

Nigel's Guide to the Data Lab

Introduction

Welcome to the Social Science Computing Center, part of the Centers for Educational Technology on campus. This document contains answers to many of your questions and was originally created by Jesse Hamner, the previous lab manager. I have updated it and added a few things that I think are helpful. Please consult this guide first since we lack a replacement for Jesse. I may be in the lab often but it's not actually my job to help you. Keep this copy in your locker. I have also placed a .pdf version online at <http://userwww.service.emory.edu/~nlo/labnotes2009.pdf> just in case.

Network File Storage

Also known as your P: drive or K: drive to the third years and higher, you have an account on `AS.EU.EMORY.EDU`, a server handling file storage duties for most departments on campus. *Please, please, please use it.* It is the most secure way to store and back up your data (though not your mp3 collection—music files are deleted regularly). I work off of it almost exclusively. While in the lab, you will see you have a P: drive under My Computer; your files are located there. Elsewhere, you can still access these files by following the directions below. If you are off-campus, you must be logged into the VPN first (instructions are further down). **Do not save to the desktop.** Save to either the P: drive or an USB flash drive.

Connecting to the P: drive

For Macs:

1. Press Command-K or from the Finder select “Connect to Server...” under the “Go” menu and type `smb://as.eu.emory.edu/home/youruserid` in the “Server Address” box. Bookmark this location if you are working from home.
2. It will then ask for your username, password, and domain. The domain is `EMORYUNIVAD`. Your username and password are the same ones you use for email.

For Windows:

1. Open My Computer
2. In the address bar, type `\\as\home\youruserid`
3. A dialog box will open. Your username must include the domain with a backslash before your username: `EMORYUNIVAD\youruserid`
4. Enter your password – again, the same one you use for email.
5. For a more permanent solution for working from home, select “Map Network Drive” under the “Tools” menu.

Connecting to the VPN

I have found that the F5 Firepass SSL VPN is unreliable. I recommend connecting to the VPN using your computer's existing method. For Macs, see <http://it.emory.edu/showdoc.cfm?docid=5312>. For Windows, see <http://it.emory.edu/showdoc.cfm?docid=5311>.

Printing

Instructions for printing can be found on the door to the lab office. Duplexing costs \$0.12 per double-sided page. Single-sided printing costs \$0.08 a page. Money can be added to your EmoryCard and instructions can be found at <http://www.emory.edu/dining/youraccounts.php#ED>. If you need to print documents as part of your research assistant duties, see Kathy Malanoski for a proxy card. Personally, I bought my own laser printer since it is cheaper in the long run. I recommend an HP P2015dn (for duplexing and networked). In the lab, I typically print double-sided and with two pages per side (at my own risk).

Replacing Paper

Replacing paper is easy. Tear open a ream, put the whole ream in the printer tray, gently close the printer tray until it locks, and throw away the wrapper. Paper can be found underneath the printer.

Toner

“The lab printers run through toner like German armies through France.” It will probably happen that you send a print job that ends up badly streaked or unreadably pale. However, ***the lab is not responsible for 200-page print jobs that you send and walk away from.*** If you plan to print a large article or a long paper, check the printer before you start a big print job and see if the display reads “Toner Low.”

Because printing occurs mostly in the middle of the page, as the toner runs low, printing becomes faint in the middle first. Shaking the cartridge from side to side (the toner dance) will redistribute the toner to the middle and allow quality printing to continue. If you have already shaken the cartridge once and it is still printing faintly, give up and change the cartridge.

Paper Jam

Any lever, switch, or toggle inside an HP printer that is **GREEN** can be manipulated by the average user. Do not be afraid of opening the printers up and dealing with a paper jam. Read the warnings on internal components and (carefully) have at it. The most common paper jams occur under the toner cartridge, under a green handle that you must lift up to expose the accordion-folded paper and remove it.

Personal Space

Clear off all of the desk area when you leave! If a user has left his/her desk space in a mess, feel free to move that crap out of your way. Unless it is my spot. Don't even think about sitting there. Additionally, users should not leave themselves logged in to an unattended computer unless they are running a time-intensive procedure. It is not fair to others and after a few hours of no activity the machines will reboot to make room for others—possibly discarding unsaved changes to your documents in the process...

You might think that some users actually live in the lab (not it). It is recognized that eating while working is possible (even necessary) for some users. Still, keyboards can be damaged by liquids and crumbs. Use spillproof cups and try to eat your meals somewhere else. The official line is that **no food or drink is allowed in the lab, except for drinks in containers approved by Emory's libraries**. Computer damage resulting from food or drink is therefore the financial responsibility of the culpable student.

While conversation is often very important to academic advancement, remember that others use the lab. Hold conversations in a soft voice and remember that others can hear you, whether they want to or not. Set your mobile phone to silent and make or answer phone calls in the hallway or elsewhere. I like to listen to music when I work myself but be considerate and keep the volume down in the lab. If others can hear your music you probably also should be worried about hearing loss.

Resources

The computers have a variety of document editing and statistical programs, including the Microsoft Office suite, WinEDT, TeXShop, jEdit, StatTransfer, Stata, and R. Most programs have built in user support. If you use L^AT_EX or want to learn how to (I recommend it) a good introduction can be found at <http://ctan.tug.org/tex-archive/info/lshort/english/lshort.pdf>. For an introduction and guide to Learnlink, see <http://www.learnlink.emory.edu/guides/>. I suggest forwarding any Learnlink mail to your emory.edu address. A guide can be found at <http://www.learnlink.emory.edu/guides/FAV1-0002C63D/I3327CD39>. OPUS (<http://www.opus.emory.edu>) is used for important official business, such as paying registration bills and checking grades.

There are also two group workstations in the lab. There are instructions on how to use the sharing software so that multiple laptop computers can simultaneously manipulate documents located on a board.

Personal Laptops

If you prefer to work on your own laptop, a wireless connection is available across campus and there are also workstations with monitors, keyboards, and mice to use with your laptop in the lab. The EmoryUnplugged connection is *greatly* preferred to EmoryU. For instructions on how to connect to EmoryUnplugged, see <http://it.emory.edu/showdoc.cfm?docid=5232>.

Help in the Lab

Since Jesse left, we have been without a dedicated lab manager. Part of the lab manager's job was to provide some user support for various software packages. If you cannot find the solution to your problem in the manuals or help files, I am usually willing to at least try to help. I can't guarantee that I will be able to solve your problem but I will try if I have time and it will not take too long. However, **I retain the right to refuse service** but if I do, I will probably point you to someone who could also help. If your question is about L^AT_EX, Stata, or R, then you will probably be in luck. I am not familiar with every program that we have in the lab. For example, I have no idea how QCA works.

Emory AAIT (Academic and Administrative Information Technology) oversees the network shared drives. If the link to your network drive is down, there is nothing I can do about it. Similarly, if access to Learnlink, Dooley/Eagle (email), or general Internet connectivity is interrupted, it is out of my hands.

Security in the Lab

- Using a browser other than Internet Explorer is highly recommended. I personally use Mozilla's Firefox.
- Change your password – It is very important to change your password at least once a year. The best passwords should have eight alphabetic and numeric characters, along with special characters. Passwords shouldn't contain your name or your user ID in them. For example: Ch3m1\$ttry or P0115C1!.
- Don't open unknown e-mail attachments – If you don't know who sent you an attachment, or why, delete it.
- Don't be fooled – Neither Emory nor your bank will send you an e-mail requesting account information. Even if the message says it is from "The Emory.edu Team", "administrator@emory.edu" or some other variation, just delete the message.
- Don't click on Internet pop-ups – Many pop-ups can install malicious programs.
- Don't use file sharing programs – Downloading copyrighted material is illegal and could lead to lawsuits. File sharing programs are also used heavily to spread viruses.
- Don't install illegal (cracked) copies of software – Not only is it illegal, but software from a source other than Emory or a sealed box is often a trojan horse.
- For home: Symantec (Norton) Antivirus is available from the university free of charge. Take advantage of this and take appropriate security measures at home. If you suspect your laptop or personal machine has a virus, go to the Clean Room in the North Decatur building for assistance.

REMEMBER TO SAVE OFTEN!

Additional Support Services

Call Center / Main Help Desk

Phone: 404.727.7777

Online Help Request Form: <http://help.emory.edu>

FAQs: <http://it.emory.edu>

Operating hours: 7AM–7PM Monday-Thursday, 7AM–6PM Friday

- The Call Center provides support for Emory accounts, Learnlink, Blackboard, and computer software issues

Learnlink

Email: help@learnlink.emory.edu

Website: <http://www.learnlink.emory.edu>

- Send questions about Learnlink conferences to the email address above
- Account problems or password resets should go to the Call Center

OPUS

Email: opushelp@listserv.cc.emory.edu

Website: <http://www.opus.emory.edu>

Blackboard

Email: classes@emory.edu

Website: <http://classes.emory.edu>

Electronic Data Center (on the main floor of Woodruff Library)

Email: oreilly@emory.edu

Website: <http://einstein.library.emory.edu>

Phone: 404.727.6129

Operating hours: 9AM–5PM

- Help finding and getting electronic data for your research
- Help importing and managing your electronic data

Emory Center for Interactive Teaching – ECIT (on the main floor of Woodruff Library)

Email: ecit@emory.edu

Website: <http://www.cet.emory.edu/ecit/index.cfm>

Phone: 404.727.6886

- Appointments may be made for one-on-one training on advanced applications such as video and audio digitization, first-time or advanced web designs, and text/image scanning and editing

Classroom Technologies

Main (Help) Phone: 404.727.6853

To borrow equipment: 404.727.5147

- Audio/Video services and support for college-administered classrooms
- Classroom Tech handles everything *but* the computers in most classrooms

The Clean Room (in the North Decatur Building)

Phone number to schedule an appointment: 404.727.7777

Operating hours: 10AM–5PM

- Computers that are fouled with spyware/viruses can get help in the Clean Room
- They also diagnose and make recommendations about more serious problems