

In this issue...

Top Articles

Using the Network Identity Manager

Performance tip: Let your software breathe

Other Issues

Computing services update

What to do if you have a hardware problem

Common problems with standby / hibernate

Just for Fun

Registering your gaming consoles

Top 5 reasons to bring your laptop to the Help Desk

Help Desk Business Hours

The Help Desk is open weekdays from 8:00 AM until 5:00 PM. For same-day service, please have your laptop to us by 3:00.

Using the Network Identity Manager

There may be times when you experience problems accessing your AFS drives. The most common reason for this is the AFS service not being started. To properly access your AFS drives, you will need to ensure you start the AFS service *before* you get Kerberos tickets. To do this, follow these steps:

1. Start the Network Identity Manager
2. Go to Options > Gen-

eral > AFS

3. Click the Start Service button. If the Start Service button is grayed out, then the Service Status box above it will say "Running"

4. Press OK to close the options menu

5. Press the gold button in the upper left corner of the window to begin the process of obtaining new tickets

6. Log in with your Kerberos username and

password

7. Allow the program to get your tickets. You can determine whether or not it was successful by looking at the Network Identity Manager window - it should now tell you when your tickets expire.

If you do not follow this procedure, you may not have access to your AFS drives.

Performance tip: Let your software breathe

Lets face it; you store your life on your computer. You've got music, videos, games, Internet favorites, and probably a space where you put all of your academic work. Unfortunately, having media always-available consumes large portions of your hard drive and can cause performance problems with many applications, including Windows XP. One possible reason for these problems may be that you are running low on hard drive space, effectively "choking" your software.

In many cases programs require a temporary space to store information about themselves, the document you are editing or have open, or to assist switching between applications or tasks. Microsoft suggests that you leave 1.5 GB of free space on your

hard drive for this purpose, however IAIT has found that some academic software can benefit from having 5 or more gigabytes free. If you use two or more academic software applications concurrently, you may benefit from taking a look at

your hard drive free space. Look at what you have in My Documents and delete files you no longer need or those files that occupy large portions of your hard drive. For additional performance tips, visit the Help Desk during business hours.

How can I check how much free space I have left?

1. Double-click on "My Computer"
2. Right-click on the "C" Drive
3. Select "Properties" from the menu that appears.
4. On the "General" Tab, look for the number at the far right side of the line that reads "Free Space".

What can I do if I need to free hard drive space?

In most cases a large portion of your hard drive is being used by your music and movies located in the "My Music" and "My Videos" folders in "My Documents". Consider burning these files to a DVD then deleting them from your hard drive. You might also purchase an external hard drive and move these files to that device instead of the internal hard drive in your laptop.

Computing services update

There have been some significant changes to the Rose-Hulman computing environment since May 2007. New services were added and some unnecessary duplication and end-of-life servers were removed. Some of the changes are described below.

Veritas NetBackup

Veritas NetBackup is a network backup utility for Rose-Hulman faculty and staff. IAIT staff have been evaluating a replacement backup solution that is more robust when dealing with mobile clients, e.g. laptop computers. In the meantime,

IAIT recommends users back up their important files to AFS or DFS, external media like CDs or DVDs, or external hard drives.

Abacus / Sliderule

Abacus and Sliderule, two SUN Solaris servers, are no longer available. They have been replaced by Addiator (addiator.rose-hulman.edu), a Red Hat Linux system. Addiator has 4 Opteron 875 2.2 GHz dual core processors and 32GB of RAM, which is greater than that of both Abacus and Sliderule combined.

Samba

Samba is a network file

service that implements the Microsoft file sharing protocol. It has been used to access AFS files and folders without using the OpenAFS client and Network Identity Manager. It was of most benefit to users of unsupported systems like Windows 95/98. Efforts are underway to deploy a new Samba service.

Network Registrations

Network registrations can no longer be requested via online form. In order to get your devices registered, please Email the Help Desk with the MAC address and type of device.

Common problems with standby / hibernate

Class is over. It's time to pack up and move on to the next exciting class of the day. But should you shut your computer down, put it on standby, or hibernate it? Shutting down your computer and then restarting it when you get back takes a long time, so many people use standby or hibernation.

When you put your computer in standby, your com-

puter stops supplying power to everything except your RAM. This keeps all your loaded programs in memory and allows the computer to turn back on very quickly. However, it still uses a small amount of power.

Hibernating your computer turns it off completely. When your computer hibernates, it writes the contents of your RAM to a reserved

section on your hard drive. When it is turned back on, it takes time to write from your hard drive to the RAM. Both of these options are faster than turning your computer off and on, but they also have some disadvantages.

One known problem occurs when you are running the AFS service before standby/hibernation. After coming out of standby/hibernate, the AFS service is not reloaded properly. You should manually restart it, otherwise you may not have access to your AFS drives. Also, a lot of computer issues can be solved by restarting your computer, so it is good to restart it at least once a week, or when you begin to encounter slowness or other performance issues.

Have a hardware problem with your laptop? Here's what to do:

Because of the nature of hardware problems, you must bring your laptop to the Help Desk. Our vendor-certified laptop technicians will diagnose and repair your laptop.

Top 5 reasons to bring your laptop to the Help Desk

- 5) My power cord got stuck under a recliner or something
- 4) My friend removed the virus scanner so my laptop would run faster
- 3) I tripped over the dog and spilled Lean Cuisine on my laptop
- 2) I dropped a metal ball on my screen and it shattered
- 1) My laptop fell off the back of my couch, out the window, and down the stairs

Game console registration

In order to get online with your gaming console, you have to first register your console's Media Access Control—or MAC—address with IAIT. The fastest way to do this is to send an email to helpdesk@rose-hulman.edu with your username, the device's MAC address, and the type of device.

For more information on finding your system's MAC address, see the page located at http://www.rose-hulman.edu/TSC/services/internet_connections/getting_online/locate_MAC/.