

Social Sciences Center for Education, Research, & Technology

- [How does SSC help its clients reduce SPAM?](#)
- [How do I create a grad class website in Social Sciences?](#)
- [How do you get to Social Sciences Computing?](#)
- [I'm a TA, but why doesn't my name show up on my Social Sciences class website?](#)
- [How do I find out more about SSC's Support Services?](#)
- [How do I set up a vacation message for my SSC email account?](#)
- [Does Social Sciences Computing provide 24/7 support?](#)
- [What software is available at the labs at Social Sciences Computing?](#)
- [Does Social Sciences Computing offer remote access to the lab computers?](#)
- [How can I create an account for computer access at SSC?](#)
- [Print Deposit Accounts at Social Sciences Computing](#)
- [Where is the nearest copy machine from Social Sciences Computing?](#)
- [Are there headphones for student use at Social Sciences Computing?](#)
- [Projector rental for staff and faculty within the Social Sciences?](#)

- [Software available at Social Sciences Computing \(SSC\)](#)
- [How do I submit a trouble request to the SSC Support Team?](#)
- [Does SSC lab offer color printing?](#)
- [Does SSC lab have a public copy machine?](#)
- [Where can I obtain the VPN Client to tunnel into the Social Sciences network](#)
- [I cannot print off of my SSC account even though I know I deposited money on my account before. What's wrong?](#)
- [FTP settings for SSC Novell Server](#)
- [SSC Novell Client Installation for Windows Vista](#)

How does SSC help its clients reduce SPAM?

SSC uses the Barracuda security appliance to filter out spam, block viruses, and identify phishing attempts.

- Users with low to moderate amounts of spam can configure the Barracuda's basic client-side filtering for Eudora and Outlook.
- Users with high volume of spam can opt for the advanced feature which provides server-side quarantine of spam. The quarantine holds suspected spam on the server rather than being delivered to your inbox – thereby keeping your email inbox almost spam-free. With this option, a user needs to log into a web site on a daily or weekly basis to review the messages stored in the quarantine. From there, the user can permanently delete the spam and also identify the false positives (messages that are incorrectly marked as spam) which will subsequently be forwarded to the user's inbox.

For more information see [Blocking Spam at SSC](#)

How do I create a grad class website in Social Sciences?

If you are an instructor in Social Sciences at UCLA and you want a grad class website and don't see it on the Registrar's website, then ask SSC's Help Desk (help@ssc.ucla.edu) to set it up for you. It will usually be done the next working day.

How do you get to Social Sciences Computing?

Check out this map:

[Locating Social Sciences Computing](#)

I'm a TA, but why doesn't my name show up on my Social Sciences class website?

Teaching Assistants (TA) names will show up on Social Sciences Moodle class websites the next time they log in after their names go in the Registrar's database for their specific sections. Usually the delays are because TAs haven't given the specific sections they are teaching to their department's scheduler.

Access to the private areas of class websites and the ability to create TA sites is granted almost immediately after the TA name and sections are added into the Registrar database.

How do I find out more about SSC's Support Services?

Please visit [SSC Support Desk](#) for more information.

How do I set up a vacation message for my SSC email account?

[Instructions for setting up vacation message](#)

Does Social Sciences Computing provide 24/7 support?

Mike Franks says:

SSC does not have 24/7 support but:

- our network and servers are monitored and they page different staff members when there are any issues.
- our Support Desk closes at 5 on weekdays, for general support
- but for Classweb we have a feedback form that emails to the Help Desk, Caroline Kong, and Kevin Kitagawa (https://moodle2.sscnet.ucla.edu/blocks/ucla_help/index.php)
- The Help Desk answers whenever the lab is open (M-R 9-9, F 9-5 and Sat and Sun 12-4)

What software is available at the labs at Social Sciences Computing?

Updated list is available at <https://computing.sscnet.ucla.edu/labs/software/>

Does Social Sciences Computing offer remote access to the lab computers?

Social Sciences Computing allows lab users remote desktop access to the SSC lab machines during the hours while we are normally closed.

Social Sciences Computing requirements:

1. You must have a current SSC lab account.
2. If you are off campus you will need to download and install Bruin OnLine's VPN Client.
3. Remote Desktop software. This is included with Windows XP.

For more information please go to:

<http://access.labs.sscnet.ucla.edu>

How can I create an account for computer access at SSC?

Social Science Computing labs are available to faculty, undergraduate students taking a Social Sciences course and both graduate and undergraduate students in a Social Science Major.

Social Sciences Computing has six labs available for instructional purposes during the academic year located at 2041 Public Policy (other labs are located at Bunche and Haines).

Labs are available for drop-in use when instruction is not in session.

You may create an account at the Social Sciences front desk (2041 Public Policy) by presenting your Bruincard to verify your eligibility.

Accounts must be renewed every quarter.

Print Deposit Accounts at Social Sciences Computing

Balances transfer over quarter to quarter. Records from prior quarters are kept at the front desk. Be sure to tell the consultant that you have a balance remaining from a previous quarter so they can input it into the system.

Where is the nearest copy machine from Social Sciences Computing?

The nearest copy machine is downstairs in the Public Arts Library. You will need a UCLA copy card which you can get at any UCLA library and cash.

Are there headphones for student use at Social Sciences Computing?

Yes, there are. You can borrow them from the front desk. The consultants will ask you for your Bruincard or driver's license as collateral.

Projector rental for staff and faculty within the Social Sciences?

SSC has three portable projectors for loan to staff and faculty within the Social Sciences. The projectors are suitable for use with desktop or laptop computers.

The potential renter must send his/her name, department, and the intended day of equipment rental to equipment@ssc.ucla.edu. All equipment requests need a 24 hour advance notice.

One must bring a picture ID if the name on the paperwork does not match the name of the user.

Software available at Social Sciences Computing (SSC)

See this page for a list of the software available on SSC lab machines:

[Software - UCLA Social Sciences Computing](#)

How do I submit a trouble request to the SSC Support Team?

Customers can initiate a trouble request through several methods:

1. Call team members at (310)206-2821
2. Email inquiries to support@ssc.ucla.edu
3. Submit a [Web Ticket](#)
4. Walk in to Public Policy 2035

For more information regarding service and hours. Please visit [SSC Support Desk](#)

Does SSC lab offer color printing?

Yes, SSC lab offers color printing for .50 per page. Be sure to select the color printer in the print menu screen when trying to print in color

Does SSC lab have a public copy machine?

There is no copy machine available for public use at SSC. The closest copy machine would be at one of the libraries.

Where can I obtain the VPN Client to tunnel into the Social Sciences network

You can find the VPN Client for Windows OS, Mac OSX, Linux, and Solaris here:

[SSC VPN](#)

The SSC Virtual Private Network (VPN) Service allows you to access SSC resources as if you were part of the SSC Network. A VPN is a secured private network connection built on top of publicly accessible infrastructure. The SSC VPN has more stringent security parameters than the UCLA Campus VPN. This is necessary so that access can be tunneled through the SSC Firewall.

I cannot print off of my SSC account even though I know I deposited money on my account before. What's wrong?

Make sure that you are logged into your own account when you are printing. If you deposited money on the account during a previous quarter, your account was reset and you must notify the consultants at the front desk so they can transfer your previous balance over. Also, if it says you have money on your account when you rollover the \$ sign, make sure that it is not a negative number. The End.

FTP settings for SSC Novell Server

Hostname: sscnw601.sscnet.ucla.edu/

username: ".username.department.sscnet"

For example if your username is jbruin and your department is Anthropology then your ftp username is (including the period before your username): .jbruin.anthropology.sscnet

You can use an FTP client, like CuteFTP, which you can download from:

<http://www.bol.ucla.edu/software/win/cuteftp/> For PC

<http://www.bol.ucla.edu/software/mac/cuteftp/> For Mac

Note: If you use CuteFTP 8 to access the FTP, it may default to a directory that is not useful for you. In the Site Manager (Tools→Site Manager→Display Site Manager), be sure to specify a desired directory by clicking on the **Actions** tab and entering a path in the box labeled **When client connects, switch to this remote folder**.

You can also access FTP through Internet Explorer (only IE) with this link:

<ftp://sscnw601.sscnet.ucla.edu>

SSC Novell Client Installation for Windows Vista

Updated Instructions for Installing the Novell Client Version 1.0 on Windows Vista (SSC)

- Choose Custom Installation
- Do not install ANY additional services (uncheck NMAS, etc)
- Go to Novell Properties
 - Advanced Login
 - Clear Connections > Turn to On
 - Forgotten Password Prompt > Turn Off
 - NMAS Authentication > Turn Off
- Go Advanced Settings
 - File Caching > Turn Off
 - File Commit > Turn On
- Go to Service Location Tab
 - Add to Directory Agent List the following address
 - `sscnw601.sscnet.ucla.edu` OR
 - `128.97.229.85`
- Reboot
- Right Click on the Novell Icon > Go to Novell Login
- Type in “anything” for the Username (no password needed at this point)
- Type in “SSCNET” for the Tree (no context/server needed at this point)
- CLICK “OK”, there will be an error for incorrect login/password
- After the error, the tree and contexts will appear
- Select the appropriate tree and context
- Enter correct username/password
- Users should see the mapped drives now

Old Instructions for Installing the Novell Client Beta on Windows Vista (SSC)

- Choose Custom Installation
- Do not install ANY additional services (uncheck NMAS, etc)
- Go to Novell Properties
 - Advanced Login
 - Clear Connections > Turn to On
 - Forgotten Password > Turn Off
 - NMAS Authentication > Turn Off
- Go Advanced Settings
 - File Caching > Turn Off

- Server Cache Timeout > Set to 0 seconds
- Reboot
- Right Click on the Novell Icon > Go to Novell Login
- Type in “anything” for the Username (no password needed at this point)
- Type in “SSCNET” for the Tree (no context/server needed at this point)
- CLICK “OK”, there will be an error for incorrect login/password
- After the error, the tree and contexts will appear
- Select the appropriate tree and context
- Enter correct username/password
- Users to should see the mapped drives now

Created and Tested by Jonathan Tang (Superman) – June 2007

Edited by Mike Lee – June 2007