Getting Help

In addition to SoC Technical Services, here are more resources you can turn to for help or information:

1. SoC Central Facilities webpage is where you will find most of the documentation on SoC computing facilities.
   → https://www.comp.nus.edu.sg/cf/
2. NOC documentation contains lots of network related information including setup and configuration guides.
   → https://noc.comp.nus.edu.sg/docs/
3. If you have problems using a computer in the computer labs, you can approach the lab officer in-charge of the lab. Their offices are usually adjacent or close to the respective computer labs.
4. If you have a query concerning general NUS campus-wide IT facilities which are not specific to SoC, you can contact NUS ITCare directly at 65162080.

Important Web Sites

- SoC Web Site
  http://www.comp.nus.edu.sg/
- SoC Network Operations Centre
  https://noc.comp.nus.edu.sg/
- MySoC Intranet
  https://mysoclist.nus.edu.sg/
- SoC Central Facilities
  https://www.comp.nus.edu.sg/cf/
- SoC IP Telephony
  https://noc.comp.nus.edu.sg/ip
- NUS ComCen ITCare (Helpdesk)
  http://www.nus.edu.sg/comcen/itcare/

Where to Find...

- Location of SoC Printers
- Location of Teaching Labs
- General Access PC Lab Locations
  COM1: #B-08, #B-09, #B-10, #B-11, #B-12, #01-20(24hrs)
  SOC1: #08-09, #08-15, #08-17

Useful Web Pages

- My Computers
  https://noc.comp.nus.edu.sg/mycomputers/
- Reservation of Wireless Network Cards
  https://noc.comp.nus.edu.sg/itemqueue
- Reservation of Software CDROM (e.g. Weblogic, Oracle)
  https://noc.comp.nus.edu.sg/itemqueue
- Loan of AV Equipment
  https://mysoclist.nus.edu.sg/~avloan/prog/booking.php
  Email: avtech@comp.nus.edu.sg
- Fixing Virus Infection
  https://noc.comp.nus.edu.sg/virusrecovery
- Administratively Disabled Computers
  https://noc.comp.nus.edu.sg/docs/admindisabled
- CDROM/Software Download (e.g. MSDNAA)
  https://mysoclist.nus.edu.sg/~agreement/
- Forgot SoC UNIX Password
  https://mysoclist.nus.edu.sg/~iforgot/
- Lost Matric/Staff Card
  https://noc.comp.nus.edu.sg/lostsmartcard
- Frequently-Asked-Questions (NOC)
  https://noc.comp.nus.edu.sg/faq
- Frequently-Asked-Questions (Central Facilities)

MySoC Online E-Forms

E-Forms at https://mysoclist.nus.edu.sg/~eform/forms/
- Apply for General Computing Resources
- Apply for Network-IP Resources
- Purchase Computer Resources
  By NETS/CashCard: Payment at SoC Technical Services
    Weekdays: 9:30am to 6:15pm
  By Cash: Payment at SoC Finance
    COM1 #03-68
    Weekdays: 8:30am to 1pm
    2pm to 4:30pm
- Purchase Computer Resources - By Research Grant
- Apply for Smart Card Access
- Request for Software (e.g. SPSS, Adobe Professional)

Welcome to SoC and Net Start, your express guide to getting started on SoC Network and related computing facilities. This guide aims to be a quick 5-minute orientation to answer your what, how and where questions.

This guide is continually updated and always available at: https://noc.comp.nus.edu.sg/netstart
Connecting to SoC Network

On-Campus Network Access
Mobile notebook users can connect through public network points around SoC premises and use SoC-VPN for secure access into SoC Network. Computers do not need to be pre-registered, but SoC-VPN requires login authentication. SoC-VPN software is compatible with Windows, Linux, Mac OS X, FreeBSD and Solaris.
  - https://noc.comp.nus.edu.sg/vpn

Complete wireless coverage up to 54Mbps is available all over SoC premises. The wireless network SSID is NUS and you need to configure your notebook to use LEAP authentication (or use NUSOPEN network SSID in conjunction with SOC-VPN for secure access). Wireless network cards are available for loan.
  - https://noc.comp.nus.edu.sg/wireless

Wired network access for computers, servers and other devices in labs, offices, and other non-public areas require pre-registration.
  - https://noc.comp.nus.edu.sg/networkaccess

Note that it is a serious offence to self-assign network addresses or illegally obtain network access.

Remote Network Access
SoC provides 56Kbps and ISDN dialup access at toll-free hunting number 1800-7761022.
  - https://noc.comp.nus.edu.sg/dialup

Users with broadband Internet or other Internet connections can access SoC network securely through SoC-VPN.
  - http://noc.comp.nus.edu.sg/vpn

MySoC.Net
MySoC.Net is an online portal for both the alumni and current students (and staff) of SoC. Some exciting services include Personal DNS hosting and Voice-Over-IP Phone Calls.

Your MySoC.Net ID is permanent and is yours to keep even after graduation. You can use this ID to login to SoC network services, and a free permanent email forwarding address in the @mysoc.net domain.

Best of all, you get to choose your own ID, so get yours fast before your preferred IDs are taken up!
  - https://mysoc.net/

Email
Your NUSNET email address (xxx@nus.edu.sg where xxx is your NUSNET ID) is your main and official campus email address. Many important messages are sent to it, so make sure you check this email regularly. NUSNET email is based on Microsoft Exchange (Outlook), and is also accessible through the web and IMAP (using Outlook Express, Thunderbird, etc).
  - http://www.nus.edu.sg/comcen/exchange

SoC users are given an additional UNIX email address (xxx@comp.nus.edu.sg where xxx is the SoC UNIX ID). For SoC staff and students, this is an official email (in addition to NUSNET email) which should be read regularly. You may read SoC UNIX emails using plain UNIX mail agents, via webmail, or IMAP.
  - https://www.comp.nus.edu.sg/cf/mail
  - https://myso.nus.edu.sg/~webmail

Setup information to use the network-accessible SoC address book is at: https://noc.comp.nus.edu.sg/docs/ldap

Network Printing
Laser printers (A4 black/white) are located around SoC for your printing convenience. Colour A4/A3/A1/A0-size and transparency printing is only available at SoC Technical Services.
  - https://www.comp.nus.edu.sg/cf/printer

Your 300 pages of dm (dot-matrix) quota is used for print jobs at dmdmr. This is not a postscript printer; only text files (*.txt) are accepted. Collect your printouts from the drawers along S15 Level 1 corridor.
  - UNIX command: lpr -Pdmdmr filename.txt

General Computer Labs
Computers are available in many SoC labs for general use. Refer to General Access PC Lab Locations under the Where to Find section.

These computers are setup with Windows and require you to login using your NUSNET account to the Windows domain (NUSSTU for students and NUSSTF for staff).

Your NUSNET account comes with a home directory which appears as the H: drive when you login to the Windows domain. This is a network drive and is always available anywhere that you login to the Windows domain.

About SoC Network

SoC operates a converged network providing voice, video and integrated data services to over 3000 computers. This high-speed, fully switched network has been designed to be highly available and fault tolerant, and offers up to 1 Gbps wired connections and up to 54 Mbps wireless access. This network is managed by SoC's own network team, which enables SoC to provide users with better enhanced services to support academic, research and other functions of the School.

SoC Network provides many other value added services such as:
  - Network Time Service (ntp.comp.nus.edu.sg)
  - Anonymous FTP Archive (mirror.nus.edu.sg)
  - Security/Vulnerability Assessment Service
  - PGP Key Server (pgpkeys.comp.nus.edu.sg)
  - IRC Server (irc.comp.nus.edu.sg)
  - Virtual Web Redirection
  - Dynamic Domain Name System
  - Directory Services (LDAP, Finger)
  - Authentication Services (RADIUS, TACACS+, LDAP)
  - More info: https://noc.comp.nus.edu.sg/docs/socnetwork

Your Computer Accounts
SoC users will have two primary computer accounts:

1. One is issued by NUS Computer Centre. This account is known as your NUSNET Account and is generally used for campus wide applications and services. This should not be confused with your Matric or Staff number (and PIN).
  - http://www.nus.edu.sg/comcen/

2. The other is issued by SoC, referred to as your SoC Account and is used to access SoC UNIX servers. This account is also used for applications and services specific to SoC, although the NUSNET account is usually also accepted.
  - https://www.comp.nus.edu.sg/cf/unix/

Linux and Mac OS X Support
Although Windows tends to be the predominantly supported operating system on campus, there is a growing library of information available for Linux and Mac OS X users on configuring their computers to work with NUSNET and SoC Network. This includes information on installing Linux, configuring VPN, etc.
  - https://noc.comp.nus.edu.sg/docs/linux/
  - https://noc.comp.nus.edu.sg/docs/macosx