GT/OIT/CoC Computing Quick Reference

COC / TSO STAFF: The CoC Technology Services Organization (TSO) provides computing and networking infrastructure for all of the College's programs: Academics, Research and Administration. Here are the primary points of contact and duties for TSO groups.

Name	Email	Room	Phone	TSO Group	Primary duties
Russ Poole	rpoole@cc	CCB 241	385-4227	Director	• Overall responsibility for technology and services within TSO
Tonya Gordon	dunson@cc	CCB 240	385-0364	Manager, Purchasing, Licensing and Accounting	• Procurement/financial/legal matters
Uwanna Smith	uwanna@cc	CCB 242	894-9678	Manager, Enterprise Systems Support	• Technical Training • MS Exchange, Databases • Web Services
Mike Luttrell	mluttrel@cc	CCB 243	385-6889	Manager, Operations	• CoC Data Center • Network Operations Center • Central and Distributed Services • Information Security
Doug Conley	dougc@cc	CCB 236	385-2518	Academics Program Support	• Academic labs, desktops, servers, apps
Brian Crowell	bcrowell@cc	CCB 148	894-7065	Manager, Helpdesk	• CoC Helpdesk • Faculty/Staff Desktops
Randy Carpenter	randy@cc	CCB 244A	894-9046	Manager, Research Program Support	• Research Lab Technology • High Performance Computing • Grad Student Desktops

COMPUTING SERVICE PROVIDERS @ GT: Two of the computing service providers available to you at GT are the Office of Information Technology (OIT) and the CoC's Technology Services Organization (TSO).

- OIT provides technology services for all of GT.
- TSO provides technology services for CoC Faculty, Staff and Students.
- Please refer to the Frequently Asked Questions (FAQ) list.

Service Provider	Locations	Type of Service	Help References
OIT	Resource Center, Library West (ground floor)	Centralized GT computing & networking support	**Web**: http://www.oit.gatech.edu/ **FAQ**: http://faq.oit.gatech.edu/ **E-mail**: **support@oit.gatech.edu** **Phone**: 404-894-7173 **Hours**: 8AM-6PM, M-F
TSO	Help Desk located in CCB 148. Also, video help desk in TSRB Copy Room.	CoC-specific computing & networking support	**Web**: http://www.support.cc.gatech.edu **FAQ**: http://support.cc.gatech.edu/support-tools **E-mail**: **helpdesk@cc.gatech.edu** **Phone**: 404-894-7065 **Hours**: 7AM-5PM, M-F **AIM**: tsohlpdsk

GOOD STUFF ON THE TSO WEBSITE: **http://support.cc.gatech.edu/**

You can…

- **Download this document**
- **Learn about TSO Services**
- **Learn about CoC Computing Facilities**
- **Get notified of maintenance and outages**

- **Frequently Asked Questions (FAQs)**
- **How to Do things (Howtos)**
- **Request resources using online forms**

GT/OIT/CoC Computing Quick Reference

POLICIES AND PROCEDURES: Read the GT Computing & Networking Security Policy and Procedures.

- We know it's boring, but these policies **WILL** affect your computing life at GT and the College of Computing.
- COMPLETE COC POLICIES CAN BE FOUND AT: http://support.cc.gatech.edu/support-tools/pnp
- *Use of GT computers and networks constitutes agreement to these policies.*

Document	What Is This All About?	Online Reference
GT Computer & Network Usage and Security Policy (**CNUSP**)	Outlines employee and student behavior requirements for the protection of the GT information technology resources.	http://www.oit.gatech.edu/inside_oit/policies_and_plans/ policies/CNUSP.pdf
GT Computer & Network Security Procedures	Provides specific requirements to protect GT information technology resources and data while appropriately governing employees' and students' behavior.	http://www.oit.gatech.edu/inside_oit/policies_and_plans/ procedures/CNS_Procedures.pdf
CoC User Account and Access Policy	Rules for CoC user account eligibility, expiration, behavior	http://support.cc.gatech.edu/support-tools/pnp/coc-user-account-policy

USER ACCOUNTS: You have both a GT user account and a CoC user account.

Account Type	Account Format	Apply	Activate	Passwords, Remote Access, Disk Quota, Web Pages
GT	*flastXXX* (f = first initial, last = last name, XXX = 2 or 3 digit #).	No need to apply. Your account is automatically created.	Go in person to the Resource Center, Library West (ground floor). Bring a picture ID.	• Password expires every 90 days. • Reset with http://passport.gatech.edu/ • Remote access only w/SSH, SSL, IMAPS, POPS • Personal web page in ~/public_html w/live updates http://www.prism.gatech.edu/~accountname • *Most campus services require your GT account/password* • *CoC Instructional Labs require your GT account/password*
CoC	Will be the same as your GT account	You must apply online (see the link to the right).	No activation necessary. You will receive email when the account is ready to use.	• Apply online at the following web page: http://support.cc.gatech.edu/resources/forms/account-creation • CoC UNIX and Windows passwords are not synchronized. • Contact TSO Help Desk to reset passwords • *Most CoC systems require your CoC account/password. CoC is in the process of migrating its systems to use your GT credentials.* • Ask your lab manager to request access for research lab systems • Remote access only w/SSH, SSL, IMAPS, POPS • 4GB home directory quota, 200MB web page quota • Personal web page in your home directory ~/.www-home URL: http://www.cc.gatech.edu/~accountname • Always store data in your home directory (typically the H: drive on Windows). • *Don't* store files on local desktop disks (C: on Windows). *Desktop systems are not backed up!*

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WIRELESS & WIRED MOBILE NETWORKING: Using your laptop (or other mobile device) you can access the GT network using wireless technology or using one of many wired *"walk-up"* ports.

Type	Network Name	Access
OIT	**LAWN** (*Local Area Wireless/Walkup Network*). Also known as **GTwireless**.	• http://www.lawn.gatech.edu/ • LAWN is available in many GT buildings including all CoC occupied buildings (CCB, KACB, and TSRB) • 802.11g wireless is in many locations (CCB, KACB, and TSRB) • Wired "LAWN Ethernet ports are available in CoC Commons Area • Configure device with DHCP • Open a web browser • Enter the GTwireless WEP key (obtain from website above) • Then, authenticate using your GT account/password

SOFTWARE DOWNLOADS: As a student of GT/CoC, the following software is available for download.

Type	Available Software	Online Reference
OIT	Red Hat Enterprise Linux, McAfee VirusScan/Virex, Webroot Spy Sweeper, Endnote, Mindware, NAG, SecureCRT, WinSCP (and more)	http://software.oit.gatech.edu/
CoC	MS Windows and other MS software (through MSDNAA program)	http://support.cc.gatech.edu/resources/downloads

E-MAIL ACCOUNTS AND MAILING LISTS: As a graduate student, you have only 1 email account (your GT/OIT mail account), but you have many GT email addresses. Your @cc.gatech.edu email addresses are forwarded to your GT/OIT mail account.

- Be sure to ***install virus protection software*** (McAfee VirusScan/Virex is free at http://software.oit.gatech.edu).
- Do not open e-mail attachments or run software from unknown or untrusted individuals or sources.
- TSO operates a Microsoft Exchange server for faculty and staff only.

| Type	Email Address	Access
GT/OIT	*accountname*@mail.gatech.edu *alias*@gatech.edu	• Webmail: https://mail.gatech.edu/ • IMAP: imap.gatech.edu • Refer to instructions on OIT FAQ website, http://faq.oit.gatech.edu/ • Setup your alias@gatech.edu at http://passport.gatech.edu/ • Mailing lists maintained at http://lists.gatech.edu/
CoC	*accountname*@cc.gatech.edu *first.lastnamealias*@cc.gatech.edu	• These email addresses are automatically forwarded to your GT/OIT email address. • TSO is currently in the process of retiring it's internal mail services in favor of using campus/centralized resources.

GT/OIT/CoC Computing Quick Reference

ACADEMIC COMPUTER LABS: As graduate students of Georgia Tech and the College of Computing you have several academic computing lab resources available for your use, some operated by OIT and others operated by CoC.

Caveats for CoC Academic Labs:
- *All GT/OIT and CoC Instructional Labs use your GT account/password.*
- CoC lab machines are reserved at various times for specific classes (***observe schedules, leave quickly/quietly when asked***)
- Always store data in your home directory (which is mounted as H: drive on Windows).
- ***Don't*** store files on local disks (C: on Windows). ***These systems are not backed up!***

Type	Lab Name	Seats	Equipment	Access
GT/OIT	**Library West**	100	• Dell PCs running Windows XP • Apple Macintosh OS X • Digital media software • Color laser printers, scanners, DV cameras	• All GT students • Open daily, closed nights
GT/OIT	**Student Center**	n/a	• Dell PCs running Windows XP • B/W laser printers	• All GT students • Open 24 hours
CoC	**States Lab,** CCB103	82	• Dell PCs with Windows XP & Linux • B/W printers	• Must be taking certain CoC classes. • Supports second and third year CoC undergraduate curriculum • Open 24 hours
CoC	**Baird Lab,** CCB107	20	• Dell PCs with Windows XP & Linux • Digital media software and equipment • Large video scratch disk, DVD+RW	• Must be taking certain CoC classes • Supports CoC digital media, graphics and gaming curriculum • Open 24 hours, but Buzzcard Restricted
CoC	**Mac Digital Media and Gaming Lab,** CCB107A	20	• Dual-processor quad-core Mac Pros running OS X • Digital media software and equipment • Large video scratch disk, DVD+RW	• Must be taking certain CoC classes • Supports CoC digital media, graphics and gaming curriculum • Open 24 hours
CoC	**Thin Client Lab,** CCB130	20	• Sun Microsystems SunRay 2 thin clients with 19" Sun LCD monitors.	• All CoC majors • Part of Undergraduate Computing Facility • Open 24 hours
CoC	**1371 TA Help Desk Lab,** CCB153	20	• Dell PCs running Windows XP	• For support of CS1371 taken by non-CoC majors • Restricted Access

ACADEMIC/INSTRUCTIONAL LAB LOCATIONS ON FIRST FLOOR OF CoC BUILDING (CCB)
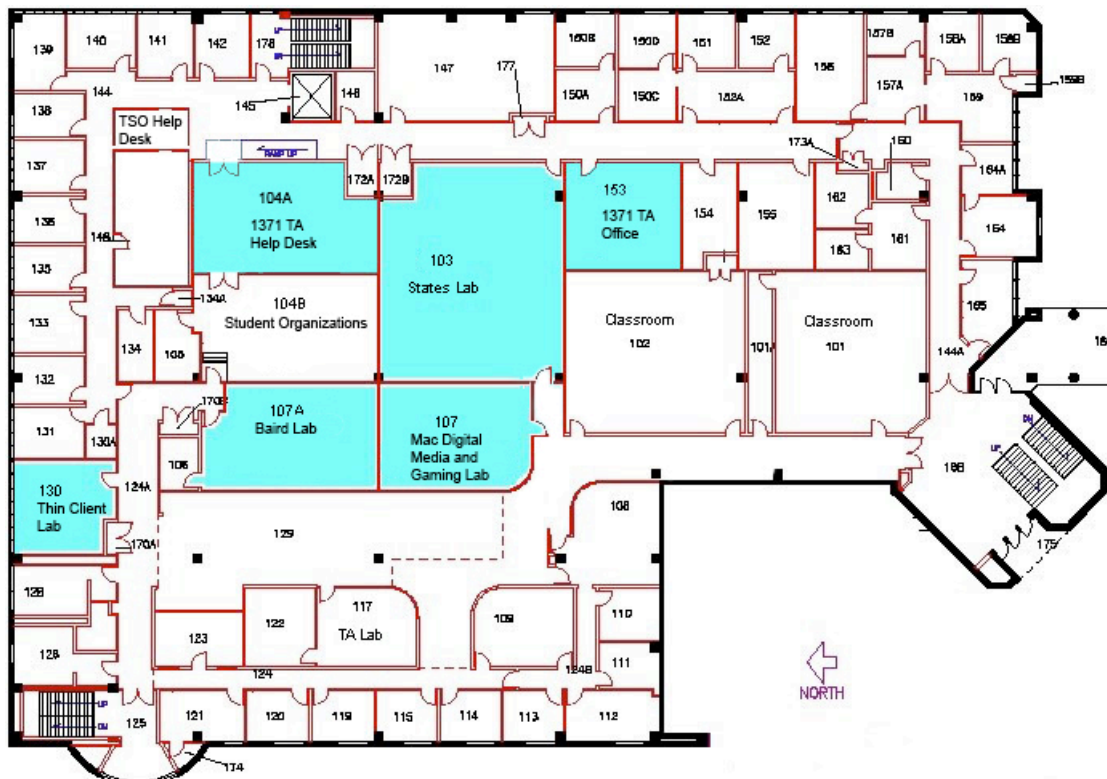
GT/OIT/CoC Computing Quick Reference

COC RESEARCH LABS: Extensive computing resources are available to graduate students associated with CoC Research Centers, Labs, Groups and Projects. Talk with your faculty advisor or Lab Manager about obtaining access.

- List of Labs and Lab Managers: http://support.cc.gatech.edu/facilities/research-labs
- _**Lab Managers**_ are typically fellow graduate students who work to coordinate technical aspects of the lab.
- Lab Managers can:
    - Answer simple questions about the research lab and resources
    - Grant login access to related lab desktops, servers, storage
    - Coordinate equipment issues in the lab (allocation, movement, repairs)
- _**1ST YEAR GRAD STUDENTS MAKE EXCELLENT LAB MANAGERS…VOLUNTEER, IF INTERESTED!**_
    - Talk with your faculty advisor to see if there is a need.
    - Most labs already have Lab Managers, so check the web site above.
    - **Volunteers ONLY…this is not a funded position.**
    - Being a Lab Manager is a great way to learn about research projects and the resources they need.
- Research Labs typically have UNIX groups, mailing lists, etc. Talk with your Lab Manager about getting access to those resources.

REMOTE LOGIN SERVERS: There are several remote login servers that you can access using secure protocols like SSH (e.g. via SecureCRT on Windows, a terminal on Linux, Terminal.app on Mac OS X).

- _**There are also specific Research Area server and disk resources that you can obtain access to by being involved in those groups. Requires faculty permission from the area. Ask your Research Lab Manager.**_

COC GENERAL-PURPOSE GRADUATE RESEARCH COMPUTING SERVERS:

Type	Name	Type	OS	Use
CoC	gaia gaia2 gaia3 gaia4	**Sun Fire v440** (4 x 1 GHz UltraSPARC-IIIi processors, 8 GB memory, Gigabit Ethernet)	Solaris 8	• Sun Ray servers • graduate student computing • general purpose interactive • NO compute bound tasks
CoC	mikkeli	**Dell PowerEdge 1850** (2 x 3.2 GHz Xeon, 4 GB memory)	Red Hat Enterprise Linux 4	• Sun Ray server • general purpose interactive • NO compute bound tasks
CoC	Tampere	**Dell PowerEdge 1850** (2 x 3.2 GHz Xeon, 4 GB memory)	Red Hat Enterprise Linux 4	• Sun Ray server • general purpose interactive • NO compute bound tasks

COC ACADEMIC COMPUTING SERVICES:

Type	Name	Type	OS	Use
CoC	Academic Remote Access	**8 x Sun Fire X4100's (plus several VMWare Virtual Machines)**	Red Hat Enterprise Linux 5 and, Windows XP	• http://ara.cc.gatech.edu • academic/instructional lab computing

OIT GENERAL-PURPOSE COMPUTING SERVERS:

Type	Name	Type	OS	Use
OIT	acme.gatech.edu	4x Sun Fire v440s acting as a single load-balanced server	Solaris 9	• general-purpose interactive • academic/instructional • mail, news

GT/OIT/CoC Computing Quick Reference

RESEARCH HIGH PERFORMANCE COMPUTING: CoC has a number of remotely accessible research-related computing clusters located in various machine rooms and research labs for the purpose of performing computational work.

- These computational clusters have been purchased by faculty for specific research needs.
- Access to these resources require **faculty or lab manager approval.**
- Request access through the TSO Helpdesk (helpdesk@cc)

Cluster Name	Nodes	Cores	Description	Operating System	Research Group
Awing	14	28	**IBM BladeServer** (2 x 2.8 GHz Pentium4 Xeon)	Red Hat Enterprise Linux 4	CERCS
CellBuzz	14	252	**IBM BladeCenter** (14 QS20 Blades x 3.2 GHz Cells)	Fedora Core 6	CSE
iLab (IXP)	8	16	**Dell PowerEdge** (2 x 2.8 GHz Pentium4 Xeon)	Red Hat Enterprise Linux 4	CERCS
Loki	12	24	**Dell PowerEdge 1850** (2 x 3.0 GHz Pentium4 X eon)	Red Hat Enterprise Linux 4	Database
Maquis	16	128	**IBM BladeCenter H** (16 blades x 2 sockets x Core2 Quad)	Red Hat Enterprise Linux 4	CERCS
Niagara	3	24	**Sun Fire T2000** (1 x UltraSPARC T1) **Sun Fire T5120** (1x UltraSPARC T2)	Solaris 10	CSE
Netlab	62	124	**Sun** (2 x n.n GHz Pentium4 Xeon)	Red Hat Linux 9	CERCS
Polynesia/ Samoa	18	72	**Dell PowerEdge 1850** (2 x 2.8 GHz Dual-Core Xeon)	Red Hat Enterprise Linux 4	CERCS
Rohan	53	106	**Dell PowerEdge** (2 x 3.2 GHz Pentium4 Xeon EMT64)	Red Hat Enterprise Linux 4	CERCS
Sith	30	80	**HP** (2 x 900 MHz Itanium2 IA-64)	Red Hat Enterprise Linux 4	CERCS
Sushi	20	88	**Intel** (2 x 3.2 Pentium4 Xeon)	Red Hat Enterprise Linux 4	Computer Architecture
Topaz	36	288	TeamHPC	(2 sockets x 2.66GHz Xeon Quad)	CentOS
Thunderbird	17	34	**Sun** (2 x 1.4 GHz Pentium III)	Red Hat Enterprise Linux 5	BORG http://borg.cc.gatech.edu/
Warp	100	112	**Intel** (2 x 3.0 GHz Pentium 4 Xeon)	Red Hat Enterprise Linux 5	CERCS
Wilks	10	20	**Dell PowerEdge 1855** (2 x 3.0 GHz Intel EMT64)	Red Hat Enterprise Linux 4	Computational Perception http://www.cc.gatech.edu/cpl

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GRADUATE STUDENT THIN-CLIENTS: **Sun Ray thin-client** computing appliances are provided by CoC for graduate student desktops. These appliances have major advantages:

- Provides remote desktop access to significant backend compute servers
- Solaris and Linux OS only
- Your Sun Smartcard saves desktop sessions which can follow you to any Sun Ray in CoC
- Space/Energy/Cost savings.

Desktop OS	Instructions	Backend Servers
Solaris 8	1. Choose one of the gaia backend servers from the initial screen. 2. A Solaris login window will appear 3. Click the Options button and specify your windows desktop manager preference (e.g. Gnome). 4. Login to with your CoC UNIX account/password	• gaia • gaia2 • gaia3 • gaia4
Red Hat Enterprise Linux 4	1. Choose one of the gaia backend servers. 2. A Solaris login window will appear 3. Click the *Options* button 4. Select the *Remote Login* menu 5. Enter either *tampere* or *mikkeli* 6. A Linux login window will appear 7. Lgin to with your CoC UNIX account/password	• tampere • mikkeli

GRADUATE STUDENT DESKTOPS: Many research labs have desktop PCs running MS Windows XP and Linux as well as Macs running OS X.   Talk with your Lab Manager to obtain access to those resources. TSO maintains managed OS loads that adher to Institute best practices:

- Authentication via CoC user account/password
- Automated installation of security patches
- Host-based Anti-Virus, Anti-Spyware and Firewall
- If you need local administrator on of these systems, get authorization through your Lab Manager.

INLAND/OUTLAND NETWORKING: Using your laptop (or other mobile device) you can access the GT network using wireless technology or using one of many wired *"walk-up"* ports.

Type	Network Name	Access
CoC	InLANd	• TSO managed and trusted network • All baseline equipment use this network
CoC	OutLANd	• A non-TSO managed and untrusted network • Appropriate for research needs that stretch beyond TSO baseline • Static IPs • Requires faculty approval

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RESEARCH COMMUNITY-MAINTAINED COLLABORATION SERVER: The TSO Research Group coordinates a community effort to provide popular group collaboration technology in a single location. For example:

- Main Collaboration site – http://collab.cc.gatech.edu
- Mediawiki – http://wiki.cc.gatech.edu/
- SVN/Trac – http://svn.gatech.edu/
- Mailman – http://lists.cc.gatech.edu/
- FTP – ftp://ftp.cc.gatech.edu/

If you have an interest in volunteering to bring more services to the community (e.g. bugizilla, blogs, etc.), please contact Randy Carpenter (randy@cc).

BUZZCARD ACCESS TO BUILDINGS: Your Buzzcard provides physical access to CoC Buildings (CCB, KACB and TSRB). There are both **swipe** and **proximity** readers that open **interior** and **exterior** doors. All CoC graduate students have access to open CCB and KACB exterior doors. For TSRB exterior doors, you need to obtain permission from the School of Interactive Computing. *Access to any other doors is specific to a class or roll, or is granted on an individual basis when faculty or staff request access for the student.*

- **KACB Exterior** - These doors open the interior of KACB. This will also allow you to use the elevators to get into the interior of the building after hours. Prox card access to KACB is limited to people on the official campus ADA list.
- **CCB Exterior** - These doors open the interior of CCB. Currently this does not include the prox reader by the KACB breezeway (we are working on solving that problem).
- **CCB Instructional Labs** - These doors open the CCB instructional labs.
- **TSRB Exterior** – These doors open the interior of TSRB.

PRINTERS: To add the printer named on Windows, click START, then "RUN" and enter \\ccprint\susie. InLANd UNIX systems see all CoC printers (see http://printhost.cc.gatech.edu/). Refer to TSO web page for printing instructions from wireless.

- *How to get Paper: In CCB, obtain paper from TSO Helpdesk. In KACB and TSRB, contact the administrative staff in your school.*

Printer Name	Location	Type
rosalyn	CCB 107 – States Lab	HP LaserJet 4300
susie	CCB 153 – Thin Client Lab 2	HP LaserJet 4300
wormwood	CCB 107 – States Lab	HP LaserJet 4300
dad	TSRB – 3rd Floor North Hallway	HP LaserJet 4300
gvulab	TSRB 208 – 2nd Floor Copy Room	HP LaserJet 8000
rainbow	TSRB 208 – 2nd Floor Copy Room	HP Color LaserJet 4600
scrod	TSRB – 3rd Floor North Hallway	HP Color LaserJet 4600
uncle-max	TSRB – 2nd Floor North Hallway	HP LaserJet 4300