

PhysIT's IT support for Nick's area

What services can PhysIT provide to Nick which he would value, and without getting in Nick's way?

- Nick Szabo Jr <ns53>

Summary

In Nick's area, PhysIT is responsible for IT support for:

- 2 Library computers
- 2 MatLab computers
- 1 Faculty room computer
- 1 printers (networked printer in Library)

Nick is responsible for everything else, including his own work office computer, the USB printer at the MatLab computers, and the instrument computers.

Details

Networking and phones

PhysIT provides technical and administrative support (coordinated with Nancy Searles in Physics) for all Cornell CIT networking and telephones in the area, with the exception of the Nick's office computer.

For Nick's office computer, he will administer the IP connections directly with CIT (AccessNet). Even for Nick's office computer, if networking or telephone service is not working, he will contact PhysIT, who shall determine the cause of the problem and request assistance from CIT Network and Communication Services (NCS) as necessary.

Active Directory (a.k.a "The Domain")

PhysIT, as part of our standard management, attaches computers to the Cornell Active Directory service provided by CIT. Computers are placed in the Arts and Sciences Division, Physics Department Subdivision. As a result of this, names for computers and user accounts can be somewhat limited (per CIT's requirements as part of managing this shared campus resource).

Nick's office computer will not be connected to the centralized management/Cornell Active Directory services, and as such will not gain from centralized management PhysIT uses. Also, Nick's computer will not have an administrative account for PhysIT's use.

The specific networked devices

Specific computer (s)	IT support from PhysIT	IT support from Nick	Network, with notes	Other info
2 Library computers 308A	Convert to stand-up, lab kiosks. Continue running Win7. Set up auto-login to a generic user-level account. Primary support , including: Initial image and configuration, troubleshooting, upgrading software, and reimaging if broken. Responsible for following IT policies in configuration.	Nick has Admin access to make changes directly, and is responsible for changes made. If PhysIT reimages the computer (with Nick's approval), Nick can either let us know of his changes, or he can re-do them if they are still necessary.	Physics Admin PhysIT registers devices	NO Deep Freeze (software used to prevent persistent changes made by user, often used for kiosks to make them more robust.) Improvements desired: Auto-login.
2 MatLab computers 308	Convert to stand-up, lab kiosks with MatLab, running Win7 (not WinXP) Set up auto-login to a generic user-level account. Primary support , including: Initial image and configuration, troubleshooting, upgrading software, and restoration. Responsible for following IT policies in configuration.	Nick has Admin access to make changes directly, and is responsible for changes made. If PhysIT reimages the computer (with Nick's approval), Nick can either let us know of his changes, or he can re-do them if they are still necessary.	Physics Admin PhysIT registers devices	NO Deep Freeze (software used to prevent persistent changes made by user, often used for kiosks to make them more robust.) Floppy drive must be available. Improvements desired: Auto-login. Contemporary OS, matching Library computers Able to print to Library printer

1 Faculty room computer 308B	Convert to a PhysIT staff computer. Users login to their own account using their own NetIT credentials, providing them User-level access. Primary support , including: Initial image and configuration, troubleshooting, upgrading software, and restoration. Responsible for following IT policies in configuration.	Nick has Admin access to make changes directly, and is responsible for changes made. If PhysIT reimages the computer, Nick can either let us know of his changes, or he can re-do them if they are still necessary.	Physics Admin PhysIT registers devices	For faculty use, gated by physical and social means, not technical. Improvements desired?
Printer in Library (networked, laser) 308A	Primary support , including: Configuration and troubleshooting.	Determine when operational needs or hassles warrant replacing the printer.	Physics Admin PhysIT registers devices	No improvements desired.
Nick's office computer 308C	On Nick's request, we can recommend replacement hardware, procure hardware, initially set up OS and default applications, as PhysIT's schedule permits.	Primary support , including: Initial image and configuration, troubleshooting, upgrading software, and restoration. Responsible for following IT policies in configuration and use.	AccessNet Annual registration by Nick	To-do, PhysIT: Revert the recently purchased computer away from PhysIT's image. No improvements desired.
Printer at MatLab station (USB, inkjet) 308	On Nick's request, we can recommend replacement hardware, procure hardware, as PhysIT's schedule permits. If networked, PhysIT could take on primary support responsibilities, including configuration and troubleshooting.	Primary support , including: Configuration and troubleshooting. Determine when operational needs or hassles warrant replacing the printer.	n/a	No improvements desired Currently shared
Anything else in the lab, not listed above	n/a	All primary support provided by Nick.		

Notes

Notes

A few best practices include:

- Daily use of a computer is always at the user-level, not as an Admin.
 - Use the Admin account to elevate privileges within the user account or to temporarily log in as Admin to make the necessary changes.
- Don't establish network shares.
 - There are many, better options.

Helpful links

- <http://confluence.cornell.edu/display/PHYS6510>

Spring 2014: Nick moved from his old wiki <<http://pages.physics.cornell.edu/p510/>>, which had been hosted by folks running the Physics Linux lab.