



# ENCS Faculty & Staff Quick Reference Guide

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This is a quick overview of ENCS (Engineering and Computer Science Faculty) IT Facilities for Faculty/Staff, who have an ENCS user account. Please refer to our web site (<http://aits.encs.concordia.ca/helpdesk/>) for more information.

**Disambiguation:** All ENCS Users also have a CONCORDIA NETNAME. For services regarding your NETNAME, please refer to the following webpage: <http://www.concordia.ca/it/services/netname-account-management.html>.

## ENCS Email System

### User Account and Email Address

New accounts can be picked up at the ENCS Helpdesk in H0964-00 or EV007.182. For identification purposes, we only accept valid Concordia ID cards. A password can be reset online by visiting the Helpdesk website and clicking on Change Password from the Quick links section on the left. You may access this link directly at the following URL, <https://fis.encs.concordia.ca/helpdesk-cgi/change-pwd.cgi>. In the event of a lost password, the user should visit the Helpdesk.

### Email Configuration

Concordia has rolled out a new central email system designed to enhance communication and collaboration among Faculty and Staff. The new service standardizes Concordia's email naming convention – meaning that all addresses will now follow the format `firstname.lastname@concordia.ca`. Instructional and Information Technology Services (IITS) has migrated to this new central email system - Exchange 2010. AITS has prepared a [guide](#) to assist Faculty and Staff in this transition.

AITS still offers email services. The ENCS IMAP server (incoming mail) is `mail.encs.concordia.ca`. Make sure you enable secure connection (SSL). The SMTP server (outgoing mail) is `smtp.encs.concordia.ca`. The IMAP directory is `mail/` (in your UNIX home directory (U :)). Please refer to <http://www.encs.concordia.ca/encsit/public/sag/email/> for further details regarding ENCS e-mail configuration and mail clients.

**Note:** For computers networked outside ENCS (e.g., your home computer), use the SMTP server of your Internet Service Provider (ISP).

### Email quota

The Inbox folder in your email box has a quota limit of 87 MB. All incoming emails are delivered to your Inbox folder by default. When the 87 MB quota limit is reached, the incoming email will be refused and bounced back to the sender. Mail delivery will be attempted during 5 days, at which point, if the user is still over quota, the message bounces back to the sender with a note indicating that the email was not successfully delivered. The maximum size of a message is 50 MB. To check your email quota, go to the Helpdesk website and click on Quota Check from the Quick links section, or type `quota` at a Linux/UNIX prompt, or go to <https://fis.encs.concordia.ca/helpdesk-cgi/quota.cgi>. To avoid running out of your email quota, you need to:

- Delete emails in Inbox promptly. Save any large attachments you receive into your home directory, and delete the message.
- Re-file emails from Inbox to other folder(s) automatically or manually.
- Remove spam.

**Note:** To exchange large files with others, you can use the File Exchange Tool available from: <https://fis.encs.concordia.ca/fexch/fexch-description.cgi>.

### Email Filtering

There are two ways to filter email:

- Use filters provided by your email clients to re-file messages to other e-mail folders.
- Set up `procmailrc` recipes in your UNIX home directory, to deliver your incoming emails to other email folders automatically. In this way, you can avoid the 87 MB email quota limit, and filter spam email. Helpdesk can help you set up `procmail`.

**Important:** ALWAYS test your mail delivery after modifying your `procmailrc` file. Any mistakes could lead to future incoming mail being lost until the mistake is found. For more information, please visit: <http://www.encs.concordia.ca/aits/public/sag/email/procmail/>

## ENCS Desktop Solutions

### Types of Desktop

There are two types of desktop available for ENCS Faculty and Staff: the **Office Desktop**, which is described on the following web page, [http://aits.encs.concordia.ca/aits/public/desktop/ENCS\\_Managed\\_Desktop/ENCS\\_Managed\\_Desktop.html](http://aits.encs.concordia.ca/aits/public/desktop/ENCS_Managed_Desktop/ENCS_Managed_Desktop.html) and the **User-Managed Desktop** (visit <http://aits.encs.concordia.ca/helpdesk/resource/desktop.html>).

- **Office Desktop:** This desktop has a standard set of software; users cannot install, nor configure it. User login is controlled by the ENCS account (username & password), and user profiles are saved locally. In addition, revisions (patches/updates) to Sophos antivirus software and Windows Operating System are automatically applied.
- **User-Managed Desktop:** This desktop also has a standard set of software and user profiles are saved locally. However, users who have been designated as local system administrators by the owner of the computer, can install additional applications. They are given the local "administrator/root" username and password and are responsible for system maintenance, such as making sure that the Sophos antivirus software updates automatically and that the Operating System patches are applied. In addition, they are responsible for all new software installations, which include troubleshooting any problem that may arise.

**Important:** When user profiles are saved locally, any files located on the system's disk, including the user desktop, are NOT backed-up. If you accidentally delete a file or your hard drive crashes, you WILL LOSE your data. We strongly encourage you to save your files on our Network Drives. For a complete description of our Network Shares, please visit the **Location of the disk space** section on <http://aits.encs.concordia.ca/helpdesk/data.html>.

## File Storage Location

Disk space on ENCS network drives (network shares) is allocated based on your account type and the groups to which you belong. The complete structure can be found in the **Type of account and the disk space entitled** section at the top of this web page: <http://aits.encs.concordia.ca/helpdesk/data.html>.

There is Personal Disk Space, Disk Space for Faculty and Group Disk Space. An excerpt of the Personal Network Share is seen below.

Personal Network Share	Unix/Linux Path (FL* is first letter of your ENCS username)	Windows Drive Letter
Unix Home	/home/ <b>FL*/ENCS_USERNAME</b>	U
Windows Home	/winhome/ <b>FL*/ENCS_USERNAME</b>	G
Web Home	/www/home/ <b>FL*/ENCS_USERNAME</b>	W

For the complete details, refer to the **Location of the disk space** section on <http://aits.encs.concordia.ca/helpdesk/data.html>.

## Disk Quotas

The quota limit, for full-time Faculty and Staff personal basic disk space, is 30GB, and is shared among mapped drives G, U and W. The following web page contains a utility which displays your ENCS disk quota: <https://fis.encs.concordia.ca/helpdesk-cgi/quota.cgi>.

## On-line Backup System

Users can access the Online Backup System to recover files that have been deleted or modified. We backup files stored on your ENCS network drives. Please refer to [http://aits.encs.concordia.ca/helpdesk/data/encs\\_snapshot.html](http://aits.encs.concordia.ca/helpdesk/data/encs_snapshot.html) for details.

## Linux Servers

An ENCS user is entitled to access the Linux Servers listed here: [http://aits.encs.concordia.ca/helpdesk/access/encs\\_host\\_list.html](http://aits.encs.concordia.ca/helpdesk/access/encs_host_list.html).

## Printing Policy

Full time employees (both Faculty and Staff) have unlimited printing, and a page count record will be kept for each individual user. TAs (Teaching Assistants) get 250 pages per TA'ed course, at the request of the Faculty member teaching the course. Part-time instructors can ask for 500 pages of printing quota per course per semester. To print from user-managed systems when using quota, the user must send the print job through the server "printhost-um.encs.concordia.ca. For information on using the **DPrint Service offered by the Concordia Digital Store**, please access the following URL: <http://aits.encs.concordia.ca/helpdesk/printing.html>.

The complete ENCS Printing Quota Policy is detailed at: [http://aits.encs.concordia.ca/helpdesk/policy/printing\\_quota\\_policy.html](http://aits.encs.concordia.ca/helpdesk/policy/printing_quota_policy.html).

## Personal/Group Website

Your Personal Website is located at [http://users.encs.concordia.ca/~encs\\_username](http://users.encs.concordia.ca/~encs_username). Group web directories may be created for specific courses. Please refer to <http://aits.encs.concordia.ca/helpdesk/howto/websetup.html> for details on how to setup ENCS web pages.

## Help Resources

When reporting a problem to [servicedesk@encs.concordia.ca](mailto:servicedesk@encs.concordia.ca), please be as descriptive as possible. Include the computer name and/or ENCS label number and a transcript of any error messages incurred. You will find **AITS Service Request Forms** at <http://aits.encs.concordia.ca/helpdesk/forms.html>.