

Computing Resources at RIT

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How do I get help on using computing resources at RIT?

Students, faculty, and staff can choose from a wide range of computing services. To get help on using a particular computing resource, the Information & Technology Services (ITS) HelpDesk is usually your first point of contact.

Individual colleges and departments also offer their own computer-related services and advice. Or you can get help with specific computing needs from DSS-Managed Computing Labs, the Wallace Library, and the Resnet office.

What is the ITS HelpDesk?

The ITS HelpDesk is part of the ITS Customer Support (CS) department.

What are the DSS-managed computing labs?

The ITS Distributed Support Services (DSS) department manages various computing labs throughout the campus. You can get information on finding and using DSS-managed computing labs on the World Wide Web at:

http://www.rit.edu/its/services/computer_labs/.

Or, you can contact the DSS Operations Office at 475-2056 (voice or TTY).

What is the Wallace Library?

The Wallace Library is a multimedia center providing students, faculty, and staff with access to vast information resources through the use of computer technology. The Wallace Library computing facilities include the:

- VAX Internet Area (VIA)
- Bibliographic Lab
- Laptops for sign-out
- Reference computers
- CD-ROM databases
- Center for Visually Impaired.

You can get more information about the Wallace Library on the World Wide Web at <http://wally.rit.edu>.

What is Resnet?

The Resnet office is responsible for supporting network access and usage in the RIT apartments and residence halls.

The RIT campus network

What is the RIT campus network?

The RIT campus network is a data communication system that uses Ethernet for its data transmission protocol, and primarily uses IP (the "Internet Protocol") for its network protocol. Currently, RIT's Ethernet operates at a speed of 10 Mbps or 100 Mbps (Fast Ethernet) in most places.

The campus network uses two types of cabling system media - fiber and copper. The backbone (including links into buildings) uses fiber media while the links to workstations and servers use unshielded twisted-pair copper wire. Cisco routers and switches interconnect the various network components.

Students, faculty, and staff can connect to the RIT network from off-campus by using a modem, and the DialIP remote Internet service. RIT's modem pool has 312 modems that operate at a speed of 56 Kbps.

What kind of Internet connection does RIT have?

The RIT campus network is served by two OC3 connections, each operating at a data rate of 155 Mbps, and one T3 connection operating at 45 Mbps. The primary OC3 connection is provided by Time Warner and Applied Theory Corporation, and connects directly to today's Internet.

Time Warner also provides an OC3 circuit for our new NYSErNet Internet2 service. Internet2 is a collaborative research and development effort led by over 170 U.S. universities working in partnership with industry and government. Its goal is to develop a new family of advanced Internet applications and technologies.

For more information about the RIT campus network, consult the ITS Technical Support Services (TSS) network home page at <http://www.rit.edu/network>.

What is RIT doing to upgrade its Internet service?

ITS recently moved the campus network to a gigabyte Ethernet backbone to provide fault-tolerant access to our main servers. Also, wireless networking technology has been installed at various campus locations, such as student study areas, lecture halls, and outdoor areas. You can access RIT's wireless network with a portable computer and a wireless network card. For more information consult the Wireless Networking document available at the ITS HelpDesk or on the ITS HelpDesk Documents web page at http://www.rit.edu/its/help/help_documents.html.

What kind of connection is available in an RIT residence hall room?

Each residence hall room has two Ethernet jacks. Each jack directly connects to the RIT network and the Internet. These jacks allow 10 Mbps access to the campus network and the Internet.

What kind of connection is available in an RIT apartment?

Each apartment bedroom (except Racquet Club) has one or two Ethernet jacks depending on the number of bedrooms in the apartment. These jacks are 10/100 Mbps auto sensing. Apartments also have an additional jack in the living room area that is 10/100 Mbps.

The Racquet Club mid-rises have one 10 Mbps jack in each bedroom. A microwave link provides the network connection to the main campus three miles away.

How can I connect to the campus network from my RIT residence?

You can connect to the campus network with a personal computer that meets minimum requirements. Please see the Student Computer Guidelines document at http://www.rit.edu/its/help/buying_guidelines/student.html.

Your computer must have an Ethernet card and patch cable.

If you buy a new computer make sure it has an Ethernet card in it.

Resnet recommends the 3Com family of Ethernet cards.

You should also have:

All of the CD's for your computer including the CD's for your operating system (Mac OS or Windows).

A Surge Suppressor that provides extra electrical outlets.

How can I connect to the campus network from off campus?

To connect to the campus network, you need a personal computer that meets minimum requirements (see Student Computer Guidelines document mentioned in the previous section). To connect from off-campus, you also need a modem and a remote Internet connection service such as the RIT DialIP service. ITS recommends you use a US Robotics modem that can operate at a speed of 56 Kbps.

For information on using a modem and connecting to the RIT DialIP remote Internet connection service, see the DialIP documents available at the ITS HelpDesk or on the ITS HelpDesk Documents web page at http://www.rit.edu/its/help/help_documents.html.

What is an RIT account?

A RIT account provides access to selected RIT computer services including the

VAX/VMScluster (usually referred to as “VMS” or “VAX”).

Digital UNIX OSFcluster (usually referred to as “OSF” or “Grace”).

RIT DialIP Internet connection service

SIS (Student Information System) UNIX workstations

RIT LDAP Directory (for finding e-mail addresses and other information, or to update your own information)

IMAP and POP e-mail services.

All RIT students, faculty, and staff entitled to a RIT username and password they can use to access these computer services.

For more information see the “RIT account & e-mail address” document available from the ITS HelpDesk Documents web page at http://www.rit.edu/its/help/help_documents.html.

How do I access RIT’s main computing systems?

You can directly access the main computing systems at RIT by using your RIT username and password and a telnet client program. The main computing systems are:

VAX/VMScluster (usually referred to as “VMS” or “VAX”).

Digital UNIX OSFcluster (usually referred to as “OSF” or “Grace”).

For more information see the “Telnet” document available at the ITS HelpDesk, or on the ITS HelpDesk Documents web page at http://www.rit.edu/its/help/help_documents.html.

What is RIT’s code of conduct for use of computing resources?

RIT provides a wide range of computing resources to students, faculty, and staff. To facilitate fair and effective access to and use of these computing resources, RIT publishes the “Code of Conduct for Computer and Network Use” document. This document is available at the ITS HelpDesk, or from the ITS HelpDesk Documents web page at http://www.rit.edu/its/help/help_documents.html.

How do I use electronic mail at RIT?

Your RIT username serves as the basis for your electronic mail address at RIT. Your basic e-mail address is your username followed by “@rit.edu” (e.g. abc1234@rit.edu). If your computer account was created after July 5, 2000, your mail automatically resides on the Digital UNIX OSFcluster. Otherwise, your mail resides on the VAX/VMScluster.

The easiest way to access your e-mail is by using the RIT Webmail system. For more information, you can visit the RIT Webmail home page at <http://webmail.rit.edu/>.

You can also access your e-mail by using an e-mail client program, such as Netscape Messenger, on your personal computer.

What is the RIT LDAP directory?

The RIT LDAP (Lightweight Directory Access Protocol) directory is a database containing an entry for each student, faculty, and staff person at RIT.

You can use this directory to find e-mail addresses and other information about people at RIT.

For more information, you can visit RIT's Directory Services home page at <http://www.rit.edu/lookup>.

What is the Student Information System (SIS)?

The Student Information System (SIS) is a service provided to RIT students by the Registrar's Office and the Bursar's Office.

With SIS, students can:

- Register for courses

- View academic, account, and address information

- View general messages from the Registrar and Bursar

Students must use their RIT username and password, and student ID number and PIN to access SIS. To log in to SIS, go to <http://www.rit.edu/~webtools/infocenter/> and click on the "Student Information System" link. To get help on SIS, contact the Office of the Registrar at telephone number 475-2821, e-mail address 605ask@rit.edu, or World Wide Web address <http://www.rit.edu/~605www>.

How do I access RIT's World Wide Web site?

You can access RIT's Web site at <http://www.rit.edu>. You can search the RIT web pages by using the "Search" feature on the main RIT page.

You can go to <http://www.rit.edu/its> to learn more about Information & Technology Services at RIT, such as:

- Student Computer Guidelines – go to

 - http://www.rit.edu/its/help/buying_guidelines/student.html

- ITS HelpDesk Documentation – go to

 - http://www.rit.edu/its/help/help_documents.html



ITS Newsletter – go to
<https://www.rit.edu/its/news/>

Contacting the ITS HelpDesk

Phone Support: (585) 475-HELP or 475-2810 (TTY)

Email: helpdesk@rit.edu

Web Address: <https://www.rit.edu/its/help/>

In Person: Gannett Building, Room 7B-1113

Contacting the Resnet (Residential Computing) HelpDesk

Phone Support: (585) 475-2600 or 475-4927 (TTY)

Email: resnet@rit.edu

Web Address: <https://www.rit.edu/its/services/resnet/>

In Person: Nathaniel Rochester Hall (Building 43), Room 1034

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