ox.ac.uk/status for university-wide problem
  – email itsupport@materials or phone 73667 / 73930 / 73727
Computer Registration

• Pre-registration security checks for personal devices
  – Install Sophos [https://register.ox.ac.uk/software](https://register.ox.ac.uk/software) and perform full scan.
  – Install all operating system updates
    • Microsoft updates [http://update.microsoft.com](http://update.microsoft.com) for Windows
    • Apple Software Updates [http://support.apple.com/kb/HT1338](http://support.apple.com/kb/HT1338) for MacOS
    • Software package updates for Linux
  – Install updates for any additional software packages such as Java, Acrobat Reader, Adobe Flashplayer (ActiveX for Internet Explorer and Plugin for Firefox), AppleSoftwareUpdates, Firefox, Chrome etc.

• Registration tasks for IT staff
  – Network registration (DHCP,DNS)
  – Check system configuration /security (see above)
  – Help set/reset departmental account password
  – Help setup access to departmental fileserver (ssh/netstorage/netshare)
  – Help setup access to departmental printers (iprint client)
  – Help register for and install TSM backup software
  – Help setup wireless access to Eduroam with Remote Access account
  – Offer general advice on software and hardware
Computer Usage

• Security is your responsibility
  – Never allow open access - always set a password and lock screensaver
  – Never share a password, change passwords regularly
  – Set passwords to be difficult to guess e.g. iwbiJ1969cheltenhaM

• Antivirus software is essential
  – IT support staff manage the department’s anti-virus protection (Sophos)
  – Contact itsupport@materials if you think you have a virus or malware

• Backup and archive is essential
  – Formalise your weekly backup procedure (also archive regularly)
  – Part II students CANNOT register for university backup HFS / TSM

• Rules and regulations
  – You have already agreed to the University Rules
  – Department does not allow P2P file sharing e.g. iPlayer, BitTorrent.
  – University monitors and investigates illegal filesharing – “Cease&Desist”
Making the most of your computer

• Read the Departmental advice about software [http://www.materials.ox.ac.uk/it/itsoftware.html](http://www.materials.ox.ac.uk/it/itsoftware.html)

• Software licenses distinguish between department-owned and personal-owned computers.

• General software is available from the IT on-line shop
  – see both pricelist and site licensing information (SLS)
  – purchase orders avoid paying VAT and help keeping records
  – pay for ALL software licenses (including downloaded shareware etc.)

• site-licensed scientific software available from IT staff
  – Mathematica – mathematical programming
  – Matlab – data analysis and graphing
  – Origin - graphing and data analysis
  – Other specialist software e.g. ABAQUS, COMSOL, LabVIEW etc.
Departmental Online Services

- Departmental Account
  - Username same as university but password different
  - Reset password via [http://pwm.materials.ox.ac.uk/pwm](http://pwm.materials.ox.ac.uk/pwm)

- File storage (secure, backed up, accessible)
  - Default 1Gb per user. Ask for more via itsupport@materials
  - [http://www.materials.ox.ac.uk/local/it/materials-fileserver.html](http://www.materials.ox.ac.uk/local/it/materials-fileserver.html)
  - Novell client32 from Teaching Laboratory and elsewhere
  - file sharing \FILES_STUDENT\STUDENT from department
  - ssh oums1234@materials2.materials.ox.ac.uk from anywhere
  - [https://netstorage.materials.ox.ac.uk/netstorage](https://netstorage.materials.ox.ac.uk/netstorage) from anywhere

- Printing – all departmental network printers
  - [http://www.materials.ox.ac.uk/local/it/materials-printing.html](http://www.materials.ox.ac.uk/local/it/materials-printing.html)
  - [http://print.materials.ox.ac.uk/ipp](http://print.materials.ox.ac.uk/ipp) for automatic driver installation
Departmental Photocopiers

Each building has a multifunction photocopier
- copy/print/scan&email, mono/colour, A4/A3
- university card contactless authentication
- print jobs are only released after authentication
  - understand copyright permissions before copying!
  - print mono by default – colour costs more!
  - print/copy double-sided – duplex saves trees!
  - avoid printing where possible – no printing saves most trees!

Visit [http://print.materials.ox.ac.uk/ipp](http://print.materials.ox.ac.uk/ipp) and first install iPrint client then install “followme” printer which will send your printout to whichever photocopier you authenticate at.

Track your usage and budget via [https://print.materials.ox.ac.uk:9192/app](https://print.materials.ox.ac.uk:9192/app)
IT Training

• IT Services run an extensive range of training courses which are often FREE to all members of department
  – Byte-sized 1hr lunchtime sessions
  – 1/2 day and full day courses
  – http://www.it.ox.ac.uk/do/training-and-facilities
  – http://courses.it.ox.ac.uk/
  – http://portfolio.it.ox.ac.uk/

• Look to your future…
  – what additional skills will you employer want?
  – where else will you get free IT training?
Literature Searching

• How to find on-line resources
  – http://www.materials.ox.ac.uk/library
  – http://ox.libguides.com/materials

• Searching using Web of Knowledge
  – http://wok.mimas.ac.uk

• Reading journals on-line
  – access from Oxford or via VPN or via Shibboleth
  – http://oxlip-plus.bodleian.ox.ac.uk

• Bibliographic software for managing references
  – Endnote, Refworks, Mendelay or Zotero

Demonstration time!
The End

Send all IT queries to
itsupport@materials.ox.ac.uk

Note that this presentation assumes you have already seen the IT Services student induction presentation at https://www.it.ox.ac.uk/its3/induction