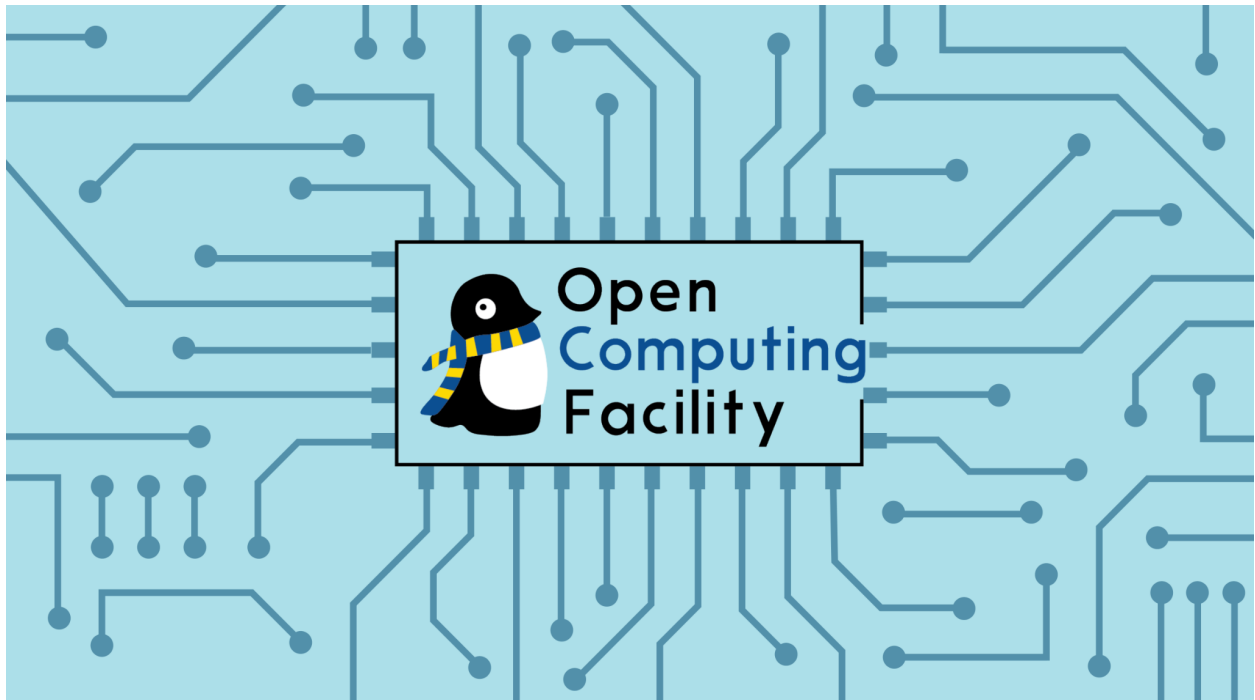Waddles <3

Operations Assistant Guide To The OCF

The Commands Necessary, How to Answer Users' Questions (No Matter How Dumb They Can Be), and Being the Greatest Opstaff Member

Updated: Spring 2023

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1. Helpful Sites

During shifts, it's nice to have some sites that provide key information about the lab.

1. ocf.io/stats

Currently in Lab
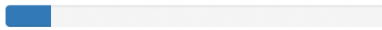There are 8 users in the lab currently (including 1 staff).
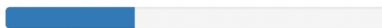- rminjy on blizzard.ocf.berkeley.edu for 1:04:44.144404

Printers

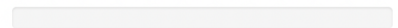| logjam	pagefault	papercut
Toner: 12% remaining	**Toner:** 91% remaining	**Toner:** 89% remaining
Maintenance Kit: 34% remaining	**Maintenance Kit:** 77% remaining	**Maintenance Kit:** -2% remaining

The entire page has some useful information, but the most important ones are the "Currently in Lab" and "Printers" sections.

The former will help you see how many people are logged into our computers, including staff! This will help you identify who is available to help with staff hours or general troubleshooting in the lab.

The latter will see when one should change the toner. The maintenance kits are for volunteer staff to worry about, so don't worry about that!

2. printhost/jobs (Click on the "Print Queue" icon on the desktop)

Printhost allows the users and staff alike to see both completed and all print jobs. It's an incredibly great resource when seeing if a job is canceled or if you need a username to paper refund.

3. [timeOperations Assistant Guide To The OCF The Commands Necessary, How to Answer Users' Questions (No Matter How Dumb They Can Be), and Being the Greatest Opstaff Member Operations Assistant Guide To The OCF The Commands Necessary, How to Answer Users' Questions (No Matter How Dumb They Can Be), and Being the Greatest Opstaff Member .is](#)
   It's nice to know what time it is

4. [Monterey Bay Aquarium Jellyfish Cam](#)
   Have something to watch during your shift :)

5. [ocf.io/printers](#)
   More detailed printer stats including paper levels and which are currently in rotation, also shows whether the printer tray guides are set properly.

2. Commands

During your shift, you'll be expected to know a few commands. It's nothing to be afraid of though! Not everyone on Opstaff is a Computer Science major nor computer expert! You can always revert back to this guide.

1. Open the terminal
   a. Terminal is the icon with the arrow in a black box
2. Type in the desired command
3. That's it!

Below are the list of commands and when exactly to use them

1. check <username>

This is commonly used when checking how many pages a person has left for the day or the semester

```
~ : bash — Konsole

File   Edit   View   Bookmarks   Settings   Help
jedakrisnell@blizzard:~$ check jedakrisnell
jedakrisnell:*:73469:1000:Jeda Krisnell Dionisio:/
home/j/je/jedakrisnell:/bin/bash
Created on: 2021-09-21
Member of group(s): ocf ocfstaff opstaff
CalNet UID number: 1769762

jedakrisnell printing quota:
  → 500 remaining this semester
  → 500 remaining today
```

2. checkacct <full name>

This is commonly used for checking if someone forgot their username

```
~ : bash — Konsole
File   Edit   View   Bookmarks   Settings   Help
jedakrisnell@blizzard:~$ checkacct rachel min
Login: rminjy                           Name: Rachel Min
Login: rminpark                         Name: Rachel Min Park
Login: rachellechiara                   Name: RACHELLE CHIARA FLEMING
jedakrisnell@blizzard:~$
```

3. economode on

First: use supernova!

Turns on the EconoMode for our printers, which is why our print quality is lighter than normal! Always keep this on except for certain circumstances

The password for the printers is "Rune7goo". You will not be able to see what you typed when typing the password!

4. economode off

Turns off the EconoMode for our printers, which makes the print quality "normal." Only use this command for certain circumstances, such as

- Someone printing a government ID/official documents
- In case volunteer staff or Opstaff wants it off

Do not turn this off because a user asks. If you believe that their reason is justified, turn it off, but tell them to let you know when they're finished.

The password for the printers is "Rune7goo". You will not be able to see what you typed when typing the password!

REMEMBER TO HAVE ECONOMODE ON

5. paper refund <username> -p # -r "/reason/"

THIS IS A VERY IMPORTANT COMMAND FOR OPSTAFF. REMEMBER THIS ;)

This command is used when a user's print job didn't print out, the paper wasn't printed to good quality, and there was something wrong with the print itself. It ultimately depends on the circumstances, but this command gives the users back their paper.

```
~ : bash — Konsole
File  Edit  View  Bookmarks  Settings  Help
jedakrisnell@blizzard:~$ paper refund jedakrisnell -p 2 -r "no print"
Refund 2 pages to jedakrisnell? [yN] y
Added.
jedakrisnell@blizzard:~$
```

6. lab-wakeup -f

This command just turns on all the desktops in the lab. If you open early, you can use this command to have the computers accessible before 9am.

7. Ocf-tv + google-chrome

Normally, Opstaff doesn't have to worry about this command. It's nice to know about it.

This command is for the web browser that is opened on the TV to the left. The TV normally shows available computers, the time, and OCF hours.

If it does not show this and the TV is on, use this command then open up Google Chrome. If anything, ask a staff volunteer!

3. Taking Printers Off Rotation

Sometimes, our printers like to break down or excessively paper jam. As a solution, sometimes we take the printers off the queue to give it a break before either a volunteer staff fixes it or actual maintenance.

1. Click on the Print Queue icon
2. Click on "Classes"
3. Choose your desired choice
    a. You will have to change both regardless
4. On the second dropdown menu (it'll originally say "Administration"), choose "Modify Class"
5. You will be met with this screen with the <printer-name>-double/single highlighted. Hold down Ctrl on the printers **EXCEPT for** the one you want to take out of rotation. Then click on "Modify Class"
    a. For example, if I want to take logjam out of rotation, only pagefault and papercut would be highlighted
6. The system will ask you for your OCF username and password. Enter that information
7. Do the same process for the other class (double/single)
8. Once that's all done, the printer is now out of rotation

4. Force Rasterization

Sometimes our printers like to print out all-black documents instead of what the user wanted. This usually happens when it comes to government/official documents or anything with annotation boxes.

The strategy is after clicking the Printer Icon

> Print Options

> Force rasterization

This should fix it! If you want to be nice, you can refund them the pages.

5. Paper Layout

The Notes apps (Notability, Good Notes, etc.) do not like our printing options sometimes!

Usually, the notes apps have a different paper dimension setting.

> Tell the user to change the paper dimension setting **on their Notes app** then reprint

If you want to be nice, you can refund their pages

Waddles <3

6. FAQs

Q: How do I print?

A: Tell them they need an account. If they don't have an account, direct them to ocf.io/join or to the QR Code on the blue. Tell them to log into that account on **our** computers (they better not complain that they can't print on their personal laptops) and print as a **pdf**.

Q: Do you know where I can find a stapler/tape/supplies?

A: Supplies table is to YOUR left while you're sitting at the main desk.

Q: Does the OCF print in color?

A: Nope! We just print in black and white.

Q: Where can I print in color?

A: All the campus libraries print in color and some other printing options around the city of Berkeley.

Check out the paper on the right of the desk next to the "Useful Links" page.

Q: Why are my pages printing in all black?
A: Go to the Force Rasterization section to help

Q: The document I'm printing is weird with margins. Is there any way to fix this?
A: Go to Print > Options > Fit to Full Page
A: If they are printing from a notes app (such as Notability or Good Notes), tell them that the paper layout on their app is different from the standard paper size (8.5 x 11). Tell them to change it on the app first before printing again.

Q: Can I print more than the 20 pages per day?
A: Nope! You would have to come back tomorrow for the refresh.
Alt. A: (If you're feeling nice and it depends on their circumstance) You can send the pdf to me and I can print it out for you

7. Bored?

1. [Tetris](#)
2. [2048](#)
3. [Cool Math Games](#)
4. We have Steam downloaded if you're a gamer!
5. Hook up the USB-C cord to the monitor and your laptop and watch a movie
6.