

QTP IT Computing Support Checklist

The original version of this document provided a checklist for making the transition from services provided by QTP to services provided by several organizations on campus. Now the document describes the steps to be taken by anyone joining QTP and needing to configure computers to use the services provided by University of Florida IT service organizations. These are:

- 1) Email is provided by UF Exchange operated by Enterprise Services
- 2) Home files, web files, and network printers are managed by by CLASnet
- 3) Research computing is provided by UF Research Computing and the HPC

1. QTP members who are paid employees: full service support

If you are a member of QTP and paid employee of the University of Florida, this includes all faculty, staff, graduate students, postdoctoral associates, and OPS employees, but not undergraduate research students and visitors, all QTP services will be provided by several service organizations at the University.

There are two options:

- 1) **Managed host:** CLASnet will provide full support of your computer if you request this and you want to use Microsoft Windows as operating system. They will install a full suite of software on your system and will assist you with any problems you may have.
- 2) **Unmanaged host:** If you want to run MacOS, Linux, you will need to be your own system administrator. Then CLASnet will provide documentation and advice, but they will not come and fix any problems on your computer. Of course, you can also run Microsoft Windows on your unmanaged host.

The following lists the basic configuration steps to configure your computer.

1. MAC address: All existing computers have already been registered to be able to connect to the wired network in NPB. The wireless network will work unchanged. To register a new computer for a wired connection, you need to fill out a service request at <http://www.clasnet.ufl.edu/service>.
2. Email: The old email address qtpusername@qtp.ufl.edu will keep working, new members will get an email address of the form gatorlink_username@qtp.ufl.edu. You will need to point your email reader client to the UF Exchange server as explained later in this document.
3. Home file storage: The files in your home directory will reside on a CLASnet server. You will need to point your desktop and laptop to this server with the path name \\ad.ufl.edu\clas\home\g\gatorlink_username where g is the first letter of your GatorLink username, which is the GatorLink ID. You will use your GatorLink username and password to set up this connection.
4. Web file storage: The files for your personal web pages are kept \\ad.ufl.edu\clas\web\users\gatorlink_username. The web page will be accessible as

<http://www.qtp.ufl.edu/~qtpusername> for old members and

http://www.qtp.ufl.edu/~gatorlink_username for new members.

5. Printers: The QTP printers will get a new name. You will need to delete the existing lj printer and define a new network printer with the name similar to <\\ls-v-print01.ad.ufl.edu\NPB-2308.clas.ufl.edu>. Full instructions are further on in this document.
6. Email lists:
 - a. The general email lists for QTP faculty, staff, students, students have been set up already and will be maintained by Judy. They are faculty@qtp.ufl.edu, students@qtp.ufl.edu, staff@qtp.ufl.edu, etc.
 - b. Special aliases such as sanibel@qtp.ufl.edu have been set up as well.
 - c. Faculty group lists can be handled in one of two ways listed below. If you want to use the first option, please send a request to Judy with the list of users you want to be in the list.
 - i. You ask for a simple group list that Judy will manage inside UF Exchange.
 - ii. Use the CNS listserv service as described at <http://docweb.cns.ufl.edu/docs/d0099/d0099.html> These lists offer more flexibility to manage members and for each member to manage preferences.

2. All QTP members: Research computing transition

QTP members, whether they are paid employees or remote collaborators, can continue to use UF HPC resources under the faculty sponsorship of one of the QTP faculty members.

The disks for research data reside on HPC storage systems. They will be backed up once a month by the CNS tape robot with QTP covering the cost of the backup service. These are

- a. <submit.hpc.ufl.edu:/nsam/qtp/cheng>
- b. <submit.hpc.ufl.edu:/nsam/qtp/bartlett>
- c. <submit.hpc.ufl.edu:/nsam/qtp/sponsor/username>
 - i. sponsor is the name of the faculty sponsor of the HPC account
 - ii. username is the name of the owner of the data
- d. <submit.hpc.ufl.edu:/nsam/qtp/roitberg>
- e. <submit.hpc.ufl.edu:/nsam/qtp/merz>

These directories can be accessed from your Windows, MacOS, and Linux personal computers using SAMBA as before. Instructions can be found at http://wiki.hpc.ufl.edu/index.php/Samba_Access.

Email configuration instructions

1. Using the UF Exchange email server with one of several email clients

The UF Exchange email server, which currently has 15,000 users, can be used in three different ways:

1. **Outlook Web Access (OWA).** Use any browser and access the webmail client at <http://www.ufl.edu>. This client has the full capabilities of Outlook with the flexibility that it can

be accessed from any computer with a browser on it. There is no setup required and you do not have to perform any configuration steps on that computer.

2. **IMAP web client.** Use any IMAP capable email client, such as **Mozilla Thunderbird, Mac OS X Apple Mail, Opera, Mozilla Seamonkey, Alpine (successor of Pine), Microsoft Office 2010 Outlook**, etc. This requires setup similar to any IMAP client setup. For example, configuring **Thunderbird** as an IMAP client is simple. The important steps are:
 - a. Use **IMAP server** imap.mail.ufl.edu with **"SSL/TLS"**, **port 993**, and **"normal password"**.
 - b. Set the **SMTP server** to smtp.ufl.edu with **"STARTTLS"**, **port 587**. (For **Apple Mail**, see the next item for this step.)
 - c. Then change the login information to connect to the IMAP server under **"Server Settings"** and the SMTP server under **"Outgoing Server (SMTP)"** from the QTP username/password to the GatorLink username and password.
 - d. In the main **"Account Settings..."** panel, the default for **"Account Name"** in Thunderbird is your email address and you can keep that unchanged. I prefer to change the name to **"UF Exchange"** to indicate the server that this account setting works with, since my email is the same before or after the move.
 - e. In the main **"Account Settings..."** panel, you can also supply your **"Email Address"** that is used by Thunderbird when composing messages. You can keep this as gtpusername@qtp.ufl.edu or you can change it to gatorlinkusername@ufl.edu, whichever you prefer outsider to see as the address your message appears to come from.
 - f. In the **"Account Settings..."** -> **"Server Settings"** panel, click on **"Advanced"**. In that panel you may need to **uncheck "Show only subscribed folders"** and make sure to leave the field **"IMAP server directory"** blank. This way all your folders on the UF Exchange server will show up automatically, without the need to subscribe to each and every one.
 - g. Under **"Account Settings..."** -> **"Synchronization & Storage"** uncheck the default **"keep messages for this computer on this computer"**; that will help you be in compliance with UF policies about data security.
3. **IMAP web client Apple Mail.** To incoming server settings must be changed as described above. To set the SMTP server up in Apple Mail, one needs to do the following:
 - a. Under the "Mail" menu, select "Preferences..."
 - b. In the Preferences dialog, go to the Accounts panel.
 - c. Look for "Outgoing Mail Server (SMTP):", next to which there should be a drop-down menu. Click this menu, and from it select "Edit SMTP Server List..."
 - d. An SMTP server should be created with the following properties:
 - i. On the "Account Information" tab, "Description" can be anything, for example "UF".
 - ii. Also on the "Account Information" tab, "Server Name" must be "smtp.ufl.edu" (without quotes).
 - iii. On the "Advanced" tab, the "Use custom port" radio button should be chosen, and "587" (without quotes) entered in the corresponding text field.
 - iv. "Use Secure Sockets Layer (SSL)" should be unchecked.

- v. From the "Authentication" drop down menu, "Password" should be chosen.
 - vi. In the "User Name" field, the user should enter his GatorLink username.
 - vii. In the "Password" field, the user should enter his GatorLink password. If, having done all these steps, the server shows up as "Offline", it's possible that the mail client forgot the password; then you need to re-enter the password in the SMTP server setup.
4. **Outlook 2010 client using Exchange Server protocol.** This way uses the Microsoft Office 2010 Outlook client program to access the full capabilities of the Exchange Server and requires some setup described in a separate document **OutlookGuide.pdf**. If the native connection mode is configured, it also requires that the computer is part of the UF network, either by being on campus or through the VPN client. It is possible to configure the client as **Outlook Anywhere** and then the HTTP protocol is used, which does not require that the VPN is running.
 5. **NOTE:** Even if you are not using the QTP mail server now and do not intend to use the UF Exchange server because you are forwarding all mail to another account, you may still need to make a change to your client setting for the outgoing SMTP server. You need to make sure that you are using **smtp.ufl.edu** and not **smtp.qtp.ufl.edu**.
 6. UF Exchange has a rule that all messages in "Inbox" and in "Sent Items" will be deleted, i.e. moved to "Deleted Items" after one year (365 days). We will move the Inbox from the QTP account to "Inbox from QTP" so that this does not cause a problem. If you have been using **Thunderbird**, all sent messages have been going to "Sent" and deleted messages to "Trash", and they will keep going there. Therefore the restrictions on "Sent Items" and "Deleted Items" do not apply when using **Thunderbird**.

2. Forwarding email

The following forwarding rules can be used.

1. In your account settings in PeopleSoft there is a menu item to forward email. There are three possibilities to choose from:
 - a. Forward to UF Exchange
 - b. Forward to Gatorlink mail
 - c. Forward to an email address you provide
2. Inside Outlook/Exchange you can set up forwarding rules that will take incoming email and send it to specified addresses. Note that setting the forwarding in PeopleSoft does not affect email from users who are in UF Exchange sending to another user who is in UF Exchange, that mail is delivered directly without checking with PeopleSoft. The PeopleSoft forwarding rule only applies to email from outside the UF Exchange system. Users who do not want to use UF Exchange at all and want all their email to be forwarded to some other account, like smith@gmail.com, should not request a UF Exchange account at all; then the setting in PeopleSoft will forward all email to that desired account.
3. When a single person moves from QTP mail to UF Exchange, that user must set forwarding to the address gatorlink_username@mail.ufl.edu to forward all email to UF Exchange. Note that this is different from the expected address of gatorlink_username@ufl.edu. On a Linux system

forwarding is done by typing the address in the file called **.forward** in your home directory. Make sure that the permissions of the file are set so that only the owner user has write permission and no group or other members have read or write permission.

Home space instructions

The NTFS file system is case sensitive. However, Windows services are case preserving, but do not distinguish two files in the same directory with names that only differ in case of some or all characters in the name. Most such file names are the result of typing errors. You will need resolve this conflict before the copy takes place to make sure that all the files are copied.

1. MacOS details for accessing home space

The connection points given in the instructions for the personal home and personal web shares (viz., \\ad.ufl.edu\clas\home\g\gatorusername and \\ad.ufl.edu\clas\web\users\gatorusername) do not work. There is a CLASnet page where the instructions are presented <http://www.clasnet.ufl.edu/howto/MacConnect.shtml>. In short form the addresses needed in the "Connect to Server" dialog are:

For home directories the MacOS specification is **cifs://ls-home.ad.ufl.edu/home<N>/<g>/<gatorlink_username>**, where <N> is a single digit whose value depends on the first letter of the GatorLink user name, <g> is the first letter of the GatorLink username, and <gatorlink_username> is the GatorLink username. The value for N is determined by the first character of the GatorLink username. If it starts

- a. with a, b or c: 0
- b. with any letter between d and i: 1
- c. with j, k or l: 2
- d. with any letter between m and r: 3
- e. with any letter from s onwards: 4

So that, for example, the share of deumens is **cifs://ls-home.ad.ufl.edu/home1/d/deumens**.

You then connect as a "registered user" with the credentials:

- a. User name: UFAD\<gatorlink_username>
- b. Password: your GatorLink password

2. Linux details for accessing home space

For Linux desktop and laptop computers there are two ways to proceed.

The first way is to use the Gnome "connect to server" tool (gvfs) provided with most Linux distributions. It acts like the Windows interface and the path can be typed in exactly as one would on a Windows computer.

The second way use the command line and then the home space must be type as for the MacOS, as described in the previous section. For example for the user Sjostrom:

```
mount -t cifs //ls-home.ad.ufl.edu/home4/s/sjostrom MOUNTPOINT -o  
username=gatorlink_username,domain=UFAD,uid=local_user
```

Web space instructions

Your web files will be copied for you. If you use complex PHP capabilities, the new server may not support them. This will be changed in the next few months, as a new person will join the CLASnet staff member who is dedicated to web services.

1. MacOS details for accessing web space

The Windows path [\\ad.ufl.edu\clas\web\users\gatorlinkusername](#) becomes **cifs://ls-share.ad.ufl.edu/web/users/<gatorlink_username>**

2. Linux details for accessing web space

The same options apply as described under home space instructions, but applied to the correct path name for web space.

Printer instructions

The printers are accessible as network printers. The username and password to use are the same as for the home and web space access, namely

Username: UFAD\<gatorLink_username>

Password: GatorLink password.

Under **Windows** the path name for printer labeled lj2 is [\\ls-v-print01.ad.ufl.edu\NPB-2308.clas.ufl.edu](#) and for lj1 it is [\\ls-v-print01.ad.ufl.edu\NPB-2308-2.clas.ufl.edu](#).

For **Windows 7 on 64 bit** systems (x86_64), there are a few extra steps to be taken before you start:

1. Go to the C:\Windows\system32\ directory and find the file "mscms.dll"
2. Copy that file to:
 - a. C:\windows\system32\spool\drivers\x64\3\ if you are using 64-bit Windows 7
 - b. C:\windows\system32\spool\drivers\w32x86\3\ if you are using 32-bit Windows 7

For Windows 7 systems, you need to store the Active Directory GatorLink username and password first, because the printer installation wizard does not have that option in Windows 7, like it does in Windows XP. There are two ways to do it. We recommend the second way.

1. Open a Command Prompt window, and type the following at the command prompt and enter the appropriate credentials in the authentication window: **start**
[\\<servername>\<printername>](#) In this command, <servername> represents the name of the

print server and <prntername> represents the share name of the printer, see the above full pathname.

2. Store a trusted credential in Credential Manager. To do this, follow these steps:
 - a. In Control Panel, open Credential Manager.
 - b. Click Add a Windows credential.
 - c. In the dialog box, enter an appropriate print server name, **ls-v-print01.ad.ufl.edu**. Then, enter a user name, **ufad\, and matching **GatorLink password** that are trusted on the print server.**
 - d. Click OK.

After that the printer can defined with the following steps:

1. In the “Devices and Printers” control panel, choose “Add a Printer”.
2. In the new window, click “Add a local printer”.
3. On the following screen, select “Create a new port”, and then choose “Local Port” from the drop-down list and click “Next”.
4. When asked to enter a Port Name, use the full path to the printer <\\ls-v-print01.ad.ufl.edu\NPB-2308.clas.ufl.edu> If you receive an error saying “The network path was not found”, check carefully that the string was typed in correctly, then try again.
5. You will be asked to install a driver.
 - a. It is possible that the driver is already available on your system. Select the vendor “**HP**” on the left and the printer “**HP Color LaserJet CP3525 PCL6**” in the right panel.
 - b. If it is not on that list, you must manually download the correct driver from the manufacturer’s website. It is an HP Color LaserJet CP3525 and you will need the universal print drivers if you have a 64 bit windows 7 system, and extract it to a folder on your computer. Then click the “Have Disk...” button in the “Add Printer” wizard and point it to that folder, then click “OK” and “Next”.
6. Wait for the installation of the driver to complete.
7. After the driver installation is complete, a panel appears that allows you to give the printer a name and to list its location, which is NPB 2308.

At this point, the printer should be installed and functional. Print a test page to make sure everything works correctly.

To make sure the printer supports duplex printing, go to “Faxes and printers” and select the new printer. With the right mouse-button select “printer properties”. Click the “Device Settings” tab and look for “Installable options”. Under that section is the “Duplex Unit” option. Make sure that it says “Installed”. If it says “Not installed”, click on it with the right mouse-button, to select the other option. Then save and close these panels.

Next click on the printer and select “Printer Preferences”. Under “Finishing”, make sure to select “Print on both sides”.

Under **MacOS** and **Linux** you connect to these printers as SAMBA printers using the server name of **ls-v-print01.ad.ufl.edu** and the printer name **NPB-2308.clas.ufl.edu**.

Detailed instructions for **MacOS** with screenshots are provided on the CLASnet web page at <http://www.clasnet.ufl.edu/howto/macos/printing/>.

Advanced instructions for accessing desktop computers

This section is useful for users who wish to connect to their desktop or laptop computer when it is connected to the wired network in the New Physics Building from another computer, such as the HPC Center login host submit.hpc.ufl.edu.

CLASnet gives out dynamic IP addresses in leases that last for only a few hours. This has the effect that unless one's computer is permanently powered on and connected to the network that computer's IP address will frequently change. Users can no longer rely on one IP address for connecting to the computer, and they need to look it up anew after each reboot or reconnection.

The short hostname of any computer will be the computer name, set by the administrator of that particular computer. The long hostname will be the short hostname, but now followed by ".ad.ufl.edu" (instead of ".qtp.ufl.edu").

So what is your short hostname, and how can you change it?

1. On MacOS:
 - a. Open the System Preferences.
 - b. Select "Sharing" and you will see a panel displaying the local hostname.
2. Windows 7:
 - a. Select Start -> Control Panel -> Category -> Small Icons
 - b. Then double click on System. The panel will show the computer name and the domain name (if set).
3. Linux:
 - a. Start a terminal window.
 - b. Type the command "hostname" to display the computer name.
 - c. Different Linux distribution work differently and some configuration may be required to make sure the that the Linux computer passes the local hostname back to the DHCP and DNS servers when a DHCP address is received.