

# Remote Login Shell Service

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## Service Level Agreement

### Name of Service

Remote Login Shell Service, "login" for short.

### Service Description

The service provides the possibility to securely login to and receive a shell environment on a Unix/Linux system. The only intended operation of that login shell is to securely login to other Jacobs University machines, typically those behind Jacobs University's firewalls which are not reachable from outside Jacobs University's network.

The login shell is a typical Unix/Linux command line, it does not provide a graphical user environment. X11 forwarding is possible.

The host name to connect to is `login.jacobs-university.de`. The account name to use for login to this service is the CampusNET account and password. Protocol to use is SSH either version 2 or version 1. After suitable key generation and configuration done by the user, public-key based login is also possible, with RSA key for ssh protocol versions 1 and 2, DSA key for protocol version 2.

No persistence of personal information is available.

The service is not intended to run any computing or compiling jobs, to read emails, or other interactive or batch use. Resource quotas are in effect, including CPU time, number of processes, and hard disk space.

Resource	Type	Value	Description
cpu	soft	25	CPU Time in Minutes per process
	hard	35	CPU Time in Minutes per process
nproc	soft	128	Max. number of concurrent runnings processes per user
	hard	196	Max. number of concurrent runnings processes per user
maxlogins	soft	16	Max. number of concurrent logins per user
	hard	24	Max. number of concurrent logins per user
quota	soft	10240	Filesystemquota in kb per user

	hard	15000	Filesystemquota in kb per user
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## Service Products

Service product is the world-wide availability of the ssh protocol and login capability on `login.jacobs-university.de`.

## Service Customer

⚠ Currently none.

## Service User

Jacobs University members with a valid CampusNET/LDAP/VPN and CLAMV account.

## Service Continuity

The service is provided until end of May 2009.

This SLA is fixed until July 2007.

## Service Availability

The service is available 24/7.

## Service Reliability

The service is 99% reliable, calculated per month.

## Service Charging

No costs for service provisioning is charged to the [Service Customer](#) or [Service User](#).

## Service Security

The RSA key fingerprint of the ssh service of `login.jacobs-university.de` in md5 is:

***1f:c5:a8:97:cf:1f:22:59:17:9f:ad:1e:ca:41:6a:17***

The SSH RSA public key is

***AAAAB3NzaC1yc2EAAAABIwAAAIEAxBOI2fR4XrUBsaFSEK7sXQcfqmPExrFI7wYiN1qsYJ8uwPyo55clm0K83aQXw47om 0EINpc0PkohnsdwsQ /YMEMp7fnLoZ3+9OSL8EGOKrGj8QCe/PuEtKsTn9v1EVsyfOXIzeZm8UvHRS0qv+a9oFNYIFgf1wcq/Enzp4 gMGzE=***

Download [this file](#) and add the content to your `known_hosts` file.

This finger print and SSH RSA public key are valid infinitely.

The [Service User](#) must ensure authenticity of the target host system themself.

ssh protocol version 2 and version 1 is offered, in this order. Using version 2 is recommended.

After suitable key generation and configuration done by the user, public-key based login is also possible, with RSA key for ssh protocol versions 1 and 2, DSA key for protocol version 2.

## Service Prerequisites

The [Service User](#) must have a valid CampusNET/LDAP/VPN account and a valid CLAMV account.

## Service Customer/User Responsibility

The [Service User](#) must ensure authenticity of the target host system themself.

The [Service User](#) must be knowledgeable of how to use a Unix/Linux command line.

The [Service User](#) must have his CampusNET account information to use this service.

If public key authentication is to be used, the [Service User](#) must take the necessary steps of generating an appropriate key and configuring the service.

## Service Support

### Support Extent

The [Service Desk for Faculty and Staff](#)

- ensures availability of the remote login shell service,
- updates operating system and installed software as appropriate,
- provides information on configuration of the server processes.

### Support Channels

Service support can be reached by employing the [Service Desk for Faculty and Staff](#) contact channels.

### Support Availability

Service support is available during [Service Desk for Faculty and Staff](#) hours.

## Service Workflows

### Instantiation Workflow

There is no application workflow. [Service Users](#) as defined above are automatically eligible for this service.

Logging into the remote login shell service the first time automatically creates the user's home directory.

### Operational Workflows

There are no operational workflows.

### Decomission Workflow

As soon as the [Service User](#) as defined above is no longer eligible for this service, the user's content is subject for removal by IRC-IT without further notice. [Service Users](#) should plan ahead how to access their internal Jacobs University services before change of status or before leaving Jacobs University.

## Key Performance Indicators

Monthly availability numbers as reported by IRC-IT's monitoring system.

## Measurements of Key Performance Indicators

### Availability SSH/SCP Service

External pages show the availability of this service for [last month](#) and, for informational purposes only, for the [last 7 days](#).

## Live System Status

The live status of the system implementing the service can be seen at [this external page](#).

## Additional Links

### Server-side Software Documentation

- [OpenSSH](#)
- [ssh man page](#)

### Potential Client-side Software

## Windows Tools

[putty](#) is the recommended tool for Windows users, [online documentation](#) is available.

[TeraTerm Pro Web](#) is an alternative.

Both tools are freeware.



### Putty with SSH v1

If you need to use Putty with SSH version 1 please ensure to mark `Attempt TIS or CryptoCard auth (SSH-1)` in Putty. You will find this in Connection -> SSH -> Auth. Whenever possible use SSH v2.

## Unix/Linux

Each Unix/Linux installation comes with a `ssh` command line program. A man page is available via `man ssh`.