TechSquare System-Admin Instructions

We are going to try out a new systems administration group by the name of TechSquare for 3 months, starting tomorrow, May 1st. They will be responsible for the following tasks:

- Maintenance of heterogeneous computing and networking environment (Primarily Unix and Windows equipment)
- Standard maintenance (backups, OS and Software upgrades)
- Installation of new machines and software packages
- Training of students and/or staff members for everyday sysadmin tasks (adding new user accounts, incremental backups, etc.)
- Routine user support

They will also provide the following services:

- Monitoring of Servers via TechSquare NOC (Network Operations Center)
- Maintenance of the following services:
  - Network Security/Installation of Security Patches
  - Mail
  - NFS/NIS
  - WWW/HTTP
  - Network connectivity and other network services
- Maintenance of Backups
- Handling of root and postmaster e-mail

PLEASE BE AWARE THAT TECHSQUARE CHARGES FOR THEIR SERVICES AT A RATE OF $95/hr. So do not request their services unless it is necessary. Also, always cc me when making requests, as I need this information for billing purposes.

If you want to contact them for sys admin task and/or problems, please email them at:

  cbcl-admin@techsquare.com

or find them at CBCL in Room E25-217A (computer: 'abaddon') on Tuesdays and Thursdays from 1:30 pm - 4:00 pm.

For emergencies, the procedure is:

  1. Send email to cbcl-admin@techsquare.com if possible
  2. If it is between 9am and 5pm follow this procedure
      1. call the TechSquare office (617) 547-6046
         * Explain that it is an emergency and that you are calling from MIT CBCL and that you need to get in touch with the
          cbcl-admin team
      2. if no one is at the office follow the off hour procedures
         below
  3. If it is off business hours start at 1 on this list and move
     down every 5minutes (leaving voice mail if no one answers)
      1. Call Don Tam on his Cell Phone (617) 515-4023
      2. Call Scott Blomquist on his Cell Phone (617) 699-3680
      3. Call William Ang on his Cell Phone (617) 834-0748
      4. Call Scott Blomquist at his home (603) 622-2871