

Davis College

Computing Overview



The computer staff supports administrative and research computing for the Davis College. The college maintains approximately 640 desktop computers at the various on and off campus locations with 128 of these being located in 5 teaching computer labs ranging in size from 20 to 37 stations. Direct support covers a broad spectrum including software, hardware, servers, repair and research component design and repair. Computer connected hardware permeates the college with short, medium and long range laser scanners, data loggers, body scanner, CNC router and computer controlled test equipment. The staff consists of three full time personnel and one graduate assistant. The staff strives to support any computer related project to the best of our ability with no cost recovery.

Computer Help and Help Desk Requests

The most efficient way to request computer help is to submit a trouble ticket at the OIT Help Desk.

1. In your web browser go to <http://oitss.wvu.edu> If prompted, type the username and password you use to log onto your computer (Master ID)
2. Choose Davis College Request from the list on the left.
3. Make sure to provide a brief description of your problem and list your room number.
4. Press the submit button when you have filled in the fields.

Alternatively you can call the OIT Help Desk at (304) 293-4444

In the case of a computer emergency, call the Davis College Dean's office at 304-293-2395 and they will page one of the support staff.

Most Help Desk tickets are completed in less than two days, and you will normally hear from someone on the computer staff in less than a day. At certain times of the year, when requests are heavy, this may take longer (especially around the start of each semester).

Computer purchases and quotes

In order to provide quality and consistent support and access to network systems, software and repair, the Davis College requires all quotes and specifications for the purchase of computers, peripherals and software to be provided or reviewed by the Davis College computer staff before being ordered. If you would like to purchase a computer or peripherals using department funds, please put in a Help Desk request to obtain a quote. The Davis College has standardized on the Windows platform with Dell as the primary vendor. Any computer, peripheral or software purchased without being vetted by the computer staff will be considered low priority and the computer staff has been instructed to work on these systems only as time allows.

Computer configuration, installation and repairs

To insure the safety and security of everyone, new computers must be installed by the computer staff. If your computer is mistakenly delivered to your office please call the Help Desk to request installation. Your computer will be then picked up, updated (even new computers need this), anti-virus and software installed, placed on the network and returned to you. Computers must be clearly identifiable as belonging to WVU before they can be configured, installed or repaired. The staff can easily trace the service tag on Dell systems to accomplish this. It is the responsibility of the purchaser to have non-Dell computers marked as WVU property before they can be configured, installed or repaired. Sargent Peggy Runyon, certified crime prevention officer, can mark the equipment. Please contact her at Peggy.Runyon@mail.wvu.edu to schedule this. The staff is certified to repair Dell computers on-site and warranty parts are usually available next day (a free service). Dell is also covered under the WVU repair contract. Out of warranty repairs currently cost a flat fee of \$65 dollars. Arrangements for shipping and RMA of unapproved equipment will be the responsibility of the purchaser as most of these systems must be returned to the vendor for service.

Software and Software Purchases/Licensing

Requests for software purchases and installs can be made via the Help Desk. Software that is already licensed by the Davis College will be installed as requested at no cost. Quotes will be provided if the software is not already licensed. Requests to install software that is in your possession requires proof of license paperwork. The CD for the software is not proof of license unless it is in the original unopened retail packaging. A sample of software installable on any college owned computer includes Microsoft Word, ArcGIS, or AutoCAD. Software is not available to be installed on personal computers with the exception of Symantec Anti-Virus.

Printing

Network laser printing is available to almost everyone with an office in Agricultural Sciences and Allen\Percival Hall. Selected divisions also have network color printers. Personal printers are not recommended due to the higher cost per page, limited service life and expensive consumables. If you need connected to a network printer please put

Printing (cont)

in a Help Desk request. Large format plotting (poster size) is available by contacting Gloria Nestor at Gloria.Nestor@mail.wvu.edu or 304-293-2465

Computer Labs

The college operates 5 computer labs on the Evansdale Campus. The computer labs are available for scheduled classes and walk-in students when class is not in session.

Computer labs in the Agricultural Sciences Building are in rooms G15, 2023 and 2013. Scheduling for the Agricultural Sciences Building should be done with:

Nancy Moody

Room 1006

304-293-2275

Nancy.Moody@mail.wvu.edu

Computer labs in Percival Hall are located in rooms 317 and 332. For scheduling, please contact the Division of Forestry and Natural Resources at 304-293-4412 or visit 322 Percival Hall. Requests to install software needed for a class need to be made at least 2 weeks in advance. Proof of licensing will be required before the software can be installed.

Web space and eCampus

WVU provides web space for the Davis College faculty and staff. Access and support can be obtained by contacting Jane Lefevre at Jane.Lefevre@mail.wvu.edu. Materials to support for credit courses and on-line courses should be up-loaded to WVU's eCampus system (ecampus.wvu.edu). Debby Boone serves as the Point of Contact for the college and can provide assistance in obtaining course development space, rolling content from one term to another, adding teaching assistants, troubleshooting issues in eCampus and provides a voice regarding eCampus issues to Academic Computing. Debby can be reached at Debby.Boone@mail.wvu.edu or at 304-293-5450.

Computer Security

College computers require your WVU Master ID to log in and are set to automatically lock the computer screen after 15 minutes of inactivity. All computers come preinstalled with Symantec Endpoint anti-virus that automatically scans and reports suspicious files back to the computer staff. If you are prompted to scan or remove viruses from your computer it is probably a virus and you should not do it and instead put in a Help Desk request to have your computer checked. Administrator access (the right to install programs) is a privilege granted only to faculty and staff but may be revoked for excessive virus activity or installation of illegal software.

Data Storage

Data storage is provided at the WVU Data Center and is backed up at a central location with management provided by the computer staff. This storage was purchased by the college in 2011 and has a 5 year service life. It is currently available to all faculty, staff and graduate students in the Davis College. To access this storage you must be logged into the WVU network on a WVU computer with your WVU username and password (Master ID). Remote access is also available through any computer web browser by special request.

The storage space is presented to most clients as the N: and U: drive. This is the safest storage available and far superior to pen drives, CDs, DVDs or external hard drives. If you do not see just an N: or U: under My Computer you may see drives with names starting \\wvu-ad... The drive letter may show at the end of the name (based on how you have your display setup, you may or may not be able to see the end).

If you type N: or U: in the address bar and hit enter you will go to the drive.

In most cases you should work directly off the N: and U: drives. Exceptions would include large AutoCAD and ArcGIS files, but for most documents you will see no speed difference working directly off the network drive.

U: drive

The U: drive is now 5GB per user and is private to the individual. This is the best and safest place to put your most valuable data. This storage is housed at the WVU Data

Data Storage (cont)

Center and backed up on a regular basis. You can see this storage from any college computer you log into that is connected directly to a WVU network (wired or wireless). Remote sites and people who are traveling can be setup to see it over the web. To access the storage just go under My Computer and it should be listed under Network Drives. You can also choose the U: drive from your application when saving. If you cannot see your U: drive or have problems with access please put in a Help Desk request.

N: drive

The N: drive (under My Computer) is the shared work space for WVU. The college has a folder under this drive letter listed as N:\Davis College. You may see other folders if you are part of another group. Divisions, departments and research groups can all request folders under N:\Davis College to allow collaboration among groups. Access to the folders is limited to faculty, staff and students who are requested by the folder owner to view the contents. You will only see the folders you have access to.

Division folders are setup for intra-division collaboration. If you would like to start a folder inside your division, please put in a Help Desk request. Make sure to include your division, department, the list of users and a short description of the content in the request. Access to folders is limited to the list of people requested. Folder size is controlled and requests for large amounts of space will require a funding source.

Currently available items everyone should see under N:\Davis College drive include:

N:\Davis College\building floor plans - This contains floor plans for Allen and Percival Halls, Agricultural Sciences, Agricultural Sciences Annex, and South Agricultural Sciences.

N:\letterhead - A repository for Davis College letterhead. To have your letterhead included, please email it to Ben.Groover@mail.wvu.edu.

N:\software - Most faculty and staff will be able to make use of this (but not everyone). Check with the computer staff unless you are sure of what you need. This software is installed by default on all newer computers. Current directories include:

Adobe Acrobat 9 – Viewing PDFs

Anti-virus (campus computers only)

Groupwise Client - Reinstalls Groupwise Client

Data Storage (cont)

silvah - <http://www.fs.fed.us/ne/warren/silvah.html>

gwiefixand - Fixes email reference in Internet Explorer to run Groupwise

Servers/Research Support

On the Evansdale campus we have 4 physical servers for research, custom web applications and local software storage. At the WVU Data Center we are responsible for systems administration and applications on 4 virtual servers that provide software licensing to the college and other parts of WVU, print services for the college and web services. Almost everything that requires a server at WVU can be provided with already existing equipment. If you feel you may need a specialty server for your research project, please put in a Help Desk request with the reason and software requirements. Servers are normally set up as virtual servers at the WVU Data Center. New servers incur a minimum fee of about \$1700 plus the cost of backup and storage. Servers are not permitted to be installed inside offices and management is allowed only by OIT staff. If you have further questions please contact Ben Groover at ben.groover@mail.wvu.edu.

For any questions or possible additions please email Ben.Groover@mail.wvu.edu