

Life Sciences Computing

Who

Life Sciences Computing (LSC) is an infrastructure and support service dedicated to the College of Life Sciences, with a wide-ranging portfolio from desktop systems through to high performance computing. LSC can also advise College members about services maintained by the University's central computing service, ICS, such as GroupWise email.

Where

Full details of many of the services highlighted within this Quick Start guide are available from the Life Sciences Computing website

www.lifesci.dundee.ac.uk/services/lsc If you need support or advice the best way to log a support call is via the web

www.lifesci.dundee.ac.uk/services/lsc/support/

Alternatively, you can call (01382) (3) 84249, email support@lifesci.dundee.ac.uk or visit the Support Desk, room 1L-113, located in the WTB Link Block behind WTB reception.

When

The LSC Support Desk operates between 09:00 and 17:00 Monday to Friday during standard University opening times.

Planned maintenance that can impact on IT services is carried out between 07:00 and 09:00 on Tuesdays, or if necessary on Saturdays between 09:00 and 18:00.

Details of planned work or service-affecting problems are always on our website and also posted to Twitter. You can follow us [@LifeSciComp](https://twitter.com/LifeSciComp).

If you have any comments or complaints about the service, please address these to the Head of Life Sciences Computing, Dr Jonathan Monk,

j.g.c.monk@dundee.ac.uk.



LIFE SCIENCES COMPUTING

College of Life Sciences

This leaflet provides an overview of the support services and facilities delivered by Life Sciences Computing and help you to use IT at the College of Life Sciences effectively.

SERVICES

Computers

Web Design

Printing

Collaboration

Email

Security

Compute Cluster

Passwords

Databases

Storage

Servers

Network

The main office for computing support is located in the Wellcome Trust Building, room 1L2-113. Support can be obtained via the web using support.lifesci.dundee.ac.uk, email by support@lifesci.dundee.ac.uk or telephone via +44 (0) 1382 384249.

▶ Computers

LSC Desktop Support covers Apple Macintosh and Microsoft Windows 7 operating systems. LSC, in conjunction with Wellcome Trust Stores, can provide supported desktop and laptop workstations from stock by the next working day.

A standard workstation configuration is available for both operating systems with a wide range of the most popular software pre-configured, including Microsoft Office, Thomson Endnote, Adobe Photoshop, Illustrator and Acrobat Pro. Specialist scientific software is also installed and additional licensed software is available on request. The full list is available via the LSC website.

Users do not have administrator rights on workstations, but if this is necessary, this must be requested with permission of the Principal Investigator and use a separate username.

Windows Virtual Desktops and Terminal Servers that provide access to applications and desktops are available on request.

▶ Security

Security of computers and data is very important.

All systems should be protected by **strong** passwords. Our password management system can help you select a strong password.

Do not write down or share your password with anyone. Do not connect any IT equipment unless it complies with the network connection policy, i.e. antivirus software is active and has the latest updates applied.

Do not make, transmit or store an electronic copy of copyright material e.g. music, movies or software, without the permission of the owner.

LSC monitor all internet traffic in and out of the College and reserve the right to inspect equipment and data as necessary.

▶ Passwords

You have two user accounts: one from the University for Email and Library Services, the other from the College for almost everything else. The best way to change your password is via the Life Sciences Directory lsd.lifesci.dundee.ac.uk website as this can keep the passwords for Email and Life Sciences the same.

▶ Email

From January 2012 the email and calendaring tool for the University is Office 365 Exchange Online from Microsoft.

The best way to access email is using Outlook 2010 on Windows or Outlook 2011 on Mac. You can also access your mailbox from anywhere using: webmail.dundee.ac.uk. IMAP connections are also supported.

Shared access to your email is easily configured so others can manage your email on your behalf.

Exchange Online supports calendaring so you and others can see when you are busy. You can also publish your availability online for collaborators outside the University.

Exchange Online integrates with most smartphones including iPhones, Android and Blackberry handsets.

▶ Network

Wired sockets are provided at Gigabit speeds. Sockets not currently active can be enabled, usually by the next working day. Further sockets can be installed as needed, at additional cost. LSC maintain multiple, resilient firewalls to safeguard against unauthorised access to servers and data.

Wireless access is available in seminar rooms and other areas - just look for the Wireless Zone logo. The **Lifesci** wireless network provides access to the same College facilities as a wired port.

The Virtual Private Network (VPN) service allows you to access College facilities as if you were within the College network from home and other external locations.

▶ Storage

All staff and postgraduate students start with 25GB of personal network storage. This is accessible via networked shares to Windows, Mac and UNIX workstations. It is also available over the web via webdav.lifesci.dundee.ac.uk/home

Additional network shares of varying sizes (from 100GB to many Terabytes) are available, with user-delegated access control. The shares can also be increased in size on demand.

All LSC-managed networked storage is replicated between two availability zones in the complex, snapshotted regularly during the day and backed up nightly to tape libraries in JBC and Ninewells.

▶ Printing

Most groups have shared networked printers that are available. Printers connected directly to computers are not recommended or supported.

▶ Web Design

LSC have web developers who manage the College and School website and can work with groups to produce project or lab-based websites.

▶ Collaboration

The College runs collaboration tools that allow users to easily share documents with College, University and external collaborators.

▶ Servers

A number of applications servers are available that provide useful services ranging from Mascot protein identification and SILAC analysis through to instrument booking management. LSC provide a server virtualisation solution that lets groups have their own servers and virtual machines without buying additional hardware. Servers can be created to user requirements running either Linux or Windows.

▶ Databases

Database servers for MySQL 4 and 5 are available for all groups to use. Oracle 10g/11g, Microsoft SQL server, Postgres and IBM DB2 database servers are configurable to meet the specific needs of groups.

A Filemaker 11 server is also available for researchers needing to create simple, web and client based databases for internal users.

▶ Compute Cluster

LSC maintain a high performance compute cluster of up to 500 processing cores with 2TB of RAM running Linux. This is used to provide bioinformatics computing as well as other data processing such as Spinlock to process microscope images.