



CERN

IT Central Services

Support: CERN service portal

<http://cern.ch/service-portal/>

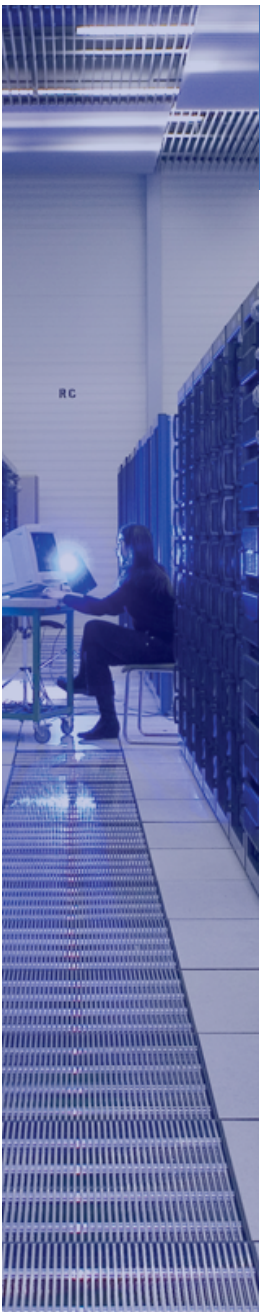
#77777

service-desk@cern.ch



Contents

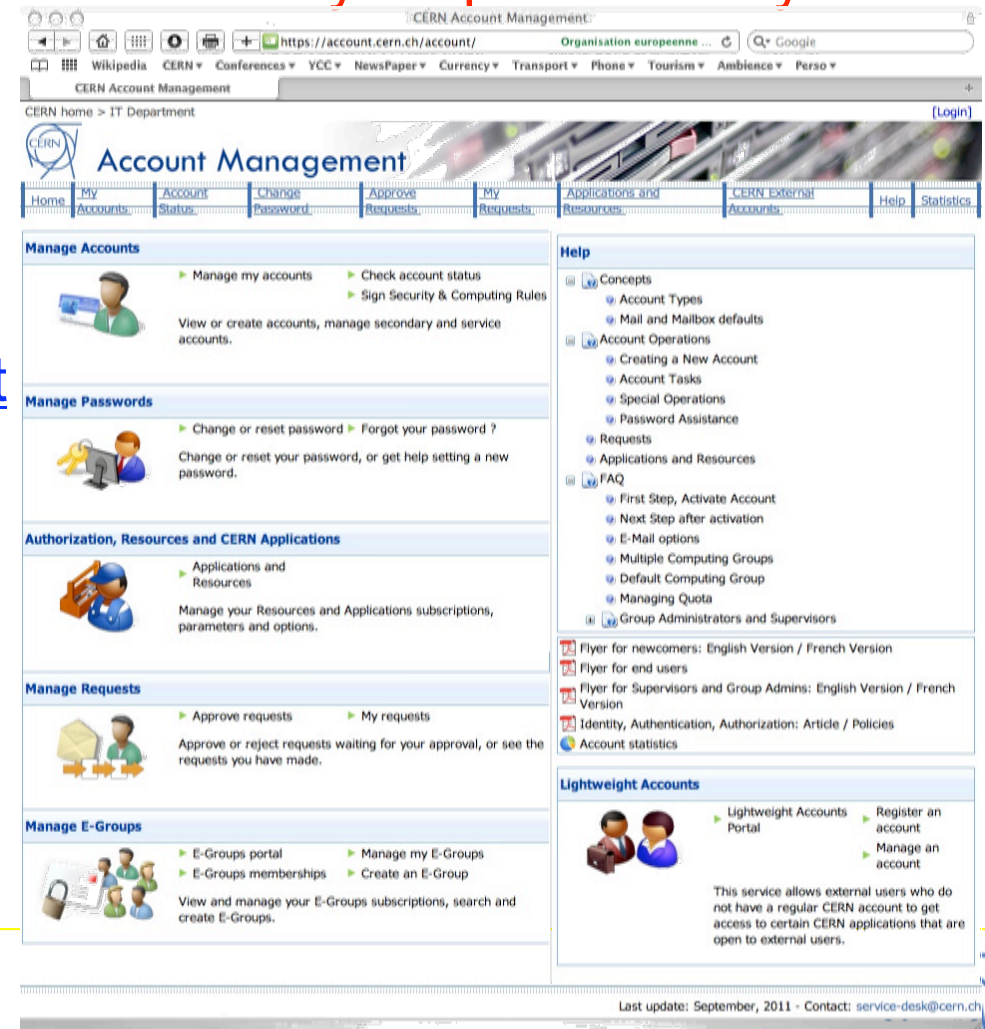
- Account management
- Mail
- Web
- Linux
- Windows
- Macintosh
- E-Groups
- TWiki
- Security



Account Management

Credentials are the same on all central services

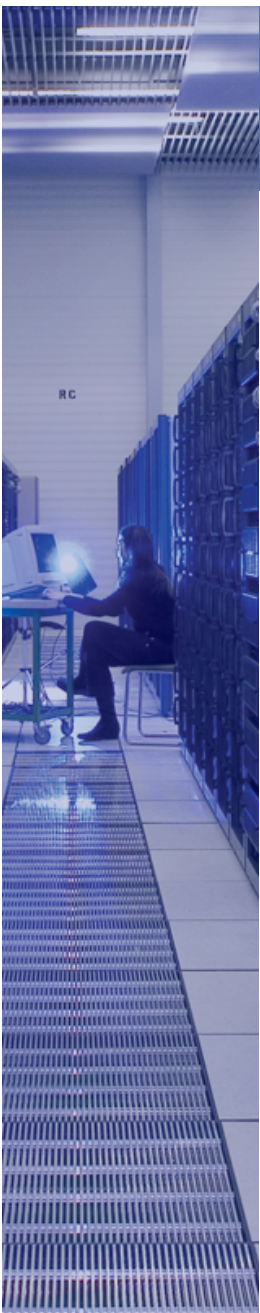
- **Security concern: Never disclose your password by email or on suspicious web pages**
- Manage your account:
- <http://cern.ch/account>



The screenshot shows the CERN Account Management web application. The browser address bar displays <https://account.cern.ch/account/>. The page features a navigation menu with links for Home, My Accounts, Accounts, Status, Change Password, Approvals, My Requests, Applications and Resources, CERN External Accounts, Help, and Statistics. The main content area is divided into several sections:

- Manage Accounts:** Includes links for "Manage my accounts", "Check account status", and "Sign Security & Computing Rules".
- Manage Passwords:** Includes links for "Change or reset password" and "Forgot your password?".
- Authorization, Resources and CERN Applications:** Includes a link for "Applications and Resources".
- Manage Requests:** Includes links for "Approve requests" and "My requests".
- Manage E-Groups:** Includes links for "E-Groups portal", "E-Groups memberships", "Manage my E-Groups", and "Create an E-Group".

A right-hand sidebar contains a "Help" section with a tree view of topics such as "Concepts", "Account Types", "Account Operations", "Requests", and "FAQ". Below the help section are links for "Flyer for newcomers", "Flyer for end users", "Flyer for Supervisors and Group Admins", "Identity, Authentication, Authorization: Article / Policies", and "Account statistics". At the bottom of the page, a footer indicates "Last update: September, 2011 - Contact: service-desk@cern.ch".



Account Management



My Accounts

https://account.cern.ch/account/Management. Organisation europeenne ...

Wikipedia CERN Conferences YCC Newspaper Currency Transport Phone Tourism Ambience Perso

My Accounts

CERN home > IT Department gianolio - elena.gianolio@cern.ch [\[Logout\]](#) [\[Details\]](#)

Account Management

[Home](#) [My Accounts](#) [Account Status](#) [Change Password](#) [Approve Requests](#) [My Requests](#) [Applications and Resources](#) [Service Desk Operations](#) [CERN External Accounts](#) [Help](#) [Statistics](#)

Associating an external (non-CERN) email address to your account will let you use the (upcoming) **self-service password reset** service, and also access your **payslips and tax certificates** once you leave CERN.
To provide an external address, **go to the My Accounts page** and click on the **"Provide or update an external email address"** link on the right panel.

Personal details

Elena Gianolio [\[View in PhoneBook\]](#)
Group **PH-AGS**
Team Leader
Supervisor [Jose Salicio Diez \(salicio\)](#)

Accounts

Primary Account

Elena Gianolio	gianolio	[details]	[delete]
----------------	----------	---------------------------	--------------------------

Secondary Accounts

Elena Gianolio	theory	[details]	[delete]
Elena Gianolio	gianolt4	[details]	[delete]
Elena Gianolio	pippo	[details]	[delete]
Elena Gianolio	elena	[details]	[delete]
Elena Gianolio	elenath	[details]	[delete]

Service Accounts

DMUH11 THInstitute	druh11	[details]	[delete]
Epjcuaw Editor	epjcuaw	[details]	[delete]
Lhc Olympics	lhcolymp	[details]	[delete]
Ph Webmaster	phweb	[details]	[delete]
PPC2011 THWorkshop	ppc2011	[details]	[delete]
QG11 THInstitute	qg11	[details]	[delete]
Quiros60 Workshop	quiros60	[details]	[delete]
THLPCC11 Institute	thlpcc11	[details]	[delete]
Yachting Club	ycc	[details]	[delete]
Yachting Club	yachting	[details]	[delete]

Create a new account

Account type: [?](#)

Note: you cannot create any more secondary accounts as you have reached the maximum limit of 5 secondary accounts.
If you need to create a new secondary account, either delete one of your existing accounts or contact the helpdesk (helpdesk@cern.ch) explaining why you need to create an additional account.

Account properties

Primary Account: Elena Gianolio (gianolio)
Login: **gianolio**
Mail: **Elena.Gianolio@cern.ch**
Mail aliases:

Account Tasks

[Change or reset password...](#)
Change or reset your account's password and get help creating a new password.

[Check account status...](#)
Check the status of the account and get groups information.


[Applications and Resources...](#)
Manage Resources and Applications subscriptions, parameters and options for the account.

[Add a new email alias.](#)
A mail alias is a convenience e-mail address.

[Provide or update an external email address.](#)
Provide an external (non-CERN) alternate email address that can be used to contact you if needed for security reasons.

[Use an external email address.](#)
Delete your CERN mailbox and use an external (non-CERN) email address.

[Set Forward.](#)
Keep your CERN Mailbox and Forward Email to an alternate address, optionally copying to your CERN Mailbox.



Account Management

Authorization and Resources Management

https://account.cern.ch/account/Services/MyS Organisation europeenne ...

Wikipedia CERN Conferences YCC NewsPaper Currency Transport Phone Tourism Ambience Perso

Authorization and Resources Man...

CERN home > IT Department gianolio - elena.gianolio@cern.ch [Logout] [Details]

Account Management

Home My Accounts Account Status Change Password Approve Requests My Requests Applications and Resources Service Desk Operations CERN External Accounts Help Statistics

Associating an **external (non-CERN) email address** to your account will let you use the (upcoming) **self-service password reset** service, and also access your **payslips and tax certificates** once you leave CERN.
To provide an external address, **go to the My Accounts page** and click on the "Provide or update an external email address" link on the right panel.

Applications and Resources (gianolio)

Common Services	
Mail Services	Automatic Subscription [Manage]
Windows Desktops	Automatic Subscription [Manage]
Terminal Services	Automatic Subscription [Manage]
DFS Workspaces	Automatic Subscription [Manage]
Web Services	Automatic Subscription [Manage]
Linux and AFS	Subscribed [Manage]

Special Services	
Audio conference service	[Subscribe]
Fax Service	Subscribed [Manage]
Oracle	Subscribed [Manage]
Remedy	[Subscribe]

Windows Desktops

The Windows desktop service provides support for managed Windows desktops and laptops at CERN using the NICE infrastructure. This provides a consistent environment through which Windows users at CERN can obtain resources, applications and managed operating system services.

Service common properties

Automatic Subscription: True
Associated E-Groups: WindowsDesktops-Denied-Users (denied users)
Home Page: http://cern.ch/WinServices

Service personal properties for account gianolio [Manage]

Home Directory

Home directory folder: \\cern.ch\dfs\Users\g\gianolio
Quota: 5120 MB (5.00 GB)
2119 MB (2.07 GB) used
[Increase quota to 10 GB](#)

Folder Redirection

Desktop: **Redirected:** \\cern.ch\dfs\Users\g\gianolio\Desktop [Disable Desktop Redirection]
Favorites: **Redirected:** \\cern.ch\dfs\Users\g\gianolio\Favorites
My Documents: **Redirected:** \\cern.ch\dfs\Users\g\gianolio\Documents

Remote Assistance

Can offer remote assistance: **true** [Disable]

Password-protected Screen Saver

Is enforced: **true** [Disable]


Last update: September, 2011 - Contact: service-desk@cern.ch




Mail Service: <http://cern.ch/mmm>



CERN home > IT Department





 Mail Service

Home | Help | Services | Other






Help Contents [Search for help] 

- Getting Started
- Accessing Your Mailbox
- Managing your Mailbox
- Fax Services
- Instant Messaging
- RSS, Phonebook & SMS
- Search




MMM Companion book

-  MMM Book PDF (English version)
-  Outlook 2003 update PDF (English version)
-  MMM Book PDF (French version)
-  Outlook Hands-on Session






Mail Services

-  **Outlook Web Access (Webmail)**
-  E-Groups (Mailing lists)
-  Office Communicator Web Access
-  Fax Service
-  CERN Market




Mail Accounts

-  Mailbox Information
-  Change your password
-  Connection parameters


CERN Mail Tools

-  Vacation message (out of office)
-  Mailbox settings (spam, sharing, quota...)
-  Email addresses and forwarding
-  Fax Settings
-  Instant messenger


Address book

-  Import your Pine address book to mail servers
-  CERN Phonebook (Xwho)
-  Mail Address book (Ldap)


CERN Mail policy

-  Spam fighting


Administration

-  Internals


Spam statistics

-  View CERN Spam statistics

SLS Status

-  Check SLS status

MMM statistics

-  View detailed statistics of mail services

Configuration on parameters for common mail applications

Access your mailbox using Webmail: Outlook Web Access (OWA)

**Set vacation message
Request an electronic fax number
Forward to another mailbox
Share your mailbox with others
Increase quota**



Web Service

- Web Service: <http://cern.ch/web>
- Web interface for Web Sites management.

CERN Web Services

http://webservices.web.cern.ch/webservices/

Wikipedia CERN Conferences YCC NewsPaper Currency Transport Phone Tourism Ambience Perso

CERN home > IT Department [Login]

WEB Services

Home | Help Expand Help | Services Expand Services | Site Tools Expand Site Tools

Documentation

Help Contents [Search for help]

- General User Information
 - Getting Started
 - Web browsing at CERN
 - Searching the CERN
 - Glossary of Internet terms
- General information about WWW
 - What is the Web ?
 - How the Web works
 - Web browsers
 - Security on the WWW
 - WWW standards and conformity
 - Glossary of WWW terms
- Web site Management
 - Managing Web sites at CERN
 - Configuring Central Hosted Sites (IIS 7)
 - Configuring Central Hosted Sites
 - Configuring AFS Sites
 - Working With Collaboration Workspaces
 - Migration to IIS 7
- Web Authoring
 - Overview of Web Authoring At CERN
 - Web Authoring tools
 - Work with Templates
 - Dynamic Web content
 - Advanced Authoring
- CERN Library Proxy
 - Registration
 - Browser Configuration
- Shorten long URL
 - Shorten long URL management
- Search

Services and tools

Look up a site [Detailed search]

Site name: Search

Services

- View/search CERN web sites
- Manage my web sites
- Create a new web site
- Register a site from a private server
- Register a shortcut to an existing URL
- Shorten long URL

Site Tools

- Web site configuration
- Delete a web site
- Site Access & Permissions
- View quota usage
- View site statistics
- Download site logs

Other

Service Announcements

27 May 2011 The CERN Drupal Infrastructure goes live on 1st June. If you require a Drupal site, please contact Service Desk.

14 February 2011 All centrally hosted website are being migrated to the new type "Centrally hosted on DFS (IIS 7)".

1 February 2011 A new web site type called "Centrally hosted on DFS (IIS 7)" has been introduced. It represents the evolution of old centrally hosted sites using the Frontpage Server Extensions. Along with the upgrade to the latest IIS software, the sites are now hosted on DFS. *Create a new site hosted on DFS*

Related services

- Windows Services
- Mail Services | Mailing lists
- Windows Terminal Server Services
- Antivirus
- CERN Certificates

Web Servers (refreshed 2 minutes ago) [Details]

We have **41** servers in total.
Their status: **1 error(s)**
Currently we host **10500** web sites.

Web Site Statistics (Updated on 2011-09-05 14:58:31) [Show details]

Website Categories		
Name	Color	Total
Official	Blue	4247
Personal	Orange	4784
Test	Red	1483
Total		10514

Website Types		
Name	Color	Total
Frontpage	Blue	138
IIS7	Yellow	714
IIS7Dfs	Green	962

Web service

Few Types of web sites can be created:

- Centrally hosted and hosted on AFS/DFS folder
- Java web application
- Collaboration workspace – SharePoint site
- Permissions must be managed by the site owner and he is responsible for (security issues)
- **Security concerns:**
 - adopt “least privilege” approach (grant access only to people who need it)
 - follow security training before developing Web applications (PHP, ASP etc.)



Web service

WEB Services

Home | Help Expand Help | Services Expand Services | Site Tools Expand Site Tools

Current site is <http://cern.ch/ph-dep>

Your access level is: **Site owner**

- View details of **ph-dep**
- Manage this site
- Open web site

Toolbox for current site

- Web site configuration
- Delete **ph-dep**
- Site Access & Permissions
- View site statistics
- Download site logs

Look up a site [Detailed search]

Site name: Search

My web sites

- <http://cern.ch/epinventory>
- <http://cern.ch/flyingDesk>
- <http://cern.ch/FP7-SLHC>
- <http://cern.ch/gianolio>
- <http://cern.ch/lhc-workshop-2004>
- <http://cern.ch/lhc-workshop-2005>
- <http://cern.ch/lhc-workshop-2006>
- <http://cern.ch/LHCExperimentsLectures>
- <http://cern.ch/ph-collectif-lecc-workshops>
- <http://cern.ch/ph-dep>**
- <http://cern.ch/ph-dep-protected>
- <http://cern.ch/ph-dep-th>
- <http://cern.ch/ph-dep-th-protected>
- <http://cern.ch/ph-dep-th-social-activities>
- <http://cern.ch/ph-detector-steering>
- <http://cern.ch/ph-longtermplan-2006-2015>
- <http://cern.ch/PHactivitiesSPCWWhitePaper>
- <http://cern.ch/SafetyGuide>
- <http://cern.ch/test-ph-dep>
- <http://cern.ch/test-ph-dep-ese>
- <http://cern.ch/test-ph-dep-northsecretariat>
- <http://cern.ch/test-ph-dep-secretariat>
- <http://cern.ch/test-sharepoint-elena>
- <http://cern.ch/theory>
- <http://cern.ch/...>

Web Site Permissions & Access Rights

Web site files permissions - "Who can edit/modify your Website"

You can define who can author (change) the web site files by modifying the permissions of DFS folder \\CERN\dfs\websites\p\ph-dep in Windows Explorer or [DFS Explorer](#). To author the site, give at least "modify" permission to user or group of authors.

Web Site Access - "Who can browse your site"

Here you can define which users (CERN accounts, external accounts or e-group members) are allowed to access (browse) the website when the authentication type is different than anonymous access. Anonymous access means everyone can access your web site. You can switch between anonymous access and CERN Authentication. If you would like to restrict access to any CERN account:

- Change authentication type to "CERN Authentication (SSO)",
- add "CERN Users" group to authorized users,
- if you also want to give access to CERN external accounts, add group "CERN External Users" to authorized users.

Working with subweb <http://cern.ch/ph-dep/Administration/InternalDocumentation/ArrivalsDepartures>

[Back to site root]

CERN (SSO) Authentication Change to: Anonymous Access [Save]

Authorized users

User/group name	Access type	Entry type	
ph-dep-staff	Allow	Local	[Remove entry]
ph-dep-ags-se	Allow	Local	[Remove entry]

[Copy Parent Rules] [Add a single user] [Add an e-group] [Open e-group manager]

If you want a part of your web site to have different access policy, you can create a new subweb for this part and define desired authentication type and users authorized to access the site.

New subweb

Create subweb at path <http://cern.ch/ph-dep/Administration/InternalDocumentation/ArrivalsDepartures/> [Create]

Existing subwebs

http://cern.ch/ph-dep/Administration/InternalDocumentation	[Convert to normal folder]
http://cern.ch/ph-dep/Administration/InternalDocumentation/AdHoc	[Convert to normal folder]
http://cern.ch/ph-dep/Administration/InternalDocumentation/ArrivalsDepartures	[Convert to normal folder]
http://cern.ch/ph-dep/Administration/InternalDocumentation/Conferences	[Convert to normal folder]

my web sites

- <http://cern.ch/epinventory>
- <http://cern.ch/flyingDesk>
- <http://cern.ch/FP7-SLHC>
- <http://cern.ch/gianolio>
- <http://cern.ch/lhc-workshop-2004>
- <http://cern.ch/lhc-workshop-2005>
- <http://cern.ch/lhc-workshop-2006>
- <http://cern.ch/LHCExperimentsLectures>
- <http://cern.ch/ph-collectif-lecc-workshops>
- <http://cern.ch/ph-dep>**
- <http://cern.ch/ph-dep-protected>
- <http://cern.ch/ph-dep-th>
- <http://cern.ch/ph-dep-th-protected>
- <http://cern.ch/ph-dep-th-social-activities>
- <http://cern.ch/ph-detector-steering>

Sub WEBS

Expand Services | Site Tools Expand Site Tools

Web Site Permissions & Access Rights

Web site files permissions - "Who can edit/modify your Website"

You can define who can author (change) the web site files by modifying the permissions of DFS folder \\CERN\dfs\websites\p\ph-dep in Windows Explorer or [DFS Explorer](#). To author the site, give at least "modify" permission to user or group of authors.

Web Site Access - "Who can browse your site"

Here you can define which users (CERN accounts, external accounts or e-group members) are allowed to access (browse) the website when authentication type is different than anonymous access. Anonymous access means everyone can access your web site. You can switch between anonymous access and CERN Authentication. If you would like to restrict access to any CERN account:

- Change authentication type to "CERN Authentication (SSO)",
- add "CERN Users" group to authorized users,
- if you also want to give access to CERN external accounts, add group "CERN External Users" to authorized users.

Working with web site root <http://cern.ch/ph-dep>

Anonymous Authentication Change to: Anonymous Access [Save]

Authorized users

User/group name	Access type	Entry type
Anonymous Users	Allow	Local

If you want a part of your web site to have different access policy, you can create a new subweb for this part and define desired authentication type and users authorized to access the site.

New subweb

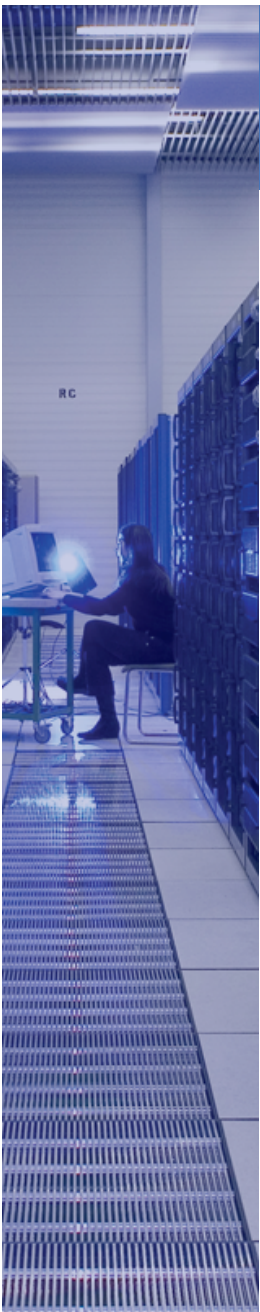
Create subweb at path <http://cern.ch/ph-dep/> [Create]

Existing subwebs

Site access



Linux Service



- Linux at CERN: <http://cern.ch/linux>
- CERN runs a customized version of Linux called Scientific Linux CERN (SLC)
 - Based on Red Hat Enterprise Linux
 - Providing long term stability and support
- Same version is used on individual systems and central services in Computer Center
- Integrated with other CERN IT services
- Providing access to AFS distributed file system
- Centrally managed `lxplus.cern.ch` provides users with home directory which have backup
- Used also outside CERN by many Grid sites and collaborating High Energy Physics institutes.
- **Security concern: AFS access rights (ACLs) are different than Linux file system access rights!**



Windows Services (1)

- Windows Services: <http://cern.ch/win>
- CERN managed Windows environment is called **NICE**
- Supported applications can be installed/uninstalled through CMF (Computer Management Framework)
 - Right click on the CMF icon in the Windows bottom right corner and choose “Add/Remove CMF Packages”
 - You must be an administrator of a machine
 - Centrally managed machines are updated/patched once per month - if necessary
- **Security concern: If a machine is not centrally managed, the owner is responsible for updating and securing it!**

Available Packages Package Type: Application Category:

Package Name	Help	Contact	Install	Actions	Current Status	Comments
7-Zip 4.57		Helpdesk@cern.ch	<input type="checkbox"/>	<input type="button" value="Save"/>	Not Installed	
Accel - CAM350 v9.5.1		Helpdesk@cern.ch	<input type="checkbox"/>	<input type="button" value="Save"/>	Not Installed	
Active State Perl 5.8.3	[Help]		<input type="checkbox"/>	<input type="button" value="Save"/>	Not Installed	
Add Local Admin Group		Helpdesk@cern.ch	<input checked="" type="checkbox"/>	<input type="button" value="Save"/>	Installed	

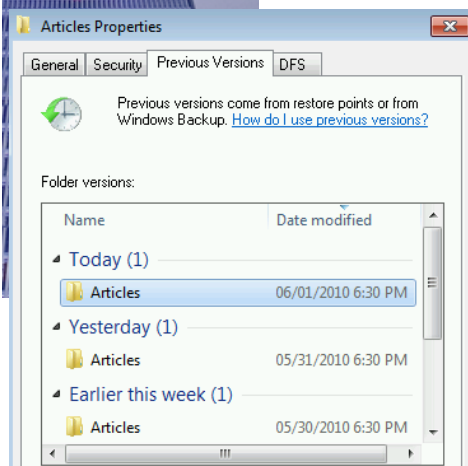


Windows Services (2) – DFS

- DFS: distributed file system for Windows users
- It is recommended to store data DFS/AFS and not on the local discs
- “My documents” folder in centrally managed Windows machines is stored on the DFS.
- DFS Workspaces can be created by users through the self service Web Site <http://cern.ch/win>
- Data in “My documents” and Workspaces are not affected even if a user’s machine is broken
 - Data can be access from any machine

DFS folders are backed-up and have versioning enabled

- Users can retrieve previous versions of their files



Macintosh



- Information available from <http://cern.ch/mac>
- Not centrally managed
 - User accounts local
 - Users responsible for installing security updates
- Applications available from central server (details on the info page)
- **Security concern: Mac computers can also be infected by viruses, trojans, malware, keyloggers etc.**

E-Groups

- An application to manage groups of people at CERN <http://cern.ch/groups>
- Groups are used to
 - Grant access to resources (computers, files, web sites...)
 - Distribute e-mail (mail distribution list)
 - Discuss by mail or on the web (discussion forum)
- Search and browse existing groups

Group management tasks

- Show all groups I own or manage
- Show all groups I am on
- Create new group (static)
- Create new group (dynamic)
- Manage groups for one person
- Manage owner/admin

Help and support

- E-groups help, training & video tutorials
- Contact helpdesk@cern.ch

Quick search for a group

 Advanced Search

 [Browse existing groups and categories](#)



E-Groups

- Group members can be CERN people, external e-mail addresses, other groups or computing accounts (“static groups”)
- Optionally, people can be allowed to subscribe themselves to the group (subscription policy setting)

✉ egroups-training	Static	Training about egroups	Active	Pawel.Grzywaczewski@cern.ch	<input type="button" value="Unsubscribe"/>
✉ egroups-training-admin	Static	Administrator group for e-group: egroups-training	Active	Pawel.Grzywaczewski@cern.ch	<input type="button" value="Subscribe"/>

- Groups members can also be defined by using a selection criteria on CERN people (“dynamic groups”), for instance “all people in department X”
- A group’s owner can designate additional administrators for the group
- **Security concern: “Open self subscription policy” means that everybody can join the group!**

E-Groups

- Use the E-mail properties tab to:
 - *Define who can send messages to a group:* by default only the group's owner (and designated administrators) can send messages. To reduce spam, don't allow anyone to send messages.

Settings Owner & Administrators Members Email Addresses Criteria **Email Properties**

Current e-group: pawel-dynamic-test-32

Mail Posting restrictions

- Everyone (SPAM!)
- Any Egroup users/CERN users
- Only from:
 - Owner/Admins of the group
 - The eGroup members
 - Members of the following group (separate groups with semicolon ";")

- *Enable the Archive* in order to create a web page for the group where all messages are archived and discussion can take place on the web

Archive Properties

- Disabled
- Sharepoint archive
 - [View archives](#) [Manage access to archive](#)



TWiki at CERN



- TWiki is a useful collaboration tool
<http://twiki.cern.ch>
- A wiki is a web page with an edit button
- Used for personal or group pages, as a whiteboard, a knowledge base or FAQ
- TWiki is used extensively at CERN by the LHC experiments.
- Available to users with an SSO account

Access to CERN Services

To obtain a CERN account:

- ▶ Contact your supervisor or the secretariat of your department or experiment (<http://cern.ch/it-dep/comp-usage>)

Validate your account within the following 5 days:

- ▶ <http://cern.ch/cernaccount> and follow the security course.

Operations

 New users: Security Training and Computing Rules

- ▶ Read & obey the document OC5:
“Use of CERN Computing Facilities” (<http://cern.ch/ComputingRules>)

When signed, you engage:

- ▶ At CERN,
you are responsible for the security of your services/systems!
- ▶ The CERN Computer Security Team and the IT department are ready to help you assuming this responsibility.



Operational Circular No. 5

Stick to the “Rule of Least Privilege”:

- ▶ **Protect accounts/files/services/systems** against unauthorised access
- ▶ Passwords must not be divulged or easily guessable (**your “toothbrush”**)
- ▶ Protect access to unattended equipment

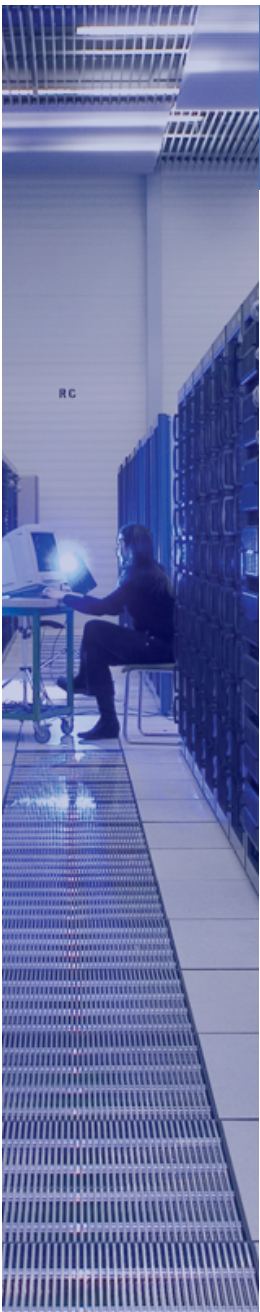
PC users must:

- ▶ **Run anti-virus software** and **upgrade/patch** systems **regularly**
- ▶ **Act immediately** to contain and mitigate security incidents

Network users must:

- ▶ Collaborate to investigate problems detrimental to CERN’s network
- ▶ **Not make unauthorised changes** to CERN’s network infrastructure

<http://cern.ch/ComputingRules>



Operational Circular No. 5

Personal use is **tolerated** or allowed provided:

- ▶ Frequency and duration is limited and resources used are minimal
- ▶ Activity is **not** illegal, political, commercial, inappropriate, offensive, or detrimental to official duties
- ▶ Activity does **not violate applicable laws** in CERN's Host States
- ▶ **Not allowed:** the consultation of **pornographic and other illicit material** (e.g. paedophilia, inciting to violence, discrimination, racism)

Not allowed:

- ▶ Applications known to cause security and/or network problems
- ▶ e.g. IRC, Tor, file sharing (eDonkey, BitTorrent, ...)

Restricted (specific configuration required):

- ▶ Skype (<http://cern.ch/Skype>)

Respect confidentiality and **copyrights**

- ▶ Illegal or pirated data (software, music, video, etc.) is *not* permitted

