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# UEC Computing Subcommittee

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# Scope

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- Access to networks
  - On site (networks, registration, wireless)
  - Off site (access via SSH, VPN, FTP, etc.)
  - Cryptocards
- Services w/ Computing Connections
  - Training (access via non-Windows OS)
- ITD Computing Support
- RCF Computing Support

# Cryptocards

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- My own preparation for asking about VPNs
- Tried to get a cryptocard from ITD
- A little tricky
  - Needed approval from my supervisor
  - Soft token does not currently work on modern versions of Linux [!]
  - ITD needs to get most up-to-date installer

# VPN

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- Main issue from DNP from J. Thomas
- Default IP address space for VPN conflicts with typical NAT addresses from home routers
- Inquiry made to Susan Centore, ITD
  - Apparently this is NOT a trivial change
  - Part of the design of the network on the BNL campus
  - Using a router at home is seen as immediately putting user in expert mode...

# Training on non-M\$FT platforms

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- Complaint from Hank Crawford

- Hello Susan -- Hope you are doing well. I would like to register a complaint to you and your department concerning your requirement to use PC hardware to access your training programs. **Even using the odious microsoft products on a non-pc platform would be better than requiring us to use both microsoft software and pc hardware. I do not believe the gov't should support the lowest common denominator in product development.** -- thanks - Hank

- Reply from Beth Schwaner, BNL

- **Currently, it is our web courses that have scored tests that do not work on Linux or Unix systems.** Other non-windows systems have mixed success based on their system version, browser type and version, individualized configurations, and memory constraints. **(It's our testing software (Java) that causes the incompatibility issues--not powerpoint.)**
- **We are working to change our testing system to make it run on Linux or Unix** and hope that our new system will reduce the access problems that staff experience. But please be prepared for future complaints as our courses will never run perfectly on every system. The technology changes too quickly, is too diverse, and with the changing cyber security environment, there are always issues. **Changes in network settings, operating software, and browser technology have impacted the way our courses have worked from one day to the next (literally).**
- In spite of these limitations and problems, it's important to point out that more than 60,000 web courses have been completed successfully via our systems to date. On average, computer courses reduce time in training by one-half as compared to classroom versions, so this has resulted in a significant savings to the Laboratory, while allowing us to be more compliant than ever in completing training needed to perform work.