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Procurement and Installation of Computing Material

Procedure to order a new desktop (portable) computer

- Login to EDH (http://edh.cern.ch)
- Select "Material Request (Stores)" or go to the link: https://edh.cern.ch/Document/MAG
- Click "Find catalog items by SCEM or description"
- Go to "Standard PCs" in the store category "80"

80 INFORMATICS
80.01 DESKTOP PERSONAL COMPUTERS - (PC's)
80.01.0A STANDARD PC's

- In "80.01.0A - STANDARD PC's" Select the button with the 'shopping basket'. This will add a line in the Material Request and you can specify the "Quantity" value.

To order a monitor:

- Click "Find catalog items by SCEM or description"
- Go to "17", 19", 21" LCD MONITORS" in the store category "80"

80 INFORMATICS
80.10 MONITORS (SCREENS) FOR DESKTOP COMPUTERS
80.10.0A 17", 19", 21" LCD MONITORS

- In "80.10.0A - 17", 19", 21" LCD MONITORS " Select the button with the 'shopping basket'. This will add a line in the Material Request and you can specify the "Quantity" value.

- Complete the Material Request filling the "Delivery Location" and the "Budget Code" that will be charged.
- "Save" and "Send" the order

To Order a Laptop:

Follow the same procedure using the store category:

80 INFORMATICS
80.03 PORTABLE COMPUTERS ( LAPTOPS)
80.03.0A STANDARD PORTABLE COMPUTERS

Installation procedure for a new machine at the user's workplace

- Move the computer (and screen and keyboard, etc) to the location where you want to have it installed
- If the machine does not have a name select one following the group standard e.g.: 
  - Go to https://network.cern.ch/sc/cgi/sc.cgi?Action=SelectForDisplay
  - "Search by Device Name" the string PCHSFT*
  - Note the last name used and use the next in the sequence for the new machine i.e. PCHSFTn
- Send an email to the "helpdesk@cern.ch" asking them to install a new machine, specifying:
Computer name
♦ Location
♦ Network Plug
♦ OS to install: "Windows" or "Linux" or "dual boot Windows and Linux"
♦ Local users: the account names that will be local administrators of the machine

Example:

Subject: Installation PCPHSFT17 (0032 RC-0022)
I would like to request the installation of a PC:
  - Name: PCPHSFT17
  - Office: 0032 RC-0022
  - Network Plug: 0022/02
  - OS to install: Dual boot Linux et Windows
  - Local users: aimar, harvey

• You will be contacted by PC Support to arrange an appointment for the installation: they will obviously need access to the office mentioned in your email.
• Further information on Linux Services at CERN can be found here and for Windows here.

Procedure to request the move of a computer from one room/desk to another

• Move the computer to the new location
• Connect it to the network outlet
• Go to the Network Registration page: http://cern.ch/register
• Select "Move System"
• "Search by Device Name" your PC
• Specify the new "Location" and "New Outlet". Leave the outlet unspecified if the computer will not be temporarily plugged on any network
• Wait for the confirmation via email that the network has been reconfigured, if it is a "Flash Update" you will be told on the web page and you don’t need to wait any confirmation

Procedure to request re-installation of the OS on a computer

• Ask the users of the computer to save all their local files. They should not have any important file locally anyway...
• Follow the same procedure as for a new installation, asking them to erase everything that is on the computer before re-installing the OS.
• Further information on Linux Services at CERN can be found here and for Windows here.

Procedure for requesting the repair of computer equipment

• Send an email to the "pc.support@cern.ch" mentioning the Serial Number of your computer and ask them where you should bring the material
• They will check if the material is under warranty or not and send it to the supplier
• If the material is under warranty
  ♦ It will be repaired and you will receive it in your office
• If the material is NOT under warranty
  ♦ You will be contacted by the supplier that will quote you a price for the repair

Installation procedure for a new machine at the user's workplace
Procedure for requesting the repair of computer equipment

- If you decide to make the repair ask them to fax you a 'devis'
- If you decide not to make the repair, ask them to send you the material back
- Once you have the fax go to EDH and make a "Purchase Requisition (DAI)"
- You will receive the material repaired in your office