

# The Computer Science Laboratory (CSL) Facilities Introduction

CS Lab Staff

July 2023

Welcome to the Department of Computer Science at Duke University. Below is a brief introduction to our computing facilities.

## 1 Getting Help

### 1.1 Contacts

- For computing related issues, contact the Computer Science Laboratory (CSL) Staff. Details are available at the CSL web pages: <http://www.cs.duke.edu/csl/>.
- For building and telephone related issues, send a message to [house@cs.duke.edu](mailto:house@cs.duke.edu).
- To see which other departmental mailing lists are available, see the file `/etc/aliases` on the UNIX systems.
- CS department phone list: available in hardcopy; also online at <http://www.cs.duke.edu/-phone-list>.

### 1.2 Questions

While members of the CS Lab Staff are usually willing to answer user questions, we do have limited capacity, and our priorities focus mainly on supporting the departmental infrastructure. To that end, we encourage users to seek answers to general configuration, environment, “How do I ...,” and programming questions via the following resources:

- **Online manuals (“man pages”):** Type `man item` or `man -k item`
- **CSL documentation:** <http://www.cs.duke.edu/csl/>
- **Fellow department members** (i.e., *ask* someone)

If none of these resources provide the answers needed, *then* try sending a detailed request to [request@cs.duke.edu](mailto:request@cs.duke.edu), and we will try to be of assistance.

### 1.3 Problems / Emergencies

Technical problems with the network, hardware, software, or security should be reported to the `problem/request` e-mail address, [request@cs.duke.edu](mailto:request@cs.duke.edu).

## 1.4 Online Resources

The department invests significant effort into providing online access to useful departmental information. This information is available via the department web site at <http://www.cs.duke.edu/>.

Likewise, the CSL provides a repository of systems information via the CSL web site at <http://www.cs.duke.edu/csl/>, which includes: system and program documentation, online tutorials, FAQs, etc. Please explore the CSL web pages for a better understanding of our system resources.

## 2 UNIX Accounts

Each authorized system user has a user account. Access to your account is via a *username* and *password*. Your username is also the first word in your departmental e-mail address.

### 2.1 Changing Passwords

To change your UNIX password, please visit Duke Account Self-Service page.

<https://idms-web-selfservice.oit.duke.edu>

### 2.2 Account Sharing (*Not!*)

Any person with a valid reason for having an account on the CS computing facilities will be provided with one. Accounts are available to department faculty, staff, graduate students, undergraduate first-majors, and faculty-sponsored guests. **Under no circumstances should any user allow any other person to use their account.**

## 3 Resources and System Security

Security has become a major issue in today's internetworked computing environment. The CS department has a substantial interest in maintaining a secure and functioning departmental network – with robust access to the Internet – and the Lab Staff takes these requisites very seriously.

Various measures are taken to help keep our computing resources secure as well as connected with external resources. For more information on general security issues as well as secure access to departmental resources, please see the web pages at:

<http://www.cs.duke.edu/csl/security/>

### 3.1 Proper Use of Departmental Resources

The Lab Staff makes every effort to ensure that reliable computing systems are available to our users at all times. However, there are tools and methods available which allow unscrupulous individuals to misuse our computing systems, putting at risk the reliability and the availability of department resources. It is the responsibility of all users to protect their own accounts, and to inform the system administrators of any suspicious activity or any discovered vulnerabilities on the department's computers. Additionally, each authorized user is expected to use their account responsibly and to not exploit system vulnerabilities or violate the privacy of other users. In the event that any activity engaged in by any system user appears to be illegal, law enforcement authorities may become involved.

## 3.2 Equipment

If you would like to use *any* equipment and haven't been specifically instructed in its proper use, *please ask someone*. If you notice any damage to any equipment or equipment failure, please report it immediately by sending e-mail to **problem**. Do not attempt to fix it, powercycle it, or reboot it yourself. In the case of computing equipment, this cannot be emphasized enough! No equipment is to be moved without the approval of the technical staff. Equipment throughout the facility is wired to a security system, so care should be taken not to catch the wires and set off the alarm.

Please note that the machine rooms, e.g. D126, are off-limits to all but authorized personnel.

## 3.3 Browsing Personal Files

Files belonging to other users should not be assumed to be open to general browsing, even if they are inadvertently unprotected. It is considered an invasion of privacy to browse through a person's files without asking permission. It is permissible to read files meant for public access, such as those in a Web area or the FTP directory.

# 4 Services

## 4.1 Network Connections

The department maintains several networks ("subnets") for various purposes.

### 4.1.1 Trusted Network

Servers and Lab Staff maintained workstations are connected to the **trusted** network. These machines have access to core services such as NIS and NFS. Please never disconnect one of these computers from the port it is connected to, and never connect a personal computer to that port or any other port without prior approval.

### 4.1.2 Untrusted Network

We also have an **untrusted** network, which does not have access to certain department resources, but is fully connected to the Internet. Personal computers can be connected to this network; please ask the Lab Staff to activate a port for you.

## 4.2 Remote Access

In order to protect the department against unauthorized access, we have disallowed *insecure* access to the department facilities from outside the CS network. In order to access the system from the outside, you will need to use an encrypted connection.

We recommend that when you are outside of CS, and using SSH to login to CS, that you use `login.cs.duke.edu` as the hostname to connect to.

## 4.3 Web Server

We of course, have a web server for departmental information, research groups, classes, etc. But each user can also set up their own "home page." To do so, create a directory `public.html` in your home directory. Place your web pages (files) into this directory. Create a file `index.html` or `HomePage.html` as your main page, and this will be accessible via a URL of the form

`http://users.cs.duke.edu/~user`

Replace `user` with your username.

If your web site will include CGI programs, you will need to request a CGI account.

## 4.4 Printing

Laser printers produce high-quality output on *letter-* or *legal-*size paper. When using the printers, please be considerate and add paper as needed, or send e-mail to `problem` if there is no paper. Printouts (jobs) should be picked up as soon as possible after printing. Printouts left for more than three days will be recycled. We have also installed bins for the storing of print jobs. If you do not see your printed material, you should check the bins next to the printer – someone may have placed your job there. For more information, including common print commands, see this web page:

`https://www.cs.duke.edu/csl/facilities/printers`

### 4.4.1 Printing Considerations

Large print jobs should be avoided during the day when the demand for printer use is highest. When you send a large job to a department printer, please be sure to monitor the printing so it does not cause undue delays for others. Additionally, please do not use laser printers for multiple copies when a copier can be used; duplicating with a copier is less expensive.

## 4.5 Backups

The CSL generates a variety of backups of departmental data, including home directories, project areas, e-mail, and PCs. For more information, please see this web page:

`http://www.cs.duke.edu/csl/faqs/backups`

**Thank you for taking the time to better understand our departmental resources. Please contact the Lab Staff if you have any comments or additional questions.**