

USC School of Music Information Technology Overview

Technical Support

When possible, always send email to support@mozart.sc.edu. When email isn't an option, leave a voice mail at 777-0124.

This applies if you require assistance with your computer, would like personal instruction, need to report a computer related problem, or any other computer related request.

Paul Wallace will respond within one business day, when possible, unless a backlog of requests exists. Responses will be by email, phone, distance controls tools, or in-person when needed.

Jason Trenary will respond to escalated issues. Jason's response will typically be by email, phone, and distance control tools. Though Jason is available for escalated desktop support issues, the majority of Jason's time is reserved to maintain, troubleshoot, and further develop the School of Music technology infrastructure.

The Technical Support Staff

Jason Trenary, Information Technology Director

The Information Technology Director directs the development, design, and operation of data processing systems and computer labs for the USC School of Music; plans, configures, and provides maintenance for all server implementations; directs support and maintenance for all workstations; and provides network troubleshooting when necessary. The majority of this position's time is spent "behind the scenes" developing, implementing, and supporting database systems, web systems, web applications, e-mail systems, file sharing systems, backup systems, scheduling systems, computer security systems, podcasting systems, as well as developing future solutions for the school's implementation of information technology. This position manages the information technology budget, including budgetary planning, purchasing, and account management. This position also serves as liaison to University Technology Services, addressing network related issues and University-wide system implementations as they relate to the School of Music. When necessary, this position interfaces with faculty and staff by means of distance control tools, through email, and by phone.

Paul Wallace, Technical Support Specialist

The Technical Support Specialist assists the faculty, staff, and students with technical support on issues related to desktop computers, applications, the music technology center, and the School of Music website. Technical support is provided to users through installation, testing, and troubleshooting of computer systems, installed applications, and connected peripherals. Support is also provided by means of performing requested textual updates to web pages on the School of Music web site. Activities require a response either in-person, over the phone, by email, or through distance control tools within one business day of a report when possible. When the

volume of requests increase, creating a backlog of requests, longer response times are inevitable. Faculty, staff, and students requiring technical assistance send emails to support@mozart.sc.edu when possible, and leave voice mails at 777-0124 when email is not an option.

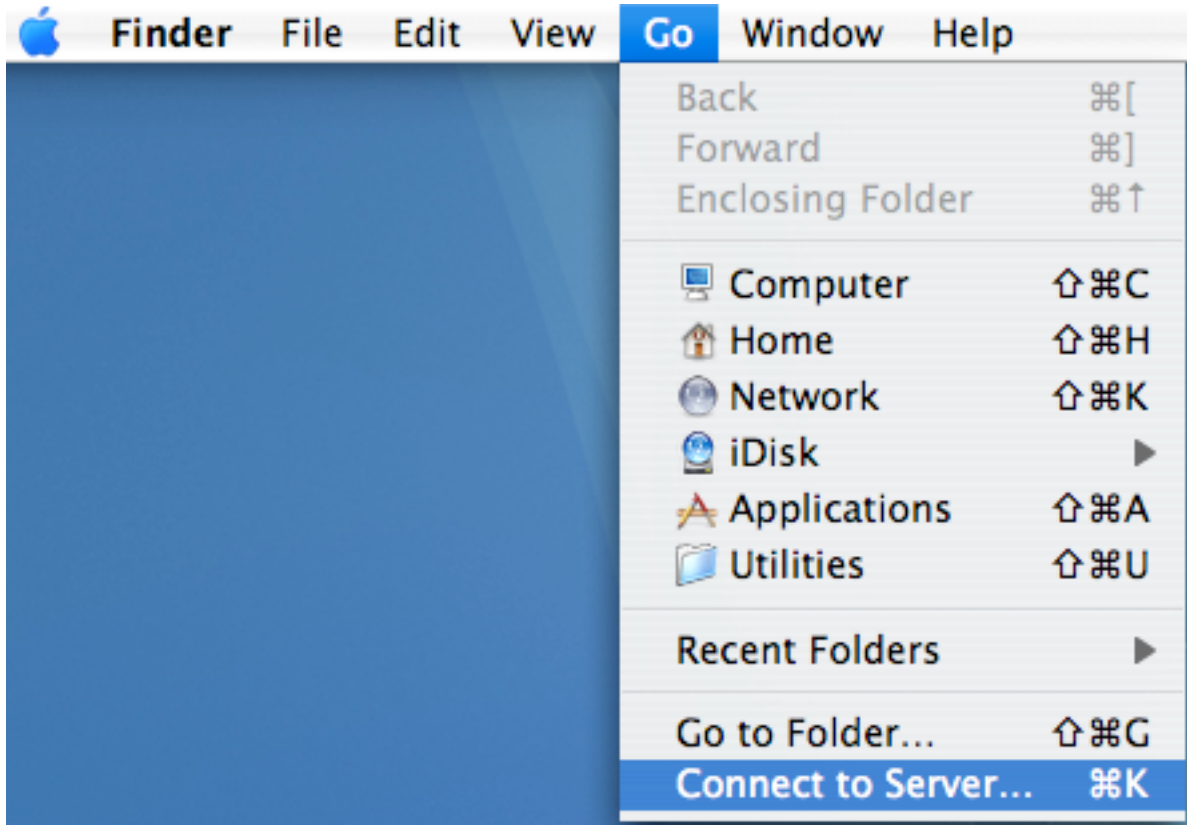
School of Music Network User ID

You will need your School of Music Network User ID and Password to gain access to School of Music network resources FileMaker Pro databases (email, MTC Computers, file servers, shared computers, protected web, podcasting server, blog server, FileMaker Pro databases, etc.).

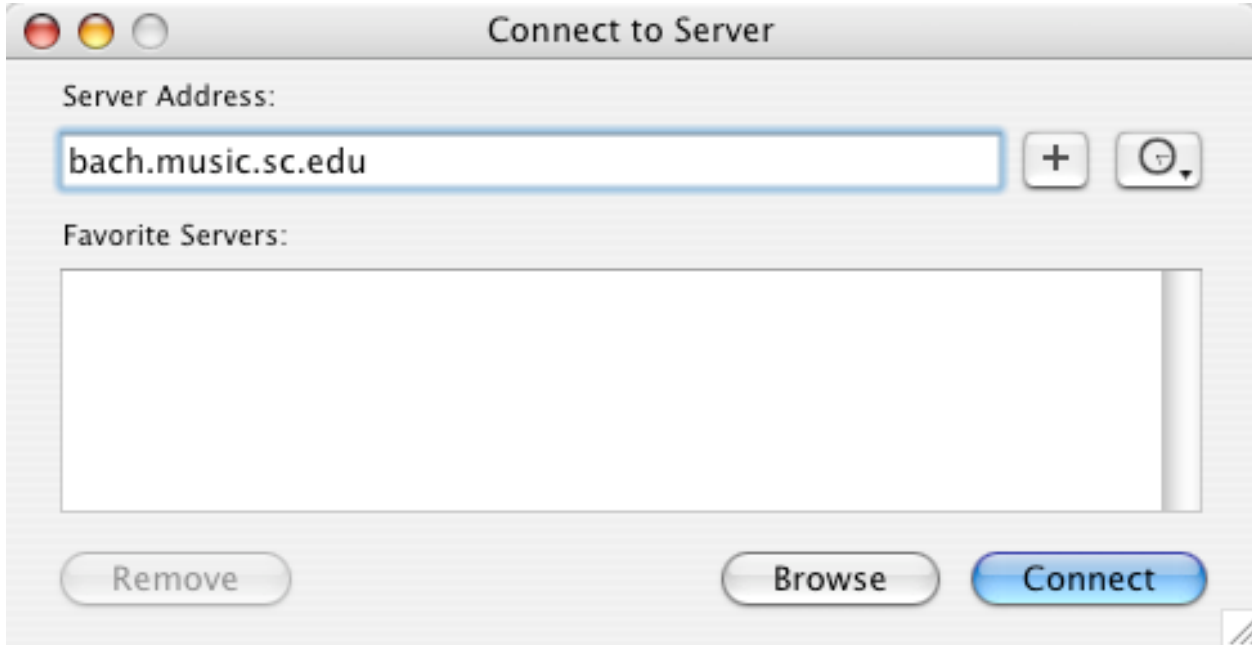
Your User ID is your first initial + your last name (ex. John Doe's User ID is jdoe). Your password is initially set to "xxxxx" (five lower-case x's), but must be changed before you can use the account.

Instructions for resetting your password. (These steps must be completed on a Mac physically located in the School of Music):

1. Go to the Finder by clicking on the Desktop or the Finder icon in the Dock (looks like a smiley face)
2. Click on the Go menu and Select "Connect to Server".



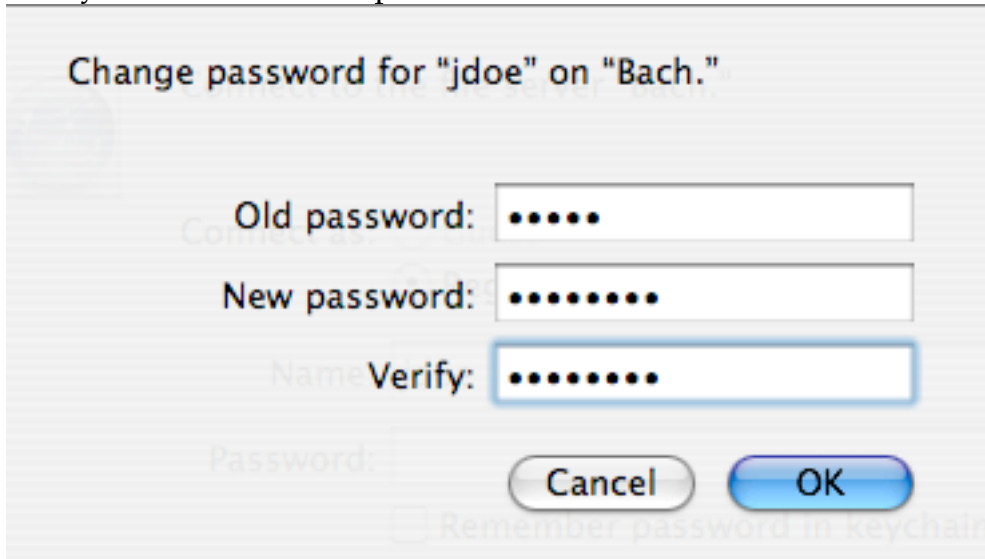
3. For the server address, enter "bach.music.sc.edu", then click Connect.



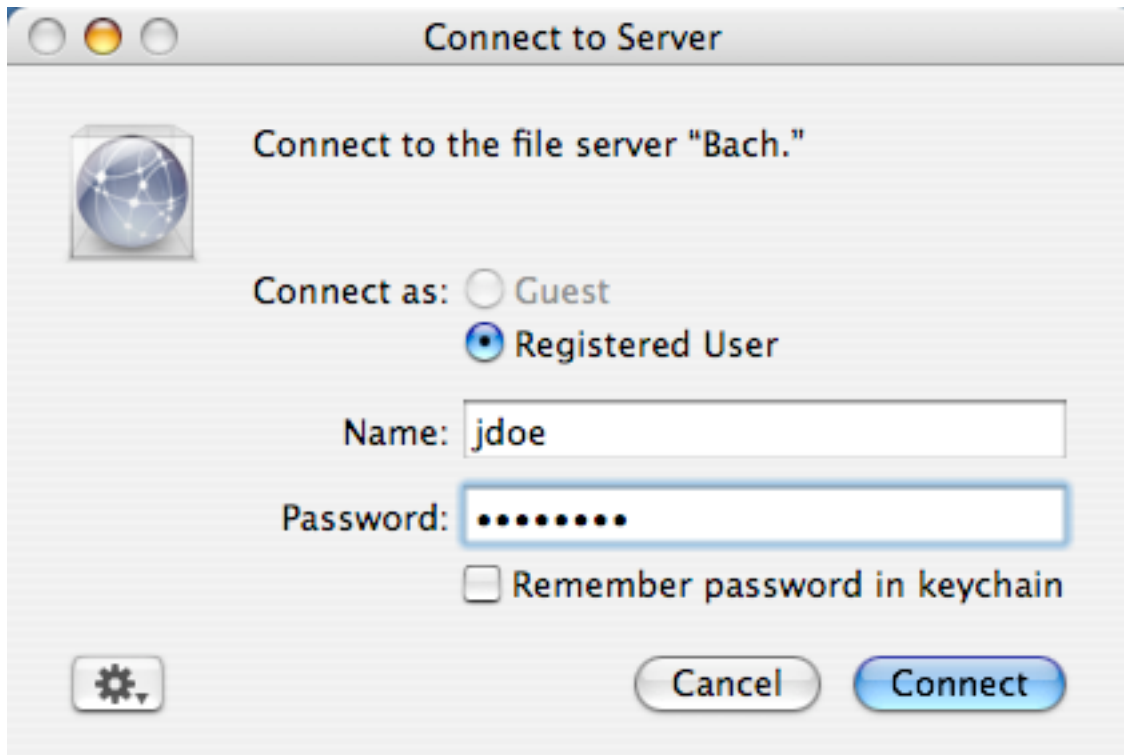
4. Enter your username (first initial + last name) in the Name field, then click on the Action menu icon in the bottom left of the Connect to Server box , and select "Change Password"



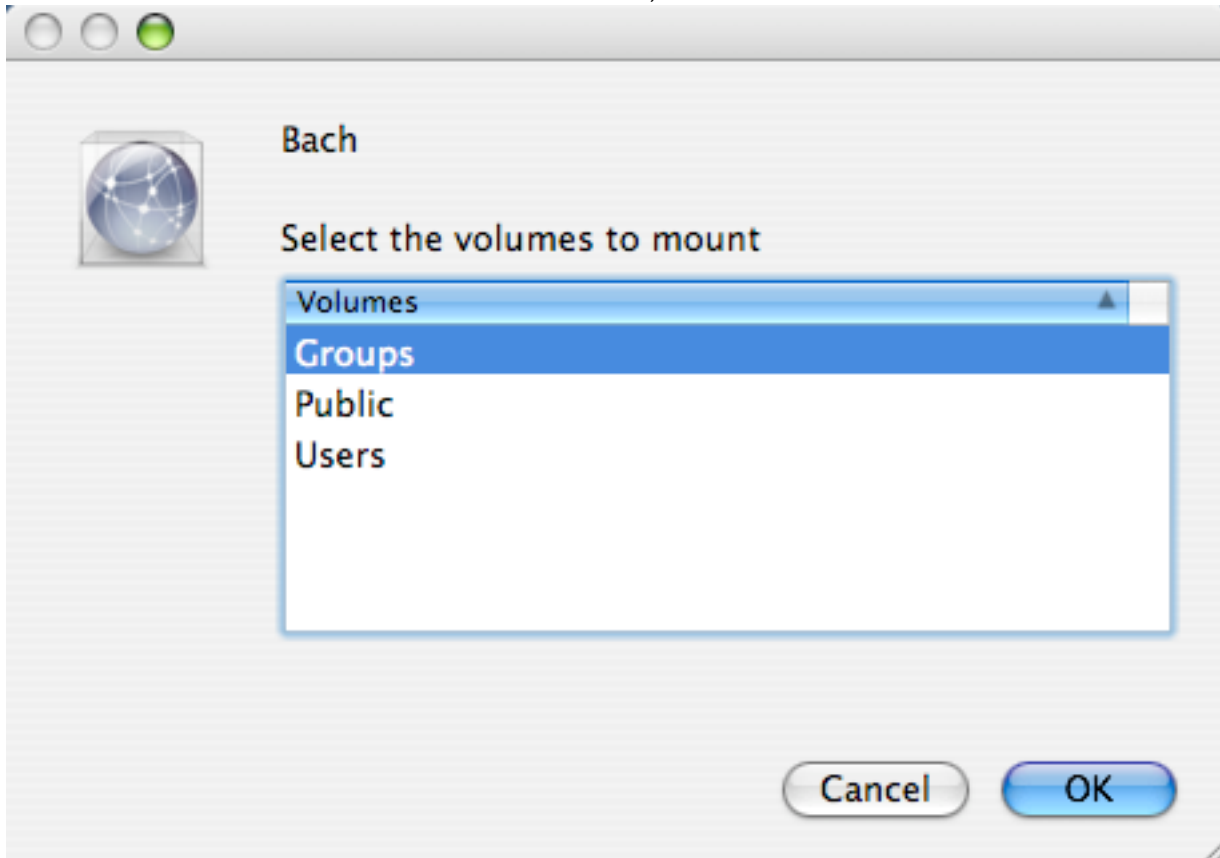
5. Enter your old password "xxxxx" (five lower-case x's by default), then enter your new password and re-type your new password in the Verify field, then click "OK". You may also change your password at any time using this method, just replace "xxxxx" with your current known password.



6. Type your new password in the Connect to Server Password field, then click Connect.



7. At the "Select the volume to mount" screen, click the "Cancel" button.



Computer Login Account

User ID: First name Last name Password: liszt (until you change it)

To change your login password, click on the System Preferences icon in the Dock (resembles a light switch), click on "Accounts", click on your name, and type your desired password over the dots currently located in both the Password and Verify fields.

Email Account Information

Account Settings

Email address	jdoe@mozart.sc.edu
User account	jdoe
POP server	mozart.music.sc.edu
SMTP server	mozart.music sc.edu

OS X Mail

Mail is the default School of Music email application. The Mail icon in the Dock resembles a stamp. Automated help can be accessed by choosing "Mail Help" from the Help menu while Mail is the current application.

Accessing email from off-campus

You may check email through any web browser by going to <http://www.music.sc.edu>, and clicking on the link "Mozart WebMail Access". Though Eudora and Mail are our default email applications, any POP or IMAP email client can be used to access the server. To utilize other email applications, either on or off-campus, configure your email client using the "Account Settings" shown above. Be sure to configure the email client to send your password when both sending mail and checking mail.

VPN Access

If you require off-campus access to School of Music IT resources other than email, you will need to obtain a VPN account and install VPN software on your home computer or laptop. This software will allow you to establish a secure connection to the University network before connecting to other School of Music resources. VPN accounts are obtained by sending requests to vpn@sc.edu. This service is provided by University Technology Services, not the School of Music. Assistance with VPN accounts, software, and logging in can be obtained by calling 777-1800.

University Library Catalog

The library catalog is available at www.sc.edu/library/music/index2.html. If installed on your machine, you may also use USCAN to access the catalog.

Server Information

School of Music Web

www.music.sc.edu - This server hosts the official web site for the School of Music. A few highlights include the "Concert and Guest Artist Calendar" and the "Faculty and Staff Directory". You are encouraged to submit, via email to Laveta Gibson (lgibson@mozart.sc.edu), a bio and current photograph for the directory. Paul Wallace maintains the textual updates of top level pages of the site. If you wish to develop or update personal pages, studio home pages, or program/ensemble pages, you may request access to the web server for yourself, a GA, or a student worker who is capable of making such revisions.

Additional Servers

The school of music also maintains the following servers

Mozart email server

Mahler – backup server

Marconi – File sharing, password server, Administration server for the MTC, audio/video streaming

Armstrong – FileMaker Pro, Podcasting, Blog server, web server

Copland – File server and general administration server

Franck – FileMaker Pro web server

Backup Information

School of Music Backup Policy, August 2006

Portions of user Home folders are backed up on each faculty and staff computer

running OS X. Specifically, the Documents, Desktop, and Library folders are backed up. Movies, Music, Pictures, and Sites folders are not backed up. The Home folder is located in the Users folder at the top level of the hard drive and is named using the individual's login username. Best practice is to store all files inside the Documents folder located inside the Home folder.

Files stored on external Volumes or in other locations throughout the Hard Drive are not backed up. Sound, picture, and movie files, are not backed up no matter where they are stored. Individuals are responsible for backing up these items.

A message automatically appears on the computer screen notifying the user of the backup. If no backup takes place for a week or longer, a message will appear on the computer screen with a notice about the failure. Individuals may open the Retrospect Client application from within the Applications folder in order to check the last date shown for when the computer was backed up.

The network backup executes Mon-Fri and is kept for 4 weeks. Individuals receiving messages on their computer stating that their computer is not getting backed up should report these messages to support@mozart.sc.edu.

There is no backup for GA computers, lab computers, classroom computers, or computers running OS 9.

Though the network backup is provided for the purpose of convenience and to assist with disaster recovery, ultimately, the backup of important personal and professional files is the responsibility of each individual user. Methods for personal back up include burning CDs/DVDs, copying files to a .Mac account, copying files to a USB Flash Drive, and copying files to an external firewire drive. The University does not supply these items. We recommend that you back up your entire home folder when doing personal backups.

Individual Responsibilities

Each faculty and staff member is individually responsible for the following:

1. Notifying the computer support personnel by email (support@mozart.sc.edu) if the automatic backup is failing on their computer.
2. Insuring that the computer is left powered on at all times, and is set to never sleep. The Energy Saver System Preference should be set so the monitor goes to sleep after an hour or less of inactivity, but the computer or hard drive never goes to sleep.
3. Creating and maintaining a personal backup of any and all files that the user deems significant. This includes files that are and are not being backed up by the automated backup system.

Questions regarding the back up system or how to make personal backups should be directed to support@mozart.sc.edu.

Printing

Documents printed from computers in the basement and first floor are directed to the Laserwriter in the front office. Printing on the second floor is directed to the faculty / staff printer located in the Faculty / Staff Lounge (rm. 217). Printing on the third floor is directed to the printing / copier room at the end of the hall close to the back entrance to the Choral Department.

Technology Facilities

Music Technology Center (MTC)

The MTC is a technology instruction center and general purpose lab available to all school of music faculty, staff, and students. Students must have a valid USC ID to use the facility. The MTC (rm. 209) is located in the rear of the first floor of the music library (rm. 208). This facility contains 17 workstations, each with a late model computer, electronic keyboard, sound module, mixer, tape deck, and the current version of all the music software owned by the school of music in addition to our standard software packages. The instructor station is equipped with all of the necessary hardware and software for technology classroom instruction. The Digital Video workstations (located at the right, rear of the room), both have a color scanner, digital video software, VCR, digital video converter, and DVD / CD burner.

Computer Enhanced Classrooms

Rooms 210 and 215 contain computers with video displays and MIDI keyboards. Access to Powerpoint, Finale, and the Internet are standard. Requests for additional software should be sent to support@mozart.sc.edu. Anyone wishing to use the computers in these rooms should contact support to schedule an introductory session. These rooms are also the pilot rooms being used for video and audio podcast recording.

Studios A & B

These advanced facilities serve as teaching studios and research labs for faculty, staff, and students and are located in the basement of the school of music (rooms 011 and 039). Studio A is typically reserved for faculty and staff only, while Studio B is available to students taking (or who have taken) the appropriate course(s).

Free Copies of Microsoft Office

The computer services department at the University of South Carolina provides licensed copies of MS office and virus packages free of charge to USC faculty and staff. For more information, please visit <http://www.csd.sc.edu>.

Distance Education and Instructional Support

Distance Education and Instructional Support (DEIS) is a separate department of the university who's mission is to support University faculty and administration in the development and delivery of instructional media and to support academic units by delivering courses and providing student services to distant learners who cannot come to campus. To learn more, please visit <http://www.sc.edu/deis>.

Requests for Hardware and Software

Direct all hardware and software requests to support@mozart.sc.edu. If the requested hardware or software is available, arrangements will be made for installation. If the request involves a large purchase or the allocation of a limited resource, the request will be forwarded to the Music Technology Committee. The committee will review the request at the next committee meeting.