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To: DNS-ALL-L@cornell.edu
From: dnsdirector <dnsdirector-mailbox@cornell.edu>
Subject: computing support services provided by CSG - a message from Randi Rainbow
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List-Unsubscribe: <<mailto:leave-4050529-2375795.b5d019e2b8a460d54062d7f080406cbf@list.cornell.edu>>
List-Subscribe: <<mailto:subscribe-dns-all-l@list.cornell.edu>>
List-Owner: <<mailto:owner-dns-all-l@list.cornell.edu>>
Reply-To: dnsdirector <dnsdirector-mailbox@cornell.edu>
Sender: bounce-4050529-2375795@list.cornell.edu
X-LYRIS-Message-ID: <LYRIS-2375795-4050529-2009.06.26-10.10.09--bjd2#cornell.edu@list.cornell.edu>

This note is from Randi Rainbow, Director of the CHE Computing Support Group (CSG)

Hi everyone,

In recent weeks, there have been questions about what support is provided for personal computers, as opposed to Cornell assets. I've worked with Patrick, Rich and Brenda to come up with this quick FAQ to help everyone understand what computing support services the CSG can provide you.

How do I identify a computer as a personal computer or a "Cornell asset"?

Ask one of these questions:

Did I buy the computer with my own money? If yes, it's a personal computer.

Did I buy the computer with any Cornell (this includes gifts and grants) money? If yes, it's a Cornell asset.

Can I donate a personal computer to the college to turn it into a Cornell asset?

Yes, equipment donated to the college becomes a Cornell asset and receives support as such.

How do I get a personal computer connected to the internet?

RedRover (wireless) is available in high-traffic areas of Savage, Kinzelberg and MVR to provide internet access for personal computers.

Personal computers are not allowed to be hard-wired into the building network due to the security risks unmanaged computers can present to the rest of the network.

Who do I contact for questions or concerns with using the RedRover wireless network?

RedRover is a University service that just resides in college buildings.
Please contact the CIT Helpdesk at 5-8990 for assistance.

What software support does the CSG provide for personal computers?

The CSG can provide application support with:

- 1) Virtual Private Networking (VPN), Remote Desktop Connections (RDC) or web-based file sharing via webshares to college networked resources. The computer must have a functioning network connection before our techs can assist with these items. Usually that means you need to work through any connectivity issues with CIT first before asking our techs for assistance.
- 2) Providing installation media (CDs or DVDs) for legally licensed applications allowed for use on personal computers, as well as installation instructions, assistance and configuration support. While our techs are very knowledgeable, they don't use all the applications they can install, so they can't provide training on using most applications.

What hardware support does the CSG provide for personal computers?

The CSG cannot assist with hardware support for personal equipment. Cornell technicians are only licensed and insured to perform warranty work on Cornell computers.

Cheers,

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