

EN Computing Environment

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- ▶ EN Desktop
  - ▶ Installation
  - ▶ Troubleshooting
  - ▶ Advice
  - ▶ Management of the EN computing equipment inventory

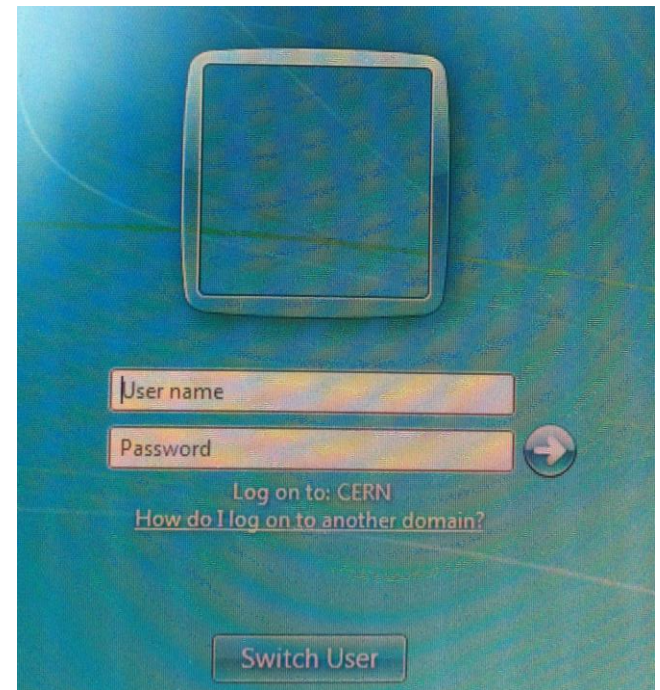


**In case of problems with your computer, contact the EN  
Desktop Support (169807 or [En-desktop@cern.ch](mailto:En-desktop@cern.ch))**

- ▶ General Support (including software):  
*Helpdesk Support* => [help.desk@cern.ch](mailto:help.desk@cern.ch) or 77777
- ▶ For printers (installation & troubleshooting):  
*Printer Support* => [Printer.Support@cern.ch](mailto:Printer.Support@cern.ch) or 77777
- ▶ For CAD (Computer Aided Design) softwares:  
*CATIA Support* => [catia.support@cern.ch](mailto:catia.support@cern.ch) or 77777
- ▶ For workstations (installation & troubleshooting)  
*GS Support* => [GS-Desktop.Support@cern.ch](mailto:GS-Desktop.Support@cern.ch) or 77777

**In case of doubt, call EN Desktop (169807 or  
En-desktop@cern.ch)**

- ▶ Use your **login** and **password** to connect to the CERN computing environment
- ▶ How to get it
  - ▶ Go to bldg. 55
  - ▶ Give a personal e-mail address
  - ▶ Pass the computer test



# Connecting to the CERN Network

- ▶ Via CERN Computer

- ▶ **Login with your NICE login & password**



- ▶ Windows7 and CERN network are already configured

- ▶ Via Personal Computer and Phone



Computing guide

- ▶ Connection from Outside CERN

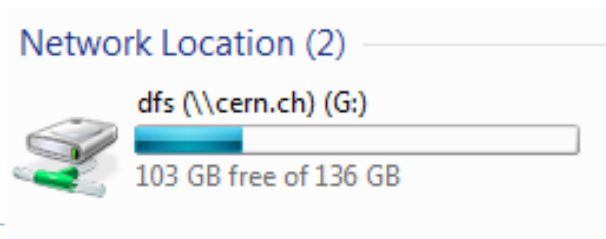
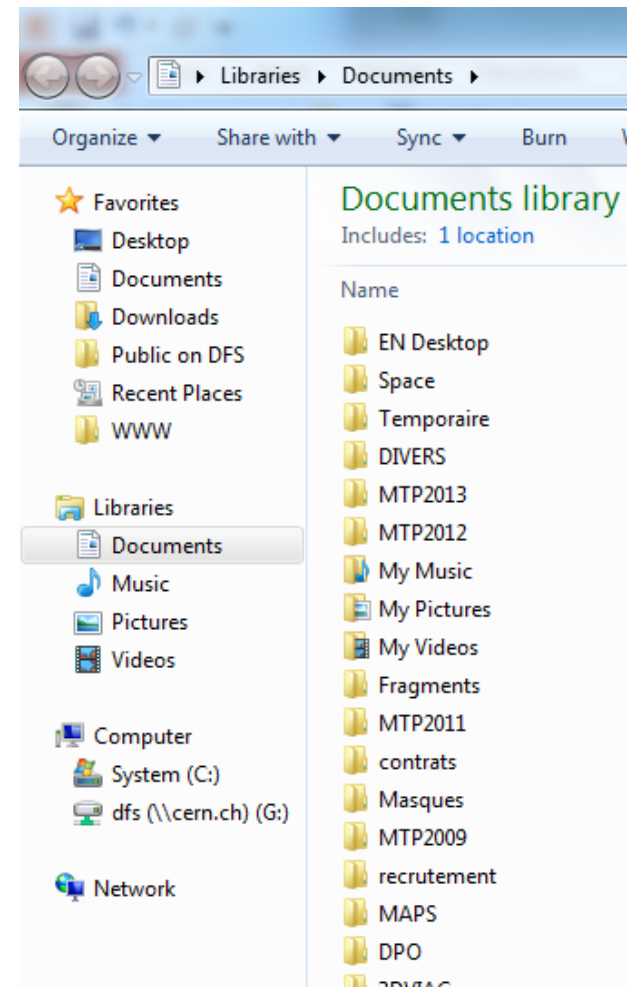
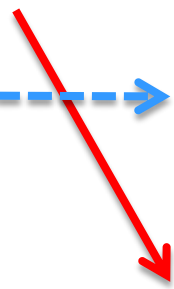


Computing guide

# Distributed File System

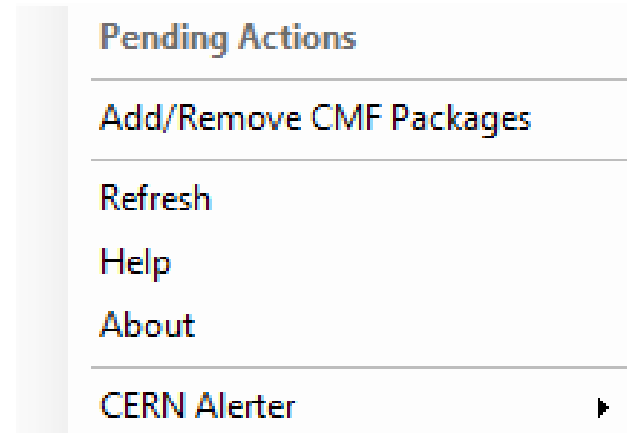
## DFS is a **data storage space**

- ▶ For personal data
  - ▶ Backs up data stored in desktop and libraries
  - ▶ Associated to your NICE login
  - ▶ A “Public” folder
  - ▶ Memory quota is 2 Go
- ▶ For shared data
  - ▶ Gives access to CERN data servers (folders for applications, departments, groups, projects, workspaces, etc.)




CMF is a CERN tool to **install and remove softwares**

▶ Icon on your Desktop 



▶ Applications installed by default

- ▶ Microsoft Office
- ▶ Adobe Reader
- ▶ Phonebook
- ▶ Antivirus

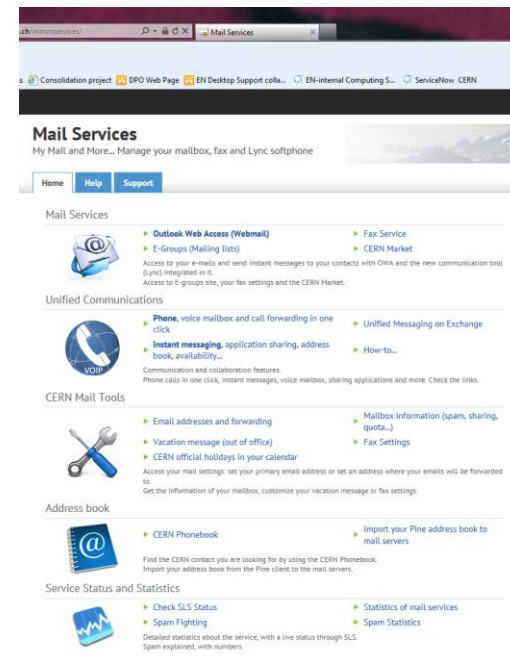
- ▶ To search
  - ▶ A phone number
  - ▶ An office number
  - ▶ An organic unit
- ▶ Available on your desktop 






## Two ways to access CERN E-Mail:

- ▶ Microsoft Outlook: in the Start Menu
- ▶ Outlook Web Access (<https://mmm.cern.ch/owa/>)
- ▶ Mail Services (<https://mmmservices.web.cern.ch/mmmservices/>)
  - ▶ Vacation message (out of office)
  - ▶ CERN holidays in the calendar
  - ▶ Quota: 2Go

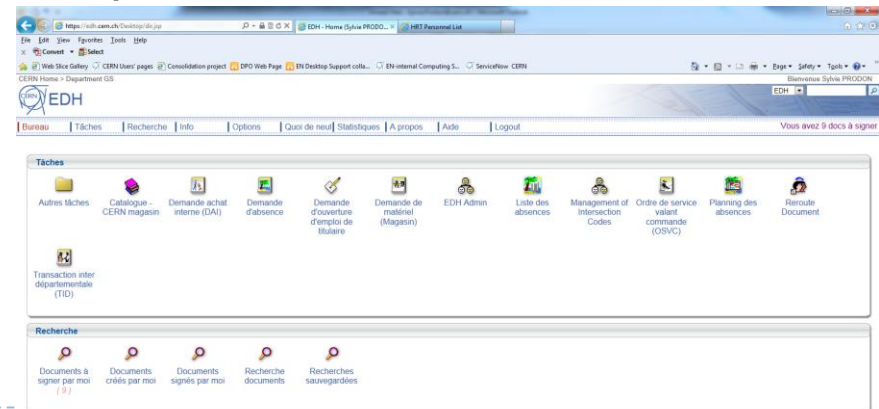


EDH is a CERN tool containing **electronic forms** with an approval **signature** circuit

- ▶ Access: <https://edh.cern.ch/Desktop/dir.jsp> 
- ▶ Require two passwords:
  - ▶ To access the system: NICE login
  - ▶ To sign a document: "EDH authorization password"
    - ▶ Different from NICE login
    - ▶ Request for EDH password through Helpdesk

**For more information, a dedicated training is available**

- ▶ Examples of forms
  - ▶ Absence Request
  - ▶ Access Request
  - ▶ Driving Request
  - ▶ CERN Catalogue



All software developers and system administrators at CERN must follow the “Developing secure software” course available in the CERN [catalogue](#):



HR Training Website

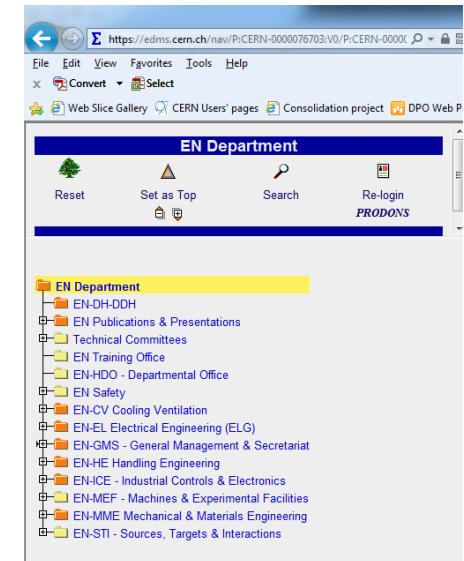
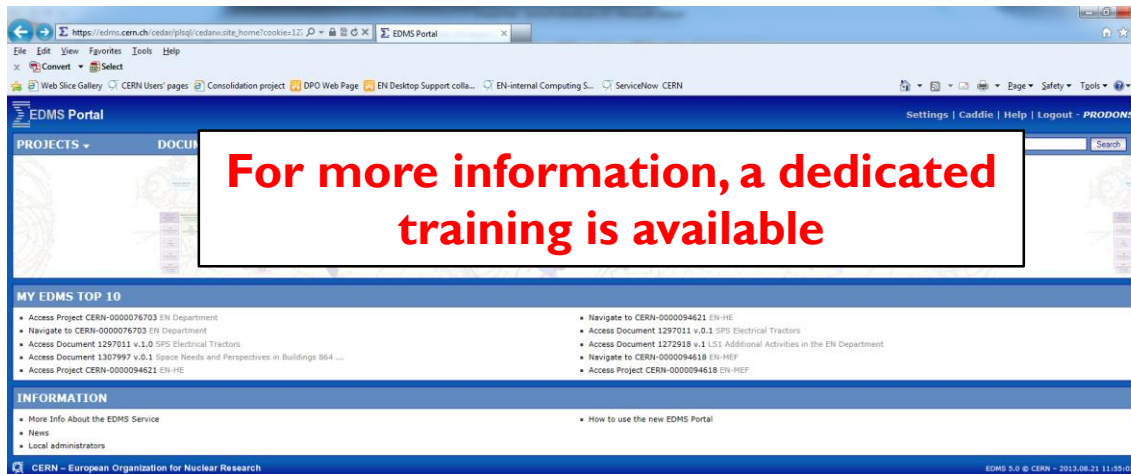
Welcome to the CERN Training Catalogue. Please use the form below to search among the 332 available courses.

Course or Competency  Programme   Has Upcoming Sessions


Developing secure software	
Category	Information technologies
Competencies	Primary <ul style="list-style-type: none"> <li>• <a href="#">Service &amp; systems operation</a></li> <li>• <a href="#">Systems &amp; applications development</a></li> </ul>
Target Population	Software developers (programmers), both for regular software and Web applications
Prerequisites	To fully succeed in this course, students should have some programming experience (preferably in C/C++, Java, Perl, PHP or Python)
Objectives	This course addresses the following question: how to create secure software?
Content	First two hours of the course: <ul style="list-style-type: none"> <li>•Threat modeling and risk assessment</li> <li>•Protection, detection, response</li> <li>•Security through obscurity?</li> <li>•Main security principles (defense in depth, least privilege principle etc.)</li> <li>•Security in different phases of the software development lifecycle: architecture, design, implementation, testing, deployment, maintenance</li> <li>•Implementation (coding): common pitfalls and security bugs, advice on best practice for security development</li> </ul> The last hour, optional, for Web application developers: <ul style="list-style-type: none"> <li>•Threats and attacks specific to Web applications</li> <li>•Examples of most common security bugs, ways of avoiding them</li> <li>•Security issues specific to PHP</li> <li>•Beyond implementation: secure deployment and maintenance of Web applications</li> </ul> This course, although not hands-on, is interactive and full of real-life examples.

EDMS is a CERN tool for the **approval, archiving and follow up** of **technical documents**

- ▶ Access: [https://edms.cern.ch/cedar/plsql/cedarw.site\\_home](https://edms.cern.ch/cedar/plsql/cedarw.site_home)
- ▶ To access the system & approve documents: NICE login
- ▶ EN Department EDMS structure available



## Additional Sources of Information

- ▶ CERN Directory WebPage
  - ▶ Phone numbers and Buildings
  - ▶ Departments, Experiments and Projects
  - ▶ Applications
- ▶ IT Department WebPage 
  - ▶ Account Management
  - ▶ Mac Support
  - ▶ Linux Support
  - ▶ NICE services

<http://en.web.cern.ch/for-en-members>

- Office & Space Logistics
- Official Travels
- Education Fees
- English Proofreading
- EN Desktop Support
- EN Workshops

Useful tips: Templates are available on our website

For any problem/request, contact the Service Desk (**77777**)

In order to make you comfortable with:

- ▶ The CERN environment (Bank, Post Office, restaurants, etc.)
- ▶ Useful services provided by CERN (HR, shuttles, maps, car sharing, Bikes, CERN clubs, etc.)
- ▶ Useful info (public transports, accommodation, CERN Market, etc.)

**We have prepared a EN Newcomers' Leaflet and there is a link to a EN Quick Guide on our website.**



- ▶ Consult the EN Computing guide for Newcomers
  - ▶ Contains links and snapshots
  - ▶ Additional information not presented today
- ▶ Call EN Desktop Support : Gaetan Richaud, tel. 169807 or email: [en-desktop@cern.ch](mailto:en-desktop@cern.ch)





