**NCCA Lab / IT Newsletter #1**

Welcome to the first NCCA Lab / IT Newsletter. The idea behind this is to keep you updated with everything that has been happening with the Labs and any issues we have encountered, please have a read as it may contain information that is important to using your software.

We have nearly 300 computers in the NCCA labs so reporting issues and faults when the occur is of upmost importance as it takes time to investigate and fix any problems. The quickest way is to log the Job via Service Now <https://bournemouth.service-now.com/sp> this should be used when the computers have a physical problem (i.e. doesn’t turn on, not seeing the network, mouse / keyboard not working etc). If the problem is based on software (Maya not working correctly, not being able to access the render farm etc). Please contact the demonstrators or a member of staff first as we may be able to find a solution first (or see the FAQ below).

**NCCA Lab FAQ**

[**https://nccastaff.bournemouth.ac.uk/jmacey/LabBuild/faq.html**](https://nccastaff.bournemouth.ac.uk/jmacey/LabBuild/faq.html)

I have started work on an FAQ specifically for the NCCA Labs and questions that have been asked. I will update this when new questions arrive and if you have anything you wish to ask please mail [jmacey@bournemouth.ac.uk](mailto:jmacey@bournemouth.ac.uk) with your questions and I can add them to the FAQ.

Don’t forget IT services also have an FAQ page with more general University based IT issues. <https://itservices.bournemouth.ac.uk/student-faqs.aspx>

**Current Lab Problems and Fixes**

1.     Some of the Dual Screens in W101, W115 have not been fully connected / working. All machines with issues have been identified and work has started to fix all of these.

2.     There has been an air handling issue which is as a consequence of a failed unit supplying the radio studios, these units are daisy chained together.  Estates have parts on order to make the repair and they are treating the fix as a priority.  Unfortunately, the temporary cooler placed in W115 is all that is available to help cool the room at present, when this unit is being used, please ensure the exhaust tube is fed out into the corridor where the heat will dissipate.

3.     Maya Screen Lags when rotating with the mouse! :-  This has taken some time to identify and thanks to the hard work of IT and the demonstrators we have tracked down the issue to the Wacom Tablet and USB 3 sockets at the back. In full follow the advice below if there is an issue (it only seems to happen under linux).

      Wacom always  plugged into the rear  black USB 2.0 socket.

      Mouse and Keyboard plugged into the rear  blue USB 3.0 sockets

      Maya will work if Wacom + one (and only one) other device is plugged into the  rear black USB 2.0 sockets BUT  will lag if 3 devices are plugged into the rear USB 2.0 sockets.

**StoryBoarder  (New Software Install Linux only)**

“Storyboarder makes it easy to visualize a story as fast you can draw stick figures. Quickly draw to test if a story idea works. Create and show animatics to others. Express your story idea without making a movie”. I have installed storyboarder in the Linux build and you can run it by opening the console and running goStoryboard (/public/bin/2017/goStoryboard).  You can also install it at home as it is free open source software.

If you have any questions / suggestions please email me.

Jon