



StudentIT@dow

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

2008-2009

**You are responsible for the
maintenance and upkeep of your
computer.**

GETTING HELP WITH YOUR COMPUTER

In College:

Downing College IT Department does not generally offer any computing support to individual students beyond provision of the Student Computer Assistants. These are students who can provide support to individuals. You can contact them via e-mail:

StudentIT@dow.cam.ac.uk

If you believe that there is a problem with the network or with the hardware in the Computer Room then you should direct that query to the IT Department

it@dow.cam.ac.uk

Please be aware that both of these addresses do not accept mail from addresses outside of the cam.ac.uk domain.

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. They are located approximately five minutes' walk from College on the New Museums Site.

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

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 have been 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.

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.

WHEN YOU ARRIVE

If this is this first time that you have brought a computer to College then you should:

- Ensure that you know the warranty situation with your computer and who to contact if you have a hardware problem.
- Ensure that you have all of the documentation and installation CDs that came with your computer and the software that you use.

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.

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
- Wilkins Room
- MCR
- B staircase lobby & TAO
- Library

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

WHAT NOT TO DO ON THE 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.

<http://www.cam.ac.uk/cs/itsyndicate/guidelines.html>

<http://www.cam.ac.uk/cs/itsyndicate/rules.html>

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.

IP ADDRESS ISSUE

Currently, the College only supplies two IP addresses per student. Special exceptions may be possible for academic reasons.

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.)
If your e-mail address is ab123@cam.ac.uk, your CRSID is ab123
 - **Your Raven password**
1. Ensure that your network settings are configured to:
 - ‘Obtain an IP address automatically’
 - ‘Obtain DNS server address automatically’
 2. 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**
 3. Restart the computer
 4. Start your Web browser e.g., Internet Explorer
 5. You will be directed to an automatic registration web page
 6. Complete and submit the form on the webpage.
 7. Registration of your IP address should take less than 5 minutes.
 8. Restart the computer
 9. 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 re-set your home page to its desired location.

Collecting your passwords on-line

The Computing Service no longer issue passwords on paper. You will need to log in to the Jackdaw system in order to receive your passwords for the various computing service systems. When you connect your computer to the network you will see that there is a link on the Registration page to take you to the Jackdaw New Student Signup page

<https://jackdaw.cam.ac.uk/signup/>

You will need to complete this process in order to access your Raven password which you can then use to register your computer on the Downing network.

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

Network Traffic

The College has asked students to be more careful about the amount of network traffic they create. More responsible student behaviour had meant that the College had fallen from being in the top 4 network users in recent years to being the 14th highest user in the University for 2004/2005. Unfortunately, the situation has changed **and the College has risen to 10th highest user in 2005/2006 and 2006/2007 and in 2007/2008 we were the 5th highest user.** We are not currently considering further restrictions to network use. However, 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.**

- File Sharing/P2P software is regarded as the major factor in large scale network use. Unlike many other Colleges, Downing has not banned use of these programs (Kazaa etc). However, you must ensure that any use is within the terms of the AUP and that you regulate how much traffic you are generating.
- 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

Statistics for Downing College:

<http://www.cam.ac.uk/localuseronly/cs/netdiv/usage/janet/item/byhost/00064/>

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

Print Charging

There is a small charge for printing via the Computer Room printers. The arrangements is as follows:

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.

NB: 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.

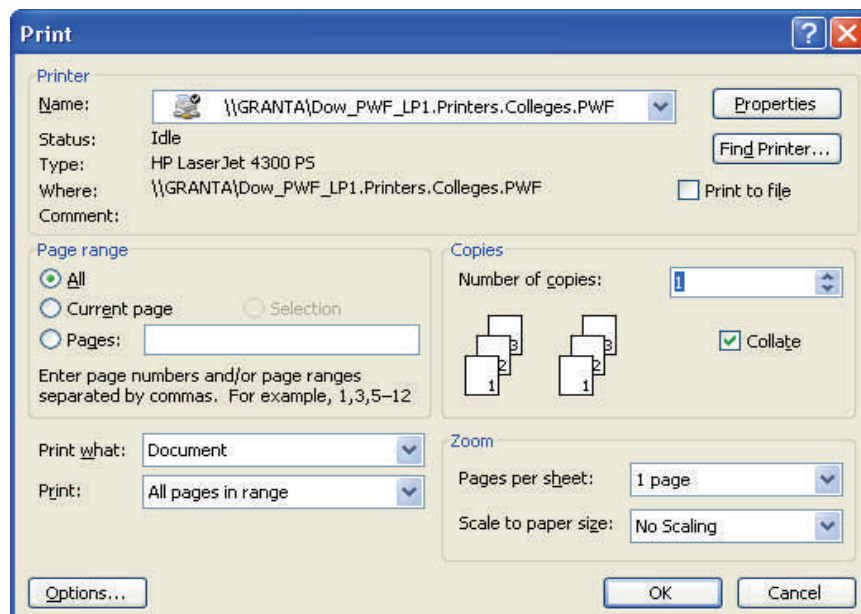
1. When you send a document to the printer a window opens on screen. Your current print balance is displayed towards the bottom of this window.
2. You can use the Balance program from the Start Menu. You can find it as follows:

START>
 PWF Programs>
 Utilities>
 Balance

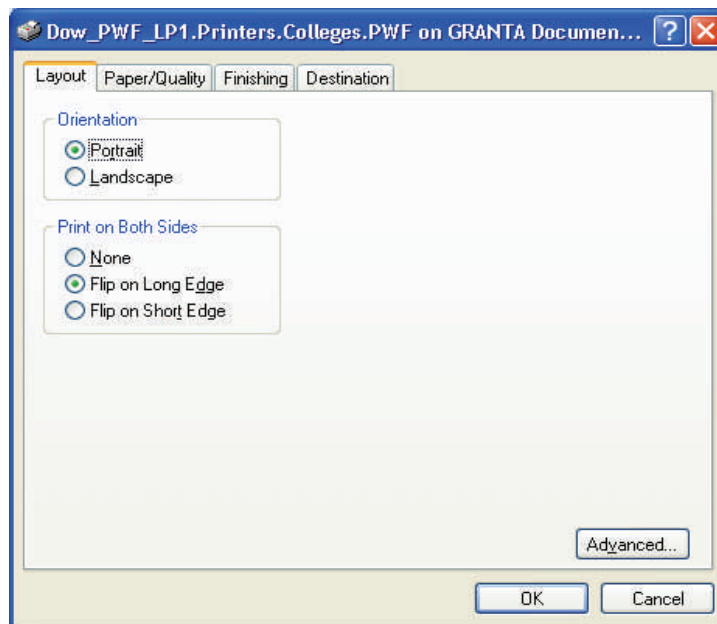
Double-sided printing.

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

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

Maitland Robinson Library Catalogue Online

The Downing Library Catalogue can be accessed online.

<http://library.dow.cam.ac.uk>

The catalogue is accessible from computers connected to the Downing Network. If you wish to gain access from your Department please contact it@dow.cam.ac.uk to arrange this.

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.