BSOE IT Services
Support Web Site

- Details about everything we'll talk about today are at http://support.soe.ucsc.edu/
- Lots of other stuff we won't have time to cover today, too
Acceptable Use Policy

- The AUP is important - read it!
- You've already (electronically) signed a contract that says you'll abide by it
- There are financial penalties for violations
- Ignorance is not a valid defense
- Not paying attention to the next slide could cost you money, so listen up!

https://support.soe.ucsc.edu/cic/acceptable-use-policy
AUP: The Bottom Line

- You are responsible for what your computer, laptop or mobile device does on the network
- Distributing other people's copyrighted material of ANY KIND is illegal
- People have been successfully prosecuted for violations for tens of thousands of dollars
- This includes music, movies, software, artwork, etc
- We actively scan for compromised computers and for people who are sharing copyrighted material
- Re-activation after a second or subsequent offense can cost you hundreds of dollars
E-Mail

- As of Summer 2014, the BSOE does not issue @soe.ucsc.edu to new users.
- You should use your @ucsc.edu e-mail address for all university matters.
- We recommend that you do not use your @ucsc.edu e-mail address for personal matters.
- You get to keep your @ucsc.edu address for one year after you graduate, and after that you can forward your @ucsc.edu address anywhere else you like indefinitely.

https://mail.google.com/a/ucsc.edu
Google Groups

- Anyone at UCSC can create a new Google Group
- Groups can be public or private
- Groups can include non-UCSC people
- In addition to e-mail, groups can be used to grant access to Google Docs and Google Sites

https://groups.google.com/a/ucsc.edu
Google Docs/Drive

- Word Processor, Spreadsheet, Presenter, and more
- Allows multiple people to edit the same document simultaneously
- Keeps a revision history of every change made to a document automatically
- Works on mobile devices and from anywhere you have an Internet connection

https://drive.google.com/a/ucsc.edu
Google Calendar

- The recommended method for scheduling UCSC-related appointments
- It's helpful to other UCSC members if you keep your calendar up-to-date; trying to schedule appointments with people whose calendars are out-of-date is a nightmare

https://calendar.google.com/a/ucsc.edu
Interactive and Compute Servers

- Interactive servers are for things like programming and running applications
- Compute servers are for long-running jobs (but they are not high-power clusters!)
- We have CentOS, Ubuntu and Solaris servers available

http://support.soe.ucsc.edu/servers
Home Directories

- Grads get 8GB of home directory space
- Suitable for small projects, documents, etc
- You should assume that anything you put in your home directory can be read by system administrators to comply with legal requests for discovery, etc

Windows and Mac Access
\samba.soe.ucsc.edu\<username>

Home Page Access:
\samba.soe.ucsc.edu\homepage
Snapshots / Backups

- You have automatic snapshots of your home directory - look in /soe/.zfs/snapshot for details
- Efficient backup system, only takes up additional space when files actually change

http://support.soe.ucsc.edu/backups
Campus Rocks

- Approximately 304 CPU cores (changes over time)
- Approximately 1TB of RAM (each node varies)
- Two nVidia Tesla GPU nodes for CUDA programming
- Runs CentOS and Rocks Cluster Software
- Available to all UCSC students, staff and faculty
- Uses CruzID Blue passwords
- Statics Available At: http://campusrocks.soe.ucsc.edu/ganglia/

https://support.soe.ucsc.edu/servers-os/campus-rocks
Web Sites

- Web sites hosted at the BSOE are free for students, staff and faculty
- You can use Drupal, WordPress, DokuWiki, Google Sites, static HTML or a roll-your-own PHP, Python or Perl site
- Will persist after you graduate
- Personal web sites available off of your home directory

http://support.soe.ucsc.edu/web
MySQL Databases

- We host a MySQL database server
- The server is backed by all SSD drives
- Databases are backed up each night
- Databases are replicated in real time to a mirror server located at UCSC's Delaware Avenue office complex
- Servers are up-to-the-second redundant in case of hardware failure
- Certain restrictions apply...

http://support.soe.ucsc.edu/mysql
Subversion Server

- Allows you to collaborate with people who have CruzID Blue passwords
- Guest accounts are available for off-campus collaborators
- Good place to host code repositories especially when the repositories must be kept private
- No, we don't have an officially supported Git server

https://svn.soe.ucsc.edu/
Matlab, Cadence, Synopsis

- Available on BSOE interactive and compute servers
- Limited licenses, so please don't leave licenses checked out for long periods of time if you're not actively using them
- Student copies of Matlab are available for $100, for installation on your own PC

http://support.soe.ucsc.edu/software-support
Other Linux Software

- We'll install Linux software onto supported CentOS and Ubuntu servers for you
- Basically anything that's "yum install"-able or "apt-get install"-able
- Some restrictions apply...

http://support.soe.ucsc.edu/software
Wireless Networking

- EDUROAM is a full-access (mostly) unfiltered network that requires you have a CruzID. People from some other universities can use EDUROAM here, and you can use EDUROAM when you visit some other universities.
- CRUZNET is a limited-access network designed for guest access - it provides basic web, SSH and e-mail functionality but most other ports are filtered.
- Performance is identical on both networks - they use the same WAPs and back-end hardware.

http://support.soe.ucsc.edu/wireless
VPN

- Allows secure connections from off-campus to campus resources
- Available for most operating systems, including Android and iOS
- Uses open-source OpenVPN

https://support.soe.ucsc.edu/vpn
Printing

- About 30 supported printers sprinkled throughout the BSOE buildings, including color laser printers
- You must use our CUPS or Windows print server; direct connections to printers are not allowed
- Grads limited to 500 pages/quarter
- May not be free in the future
- Please print as little as possible

http://support.soe.ucsc.edu/printing
Virtual Machines

- VMs can be created for class projects and research efforts
- VMs run CentOS by default, but other operating systems are available
- VMs can be self-managed - you can have your own root password (but you still have to conform to UCSC password standards)

http://support.soe.ucsc.edu/vm
Getting Help

- If you need help, please e-mail help@ucsc.edu or go to http://itrequest.ucsc.edu/
- Do not e-mail a techstaff member directly unless they are already working on a problem with you
- Techstaff offices are located on the 3rd floor of the Baskin Engineering building, near the Dean's office