User’s Guide
Computer & Network Support (CNS) provides comprehensive computer support, network support, server management, and coordination with CIT. With its wide range of expertise in new and emerging technologies, CNS plays a vital role in advancing the mission of the division. This guide will provide a brief overview of computing in FS and answer many of your questions.

With ten current employees, CNS supports over 600 users and workstations, 30 servers, and numerous systems. CNS strives to meet your computing and technology needs.

**Mission**

To develop, maintain, and enhance a secure, reliable, and innovative computing and network environment.

**Vision**

In support of Facilities Services mission, we will:

- Provide consistent, quality services to our customers by understanding their individual needs, as well as, organizational goals.
- Continually upgrade, augment, and implement new technology to provide the highest level of efficiency for our customers and our network.
- Dependably strive to offer excellent customer service to ensure complete customer satisfaction.

**What can you expect from us?**

- Hardware procurement and deployment – please allow at least 3 weeks lead time for new equipment
- Desktop support
- Routine software licensing, installations, and upgrades
- Network support and security
- Phone/data requests via CIT – CIT has a 10-day lead time
- Data backup
- New technology and project consultations

**Services we do not currently provide:**

- Application/software support
- Support for private, home computers
- Training for new users
FS Computer and Network Support Staff:

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Focus: technology initiatives, like Maximo, and desktop support for the folks we support with a concentration on the PDC Shops, specifically the HVACR Shop

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Focus: liaison with CIT for phone and data requests, project coordination with CIT and capital construction projects and renovations
Web Sites

CNS’s web site can be found at http://computing.fs.cornell.edu and is a valuable source of information.

The Facilities Services web site can be found at www.fs.cornell.edu. This web site provides links to information throughout the division and links to the other departments in the division.

The Finance and Administration web site can be found at www.aff.cornell.edu.

Computer Help Requests

If you are experiencing technical difficulties, a good first step is to reboot your computer and see if the problem still exists. If you are still having trouble after the reboot, please submit a Computer Help Request. To submit a Help Request, click on the icon on your desktop or go to the computing web site home page and click on the Help Request link.

On the Help Request web form, you will be asked to provide details about your problem. You will also select a priority level for the issue. You will be contacted within one hour of our receipt of the report for Help Requests with a priority level of System Down or Critical. You will be contacted by the end of the day for Trouble Reports with other priority levels. Please try not to call or email any of the CNS staff directly with trouble calls as we use the Help Request System for tracking purposes.

Standard Programs

Computers in FS come with a standard set of software:

- Windows XP
- Microsoft Office
- Internet Explorer and Firefox
- Oracle Calendar
- Thunderbird E-Mail Client
- Bear Access
- Symantec Anti-Virus
- Adobe Acrobat Reader
- WinZip
- Web basics: Java, Quicktime, Macromedia Flash and Shockwave

Other programs are available at the user’s request and supervisor approval, such as: Microsoft Project, FileMaker, and PhotoShop.
Software Help

As previously noted, CNS does not provide application support. The HELP function in most software programs is a valuable resource. Below are some helpful links to software instructions and guides.

• Audix (voice mail):  http://www.cit.cornell.edu/services/phones/audixhow.html
• Bear Access:  www.cit.cornell.edu/computer/connect
• Thunderbird:  http://www.cit.cornell.edu/computer/email/thunderbird/
• Oracle Calendar:  www.cit.cornell.edu/calendar/

Overview of FS Servers

• Aldebaran – server for redundancy at East Hill Plaza
• Algol – application server (ex: SharePoint and Project.Net)
• Archivio – archive server for Engineering .tif files
• Edinburg – FileMaker server, print server
• Gemini Cluster
  o Castor – file server for Homes and data
  o Pollux – file server for CAD
• Rivendell – software storage server
• Spider – DataWorks server
• Mira – web server

File Storage

Every FS user has a HOMES folder on the Gemini Cluster for file storage (please refer to the FS Computer Policy for acceptable use guidelines). Your computer’s “My Documents” folder is redirected to your Homes folder. All files that you would like backed up should be stored here. We use off-line file caching, so your files will be available locally if the server is down or if you have a laptop that you travel with.

Each FS department has a department folder for project file storage on the Castor server.
Energy Conservation

Please turn off all electronic resources before you leave for the day. This should include your computer and your monitor. For additional information, please see: http://computing.fs.cornell.edu/fsit/Forms/ComputingEnergyConservation.pdf

Back Up

FS desktops and laptops are not backed up. All FS servers are backed up nightly. This is why it is especially important to keep your data in your Homes folder or Department folder on the servers.

We use the back up service that is provided by the university called EZ-Backup. Files in the back up system are kept for six months after the file has been deleted from our server. Three iterations back of a file are also kept. So, if you have a file that changes daily, there will be a back up for the last three days.

Behind-the-Scenes

Defrag Manager: This application is set to run every Wednesday at noon. It defragments the computer hard drive to enhance performance.

Spysweeper: The software aims to improve privacy and computer performance. When visiting websites, your web browser can (unknown by you) pick up bits of software which allow marketing companies and other malicious groups to track your Internet usage. This not only slows your machine down, it also presents privacy and potential security risks. Spysweeper is configured to run at noon on Tuesdays.

Microsoft Operating System Patches: It is necessary to keep Microsoft Windows up to date with the most recent patches from Microsoft. FCSNET does this automatically with the Windows Update Server. Patches are downloaded automatically and pushed out to FCSNET computer on Fridays when there is a need. You will receive an email from Computer & Network Support the day before if patches are to be released that week. The application of an operating system patch requires a re-boot of your computer.

Anti-Virus Protection

PDC computers are set up to use a Managed Symantec Anti-Virus server. New virus definitions will be pushed to your computer from the server daily. Updated definitions are installed within 4 hours of their release from Symantec. Anti-virus configurations are controlled by the Anti-virus server which is running on Rivendell. Users may not make changes.

A weekly virus scan of your hard drive will occur weekly. You may pause a virus
scan for an hour in the case that you need to work through it. The scan will automatically restart after an hour. Eudora mailbox files are not scanned. Instead, email if scanned as it is retrieved from the Cornell mail servers. Files are automatically scanned every time they are opened.

Contracts and Capital Projects computers:
  Virus scans kick off Thursdays at 6:00pm

All other computers:
  Virus scans kick off Thursdays at noon.

Ergonomics

Proper posture, taking “micro-breaks,” and being aware of excessive muscle tension are all essential elements of preventing musculoskeletal injury. But, all of these strategies will have a less positive effect if your workstation is deficient so that proper posture and positioning can not be maintained. Some resources on ergonomics are:

- www.ergotool.com
- www.osha.gov and click on “ergonomics” on their home page, then choose “ergonomic etasks,” and then “computer workstations”
- www.ergo.human.cornell.edu – CU Weness Coordinates the Musculoskeletal Injury Prevention Program. You can request a handout to assist in a self-assessment or ask for a consultation regarding work-related ergonomics questions. A personal workstation assessment can be arranged at no cost.

Roaming Profiles and Off-line File Caching

Roaming profiles are the method that we use to ensure there is a current backup of the following items:
- Email
- Anything on the Desktop
- Internet Explorer and Firefox Favorites
- Personal application settings and customizations

A copy of the profile is stored on a server, as well as, the local machine. These two copies are synchronized during login and logout (“Loading Personal Settings” and “Saving Personal Settings”). The copy on the server is then backed up nightly to a remote location to ensure the safety of the data.

Off-line files are used to ensure that your Homes folder is always available, even when the server is not. Like roaming profiles, a copy of your Homes folder is kept on the server, as well as, the local machine. The copies are synchronized during login and logout and are backed up nightly to a remote location.
Roaming profiles and off-line file caching also allows for rapid recovery of a failed desktop or laptop.