

<p>What kind of documentation and bookkeeping should I do around the lab?</p>	<p>Here are some basic tasks:</p> <p>label all the computers in the lab, this will help us identify the computer with ease.</p> <p>maintain the lab's wiki page about equipment history; if the lab does not have a wiki page, please email helpdesk to setup one. (If the lab has an old wiki page on an old server, you may have to manually migrate the contents to new server.)</p> <p>maintain an up-to-date lab layout with desk-user-computer assignments on it. Microsoft Visio format is recommended on a Windows computer. If you like to have Visio installed on your computer, please email helpdesk.</p>
<p>We need to get new computers for the lab, what should I do?</p>	<p>In general, the lab director(s) will put purchase through.</p> <p>On the other hand, please collect the requests from the fellow lab users about the hardware &amp; software requirements and report to the lab director(s). With accurate inputs, the new computers will be more suitable for the lab.</p> <p>And please note, the helpdesk would like to know the purchase plan - there are lots of planning to do on our side too. An advance notice will speed things up a lot.</p> <p>Please avoid computers designed for home use. e.g. Dell XPS line Please avoid computers designed for gaming. e.g. Dell Allienware line We recommend purchasing all components at the same time, from a single vendor/manufacture. If the system may need to handle more than 1 GPU, please be sure to choose proper motherboard, chassis and GPUs. Please avoid purchasing small chassis systems. The bigger, the better. Please be sure to choose the GPUs which blow the exhaust out of the chassis - not just spread them around in the chassis.</p>

Please be sure the chassis is rack-mount ready. No exceptions.  
Please be sure the computer is [IPMI](#) ready. No exceptions.  
Please be sure to use



. for a research lab host, the acronym of the lab must be present in the name right after the department prefix

. the maximum length of the hostname (before the DNS suffix) is 14

For example, the name of a computer in our grad open lab would be: "cs-grad-??".

Due to the extra complexity, alias will not be given to any new CS/CMPT hosts.

The existing hostnames will not be touched until the re-configuration of the system. The existing/current names will be retired and the new names must comply with the following hostnames

move some of the systems to our server room. Please discuss with the lab director(s) and the helpdesk. (A rack-mountable chassis is a must.)

virtualize some of the systems to reduce the physical need for outlets.

re-arrange the furniture in the lab to utilize the circuits - must be approved by the lab directors.

put extra power circuits in the room. There will be cost associated with this approach. Please discuss with the lab director(s) and inform helpdesk.

expand the lab to another room. Please discuss with the lab director(s) first.

Please note: \_\_\_\_\_, no exceptions.

The supplies for the printer in our research lab are running out, how can we get more?

First of all, please inform the lab users so people are aware of the situation and get prepared.

If the paper is running out in the lab,

please email helpdesk so we could contact the lab directors for account info. If you know who will pay for the paper, please put the name on the ticket.

If the toner cartridge is running low, we have 2 scenarios:

<p>We need some collaboration tools for our research, what should I do??</p>	<p>SFU IT Services have a few native collaboration tools available for the community. Please check out <a href="#">this page</a>.</p>
<p>The users would like to have different OS on the lab computers, what should I do?</p>	<p>The helpdesk will do the system upgrade; but before we do this, please do the following:</p> <p>Please check to see if there is any idle workstation in the lab has the preferred OS on it so it could be assigned to this user right away. Please ensure the users' supervisor(s) and lab director(s) know about the OS changes.</p> <p>Since the re-installation of the OS will wipe out everything on the local hard disk, please ensure all the data (on the local hard disk) have been backup to network storage.</p>
<p>I was asked to install a piece of software (which I am not familiar with), what should I do?</p>	<p>Please evaluate the software and make the decision. Here are some guidelines:</p> <ol style="list-style-type: none"> <li>1. Please check the system to see if the specific software package had been installed on the system already. <ul style="list-style-type: none"> <li>o on a Linux system, use "module avail" to check the availability. <a href="#">Click here for more details on available modules</a>.</li> </ul> </li> <li>2. It must be a licensed application (freeware, free for academic use, etc.). Please check the license agreement carefully.</li> <li>3. It must be malware-free, advertisement-popup-free.</li> <li>4. It must be related to the research. <ul style="list-style-type: none"> <li>o If it is not directly related to the research, it must be capable of assist the researchers to reach their research goals.</li> </ul> </li> <li>5.</li> </ol>

	<p>If you are not sure, please contact helpdesk for clarifications. The specific piece of software may have been on our white-list.</p> <p>Please note, you may not install any software like these:</p> <ul style="list-style-type: none"><li>unpaid shareware</li><li>pirated software</li><li>any application contains malware</li><li>any application presents the danger to the network (for special research projects, please ask permissions well in advance.)</li></ul>
<p>The users in the lab cannot print, what should I do?</p>	<p>In general, a user should be able to print to the lab printer after the account has been added to the lab's maillist. The only thing the user should do would be to just add the specific networked printer to the printer list.</p> <p>If the user suddenly cannot print any more, the most possible cause would be: the IT people have upgraded the printer drivers on the print server thus these drivers must be loaded to local system (Windows).</p> <p>To resolve this issue, please logon as yourself (- which is the local administrator of the system) to the computer in question. Then simply remove the lab printer from your printer list and re-add it again. This will trigger the installation of the new driver. After it is done, please logoff and ask the user to go through the remove/re-add the printer which should work now.</p> <p>If the system failed to load the new driver, you may try the following steps to resolve the issue:</p> <ul style="list-style-type: none"><li>make sure you logon as yourself (local administrator)</li><li>goto Control Panel -&gt; Hardware and Sound -&gt; Devices and Printers</li><li>remove all network printers</li><li>left click any remaining printer, from the top tabs, click "Print server properties"</li><li>within the newly opened dialog box, click tab "Drivers"</li><li>select an old/suspicious driver, click "Remove..."</li><li>now, MUST SELECT "Remove driver and driver packages"</li></ul>

now, click "Delete!"  
do this for all the suspicious drivers.