

Important information to the users of portable client computers with Windows 7 at UiB



1. The first time you log on

Before you bring your new computer home or outside the reach of the UiB-network, you will need to do the following: Log in and out while connected to the UiB-network in your office with an Ethernet cable connected between the computer and the Ethernet output.

If you don't have an Ethernet cable or an additional Ethernet output for your portable computer in your office, you can borrow the cable and the output that it's connected to from a stationary computer. (If you borrow the Ethernet cable from a stationary computer you should log out from your user account before you remove the cable).



The first time you are going to connect to the UiB-domain you will have to type the following in the username field: uib\username (example: uib\abcde12).

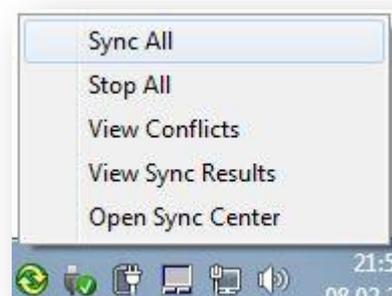
The computer remembers the domain automatically, so you do not need to type uib\username after this first time. If it says log on to UiB underneath the username and password fields you do not need to type uib\username (there's no problem if you do anyway)

2. The first time you start Outlook (Outlook users only)

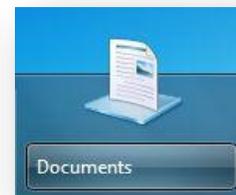
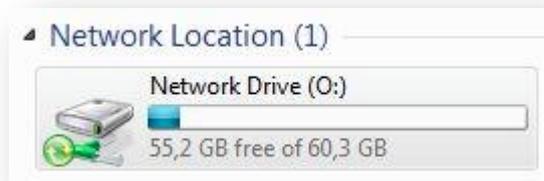
Now that you are logged on your account for the first time (on this computer) you should start *Microsoft Outlook 2010*. The first time Outlook is running it will create a local copy of all your e-mail. This is done so that you may read mail you have already received, even when you are not connected to the internet. This process may take some time, depending on the amount of mail in your inbox. If you get trouble with Outlook you can try the following: Choose Start → All Programs → > Support → Repair Outlook. You may also use Outlook Web Access (OWA) <http://kalender.uib.no/> to check your emails.

3. Synchronizing your home area

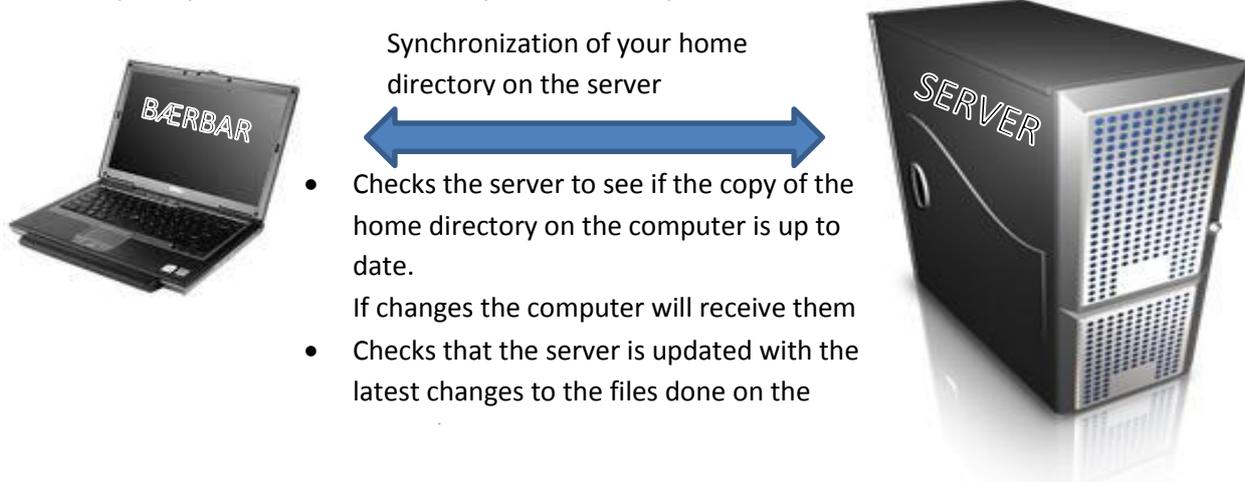
Before you bring your computer home it should be synchronized. When synchronized, you will have access to a copy of the files located in your home area. To start the synchronization click on the  symbol and choose *Sync All* (The arrows will rotate while it's synchronizing)



It's the files located on the O: drive (home directory) which gets synchronized. The O: drive can be found by clicking *Computer* in the start-menu. In the start-menu you will also find *Documents* which will lead you directly to your files on the O: drive (home directory).



The first time the synchronization process is running it may take a while, depending on how much you have saved on this drive. To check the status of the synchronization process simply right click on the drive and choose *View Sync Results*. If the computer has finished the synchronization process you will have all the files from your home directory available both on your computer and a server. We regularly take a backup of the files saved on the server. This is done so that your files don't get lost if your computer breaks down or gets stolen. It's only when your computer is completely synchronized that the last changes to the files are saved on the server in addition to locally on the computer. (A stationary client computer is always working with files directly on the server. Because of this stationary computers do not need the synchronization process.)



If you are going away for a while, it a good idea to check if you have all the necessary software installed before you leave the UIB-network. When you have done the following points (1,2,3) you can log on the computer without being connected to the local UIB-network. In addition you now have access to a local copy of your home directory, which is available even when you are working without access to the UIB-network. When you are away from campus your computer will not be able to synchronize your files automatically. You will need to back up your files manually on an external hard drive or by using synchronization with VPN (How to use VPN is explained on the next page).

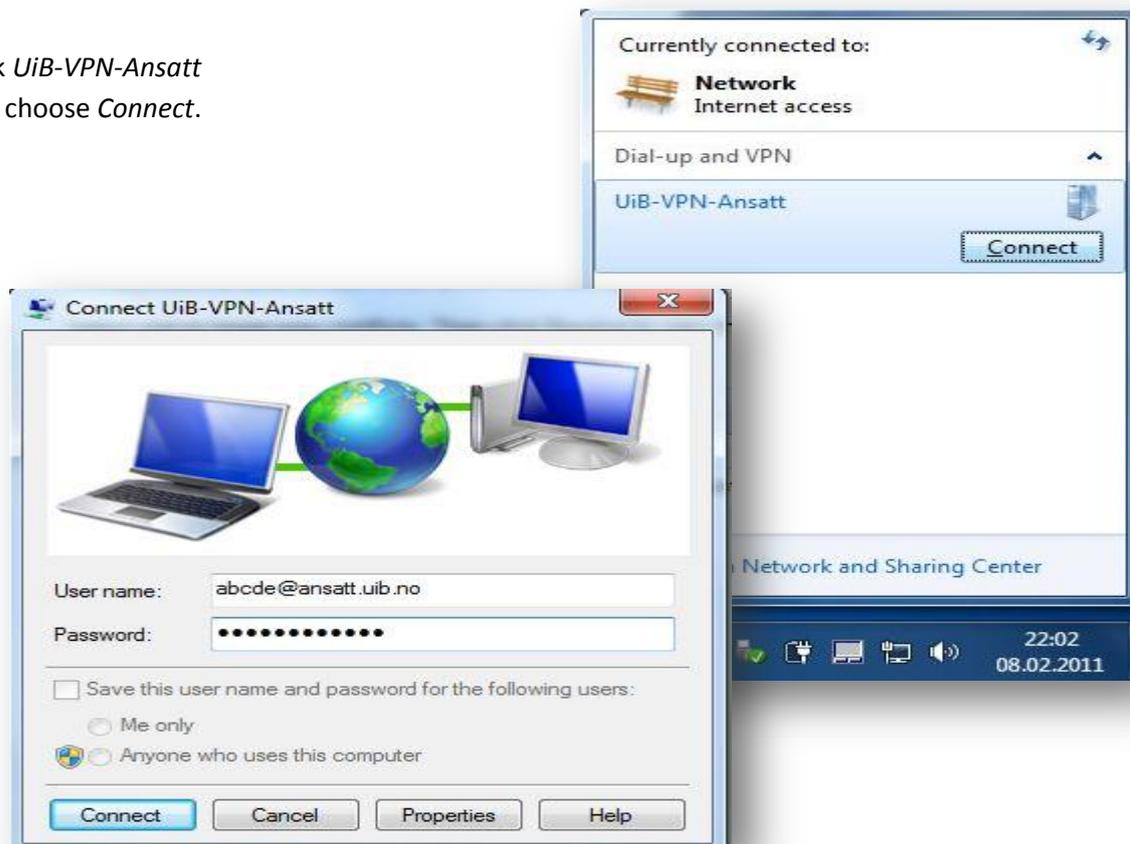
4. Install-account

As a standard, your computer does not come with an install-account. The install-account gives you access to administrative settings and functions (installing software and so on). If you need an install-account you will have to contact the IT-department (BRITA). In order to receive the install-account, you will have to connect the computer to the local UIB-network with an Ethernet cable (in your office).

5. VPN-klient

VPN is installed on your computer by default. VPN is used to give you an IP-address on the UIB-network when you are connected to a network away from campus and UIB. This gives you access to UIB's services when you are using your computer at home or when traveling. In order to connect with VPN do the following: When you see your desktop click the network icon in the lower right corner. If you are connected to a wireless network it looks like this  if you are connected to a local network with an Ethernet cable it looks like this 

Click *UiB-VPN-Ansatt*
And choose *Connect*.



You log in by using your username and password:

Username: username@ansatt.uib.no (example: abcde@ansatt.uib.no)

Password: The same as you use to log on to UIB computers.

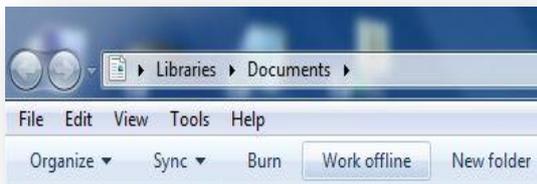
When connected to VPN you are able to synchronize your files, even when you are not connected to the UIB-network. But this depends a lot on your connection. If Windows 7 is unhappy with the connection synchronization will not work. So you should not trust it entirely. You can find more information about VPN on this site: <http://it.uib.no/vpn>

6. Work online or offline?

When you are working at home and are connected to the internet and VPN, you will normally be working directly on the server (online). This is not always practical. Especially when working on large files. This is because the entire document needs to be updated every time you save changes done to it. If you are working on a low speed connection this may take a while. In order to check if you are working online or offline go to computer and click documents or O:. You will be able to see your status at the bottom of the window.



If you are working at home and wish to work offline, you can do this by clicking *Work offline* when in your documents folder O:. To change back to working online click the same button. It will say work online instead of offline.



Remember the following:

- When connected with an Ethernet cable to the UIB-network in your office you should always work online.
- If working at home without being connected to VPN you will automatically work offline.
- You cannot synchronize your files without an active VPN connection.

7. D-drive and C-drive

You also have a D-drive on your computer. This is meant for you to save files you want locally on your computer. You are responsible for the files you choose to save here. So taking a backup from time to time is a good idea. The C-drive is not to be used for file and document storage. The C-drive is meant for program files and system files.



8. Bring your portable computer with you to work from time to time!

Your computer needs to be connected to the UIB-network with an Ethernet cable at least once every sixth month (we prefer once a month or more). This is necessary in order to receive the latest software and security updates. If your computer is away for a longer period than six months your computers account will be disabled. This will result in failure when trying to connect to the UIB-network with an Ethernet cable in your office. In order to get your computer up and running again after it has been disabled, your computer will have to be reinstalled before the computer account can be reactivated. The reason for this is that your computer will be a security risk if it have not been updated in six months.

More information about client portable computers is available at this site:

<https://it.uib.no/en/Laptop>

Contact the IT-department if you have further questions or problems. Call (555) 84700 or register an issue in our Issuetracker: <https://bs.uib.no/>