

CSG Linux Support Policy

This document describes the policies for service and support of Linux computers used by faculty and staff in the departments of Computer Science, Mathematics and Statistics and Actuarial Sciences. The CSG (Computer Support Group) which is tasked with providing support to these three departments, provides three computer support options: “**self-administered**”, “**self-administered with default CSG load**”, “**CSG administered**”.

These options are defined as follows:

- On **self-administered** computers, software installation, configuration and all software maintenance are the responsibility of the primary user.
- On **self-administered with default CSG load** machines, CSG will attempt to put a default load on the machine and then turn over administrative duties to the primary user. Administrative duties are defined as software installation, configuration, software and OS management.
- On **CSG-administered** machines, all CSG approved software, maintenance and configuration are provided by the CSG.

Summary of Services

Self-administered	Self-administered with default CSG load	CSG-administered
Primary user is responsible for system, peripherals, applications, security, and maintenance.	Primary user is responsible for system, peripherals, applications, security, and maintenance.	CSG responsible for system, applications, security, updates and software licensing.
Primary user must install and maintain all software.	CSG to provide image-based initial load. Primary user must install and maintain all software thereafter.	CSG installs and updates supported software defined later in the document.
Repair or recovery by user not by CSG.	Repair or recovery by user not by CSG. CSG can re-image up to twice a year or by request of DEO.	Repair or recovery by CSG using best available methods.

Definitions

All users must adhere to the University of Iowa Acceptable Use Policies as published at <http://www.uiowa.edu/~our/opmanual/ii/19.htm>. Any activities performed on the computer that violate the University of Iowa Acceptable Use Policies may result in loss of network access.

The CSG places priority on the stability, reliability, security, and concurrency of the computer configurations and software installations. The CSG has limited resources and will support only one version of the RedHat Linux operating system. Dual boot machines and laptops are not supported by CSG due to complexity and availability issues. For a system to qualify for support, it must be approved by the CSG and satisfy RedHat’s published minimum system requirements for the supported version of RedHat Linux.

When the CSG updates the version of Linux it supports, all CSG-administered computers will be re-evaluated to determine eligibility for support. To maintain their support status, users may be required to upgrade their computer systems. If the system is not properly upgraded, the CSG will drop support of the system. The CSG will give users at least two months notice about required upgrades before dropping support.

Services

The following services are provided to Linux computer users of

“CSG administered” hardware:

1. Access to files on the network file server(s) using methods normally available in the Linux operating system (NFS access).
2. Electronic mail access.
3. Access to departmental network, office printers and software.
4. Assistance diagnosing hardware issues and arranging warranty service for systems still covered under warranty.

“self-administered with default CSG” load:

1. Access to files on the network file server(s) using smbmount. NFS access is by request only and has other terms and conditions not discussed in this document.
2. Electronic mail access.
3. Access and configuration to departmental network, office printers and software (see the software table in the next section) as provided on CSG administered machines.
4. No updates to software applications. The workstation can be scheduled twice a year to be completely re-imaged. The user will be responsible for any data migration and preservation of any customizations.
5. OS patching. CSG can, by request, apply OS patches via the RedHat Network. Patches may break configuration files or user modified applications. Patches may not install properly if the user has installed their own RPM's. If conflicts arise, it will be the user's responsibility to work through these issues not CSG's.
6. Fixed IP assignment via DHCP.

“self-administered” hardware:

1. Linux computers have access to the CSG maintained print queues, electronic mail and network file servers via smbmount. NFS access is by request only and has other terms and conditions not discussed in this document. It is the responsibility of the user to setup and maintain access to these services, not that of the CSG.

Not supported

The following services are not provided to any Linux computer user:

1. Off warranty hardware repairs.
2. Backup of local hard drives. Users are strongly urged to save all data onto the CSG file server which is backed up nightly. CSG discourages saving any data to the local hard drive. The CSG will not be able to repair or restore local files in the case of hardware failure or system problem.

CSG-administered Services and Conditions

Stability, reliability, security and concurrency of software guide how the CSG manages computers. Therefore, on **CSG-administered** workstations, CSG will have sole administrative rights to the workstation (i.e., the user does not get the administrator password or privileges). Users who wish to be able to install their own software that must run as root or require root privileges for installation should consider the **self-administered** support option. The CSG may choose to repair or maintain **CSG-administered** machines by reformatting the hard drive and/or reinstalling the necessary files.

Services

- 1) Operating system updates, upgrades, and emergency patches on a regular basis.
- 2) Configuration of network connected printers.
- 3) Configuration of pine mail client.
- 4) Configuration of networked storage and access to user's home account.
- 5) Installation and maintenance of college-related software (Note, this table is current as of 1/2005 and subject to change). The college related software is software approved by the Computing Advisory Committee (CAC). The CAC is composed of the DEO from each department plus the CSG Director.

Computing Advisory Committee approved departmental software matrix:

Type Software	Software Name	Loaded where
RedHat Workstation	All RedHat RPM's loaded	All
Productivity	Open Office	All
Communications (Mail)	Mozilla	All
Communications (Web)	Mozilla	All
Communications (Mail)	Pine	All
Math App	Maple	All
Math App	Mathematica	All
Math App	Matlab	All
Development (IDE)	Eclipse	All
Development/Productivity	Rdesktop (windows apps)	All
Development	Sun Java SDK	All
Development (Compiler)	gprolog, swprolog	All
Development (Compiler)	Hugs	All
Development	Maude	All
Development	MIPS emulator	All
Development	SICSTus	All
Development	Ocaml	All
Development	Ox	All
Development (Compilers)	Intel C,C++,Fortran	All
Stat App	R	All
Stat App	SAS	All
Stat App	Splus	All
Utility (PDF viewer)	Adobe Acrobat Reader	All
Utility (PS viewer)	Ghostview (gv)	All
Utility (Mozilla plugins)	Flash, Acrobat, Java, Mozplugger	All
Utility (CD R/RW)	K3B	All
Utility (IDE)	Bluefish	All
Utility (Emacs LaTeX mode)	Auctex	All
Utility (GUI LaTeX editor)	Kile	All

Utility (Emacs .s.r mode)	ESS	All
Utility (Emacs)	SML-NJ, SML-Mode	All
Utility (ftp client)	Gftp	All
Utility (Graphics Driver)	NVIDIA	All

Not Supported

1. Peripherals and add-on cards.
 Exceptions: CSG will spend up to 30 minutes to install and configure the software for each of these devices:
 - a. scanners
 - b. local printers
 - c. upgraded graphics cards for the sole purpose of improved graphics performance (i.e. not video importing, etc.)
 - d. pointing devices that replace a mouse, but not additional pointing devices (for example, digitizing pads are not supported)
2. Non-scheduled changes to CSG supplied software. Software will normally be updated before each fall and spring semester as necessary. Note that due to the time required to prepare software for installation, the installed version may be older than the version available at the time of installation.
3. Installation of games and other non DEO approved software.

Self-administered & self-administered with default CSG load Services and Conditions

The faculty/staff member is the system administrator and is responsible for the installation and maintenance of the operating system, all software and security of the system and associated network usage. Any activities performed on the computer that violate the University of Iowa Acceptable Use Policies will result in loss of network access.

Services

1. User is responsible for hardware, software, security and configuration.
2. CSG will provide OS and site licensed software either by CD's or a network share. By request, CSG can attempt to install the current CSG managed load and then turn over root to the user at which point the machine becomes a self-administered machine.
3. The user can request CSG to automatically patch their un-managed machine when CSG patches the rest of the managed machines. The user of the un-managed machine will need to agree to the following terms:
 - a. The machine must be running a CSG approved version of RedHat Workstation.
 - b. The machine must be registered under CSG's RedHat Network.
 - c. The machine must allow RHN updates (rhnsd must be running and configured appropriately).
 - d. The user agrees CSG is not responsible for any side affects from the patching.

- e. The user is ultimately responsible for patching of their unmanaged machine. If the user has modified or installed RPM's that conflict with RedHat's, then the patching will not be successful and the user will need to resolve these issues themselves.

Faculty and staff may change their support model to the CSG-administered service following each fall or spring semester or with DEO and CSG approval.