

*Navigating
Information Technology
at the APS
New User Orientation*



Hosted by: APS IT Group
M. Westbrook, presenting

Workshop Goals

- Snapshot of IT at the APS
- IT Support Services
- DOE cyber security policies
- How to keep up with dynamic IT environment at the APS



- Where to find and obtain help

Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Snapshot of IT at the APS

User Accounts

Password Resets

IT Services

Administrative Applications

Network Environment

Remote Access

Software

Hardware



Snapshot of IT at the APS

User Accounts



How to apply for an APS account?

- Submit an APS account request online
 - Browse to account request form from <http://www.aps.anl.gov/it>
 - Open a web browser and go directly to: http://beam.aps.anl.gov/pls/apsweb/uac_app_pkg.start_page
- Account request approval process
- APS account is created
- You are contacted with username and password



Need IT assistance?

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APS Computer Accounts

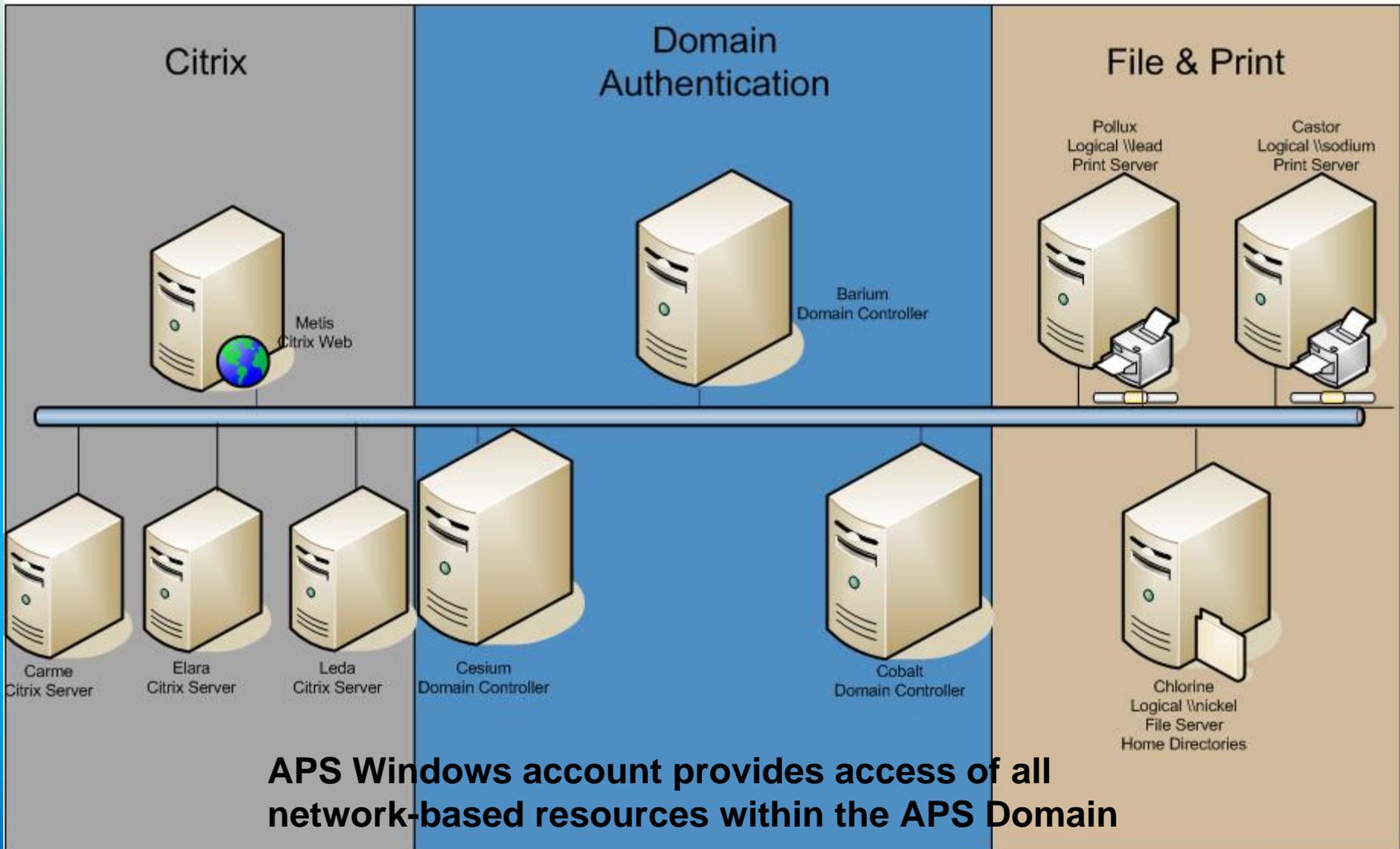
- APS Windows domain
- XOR Windows domain, if needed
- APS LDAP
 - APS Unix login and email access
 - XOR Unix login
 - MAC login
 - Linux login
- Web (Oracle)
- Support Request System
- Accelerator Network
 - Only for groups that develop, support and maintain the accelerator
 - Group leader will request this account, if needed
- Local accounts
 - Laptops
 - Stand-alone systems



Need IT assistance?

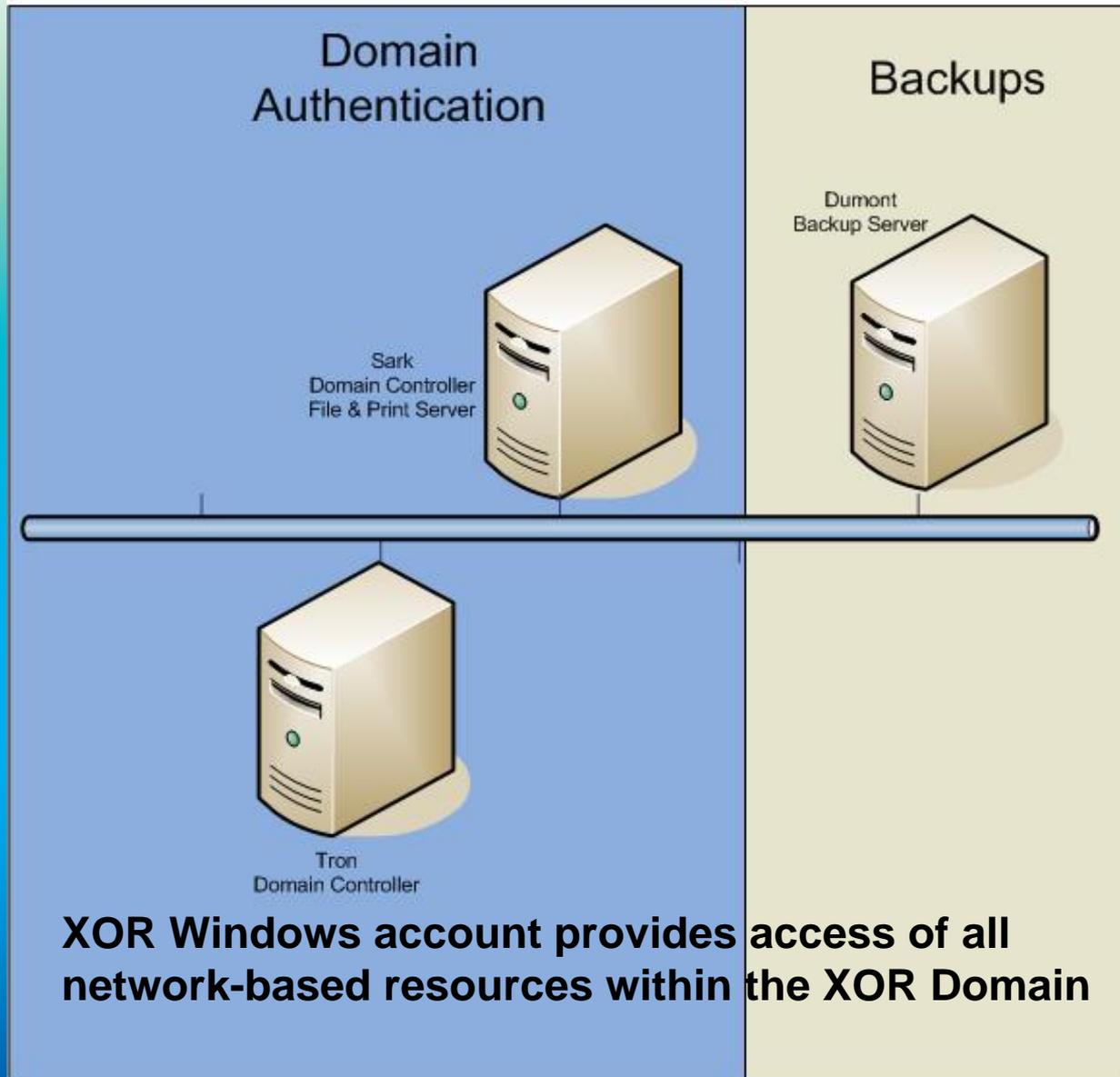
Open a support request at: <http://www.aps.anl.gov/hd>

APS Windows Domain



APS Windows account provides access of all network-based resources within the APS Domain

XOR Windows Domain



APS LDAP Server

- LDAP=Lightweight Directory Access Protocol
- Standard Internet Protocol used to lookup information from a server
- At APS used for contact information, such as email addresses
- Configure email client for APS LDAP lookup
- LDAP account used for email, MAC, Unix and Linux logins



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS LDAP Architecture

LDAP use:

- Authentication
- Home Directory Information
- Hostname lookups (Solaris)

ATLAS
LDAP Master Server

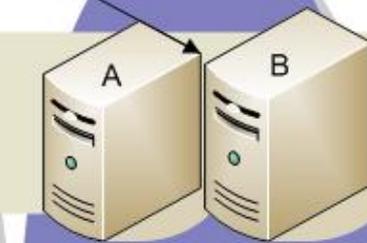
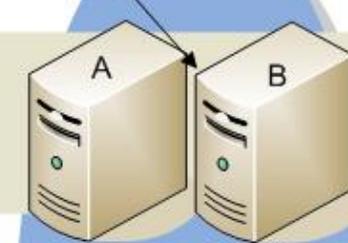
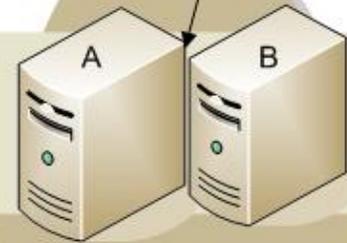
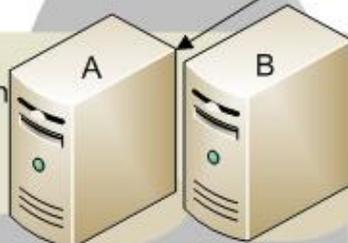
Helios Realm

Phoebus Realm

Oxygen Realm

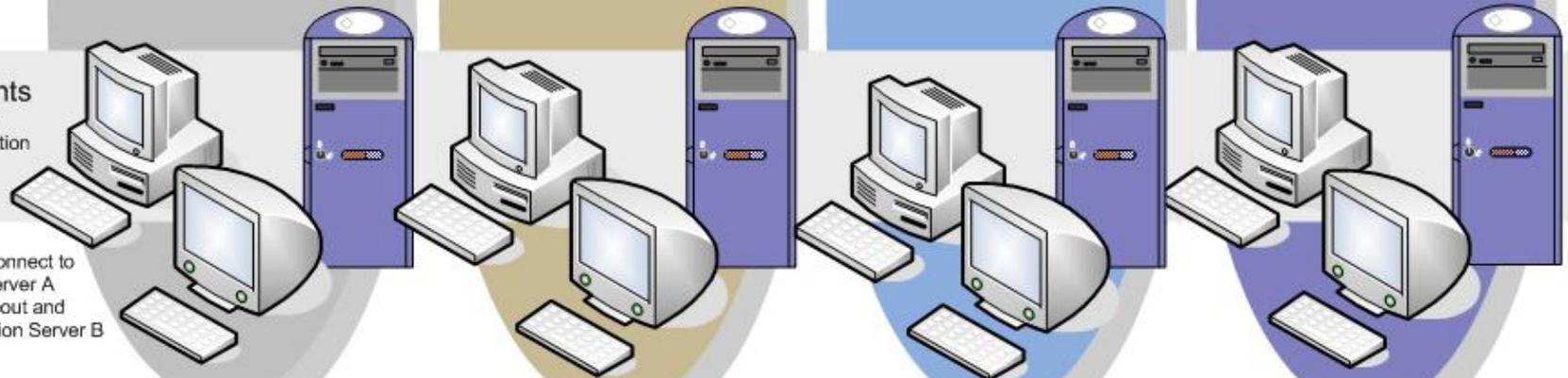
XOR Realm

LDAP Replication
Servers
(2/Realm)



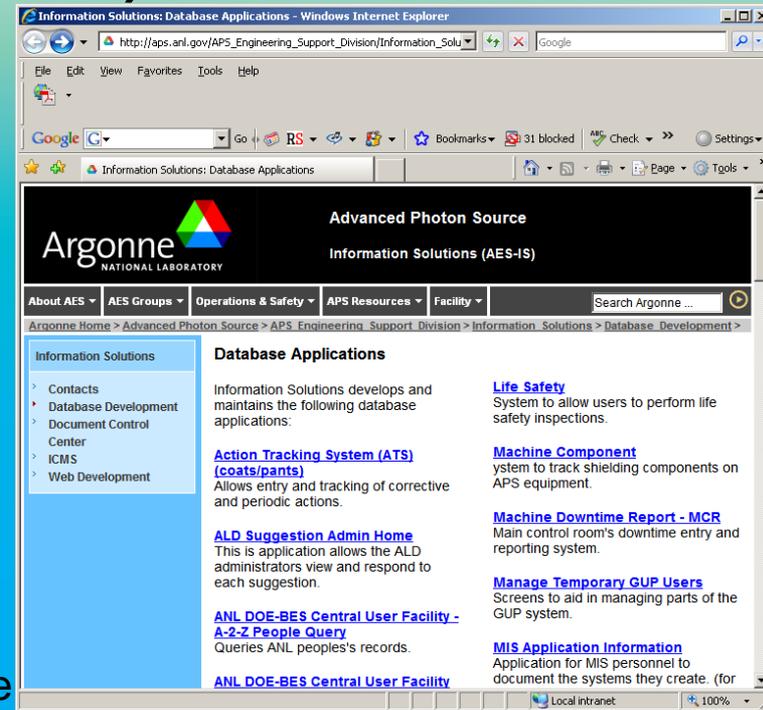
LDAP Clients
(Cache user
account information
locally)

Clients initially connect to
Replication Server A
If problem, timeout and
Connect to Replication Server B



APS Computer Accounts Web (Oracle)

- APS Web (Oracle) Account
 - Used for APS Training http://www.aps.anl.gov/Safety_and_Training/index.html
 - Other web applications
- Application privilege is granted on a per account basis
- Accounts maintained by APS Information Systems Group
- First-time login,
 - Username = ANL badge
 - Password = ANL badge
 - Change this password
- Web application URLs start with <http://beam.aps.anl.gov/pls/apsweb/apsweb.home>
- Link to most APS Web applications:
 - http://aps.anl.gov/APS_Engineering_Support_Division/Information_Solutions/Database_Development/index.html
- Open a support request <http://www.aps.anl.gov/hd> for assistance accessing APS web applications

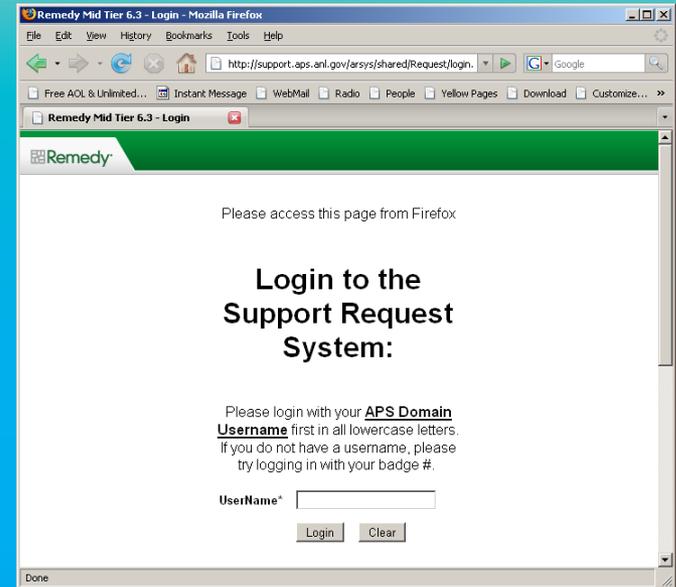


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Computer Accounts Support Request System

- APS Support Request System (SRS) Account
- SRS account username
 - Typically same as your APS Windows username
 - Could be your ANL badge number
- Maintained by APS IT Group
- SRS Account Creation
 - Automatically generated for users in APS HR System
 - Manually created upon request
- Open a support request <http://www.aps.anl.gov/hd> for assistance accessing the APS Support Request System



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

ANL Domain Account

- Use ANL account to access ANL Portal (Argonne Intranet) <https://portal.anl.gov> or <http://inside.anl.gov>

– Benefits

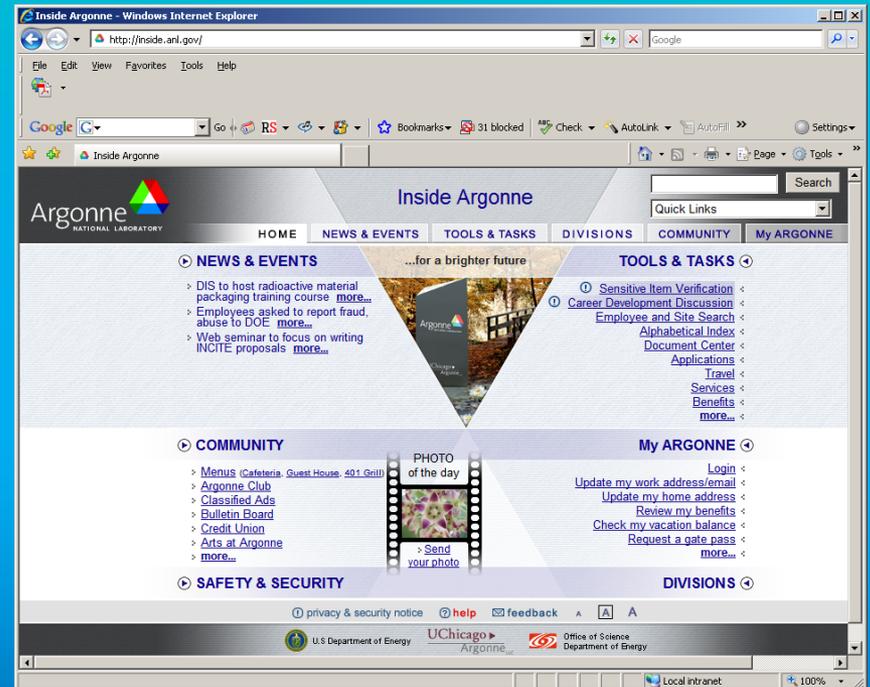
– Administrative Apps

- Kronos
- AMOS

– Performance

Appraisal System

- HR Training



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

What's Next?

- All new users be sure to complete a Personnel Update Form from APS Intranet
 - <http://beam.aps.anl.gov/pls/apsweb/hr0002.login>
 - This will get you into:
 - APS HR System
 - Automatic account creation in APS Support Request System
 - And into the APS Tel System
- Change account passwords

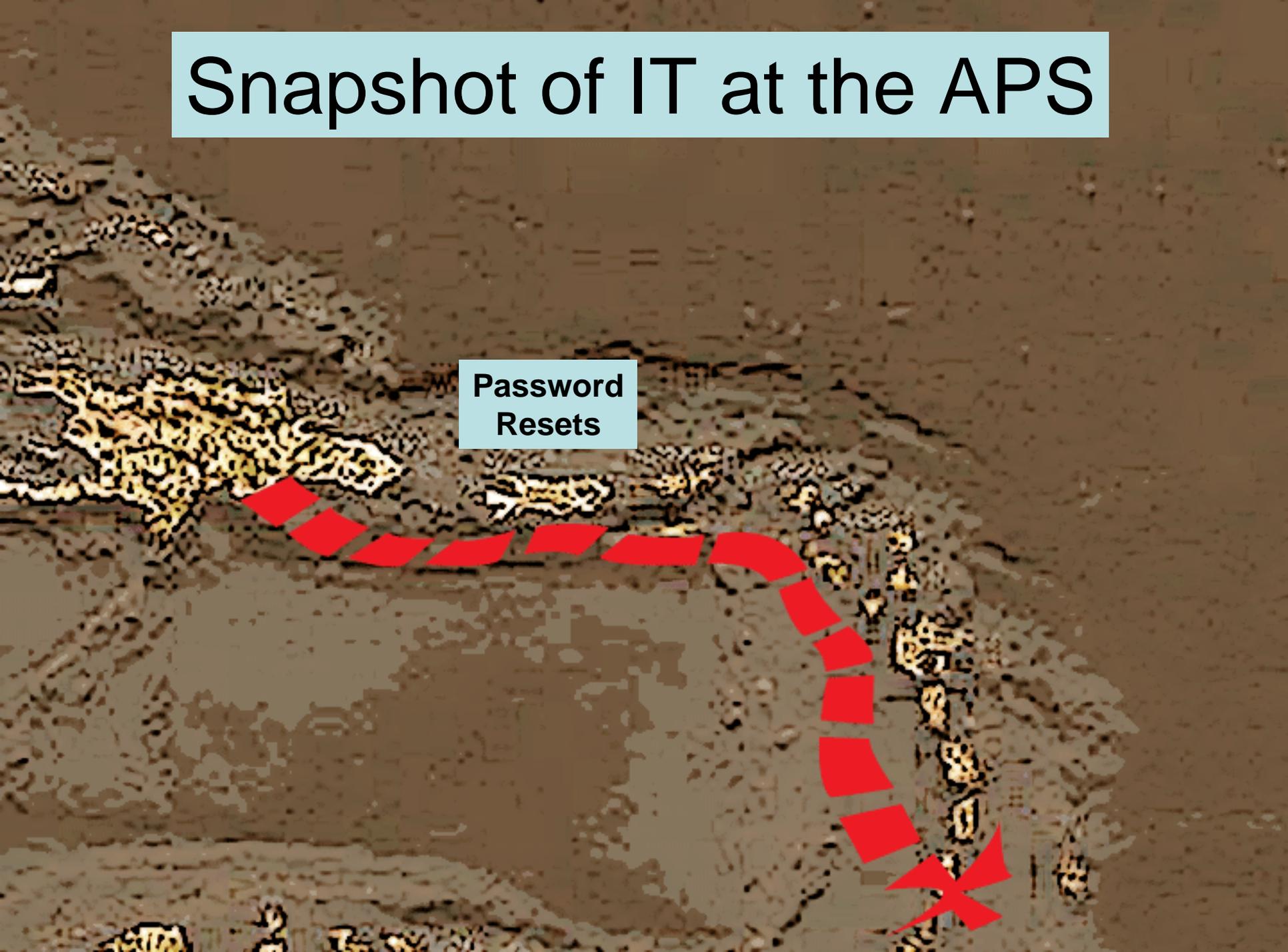


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Snapshot of IT at the APS

Password
Resets



Standard Password Guidelines

- DOE, Argonne and the APS recommend use of good passwords
 - Not easily guessed or cracked
- Operating System policies require strong passwords
- For DOE 205.3 Guidelines, see:

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Cyber_Security/password_maintenance.htm



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to change APS Windows account passwords?

- Current password is known
 - Use web interface
 - Use PC in APS Windows domain
 - Login to computer in APS domain
 - Control-Alt-Delete and select change password
 - Using Citrix Web Interface
- Current password is unknown
 - Open a support request at <http://www.aps.anl.gov/hd>



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to change XOR Windows account passwords?

- Current password is known
 - Use PC in XOR Windows domain
 - Login to computer in APS domain
 - Control-Alt-Delete and select change password
- Current password is unknown
 - Open a support request at <http://www.aps.anl.gov/hd>



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to change APS LDAP passwords?

- Current password is known
 - Use web interface
- Current password is unknown
 - Open a support request at <http://www.aps.anl.gov/hd>



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Web Interface for APS Password Maintenance

https://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Cyber_Security/change.html

- APS Windows password
- LDAP password
 - Unix
 - APS
 - XOR
 - Linux
 - Mac
 - Email



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

ANL Domain Account Password Resets

- Contact your local administrator, who will provide a temporary password
- Go to: <https://credentials.anl.gov>
- Select “Change Password Utility”

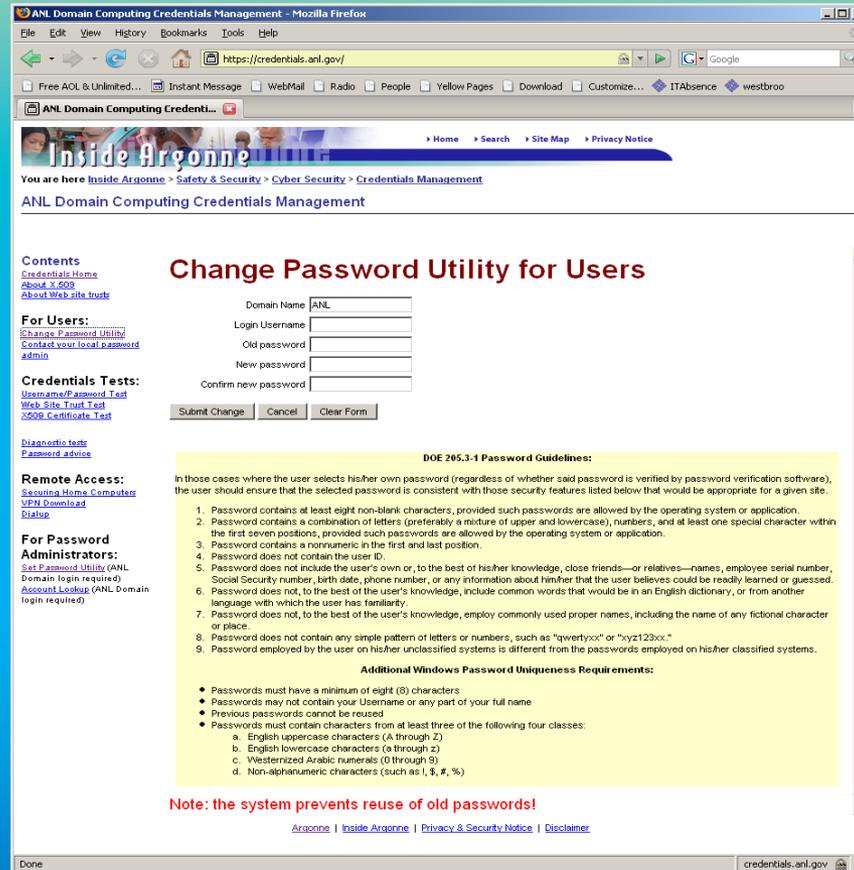


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

ANL Domain Account Change your password

<https://credentials.anl.gov>



The screenshot shows a Mozilla Firefox browser window displaying the ANL Domain Computing Credentials Management website. The page title is "ANL Domain Computing Credentials Management - Mozilla Firefox". The address bar shows "https://credentials.anl.gov". The website header includes "Inside Argonne" and navigation links for Home, Search, Site Map, and Privacy Notice. The main content area is titled "Change Password Utility for Users" and contains a form with the following fields: Domain Name (pre-filled with "ANL"), Login Username, Old password, New password, and Confirm new password. Below the form are buttons for "Submit Change", "Cancel", and "Clear Form". To the left of the form is a "Contents" menu with links for "Credentials Home", "About v.009", "About Web site trust", "For Users:", "Change Password Utility", "Contact your local password admin", "Credentials Tests:", "Username/Password Test", "Web Site Trust Test", "COSE Certificate Test", "Diagnostic tests", "Password advice", "Remote Access:", "Securing Home Computer", "VPN Download", "Dialup", "For Password Administrators:", "Set Password Utility (ANL Domain login required)", and "Account Lockup (ANL Domain login required)". Below the form is a yellow box titled "DOE 205.3-1 Password Guidelines:" containing a list of 9 password requirements. Below the yellow box is a red note: "Note: the system prevents reuse of old passwords!". At the bottom of the page are links for "Argonne | Inside Argonne | Privacy & Security Notice | Disclaimer". The browser status bar shows "Done" and "credentials.anl.gov".

Change Password Utility for Users

Domain Name: ANL

Login Username: _____

Old password: _____

New password: _____

Confirm new password: _____

Submit Change Cancel Clear Form

DOE 205.3-1 Password Guidelines:

In those cases where the user selects his/her own password (regardless of whether said password is verified by password verification software), the user should ensure that the selected password is consistent with those security features listed below that would be appropriate for a given site.

1. Password contains at least eight non-blank characters, provided such passwords are allowed by the operating system or application.
2. Password contains a combination of letters (preferably a mixture of upper and lowercase), numbers, and at least one special character within the first seven positions, provided such passwords are allowed by the operating system or application.
3. Password contains a nonnumeric in the first and last position.
4. Password does not contain the user ID.
5. Password does not include the user's own or, to the best of his/her knowledge, close friends—or relatives—names, employee serial number, Social Security number, birth date, phone number, or any information about him/her that the user believes could be readily learned or guessed.
6. Password does not, to the best of the user's knowledge, include common words that would be in an English dictionary, or from another language with which the user has familiarity.
7. Password does not, to the best of the user's knowledge, employ commonly used proper names, including the name of any fictional character or place.
8. Password does not contain any simple pattern of letters or numbers, such as "qwertyuiop" or "xyz123abc."
9. Password employed by the user on his/her unclassified systems is different from the passwords employed on his/her classified systems.

Additional Windows Password Uniqueness Requirements:

- Passwords must have a minimum of eight (8) characters
- Passwords may not contain your Username or any part of your full name
- Previous passwords cannot be reused
- Passwords must contain characters from at least three of the following four classes:
 - a. English uppercase characters (A through Z)
 - b. English lowercase characters (a through z)
 - c. Westernized Arabic numerals (0 through 9)
 - d. Non-alphanumeric characters (such as !, \$, #, %)

Note: the system prevents reuse of old passwords!

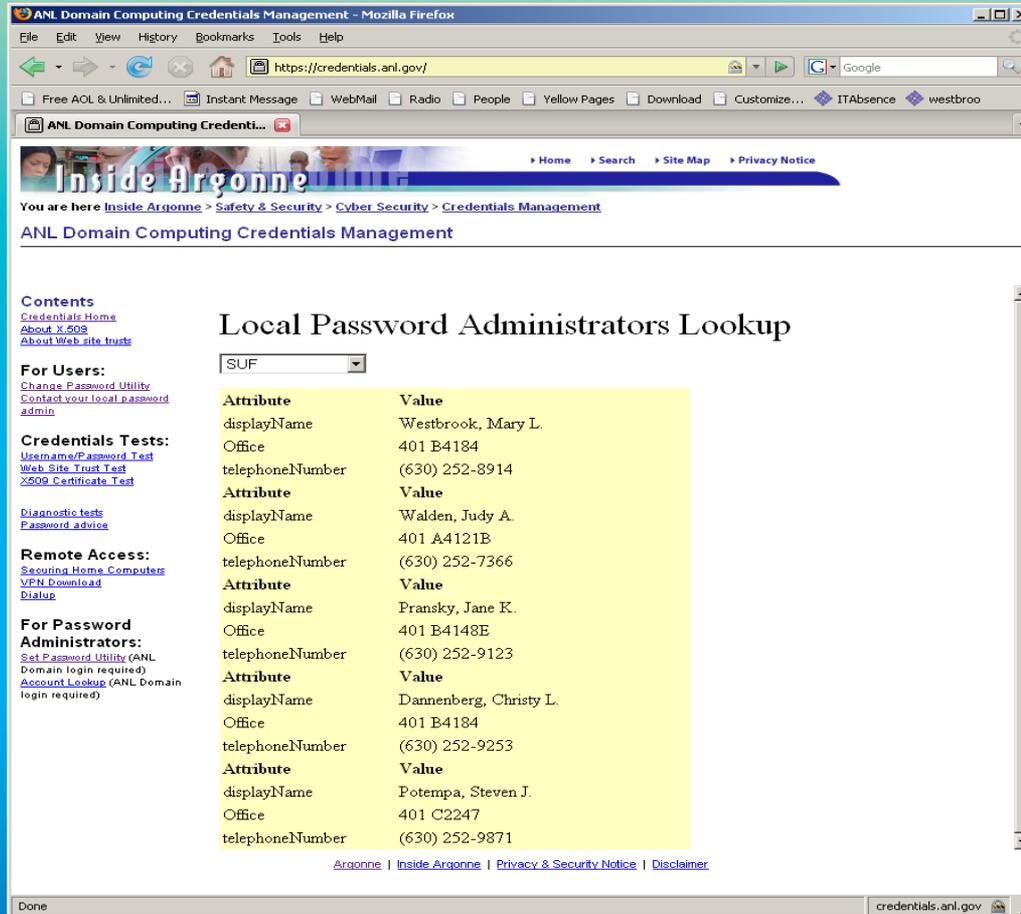
[Argonne](#) | [Inside Argonne](#) | [Privacy & Security Notice](#) | [Disclaimer](#)



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to Locate your ANL Account Administrators



The screenshot shows a web browser window displaying the ANL Domain Computing Credentials Management page. The page title is "ANL Domain Computing Credentials Management - Mozilla Firefox". The address bar shows "https://credentials.anl.gov/". The page content includes a navigation menu, a breadcrumb trail, and a "Local Password Administrators Lookup" section. A dropdown menu is set to "SUF". The lookup results are displayed in a table with columns for "Attribute" and "Value".

Attribute	Value
displayName	Westbrook, Mary L.
Office	401 B4184
telephoneNumber	(630) 252-8914
Attribute	Value
displayName	Walden, Judy A.
Office	401 A4121B
telephoneNumber	(630) 252-7366
Attribute	Value
displayName	Pransky, Jane K.
Office	401 B4148E
telephoneNumber	(630) 252-9123
Attribute	Value
displayName	Dannenberg, Christy L.
Office	401 B4184
telephoneNumber	(630) 252-9253
Attribute	Value
displayName	Potempa, Steven J.
Office	401 C2247
telephoneNumber	(630) 252-9871

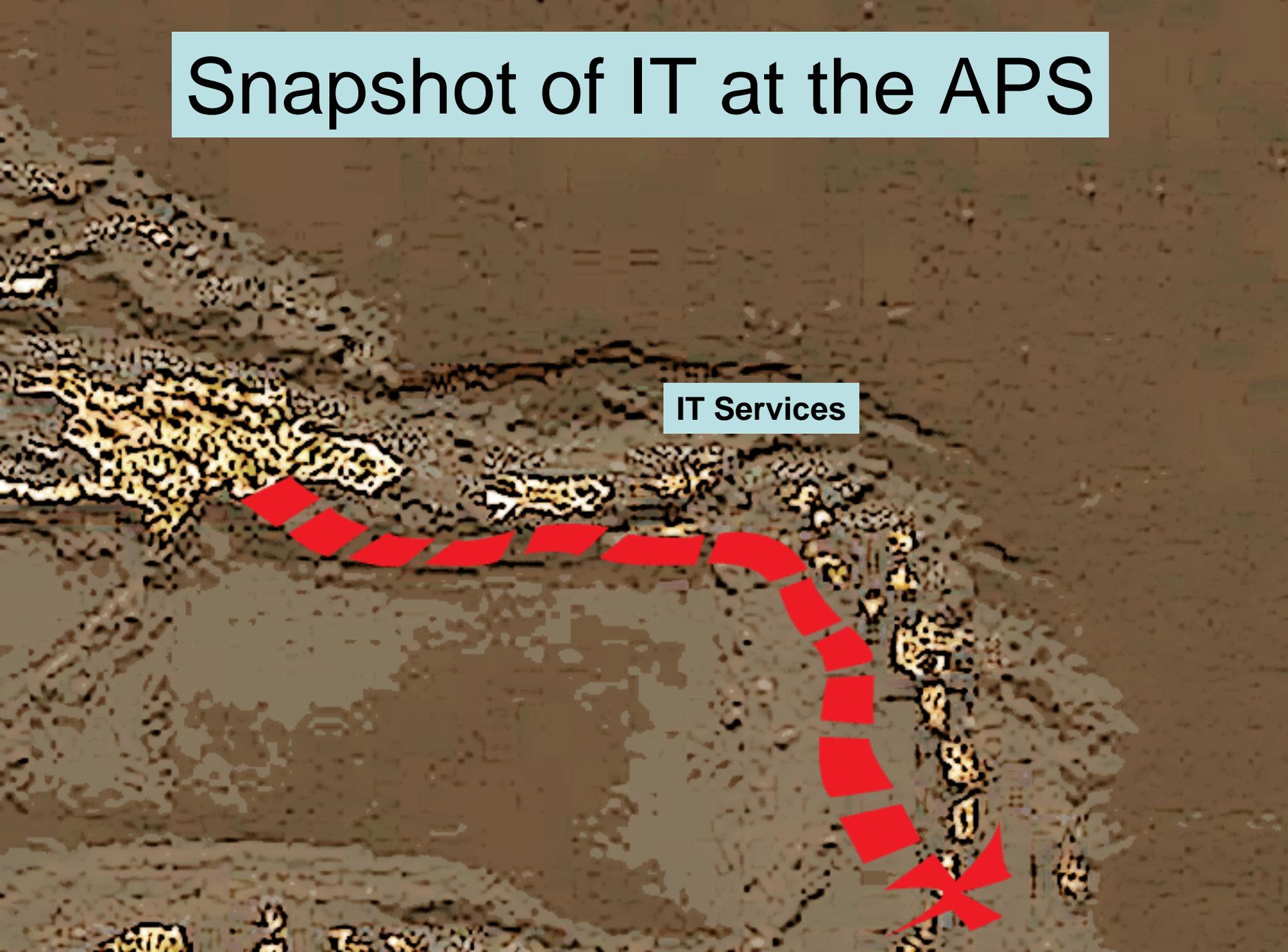


Need IT assistance?

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Snapshot of IT at the APS

IT Services



APS IT Services Available

- Email
- Calendar
- Printing
- Scanning
- Backups



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Email

- Email client configuration
 - Mozilla Thunderbird is default email client within APS
 - Incoming server: atlas.aps.anl.gov
 - Outgoing server: apsmail.aps.anl.gov
 - Configure mail client for IMAP
 - Configure LDAP Server for email address lookup
 - Ldap.aps.anl.gov
 - Search string: o=Argonne National Laboratory, c=us
- Email via APS Portal, <https://calypso.aps.anl.gov>
- All platforms use LDAP password for email

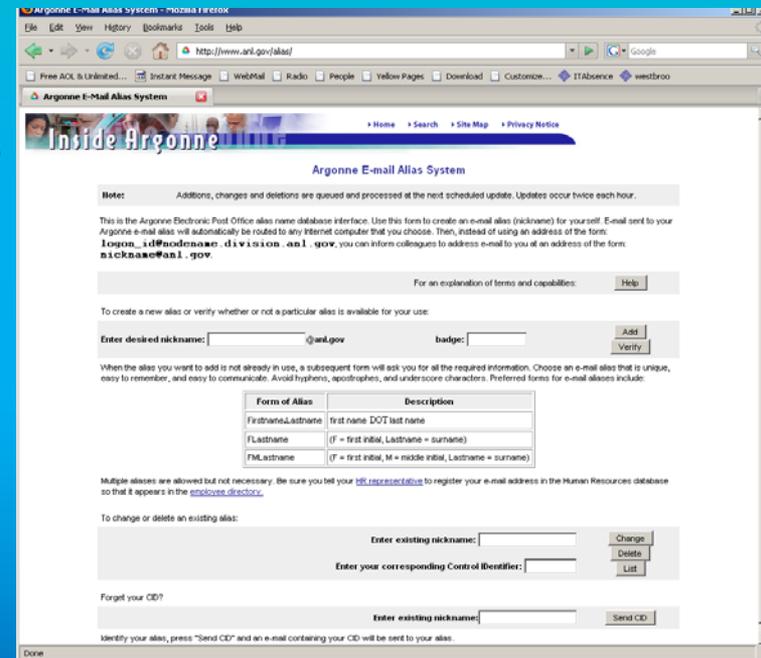


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Email Aliases and Forwarding

- Email aliases username@anl.gov
 - Provide an abbreviated email address
 - Facilitate mail forwarding
- Setup/change email alias
 - <http://www.anl.gov/alias>
 - Contact CIS Help Desk
2-9999 Option 2



The screenshot shows the Argonne E-Mail Alias System web interface. The page title is "Argonne E-Mail Alias System" and the URL is "http://www.anl.gov/alias". The interface includes a navigation bar with "Home", "Search", "Site Map", and "Privacy Notice". A "Note" section states: "Additions, changes and deletions are queued and processed at the next scheduled update. Updates occur twice each hour." Below this, a paragraph explains the system: "This is the Argonne Electronic Post Office alias name database interface. Use this form to create an e-mail alias (nickname) for yourself. E-mail sent to your Argonne e-mail alias will automatically be routed to any Internet computer that you choose. Then, instead of using an address of the form: `knoson_s1@baconname.division.anl.gov`, you can inform colleagues to address e-mail to you at an address of the form: `nickname@anl.gov`." A "Help" link is provided for an explanation of terms and capabilities. The main form area is titled "To create a new alias or verify whether or not a particular alias is available for your use:" and contains fields for "Enter desired nickname:" (with a dropdown menu), "badge:" (with a dropdown menu), and "Add" and "Verify" buttons. Below this, a paragraph explains: "When the alias you want to add is not already in use, a subsequent form will ask you for all the required information. Choose an e-mail alias that is unique, easy to remember, and easy to communicate. Avoid hyphens, apostrophes, and underscore characters. Preferred forms for e-mail aliases include:" A table titled "Forms of Alias" and "Description" is shown:

Forms of Alias	Description
Firstname.Lastname	first name DOT last name
FLastname	(F = first initial, Lastname = surname)
FMLastname	(F = first initial, M = middle initial, Lastname = surname)

Below the table, a paragraph states: "Multiple aliases are allowed but not necessary. Be sure you tell your HR representative to register your e-mail address in the Human Resources database so that it appears in the [employee directory](#)." The form also includes a section for "To change or delete an existing alias:" with fields for "Enter existing nickname:" (with a dropdown menu), "Change", "Delete", and "List" buttons. At the bottom, there is a "Forgot your CD?" section with a field for "Enter existing nickname:" and a "Send CD" button. A "Done" button is located at the bottom right of the page.



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

SPAM Filtering at the APS

- Forward SPAM email to spam@aps.anl.gov
- All APS email is scanned by Trusted Source IronMail Spam appliance
- User's receive daily email notification
- User's can select to "release" a message that was incorrectly identified as SPAM
 - Release=Message is delivered
- User's can select to "whitelist" a sender's email address
 - Whitelist=Future email messages from this sender will be delivered



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Spam Quarantine Message

Click on a Message ID to release an email to your inbox.

Click on the URL listed below to see current list of your quarantined messages. This URL will also permit whitelisting of future messages from a known sender.

<https://vesta1.aps.anl.gov:443/urq/urqMailList.do?method=processMail&72559f0ac60dbf0bdb12ca6f399fdf3672549fc600000000000000172598>

Message ID	Sender	Subject	Size(Bytes)	Date	Info	Multiple Recipients
21112043	bo-bvam1xmac4b474axsswhrapyb4t1xx@b.email.thepopcornfactory.com	Our Weekly Special is 50%* off!	15159	2008-06-16 06:08:26	SPAMQ TRU ESP50	N
21123983	bo-bvam3fwa3xqr9yaxsk51cbuq01hvey@b.discoverymail.com	Free Shipping on When We Left Earth DVD Set!	21771	2008-06-16 09:48:11	SPAMQ TRU ESP50	N
21125335	from_commsdesign@newsletter.commsdesign.com	WiMAX PA Design..Green Products..Distortion	39252	2008-06-16 10:08:14	SPAMQ TRU ESP50	N
21138132	customerservice@dermitage.rsys1.com	RE: Your recent visit to Dermitage	10168	2008-06-16 13:00:42	SPAMQ TRU ESP50	N



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Spam Filtering Release and Whitelist

Message Id	From	Subject	Date	Size	Info	Multiple Recipients	Release	Delete	Whitelist
13075586	xeactivist2618@cpfilms.com	Tiered of been passed over for that promotion because you don't have the proper Degree?	03-15-08 13:31:28	1674	SPAMQ TRU ESP100	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13038086	jquiroz@padresok.d	Delicate craftsmanship watch rep! c@s	03-15-08 05:18:31	2572	SPAMQ TRU ESP50	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13010239	jqvfd@fsuimail.ferris.edu	Turn your dwarf into a giant	03-14-08 20:49:11	2290	SPAMQ TRU ESP50	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12989032	chris@atpropertiesecard.com	@properties March 2008 Newsletter	03-14-08 14:21:10	11694	SPAMQ TRU ESP50	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- To Release, select “Release”
- To Whitelist, select “Release” and “Whitelist”

Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



APS URL Filtering

- APS firewall provides URL filtering to ensure appropriate use of computers at the APS
- Based upon a service the APS subscribes to
- APS firewall monitors web browser requests
- Refuses connections to web pages based upon categories
 - Not work related
 - Unproductive
 - Display controversial material
- Long list of restricted-access web site categories published at:
- http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Cyber_Security/firewall.htm
- URL filtering is required:
 - Adhere to Argonne and APS Computer Use Policies
 - Prevent embarrassment to DOE



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Sun Calendar System Features

- One Calendar System within the APS
 - Shared personal calendars
 - Shared resource calendars
 - Conference Room
 - Group calendars
- Calendar events and tasks (“to-do’s”)
- Calendar reminders
 - Email
 - Pager
- Import from other calendar systems
 - iCal and XML formats
- Invite feature for organizing meetings via email
- Unified Web Client (UWC) Interface



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Login to UWC Interface

- In browser go to:
 - <http://atlas.aps.anl.gov>

- Access to:
 - Email
 - calendar and tasks
 - address book

- Login with LDAP account and password

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June 2008							June 2008			
S	M	T	W	T	F	S	Monday	Tuesday	Wednesday	Thursday
1	2	3	4	5	6	7	> 2 +	3 +	4 +	5 +
8	9	10	11	12	13	14				
15	16	17	18	19	20	21	> 9 +	10 +	11 +	12 +
22	23	24	25	26	27	28				
29	30	1	2	3	4	5	> 16 +	17 +	18 +	19 +

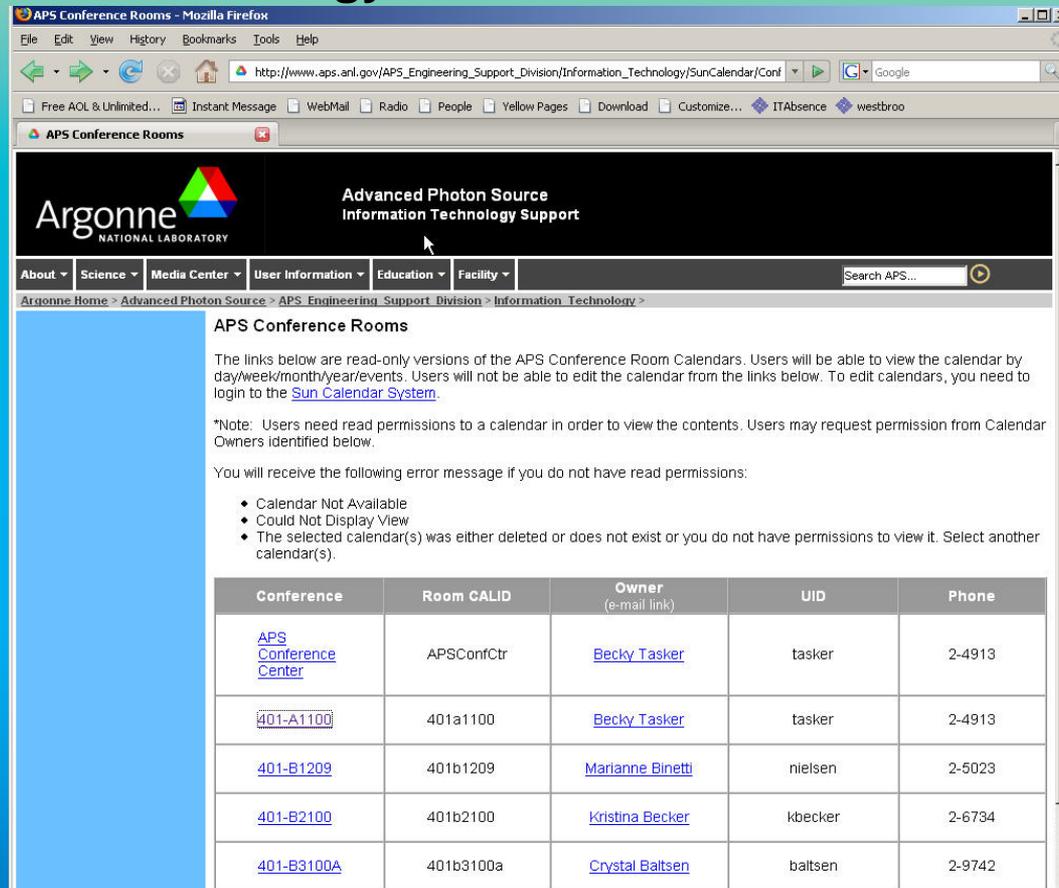
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



APS Conference Room Calendars

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/SunCalendar/ConferenceRooms.htm



APS Conference Rooms

The links below are read-only versions of the APS Conference Room Calendars. Users will be able to view the calendar by day/week/month/year/events. Users will not be able to edit the calendar from the links below. To edit calendars, you need to login to the [Sun Calendar System](#).

*Note: Users need read permissions to a calendar in order to view the contents. Users may request permission from Calendar Owners identified below.

You will receive the following error message if you do not have read permissions:

- Calendar Not Available
- Could Not Display View
- The selected calendar(s) was either deleted or does not exist or you do not have permissions to view it. Select another calendar(s).

Conference	Room CALID	Owner (e-mail link)	UID	Phone
APS Conference Center	APSConfCtr	Becky Tasker	tasker	2-4913
401-A1100	401a1100	Becky Tasker	tasker	2-4913
401-B1209	401b1209	Marianne Binetti	nielsen	2-5023
401-B2100	401b2100	Kristina Becker	kbecker	2-6734
401-B3100A	401b3100a	Crystal Baltzen	baltzen	2-9742



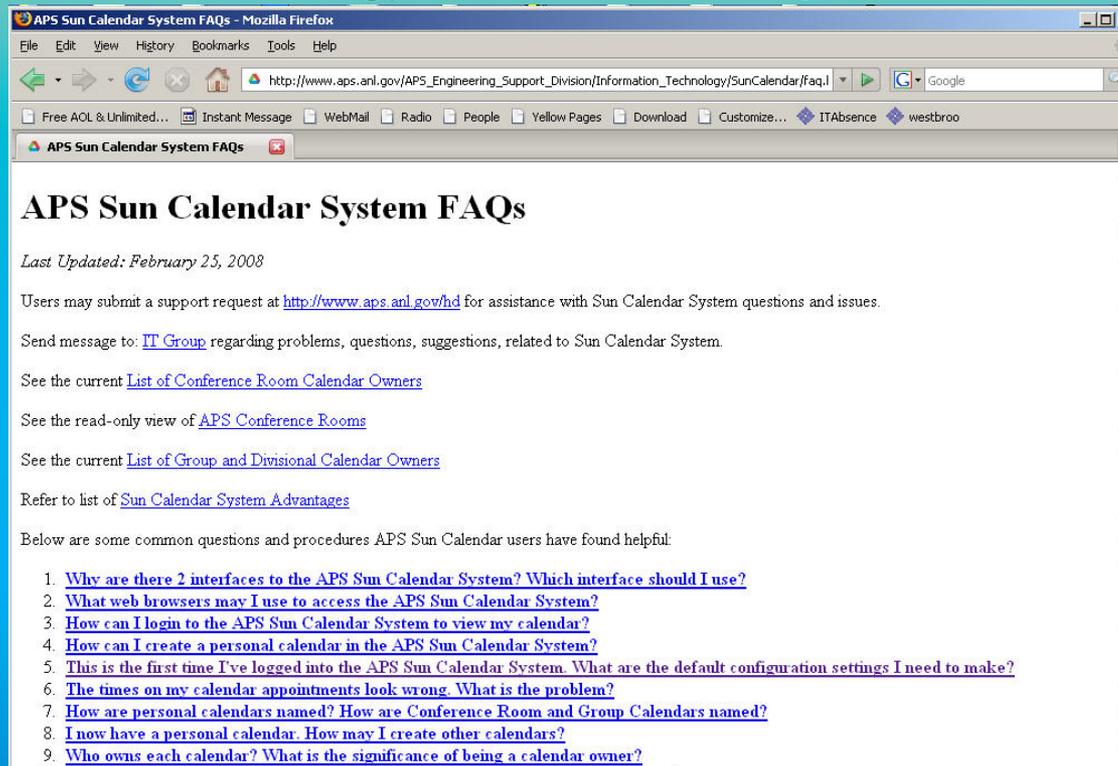
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Sun Calendar System

Bookmark the FAQ page

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/SunCalendar/faq.html



The screenshot shows a Mozilla Firefox browser window displaying the "APS Sun Calendar System FAQs" page. The page title is "APS Sun Calendar System FAQs" and it was last updated on February 25, 2008. The content includes instructions on how to submit support requests, send messages to the IT Group, and view various lists such as Conference Room Calendar Owners, APS Conference Rooms, and Group and Divisional Calendar Owners. A list of common questions and procedures is provided at the bottom of the page.

APS Sun Calendar System FAQs

Last Updated: February 25, 2008

Users may submit a support request at <http://www.aps.anl.gov/hd> for assistance with Sun Calendar System questions and issues.

Send message to: [IT Group](#) regarding problems, questions, suggestions, related to Sun Calendar System.

See the current [List of Conference Room Calendar Owners](#)

See the read-only view of [APS Conference Rooms](#)

See the current [List of Group and Divisional Calendar Owners](#)

Refer to list of [Sun Calendar System Advantages](#)

Below are some common questions and procedures APS Sun Calendar users have found helpful:

1. [Why are there 2 interfaces to the APS Sun Calendar System? Which interface should I use?](#)
2. [What web browsers may I use to access the APS Sun Calendar System?](#)
3. [How can I login to the APS Sun Calendar System to view my calendar?](#)
4. [How can I create a personal calendar in the APS Sun Calendar System?](#)
5. [This is the first time I've logged into the APS Sun Calendar System. What are the default configuration settings I need to make?](#)
6. [The times on my calendar appointments look wrong. What is the problem?](#)
7. [How are personal calendars named? How are Conference Room and Group Calendars named?](#)
8. [I now have a personal calendar. How may I create other calendars?](#)
9. [Who owns each calendar? What is the significance of being a calendar owner?](#)



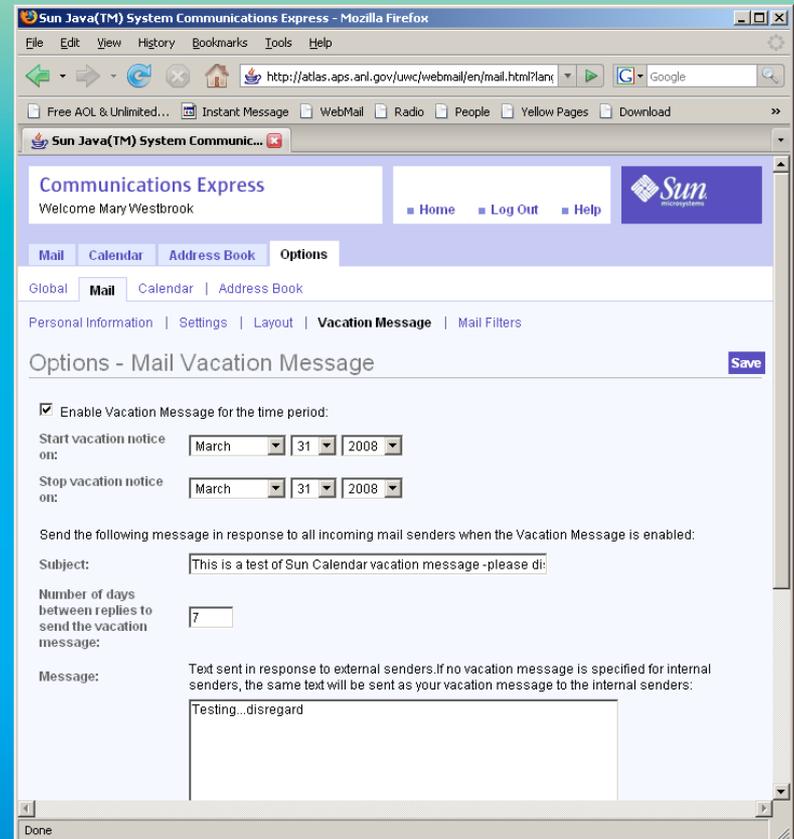
•Check FAQ page for first-time login configuration settings

Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to Configure a Vacation Message

- In browser login to:
 - <http://atlas.aps.anl.gov>
- Go to:
 - Options
 - Mail
 - Vacation Message



The screenshot shows a web browser window titled "Sun Java(TM) System Communications Express - Mozilla Firefox". The address bar displays the URL <http://atlas.aps.anl.gov/lwvc/webmail/en/mail.html?lang>. The page content includes a navigation menu with "Mail", "Calendar", "Address Book", and "Options". The "Options" section is active, showing "Options - Mail Vacation Message". The configuration includes a checked checkbox for "Enable Vacation Message for the time period:", with "Start vacation notice on:" set to March 31, 2008, and "Stop vacation notice on:" set to March 31, 2008. The "Subject:" field contains "This is a test of Sun Calendar vacation message - please di". The "Number of days between replies to send the vacation message:" is set to 7. The "Message:" field contains "Testing... disregard". A "Save" button is visible in the top right corner of the form area.



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Printing

- Windows
- Unix
- Printing from wireless network
- Canon Copier/Printer/Scanner
- Searching for Printer



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Windows Domain Printing

- For network printers:
 - Add using Windows “Add Printer” Wizard
 - Printers are typically labeled with a name
 - Printer drivers on print servers are installed locally
 - Printer Naming
 - \\lead\printer
 - \\sodium\printer
- For local printers:
 - USB or serial connection
 - Add using Windows “Add Printer” Wizard
 - Install printer driver
 - Requires administrative access
 - Open a support request for assistance



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

XOR Windows Domain Printing

- For network printers:
 - Add using Windows “Add Printer” Wizard
 - Printers are typically labeled with a name
 - Printer drivers on print servers are installed locally
 - Printer Naming
 - [\\sark\printer](#)
- For local printers:
 - USB or serial connection
 - Add using Windows “Add Printer” Wizard
 - Install printer driver
 - Requires administrative access
 - Open a support request for assistance



How to Setup Print Queues on a Macintosh at the APS

- Open the Printer Setup Utility. It is located in /Applications/Utilities
- Click the "Add" icon
- Make sure "IP Printer" is selected at top
- Under "Protocol:" select "HP Jet Direct - Socket" regardless of the printer you are using
- Type the printer name in "Address:" box. It should recognize the printer and inform you that it is a "Valid and complete address." If it does not, fully qualify it as follows: `printername.aps.anl.gov`
- It should automatically identify the printer type under "Print Using:". If it does not, you can manually specify the printer type. If the printer type is not listed, please enter a Support Request to have it added.
- Click the "Add" button.



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Unix Printing

- Must request a Unix print queue be setup for new printers
- Use “lpr –Pprint-queue-name filename”
- Printers are typically labeled with a name
- Unix print queue names match the printer name

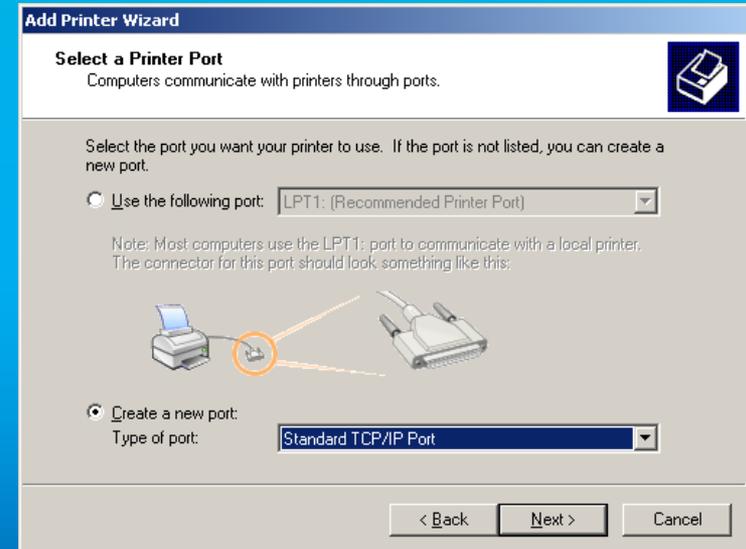


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Printing from the Wireless Network

- Add using “Add Printer” Wizard
 - Ports open through APS Firewall
 - Add as a local printer
 - Create a Standard TCP/IP Port
 - Install printer driver
 - Requires administrative access
 - Open a support request for assistance



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Printing and Scanning Canon Copiers

- Canon print/scan/copier devices are distributed around the APS
 - Black&White
 - Color
- Add as a network-based printer
 - [\\lead\printer](#)
 - \\sodium\printer
- Use “ShareScan Op” feature to scan
 - Scan to email (LDAP search)
 - Scan to Z: drive (Z:\Scans folder)
 - Benefits:
 - preview provided
 - select PDF or searchable text (OCR)
- Instructions posted near each Canon device
- Scan multipage documents
- Open a support request for assistance with scanning

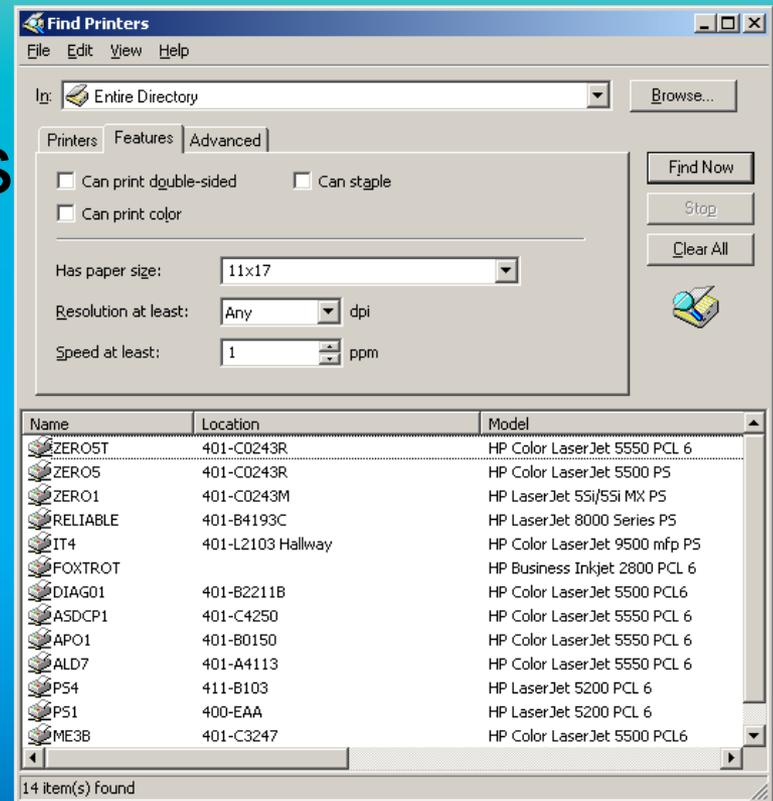


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Searching for Printers on Windows

- For example, I need to find a printer that prints to 11x17 paper
- Start->Search->Printers
- Features Tab
- Search feature
 - Paper size
 - Color
 - Others



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



APS Windows Backup Service

- Backups of Servers and Workstations
 - Not Laptops, unless requested
- Full backup over the weekend
- Incremental backup on week days
- Backups are kept for 3 months
- Submit a support request for backup restores
- Recommend leaving systems on overnight to allow for backups and updates



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

XOR Windows Backup Service

- Because of the nature of XOR, backups are not scheduled on a regular basis
- Beamline PCs
 - user selects backup time
- LOM systems
 - Automatically backed up upon user request (scheduled)
 - Full backup, initially
 - Incrementals after that
 - User selects backup time
 - Full backup, initially
 - Incrementals after that
- Submit a support request
- Identify what drive are to be backed up
- Backups are kept for 3 months
- Users can perform their own backup restores



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Linux Backups

- \$HOME directories
- Workstation



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

MAC Backups

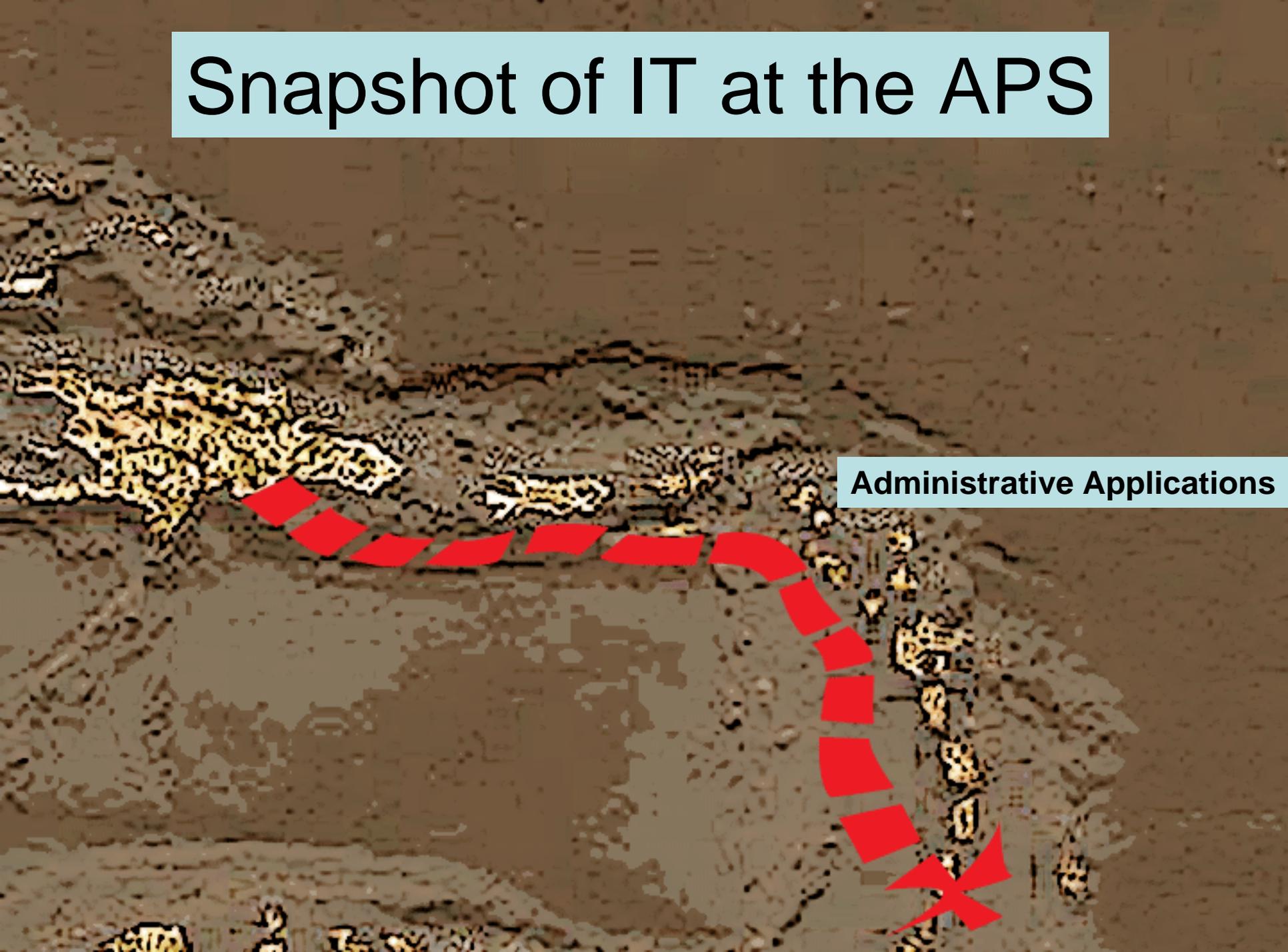
- Full backups of Mac user home directories are performed every two weeks
- Incremental backups occurring daily.



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Snapshot of IT at the APS

An aerial photograph of a city, likely Phoenix, Arizona, showing a network of roads and urban areas. A thick, red dashed line is drawn across the image, starting from the left side, curving downwards, and ending with a large red 'X' mark on the right side. The line appears to trace a path through the city's infrastructure.

Administrative Applications

Access to Administrative Applications

- APS ICMS
- Kronos
- Paris
- AMOS
- Others



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Find and Login to ICMS

- Navigate from APS Home Page
- <https://icmsdocs.aps.anl.gov>
- Login with APS Unix/LDAP account and password
- Search for documents
- Submit documents
- Performance appraisal rating for use of ICMS
- ICMS Check-In User's Guide
 - https://icmsdocs.aps.anl.gov/new_docs/groups/aps/@publicshare/@icms/documents/manual/aps_1000122.pdf



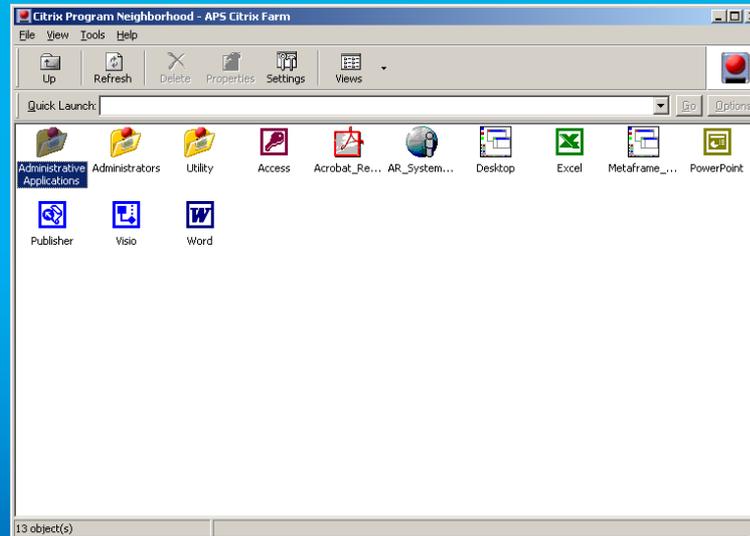
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Citrix ICA Client

Access to Kronos and Paris

- Access to Administrative Apps, like Kronos and Paris
- Launch Citrix Program Neighborhood
- All platforms use APS Windows account to login to Citrix

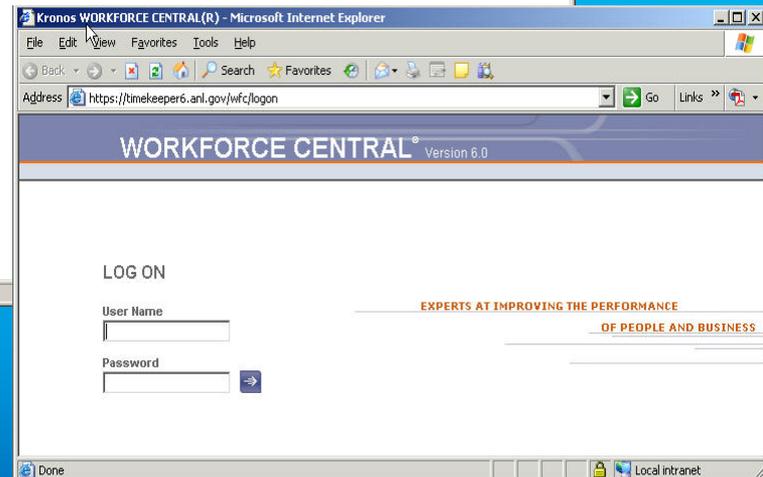
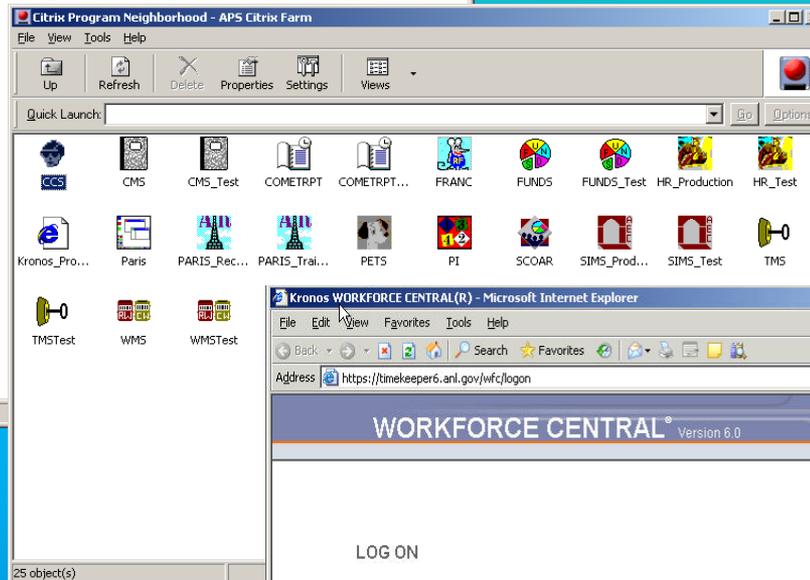
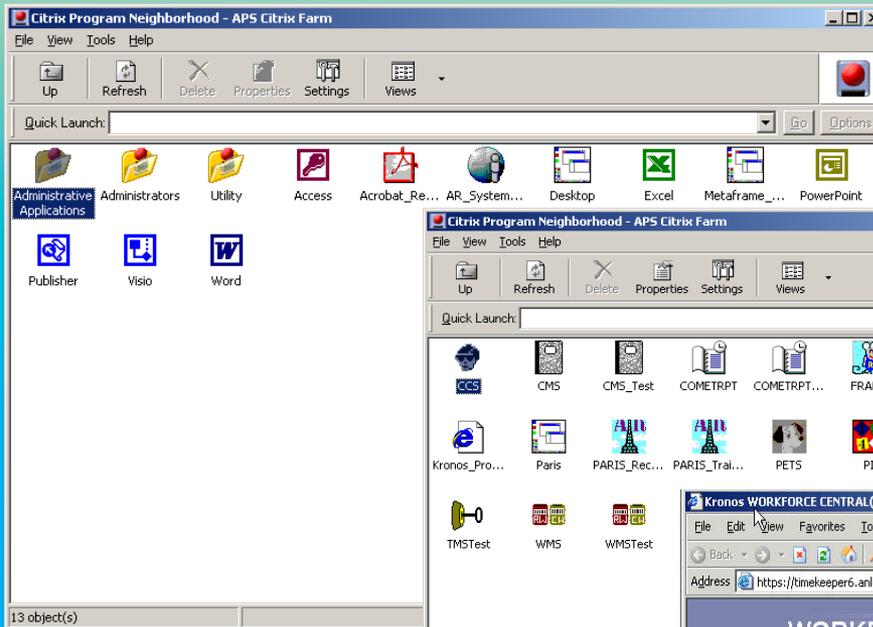


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Kronos

Argonne Timekeeper Application



- Launch Kronos_Production
- Login to Kronos with ANL domain account



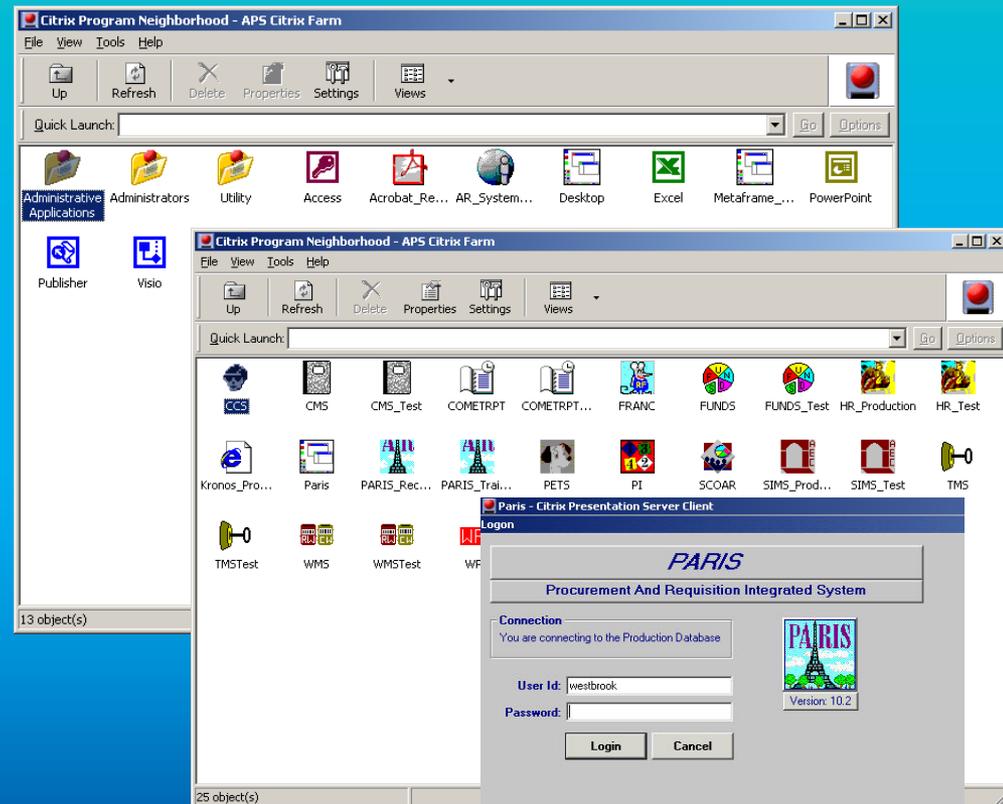
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Paris

Argonne Procurement Application

- Requires a Paris account
- Open an Argonne help desk case to request a Paris account
 - Call 2-9999, Option 2
 - Email help@anl.gov
- For Paris password resets, contact Paris Hotline at 2-8100
- Tip: Logout of Paris, Don't X out.

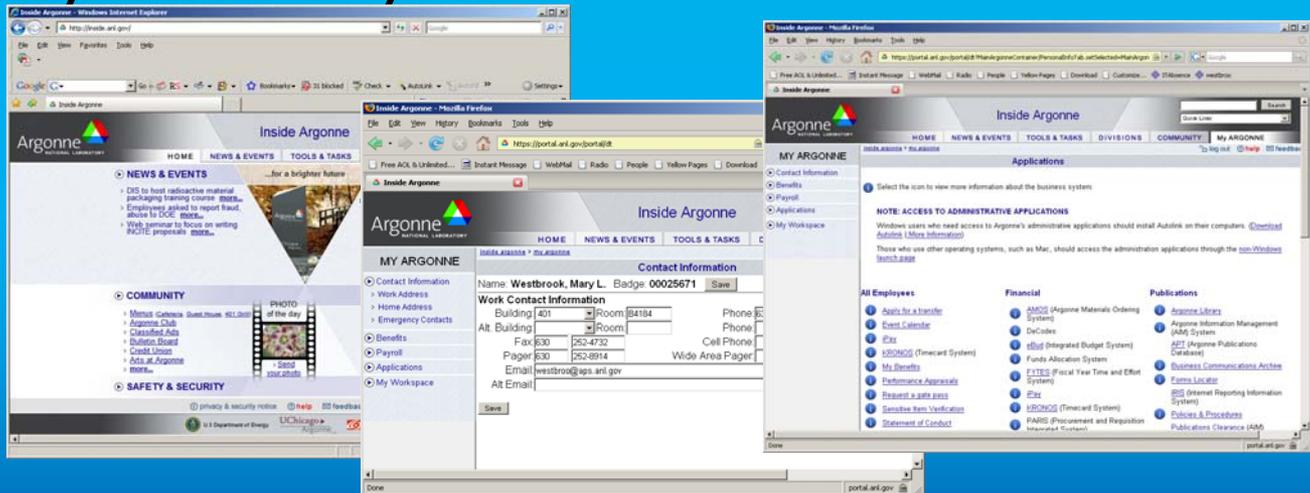


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

AMOS and other Administrative Applications via ANL Portal

- Login to <http://portal.anl.gov> with ANL domain account and password
- AMOS = Convenience ordering system
- 1-2 day delivery of in-stock items

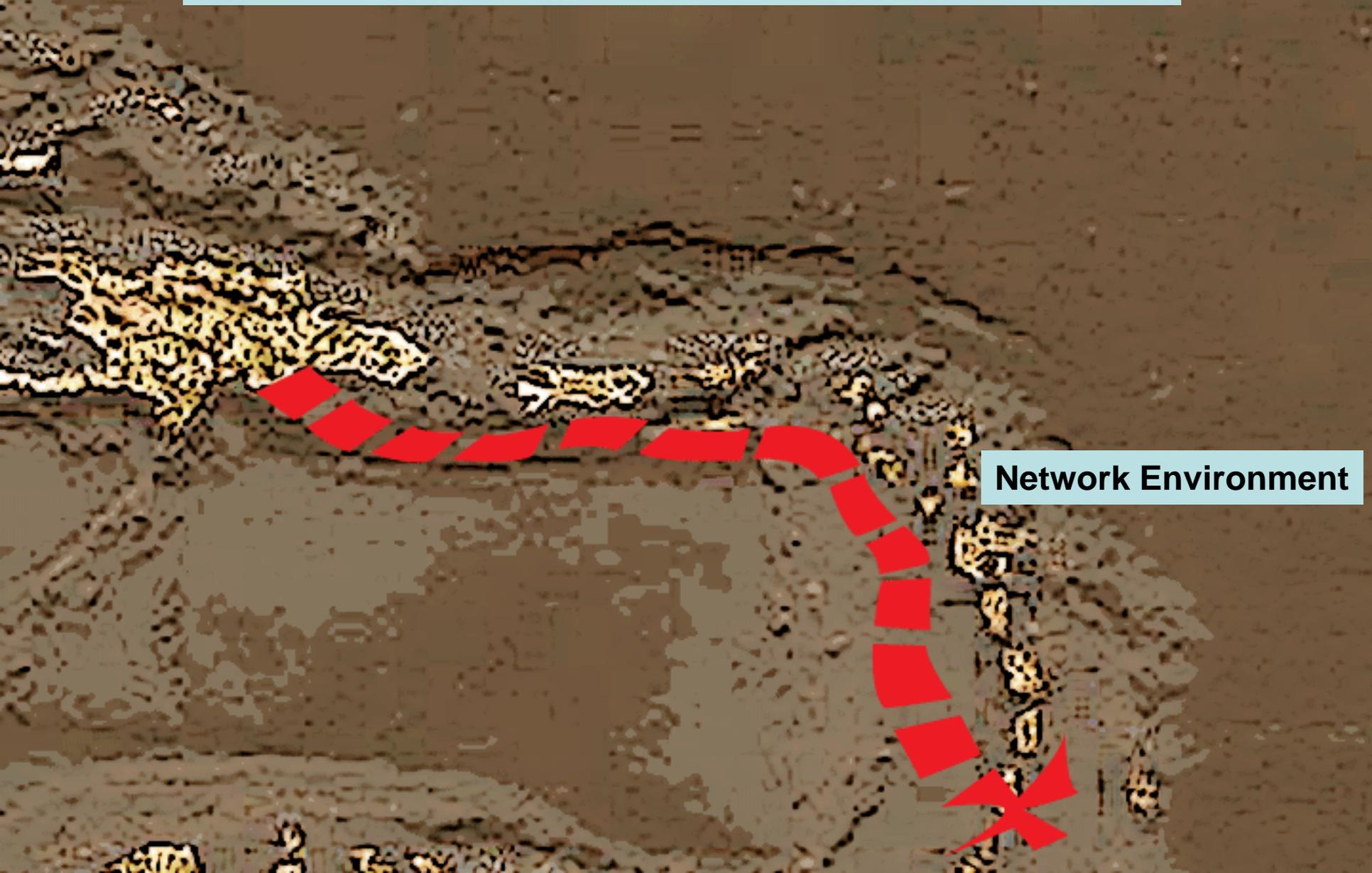


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

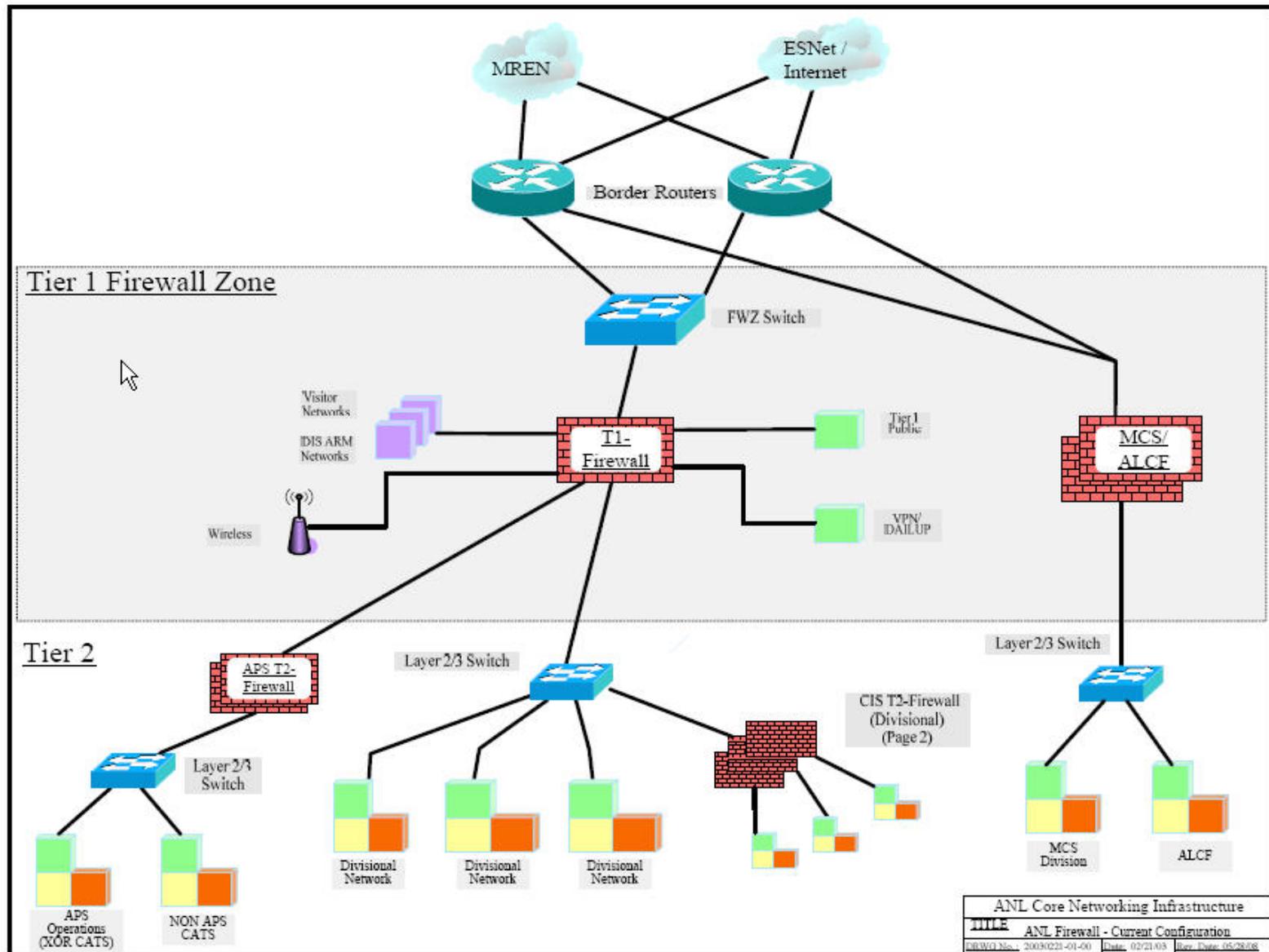


Snapshot of IT at the APS



Network Environment

Argonne Tier 1 Firewall



APS behind ANL Tier 1 Firewall Facilitates Laboratory Access

- Being behind the Argonne Tier 1 Firewall facilitates network access to other parts of the Laboratory
 - Other divisions
 - Lab Services



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Behind ANL Tier 1 Firewall Network Blocking

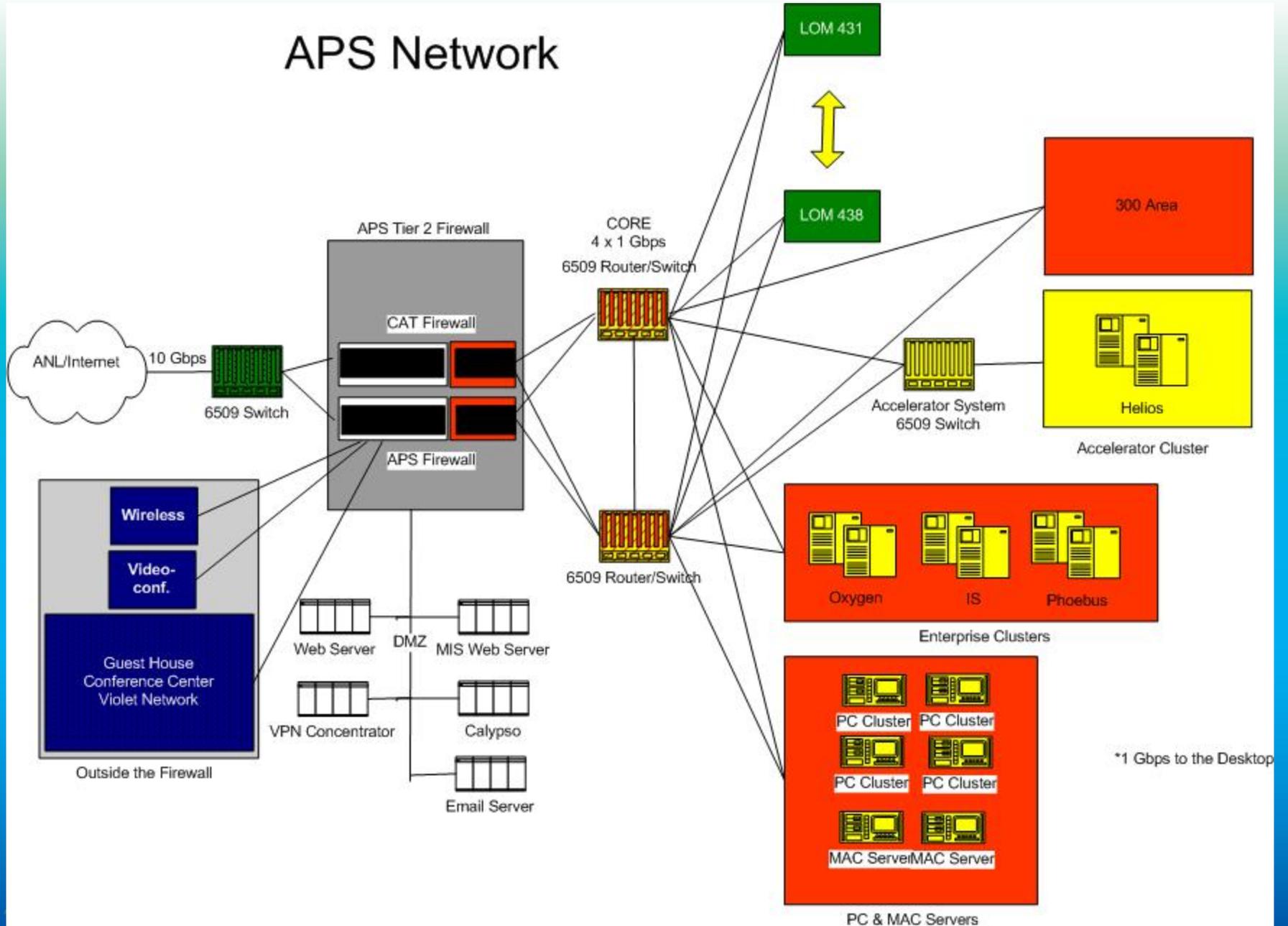
- Laboratory Tier 1 firewall blocks external IP addresses
- User systems can be blocked for suspicious or malicious activity
- If blocked,
 - 3 day timeout
 - APS network admins can reset
- APS Tier 2 firewall blocks internal IP addresses



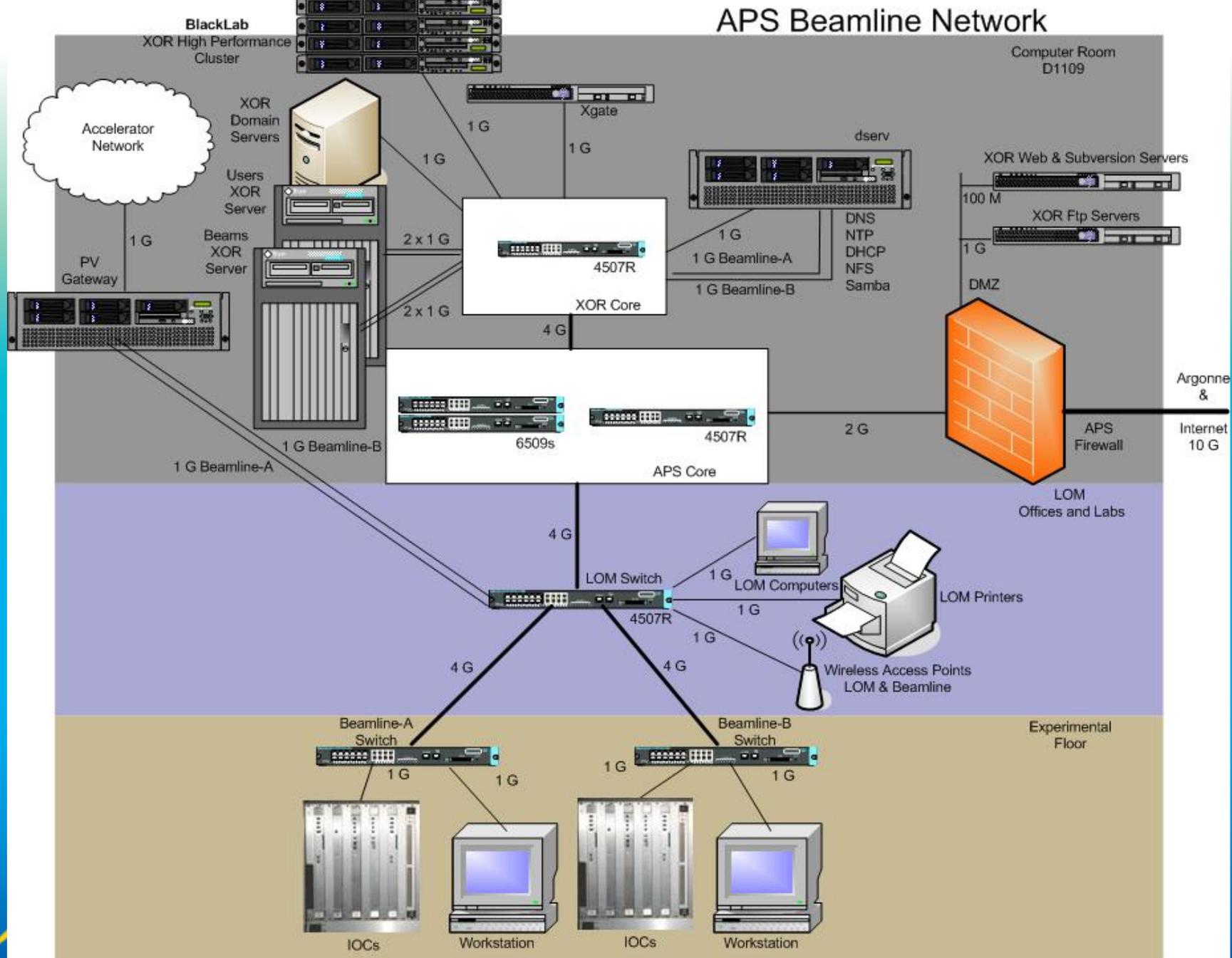
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Network



APS Beamline Network



Wired Networks at the APS

- Wired network is internal to the APS Tier 2 firewall
- APS CLO

<u>Floor</u>	<u>Subnet</u>
– 5 th	164.54.52.x
– 4 th	164.54.48.x
– 3 rd	164.54.52.x
– 2 nd	164.54.48.x
– 1 st	164.54.52.x
– Ground	164.54.48.x

- 400 Area
 - 431Z, 431 LOM 164.54.84.x
 - Other LOMs 164.54.x
- There are some exceptions to the above data jack/subnet scheme
- All network-based equipment must be registered at the Lab

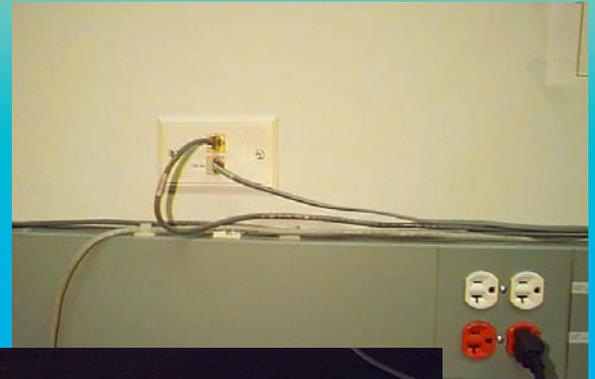


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

What is needed to connect to APS Wired Network?

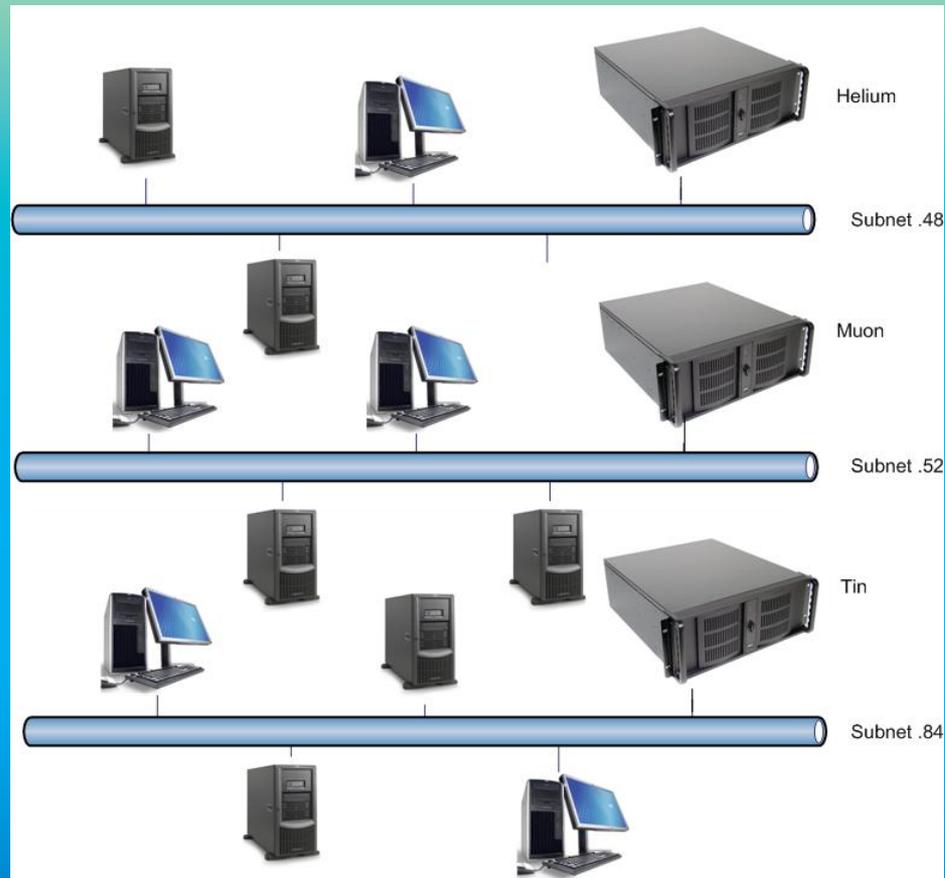
- Yellow Data Jack
 - Take note of data jack #
- Electrical outlet
- Patch cable
- Optional:
 - Network Switch
 - Isobar
 - Can purchase both from APS Stockroom with a cost code



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Unix Systems Recommended Access Based Upon Subnet



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Automatic Proxy Configuration Needed Behind the Firewall

- Behind the firewall, only access to URLs on port 80 will be available by default.
- Behind the firewall, access to URLs and references to non-standard ports (port 8080) don't work.
- Solution: users must configure their browsers to use the firewall as their proxy.
- APS automatic proxy configuration file is provided
- Users point their Web browsers to this file.
- **Note: When using a computer outside of the firewall the automatic proxy configuration should be disabled.**
 - Laptops not on APS network
 - Home Systems



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Browser Proxy Configuration

Mozilla Firefox

- To access this proxy configuration file from **Mozilla Firefox v2.0.x**:
- Select tools ->Options->Advanced->Network->Connection Setting
- Within the “Connection Settings” window, select "Automatic proxy configuration URL"
- For the Configuration location (URL) type in: **<http://www.aps.anl.gov/aps.proxy>**
- Click on Reload and then on OK
- NOTE: For CAT users, **<http://cat.aps.anl.gov/cat.proxy>**
- To test the proxy configuration in the browser try accessing <http://www.anl.gov/local/people>



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Browser Proxy Configuration Internet Explorer

- To access this proxy configuration file from **Internet Explorer v7**:
- Select Tools->Internet Options->Connections
- Select "LAN Settings"
- Check "Use automatic configuration script"
- Address: **<http://www.aps.anl.gov/aps.proxy>**
- DO NOT check any other settings
- Select OK, OK
- Restart IE

- NOTE: For CAT users, **<http://cat.aps.anl.gov/cat.proxy>**

- To test the proxy configuration in the browser try accessing <http://www.anl.gov/local/people>



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Wireless Network

- Wireless 802.11b/g (up to 54 Mbps) network is external to the APS Tier 2 Firewall
 - Must VPN in to access internal APS resources
- Wireless network is a “shared” bandwidth resource
- Requires 802.11b/g compatible NIC and driver
- Configure wireless NIC for DHCP
- Wireless network “open”, no other configuration needed
- Must register all wireless systems at the Lab
 - Register through NetReg
 - Select 1 week or 1 month IP address reservation
 - Request permanent wireless registration
 - APS/ANL computers only
 - Open a support request <http://www.aps.anl.gov/hd>
- Systems must pass a scan before an APS IP address is assigned
- Wireless IP addressing:
 - APS CLO, 164.54.96.x
 - APS Conference Center, 164.54.92.x, 164.54.93.x
 - Buildings 411, 412, 413, 420, and the EAA, 164.54.145.x
 - LOM areas and experimental floor, 164.54.145.x
 - Argonne Guest House restaurant, conference rooms and lounge, 164.54.88.x, 164.54.89.x



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Wireless Network Registration with NetReg

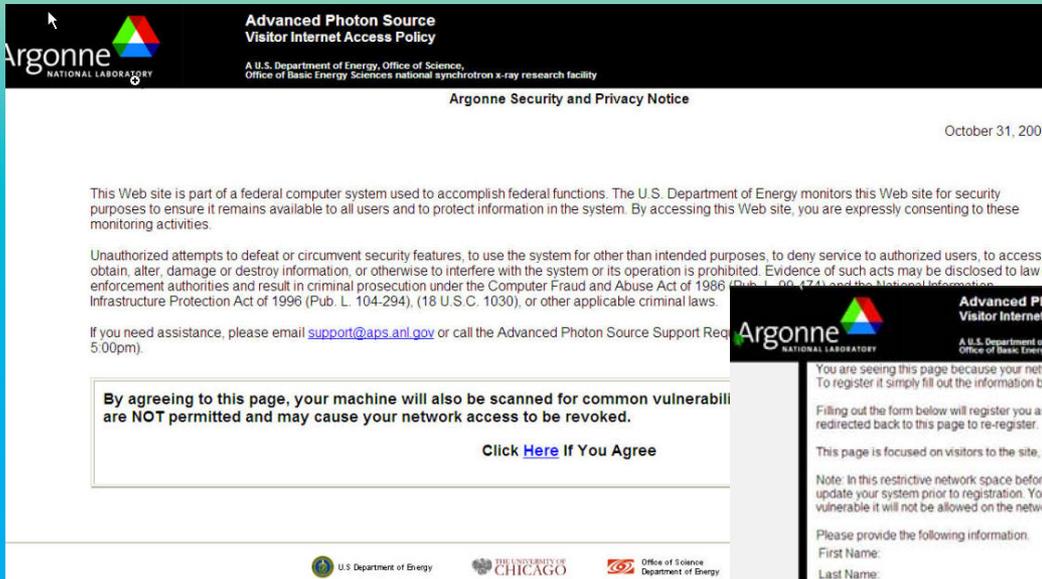
- When you first attempt to web browse from the APS Wireless network, you are redirected to the NetReg registration page
- Complete the registration form and accept the Internet Access Policy
- System is automatically scanned
 - If system passes scan,
 - Reboot
 - IP address is provided via DHCP
 - Internet access allowed
 - If system doesn't pass the scan,
 - Internet access is not allowed
 - System updates will need to be performed
 - Open a support request <http://www.aps.anl.gov/hd>
- You may need to clear browser cache
- If you are using Personal Firewall software, check that it is not blocking Internet Access
- For more information, see:
 - http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Network/Visitor_Network_Registration.html



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Wireless Network Registration with NetReg



Argonne
NATIONAL LABORATORY

**Advanced Photon Source
Visitor Internet Access Policy**

A U.S. Department of Energy, Office of Science,
Office of Basic Energy Sciences national synchrotron x-ray research facility

Argonne Security and Privacy Notice

October 31, 2000

This Web site is part of a federal computer system used to accomplish federal functions. The U.S. Department of Energy monitors this Web site for security purposes to ensure it remains available to all users and to protect information in the system. By accessing this Web site, you are expressly consenting to these monitoring activities.

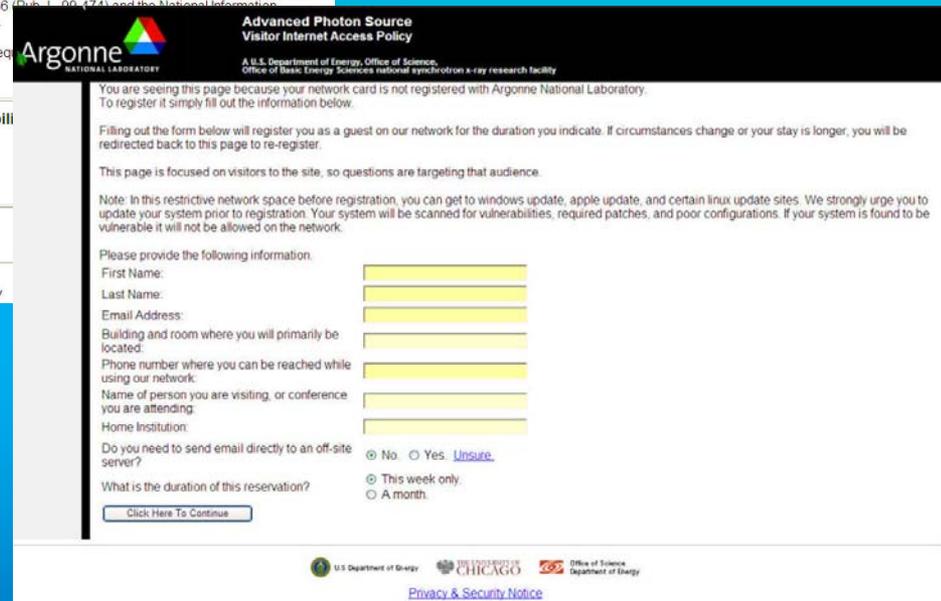
Unauthorized attempts to defeat or circumvent security features, to use the system for other than intended purposes, to deny service to authorized users, to access, obtain, alter, damage or destroy information, or otherwise to interfere with the system or its operation is prohibited. Evidence of such acts may be disclosed to law enforcement authorities and result in criminal prosecution under the Computer Fraud and Abuse Act of 1986 (Pub. L. 99-474) and the National Information Infrastructure Protection Act of 1996 (Pub. L. 104-294), (18 U.S.C. 1030), or other applicable criminal laws.

If you need assistance, please email support@aps.anl.gov or call the Advanced Photon Source Support Request Center (5:00pm).

By agreeing to this page, your machine will also be scanned for common vulnerabilities and are NOT permitted and may cause your network access to be revoked.

Click [Here](#) If You Agree

U.S. Department of Energy | THE UNIVERSITY OF CHICAGO | Office of Science Department of Energy



Argonne
NATIONAL LABORATORY

**Advanced Photon Source
Visitor Internet Access Policy**

A U.S. Department of Energy, Office of Science,
Office of Basic Energy Sciences national synchrotron x-ray research facility

You are seeing this page because your network card is not registered with Argonne National Laboratory. To register it simply fill out the information below.

Filling out the form below will register you as a guest on our network for the duration you indicate. If circumstances change or your stay is longer, you will be redirected back to this page to re-register.

This page is focused on visitors to the site, so questions are targeting that audience.

Note: In this restrictive network space before registration, you can get to windows update, apple update, and certain linux update sites. We strongly urge you to update your system prior to registration. Your system will be scanned for vulnerabilities, required patches, and poor configurations. If your system is found to be vulnerable it will not be allowed on the network.

Please provide the following information.

First Name:

Last Name:

Email Address:

Building and room where you will primarily be located:

Phone number where you can be reached while using our network:

Name of person you are visiting, or conference you are attending:

Home Institution:

Do you need to send email directly to an off-site server? No Yes. [Unsure](#)

What is the duration of this reservation?
 This week only A month

[Click Here To Continue](#)

U.S. Department of Energy | THE UNIVERSITY OF CHICAGO | Office of Science Department of Energy

[Privacy & Security Notice](#)

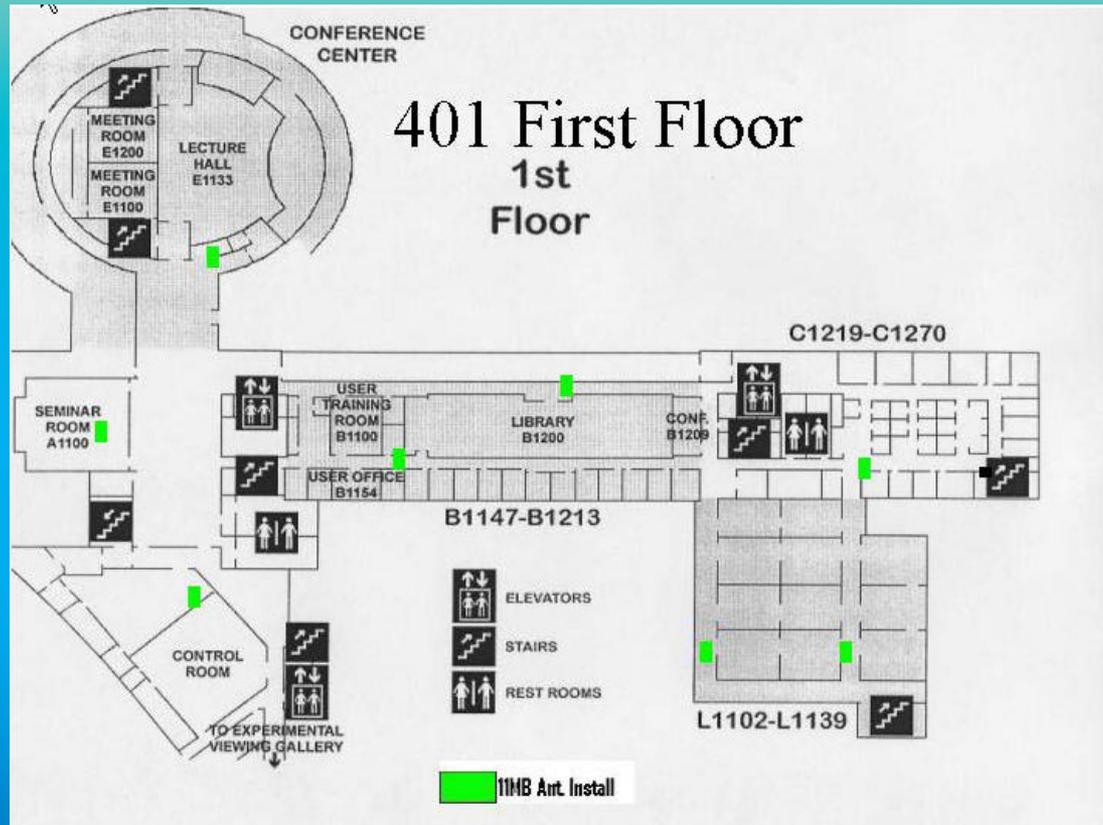


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Wireless Access Point Locations

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Network/Wireless/index.html



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Wireless Network Blocking

- Systems on the APS Wireless Network can be blocked
 - Suspicious or malicious activity
 - Could result from virus or inappropriate activity
- When this happens, the user is redirected to NetReg page
- After registering, a web page indicating that the system has been blocked will be displayed
- Call the Emergency IT Support line, 2-9700 for assistance
- System will need to be scanned by the IT Group before network access is allowed
- Typically, we find that the user is running a program, like Skype, which is not configured for use at the APS



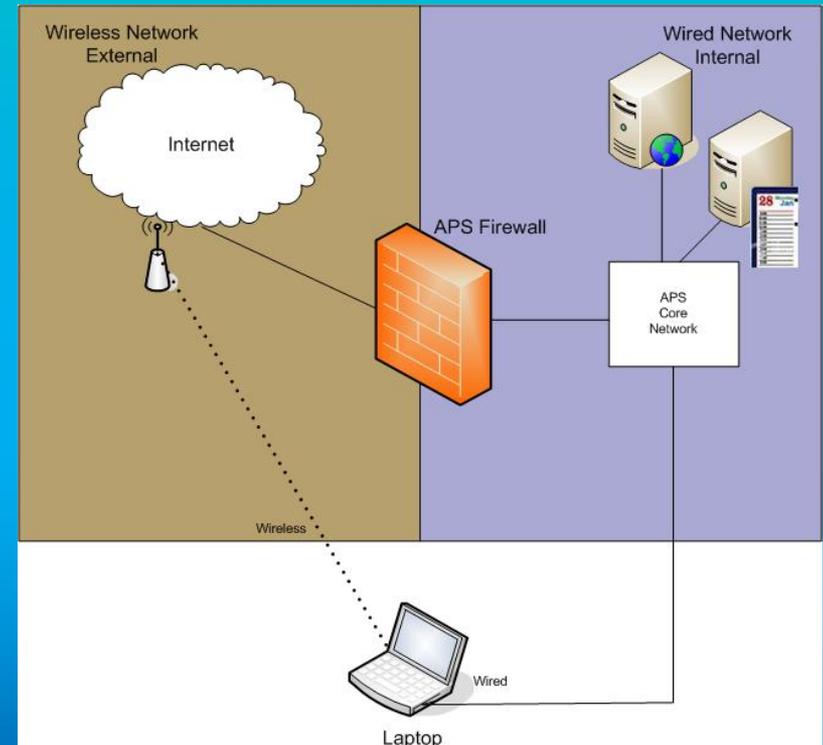
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Wired and Wireless Networks

Laptops Special Case

- Be aware when connecting your laptop to both wired and wireless networks at the APS
 - Wired network is internal
 - Wireless access is external
 - Cannot control which NIC network traffic uses
 - May not be able to view APS internal web pages or access other internal resources



- Recommendation:
 - Use Wired network only
 - Use Wireless network only

Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



Skype Configuration at the APS

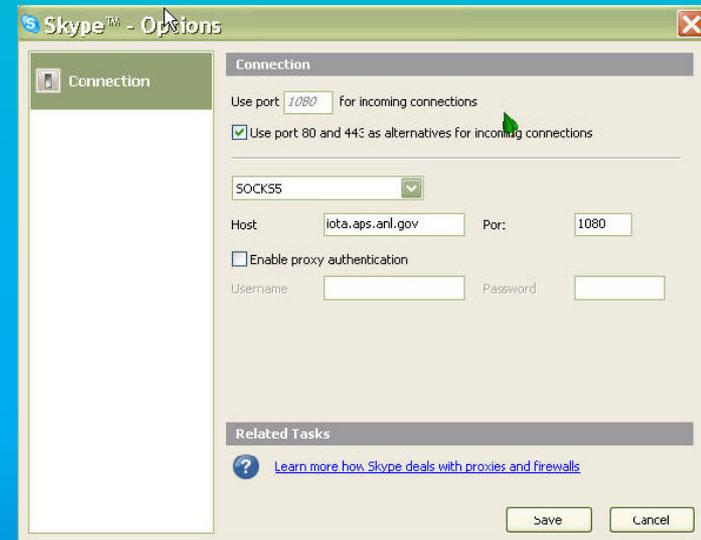
- Skype, VoIP program, for free internet calls
- Skype is supported at the APS with configuration changes:
 - Tools->Options->Set connection parameters and proxies
 - Select “SOCS5” from pull-down menu
 - Enter Host type: `iota.aps.anl.gov`
 - Enter Port: 1080
 - Save changes
 - Restart Skype

- Caveats:

- Use on APS internal network
- Use on Windows systems
- At this time, no solution for Linux and MAC users

- For more information, see:

- http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/Skype.html



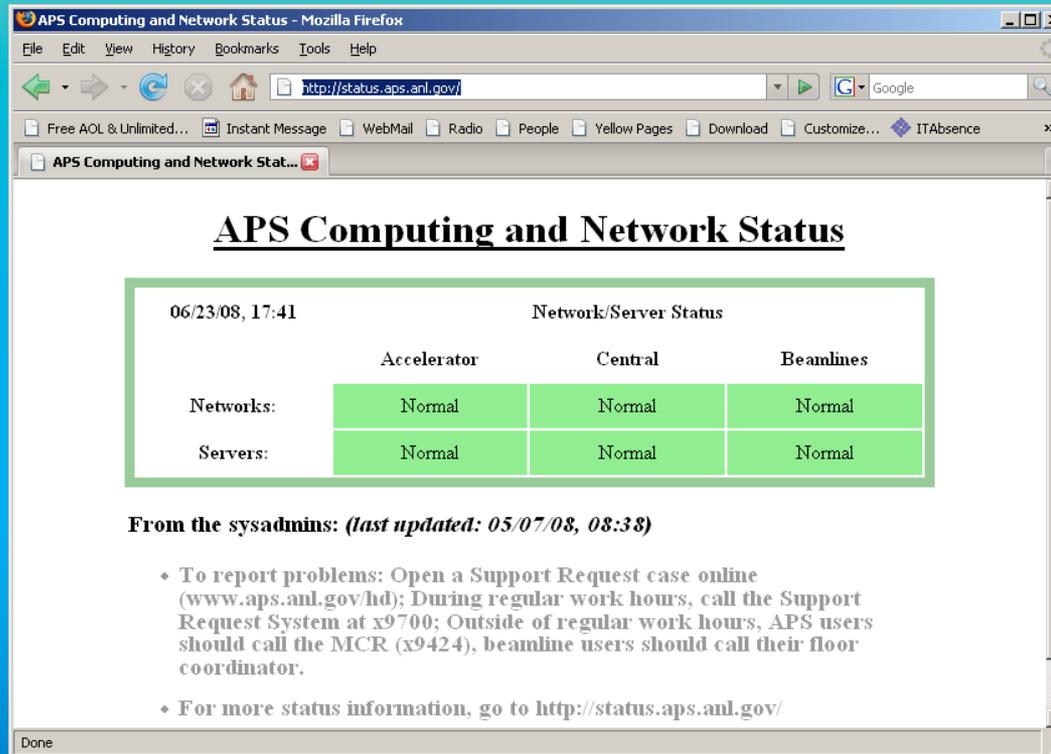
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



APS Computing and Network Status

- Check <http://status.aps.anl.gov>



The screenshot shows a Mozilla Firefox browser window displaying the APS Computing and Network Status page. The page title is "APS Computing and Network Status". The main content is a table with the following data:

	Accelerator	Central	Beamlines
Networks:	Normal	Normal	Normal
Servers:	Normal	Normal	Normal

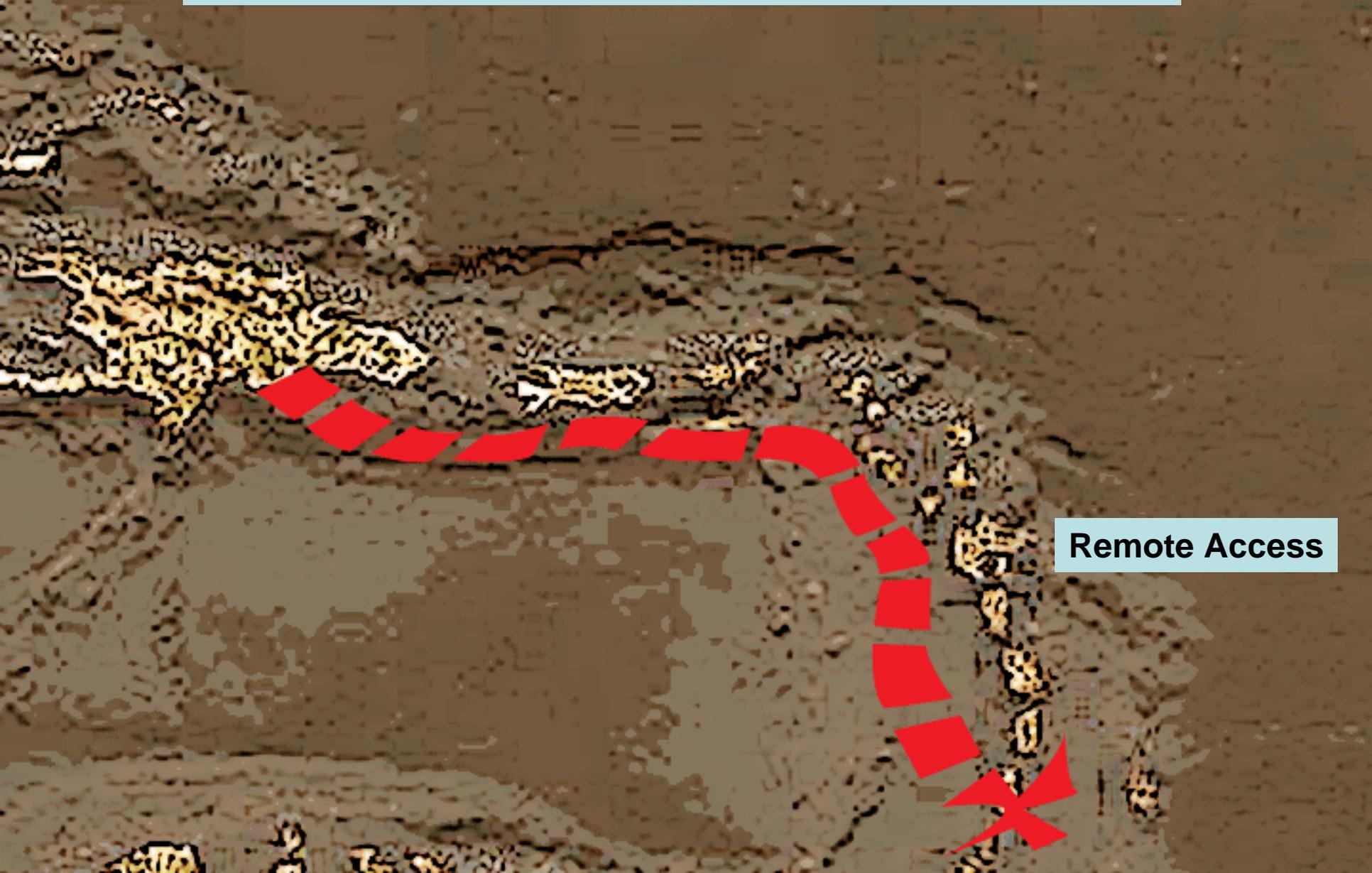
Below the table, there is a message from the sysadmins: "From the sysadmins: (last updated: 05/07/08, 08:38)". The message contains two bullet points: "To report problems: Open a Support Request case online (www.aps.anl.gov/hd); During regular work hours, call the Support Request System at x9700; Outside of regular work hours, APS users should call the MCR (x9424), beamline users should call their floor coordinator." and "For more status information, go to <http://status.aps.anl.gov/>".



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Snapshot of IT at the APS



Remote Access

Remote Access

- APS Portal
- VPN
- Citrix Web Client
- RealVNC VNC-Enterprise
- Unix SSH access to apollo
- NX
- ANL Portal
- Dialup no longer supported (01/08)

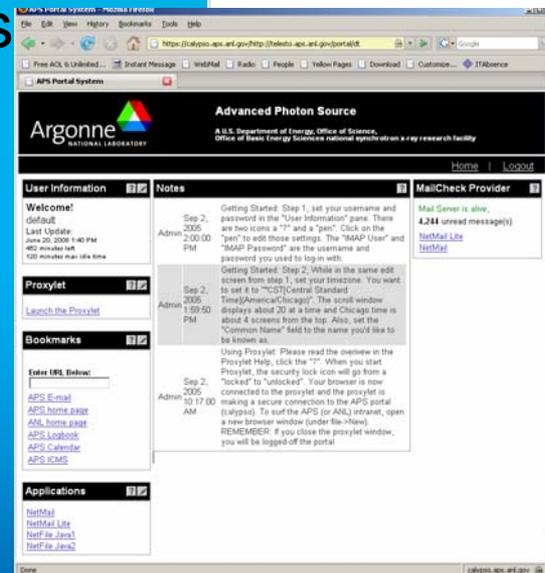
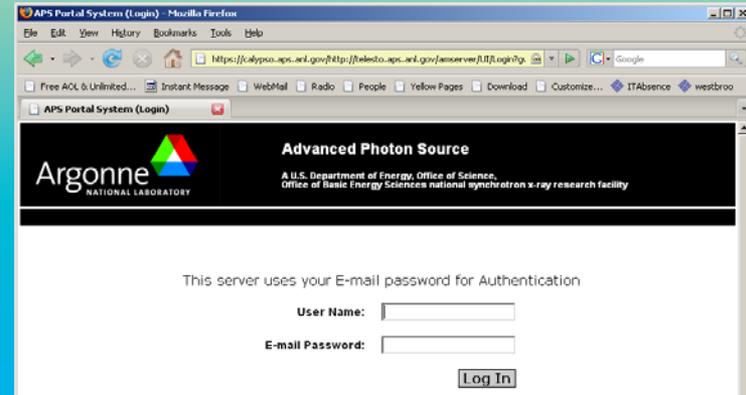


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Portal Access

- In browser go to APS Portal:
<https://calypso.aps.anl.gov>
- Login with APS LDAP account/password
- Must request Portal access using a support request
- First-time configuration
- APS Email options
- APS Calendar
- APS Logbook



system used for purposes to protect this information, for

ent security intended for, or is operation disclosed by criminal Abuse Act of information (104-294), al nation.

Privacy Notice

We collect no personal information about you when you visit a DOE Web site, unless otherwise stated and unless you choose to provide this information to us. However, we collect and store certain information automatically. What we collect and store automatically is:

- the Internet Protocol (IP) address of the domain from which you access the Internet (i.e. 123.456.789.012) whether yours individually or provided as a proxy by your

Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



APS Portal

First-time Configuration

- User setting changes:
 - "User Information", click on the pencil-icon (Settings)
 - Set TZ CST[Central Standard Time] (America/Chicago)
 - Under Netmail Information, enter:
 - IMAP User enter your username
 - IMAP Password enter your email password
 - Click on the "Finished" button to save the new settings
- Portal APS Email options:
 - Netmail Lite
 - Netmail
 - APS E-mail
- Portal APS Calendar
- Portal APS Logbook



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Remote Access Virtual Private Network

- VPN extends the APS network to remote locations
 - Requires internet connection (cable modem, DSL, wireless)
 - Provides an internal IP address
- VPN provides secure access to internal resources from home or on travel
 - Requires authentication
 - Uses encryption for security
- Encryption affects network connection speed
- VPN options at the APS:
 - Standard Cisco VPN client (old)
 - Cisco Anyconnect client (new)
 - WebVPN (new)



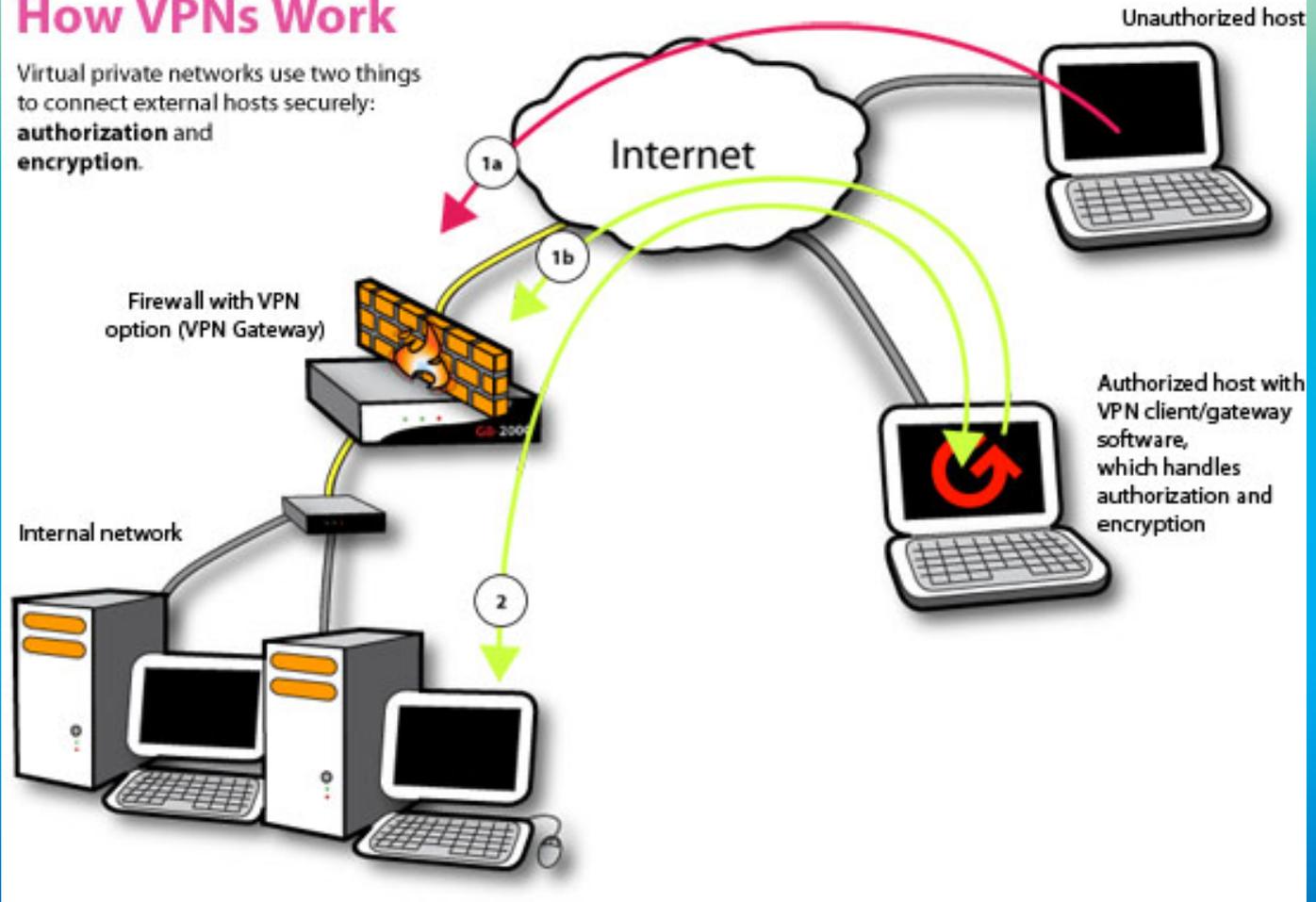
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Virtual Private Network

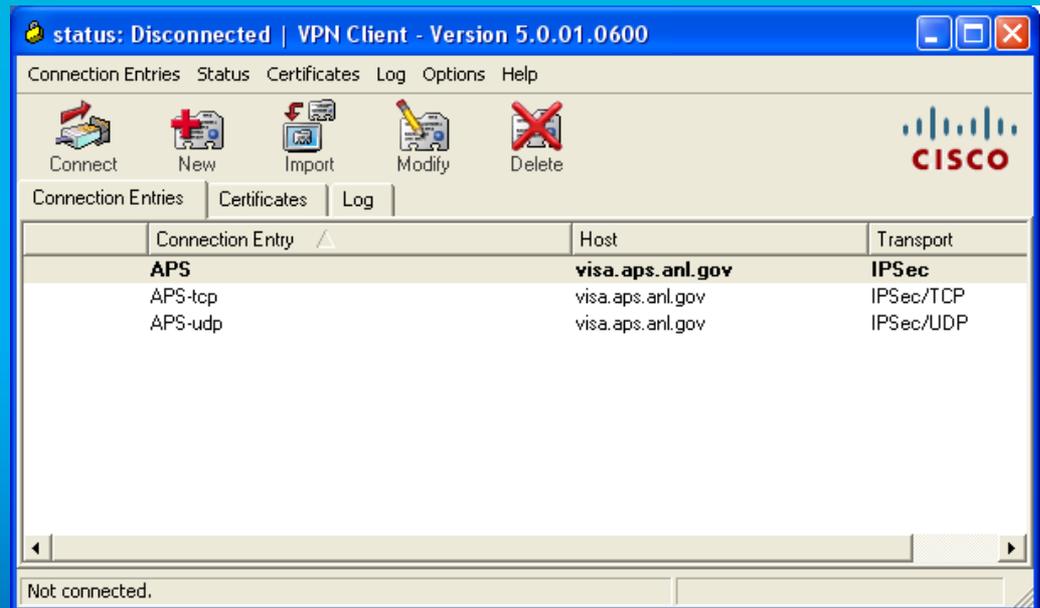
How VPNs Work

Virtual private networks use two things to connect external hosts securely: **authorization and encryption.**



Standard Cisco VPN Client

- Use from APS computers only
- Login with APS Windows account/password
- Disconnect when done
- Must install VPN client:
 - Windows
 - MAC
 - Linux
 - Solaris
- Uses IPSec protocol for encryption



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Cisco AnyConnect Client

- Use from APS computers only
- Login with APS Windows account/password
- Must install AnyConnect client:
 - Windows
 - MAC
 - Linux
- Uses SSL protocol for encryption
- Automatic AnyConnect Client updates
- More reliable and faster



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Remote Access to Email: VPN

- VPN into APS network
- Use a mail client, like Mozilla Thunderbird, which has been configured for:
 - IMAP
 - Incoming Server: atlas.aps.anl.gov
 - Outgoing Server: apsmail.aps.anl.gov
 - With our APS LDAP/Email/Unix account username and password

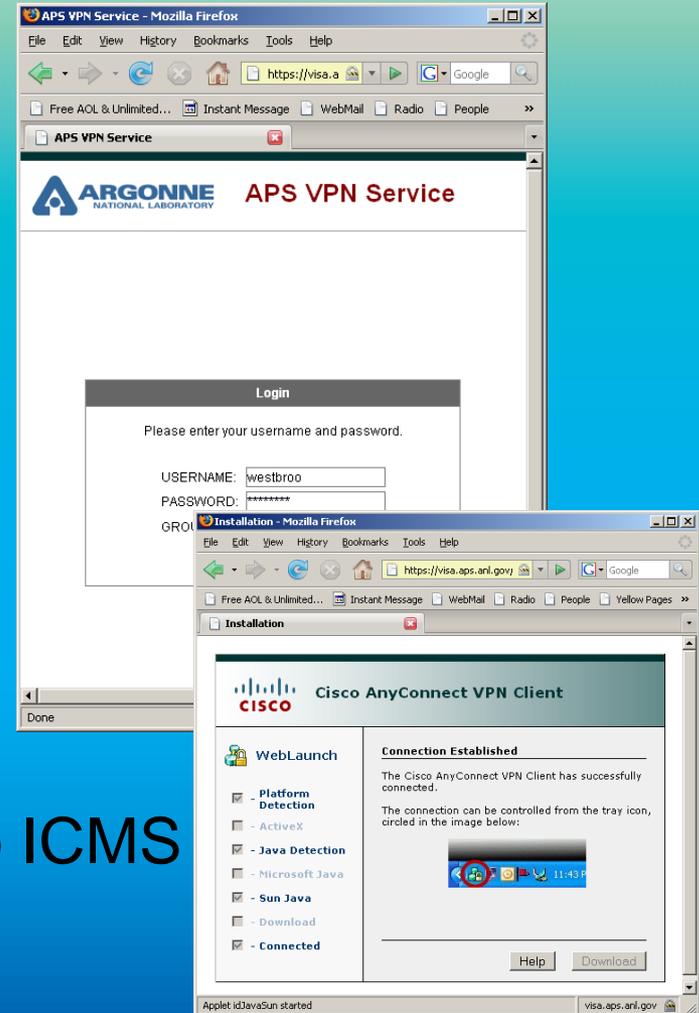


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

WebVPN for access to APS Portal

- No client needed
- Open browser, go to <https://visa.aps.anl.gov>
- Select Group: APS-Calypso
- Login with APS Windows account and password
- Supported platforms:
 - Windows
 - Mac (limited)
 - Linux (limited)
 - Solaris (limited)
- Only solution for remote access to ICMS



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



APS VPN Recommendation

- When using VPN client to connect to the APS network,
 - All internet traffic is routed through APS network, including your non-APS traffic
 - All traffic is subject to DOE Cyber Security Policies
- Disconnect VPN connect when you are done accessing APS internal resources
 - Your connection will be faster without the extra routing and encryption overhead



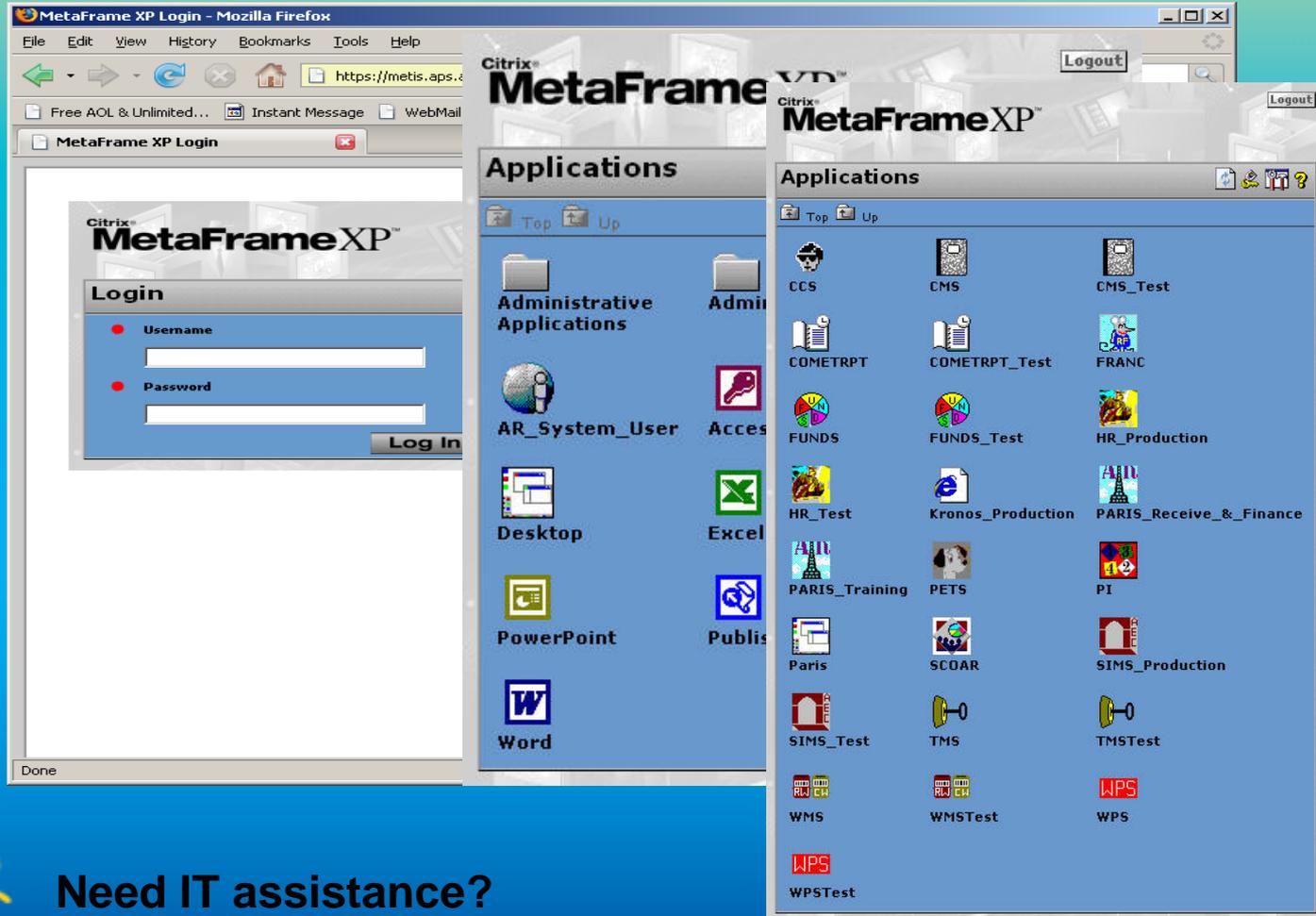
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Citrix Web Client

Access to Kronos and Paris

Windows: First time, install 32-bit ICA Web Client

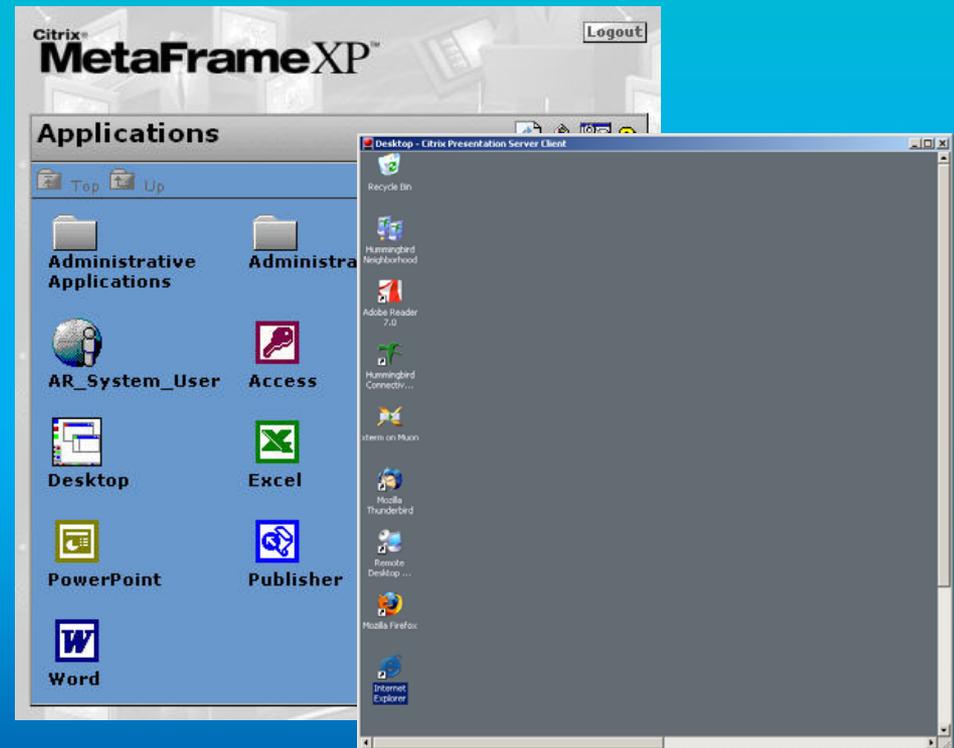


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Citrix Web Client And More...

- Launch Citrix Desktop
- Citrix Desktop is a Windows Desktop
 - Email
 - Web browse
 - RDC to office PC
 - Anything you can do or have access to from office PC

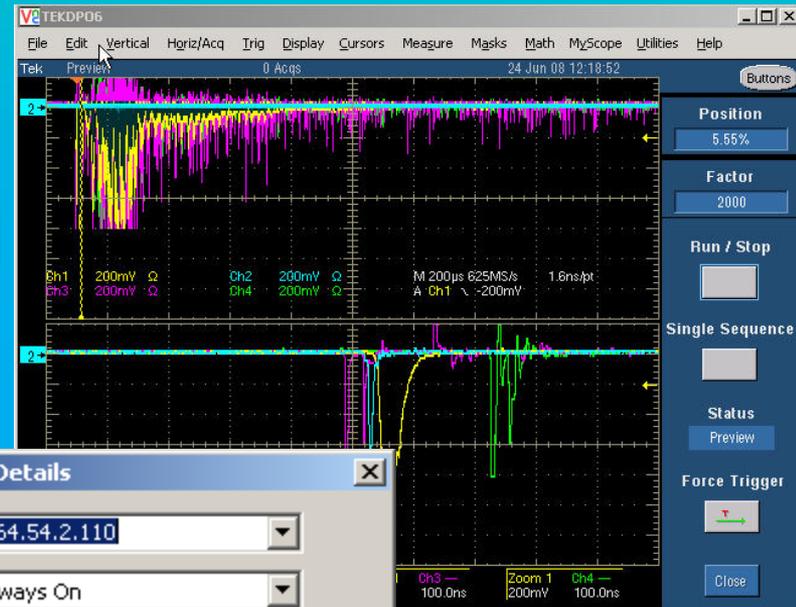


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

RealVNC VNC-Enterprise

- Limited number Windows licenses available
- VNC-E provides secure (encrypted) remote control
- Install VNC-E server on Windows systems you need to remotely control
- VNC-E viewer is free
 - Windows
 - Unix
 - Linux
 - Mac



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Outside-access Unix System

- Remote access via SSH is allowed through the APS firewall to apollo
- From Apollo you can access other APS resources
- Must request Apollo access for your account
- Apollo use is monitored per account and revoked, if no activity
- Apollo is a Solaris system



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

NX

- Remote desktop access “free of charge”
- Use to control
 - Linux
 - Solaris
- NX clients available for:
 - Windows XP and Vista
 - Mac OS
 - Linux
 - Solaris



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

ANL Portal Access

- Open browser and login to ANL Portal (Argonne Intranet) using ANL account

– <https://portal.anl.gov>

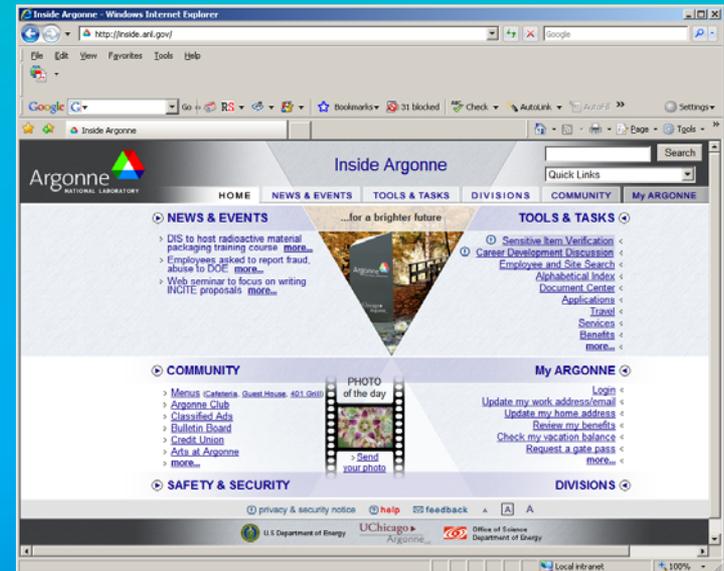
or <http://inside.anl.gov>

– Benefits

– Administrative Apps

- Kronos
- AMOS

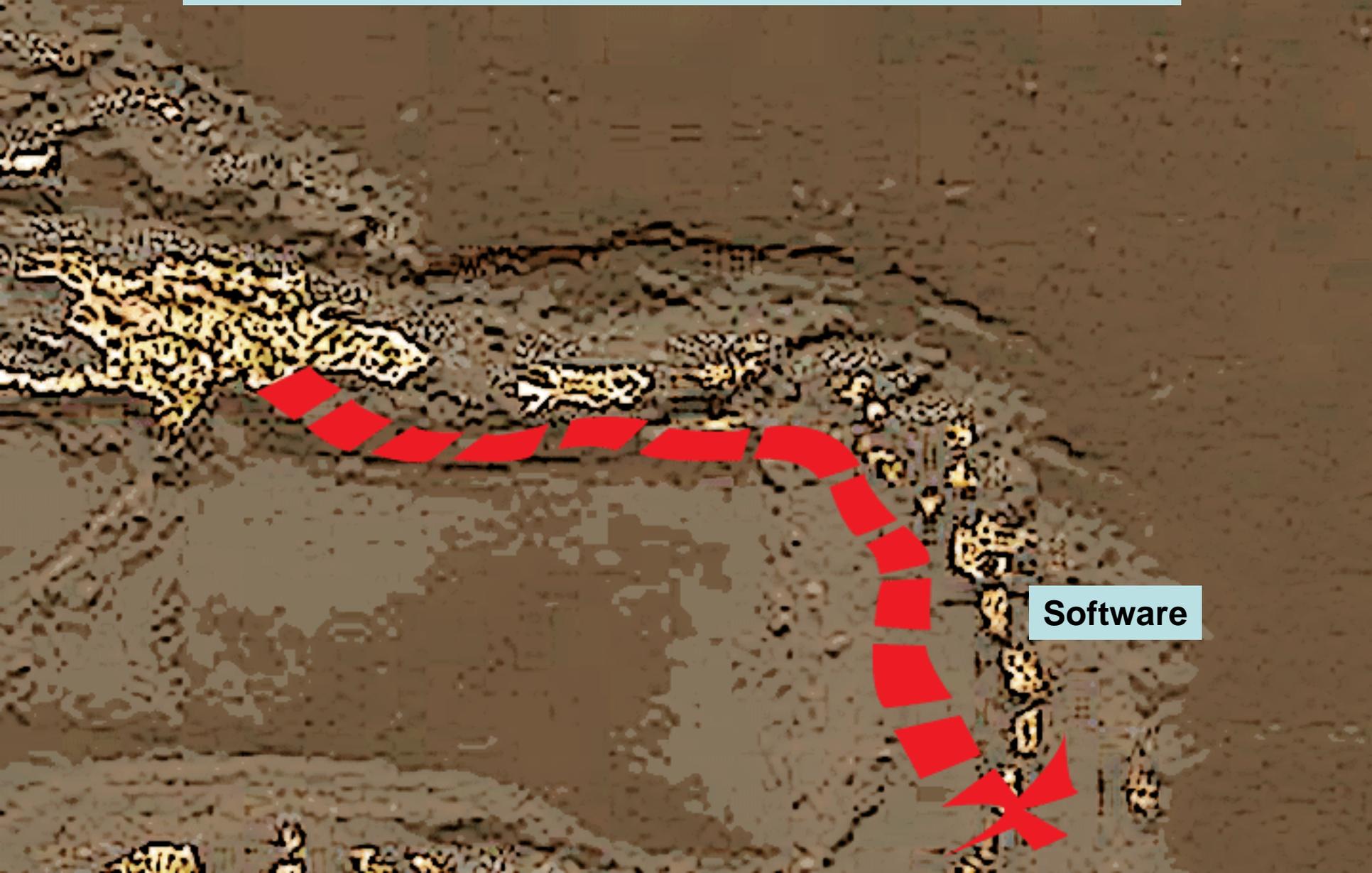
– Performance Appraisal System



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Snapshot of IT at the APS



Software

What Software is available?

- Operating system and other applications
- Site-licensed software
- Individually-licensed software
- APS licensed software
- Submit a support request to check out software availability



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Who Pays for Software?

Software	Who Pays?
Operating System	Group that purchases the PC
Site-licenses Software	<ul style="list-style-type: none">•Laboratory, costs pushed down to ALDs•ANL CSPO
Individually-licensed Software	User
APS Licensed Software	APS IT, with costs charged back to users



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS IT Supported Platforms

- Supported operating systems:
 - Windows
 - Linux-RedHat Fedora Core
 - MAC OS
 - Solaris
- Standard operating system images are used



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Standard APS Windows XP Image

- Window XP Professional SP 3
- MS Office Suite 2003
- McAfee v8 anti-virus software
- Citrix ICA Client
- Browsers: Internet Explorer and Mozilla Firefox
- Mozilla Thunderbird email client
- Adobe Reader
- Winzip
- If CD or DVD burner is installed, Roxio Easy Media Creator is provided
- Various media players



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Windows Highlights

- C: System Partition
 - Windows Operating System and Programs
- D: User Partition
 - Data space for users
- Z: Drive Home Directory on File Server
 - Recommend save data to Z:\\nicke\\username\$
- Backups
 - PCs
 - Servers, backed up daily
- C: Drive Free Space
 - If low (<1 GB) problems arise



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Standard APS Linux Image

- RedHat Fedora Core 6
 - Starting to roll out FC8
- Gnome (default)
 - KDE (available)
- Open Office 2.x suite
- Browsers:
 - Mozilla Firefox
 - Konqueror
- Email clients
 - Thunderbird (Supported)
 - Evolution, Pine (available)
- Various Media players
- Graphics Packages & Document Viewers:
 - The GIMP
 - DIA Diagram Editor (like Visio)
 - GhostView (PS and PDF Viewer)
 - XPDF
 - Krita
 - etc.



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Standard APS Linux Image

- Programming Environment
 - SH, BASH, CSH, TCSH
 - ECLIPSE
 - Compiler support
 - C, Fortran, Perl, Python, PHP, etc.
 - Subversion
 - VI, EMACS, XEMACS
- Remote DeskTop and Connectivity
 - NX, VNC, CITRIX
- Printing
 - CUPS: Attached, Local Area and requested printers
- Scientific Analysis Packages
 - GNU Octave
 - Yorick
 - GRACE
 - Mathematica and Matlab – (need licenses)



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Linux Highlights

- / partition
- Operating System
- Bundled packages
- Additional Packages
- not user accessible
- /data or /scratch partition
- local area for user temporary data storage
- N.B. Not normally backed up unless prior arrangements have been made
- NFS Mount points
- \$HOME Directory on /home
- /usr/local
- SUF: EPICS/MEDM, RTEMS, Additional Packages
-
- /APSshare
- XOR: EPICS/MEDM etc.
- /net



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Standard APS MAC OS Image

- Mac OS 10.4.11 (10.5.3 coming soon)
- Microsoft Office for Mac 2004
- ClamXav Antivirus
- Browsers:
 - Firefox
 - Safari
- Mail Clients:
 - Thunderbird
 - Apple Mail
- Adobe Reader
- Citrix Terminal Client
- Various Media Players

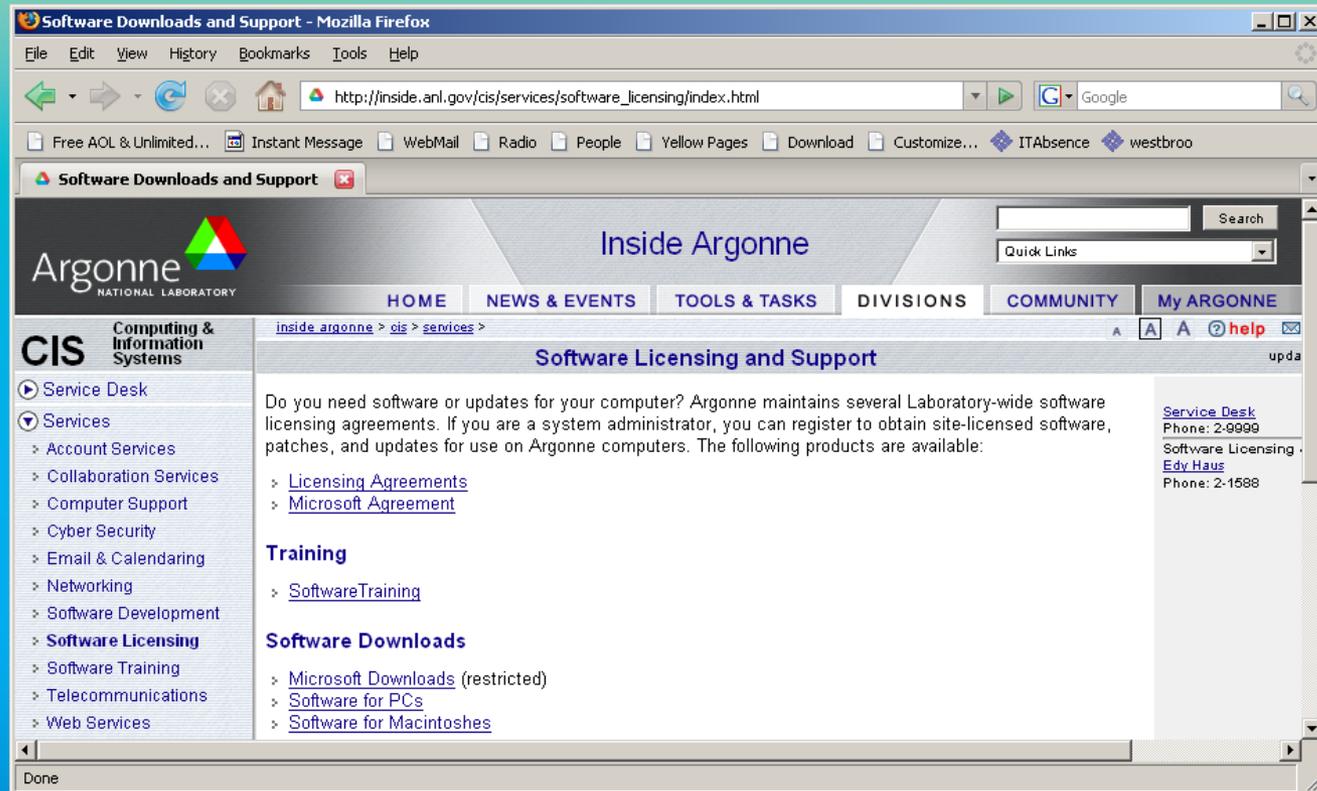


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Argonne Site-licensed Software

http://inside.anl.gov/cis/services/software_licensing/index.html



The screenshot shows a Mozilla Firefox browser window displaying the Argonne National Laboratory website. The page title is "Software Downloads and Support - Mozilla Firefox". The address bar shows the URL: http://inside.anl.gov/cis/services/software_licensing/index.html. The page content includes the Argonne National Laboratory logo, a search bar, and a navigation menu with links for HOME, NEWS & EVENTS, TOOLS & TASKS, DIVISIONS, COMMUNITY, and My ARGONNE. The main content area is titled "Software Licensing and Support" and contains the following text: "Do you need software or updates for your computer? Argonne maintains several Laboratory-wide software licensing agreements. If you are a system administrator, you can register to obtain site-licensed software, patches, and updates for use on Argonne computers. The following products are available:" followed by a list of links: "Licensing Agreements", "Microsoft Agreement", "Training" (with a link to "Software Training"), and "Software Downloads" (with links to "Microsoft Downloads (restricted)", "Software for PCs", and "Software for Macintoshes"). A sidebar on the left lists "CIS Computing & Information Systems" with a "Service Desk" link and a "Services" menu. A right sidebar contains contact information for the Service Desk: "Service Desk Phone: 2-9999", "Software Licensing Edy Haus", and "Phone: 2-1588".

Argonne Site Administrator, Edy Haus, 2-6565

Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



Microsoft Enterprise Agreement

- Limited use agreement provides:
 - MS Windows XP Professional and Vista Enterprise Operating System “right-to-upgrade”
 - Special licensing, no need to activate Windows
 - MS Office Suite “right-to-upgrade”
 - Additional costs are incurred for other MS products
- MS Inventory performed annually required by Enterprise Agreement

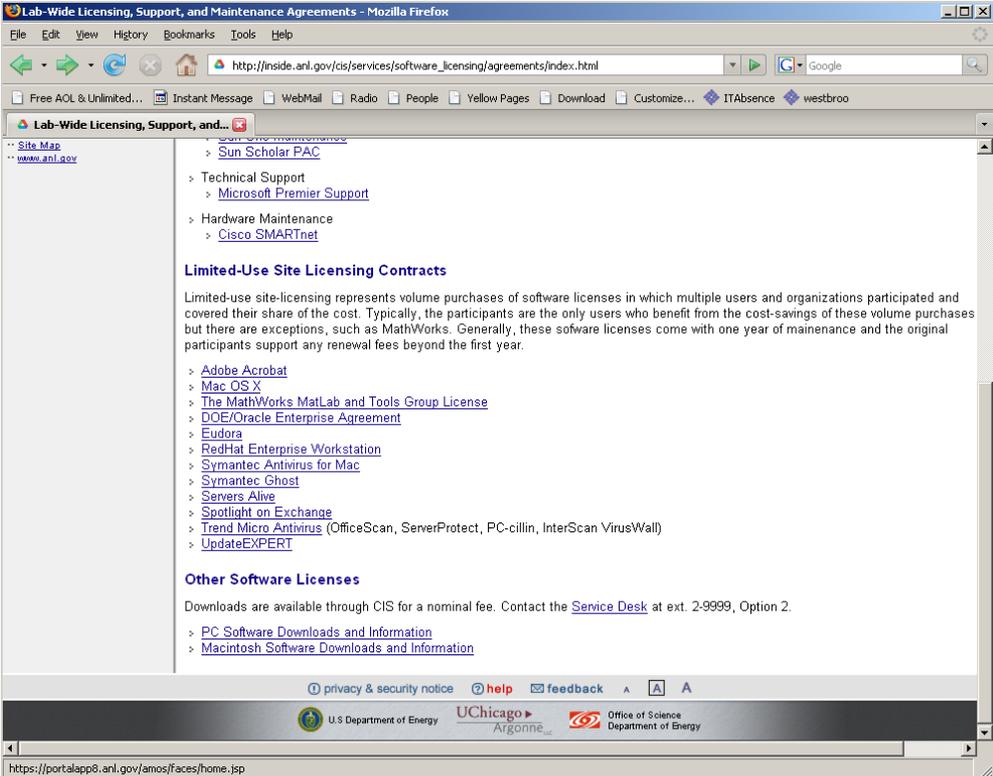


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Limited-Use Site Licensing

http://inside.anl.gov/cis/services/software_licensing/index.html



Lab-Wide Licensing, Support, and Maintenance Agreements - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://inside.anl.gov/cis/services/software_licensing/agreements/index.html

Free AOL & Unlimited... Instant Message WebMail Radio People Yellow Pages Download Customize... ITAbsence westbroo

Lab-Wide Licensing, Support, and...

- Site Map
- www.anl.gov
- [Sun Scholar PAC](#)
- Technical Support
 - [Microsoft Premier Support](#)
- Hardware Maintenance
 - [Cisco SMARTnet](#)

Limited-Use Site Licensing Contracts

Limited-use site-licensing represents volume purchases of software licenses in which multiple users and organizations participated and covered their share of the cost. Typically, the participants are the only users who benefit from the cost-savings of these volume purchases but there are exceptions, such as MathWorks. Generally, these software licenses come with one year of maintenance and the original participants support any renewal fees beyond the first year.

- [Adobe Acrobat](#)
- [Mac OS X](#)
- [The MathWorks MatLab and Tools Group License](#)
- [DOE/Oracle Enterprise Agreement](#)
- [Eudora](#)
- [RedHat Enterprise Workstation](#)
- [Symantec Antivirus for Mac](#)
- [Symantec Ghost](#)
- [Servers Alive](#)
- [Spotlight on Exchange](#)
- [Trend Micro Antivirus \(OfficeScan, ServerProtect, PC-cillin, InterScan VirusWall\)](#)
- [UpdateEXPERT](#)

Other Software Licenses

Downloads are available through CIS for a nominal fee. Contact the [Service Desk](#) at ext. 2-9999, Option 2.

- [PC Software Downloads and Information](#)
- [Macintosh Software Downloads and Information](#)

privacy & security notice help feedback

U.S. Department of Energy UChicago Argonne Office of Science Department of Energy

<https://portalapp8.anl.gov/amos/faces/home.jsp>



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Other PC Software Available at the Laboratory

http://inside.anl.gov/cis/services/software_licensing/pc_software.html

PC Software Downloads - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://inside.anl.gov/cis/services/software_licensing/pc_software.html

Free AOL & Unlimited... Instant Message WebMail Radio People Yellow Pages Download Customize... ITAbsence westbroo

Argonne NATIONAL LABORATORY

Inside Argonne

HOME NEWS & EVENTS TOOLS & TASKS DIVISIONS COMMUNITY My ARGONNE

CIS Computing & Information Systems

Service Desk Services Projects Standards Procedures Groups About Us Intranet Public Site

Safebr & Security Site Map www.anl.gov

inside_argonne > cis > services > software_licensing >

PC Software Downloads

updated

NOTE: Requires Internet Explorer 5.0 or newer. File downloads not accessible with Netscape.

Many of the links on this page are accessible ONLY if you are coming from a computer that has an Argonne TCP/IP address, such as an onsite workstation, or if you connect your home computer to an Argonne's dial-in terminal servers via [Focal Communications](#) or a [VPN \(Virtual Private Network\)](#) connection. If you are connected via an external Internet service provider (ISP), such as WideOpenWest, CoreComm, or AOL, you will not be able to access these links.

- > [Acrobat Reader](#)
- > [AFS](#)
- > [Autolink](#)
- > [Disk Amnesia](#)
- > [Documentation](#)
- > [Entrust](#)
- > [Eudora](#)
- > [ftp](#)
- > [HLOOK](#)
- > [Internet Explorer](#)
- > [Ironport Plug-In for Outlook](#)
- > [Kerberos](#)
- > [Mpeg Player](#)
- > [Netscape](#)
- > [Open Source](#)
- > [Opera](#)
- > [PuTTY](#)
- > [SAS](#)
- > [SecureCRT](#)
- > [Spotlight](#)
- > [Sun JES](#)
- > [SWIX](#)
- > [Technet](#)
- > [TextPad](#)
- > [Trend Antivirus](#)
- > [VPN](#)
- > [WinSCP](#)
- > [Winsock](#)
- > [WinTD](#)
- > [WinZip](#)
- > [Printspooler](#)
- > [XFS](#)
- > [Xwindow \(eXceed\)](#)

Service Desk
Phone: 2-9999

General Information
[Mike Thommes](#)
Phone: 2-5461

AFS
[Brian Sebbj](#)
Phone: 2-9935

Disk Amnesia
[Eric Pershev](#)
Phone: 2-5744

Entrust
[John Volmer](#)
Phone: 2-5449

Kerberos
[Doug Engert](#)
Phone: 2-5444

VPN
[Corey Hall](#)
Phone: 2-5698

https://credentials.anl.gov/dialup/localnumbers.htm



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Trend Micro Internet Security 2008

- ANL CSP Office has made [Trend Micro Internet Security 2008](#) (formerly known as PC-cillin) available to Lab users for home use
 - Windows XP 32-bit
 - Windows Vista 32-bit or 64-bit
- Open a support request to obtain the software and serial number
- More information available at:
http://inside.anl.gov/cis/services/software_licensing/agreements/trend.html



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Individually-licensed Software

- Software vendors are in business to make \$
- Order software licenses and media can be purchased from:
 - CDW-G via AMOS
 - <http://www.cdwg.com>
 - University of Chicago Campus Computer Store via a Paris requisition
 - <http://ccs.uchicago.edu>
 - Other software vendors via a Paris requisition



Need IT assistance?

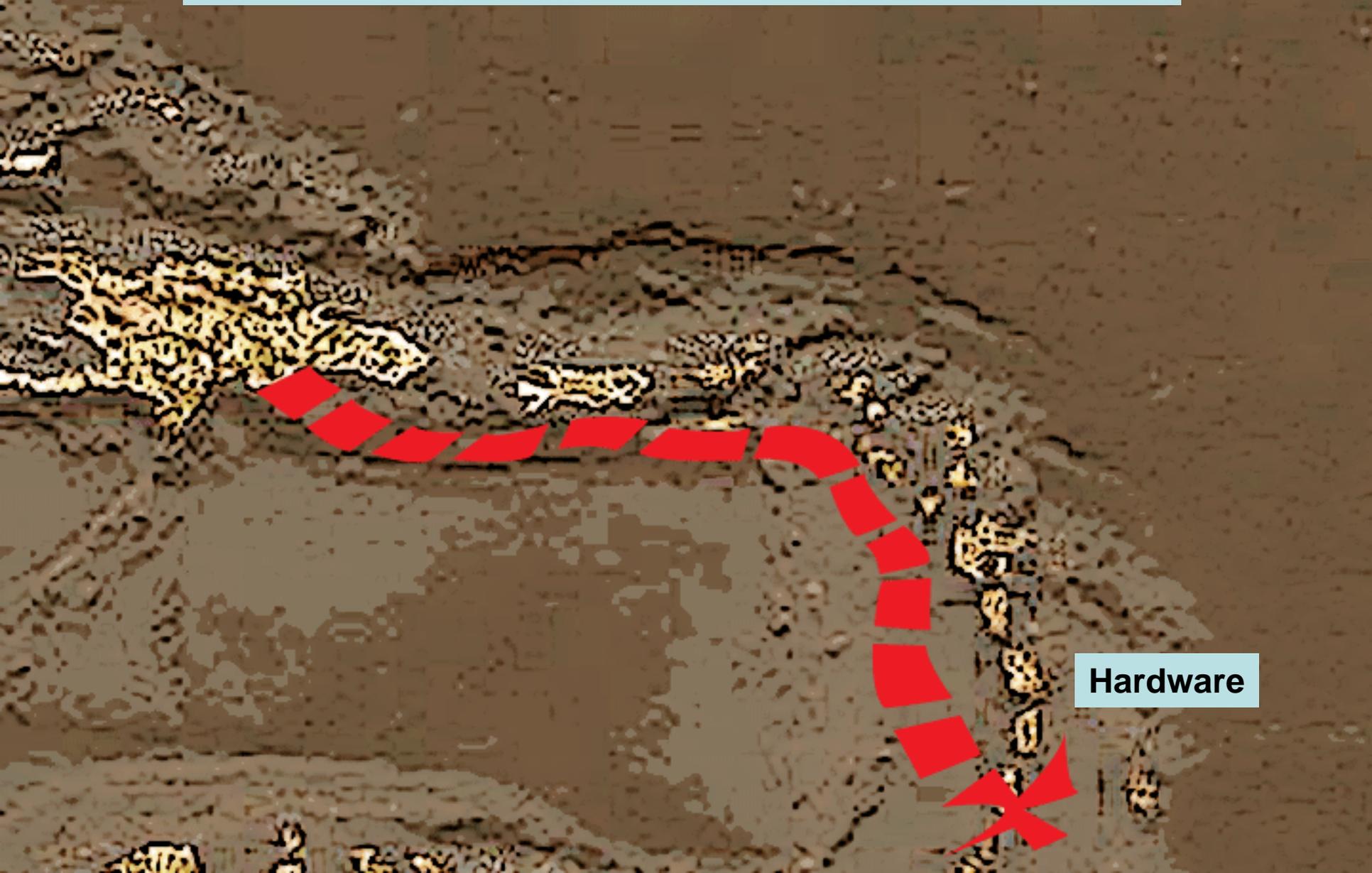
Open a support request at: <http://www.aps.anl.gov/hd>

APS Licensed Software

- Limited-use licensing:
 - Adobe Acrobat Pro
 - Hummingbird Exceed
 - Jasc Paint Shop Pro
 - Tectia SSH
 - Others
- All limited-use software must be tracked
- License fees initially covered by APS IT
- License fees typically charged back to users
- In some cases, group's purchase network-based concurrent licensing for their group's use



Snapshot of IT at the APS



Hardware

Where to purchase computer equipment?

- Contact IT group for recommendations
- APS Stockroom
- CDW-G via AMOS
- Paris requisition



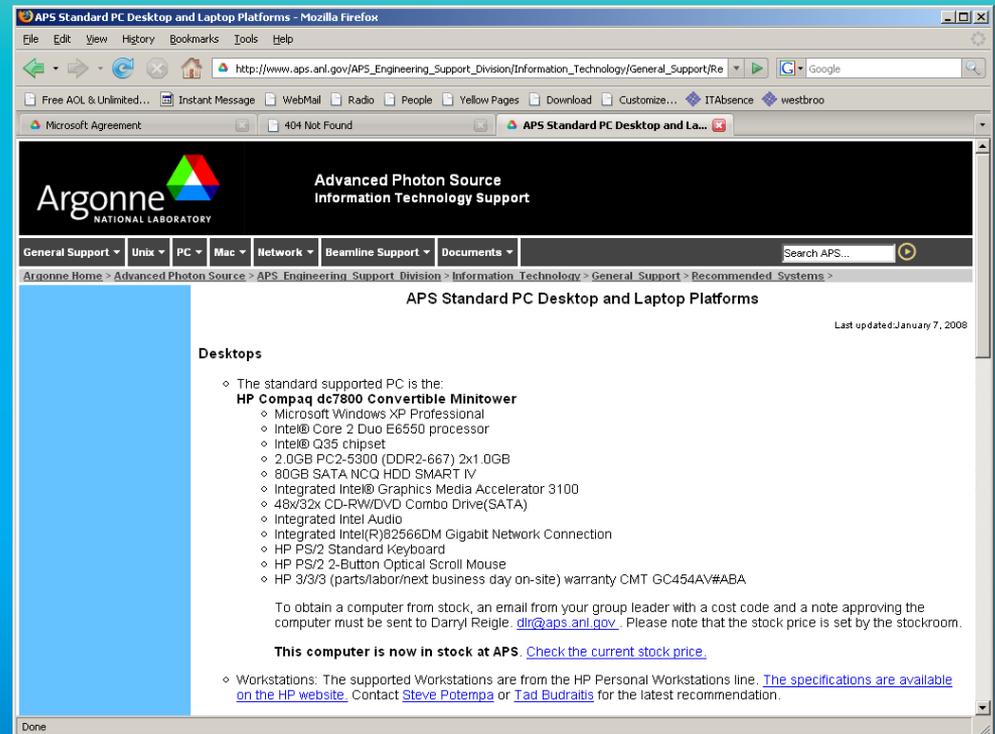
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Standard PC Hardware

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/Recommended_Systems/PC.htm

- Check the IT Web site for recommended PC hardware
- Contact IT Group to purchase
 - Desktop PCs
 - Notebooks
 - Monitors
 - Video Cards



The screenshot shows a Mozilla Firefox browser window displaying the APS Standard PC Desktop and Laptop Platforms page. The page header includes the Argonne National Laboratory logo and the text "Advanced Photon Source Information Technology Support". The navigation menu shows "General Support" selected, with sub-menus for "Unix", "PC", "Mac", "Network", "Beamline Support", and "Documents". The main content area is titled "APS Standard PC Desktop and Laptop Platforms" and includes a "Desktops" section. The text states: "The standard supported PC is the: **HP Compaq dc7800 Convertible Minitower**". A list of specifications follows, including: "Microsoft Windows XP Professional", "Intel® Core 2 Duo E6550 processor", "Intel® Q35 chipset", "2.0GB PC2-5300 (DDR2-667) 2x1.0GB", "80GB SATA NCQ HDD SMART IV", "Integrated Intel® Graphics Media Accelerator 3100", "48x32x CD-RW/DVD Combo Drive(SATA)", "Integrated Intel Audio", "Integrated Intel(R)82566DM Gigabit Network Connection", "HP PS/2 Standard Keyboard", "HP PS/2 2-Button Optical Scroll Mouse", and "HP 3/3/3 (parts/labor/next business day on-site) warranty CMT GC454AV#ABA". Below the specifications, it says: "To obtain a computer from stock, an email from your group leader with a cost code and a note approving the computer must be sent to Darryl Reigle. drr@aps.anl.gov. Please note that the stock price is set by the stockroom." It then states: "This computer is now in stock at APS. [Check the current stock price.](#)" At the bottom, it mentions: "Workstations: The supported Workstations are from the HP Personal Workstations line. [The specifications are available on the HP website.](#) Contact [Steve Potempa](#) or [Tad Budralis](#) for the latest recommendation."

Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



Computing Equipment Available in APS Stockroom

- Hard drives
 - IDE
 - SATA
- Network switches
- Patch cables
- Isobars
- CD and DVD media
- Mousepads and other items



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

CDW-G and Other Vendors

- Check out CDW-G's web site for computing hardware needs
 - <http://www.cdwg.com>
 - Place order with AMOS
- Check out University of Chicago's Campus Computer Store
 - <http://ccs.uchicago.edu>
 - Place order with Paris requisition
- Check out other vendor web sites
 - Place order with Paris requisition



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

IT Support Services



What's included in APS IT Support?

- Computer Hardware: Workstations, Desktops, Laptops and Tablet PCs
 - New Installations
 - LAN integration
 - Replacements and Upgrades
 - Warranty claims through vendors
 - Research hardware upgrades
 - Aide in equipment surplus



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

What's included in APS IT Support?

- Maintain systems current with Argonne and DOE cyber security policies
- Automated operating system updates
- Automated antivirus updates (engine and definition files)
- Support for other applications
 - Work with vendor to resolve technical and licensing issues
- Support for standard email client
- Password reset assistance
- Installation of network infrastructure, as needed
- Proactive approach to IT support



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Proactive Approach to IT Support Performance Enhancements

- Performance evaluation upon request:
 - Memory upgrade
 - Hard drive upgrade
 - Hard drive defragmentation



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Variety of Other Equipment Supported

- Monitors
- Blackberrys
- Printers and plotters
- Scanners (local and network-based Canon)
- Projectors
- Wireless Access Points
- Wired and wireless NICs
- Wired and wireless routers for home use (Linksys)
- Network switches, routers, and appliances
- Web cameras
- PC-based Instruments, such as Oscilloscopes
- Digital cameras
- Various peripherals: floppy drive, disk drives, CD/DVD drives, USB memory sticks, card readers, track balls, wireless keyboards and mice
- Video conferencing equipment



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Blackberrys

- Argonne has a robust Nextel/Sprint infrastructure across the Lab
- APS has a robust Nextel/Sprint infrastructure in-house
- Blackberry devices can be ordered through ANL Telephone Services
- Contact Mary Sleezer, 2-1900
- Order a TMobile Blackberry, if you need international service



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



Blackberry Device Integration

- NotifyLink Software provides Blackberry device integration at the APS
 - Email
 - Calendar events
 - Tasks
 - Address book

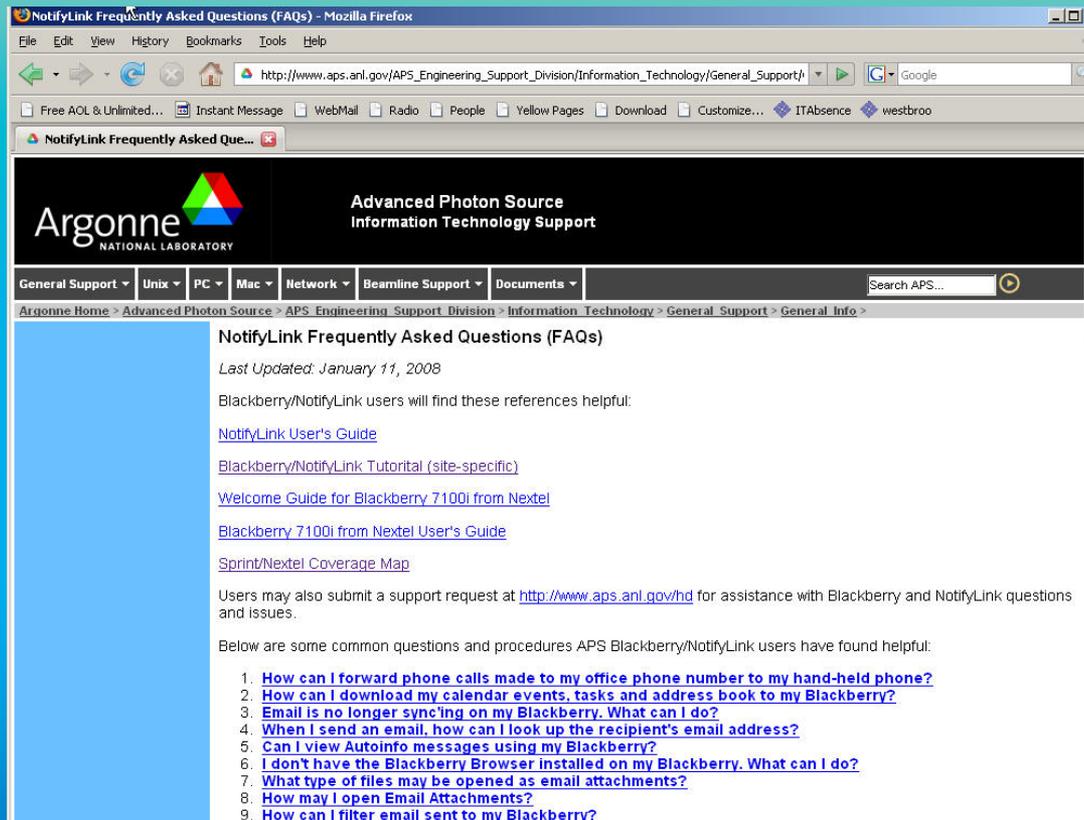


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Blackberry/NotifyLink Bookmark the FAQ Page

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/General_Info/NotifyLink/faq.html



NotifyLink Frequently Asked Questions (FAQs)

Last Updated: January 11, 2008

Blackberry/NotifyLink users will find these references helpful:

- [NotifyLink User's Guide](#)
- [Blackberry/NotifyLink Tutorial \(site-specific\)](#)
- [Welcome Guide for Blackberry 7100i from Nextel](#)
- [Blackberry 7100i from Nextel User's Guide](#)
- [Sprint/Nextel Coverage Map](#)

Users may also submit a support request at <http://www.aps.anl.gov/hd> for assistance with Blackberry and NotifyLink questions and issues.

Below are some common questions and procedures APS Blackberry/NotifyLink users have found helpful:

1. [How can I forward phone calls made to my office phone number to my hand-held phone?](#)
2. [How can I download my calendar events, tasks and address book to my Blackberry?](#)
3. [Email is no longer syncing on my Blackberry. What can I do?](#)
4. [When I send an email, how can I look up the recipient's email address?](#)
5. [Can I view Autoinfo messages using my Blackberry?](#)
6. [I don't have the Blackberry Browser installed on my Blackberry. What can I do?](#)
7. [What type of files may be opened as email attachments?](#)
8. [How may I open Email Attachments?](#)
9. [How can I filter email sent to my Blackberry?](#)



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Video Conferencing at the APS

- Hardware Solution: Polycom Video Conferencing Units
- Software Solution: Adobe Connect

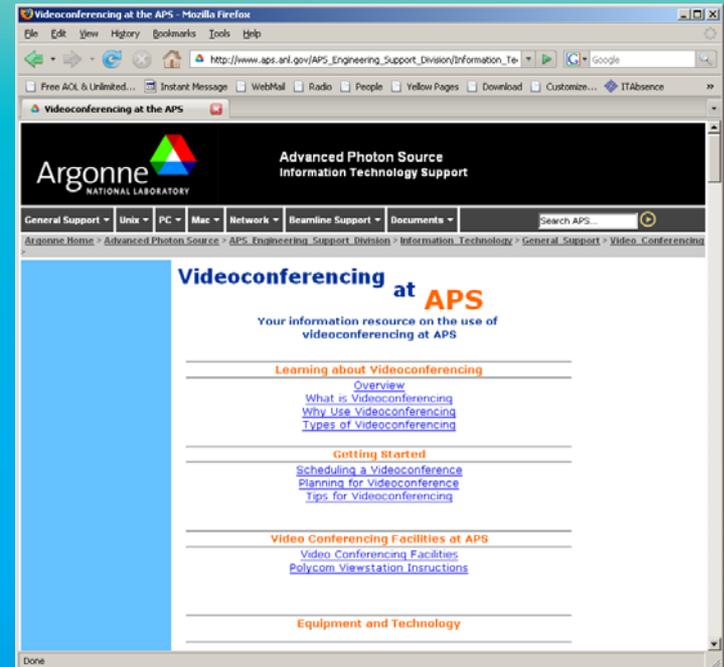


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Polycom Video Conferencing

- APS has 2 Polycom video conferencing systems available for general use
 - Room-based, 401-B2100
 - Portable
- Both systems belong to ESnet Collaboratory Scheduling Service, <http://www.ecs.es.net/>
- APS video conference subnet, 164.54.57.x
- Video conference calendar & scheduling
- For more detailed information, see: http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/Video_Conferencing/index.html



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Adobe Connect Web-conferencing Available at the Laboratory

- Adobe Connect, is platform-independent, Web-based conferencing service
- Licensing is provided by the Laboratory
- Provides virtual collaboration for Argonne employees and external participants
 - Screen sharing
 - Multiperson video
 - whiteboarding
- Requires little or no training to host an on-line meeting
- See AdobeConnect FAQ page:
http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/General_Info/AdobeConnectFAQ.html
- To request an Adobe connect account email to adobeadmins@aps.anl.gov:
 - Name
 - Room number
 - Phone extension
 - Email address
 - Include “Account Request” in subject line
 - You will receive an email with account info and links to tutorials and other resources



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Streaming Video Library

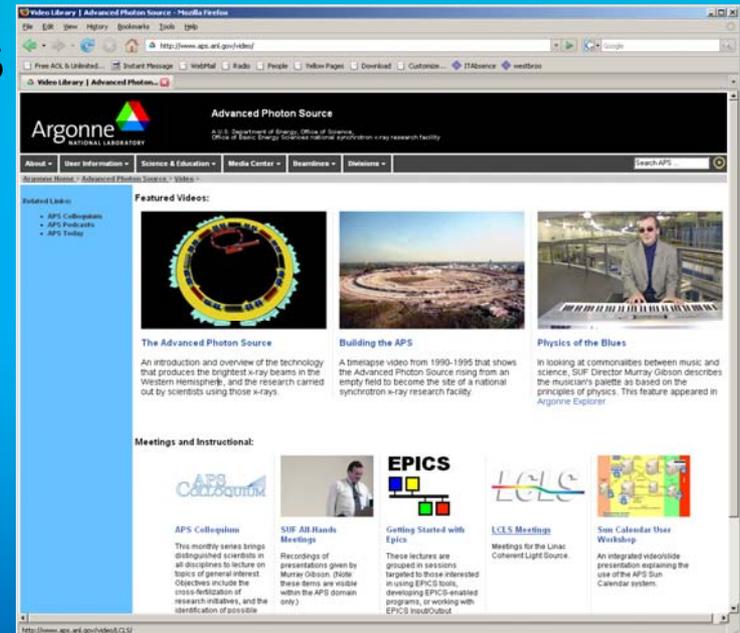
<http://www.aps.anl.gov/video>

- Various APS events are video captured and published on the web since 2004
 - APS Colloquium
 - SUF All-hands Meetings
 - Training Programs
- Integrated slides and video



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>



Argonne and DOE Cyber Security Policies



Argonne and DOE Cyber Security Policies

- Rules for password selection
- DOE Warning Banner
- Public Web Page privacy and security notices
- All Laboratory desktop and laptop computers must be protected by approved antivirus software
- Configuration management is mandated.
 - This requires standard computers to be ordered
 - All systems on the Lab network must be registered
- Hard drives can not leave the Laboratory
 - Shredding and record keeping
 - Special arrangements with vendors
- No administrative access for users allowed



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Argonne and DOE Cyber Security Policies

- Special rules regarding taking Lab laptops on Foreign Travel
- All laboratory systems are scanned for vulnerabilities at least every 6 months and these vulnerabilities and responses are tracked, Scavenger System
- Personally Identifiable Information must be protected
- Wireless access points must be registered with the ANL CSPO
- Firewall conduit requests go through the ANL IT-ARG committee for approval
- Security incidents must be reported to your Divisional Cyber Security Representative
- No unauthorized duplication of software allowed
- Others



APS IT Security Tips

- Watch out for Social Engineering
- Watch out for Phishing attempts
- Don't open un-solicited email attachments
- Don't write down or share your passwords
- If you are not sure, ask the IT Group
- If you suspect foul-play report it to the IT Group



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Security Tip for Home Users

- Personal home computers
- Configure 2 separate accounts
 - User
 - Administrative
- Do everyday work, including web browsing and reading email with user account
- Only use administrative account when needed for software or hardware installations, for example



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Laptops on Foreign Travel

- The Lab protects its computers from unauthorized access to preserve confidentiality and integrity
- Special risks are introduced when a Lab computer is taken to a sensitive country
- All APS computers must be inspected (scanned) and updated by IT Group
 - prior to leaving the US
 - Upon return to the Lab
- DOE and Argonne recommend using a divisional pool laptop for foreign travel
 - Contact Rachel Reed, APS User's Office, to arrange for a loaner laptop
 - 2-3656
 - rreed@aps.anl.gov
- Submit a support request <http://www.aps.anl.gov/hd> to arrange for updating and scanning of a travel laptop



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to keep up with dynamic IT environment



How to keep up with dynamic IT environment

- APS Info Server
- APS IT Web Pages
- APS IT FAQ Page
- IT Welcome Letter
- IT Newsletters



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Info Server

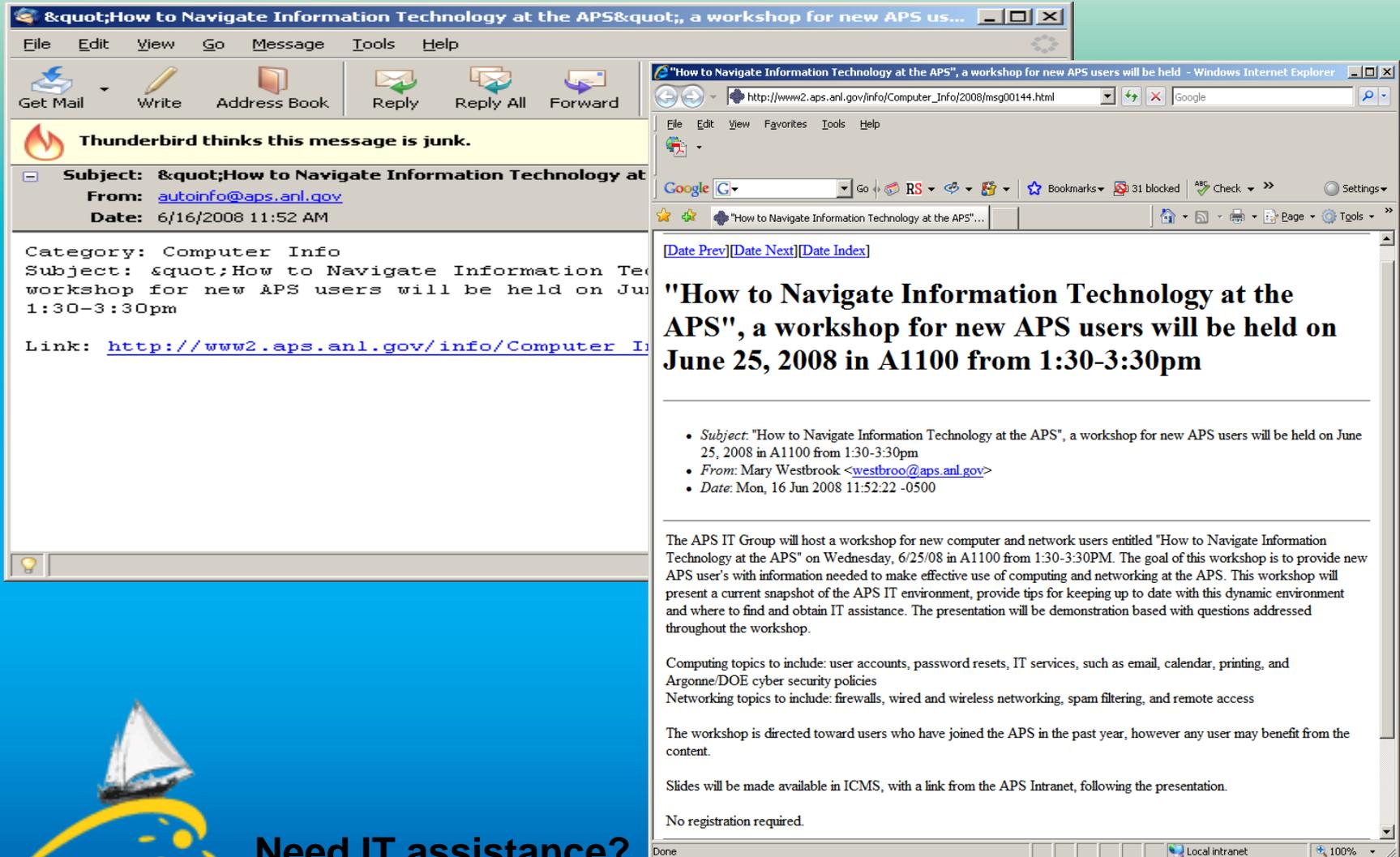
- IT notification email messages
 - Sent to each user
 - Stored on Info Server
- http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/General_Info/information_server.htm
- Other APS announcements are found on the InfoServer



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Autoinfo Email Notification



Thunderbird thinks this message is junk.

Subject: "How to Navigate Information Technology at the APS", a workshop for new APS users will be held on June 25, 2008 in A1100 from 1:30-3:30pm
From: autoinfo@aps.anl.gov
Date: 6/16/2008 11:52 AM

Category: Computer Info
Subject: "How to Navigate Information Technology at the APS", a workshop for new APS users will be held on June 25, 2008 in A1100 from 1:30-3:30pm
Link: http://www2.aps.anl.gov/info/Computer_Info/Computer_Info.html

[\[Date Prev\]](#) [\[Date Next\]](#) [\[Date Index\]](#)

"How to Navigate Information Technology at the APS", a workshop for new APS users will be held on June 25, 2008 in A1100 from 1:30-3:30pm

- *Subject:* "How to Navigate Information Technology at the APS", a workshop for new APS users will be held on June 25, 2008 in A1100 from 1:30-3:30pm
- *From:* Mary Westbrook <westbroo@aps.anl.gov>
- *Date:* Mon, 16 Jun 2008 11:52:22 -0500

The APS IT Group will host a workshop for new computer and network users entitled "How to Navigate Information Technology at the APS" on Wednesday, 6/25/08 in A1100 from 1:30-3:30PM. The goal of this workshop is to provide new APS user's with information needed to make effective use of computing and networking at the APS. This workshop will present a current snapshot of the APS IT environment, provide tips for keeping up to date with this dynamic environment and where to find and obtain IT assistance. The presentation will be demonstration based with questions addressed throughout the workshop.

Computing topics to include: user accounts, password resets, IT services, such as email, calendar, printing, and Argonne/DOE cyber security policies
Networking topics to include: firewalls, wired and wireless networking, spam filtering, and remote access

The workshop is directed toward users who have joined the APS in the past year, however any user may benefit from the content.

Slides will be made available in ICMS, with a link from the APS Intranet, following the presentation.

No registration required.



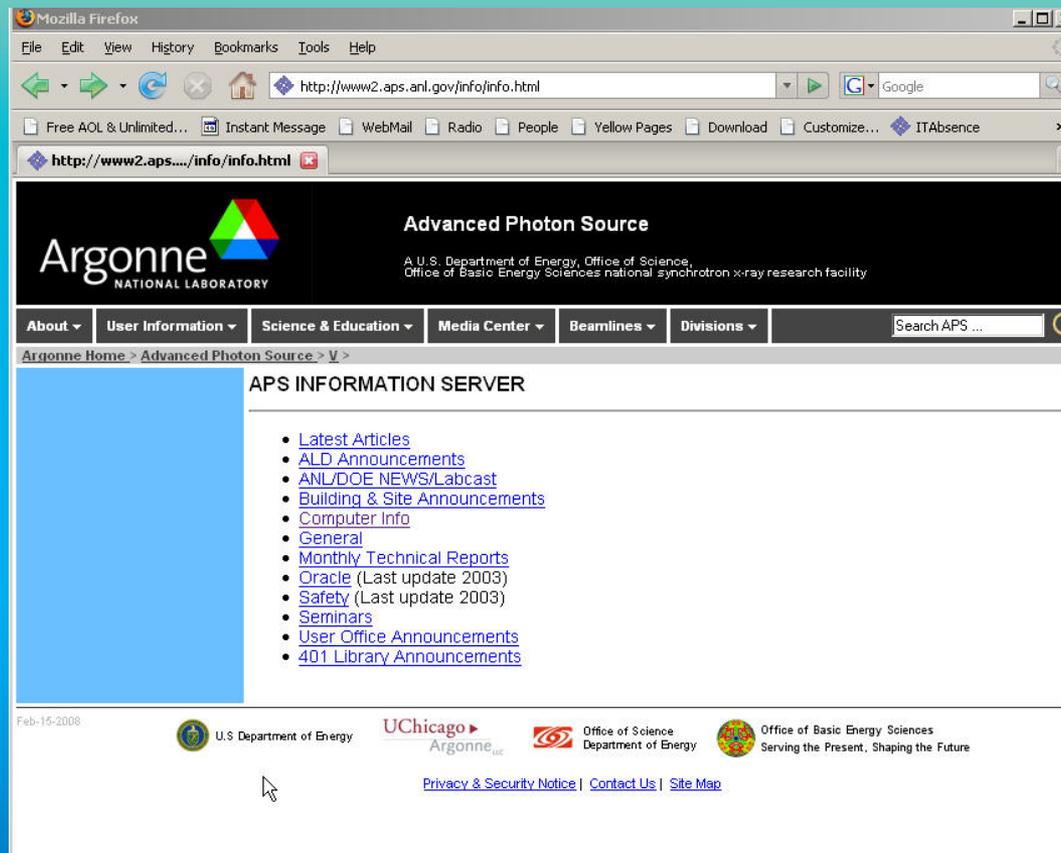
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Info Server

Computer Related Announcements

<http://www2.aps.anl.gov/info/info.html>



The screenshot shows a Mozilla Firefox browser window displaying the APS Information Server website. The browser's address bar shows the URL <http://www2.aps.anl.gov/info/info.html>. The website header features the Argonne National Laboratory logo and the text "Advanced Photon Source" and "A U.S. Department of Energy, Office of Science, Office of Basic Energy Sciences national synchrotron x-ray research facility". Below the header is a navigation menu with tabs for "About", "User Information", "Science & Education", "Media Center", "Beamlines", and "Divisions", along with a search box labeled "Search APS ...". The main content area is titled "APS INFORMATION SERVER" and contains a list of links: "Latest Articles", "ALD Announcements", "ANL/DOE NEWS/Labcast", "Building & Site Announcements", "Computer Info", "General", "Monthly Technical Reports", "Oracle (Last update 2003)", "Safety (Last update 2003)", "Seminars", "User Office Announcements", and "401 Library Announcements". The footer includes the date "Feb-15-2008" and logos for the U.S. Department of Energy, UChicago Argonne, and the Office of Basic Energy Sciences, along with the tagline "Serving the Present, Shaping the Future" and links for "Privacy & Security Notice", "Contact Us", and "Site Map".



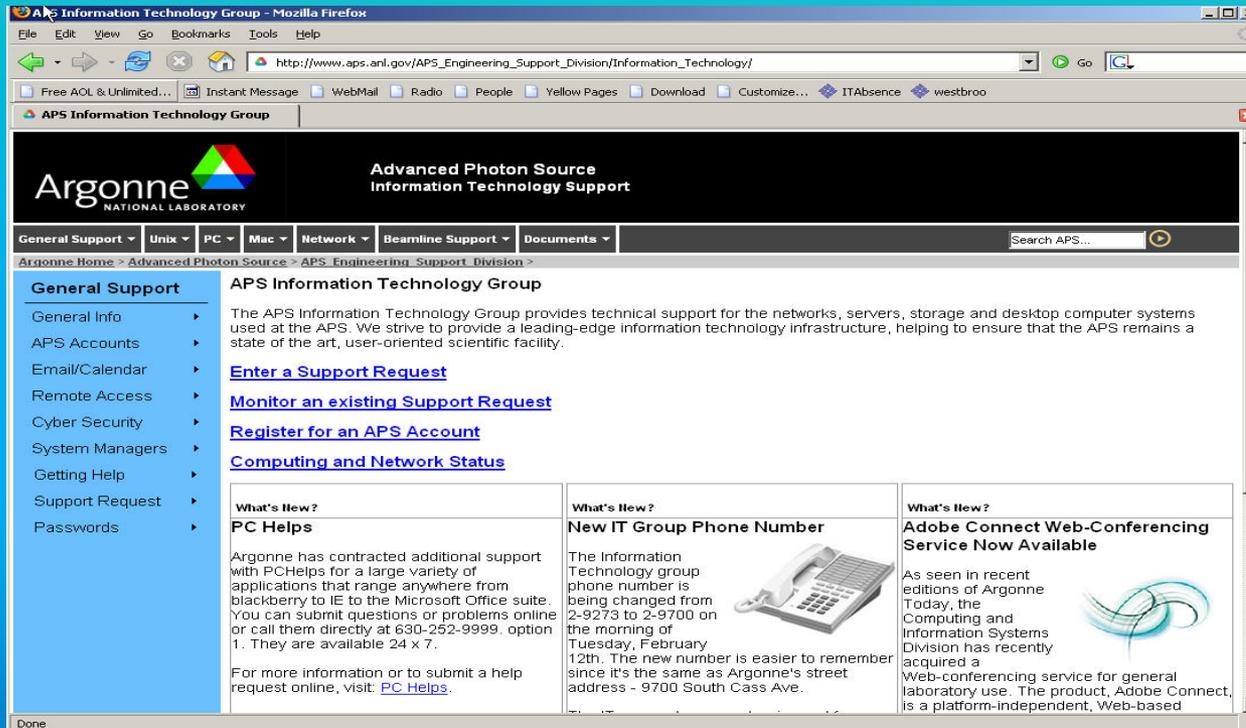
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Check out APS IT Web

- Check out IT Web pages frequently

– <http://www.aps.anl.gov/it>



The screenshot shows a Mozilla Firefox browser window displaying the APS Information Technology Group website. The browser's address bar shows the URL http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/. The website header features the Argonne National Laboratory logo and the text "Advanced Photon Source Information Technology Support". Below the header is a navigation menu with categories like "General Support", "Unix", "PC", "Mac", "Network", "Beamline Support", and "Documents". A search bar is also present. The main content area is titled "APS Information Technology Group" and includes a "General Support" sidebar with links to "General Info", "APS Accounts", "Email/Calendar", "Remote Access", "Cyber Security", "System Managers", "Getting Help", "Support Request", and "Passwords". The main content area contains a "What's New?" section with three items: "PC Helps", "New IT Group Phone Number", and "Adobe Connect Web-Conferencing Service Now Available".



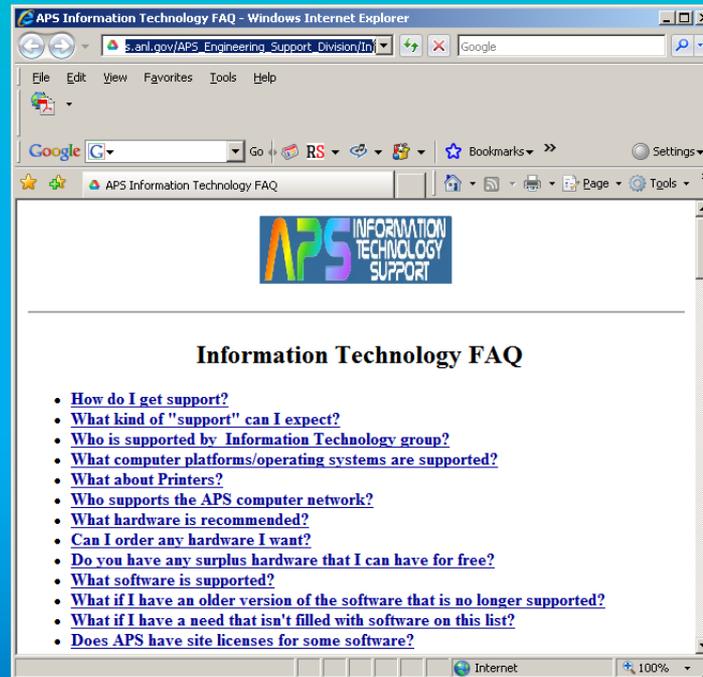
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS IT FAQ Page

- Refer to APS IT FAQ page:

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/General_Info/FAQ.html

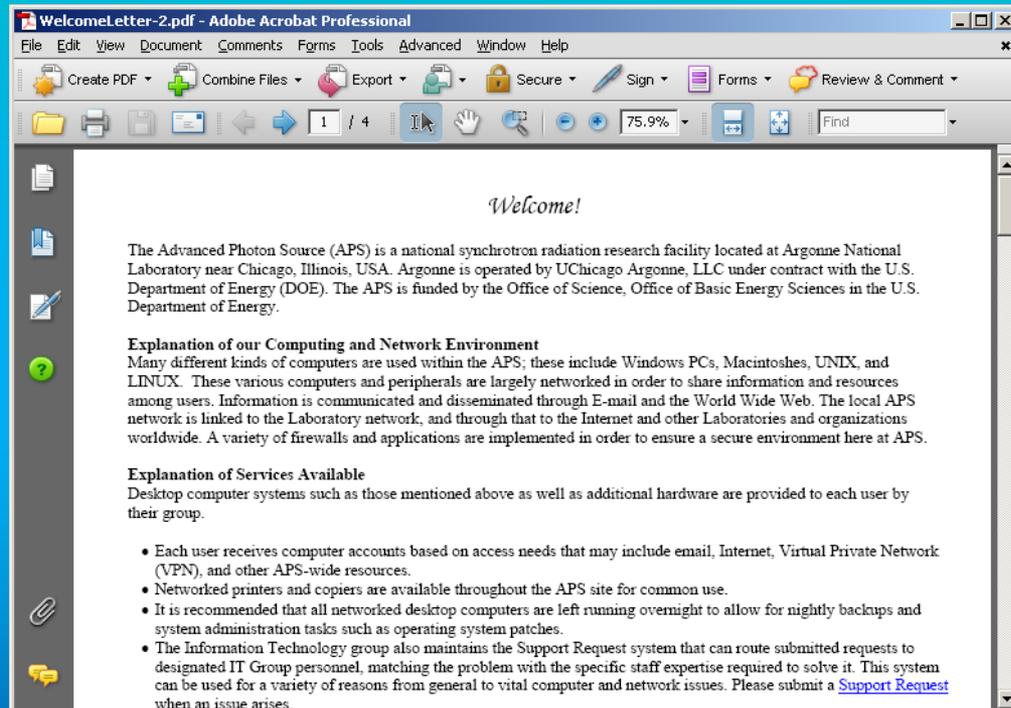


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS IT Welcome Letter

- Available from APS IT Web page
 - APS Accounts->New User Welcome Letter
- Updated frequently



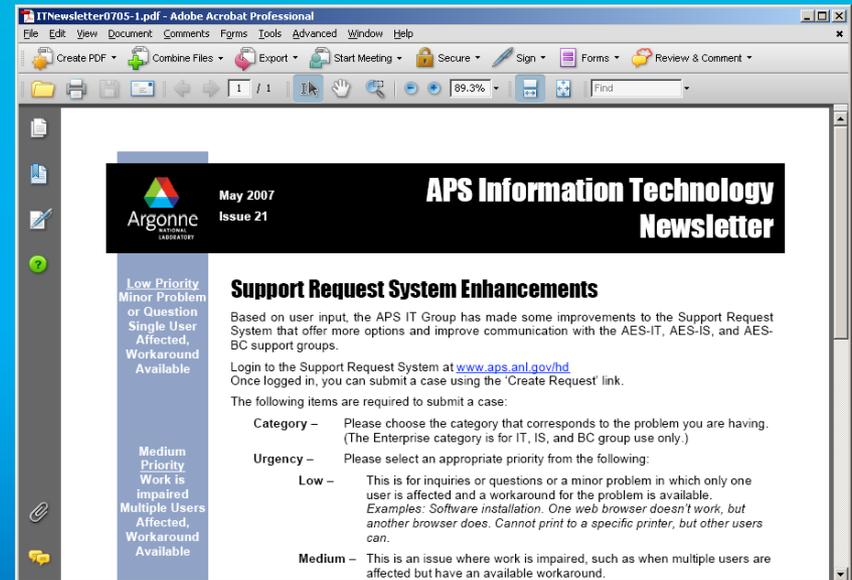
Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS IT Newsletters

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/General_Info/Newsletters

- IT Newsletters are distributed periodically
 - Interoffice mail
 - Posted on IT Newsletter web page



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to obtain IT assistance?



How to obtain IT assistance?

- During working hours:
 - **Log a support case within APS Support Request System**
 - Simple Web page for submitting and monitoring requests
 - <http://www.aps.anl.gov/hd>
 - Page APS IT staff directly
 - Contact APS IT Group Secretary, JoAnne Wold, 2-9494
 - Contact APS IT Group Leader, Ken Sidorowicz, 2-6699
 - Emergency IT line: 2-9700
- Off-hours support:
 - APS employees contact MCR 2-9424
 - Beamline users contact Floor Coordinator on duty 2-0101
 - Operators and floor coordinators contact IT staff via emergency on-call phones



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

APS Support Request System

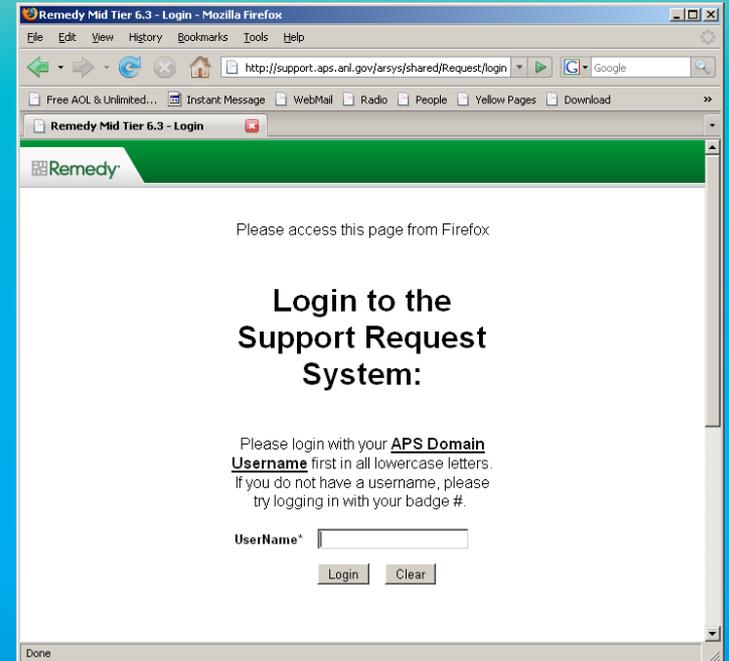
<http://www.aps.anl.gov/hd>

- For assistance with APS IT:

- Problems
- Questions
- Comments and concerns

- Login to the APS SRS with SRS account

- Important to submit a SR



The screenshot shows a Mozilla Firefox browser window titled "Remedy Mid Tier 6.3 - Login". The address bar contains the URL <http://support.aps.anl.gov/arsys/shared/Request/login>. The page content includes a green header with the "Remedy" logo, a message "Please access this page from Firefox", and a large heading "Login to the Support Request System:". Below this, instructions state: "Please login with your **APS Domain Username** first in all lowercase letters. If you do not have a username, please try logging in with your badge #." A text input field labeled "UserName*" is present, followed by "Login" and "Clear" buttons.



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Create and Monitor APS Support Requests

The screenshot displays the 'Remedy Requester (Search)' web application. The browser window title is 'Remedy Requester (Search) - Mozilla Firefox'. The address bar shows the URL: <http://support.aps.anl.gov/arsys/apps/elixir/Remedy%20Requester/Remedy%20Re>. The page content includes:

- Quick Links:** [Create Request](#), [Survey](#), [Logout](#)
- Requester Console:**
 - My Requests:** Shows 1 - 12 of 37 requests. Includes a 'Create' button and a 'Refresh' button. The table below lists several requests:

Request ID	Summary	Status
HD9404	upgrade exceed on laptop, diaglap	Closed
HD9378	upgrade to Exceed v2007 installed version 9.0.0.20	Closed
HD7636	Paris has blank black screen, no login screen.	Closed
HD7528	please upgrade vpn software on laptop, diallap loction is L2	Closed
HD5200	Unable to access GERT training please update flash player	Closed
HD5088	The Java Plugin failed to initialize. Please contact your syst.	Closed
- More Information: HD9404:** Shows details for the selected request.
 - Description: upgrade exceed on laptop, diaglap
 - Category: PC
 - Type: all
 - Item: all
 - Assigned To: Mary L. Westbrook
 - Request Type: Incident
- Bulletin Board:** Shows 2 entries returned - 2 entries matched. Includes a 'Refresh' button and a 'View' button.

Short-Description	Priority	Create-date
VPN AnyConnect/WebVPN Authentication Changes on Monday June 16th	Medium	6/12/2008 2:33:28 PM
Office 2007 Help	Medium	6/12/2008 2:35:19 PM



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

People you should know...

- Ken Sidorowicz, IT Group Leader and APS Cyber Security Rep



- kvs@aps.anl.gov
- 2-6699

- APS IT Group
“We’re here to help!”



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to Contact APS IT Support Staff

http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/General_Support/staff.htm

APS Information Technology Staff

APS Information Technology is responsible for maintaining the computing environment and network infrastructure for APS. The group installs, maintains, and administers the networking and communications resources, the multi-user computer systems, network printers, and most software that is shared by multiple users.

To obtain computer support or to report computer related problems please enter a [Support Request](#). By using the on-line help desk, your message will be sent to the proper personnel and the appropriate person will respond. If you send a request to a specific support person you may have to wait, because that individual may be out of the office, and the individual who is covering will not be aware of your request.

For urgent requests or if you do not have access to the [Support Request System](#) call the general support phone number 2-9700 (M-F 8:30 AM to 5:00 PM).

For instructions on how to report a computer or network problem, please refer to the [How to Get Help](#) page.

Please do not call or page IT Support personnel directly, unless you have an emergency, and can't contact IT support by any other method.

Name	Phone	Pager	Email	Location	Support Area	Primary Contact for:	Core Working Hours
Beezhold, Amy	3373	8199*	abeezho1	401-L2119	PC Desktops		Student Hours
Brody, Ryan	8199	8199*	rbrody	401-L2119	PC Desktops/Servers	Citrix, PC Backup	8:30AM - 5:00PM
Budrath, Tad	9306	9306*	tbudrath	401-C2251	PC Desktops/Servers	Ground Floor, Pro-E, Autocad	8:30AM - 5:00PM
Carter, Fred	0906	0906*	fcarter	491Z-005	UNIX/Linux-XOR	XOR S1,S3,S4,S50	8:30AM - 5:00PM
Clark, Clarence	3091	1430*	clark	401-L2125	Network/SrvPrinter Hardware		8:30AM - 5:00PM
Cyl, David	8704	8704*	dcyl	401-C2293	UNIX/Mac/Linux-XOR		8:30AM - 5:00PM
Dannenberg, Christy	9253	9253*	cdannenberg	401-B4184	Network/PC Desktops	Help Desk Administration	7:30AM - 4:00PM
DeVito, Dan	6434	6434*	ddevito	401-L2119	PC Desktops/Servers		8:30AM - 5:00PM
Hentsch, Timothy	4276	4276*	thentsch	401-C2255	PC Desktops/Servers	MS Windows, Altera, Scanning, Printing	7:00AM - 3:30PM
Janis, Michael	3528	3528*	mjanis	401-B2209	Linux Desktops/Servers-XOR	XOR S9	8:30AM - 5:00PM
Leahy, David	9276	9276*	dleahy	401-C2244	Network/UNIX	Firewall	8:30AM - 5:00PM
McDowell, Bill	6975	1865*	wpm	401-C2290	Cyber Security		STA - Varies
Midlock, Joseph	9414	9414*	jmidlock	401-C2248	UNIX, Email	Accelerator, Unix Backup	9:00AM - 5:30PM
Potempa, Steven	9971	9971*	spotempa	401-C2247	PC Desktops/Servers	Floor 4, Anti Virus Software, PC Backup,SIMS	8:30AM - 5:00PM
Pruitt, Brian	9532	9532*	bpruitt	401-L2125	Network Cabling/Sun Hardware		8:30AM - 5:00PM
Reagle, Darryl	5042	5042*	dreagle	401-L2125	PC Desktops, CardKey	Floors 3 & 4, Ghost, Guest House	7:30AM - 4:00PM
Robinson, Brian	6426	6426*	brobinson	401-L2103	Linux Desktops		8:30AM - 5:00PM
Sensled, Roger	9929	9929*	rsensled	401-B2209	Unix-XOR,Atlas Email, LDAP,Calypto	XOR S2,S32,Accelerator	8:00AM - 4:30PM
Sheehan, Bill	9927	9927*	wsheehan	401-C2293	Linux Desktops/Servers	XOR S7,S8, Detector Pool	9:30AM - 6:00PM
Sidorowicz, Kenneth	6699	6699*	ksidorowicz	401-C2227	Cyber Security, UnixNetwork	Cyber Security Program Rep	8:30AM - 5:00PM
Simpkal, Jon	5616	5616*	jsimpkal	401-C2295	MAC Desktops/Servers		8:30AM - 5:00PM
Simpkal, Bruce	3357	3357*	bsimpkal	401-C2299F	Network Cabling/Sun Hardware	Computer Room	7:30AM - 4:00PM
Trunman, Ariste	6598	6598*	astrunman	401-C2298	Unix-XOR		8:30AM - 5:00PM
Walls, David	7375	7375*	dwalls	401-C2238	Unix-XOR, XOR Web	XOR S11,S12,S20,S33,S34	8:30AM - 5:00PM
Westbrook, Mary	8914	8914*	mwestbrook	401-B4184	Windows/UnixNetwork	Detector Pool,SIMS	9:00AM - 5:30PM
Wold, JoAnne	9494		jwold	401-C2258	Secretary		8:30AM - 5:00PM M-Th

* These are Email Pagers which send to xxx@page.anl.gov where xxx is the pager number



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Argonne Help Desk

- For IT issues outside the APS, contact the Argonne Help Desk
- 2-9999, Option 2
- Email: help@anl.gov
- Recommend submitting a support request to the APS Support Request System and IT Group will direct you to the Argonne Help Desk, if needed



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Miscellaneous Helpful Tips

- How to find APS people
- How to find Argonne people
- DOE Employee Purchase Programs
- Desktop Application Assistance



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to Find APS People

- Look up using APS Tel command
 - Login to an APS Unix system using SSH
 - Use command: tel name
- Look up using “Phonebook” on APS Web site
 - <http://www.aps.anl.gov>
 - Phonebook->Find a person

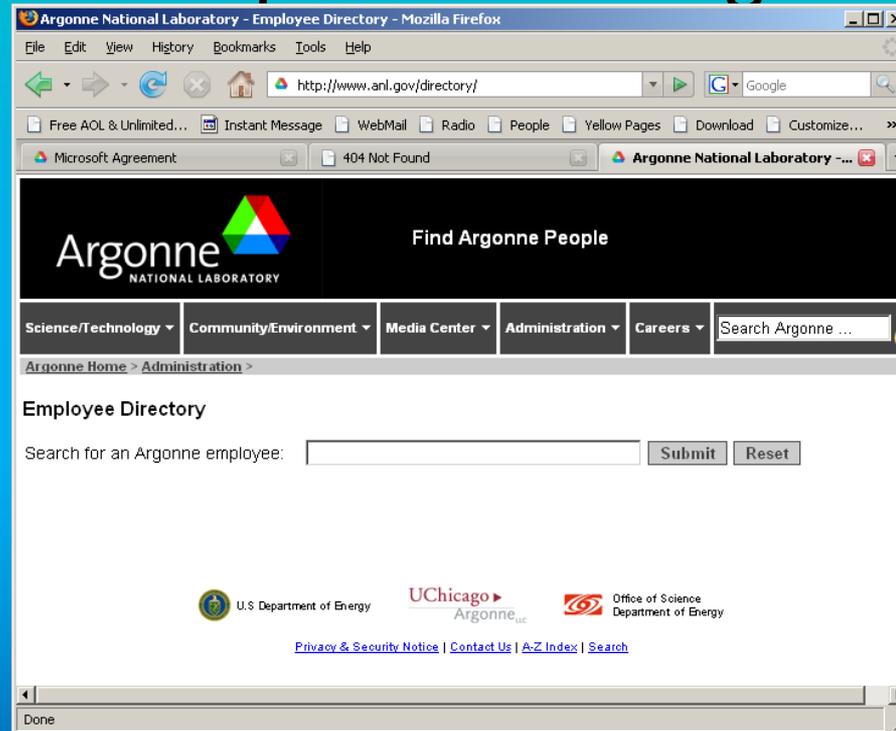


Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

How to find Argonne People

- Lookup using “Find Argonne People” link on ANL Web site <http://www.anl.gov>



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

DOE Employee Purchase Programs

- Some vendors offer discounts to DOE employees on the purchase of computers for personal use
- For more information, see:
http://inside.anl.gov/cis/employee_purchases/



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Desktop Application Assistance At the Laboratory

- Lab provides assistance with questions regarding use of Desktop applications through an agreement with PCHelps
- No cost assistance with any “shrinkwrap” desktop application
 - MS Office Suite
 - Adobe Acrobat
 - Many others
- 24x7 support available
- Dial 2-9999, select Option 1
- Identify yourself as an Argonne employee
- See <http://www.pchelps.com/> for more information



Need IT assistance?

Open a support request at: <http://www.aps.anl.gov/hd>

Thank You,
IT Group and New APS Users!



Questions?

