IT Central Services

Support: CERN service portal
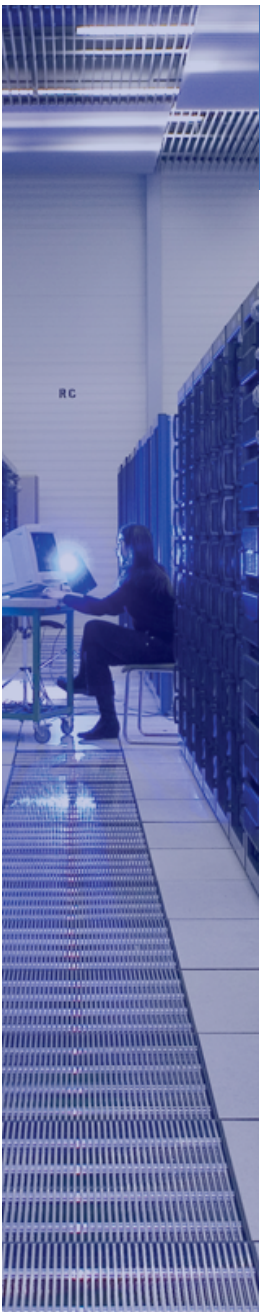
http://cern.ch/service-portal/

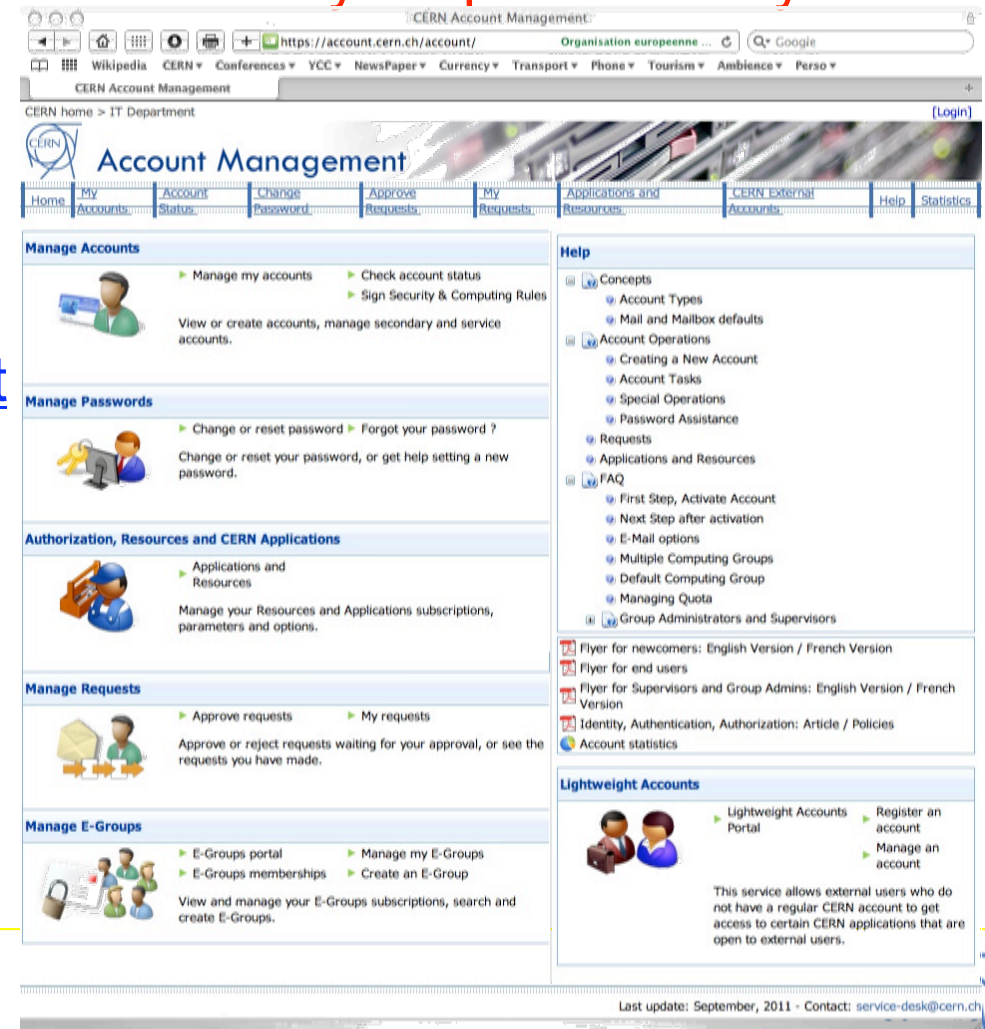**#77777**

service-desk@cern.ch

Contents

- Account management

- Mail

- Web

- Linux

- Windows

- Macintosh

- E-Groups

- TWiki

- Security

Account Management

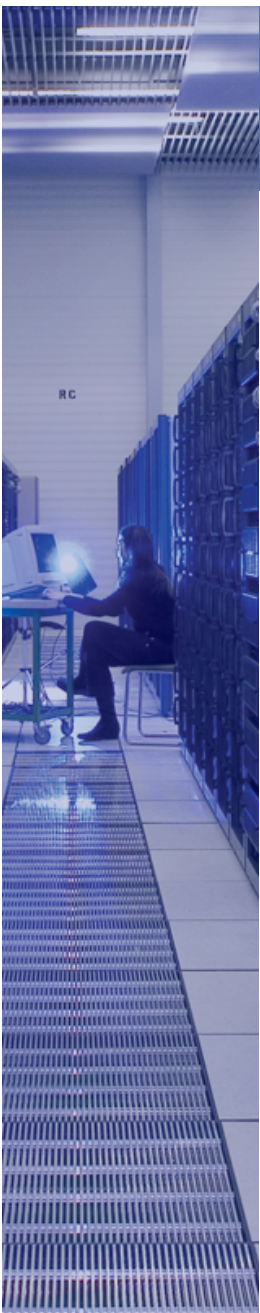Credentials are the same on all central services

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

Account Management

Account Management

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

CERN home > IT Department

CERN Mail Services

Home | Help | Services | Other

Configuration on parameters for common mail applications

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

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

**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.

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

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	☐	Save	Not Installed	
Accel - CAM350 v9.5.1		Heldesk@cern.ch	☐	Save	Not Installed	
Active State Perl 5.8.3	[Help]		☐	Save	Not Installed	
Add Local Admin Group		Helpdesk@cern.ch	☑	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 abled
  - Users can retrieve previous versions of their files
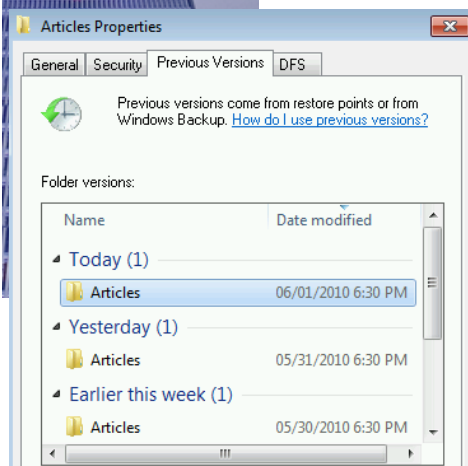
Macintosh

- 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	Unsubscribe
✉ egroups-training-admin	Static	Administrator group for e-group: egroups-training	Active Pawel.Grzywaczewski@cern.ch	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

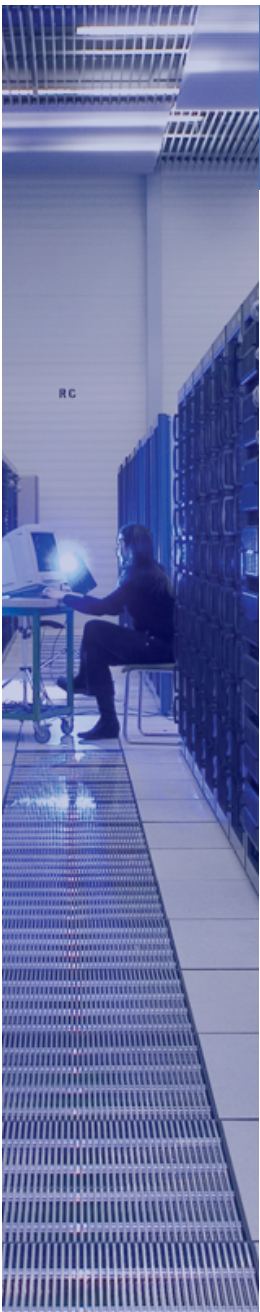**PC users must:**

► 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