

CNR Web/IT Guidelines

The CNR Web/IT staff members are committed to fast, reliable, friendly support for workstation and web issues for the CNR community. In order to handle computing problems in a timely and fair manner, all requests should be submitted through our ticketing system. Email your request to cnrit@berkeley.edu or submit your request online at <https://footprints.berkeley.edu>. When you submit your request, you will be assigned a ticket number and an IT staff member will respond to it as quickly as possible. You can always log in to the ticketing system <https://footprints.berkeley.edu> and view our responses to your ticket.

Important: the ticketing system works with your CalNet directory information. To expedite our services, please ensure that your [information is correct](#) and up to date, especially your building address and phone number. Also, in the event of a service outage on the nature server, you may want to be notified about updates via our Google Groups mailing list. Please supply us with an alternate email address (gmail, yahoo, hotmail, etc.) so that we will be able to contact you when such an event occurs.

For solutions to common problems, please see <http://ucbcnr.blogspot.com/>.

Please read below for the type of response you can expect for the problem you are experiencing. Because there are so many people at CNR who need our services, we do have a quota on the amount of time we can spend helping each individual, which varies depending on the nature of the problem.

College administration is committed to providing IT/web support functions within a secure computing environment. IT staff are required to act in accordance with university guidelines to secure the campus community computing environment. You are expected to comply fully with any recommendation or action we may take in order to mitigate security risks.

I. What is the difference between IT and Web?

Web support covers design and maintenance of publicly available websites – anything you can access with your internet browser (Internet Explorer, Safari, or Mozilla are the most common browsers). Websites are folders that live on a server. A server is a computer that is never turned off. Some folders on the server are configured to be available to anyone who wants to see their contents, which are documents created especially to be viewed with a browser. All websites are just a series of related documents marked up with special tags that allow them to link to each other and display in the browser as “webpages.” Common web documents include HTML, PHP, and ASP. Other documents can be hosted on a website, such as a PDF.

IT support covers all other issues of computing, everything from making sure all your hardware works to configuring the software on your computer to work correctly. Hardware means any physical piece of equipment: computer, monitor, speakers, printers, external hard drives, or anything else you plug into the computer. Software is a set of instructions that tell the computer what to do. Microsoft Word, Mozilla Firefox, and CalAgenda are examples of software programs.

II. What are the normal duties of the Web/IT Support Staff?

Web staff at CNR maintain the [CNR Website](#), departmental websites, CNR-sponsored blogs, [Breakthroughs Magazine](#) site, [Calendar](#), and other CNR sites. Web staff write the programs that

make online forms and registration systems such as SPUR function. They also help maintain faculty pages hosted by eCNR. They can consult with you on designing and maintaining your own lab or personal site hosted on the nature server, but they do not design or maintain it for you.

IT staff at CNR maintain and administer the nature server, which includes protecting it from hackers and running the most up-to-date operating system. They also maintain all of the computers used at CNR by protecting their operating systems with security patches and antivirus programs. They install and configure both hardware and software to run properly. They do not manually fix hardware that has burned up or broken down or teach you how to use your software.

III. Staff Directory

CNR's Web/IT staff are located in 42 Giannini Hall (the basement, north side of the building). Office Hours are 8:00 am – 6:00 pm, Monday-Friday.

IT Support

Computer Resource Manager: Gary Casterline, 642-5583 casterln@berkeley.edu

Computing and Systems Support Team:

Stuart Damon, 643-8481, sdamon@berkeley.edu

Ivan Ordonez, 642-9957, iordonez@berkeley.edu

Jason Trout, 643-7861, jtrout@berkeley.edu

Web Support

Eva St. Clair, Web Editor 33 Giannini, 642-0975, stclair@berkeley.edu

III. Web/IT Support Response Schedule

(see below for examples of problems)

Response times are determined by a variety of factors, including ticket order, backlog, daily staffing, potential impact of furloughs, and the relative importance of the function to the operation of the college. Our goal, however, is to be as fast and efficient as possible in responding to your needs.

Emergency Response (Out of Service)

Email, Network, Hardware Failure

Active Security Compromise

O.S. Failure Resulting in Computer Crash

Data Recovery

Priority 1 (Operational but in need of attention)

Printer or Program (ie, specific applications) Failure

Security Vulnerability Issues

Priority 2 (Routine Maintenance)

Software Upgrades

Connecting Peripherals

Priority 3 (Configuring/Enhancing)

Technical Inquiries

Not Supported

Proprietary software training (Consult ICE service for support)
Personal/lab website maintenance (Hire freelancer/GSI)

IV. Examples of Problems Supported by Web/IT Staff

Emergency Response (Out of Service)

Computer will not boot or crashes frequently
Computer/Monitor will not turn on
"Blue Screen of Death" or "no hard disk found" error message
Computer profile was corrupt and will not load
Unable to connect to network at all (no web, email, *or* shared drives)
Microsoft Windows Automatic update malfunction
Virus/Malware notification
Symantec Anti-Virus malfunction
Need to recover deleted files from shared/home drive
Website restoration after accidental deletion
Security breach – computer actively attacks other computers
Copyright infringement (peer-to-peer sharing of copyrighted material)
Program running on a CNR site not functioning correctly

Priority 1 (Operational but in Need of Attention)

Cannot send or receive email, but other network services OK
Cannot access shared drive, but other network services OK
Main printer is not working with no backup printer available
Software crashes but does not require computer restart
Free hard drive space
Setup computer profile for new user
Create Nature/domain account
Recover desktop files/folders and favorites
Remote Desktop Connection access
Cannot FTP/upload to website
Content (especially contact information) updates to CNR/departmental websites

Priority 2 (Maintenance)

Computer will freeze/hang once in a while
Internet Explorer or Mozilla Firefox browser hang/freeze issue
Assist with data recovery from UCbackup or other supported backup scheme
Create Calagenda account
Installing BFS/BAIRS upgrades
Need new proprietary software installed
Need new peripheral (hardware) device installed
Need new shared drive set up
Need email/server password reset/recovered
Need a backup printer installed
Need printer settings configured (duplex, margin, trays, etc)
Consultation re: group software purchase
Consultation re: group hardware purchase
Need new website or server folder set up
Maintenance/training for personnel pages on eCNR
Setting up new bloggers

Priority 3 (Configuring/Enhancing)

Configuring or enhancing a shared drive
Attach/create email message signature
Create files/folder shortcuts
Assist or show how to make backup copy of files/folders
Instruction on how to map to shared drive
Creation of new computer/software/IT miscellaneous quotes
Changing IE/Firefox/email settings
Configuring or enhancing a website
Consulting on design of websites
Setting up a bSpace course site or project for the first time

V. Campus Support and Resources (Who for What)

Need Help With:	Contact:
AirBears	IST Service Desk: 2-8500, press 1
AFS (Andrews File System)	IST Service Desk: 2-8500, press 3
BFS	2-6800
BAIRS	2-6800
CalMail and CalAgenda	IST Service Desk: 2-8500, press 2
CalNet Issues	IST Service Desk: 2-8500, press 3
CalNet Profile Updates	Update it here
Departmental Onsite Computer Support (DOCS)	3-3272
OPTRS	IST Service Desk: 2-8500, press 4
Our Unit (see below)	servicedesk@berkeley.edu
UniBears (phone, voicemail, etc)	UniBears Customer Service
HRMS	IST Service Desk: 2-8500, press 4

Our Unit Support Contacts

Support requests, concerns, or comments should be sent to ourunit@lists.berkeley.edu, which, in turn, will create a support ticket and a tracking number.

Escalations or more complex concerns should be sent directly to Wendy Jones, wjones@berkeley.edu, project lead for the Our Unit transition, or to Bill Allison, wallison@berkeley.edu, manager of the IST Web Applications unit.

DOCS

DOCS (Departmental Onsite Computer Support) is a service of campus IST. It provides the same type of IT support that CNR IT staff provide, but it recharges for its services.

If you are operating computing equipment that does not meet CNR IT minimum requirements (see below), you should contact DOCS for help maintaining it.

VI. Minimum Requirements for CNR Computers

In order to serve you most effectively, CNR IT staff require all computers to meet the specifications below. In addition to these requirements, CNR IT staff will not guarantee support for computers older than five years. Locating support documentation, parts, software, and drivers is often difficult, if not impossible. The search process for these items is also very time consuming. For these reasons, only basic support will be performed on computers which have been in service for five years or more. If it is determined that the computer or peripheral is no longer capable of

effectively providing service, it will no longer be supported. Supporting older machines takes time away from our ability to serve all CNR users fairly. While upgrading a system can be an expensive investment, the costs to the college in staff time spent on maintaining outdated equipment outweigh the cost to upgrade to better technology.

Hardware

256 MB RAM
20 GB Hard Drive
2.14 GHz Processor

Recommended Security

Symantec Endpoint Protection
Malwarebytes or Webroot Spy Sweeper or Super Anti-Spyware
Windows Defender

Operating SystemWindows

NT 4.0 Workstation and Server
Windows 2000 Workstation and Server
Windows XP all edition
Windows 2003 Server all edition
Windows Vista all edition

Apple

Mac OS X 10.4 Tiger and above

Linux

Gentoo, Debian, Slackware, FreeBSD, Ubuntu, CentOS

UNIX

Solaris