



EDWARD P. FITTS DEPARTMENT OF
INDUSTRIAL AND SYSTEMS ENGINEERING

IT Resources at NCSU

ISE's 2 minute guide to NCSU's IT resources





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Support @ NCSU

ISEHELP (isehelp@ncsu.edu) – ISE's IT Group (Justin and Robert)

ITECS (eoshelp@ncsu.edu) – College of Engineering IT

OIT (help@ncsu.edu) – NCSU Office of Information Technology

ClassTech – OIT folks that support the classroom computers on 2nd Floor

ComTech – OIT folks that support wireless and wired networks.

SAT – Folks who support card access system for Exterior locking doors





Account Overview

UnityID/UserID – “jelanca2”

Used for PC/MyPack/Wolfware Logon

Google – “jelanca2@ncsu.edu”

Used to access Google Apps

Campus/Student ID - 000123456

Used w/ HR, R&R.





Google Email / Calendar / Docs

All Staff/Students have access to:

- 30GB Storage (Drive / Gmail / Docs)
- Gmail / Calendar / Sites / Hangouts / YouTube...

GApps Overview / News – <http://google.ncsu.edu>

Email – <http://gmail.ncsu.edu>

Calendar – <http://gcal.ncsu.edu>

Docs – <http://docs.ncsu.edu>



Google Calendar Resources

ISE uses Google Calendar Resources to schedule Classrooms and Conference rooms. All students/faculty can reserve Daniels 308 / 479 / 407 / 401, but preference can be reserved for faculty/staff during scheduling conflicts.

How? Create a meeting on your own account, click “rooms, etc” and search for resources starting with “dan-”.

To view schedules and see detailed directions, visit:

<http://www.ise.ncsu.edu/people/calendars.php>



Personal / Laptop / Tablet Wireless

“ncsu” SSID recommended

For best performance, it's recommended that you use the “ncsu” wireless and register your device via <http://nomad.ncsu.edu> . Doing so will always authenticate your devices (up to 5 total) so that you're not logging in every day. Annual renewal required to continue service.

[EDUROAM](#) is also available in a pilot phase at NC State.





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Personal Laptop Support

Hardware / Software support is available for your personal machine. This includes application errors / hardware troubleshooting. Do not expect assistance with homework OR hardware replacement w/ expired warranty.

[NCSU Engineering Helpdesk](#) is located in 204 Daniels Hall / 1002 EB1. Available to Engineering students only. Contact via eoshelp@ncsu.edu or 515-2458

[NCSU Helpdesk](#) – Open to all NCSU students. Contact via help@ncsu.edu or 515-HELP





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ISEHELP

Daniels 480/477. Contact via
isehelp@ncsu.edu / 513-0845

Open M-F 8am-5pm

ISE managed desktops / laptops / software /
classrooms are supported by ISEHelp. We'll also
be glad to assist with other inquiries and direct
you as needed.

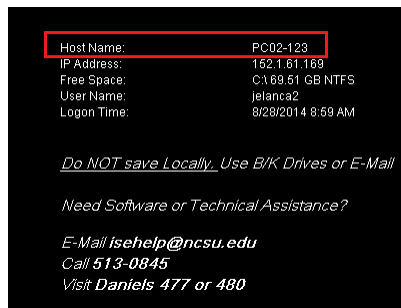




Software for Desktops

ISE Desktops have access to the full suite of NCSU software. If an application is needed, E-mail isehelp@ncsu.edu with the “hostname” of your PC with the software name/version. Some software may require that you’re logged off for us to complete the installation.

Do not attempt to manually install software on these PCs without authorization from an advisor.



<- Obtain “hostname” via desktop





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Software for Personal Machines

Software for laptops can be obtained via OIT and the College of Engineering. Not all NCSU software is Licensed for personal download.

[Software @ NC State](#) – WRAP / Authenticate to access available downloads

[Engineering / EOS Software](#) – Software for Engineering students – Matlab / Solidworks, etc

[DreamSpark](#) – Microsoft Products available to students currently enrolled in ISE – Office NOT Included.

[Antivirus @ NCSU](#) – Kaspersky AV free to NCSU students.





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Remote Desktop for ISE PCs

If eligible, your desktop should indicate this ability on the desktop background. To obtain access, email isehelp@ncsu.edu with the “hostname” of the PC as well as your “unityID”. Once granted, users can access their desktops via [these instructions](#).

MacBook users will require [Microsoft Remote Desktop](#).

BE SURE TO USE THE VPN WHEN OFF CAMPUS (Info next slide)



Campus VPN

PCs are required to use the Campus VPN when remotely accessing ISE Desktops. Many Laptop software packages (Solidworks) also require VPN for licensing.

Visit <http://vpn.ncsu.edu> to acquire the VPN client for your personal machines.

If the server field is blank – use “vpn.ncsu.edu”





NCSU File Storage

NCSU Drive – B: Drive on all ISE Windows machines

- 5GB allocation for personal use (cannot share with others)

- <http://oit.ncsu.edu/unity-accounts/ncsu-drive>

- instructions to access via personal laptop, etc

AFS – K:/J: Dives on some ISE Windows machines

- Accessible in all ISE Teaching Labs

- K: features 2B Storage for personal use

- [Expandrive](#) used to access remotely

- J may be used for course workspace

- <http://www.eos.ncsu.edu/services/>

ISE Shares – V:

- Applicable only to ISE Staff/faculty

- Used for operations / administration





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Virtual Computing Lab (VCL)

<http://vcl.ncsu.edu>

Windows & Linux images on 1000+ blades

Two reservations at a time for NCSU students.

Remote Desktop Client to connect to Windows.

SSH to connect to Linux images.

Some ISE Courses require use of VCL in coursework

Matlab/SAS/JMP/Dreamweaver/Photoshop/etc





High Performance Computing (HPC)

<http://hpc.ncsu.edu>

Offers HPC and Grid / Cluster resources

Excellent for long running jobs

Students don't have access by default:

Advisor must first create a project w/ HPC

Advisor then grants you access.





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Public Computing Labs

[EOS \(COE\) Labs](#) are best suited for ISE students due to their inclusion of ISE apps (Simio/SurfCAM/Lingo, etc). Locations available throughout campus but nearest are available in Daniels 226, Daniels 243.

[EOS Collaboratories](#) are private rooms that can be reserved for group meetings (nearest location is in Daniels 228).

[WolfPrint](#) applies – 6 cents/page for B&W / 25 cents/page Color.

Check [EOS Labs page](#) for locations and current schedule, especially during holidays!!





Do's and Don'ts

DO NOT – Provide your password to anyone! We will NEVER ask for your password. Forward attacks to phishing@ncsu.edu

DO – Have justification for administrative access requests. “I need to install X” is not a valid reason. Submit a request for software installation. If requested and justified, your advisor must approve of access. You must CC your advisor on Admin requests.

DO NOT - Reinstall The OS of an ISE PC. Network connectivity will be revoked if so.

DO - Leave PCs ON. This will ensure that all machines are up to date and available for Remote access.





Do's and Don'ts, cont.

DO - Check Sysnews for system outages – <http://sysnews.ncsu.edu>

DO – Read the error Message when submitting a call. Providing any extra info when submitting a helpdesk ticket will save everyone time in getting the problem resolved.

DO – Provide accurate info when submitting a helpdesk call. Include HOSTNAME, Room Location, Affected software, etc.





Other Items

Facilities issues (Broken Lights / HVAC issues)

Email isehelp@ncsu.edu and we'll route the call to the facilities

Telephony

Email or visit the front desk (400 Daniels hall)

Toner Replacement

Email isehelp@ncsu.edu with location and printer model

Exterior Door Access

Email jelanca2@ncsu.edu with requests. Daniels is currently set to a 7am-10pm M-F Unlock schedule. Your advisor will need to approve card access requests.





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Any Questions?

Email isehelp@ncsu.edu

Welcome to NC State and GO PACK!

