

# ECI Public Knowledgebase



## Welcome!

Welcome to the Engineering Computing Infrastructure (ECI) Public Knowledgebase!

This contains answers to several of our Frequently Asked Questions that should be able to help get you get your answers that you might have through the College of Engineering or with ECI.

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## Frequently asked questions

- [Troubleshooting articles](#)
- [How-to articles](#)
- [New UCSB Community Member Information](#)
- [ECI Computer Use Policy](#)

## Need more help?

If you need assistance, you can contact us at [help@engineering.ucsb.edu](mailto:help@engineering.ucsb.edu).

## Other resources

- [UCSB Connect Support](#)
- [UCSB Connect Guides from connect.ucsb.edu](#)

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## Recent Announcements from ECI

### Blog stream

Create a blog post to share news and announcements with your team and company.



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## Browse by topic

## Recently updated articles

[New UCSB Community Member Information](#)

Aug 12, 2020 • updated by Marc J. Miller • [view change](#)

[Zoom Webinars and Advanced Hosting Features](#)

Aug 11, 2020 • created by Marc J. Miller

[A message from Rod Alferness, Dean of the College of Engineering](#)

Aug 04, 2020 • updated by Marc J. Miller • [view change](#)

[Configuring Thunderbird to use UCSB Connect](#)

Jul 30, 2020 • updated by Marc J. Miller • [view change](#)

[Mathematica licensing/activation problems?](#)

Jul 22, 2020 • updated by Marc J. Miller • [view change](#)

[Why can't I get a MATLAB license when using the campus VPN?](#)

Jul 22, 2020 • updated by Marc J. Miller • [view change](#)

**A**

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**B**

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**D**

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[Why is my VPN \(Virtual Private Network\) not Working?](#)

Jul 22, 2020 • updated by Marc J. Miller • view change

[Connecting to a Network/Samba Share](#)

Jul 22, 2020 • updated by Marc J. Miller • view change

[IPTable - Configuration Examples](#)

Jul 22, 2020 • updated by Marc J. Miller • view change

[Getting MatLab](#)

Jul 22, 2020 • updated by Marc J. Miller • view change

[Computer Science](#)

Jul 16, 2020 • updated by Marc J. Miller • view change

[Scammers are exploiting COVID-19 contact tracing program \(On Behalf of Sam Horowitz, Chief Information Security Officer\)](#)

Jul 16, 2020 • updated by Marc J. Miller • view change

[Upcoming Network Outages at UCSB](#)

Jul 16, 2020 • created by Marc J. Miller

[Google Chat instead of Google Hangouts after November 30th, 2020](#)

Jun 30, 2020 • created by Marc J. Miller

[How do I get Microsoft Office?](#)

Jun 22, 2020 • updated by Marc J. Miller • view change

**I-J**

identity  
iecauthority  
imagine  
info  
information  
intellectual-property  
internet  
invitation  
ip  
ipad  
iphone  
iptables  
jam

**K**

kb-account-info  
kb-browsers  
kb-connect  
kb-get-software  
kb-github  
kb-labs  
kb-mail  
kb-matlab  
kb-network  
kb-recommend  
kb-remote  
kb-security  
kb-software  
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keyring  
kit  
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**L**

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**M-N**

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**O**

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**P**

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protocol  
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**Q-R**

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**S**

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smtp  
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student  
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**T-V**

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toolbox  
top10  
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ucsbnetid  
ufw  
uemail  
unavailable  
uncompress  
username  
vacation  
verification  
vpn

**W-Z**

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warehouse  
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workstation  
x11  
xming  
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**0-9**

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2fa  
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