



The University of Sheffield

CiCS

Introduction to the...

Managed XP Service (For Students)

Contents

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1. Introduction

In September 2003 CiCS rolled out a new service for University students, based on Windows XP and called the Managed Desktop Service. The service offers the latest 32 bit software, but prevents users from making serious changes to the machine set up. In this way we are able to offer all users a defined Desktop that they can make changes to, but which can be managed and upgraded centrally.

This document introduces you to the Managed Desktop Service for students. It covers the basic Windows XP operating system and summarises the set-up and software at the University. Users of other modern Microsoft operating systems will notice limitations to the service, compared to personal machines. These restrictions serve to keep the system centrally manageable, without significantly inconveniencing the individual user.

2. Using a Managed Service Machine

To use a CiCS Managed Desktop Service PC you will need to be registered to use the computer systems, and have your own username and password.

2.1 Logging In

When you arrive at a machine in a student computing room, you may find it in one of three states:

- If the machine is switched off, start from step 1 below.
 - If the machine is displaying a **Novell Login dialog**, proceed from step 2 below.
 - If the machine is in any other state, switch the machine off then proceed from step 1 below.
1. First ensure there are no disks in the floppy or zip disk drives, and then switch your machine on.
 2. You will then see the Novell Login dialog.

Type your username in the **Username** field, then press the **Tab** key or use the mouse cursor to move to the **Password** field and type your password in here. Finally, either press the **Enter** key or click the **OK** button. The dialog box will remain on screen for a while, but the cursor will change to represent a network login process. After a short time you will be logged onto the system and the Windows Managed Desktop will load.

If the login procedure fails, click the **Cancel** buttons until you return to the **Novell Login** screen. Repeat the login procedure.

2.2 The Desktop

On the Managed Desktop Service you will see some icons and the grey Taskbar, containing the **Start** button, running along the bottom of the screen.



My Documents is the default folder used by software for storing your files. This icon gives you quick access to your files.

The **My Computer** icon lets you access the files and folders on your hard disk and on network drives.

Internet Explorer, commonly called IE, is the standard web browser used at the University.

Load Application Menus allows you to load the Applications onto the Start menu. These applications have been installed by the University for your studies. You only need to run Load Applications once, and **Applications** appears at the top of the Start menu. You can run Load Applications from this icon or from the Start menu.

Windows Media Player allows you to play media files like audio and moving images, as well as playing audio CDs.

The **Shredder** replaces the Recycle Bin found on most Windows Desktops. This provides a drag and drop mechanism for deleting files, but unlike the

Recycle Bin, once files have been deleted they cannot be recovered, so use the Shredder with caution.

The **Start** button brings up the Start menu and gives you access to all the software on the computer, to various configuration tools, and to printers.

The Taskbar displays all applications that are active and allows you to quickly switch between running applications.

2.3 Terminating the Session

When you have finished using your machine **do not switch it off**. You need to shut it down securely by clicking on the **Start** button and selecting **Shut Down...** You will get a dialog box.

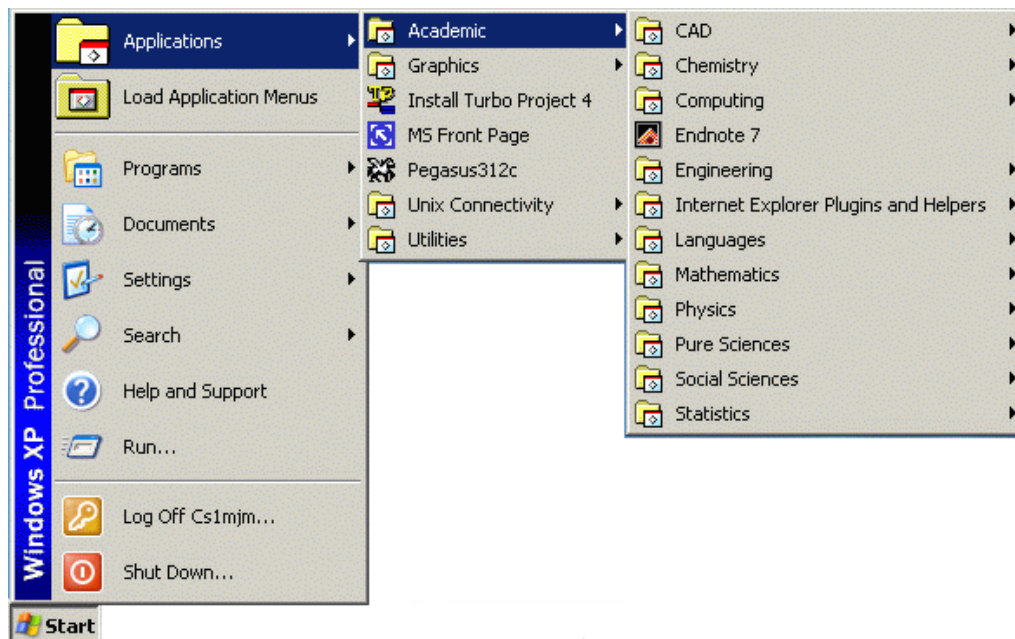


From the drop-down menu, select **Log off your username**. Then click OK. This will log you off from the network, and leave the computer ready for the next person to log on.

3. Using Software

3.1 The Start Button

All software is available through the **Start** button. If you click the Start button the Start menu will appear. Most of the entries on the Start menu have small arrows beside them. If you click any of these entries you will see a sub-menu similar to that shown below.



In this image, the **Applications** item has already been installed using the **Load Applications Menus** (refer to **The Desktop** section above for details).

To use any piece of software, click the **Start** button, then locate the entry from the menu. The general Windows software, including Microsoft Office, is under the **Programs** menu. Subject specific software is stored under the **Applications** menu.

When you click on the software entry the **Start** menus will disappear and the software will load. The first time you start the software on a machine you may have to wait a few minutes whilst it is downloaded from the server. Once you have downloaded any piece of software it will load very quickly for all subsequent sessions.

You may be used to starting software by using shortcuts, or by opening documents either from the **Documents** menu or from My Computer. While these do work in most cases there can be unpredictable effects when software is upgraded, and you may lose any changes that you had made to the configuration of the software. It is always safest to start software from the **Start** menu.

3.2 Software Available

This section outlines the most popular software available on the Managed Desktop Service.

Internet Explorer

Start Internet Explorer (IE) from the **Desktop** icon or from the **Start** menu; **Programs**.

IE loads the University homepage. You can type in web addresses into the address text entry box or click on links to load new web pages.

Many services are provided by the University to you over the web, including MUSE, Webmail, and facilities to manage your account like changing your password.

Word XP

Start Word XP using the **Start** menu; **Programs**. Avoid starting it by activating document icons or using **My Documents**.

Type text into the white area and use the menus and toolbars to apply formatting. Advanced users can create personal macros, templates and toolbars, and use the installed wizards.

Excel XP

Start Excel XP using the **Start** menu; **Programs**. Avoid starting it by activating workbook icons or using **My Documents**.

Type data into the cells and use the menus and toolbars for processing. Advanced users can create personal macros, templates and toolbars, and use the installed wizards.

Access XP

Start Access XP using the **Start** menu; **Programs**. Avoid starting it by activating database icons or using **My Documents**.

First define the fields in your tables, then enter data and set up links. Advanced users can create personal macros, templates and toolbars, and use the installed wizards.

Virus Scanning

The McAfee virus scanner runs on the Managed Desktop Service constantly looking for viruses and keeping you safe. If you wish to double-check you can run **VirusScan** to check a file or floppy disk for example, it is available from

Programs>Network Associates>VirusScan On-Demand Scan. You can then choose the drives or disks you want to scan using the **Add...** button followed by the **Scan Now** button. A window pops-up and the scan commences.

X Software

The Exceed X client allows graphical access to remote computers so that you can use the graphical systems on Unix supercomputers and workstations. It is available from **Applications>Unix Connectivity>Exceed 3D**.

Telnet

Telnet software allows you to control a remote computer from your own PC. It is often used to access supercomputers or mainframes. The Telnet client supplied on the Managed Desktop Service is the Exceed client and is available from the **Start** menu, under **Applications**. When you start the software you will get a dialog into which you should type the address of the host. Select VT as the access type, and then click the **OK** button to access the host. A window will open for the host machine and you can log in as usual.

Also available is the Microsoft Telnet client.

FTP Client

FTP clients allow you to transfer files between your computer and a remote machine. The Managed Desktop Service offers the Smart FTP client, available from **Applications>Unix Connectivity**. You can type in the machine address you wish to ftp to and you are presented with separate windows for your computer and for the remote machine. Files can be dragged between windows to transfer them between machines.

File Compression

Files and software are often distributed in the ZIP compression format (not to be confused with Zip drives). The compression software Zip Central is available under **Applications>Utilities**. To open an existing archive click the **Open** button, to create an archive of your files click the **New** button.

3.3 Printing from Software

Most student computing rooms on campus are provided with a networked printer. When you log in to a computer in any room, you will have the choice of three printers HP 4100, HP 8500 or HP Colour Printer. Printing from any software will then send work to the appropriately chosen network printer.

3.4 Multimedia





All Managed Desktop Service machines are equipped with CD drives and soundcards. This means you can download and play sound from web pages, run software or load data from your own CD-ROMs, or have music CDs playing while you work.

In order to use sound you need to obtain your own headphones, which you plug into the front of the computer base, below the table.

3.5 Application Windows

Any running software is contained in its own window so that, for example, Word and Internet Explorer can be run within separate windows on your Desktop.

Windows can be moved, resized, maximized and minimized. If you point at any border of the window the arrow will change to a double-headed arrow. With this you can drag the border of the window to increase or decrease its size in either direction. Additionally, if you point at the bottom right corner of the window you can resize the window diagonally.

-  Clicking on the Close button will close down the window. In an application window this will close down the application itself.
-  Clicking on the Maximize button will expand the window to fill the entire screen. The maximize button will be replaced by a Restore button.
-  Clicking on the Restore button will return a maximized window to its original size.
-  Clicking on the Minimize button will make the window disappear from the Desktop. In an Application window this will make the application disappear, but will not close it down. When you minimize a window it vanishes to the Taskbar.

To reinstate a window that has been minimized you should click on its entry in the Taskbar. You can also use the Taskbar to switch between application Windows. Or you can use the **Alt** and **Tab** key combination to switch between running tasks. All running tasks are displayed as icons and repeatedly pressing the **Tab** key whilst holding down **Alt** moves you between applications.

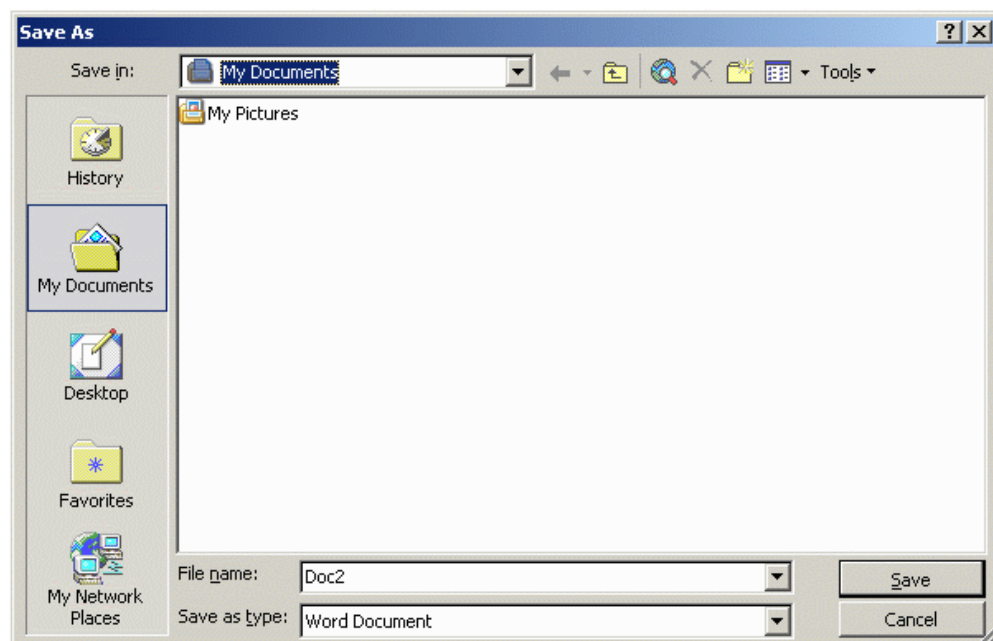
4. Managing Your Account

Each piece of work that you do on a computer will be saved into a **file**. During your studies at the University you will produce many, many, computer files. Each file will have a name, and will be saved into your account. You should never save a file directly onto a floppy or zip disk.

Your account is organised into a series of folders, most of your files will go into the **My Documents** folder. You can, however, save files anywhere within your account, and create your own system of folders.

4.1 Saving Files from Within Software

When you save a file from any software on the Managed Desktop Service you will get a standard dialog box. At the top there is a **Save in** field, which will display the folder hierarchy of all the drives on your computer. Below this there will be a list of the files contained in the current folder.



To save a file, type a name into the **File name** field. The name can be up to 256 characters, use mixed case letters, and can include spaces. Then click on the **Save** button.

The following two buttons let you choose or create a suitable folder for the file.



Takes you up the hierarchy one folder at a time. This can be much more convenient than repeatedly using the **Save in** field.



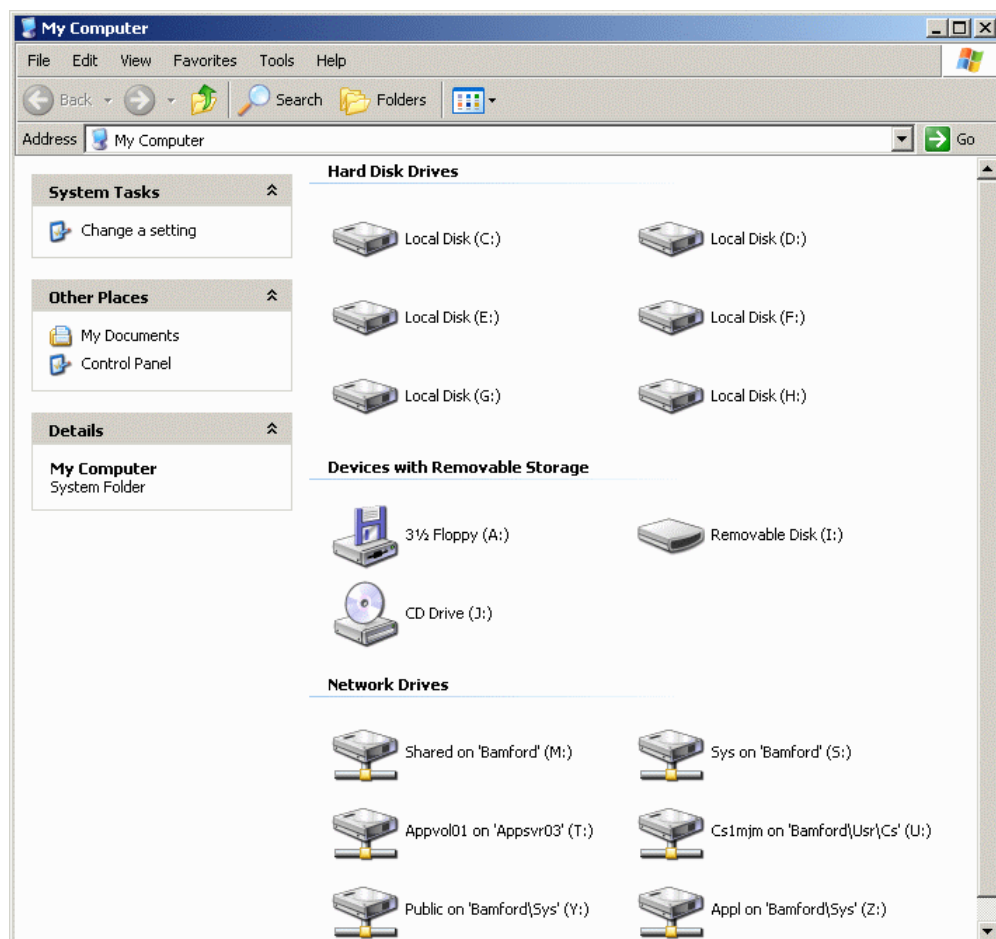
Allows you to create a new folder for the file. This simple tool makes it much easier for you to develop a well-managed folder structure.

4.2 My Computer

Having created a series of files, you will need to be able to locate and manage them. The My Computer icon on the Desktop lets you examine the contents of all the drives on your computer, including your network account. It displays each folder as a separate window and the folder contents are displayed as icons.



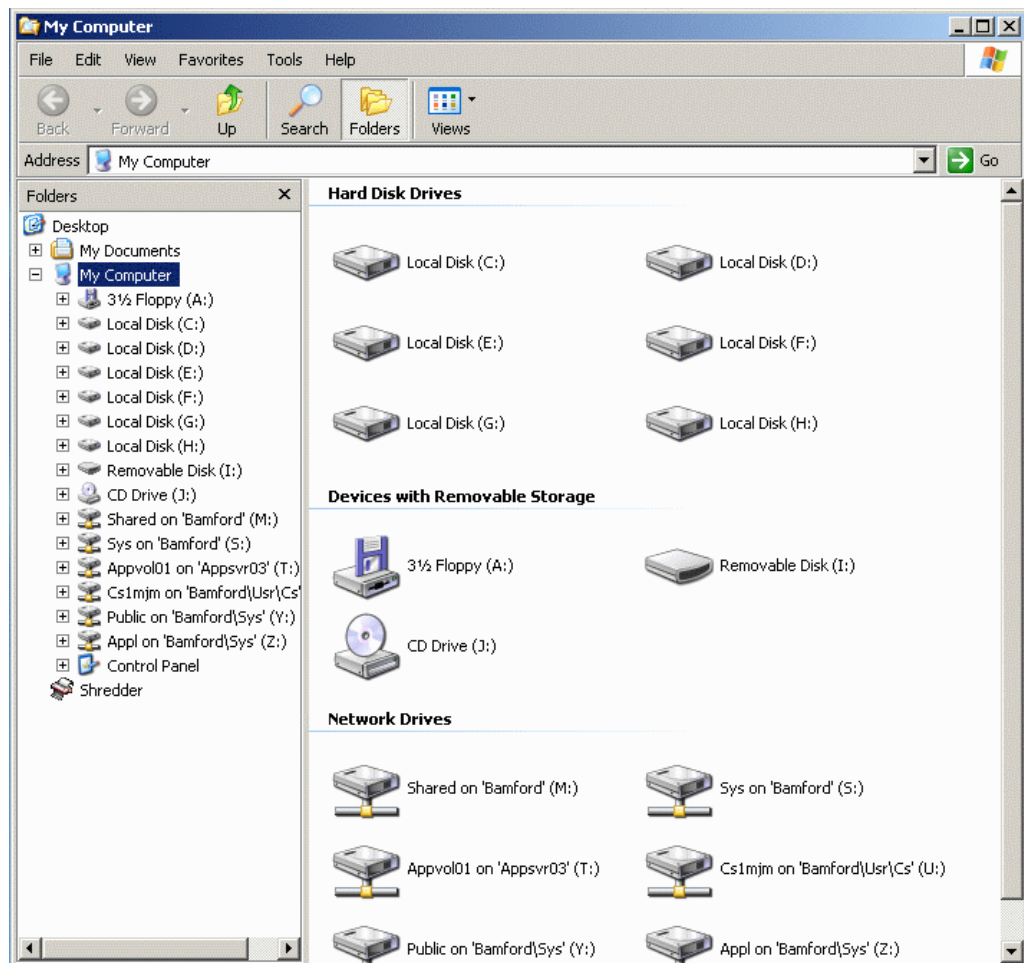
To browse your computer, double-click the **My Computer** icon. A window will open displaying icons for the drives and printers of your computer. To look at the contents of any drive double-click its icon. A second window will open displaying icons for the files and folders on that drive. You can then proceed to open new windows for any folder you encounter until you find the file you are looking for. You can retreat back through the folder hierarchy by pressing the **Backspace** key repeatedly or clicking the **Up** button if you have the Toolbar displayed.



To access your account you should double-click the drive that is labelled by your username. In the example above it is Cs1mjm.

4.3 My Computer Folders

My Computer Folders lets you view the folder hierarchy of your computer. Start My Computer (as above) and then click on the **Folders** icon.



The left-hand window displays the drives and folders on your computer. Clicking on any plus symbol will expand that folder so that all folders within it will be displayed in the left-hand window. Clicking on a minus symbol will collapse that part of the tree structure, so that only the parent folder is displayed.

The right hand window displays the contents of the current folder. To display the contents of a different folder, click that folder in the left-hand window or double-click it in the right.

4.4 Your Account and Other Drives

Using My Computer or My Computer Folders reveals an impressive array of drives available to you, these are summarised below.

- The floppy disk drive is in every machine. You can backup important files onto your own floppy disk.
- The hard disks of the machine are where the operating system and software is installed. You will not be able to save files onto the hard disks.
- The zip drive is labelled Removable Disk, and is available on some machines. You can backup important files onto your own zip disk, which has more storage capacity than a standard floppy disk.
- The CD drive is available on all machines. You can load data or run software from your own CD-ROMs or have music playing through your headphones while you work.
- Lots of network drives with long names. These are network connections that ensure all machines have access to all necessary components of the operating system, network and software.

However, the most important drive is your account, labelled by your username and given the drive letter **U:**. In this account you can hold files up to your filestore limit. You can access these files from any Managed Desktop Service machine around the University.

4.5 Account Management Operations

You manage your account via the web at <http://www.shef.ac.uk/cics/password/>

For security, you have to login to your account management pages using your usual username and password and clicking the Login button. You will then see a screen similar to:



The screenshot shows a web page titled "Computer User Account Management". Below the title, it says "Please select an option:". There are seven numbered options, each with a description:

- 1 Display Novell filestore information**
This operation can take 10secs or more for every Novell account you have
- 2 Unfreeze Novell account**
- 3 Change passwords**
- 4 Synchronise passwords**
- 5 Display account information**
This operation can take 10secs or more to complete
- 6 Request Ucard PIN**
- 7 Request new Remote Access (RATS) password**

At the bottom of the page, there are two buttons: "Logout" on the left and "Help" on the right.

Once you have finished with Account Management operations, you must click Logout to make the environment secure.

4.6 Filestore Allocation & Freezing

Each person is allocated a quota of file storage space for drive U. Every time you use your machine the system checks whether you are within your quota. If you exceed your quota you can continue to work and save more files onto drive U temporarily. However, if you do not reduce your filestore to within your quota your account will become frozen and software won't run correctly.

If this happens you should check your filestore by clicking option 1 in your Account Management. Your quota is displayed and the amount of space being taken up so you will know how much space you will need to free up. You will

need to start My Computer or My Computer Folders. Browse your computer and locate files that you do not need to use regularly. Move these files onto a floppy disk, or zip disk for storage. Repeat this until you have removed sufficient files to bring your account within its quota. Then click option 2 in your Account Management to Unfreeze your account.

4.7 Changing Password

The initial password that you receive when you register is very secure, but difficult to remember. If you wish to change your password you can do so easily. Click option 3 in Account Management. You simply type in the old password and then the new and click Change.

As new services are released, you may be asked to synchronise your passwords to make them the same so you can access the new service. This can be done via option 4.

4.8 System Files

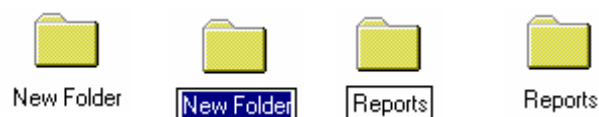
Contained on your drive U will be some system files. An interesting system folder is the **OfficeXP** folder. This contains a sub-folder called **My Documents**. If you are storing your work files on drive U then it is recommended that you use the **My Documents** folder as your parent folder for work files. By default most software will suggest that you save your files in the **My Documents** folder.

4.9 Creating Folders

Using My Computer or My Computer Folders

To create a folder in your account, use My Computer or My Computer Folders to display the location for the new folder, then from the **File** menu select **New**, and from the sub-menu select **Folder**.

A folder will appear in the window and it will have the name **New Folder**. If this name is already selected, type in a new name for the folder and press the **Enter** key. If the name is not selected click the folder then click its name to select it. You can then type in a new name and press **Enter**.

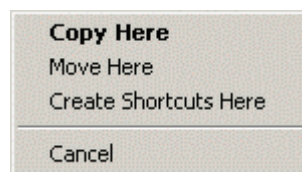


You can then open this folder by double-clicking it. Once inside the new folder you can create files or create more new folders to build your file storage structure.

Moving Files between Folders

An easiest way to move files between folders is to drag the file from one place to another. To do this you need to have both the current location and destination of the file visible on screen together. Using My Computer this means having two windows open, one containing the file, the other containing the destination folder. Using My Computer Folders this means having the file displayed in the right-hand window and having the folder structure on the left expanded to reveal the destination folder.

To transport the file you should then click the file with the right mouse button, and keep this button pressed down. With the right-button still pressed, you should move the mouse over to the destination folder and release the button. A pop-up menu will then appear asking if you wish to copy, move or create a shortcut for the file



- If you choose **Copy Here**, the file will be duplicated in the destination folder, leaving the original version untouched, making two copies of the same file.
- If you choose **Move Here**, the file will be transferred to the destination folder, and the original version will be removed, making a single copy of the file in a new location.
- If you choose **Create Shortcuts Here** the original file will remain in its current location and will not be duplicated. Instead a convenient shortcut to the file will be created in the destination folder. Whenever this shortcut is activated you will be taken to the existing file.

So choose the most appropriate option. This should usually be **Move Here**, as making too many copies will clutter your account and may result in different versions of the same file being edited concurrently.

Deleting Files

One way to delete a file in My Computer is to click on the file to select it then pull down the **File** menu and select **Delete**.

A dialog will appear asking if you really wish to delete the file. If you click the **Yes** button the file will be deleted.

Desktop Files

You may be used to placing important files on your Desktop for easy access, however, as we have emphasised, it is always safest to start software from the Start menu. So, use the Desktop to store files by all means, but do so cautiously.

4.10 More File Handling Techniques

Two ways to copy or move a file from one place to another:

- Highlight the file and in the left-hand menu **File and Folder Tasks** select **Move this file** or **Copy this file**. A dialog opens containing a folder structure. You select the folder to move/copy the file to and click the **Move** or **Copy** button.
- Have windows open for each drive and drag the file across with the left mouse button. If the folders are on the same drive dragging will *move* the file, if they are on different drives dragging will *copy* the file. Holding the **Shift** key down whilst dragging will toggle between move and copy.

Three ways to rename a file:

- Select the file, and then select **Rename** from the **File** menu of the folder. The name below the icon will become highlighted and you can enter a new filename.
- Right-click the file, then select **Rename** from the pop-up menu. The name will become highlighted and you can enter a new filename.
- Click on the file twice (not double-click but with a pause in between). The name is highlighted and you can enter a new filename.

Two ways to delete a file:

- Select the file then press the **Delete** key.
- Drag the file to the Recycle Bin, if visible.

Four ways to select multiple files:

- Select the first file, and then hold down the **Shift** key whilst you select the last file. All files in-between will become selected. This only works for sets of consecutive files.
- Hold down the **Ctrl** key whilst selecting individual files.

- When you have a folder displayed in a window you can select a block of files by dragging a box around them with the mouse. You can add to this block by holding down **Shift** as you drag out additional blocks.
- To select all files in a folder choose **Select All** from the **Edit** menu, or press **Ctrl** and **A**

4.11 Working with Portable Disks

Although you should save your files into your account, this has a finite amount of space. If you begin to run out of space you should copy old work onto your own disks, which you should store in a safe place. Once you have copied them, delete the old files from drive U to release some space.

All the machines running the Managed Desktop Service will have 3½ floppy disk drives; in addition many machines will also have zip disk drives. Zip disks are portable disks with a high storage capacity. The zip disks installed on these machines work with 100 MB zip disks, which are available to buy from the IT Centre counters.

Sometimes, disks need to be formatted. Most new disks are already formatted when bought, but you may choose to reformat an old disk to make it as good as new. To format a portable disk, insert it into its drive, and then right click on that drive in My Computer. From the menu, select **Format...** Be careful not to inadvertently format an important disk, as formatting irretrievably removes all files on a disk.

Once you have a formatted disk you can copy or move work files onto it.

- To copy or move a file to disk using My Computer, open drive U, highlight the file and then from the **File and Folder Tasks** options select either **Copy this file** or **Move this file**. A **Copy Items** or **Move Items** window opens with a folder structure shown. Simply select the disk drive (A: for floppy) and click the **Copy** or **Move** button. Alternatively, open a window for both your drive U and for the disk, then drag the file from one window to the other to copy.
- To copy a file to disk using My Computer Folders have drive U displayed on the right, and then drag the file onto the disk drive on the left hand folder tree.

4.12 Searching for Files or Software

If you cannot locate an important piece of work you can always get Windows to search for it.

Click the **Start** button and select **Search**, then from the sub-menu select **All Files or Folders**. Enter a word or phrase that appears in the name of the file required and select the drive to be searched. Then click the Search button. The computer will generate a list of files matching your criteria. Locate your file in the list, and if it is in an inappropriate place, move it to somewhere easier to find.

5. Configuring Your Desktop

Once you are comfortable using the Managed Desktop Service you might like to change your standard Desktop to reflect your preferences and the way that you work. You can change the layout of the Desktop, change how your files are displayed, and in some cases add convenient shortcuts to specific software and documents.

5.1 Folder Windows

You can change the way in which files are listed in My Computer. From the **View** menu, you can choose to have files displayed as small icons, in a list, or with all details. Also from the **View** menu you can choose whether to have handy Toolbars displayed in the Window.

5.2 The Desktop

On your computer you can change the background colour, the Desktop fonts, and make many other changes. To do this, right-click the Desktop and from the pop-up menu select **Properties**. You will get a dialog box with tabs for **Themes, Desktop, Screen Saver, Appearance** and **Settings**. Flick through these, making changes as you require. When you are finished, click the **OK** button.

5.3 The Taskbar

You can move the Taskbar to any edge by dragging it with the left mouse button. You can make the Taskbar wider by holding the mouse over its edge and dragging it wider. You can right-click the Taskbar and select **Properties** to implement the **AutoHide** function.

5.4 Shortcuts

Shortcuts are convenient pointers to important components. If, for example, you had all your files in a single folder, you might place a shortcut to the folder on your Desktop so that you can access your important files quickly by double-clicking the Desktop shortcut.

To create a shortcut, locate a file or folder using My Computer, and then drag it onto the Desktop using the right mouse button. When you then release the button a pop-up menu will appear from which you should select **Create Shortcuts Here**.

On the Managed Desktop Service it is advised not to use shortcuts to quickly start software. If the software version has changed, or the machine you are using has recently been reset you may not be able to access the software this way, and even if you can you may lose any changes you had made to your toolbars and templates.