

# COMPUTER SERVICES GUIDE

COLLEGE OF ENGINEERING AND COMPUTER SCIENCE  
UNIVERSITY OF MICHIGAN-DEARBORN  
FALL 2004



Engineering Computer Services

<http://www.engin.umd.umich.edu/ecs>

*Engineering Computer Services (ECS) is committed to providing the best possible service to students, faculty, and staff. Please let us know how we can improve our services. We hope your experience here will be helpful toward your goal of a quality education.*

*Our e-mail is [ecs@engin.umd.umich.edu](mailto:ecs@engin.umd.umich.edu).*

Engineering Computer Services Staff

ECS, a department of the College of Engineering and Computer Science at the University of Michigan-Dearborn, is responsible for the managing of computer labs, e-mail, UNIX logins, networking within the buildings, the web site, and faculty and staff computers within the College of Engineering and Computer Science. ECS provides many services to faculty, staff, and students alike, including this guide, which is a reference to many of these services.

This document was as accurate as possible at the time of printing. However, some information may have changed since that time. To ensure that your information is accurate, please double check it via the methods provided within this document.

Thursday, September 30, 2004

College of Engineering and Computer Science  
Computer Services Guide

<http://www.engin.umd.umich.edu/ecs>  
College of Engineering and Computer Science  
University of Michigan-Dearborn

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## Engineering Computer Access Policy

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### *Who is entitled to use the computers?*

- All registered engineering students, undergraduate or graduate, full or part time.
- All non-engineering UM-D students enrolled in an engineering course (or a course cross listed as an engineering course) in the current term.

### *How do I get access to the engineering computer labs?*

#### PC

The PC lab requires your Engineering Login ID and password. See below for more information.

#### Sun, Ultra Sun

The Sun labs requires your Engineering Login ID and password. Your Engineering password may be different from your Kerberos/username password. For information about obtaining an account and password for the Suns, please see "About the Suns."

## Engineering Computer Lab Rules

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<http://www.engin.umd.umich.edu/ecs/labs/rules.php>

- You may be denied access to the labs for violation of the rules, theft, or vandalism. Please use common sense as a rule of thumb.
- No eating, drinking, or smoking is allowed in the labs.
- No disruptive conduct is allowed in the labs. Please be considerate of your fellow students and speak quietly.
- Provide your own floppy or zip disks for storing your files. Any unauthorized files found on PC or Mac hard disks will be deleted.
- Report any equipment malfunctions to the proctor immediately.
- Copying of copyrighted software is illegal. You may not copy any copyrighted software. Be aware of license agreements<sup>1</sup> with the software publishers.
- The lab proctors have authority in the labs.
- Stations left unattended for more than 30 minutes will be logged out automatically.

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<sup>1</sup>Information regarding U of M site licenses can be found at <http://www.itd.umich.edu>

- No game playing is allowed in any engineering computer lab.
- You may not connect anything to any lab machine or network.
- Viewing of pornographic materials in any lab will result in suspension of your Sun ID.
- Printers
  - DO NOT open the printers. Period. You may be denied access to the labs for opening the printers for any reason, including adding paper.
  - Paper and toner are provided in the labs. Please ask the proctor to refill the paper when necessary.
  - There is a 300 page printing quota per semester. Any pages printed above the quota will be charge \$.10 a page. (Spring and Summer are considered one semester). For more information regarding your printing quota please go to [www.engin.umd.umich.edu/ecs/printinfo](http://www.engin.umd.umich.edu/ecs/printinfo)
- Sun Lab
  - Any attempt to breach security will result in the removal of your account.
  - If your password is easily “crackable,” it will be changed. New passwords can be picked up from the lab proctor. If your password is cracked three months in a row, your account will be locked.
  - Harassing or inappropriate e-mail will result in the removal of your account. If you receive harassing e-mail, forward it to root.
  - IRC bots may not be run on College of Engineering and Computer Science networks. Their processes will be killed, and you will be asked to remove the IRC bot files.
  - Port monitoring programs and daemons may not be run on any engineering server. These programs, if class related, may be run on any Sun Workstation machine, 1-25.
  - ECS may remove non-class-related material from or compress class-related material in accounts that exceed the given 16M quota. To check your quota, type `quota -v`.
  - ECS reserves the right to investigate suspicious files in relation to potential security violations.
- **You are bound by all university-wide regulations on computer and information usage, as outlined in the Standard Practice Guide.** The Standard Practice Guide can be found online at <http://spg.umich.edu>

## About Uniquenames

*There's a lot of text here, but it's worth reading.*

There's a lot of confusion on campus about what's what in regard to passwords and computer accounts. During your stay here at UM-D you could have more than half a dozen different computer accounts, each with its own password. It can become quite difficult to remember what each password is and quite confusing as to what password gets you access to what computer.

Before you can get any other computer accounts, you must get a “University Uniquename.” A uniqueness is a unique identifier assigned to you and will be yours until you leave the university. You will also be given a password with your uniqueness. (More on this password later.)

Your uniqueness will be used as part of your e-mail address and will be given out as a means to contact you. When you get ready to graduate, you will probably want to list your e-mail address on your resume for employers to see; please pick something you will be comfortable putting on a resume.

Your uniqueness is valid on all three U of M campuses. In other words, if you have an Ann Arbor uniqueness, you also have a Dearborn uniqueness. And if you have a Dearborn uniqueness, you also have an Ann Arbor uniqueness.

Once you have your uniqueness, you can apply for computer accounts on campus. No matter what computer you apply for an account on, your ID for that computer will be your uniqueness.

**Your kerberos password and Engineering password are different and get you access to different things, even though your login ID is the same. Changing one password does not change the other.**

**Your uniqueness becomes part of your e-mail address. Pick something you'll be comfortable putting on a resume.**

Your password is a different story. You will get a new, different password for the new computer account. In most cases, changing one password does not change the other. So if you get a uniqueness and an Engineering account, changing your Sun password leaves your uniqueness password unaffected.

And changing your uniqueness password leaves your Engineering password unaffected.

Your Engineering password, obviously, gets you access to your Engineering account. But what does your uniqueness password get you access to? (Your uniqueness password is also referred to as your Kerberos password. You'll find references to your Uniquename/Kerberos password throughout this booklet.) Here are two good examples.

### Dial-in computer access

You must "log on" to the network with your unickname before you can connect to the Suns (and log in with your Engineering password.) Note that both passwords are required to access the Suns from home. This is also how you get free Internet access.

Ann Arbor maintains a directory of all members of the U of M community at [directory.umich.edu](http://directory.umich.edu). Using your unickname password, you can modify your entry, which includes your phone number and address. You can even prevent your phone number and address from showing up.

### Changing Your Unickname Password

To change your unickname password, Got to the following website.  
<https://accounts.www.umich.edu/kpasswd/>

### If You Forget Your Unickname Password

If you need your unickname password reset, you'll need to go the people who created it. If your unickname was created by ITS in the Computer Wing, you'll need to go to the Computer Wing to have it reset. In engineering, we can only reset passwords for unicknames that were created in engineering. If you are unsure were your unickname was created it was probably created by ITS in the Computer Wing.

### Changing Your Unickname

To change your unickname you must appear in person at the ITS accounts office on UM-D's campus or the ITD accounts office in Ann Arbor. Your unickname can only be changed for specific reasons, such as a name change, so please pick carefully. Your unickname will one day represent you to prospective

## Engineering Computer Labs Phone List†

Lab	Room	Building	Phone
Sun Workstation Lab	1180	EC	593-0896
PC Lab	183	ELB	593-5112
Design Lab (Restricted)	1180	EC	593-0896
ECS Office	1111	EC	593-5466

## Other Computer Labs

Lab	Access	Room	Bldg	Phone
CIS PC	CIS Students Only	1080	EC	none
CIS Networking	CIS Students Only	210	CIS	none
ECE PC	ECE Students Only	201	ELB	none
ECE PC	ECE Students Only	235	ELB	none
IMSE Lab	Restricted(IMSE dept)	1070	EC	none
ITS Lab	All campus	1140	CW	593-5073
Library Lab	All campus	1070	LIB	Campus Only 5-4992

## Other Phone Numbers

Helpdesk Hotline.....	313-593-4357
Ann Arbor Help Desk .....	734-764-HELP
Merit/MichNet .....	734-764-9430
ITS Accounts Office (Dearborn).....	313-593-3274
ITD Accounts Office (Ann Arbor).....	734-764-8000

† All campus phone numbers are in the 313 area code unless otherwise noted.

## Software Available

This is a list of the major software packages available throughout engineering. For a complete, up to date listing including version numbers, check the labs web page at:

<http://www.engin.umd.umich.edu/ECS/labs/software>

	PC	Sun
Adams		✓
Arena	✓	
Aris	✓	
CarSimEd	✓	
Dev C++	✓	
Eclipse (With C/Perl ext)	✓	
Extend5	✓	
Frontpage	✓	
GIMP	✓	✓
Java SE	✓	✓
Lindo	✓	
LS-DYNA		✓
LS-OPT		✓
Matlab	✓	✓
Minitab	✓	
NetBeans	✓	✓
Office XP	✓	
Open Office		✓
Perl		✓
Perl Activestate	✓	
Poseidon for UML	✓	
Project	✓	
Pspice	✓	✓
Python Activestate	✓	
SAP GUI	✓	✓
SDRC Ideas		✓
StarCD		✓
Visual Studio 6	✓	
Visual Studio .NET	✓	
WITNESS	✓	

## ELB PC Lab I

183 ELB

(313) 593-5112

35 Sun Opteron Computers with Windows XP



### Fall/Winter Hours

Sunday ..... 1:00 p.m.–10:00 p.m.  
 Monday–Thursday ..... 7:00 a.m.–10:00 p.m.  
 Friday ..... 7:00 a.m.–6:00 p.m.  
 Saturday ..... closed

**Hours Subject to Change—Please see the Web announcements at**  
<http://www.engin.umd.umich.edu/ecs/>

## ELB PC Lab II

183 ELB

(313) 593-5112

30 Dell Pentium 4 computers with Windows XP



### Fall/Winter Hours

Sunday ..... 1:00 p.m.–10:00 p.m.  
 Monday–Thursday ..... 7:00 a.m.–10:00 p.m.  
 Friday ..... 7:00 a.m.–6:00 p.m.  
 Saturday ..... closed

**Hours Subject to Change—Please see the Web announcements at**  
<http://www.engin.umd.umich.edu/ecs/>

## Sun Workstation Lab

1180 EC

(313) 593-0896

25 Sun Blade 1500 workstations with Solaris 8.  
Laser Printer.



### Fall/Winter Hours

Sunday	1:00 p.m.–10:00 p.m.
Monday–Thursday	7:00 a.m.–10:00 p.m.
Friday	7:00 a.m.–6:00 p.m.
Saturday	closed

**Hours Subject to Change—Please see the Web announcements at**  
<http://www.engin.umd.umich.edu/ecs/>

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## Design Lab

1180 EC

(313) 593-0896

Ultra Sun Sparc, Sun Blade, and high-end Pentium Workstations.

The Design Lab is divided up into workgroups with partitions, a good environment for senior design projects, graduate research, and graduate projects.

Access to the Design Lab is limited to students, faculty, and staff involved in senior design projects, graduate student research and projects, and faculty research. The Design Lab cannot be used for regular classes or labs. For access to the Design Lab have your instructor send a service request to ECS requesting access. Please include your names, login ID, type of computers needed, software needed, and duration of project.

### Fall/Winter Hours

**Hours Subject to Change—Please see the Web announcements at**  
<http://www.engin.umd.umich.edu/ecs/>

This lab is generally open in conjunction with the Sun lab in room 1180EC. E-mail [ecs@engin.umd.umich.edu](mailto:ecs@engin.umd.umich.edu) for more information.

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## About the Suns

### Getting a Password

As long as you qualify for a Engineering account (please see “Engineering Computer Access Policy”, page 4) you can get a Engineering account by filling out the application found in the Sun lab. *In order for your account to be processed, you must already have a unickname with U of M.* (Please see “About Uniquenames” for more information.) You may also attach a unickname application, and both will be processed at the same time.

Turn the application in to the proctor. Your account should be created in 24 hours. Because we check your ID when you pick up the password, we cannot mail passwords.

To pick up your password, return to the Sun lab within 30 days with your student ID and request your account.

You will be required to change your password the first time you log in.

### Having Your Password Reset

Having your password reset follows the same procedure as applying for a new account. Simply file the same form in the same manner. If your account already exists, your password will be reset.

### Desktop Environment

The Suns have different desktop environments that can be used. Most users want to use the Common Desktop Environment (CDE) as their default environment. You can choose different environments before you log in by going under the options menu to session and choosing the desired desktop environment. Please note that not all applications function correctly in all environments. If you are having problems running an application please use CDE as your environment.

## Starting Applications on the Suns

Many Sun applications can be started simply by typing the correct command into a terminal window. If you can't find it in the menu, you can always start it this way. Here's a quick list of some of those commands:

```
Adobe Acrobat Reader..... acroread
Ansys ..... ansys
StarCD ..... proe, proa
E-Mail ..... pine
I-DEAS ..... ideas
Matlab (from any Sun)..... mlab
Netscape..... netscape
PSPice ..... msim
LS-Dyna..... ls-960
ADAMS..... adams
edit or create a text file..... pico filename
```

## Creating Command Aliases

Edit the file `.cshrc` in your home directory. You will find some examples near the bottom. Please pay attention to the warnings in the file; if this file gets corrupted or deleted, you won't be able to run any programs on the Suns until a clean copy is placed in your home directory.

## Uncompressing Files

The Suns have several different programs for compressing and uncompressing files. The filename extension will tell you how it was compressed and how to uncompress it. Here's a list:

	To uncompress	To compress
*.Z	<code>uncompress name</code>	<code>compress name</code>
*.zip	<code>unzip name</code>	<code>zip name</code>
*.gz	<code>gunzip name</code>	<code>gzip name</code>
*.bz2	<code>bunzip2 name</code>	<code>bzip2 name</code>
*.tar	<code>tar xvf name</code>	<code>tar cvf name.tar name</code>
*.tgz,		
*.tar.gz,		
*.tar.Z	<code>tar zxvf name.tar.gz</code>	<code>tar zcvf name.tar.gz name</code>

## Compiling Programs on the Suns

The Suns have many compilers installed. Supported languages include C, C++, Fortran 77 and 90, and Pascal, among others. For most languages, the compiling process is essentially the same, and involves three steps: Edit, Compile, and Run.

The process of editing means simply typing or modifying your source code. Compiling is a process by which the computer translates your source code into machine code; an executable program. Then you simply need to run your program.

## Text Editors

You can use any text editor to create your source code. You can even type your code out on a PC and ftp it to the Suns (see "Connecting to the Suns from the Internet" for more information). `pico` is a good basic text editor and works well for most beginning tasks. You will also find several text editors in the desktop menu of the Suns, some with syntax highlighting.

## Example

These steps presume you are sitting on one of the Suns and can use the GUI text editors. If you are telnetted in, use `pico` to edit the file instead. Here are the steps to compile a C++ program named `prog1`. Please change the name accordingly to your project and use the compilers listed below for the language you need.

### Edit

- Select from the desktop menu Engineering Apps, then Text Editors. `jEdit`, `GVim`, and `XEmacs` all provide syntax highlighting but are more difficult to use than the other more basic editors.
- Using any of the available text editors, create and save your file with the appropriate extension listed in the table of compilers below.

### Compile

- Open a terminal window.
- Verify that you have saved your source code, otherwise changes will not be available to the compiler.
- Type `'g++ prog1.cpp -o prog1'` in the terminal window.

### Run

- Type `./progl` in the terminal window.

### Print

- To print your source code, either print directly from the text editor or type `lp progl.cpp` in the terminal window.
- To print a copy of your program running, run your program by typing `'capture ./progl'` in the terminal window.

### Table of Compilers

Language	Extension	Compiler
C	.c	gcc, cc
C++	.cpp, .c++, .cc	g++, CC
Fortran 77	.f	f77
Fortran 90	.f	f90
Pascal	.pas	pc
Java	.java	javac

### Table of Interpreters

Language	Extension	Interpreter
PERL	.pl	perl
LISP	.lisp	xlisp
Tcl/Tk	.tcl	wish

## Sun Command Reference

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The following is a list of the most common UNIX commands you're likely to use. It is simply a list of commands and a short synopsis of what each command does. For more details regarding how to use each command, type `man command`. This displays the UNIX help information for `command`.

### Command

`exit`

### What It Does

Closes a command window or telnet session.

`mkdir`

Creates a new directory.

`cd`

Switch to a different directory. Without parameters, it will switch to your home directory.

`cp`

Copies files.

`lp`

Print a text file. On Sun, will also print postscript.

`rm`

Erases a file from the disk. Remember, in UNIX, there is no undelete.

`rm -r`

Erase an entire subdirectory.

`mv`

Either move or rename a file. To rename a file, you simply move it to the new name.

`eject`

Ejects the cdrom.

`man`

Get more information on a specified command.

`ls -l`

List the contents of the current directory.

`pwd`

Displays the present working directory.

`more`

Display a text file to the screen.

`quota -v`

Show your disk usage and space available.

`passwd`

Change your password.

`ps`

List the processes you have running.

`jobs`

List processes by job.

`kill`

Terminate a process or job. You can only kill your own.

`sizes`

Lists the size of each file and directory in your home directory. Useful for figuring out what's using up all your quota.

`ascii.table`

Display an ASCII table to the screen. To print a copy, type `ascii.table | lp`.

## Remote Connection Information



### **Merit and MichNet: UM's ISP**

UM-D does not actually support any direct dial in lines to computers on campus. Instead, many computers on campus are accessible from the Internet, and UM-D provides Internet service to its students through a company called Merit.

Merit provides dial up Internet service to many universities and other educational institutions throughout Michigan. Their network is called MichNet and is used by most universities in the state of Michigan.

As with any ISP, you will still incur normal telephone charges for dialing one of the access numbers, so please choose a local number when picking your number.

### **Connecting to the Suns from the Internet**

Because all of our Suns are connected to the Internet, it is possible to connect to them if you are connected to the Internet.

#### **SSH**

This command line login protocol allows you to run command line programs on the Suns, such as pine, gcc, or pico.

Use any ssh program to connect to `login.engin.umd.umich.edu`.

#### **SFTP**

FTP allows you to transfer files to and from your Sun home directory.

The login cluster also provides sftp service. Simply point your sftp client to `login.engin.umd.umich.edu`.

#### **Remote X Window**

You can run any X window program on a Sun, and redirect its display to any other machine capable of receiving X Window information (i.e. Linux or a PC running Exceed or Cygwin.) This type of display is particularly slow and not recommended over any modem.

Please do not use the login cluster for this purpose. Instead make connections to any Sun Workstation machine. For example, `wks11801s.engin.umd.umich.edu`.

### **Dialing in to Engineering System Using MichNet (Easy)**

For standard dial-in, you can use any communications program you have on your computer. If you have Windows, Terminal will do fine; Windows '95, HyperTerminal. They're both in the Accessories group. For Macintosh users, use the program that came with your modem.

- Check to make sure your communication settings are:
  - 8-N-1
  - Terminal Type=`vt220`, `vt100`, or `ANSI`

*Please note: All terminal emulation programs are different. We cannot possibly know the exact steps to set up and configure each of the hundreds available. If you need help with this step, please review the manuals that came with your software or contact the manufacturer.*

- Pick a number from the MichNet listings on pages 18-19.
- Have your program dial it.

*You will be prompted for a host.*

- Type: `login.engin.umd.umich.edu`

*It will say login controlled and ask for your user ID.*

- Type: `username@umich.edu`
- Use your Kerberos/Uniqname password<sup>4</sup>.

*You will be connected to elvis.*

- Log in normally, with unqname ID and Engineering password.

*You have access to all CLI programs, such as pine, pico, g++, etc....*

### **Connecting to the Internet with MichNet Internet Access Kits**

U of M Ann Arbor provides Internet access kits for most operating systems.

For more information, please check:

<http://www.itd.umich.edu/kits/>

#### **Where to Get Instructions**

Instructions to set up Internet access can be obtained from ITD's Web Site. To get these instructions, use Netscape (in the labs) to view the following web pages:

#### **Windows 9x/NT/2000/XP**

*Check to see if you have a program called "Internet Connection Wizard" or an icon called "Connect to the Internet." If you have either of these, run one and type in the information found below. Otherwise, view the following document:*

<http://www.itcom.itd.umich.edu/dialin/>

#### **Macintosh**

Macintosh instructions are no longer available. Please download the Mac Internet Connection kit.



### **“Shortening” Your Internet E-Mail Address**

All engineering Sun users can shorten their Internet e-mail address to `username@umich.edu` using U of M's directory. Afterwards, you will also receive mail sent to `firstname.lastname@umich.edu`. To shorten your address:

- Open the following web address `directory.umich.edu`
- Search for your username
- Click on “Bind”
  - Please note that you will need to use your username password. For more information, see “About Uniqnames.”
- Click on “Modify”
- Scroll down to the E-Mail Forwarding Address:
- Type in your Sun e-mail address
- Click on the Save Changes button.
- Click on logout to logout of the system.
- Your mail will begin forwarding within 24 hours.

### **Using Netscape, Mozilla, Outlook, Thunderbird, Eudora and other GUI mail viewers**

The Engineering system supports IMAP for users to access their email with GUI mail readers. Due to the variety of mail readers that are available this guide will not go into detail regarding the process of setting up your application. All the setting required can be located in “**Settings You’ll Need to Know**”

If you are using a different ISP then MichNet (i.e. Comcast or SBC) you will need to set the outgoing SMTP mail server to your providers smtp server so that you will be able to send email.

### **Webmail**

For information regarding webmail please see

<http://www.engin.umd.umich.edu/ecs/help>

## **Home Pages and Web Sites**

### **Making a Web Site in Your Sun Account**



You can create your own web site within your Sun account. To make your Web pages available for people to view, you need to put them in a `public_html` directory in your Sun account.

- Log in to one of the Sun workstations.
- From your home directory<sup>3</sup>, type `mkdir public_html` to create the directory.
- Type `cd public_html` to go into the directory.
- Create or put your HTML files in this directory. Be sure to make the extension `.html`.
- Once you're done, type `fixweb` to set the correct access permissions for your web site.
- Your Web address is: `http://www.engin.umd.umich.edu/~username/filename.html`
- To get your home page listed on the College of Engineering and Computer Science Student Home Pages list, go to the following URL.  
`http://www.engin.umd.umich.edu/students/`

### **Special Features of Our Web Server**

Our web server runs the Apache daemon. This daemon has special features that allow more creative web sites. Here's a short list.

If you still want more info on the Apache server, you can find its documentation online at <http://www.apache.org/docs>.

### **Multiple Default Files**

Our Suns support `index.cgi`, `index.html`, `welcome.html`, `index.htm`, and `welcome.htm` for default files. If more than one of these filenames exists, the first filename in the list is used.  
`webmaster@engin.umd.umich.edu`

## Web Sites of Interest

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### University of Michigan

U of M ..... <http://www.umich.edu>  
U of M-Dearborn ..... <http://www.umd.umich.edu>  
U of M-Dearborn Engineering ..... <http://www.engin.umd.umich.edu>  
ECS ..... <http://www.engin.umd.umich.edu/ECS>  
ITD ..... <http://www.itd.umich.edu>  
U of M Hardware/Software Sales ..... <http://www.itd.umich.edu/ware>  
Standard Practice Guide ..... <http://spg.umich.edu>

### Major Software/Hardware Companies

Microsoft ..... <http://www.microsoft.com>  
Apple ..... <http://www.apple.com>  
Sun ..... <http://www.sun.com>  
IBM ..... <http://www.ibm.com>  
HP ..... <http://www.hp.com>  
AMD ..... <http://www.amd.com>  
Intel ..... <http://www.intel.com>

### Shareware

Jumbo ..... <http://www.jumbo.com>  
Shareware ..... <http://www.shareware.com>  
Tucows ..... <http://www.tucows.com>  
Nonags ..... <http://www.nonags.com>  
Linux/UNIX ..... <http://www.freshmeat.net/>

### News and Information

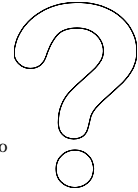
Detroit Free Press ..... <http://www.freep.com>  
Detroit News ..... <http://www.detnews.com>  
Local 4 ..... <http://www.clickondetroit.com>  
Maps ..... <http://www.mapquest.com>

### Search Engines

Google ..... <http://www.google.com>  
Yahoo ..... <http://www.yahoo.com>  
Lycos ..... <http://www.lycos.com>  
RefDesk ..... <http://www.refdesk.com>  
Infoseek ..... <http://www.infoseek.com>  
Search for People ..... <http://www.infospace.com>  
Yellow Pages ..... <http://yp.ameritech.net>  
U of M-Dearborn Engineering  
..... <http://www.engin.umd.umich.edu/search>

## Where to get more help

Please exhaust all reference material contained in this book. If you still have unanswered questions:



### With your lab assignment

Please see your professor. The lab proctors are not trained to assist you with your assignments.

### With the printers

See the lab proctor for paper, paper jams, toner or ink, or any other printer problems. Opening the printers yourself will result in the loss of your lab privileges.

### With your username

ITS Accounts Office (Dearborn) ..... 313-593-5613  
ITD Accounts Office (Ann Arbor) ..... 734-764-8000

### Other Sun or PC Related Questions

ECS Tech Support ..... [ecs@engin.umd.umich.edu](mailto:ecs@engin.umd.umich.edu)  
Sun System Administrator ..... `root`

### Finding Documentation

<http://www.engin.umd.umich.edu/ecs/help/>  
<http://www.itd.umich.edu/itddoc>

At the command line, type `man command`

You can also search the internet for questions that you have.

## Frequently Asked Questions

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### General

- Q: I am a new student and I don't know what my unqiename is.  
A: Look at your University ID card. Your unqiename should be printed on the back of this card.
- Q: Can I use the lab phone to call home? It's an emergency!  
A: No. The lab phones *can't* make outgoing calls. There are pay phones in the ELB, near the sliding doors.
- Q: How do I change my Kerberos/Uniqname password?  
A: Telnet to `login.itd.umich.edu` and login as user `password`.
- Q: Can I use Netscape to read my mail?  
A: Yes. See 'E-Mail Services.'
- Q: I can't print from the PC's or Sun's. How can I print?  
A: Have you signed the printing agreement? Please go to the following to sign the agreement to enable your printing [www.engni.umd.umich.edu/ecs/printinfo](http://www.engni.umd.umich.edu/ecs/printinfo)

### Dial-In

- Q: How do I log in from home?  
A: See "Dial-In Information," page 16, for instructions.

### Sun

- Q: How do I delete a file?  
A: `rm filename`
- Q: How do I read e-mail?  
A: See "E-Mail Services," page 12.
- Q: How do I change my password?  
A: Type `passwd` in a terminal window, or right click on the desktop and choose "Change Password" from the menu.
- Q: Several of the files in my Sun account suddenly have a .gz extension and don't seem usable. What happened?  
A: Every night, a program on the Suns runs through all accounts that have been over quota for a week or more and compresses all files that haven't been used in six months. To uncompress them, see "About the Suns: Uncompressing Files."
- 
- Q: Can I shorten my e-mail address to `unqiename@umich.edu`?  
A: Yes. See "Shortening Your Internet E-Mail Address" under "E-Mail Services."
- Q: How do I turn off one of the Suns?  
A: *Don't*. It can harm the computer.
- Q: Why won't my password work?  
A: It may have been cracked. We run a password cracking program near the beginning of each month to identify easy-to-crack passwords. We then change the password to prevent Internet hackers from breaking into your account and our computers. See the proctor for your new password.
- Q: Can you find out my password? Can you reset my password? How?  
A: We can only reset it. Fill out a Reset Password form, available in the Sun lab (1180 EC.)
- Q: How long does it take to reset a password?  
A: 24-48 hours.

- Q. When I log into the Suns it looks like it logs me in but then comes back to the login screen again. Why can't I login?
- A. Your account is probably over quota. You can login in via command line to check the status of your quota by running `quota -v`. You can then use the command `ls` and `rm` to list and remove any files that you no longer need.
- Q. When I log into the Suns there are menu items missing that used to be there. How do I get them back?
- A. Your menu may have been changed because of a problem with your quota. You can fix your menu by logging into the command line and removing the `.dt` directory using the command `fixmenu`. You can then exit the command line login and wait for the graphical login to restart. All your menu items should now be there.
- Q. I have a laptop. Can I plug into the network?
- A. NO. You cannot plug in laptops to the wired network. ITS offers wireless networking for students to gain access to the net. Please go to [www.its.umd.umich.edu](http://www.its.umd.umich.edu) for details.
- Q. I am using IDEAS and I can't print even though I already signed the printing agreement. How can I print from IDEAS.
- A. You need to set permissions on your home directory correctly. Use the command `fixideas` so that you can print from IDEAS.
- Q. My question that I have isn't listed here. Where can I find the answer to my question.
- A. Try and search the Internet. Use Google or some other search engine to help find the answer to your question

## Glossary of Terms

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- batch job** — an automated process that doesn't require user interaction.
- CGI** — Common Gateway Interface allows a Web browser such as Netscape to communicate with a program. Such a program might search a database or Web site, send mail for you, or allow you to post a message to a bulletin board.
- CGI script** — any program that a Web browser interfaces with through the use of CGI.
- CLI** — (Command Line Interface) a user interface that uses only text characters and no graphics or mouse.
- daemon** — a process that runs in the background on a UNIX computer.
- DNS** — (Domain Name Server) translates a domain name such as [www.umich.edu](http://www.umich.edu) into information your computer uses (IP address) to make a network connection.
- directory** — a place to store files on a disk.
- ftp** — (file transfer protocol) a way to transfer files from one computer to another.
- GUI** — (Graphical User Interface) a user interface that uses graphics and potentially a mouse.
- home directory** — a directory on the UNIX machines where you can store files.
- home page** — the top of a set of web pages.
- http** — (Hyper-Text Transfer Protocol) the method for transferring files to be viewed by a web browser.
- Internet** — a collection of computers around the world, connected together to share information
- Internet Service Provider (ISP)** — a company that provides you a connection to the Internet, usually through a modem.
- IP address** — a number used to locate computers on the Internet. Each computer on the Internet must have a unique IP address. A DNS is used to translate between IP addresses and domains such as [www.umich.edu](http://www.umich.edu).
- IRC** — Internet Relay Chat.
- IRC Bot** — automated program that responds to IRC messages.
- ITD** — (Information Technology Division) the computer support division of U of M.
- MichNet** — U of M's Internet Service Provider.
- modem** — device that allows a computer to speak to another computer using standard telephone lines.
- mount** — prepare to use a disk on a computer. Note that disks from one computer can be "mounted" on another using the network. This is how you have the same home directory on every Sun
- NNTP** — (Network News Transfer Protocol) a protocol that allows you to read newsgroups on a remote computer. UM's NNTP server is [news.itd.umich.edu](http://news.itd.umich.edu).
- PGP** — (Pretty Good Privacy) an encryption utility available on our Suns for sending private e-mail

**protocol** — a method for two computers to speak to each other across a network.

**quota** — a limit on the amount of something (usually disk space) you can use.

**raster file** — a form of graphic file. Suns save their screen snapshots in this format.

**shell** — a program that accepts command input (dir, ls, pine) and executes the command.

**signature** — text that is added automatically to the bottom of all e-mail you send. See "E-Mail Services" for more information.

**site license** — an agreement between U of M and a software manufacturer that allows a piece of software to be installed on any machine on campus.

**spam** — unsolicited junk e-mail.

**SMTP** — (Simple Mail Transfer Protocol) a protocol that allows a computer to send e-mail.

**Sun** — a computer manufacturer.

**telnet** — a way to connect to another computer and interactively run programs on it.

**TCP/IP** — the set of protocols that computers use to speak across the Internet. Those three protocols are ftp, telnet, and mail.

**Uniqname** — A unique ID valid at all three U of M campuses.

**UNIX** — The generic term for the operating system used on Suns and some other mainframe computers. Solaris is a UNIX operating system.

**URL** — (Universal Resource Locator) a standard for specifying a document on the Web. It consists of three distinct parts: the transfer type, computer name, and file

(including directories). For example, in <http://www.sun.com/index.html>, *http* is the transfer type, *www.sun.com* is the computer, and */index.html* is the filename.

**virus** — a potentially destructive program that will attempt to secretly copy itself onto your disk.

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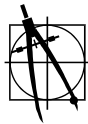
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### ***This booklet is also available online.***

The online version is updated more frequently than the printed version. For the most up-to-date information available, check the online version for changes.

From any engineering workstation, type `csq`. Or feel free to visit the CSG Web site:

<http://www.engin.umd.umich.edu/ecs/help>

PLEASE E-MAIL ANY COMMENTS/SUGGESTIONS/ADDITIONS DELETIONS REGARDING THIS GUIDE TO [ECS@ENGIN.UMD.UMICH.EDU](mailto:ECS@ENGIN.UMD.UMICH.EDU)