



Welcome to Induction

CIM : Computer Science, Information security and Maths

User Account



Do you have your RHUL account login details?

Your username should be four letters / three digits (e.g: msai135)

Please login now.

Any issues with your user account, you need to contact [IT Services](#)

itservicedesk@rhul.ac.uk

Who we are



We are a team consisting of four members of staff dedicated to supporting the Computer Science, Information Security and Mathematics departments.

- Narinder – CIM team lead
- Francesco – Systems Administrator
- Adrian – Systems Engineer
- Geoff – System Technician

CIM Support - How to contact us



We are based in the lower Ground Bedford Building in room 0-02

Our Website <https://cim.rhul.ac.uk/>

If you have any technical problems or queries with any of our systems, by far the best way to get support is to raise a ticket on our helpdesk.

Our helpdesk is monitored throughout the day and we tend to respond quickly. Our support hours are between 0900 and 1730 Monday to Friday, though we monitor the helpdesk and frequently respond to tickets outside of this time-frame.

Our helpdesk e-mail is: cimhelpdesk@rhul.ac.uk

You can also access our helpdesk and raise a ticket manually at

<http://cimhelpdesk.rhul.ac.uk>

Where to find this presentation



Go to our team website, <https://cim.rhul.ac.uk/> where the “documents and guides” link will take you to a page containing useful documents including this PowerPoint presentation, or go straight to <http://cim.rhul.ac.uk/doc/>

If you don't have Microsoft Office, documents will be saved in non-proprietary formats, such as PDF.

If you want Microsoft Office, you have access to a college subscription to Microsoft 365.

These documents are also available on your Moodle page. Log in to Moodle, click through to the Computer Science Undergraduate Departmental page, and find the “CIM Technical- Induction” page. Alternatively go straight to <https://moodle.royalholloway.ac.uk/mod/folder/view.php?id=857822>

Documents and Guides



This page contains the links to documents and pages that are useful to those within the departments.

Linux connection guide: [Linux Connection Guide](#)

More information about Linux can be found [here](#)

Our main system is a Linux Terminal Server used by the students used by the students of Computer Science, Information Security, and Mathematics.

It is accessible 24-hours a day from both the Royal Holloway Labs and remotely from home or your University accommodation.

The only exception to this is during the university At-risk period, during which time the server may undergo maintenance.

The At-Risk period is scheduled from **7 AM to 10 AM every Tuesday**.

What we do



We offer support and advice specifically tailored to the Computer Science, Information Security and Maths departments. This includes: (but is not limited to):

- Maintaining the teaching labs in the Bedford building (0-04, 0-05, 0-06)
- Infrastructure upgrades and hardware upgrades for the Bedford building
- Event support for college-run events
- Technical inductions and introductions for new students/staff to get them familiar with our system
- Hardware provision and hardware support to the academics and researchers within the department

What we don't do



We can't assist with course work or assignments. Please discuss any such issues with your supervisor or tutor.

The EPMS school admin team will assist you on matters relating to registration, enrolment, timetables, course extensions or graduation.

You can go to the admin office on Bedford 1-29 or contact them on epms-school@royalholloway.ac.uk (please use your college email and quote your id number – four letters and three digits).

The college has a central IT department that runs college-wide services including WiFi (CampusNet & eduroam), email, Teams and other Microsoft 365 applications, access to printers, Moodle and the college VPN for offsite access - Global Protect.

During working hours, central IT have a support desk in the library, just to the left of the library helpdesk, where you can walk up with your problems, alternatively you can email them at itservicedesk@rhul.ac.uk, there is also a website at <https://itservicedesk.rhul.ac.uk/>

Further support information is available at <https://www.royalholloway.ac.uk/it/ithelp.aspx>

The Bedford Building



The floors in the Bedford Building are numbered; floor 0 being the lower ground floor, floor 1 above and finally floor 2. The rooms are numbered as floor-room and the room numbers generally ascend clockwise. Labs one, two and three have room numbers 0-04, 0-05, and 0-06 respectively. Sometimes you will see a room assignment on your timetable to Bedford-0-04-06; this refers to all three labs (04, 05, 06) combined.

The kitchen / breakout area on the lower ground floor is available to all students or staff. Please keep it tidy and be respectful of people working in earshot.

The upper ground floor has a lobby, where the departmental cat (Teepee) spends much of her time, and a reception area which you are free to use. The EPMS school administration office is off the reception area in room 1-29 and is open between 10am and 4pm. The second floor is not accessible to undergraduates.

There are gender-neutral toilets on the lower ground floor (0-08) and gendered toilets on the upper ground floor (1-02(F) and 1-16(M)). There is a disabled toilet on each floor.

Working in the Bedford Building



The Bedford Building is freely accessible during working hours. After this time your ID cards will open the doors.

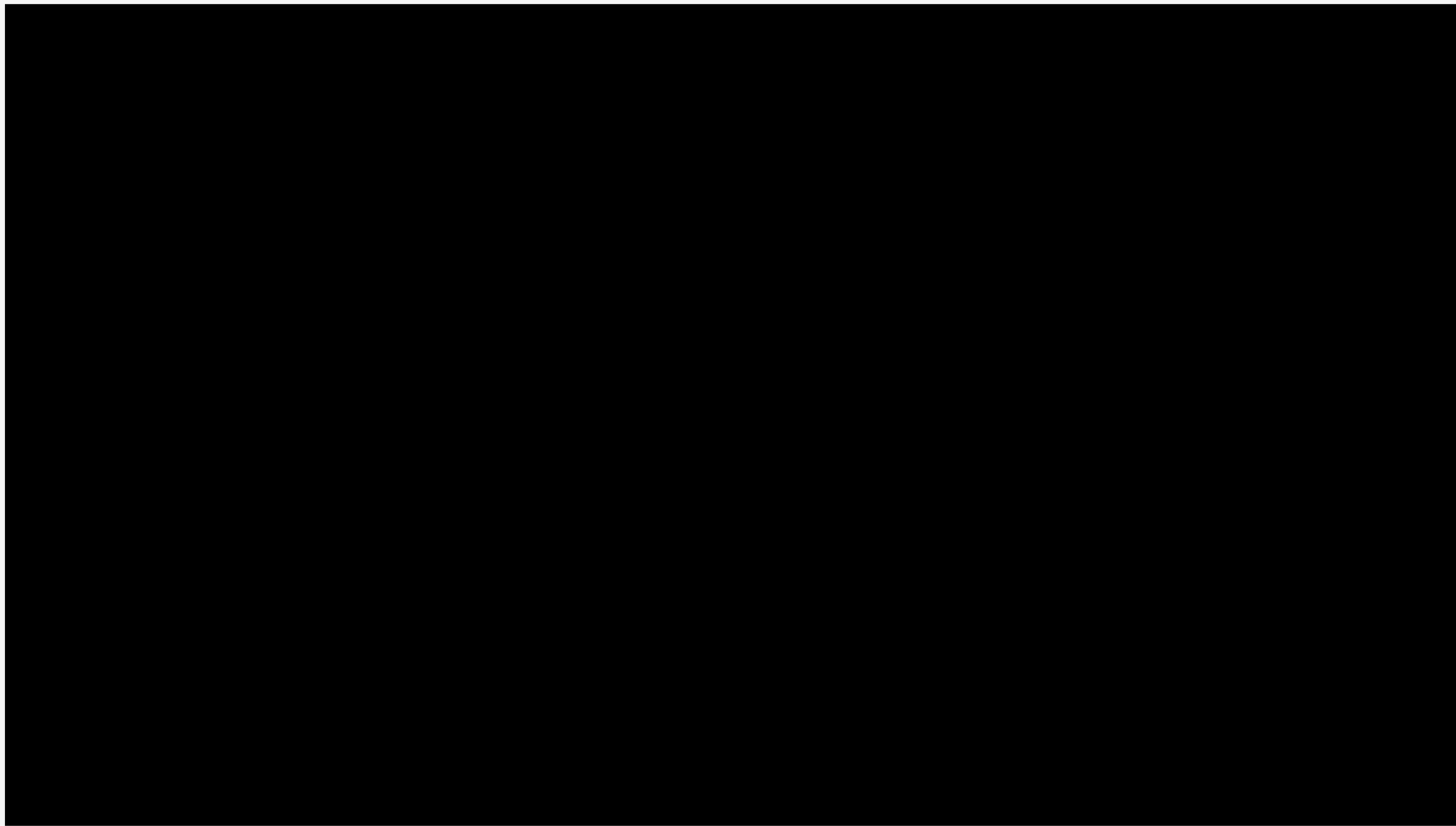
The labs are available to you to work in 24x7 unless they are otherwise booked. The door to the labs lock at 5pm but will open to your ID cards. Only CIM staff and students will be able to log in to the machines in the labs.

Please do not eat or drink in the labs, please do not block doors open.

If you work alone in the labs between 6pm and 7am, we would encourage you to make college security aware of the fact, this is entirely for your own protection.

Security contact 01784 443888 or securityrhul@royalholloway.ac.uk

Health And Safety Video



[Video](#)

No
Machine

Putty -
Terminal

MS
Teams

Connecting to Linux Server



Accessing the terminal

Our Linux server (linux.cim.rhul.ac.uk) is the main resource that you will be using for departmental course work.

There are multiple ways to access the Linux server, not all of which are command-line interfaces. We have a detailed guide on how to connect to the server in a few different ways here:

[Click here for our connection guide.](#)

<https://cim.rhul.ac.uk/files/2018/09/introductiontolinux.pdf>

Connecting to Linux Server



NoMachine client

We support a remote desktop package called NoMachine (you can find out more about this at <http://nomachine.com/>). If you wish to download the NoMachine client to run on your personal computer, then download the appropriate version from this page: <https://downloads.nomachine.com/download-enterprise/#NoMachine-Enterprise-Client>

The NoMachine client is installed on all the Lab PCs, look for the red "!M" icon in the taskbar and click on it now.

NoMachine client (continued)



The first screen you see is headed 'machines'

The machine `linux.cim.rhul.ac.uk` is already added to this screen. Here you can list all the machines you want to connect with.

For now, highlight `linux` and click 'connect' or just double-click `linux`.

NoMachine client (continued)



The second screen will be headed 'connection to linux.cim.rhul.ac.uk'

This screen requires you authenticate yourself.

Once you have successfully entered your username and password you will see "logged in as user xxxx999" on the bottom left, above the words "enterprise terminal server". In the main body of the window you will see an icon for a terminal with a green plus symbol, next to the label "<Create a new desktop of custom session>". Click on this, or the 'new desktop' button.

Now double-click on 'create a new virtual desktop' and (after a few help screens) you will see your connection to the linux server, this is presented as a windows-like system with some icons on the desktop and a start button & taskbar on the bottom.

NoMachine client (continued)



Go to the top right of the NoMachine window and hover until the corner rolls over, click on it. There are many options here for personalizing the application, for now just click full screen (blue button in the middle at the bottom).

Select File Manager from the application menu or the taskbar. Your home directory here is the same as your H: drive when you log in to the PC under Windows. Close this.

The web browser, text editor and other applications work as you would expect. The terminal emulator will give you a shell (command line) access to the Linux server. Documents on our web site may help you get started with this.

Click settings | desktop – you can personalize your NoMachine environment here.

Exit full screen mode & quite the NoMachine window.

NoMachine client (continued)



Your first NoMachine window is still open, select linux again and reauthenticate.

You will see that you don't have to create a new virtual desktop, the old one is still running. This is because we didn't log out from the previous desktop, we just closed the display window. A proper logout will close the virtual desktop.

You may wish to do this on purpose – to leave your virtual desktop whilst you go to lunch and reconnect afterwards, which is useful; however if you have finished, we would encourage you to log out properly.

Other access to Linux



If you wish to connect to linux through NoMachine, but you don't have the NoMachine client installed on your machine (maybe it's somebody else's PC), you can connect through a web browser. Connect the web browser to the URL <http://linux.cim.rhul.ac.uk/> and the NoMachine connection window will appear. This will emulate the NoMachine client.

If you are happy with just running a text window, or shell access then you can use the program "putty". This is installed on the lab PCs, please try it now.

There are other ssh clients available, Windows come with a perfectly good ssh that you can run in a cmd or powershell window; you will have to specify your username since windows' domain ("CC\\") will not be understood by linux.

Off site access to Linux



Some or all of these methods of accessing the linux server will work from off-campus and some will not.

Of those that do not, some may work if you install the recommended VPN client (Global Protect).

Some of these access methods will only work during core hours (9am – 5pm).

It is difficult to be precise, since the policy on external access is in the process of change or implementation.

Connecting to Linux Server



Warning

Student account do not have Admin access rights

Student account are not authorised to "sudo"

If any commands are run which require sudo, this is logged and we are informed.

Useful Links



<https://cim.rhul.ac.uk/>

<https://cimhelpdesk.rhul.ac.uk/>

<https://moodle.royalholloway.ac.uk/course/view.php?id=9114>

<https://linux.cim.rhul.ac.uk/nxwebplayer>

<https://cim.rhul.ac.uk/files/2018/09/introductiontolinux.pdf>

[Password](#)

[IT Services](#)

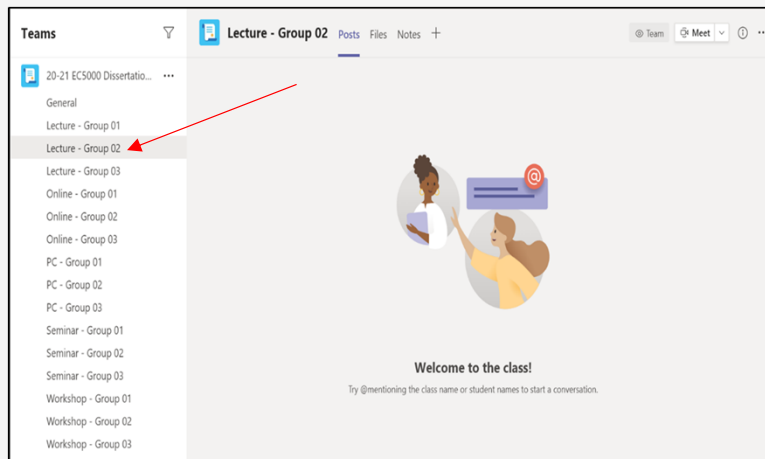
SSH - Linux.cim.rhul.ac.uk Port 22

Taking part in lectures and seminars

Step one: Download the MS Teams App or access the MS Team online version

<https://intranet.royalholloway.ac.uk/students/help-support/it-services/free-software.aspx>

Step two: Click on Teams to see your modules and channels to see the activities in your timetable



Step three: Wait for the blue box to appear and 'Join' on mute and camera off - don't click the meet button

