WASHINGTON UNIVERSITY IN ST. LOUIS
Sam Fox School of Visual Arts and Design

Computer Resource Manual
COMPUTER-PRINTING LAB

Computer Resource Manual

Sam Fox School of Visual Arts and Design
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What the Labs have to offer

Like it says above, here you will find out how to use this manual to get familiar with the labs.

The first week of school will be full of meetings, classes, and orientations that will be very informative; the goal of this orientation is educate you on all the great things Sam Fox School computer labs have to offer to help you during your tenure at Washington University in Saint Louis.

The computing facilities in the Sam Fox School are both extensive and convenient for your education experience. There are two PC labs in the second floor of Steinberg Hall; rooms 203 and 204. The Whitaker Learning Lab has both PCs and Macintosh computers. The Visual Communication Design Elective Lab and the Photo Elective Lab are both Macintosh based computer labs.

The Steinberg Hall labs consist of a drop in lab (Room 203) and a high end teaching lab (room 204); however, instructors are provided priority for this lab. It is also important to mention that room 204 can be used as a drop in lab, but is given over to instructors whenever there is a class scheduled. Room 203 contains computers that are specifically hooked up to 11 X 17 scanners and slide scanners. Please try to avoid the use of computers that are designated for scanning if you are not in need of a scanner, unless of course there is no other option. This room also houses a large format plotter.

In the interest of safety and security, the doors to Steinberg 203 and 204 remain locked 24 hours a day. You may gain access by swiping your student id card. Please do not prop these doors open at anytime as they are alarmed and campus police will respond.

The Whitaker Lab contains 28 dual boot systems. This means you can choose to run either Mac OS X Leopard or Windows XP at startup on each computer. The Classroom has 20 systems and a digital projector with surround sound; the drop in area houses 8 of
the lab when you walk in. These can be used for digital work and printing. There are TAs stationed in the lab that will be able to assist in any computing or printing question.

The Visual communication design elective lab is in Steinberg 06. There are 10 desktops and 10 laptops with a projector with sound. A color printer is also available for class work printing.

Throughout the buildings of the Sam Fox School you have access to the campus wireless network. All you need is your Sam Fox Login to gain access. To login at the main page, type:

yourusername@samfox

password

**Help!**

Help is just a click away.

The main helpdesk website for all problems related to technology is located at:

http://helpdesk.samfox.wustl.edu

Please use this to submit a trouble ticket someone will respond once the ticket is read. You will be asked for an email address you can be reached at, a subject line, and a description.
The Sam Fox IT Structure:

When you enroll as a student in the Sam Fox School you are given a Sam Fox email address. The first part of the address is your user name, and combined with your email password becomes your login information for all Sam Fox systems. i.e. Susan Smith will be SusanS@samfox.wustl.edu (Please note for common names numeric values will be added to distinguish students)

This includes the campus wide wireless system, also known as WUFI.

Your email address will look like: yourname@samfox.wustl.edu

Email Systems:

Upon enrollment in the Sam Fox School (Art or Architecture) you will be given an email address and password. These arrive to you via the registrar’s office.

The Sam Fox email system can be accessed via webmail with any standard web browser. The URL is:

http://mail.samfox.wustl.edu

You will notice at the bottom of the main webmail page links to the Trouble Ticket System, the PaperCut Print Accounting System, and individual Sam Fox School websites.

The email system can also be configured with many popular email programs on either PCs or Macs. To set up an email client, you will need to use the following settings for either POP or IMAP mail:

Incoming server: 128.252.6.1
SMTP server: 128.252.6.13

Both of these will require authentication with your Sam Fox email Username and password.

Please note that if you use ATT/SBC DSL services at home you will not be able to send mail unless you call your DSL provider and opt out of their blocking service. ATT/SBC blocks all external mail servers by default, and you must contact them to make the change to your service. The Sam Fox IT staff does not have any control over this, nor can they remedy the problem. This does not affect webmail (mail.samfox.wustl.edu). If you are traveling using webmail is the preferred method.
Email Client Setup

Entourage Setup:

1. Open Entourage

2. Go to the Tools menu and select Accounts.
3. From the New menu, select Exchange.
4. On the first window of the Account Setup Assistant (titled "Set Up a Mail Account"), enter the following values then, select Configure account manually.
5. Enter the information where the arrows appear below. An “Account Settings” box will open and contain information from the Exchange server. Review the entries and make any corrections (as in the following sample) using your own information where requested.
6. Click the advance tab at the top of the Edit Settings box. Confirm or edit the settings to match the example below.
7. Entourage will attempt to automatically connect to the Exchange server and verify your settings.

If the connection was successful you may receive this message click, okay.

The synchronization occurs by default at 10 minutes. This means that it will check every 10 minutes for new mail, contact, and calendar entries. To set this to occur more frequently go to Tools, Run Schedule, and Edit Schedule
Outlook Setup:

1: Open Outlook.

2. Setup accounts

3. Select Microsoft Exchange Server, click Next.
4. Type in Microsoft Exchange Server 128.252.6.1

For User Name: Type in the beginning of your email address. Click more settings.
5. On the pop-up window for Microsoft Exchange Server click on the Connection tab
6. At the bottom click the check mark Connect to my Exchange mailbox using HTTP, then click on Exchange Proxy Settings...
7. Type in the following mail.samfox.wustl.edu then click OK
8. Click OK again
9. Then Click Next
10. Then Click Finish

Congratulations!

You have successfully entered all the information required to setup your account.

To close the wizard, click Finish.
Web hosting:

Personal web site storage is available to all Sam Fox faculty and students. Files can be uploaded using any FTP file transfer protocol program. There are freeware options for both Macs and PCs.

Students should use the following FTP server:
Students.samfox.wustl.edu

You have to authenticate with your Samfox username and password as follows:
username@samfox
Password

After you are logged in, access your personal folder. If you have never created a folder, make one with your email name, and make sure there are no spaces use only alpha-numeric characters in the folder name as it will also be the URL for your site.

For instance, if you create a folder named “sam” in the students folder the URL will be: http://students.samfox.wustl.edu/sam

The default page should be named “index”. The server supports many different document types such as index.html, index.htm, index.php, index.asp

There is a 200MB storage limit.
Printing Systems:

The Sam Fox School has many laser printers available in different departments and labs. These printers are available through our centralized print accounting system. You can identify a printer by its name, located on the wall near the printer. This name corresponds to the name of the printer you will print to.

The Whitaker Lab is the main printing area for the school. There are four HP large format plotters, two color page printers, and one black and white page printer. There is also a large format archive quality Epson plotter.

Steinberg Hall contains a smaller print output center. You can find this on the second floor between the Architecture studio and Art studios.

Please log on to http://papercut.samfox.wustl.edu for the fee schedule.

The Sam Fox School uses a program called Papercut to manage print costs. Your Papercut login/password are the same as your Sam Fox email. You can access your print account to add money, see your print history, and other options at: http://papercut.samfox.wustl.edu

Use of the Papercut system varies between the PC and Mac platforms. When you login to a PC based machine, you are automatically logged into your Papercut account. When you print to a controlled printer, the system will automatically show you the charges, and if you send the print, deduct the charge from your Papercut account.

On the Mac platform, you will see a Papercut pop-up window, which asks you for your login information. Simply log in and your Papercut account will be accessed. If you have a personal Macintosh machine and wish to use it for any of the controlled printers within Sam Fox, you will need to bring your machine to the IT Department to have the Papercut client installed. You cannot print to controlled printers without the software installed.

If a document fails to print but your Papercut account is charged, please copy and paste the print history information for the failed print job from Papercut into an email and file a refund request to admins@samfox.wustl.edu

NO REFUNDS will be given for leftover money in Papercut accounts. There are no exceptions to this rule. Please monitor your PaperCut account and manage the funds you allocate for printing. You can transfer funds to other users online.
Labs and Hours

The Whitaker Learning Lab

is located in Kemper Art museum, Room 040 on the ground floor near the Art and Architecture Library. The Whitaker Lab provides the following services:

- 20 Seat teaching facility with projection Macs.
- Large format printing facility
- Large format scanning facility
- IT offices are located in the Whitaker Lab

The teaching facility is reserved for classes and should be requested through the appropriate channels.

The drop in lab is open from 8am to 11pm (lab monitor hours.) During breaks and vacations, the lab is open from 9am to 5pm.

Large format printing is available during open lab hours. There are two types of large format printers currently available. Four HP Plotters are available. These print up to 42” wide and use matte paper suitable for render drawings, graphic design, and posters. The cost is $1.00 per square foot. One Epson 9800 printer is available. This printer prints up to 48” wide and uses a luster type paper and is suitable for photographic images. The cost is $10.00 per linear foot. (Please note the Epson printer is only available via a PC machine at this time.) The HP Plotters can be used with any PC or Mac (as long as the Paper cut software has been installed.)

You may bring your own paper on which to print. Costs per print remain the same.

Large format scanning is only available from 9am – 5pm. Large format scans must be pre-paid through Rose Park in the Bixby Administration office. The cost is $2 per scan. A receipt must be presented to the IT staff prior to scanning. Users who are scanning pencil or charcoal drawings must provide their own acetate to cover the scan surface. No scans will be allowed without acetate use.

The Whitaker Lab and the IT Staff do not check out equipment of any kind. The lab does not loan out laptops or other computer equipment. There are HD Camcorders available for checkout through the Art and Architecture library.

Lab monitors are available whenever the Whitaker lab is open. They are available to help you with software, program, and printing issues. Lab monitors are stationed at the main desk.
The Whitaker lab monitor may be reached at 935-9290

For all help requests, please submit a trouble ticket: http://helpdesk.samfox.wustl.edu

Steinberg Labs, Room 203 & 204

The Steinberg Architecture labs are available for high end rendering and 3D modeling. These labs are both equipped with powerful PC machines with appropriate software such as Rhino, Maya, Rivet, and CAD programs. There is also one HP Plotter available.

Both labs are available 24 hours, except when a class is in session. Access to these labs is restricted by a card swipe reader. If you need card access, please contact the Building Manager, Mary Ann Yeager, 314 935 6121.

Digital Fabrication Area (Ground Floor of Givens Hall)

The Givens 3D Output lab provides several specialized devices for 3D output. Hours as posted.

Laser cutter-Universal x-660
50 watt. Bed size 18"x32" cost 10.00 per hour, billed to nearest 1/4 hour. Reservation required by sign up sheet on givens room 11 door. File must be AutoCAD and conform to standards posted outside room 11.

CNC Milling machine - Roland MDX-650
, Bed size 18"x26" with 3" Z axis,
Scheduled by appointment through faculty director. Visual mill software and rhino software required. Charges setup fee $10.00 and $2.00 per hour run time.
Materials include wood, foams, wax, and plastics. Client must provide materials and MSDS to setup technician.

3D FDM modeler-Stratasys dimension,
Build envelope 8"x 8"x 12",
White ABS model material, Grey Styrene support on consumable base panel.
File best served from rhino, submitted to faculty director for approval Cost $12.50 base charge and $5.00 per cubic inch. Only machine error refunded. File errors printed are at the expense of user.
Photography and Digital Imaging Output Lab

The Digital Imaging Output lab is located on the ground floor of Steinberg Hall, Room 040. This lab is available for specialized output only, during posted lab monitor hours. Cost varies depending on the size of the printer, and payment is managed by the Photography department. Please ask a lab monitor for details.

This output lab has several Epson 4800 printers (17” wide) and Epson 7600 printer (24” wide) and an Epson 9600 printer (48” wide.)

This output lab is the main output center for all photo classes, so while it is available for general use, priority is given to students enrolled in photography classes and photography majors. You may be asked to delay your printing during times of heavy volume.

Computer Safety and Security

Everyone in the Sam Fox community should take measures to secure all valuable computer equipment and personal items. Students who own laptop computers should always secure the computer to their desk with a laptop security device. If you own a desktop, similar measures should be taken. Students should make sure all equipment is covered by their homeowners or renters insurance. The University does not cover personal computer equipment against theft or damage.

Keep all studio doors locked and secure and never leave your equipment unattended and unsecured for any period of time. If a theft occurs, immediately notify Campus Police at 935-5555 and fill out a police report. This is often a necessary step in the process of filing a claim with your insurance company.

Faculty and staff who are provided with a laptop for work will also be provided with a laptop security device. It is the responsibility of every faculty and staff member to make sure their laptop is locked down and secure at all times.
Printing to the plotters

Here are some settings that will help when plotting before you go to print.

*Please note: If you have an adobe files you embed and flatten all images before printing anything*

Plotting form a Mac

The first thing you need to do when you plot is login to paper cut. Once you are logged in open the document from the program you will be printing from. If you do not have paper cut on your system you will need to have it installed to be able to print to the printers.

In the Program go to File, Print
Once print is open you will need to setup the paper size of your document. Click on the down arrow on paper size and select Manage Custom Sizes.

Once Custom Page Sizes is open in the lower left hand corner click on the + and name the size what you want and set the Page size to the document size.
Then, click the down arrow and select paper handling

Under Paper Handling make sure both boxes are checked, as shown.
Click the arrows again and go to the paper feed option. Verify roll is selected if you are printing normally, or if you are printing on a sheet, specify sheet.

Once these settings are set you should be able to select print on the main screen.
Printing From a PC

First thing you will need to do is log in to the domain or authenticate to the domain. Open the program you want to print from and select the plotter you want to print. Then go to Printing Preferences.
Click on the Custom button to set the page size.
Once you clicked on Custom, a box will appear that says Custom Paper Sizes. You will need to put the document’s length and width into the Custom 1: and click OK.

Select Autorotate and select whether the source is a Roll or a sheet. If it is a roll you will need to specify the Roll Size.
Next, select the Effects tab and click the radio button that says Print Document On. Make sure the Custom size you created is selected.

Once these setting are set you should be able to print your document.
How to Map a Network Drive

*Map a drive on a Mac*

click on the desktop or make sure finder is selected
Press z + K and you will get a box pop up
Server Address: type in 128.252.6.41 and then click the plus. Once it was added click connect a login screen will appear. Enter your samfox login then click Connect.

Select the volume you want and click OK.
Map a drive on a PC

Open my computer
Click tools, map network drive
Click, logon as different user name.

Enter your samfox login information (note if you are logged into the domain you can skip this step)
Type `\128.252.6.41\`, click browse, then click + or >, and then click on the share you want.

Click Finish.
Large Format Scanner

The large format scanner is locked in the back studio area of the Whitaker Lab. Before you can begin scanning, determine the number of scans you will be making. There is a $2 charge per scan. You will then need to go to Rose Park or Sandy Cooper in the administrative office of Bixby Hall to pay for your scans.

Then you will need to go to http://mail.samfox.wustl.edu/ and schedule a time in the Public Folder, you should allot for about 10 minutes a scan. Under Public Folders you will see the calendar for Scanner Sign Up where you can sign up for time to access the scanner. The maximum contiguous time anyone can sign up for is two hours.

Bring the receipt to Whitaker lab and the monitors of the lab will open the back area for you to make those scans. The normal scanning hours are the same as the lab hours.

Monday – Thursday 8 am – 11pm
Friday 8am – 5pm
Saturday 10am – 5pm
Sunday noon – 11pm

The large format scanner will accept average size thickness of paper material. It will scan up to 0.63” in thickness and 42 inches width.

Acetate is REQUIRED for any pen or pencil drawings as well as any paintings being scanned. Acetate is not required for photographs and printed items. This is to protect the scanner from any debris that could be transferred from the scan as well as protecting your image surface. You will need to provide your own acetate.

Please be aware that scanning higher resolution items may be time consuming. Therefore, it is suggested to plan approximately 10 minutes a scan from start to finish. As a result, 3 scans will take about 30 minutes. In addition, please verify the availability of the scanner. The usage of the scanner has been a little back logged at times given special projects so be aware of the availability of the scanner before giving the receipt to any staff member.
Account Information

Schedule for Account Deletions

- **Graduating Undergraduate and Graduate students:**

See the table below for the deletion schedule.

<table>
<thead>
<tr>
<th>Graduation Date</th>
<th>Account Deletion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>August 9</td>
</tr>
<tr>
<td>August</td>
<td>November 8</td>
</tr>
<tr>
<td>December</td>
<td>March 14</td>
</tr>
</tbody>
</table>

Extensions will be provided only for those students who are looking for employment as of the deletion date and who are unable to sign-up for Internet access. Extensions will not exceed four months.

The Washington University Alumni Association now offers free E-mail Forwarding for all alumni registered with the Alumni Online Directory. To participate, you must be a registered user of the online Alumni Directory. If you are already registered, activate your e-mail forwarding account online at: [https://www.wustlconnections.com/default.aspx?Page=BasicLogin](https://www.wustlconnections.com/default.aspx?Page=BasicLogin).


- **Faculty:** Deleted after two months and e-mail forwarding to alternate account enabled for an additional six months.
- **Staff:** Deleted after one month and e-mail forwarding to alternate account for an additional two months.
Help Pages and FAQ

I Can’t login to a PC machine?

Make sure you are using your correct Samfox login and password (case sensitive), and make sure the third line of the login screen (the domain) says Samfox. If the third line is not visible click on the options button and the third line should appear.

It is possible that after trying to enter an incorrect password too many times, your account will become locked out. If this happens, please bring your WashU ID card to the IT Department to have your password reset. This cannot be done over the phone or via email.

I Can’t Print?

If you are denied a print, the first reason may be you do not have enough money in your Papercut account. Check the Papercut web interface to confirm your account balance:

http://papercut.samfox.wustl.edu

It is possible there is a problem with the printer you are trying to access. Confirm the name of the printer you are sending the print job to on your computer and at the location of the printer. If you see a physical warning or error message on the printer display screen, immediately notify the lab monitor on duty, or file a trouble ticket at:

http://helpdesk.samfox.wustl.edu

My document didn’t print, yet my Papercut account was charged?

If a document fails to print but your Papercut account is charged, please file a refund request by email admins@samfox.wustl.edu. Copy and paste details of the print job into the email to expedite your refund.

Please make sure you will use your available Papercut account balance before you graduate or leave the college. NO REFUNDS will be given for leftover money in Papercut accounts. There are no exceptions to this rule. You may leave money on the account between semesters and years as long as you are an active student.

My computer is giving me errors, where can I have it repaired?

The Sam Fox IT Department will gladly run diagnostics on computers to try and fix many common problems. However, any hardware and/or warranty issues that arise will need
to be taken care of through the manufacturer or a qualified repair shop. IT staff can direct you to a qualified repair center in the St. Louis area.

I can’t connect to the internet?

If you are using the wireless WUFI system, make sure you opened a web browser and logged into the wireless system. If you are plugged into an Ethernet jack, make sure the connections are firm.

I can’t connect to a server or print, but my internet works?

You can only access the Sam Fox servers and print systems using an Ethernet connection. Access to server and printer resources are restricted from wireless connections. Plug your computer into a wall jack and turn your wireless card off.

How can I forward my email to another email address?

Currently you cannot forward your email. However, some systems such as GMail allow you to access other accounts using their systems. Please check the appropriate help section of your service provider to see if they allow this, and how to set up the service.

Can I work in the Whitaker Lab?

Yes! We are always looking for qualified TA’s to work in the lab. Applicants should have some computer knowledge and good customer service skills. If you are interested in working in the lab, please contact admins@samfox.wustl.edu

Who is required to purchase a laptop?

Currently in the School of Art, all junior year Fashion and Communication Design students are required to buy Apple Laptops. The specific laptop package is selected and purchased by the school to best meet the curricular needs. Communication Design students receive their package in the fall semester of their junior year, while Fashion Design students receive their package in the spring semester.

All second year Architecture students are required to own a computer.

What's the best way to take care of my laptop?

Care of the laptop and protection against theft or damage is the personal responsibility of the laptop owner. Insurance can replace a computer, but it does not protect it against theft or damage and cannot replace lost files. To fully protect your work, back up your data frequently. Please use common sense when on campus or out in public.
Some helpful suggestions and reminders:

* Don't leave your laptop unattended in a classroom.
* Do not leave your laptop bag in unattended cars, or transport it in a flashy bag that invites theft.
* Always lock your computer down with a security cable whenever possible.
* Along with your laptop, be aware of the accessories that come with it. Your power supply and battery are costly and are the most commonly stolen items.

To protect against damage, we recommend:

* Always transport your laptop in a protective sleeve or laptop bag.
* Use a surge protector between your computer (laptop or desktop) and the electrical outlet. The electronics in a computer are sensitive and can easily be damaged by even a small electrical surge. Ask your vendor to recommend a reliable surge protector.
* Please be aware of cords and cables attached to your laptop. These can cause a tripping hazard that could potentially pull your laptop off of a table.