

StudentIT@dow

A Brief Guide to the Essentials of Computer &
IT Use at Downing College

**As a condition of using the Downing network
you are required to read and agree to
implement the advice in this leaflet**

- What to do before you arrive at Downing
- Getting help with your computer
- Anti-Virus & network security
- Backing up your work
- Connecting to the College network
- What not to do on the College network
- The College Computer Room
- Recycling



WHAT TO DO BEFORE YOU ARRIVE AT DOWNING

Before you arrive:

- It is a good idea to give your computer a 'spring clean' before coming. Get rid of any applications or files that you don't need. Make sure that you are not running any applications that you are not under your complete control.
- If you have or use any file-sharing applications please ensure that you are only sharing materials that you have a legal right to share.
- Make sure that your computer has an Ethernet port to connect it to the College network.
- Make sure that you have all of the CD/DVDs that came with your computer and any software that you want to use. Also makes sure that you have copies of all of the relevant licences and installation codes. If you ever need to re-install your computer you will need all of these items.
- Give some thought to how you are going to back up your work. [More info here](#)
- Give some thought to how you are going to protect your computer from viruses and other online nasties. The College issues all new students with anti-virus software but you may choose to stick with the software you already have. [More info here](#)
- Make sure that you have details of all hardware warranties and any support contracts.
- If you are buying a new computer we would strongly suggest purchasing a hardware warranty that will cover you for your time here.
- You can **collect your passwords online** as soon as you arrive. They can only be collected from computers connected to the university network. You will need your 'admissions' number. You can use the College Computer Room [login with username: signup, and no password] or follow the link from the College network sign-up page. If a friend or neighbour has already registered their computer on the network then you could visit <https://jackdaw.cam.ac.uk/signup>. More details are in a Computing Service leaflet which will be given to you when you register.

GETTING HELP WITH YOUR COMPUTER

You are responsible for the maintenance and upkeep of your computer. You should ensure that all software is kept up to date with patches and that your anti-virus software updates daily. In the unfortunate event that things go wrong there are a number of sources of assistance and support;

Student Computer Assistants

The College employs a small number of students every year to help out with Student IT problems. You can contact them by e-mailing studentIT@dow.cam.ac.uk.

You should get a response by e-mail (check your mail in the Computer Room or via a friend's computer if your own is off the network). You may be offered support via e-mail or a 'home visit' may be arranged to look at your computer.

The StudentIT@dow address is also monitored by the College IT Department.

Downing College IT Department

Downing College IT Department does not formally offer any computing support to individual students. However, if we are in the office and not too busy we will try and have a look at your machine and offer advice. If the problem looks like it is going to become very time consuming then we may refer you on to the Student Computer Assistants or to the University Computing Service Helpdesk.

The IT Office is on B staircase. There is generally someone there from 9am onwards on weekdays. The earlier in the day you can make contact—the better the chance that we will be able to spend some time looking at your problem.

Queries concerning other aspects of College IT operation (College network, Computer Room, etc) should be reported directly to the IT department via e-mail: it@dow.cam.ac.uk

University Computing Service

The University Help Desk (help-desk@ucs.cam.ac.uk) can offer advice and help on a wide range of computing subjects and can direct your query to a pool of experts in hardware and software matters. The Help Desk is They are located approximately five minutes' walk from College on the New Museums Site. Details of services, opening times and location can be found on their website: <http://www-tus.csx.cam.ac.uk/hdesk/>

A map showing the location of the Computing Service can be viewed [here](#)

ANTI-VIRUS & NETWORK SECURITY

Keeping your computer secure is not as difficult as some would have you believe. However, you **MUST** ensure that you keep your computer operating system and your anti-virus software up to date.

As a condition of using the Downing Network you must agree to keep your computer secure.

As a bare minimum you **must** install and maintain anti-virus software and keep your computer up to date with operating system updates.

Freshers and new Graduate students will be issued with copies of the Computing Service Anti-Virus & Security DVD. If you are using a Windows PC this DVD **must** be run and installed before connecting to the network.

If your computer has come with pre-installed anti-virus or security software then you must make a decision whether to keep it or to use the software supplied by the College. Having more than one type of anti-virus software on one computer can cause problems.

A large proportion of the problems we see are due to anti-virus software that has come to the end of its update subscription. Many Freshers bring new laptops with a one-year subscription and do not pay to continue the updates when it expires. If you install the software supplied by the College it will continue to update daily for the full length of your stay in Cambridge.

VISTA Users: UAC (User Account Control) must be disabled prior to installation. There are instructions on how to do this within the Read Me First section of the CD

If you have installed and finished with the DVD please pass it on to others or return it to the Porters' Lodge so that it can be re-used.

Users of other Operating Systems (Mac, Linux) must make their own arrangements to keep their machines secure. Mac Anti-virus software is also available from the University and can be downloaded from <http://www-tus.csx.cam.ac.uk/virus/Macdownload.html>

BACKUP YOUR WORK

Make sure you regularly backup your work. You do not need to backup your entire hard drive. Just make sure that you have up-to-date copies of your work, any supporting data and any other files (photos, etc) that are important to you.

You can backup to a separate hard drive or to an on-line file space. Both have their advantages and disadvantages. What is important is that you do make regular backups of all of the files that you value. There are a few students every year that suffer serious computer problems and lose their hard drives. Having a good, recent backup can make all the difference in these cases—especially when a deadline is close! If you would like to discuss backup options for your particular situation please contact the IT Department.

CONNECTING YOUR COMPUTER TO THE NETWORK

You will need:

An ethernet card/connection in your computer

An ethernet cable

Your CRSID (i.e., the first part of your e-mail address.)

Your Raven password

- Ensure that your network settings are configured to:
 - 'Obtain an IP address automatically'
 - 'Obtain DNS server address automatically'
- Connect your computer to the ethernet socket near your desk.
NB: some rooms may have more than one socket. rooms that have been refurbished in the last two years will often have two double sockets. Only one will be a 'live' network socket
- Restart the computer
- Start your Web browser e.g., Internet Explorer, Safari
- You will be directed to an automatic registration web page
- Complete and submit the form on the webpage.
- Registration of your IP address should take less than 5 minutes.
- Restart the computer
- You should now have full access to the Internet

Note:

- The Auto-registration system will not work if your Home Page is set to a Secure HTTP page. These are web pages that have addresses that start with https:// e.g., Hermes webmail. To get round this change your homepage to something else e.g., www.bbc.co.uk, register and then reset your home page to its desired location.
- Currently, the College only supplies two IP addresses per student. Special exceptions may be possible for academic reasons.
- Connection problems with Windows VISTA

Some users appear to have problems when trying to connect to the network from machines running Windows Vista. If you encounter this then we would recommend that you turn off User Access Control (UAC) while you are completing the connection and registration process. Once this is complete you should re-enable UAC.

WIRELESS NETWORKING

There are a number of wireless hotspots located around the College. They are part of the University Lapwing scheme. More information about Lapwing can be found here:

<http://lapwing.cam.ac.uk>

Current College hotspots are:

JCR Party Room	Butterfield Cafe
Library	MCR
Dining Hall	Wilkins Room
SCR	B staircase lobby & TAO
Boathouse	

No other wireless devices may be attached to the College network.

Gonville Place Wireless networking

Each room in the Gonville Place properties has a Wireless Access Unit (WAU) fixed to the wall. You will need to connect a normal ethernet cable to this unit and then follow the procedure below in order to join the network:

1. Start with both devices (Wireless Access Unit & Computer) off
2. Power on WAU. Wait 1 minute
3. Connect computer & power on computer. Wait until computer has booted fully.
4. Power off WAU. Wait two minutes. Power on WAU
5. If you find that you still get a 'limited or no connectivity' message repeat step 4. but wait 5 minutes.

Once this has been completed successfully the computer and WAU will be 'paired' and you won't need to go through the process again unless you move rooms.

WHAT NOT TO DO ON THE NETWORK

Acceptable Use of the College Network

The Downing College network is connected to the Cambridge University Data Network (CUDN) which is, in turn, connected to the Joint Academic Network (JANet). Both JANet and the CUDN have Acceptable Use Policies (AUPs) which regulate use of their networks. The College is bound by its' agreement with the CUDN to enforce the CUDN AUP and other associated rules. These rules can be read in full on the Computing Service Website: [here](#) and [here](#)

You are expected to make yourself aware of these rules and **abide by them as a condition of your College network connection**

However, the rule which seems to cause most people problems is restated here in simplified form:

Your network connection and your connected computer cannot be used for storage or transmission of materials (e.g., music, films, TV shows etc.) which may infringe others' copyright.

Just because you have been able to get these files from somewhere else does not mean that they are legally yours to own or share.

If the IT Dept discover that this rule (or any of the others) has been broken then we have no option other than to pursue the matter.

Network Traffic

The College has asked students to be more careful about the amount of network traffic they create. In 2004/2005 the College was the 14th highest user in the University. Unfortunately, the situation has changed **and in 2007/2008 we were the 5th highest user.** A good response by the student population brought our ranking down to 9th in 2008/2009 but this still a high volume relative to our size. At this point, network access and use is still unrestricted (apart from the Rules and AUP of the CUDN and some light 'throttling' on certain protocols). If this situation is to remain then **you must contribute to reducing our network traffic to a reasonable level.**

You can monitor your network use via a link on the student signup page. Comparison of your usage with statistics for Downing as a whole will give you an idea as to what sort of contribution you are making to the College position in the rankings

Link to : [Statistics for Downing College](#):

If network traffic continues at levels similar to last year then the College will take action. Please do your bit to keep traffic low.

COMPUTER ROOM

- The Computer Room has 18 PCs and one Apple iMac
- It is part of the University [Public Workstation Facility](#) (PWF)
- There is a scanner available, connected to the iMac
- It is open 24hrs a day, 7 days a week unless in use for student tests.
- Access requires a door code which is available from the Porters' Lodge
- There are two high capacity printers for use by students. Paper for the printers can be signed out from the Porters' Lodge.

Print Charging

There is a small charge for printing via the Computer Room printers.

2p per sheet: NOTE: per sheet - if you print double sided you'll get two sides of text for 2p

Each student will start Michelmas with a credit of £4.00 i.e., 200 sheets of printing

- Any printing in excess of this amount will be added to the final College Bill of the academic year. No account will be able to accrue a debt of more than £10 (i.e., 500 sheets).
- If the £10 debt level is reached then the only way to enable further printing will be to pay £10 in cash to the Bursary.
- You can credit your account at any time to ensure that you always have sufficient printing credit. However, the minimum credit increment is £10
- There may be a short delay between payment being made and the account being credited so make sure that you have adequate credit in place prior to printing any important documents.
- Please note that accounts cannot be credited outside of office hours

Checking your print balance.

There are two ways to check your print balance.

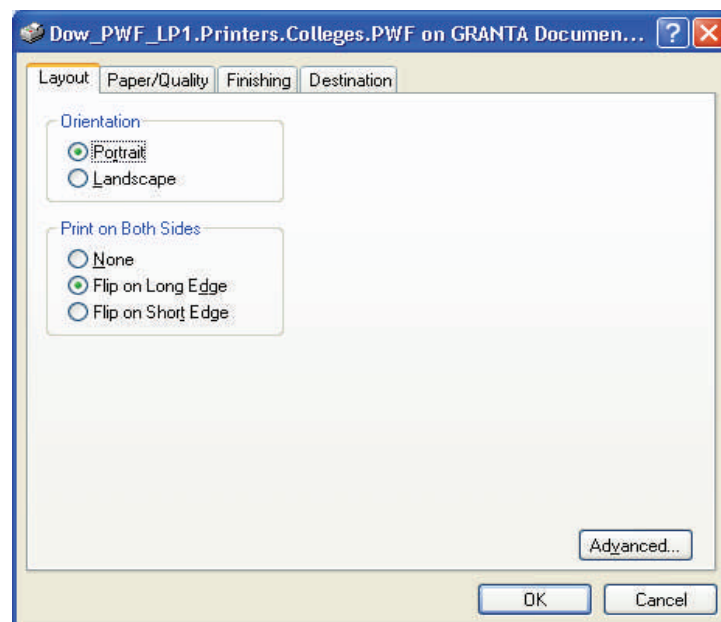
1. When you send a document to the printer a window opens on screen. Your current print balance is displayed towards the bottom of this window.
2. You can use the Balance program from the Start Menu. You can find it as follows:

START> PWF Programs> Utilities> **Balance**

Double-sided printing.

You will need to set double-sided printing in your profile. This is easy to do.

1. When you print a document use File > Print. This opens the Print dialog box before the document is sent to the printer.
2. Click on the Properties button in the top left corner. This opens the Properties box. You should select 'Flip on Long Edge' to print standard double-sided portrait pages.



Remote File Access

All students have automatic access to a 500MB filespace on the Public Workstation Facility (PWF). You can access your PWF filespace from computers outside the PWF. For more information see:

<http://www.cam.ac.uk/cs/pwf/fsaccess.html>

RECYCLING SCHEMES

Print Cartridge & Mobile phone recycling:

Cartridges (Not Epson) and phones can be left for recycling in the boxes outside the Head Porters Office or the IT Dept.

Computer Hardware: Computer hardware (monitors, base units, keyboards mice, printers etc) can be accepted for recycling. Please contact it@dow.cam.ac.uk for further details