Introduction to the ICTP Computer System

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The PCs at the ICTP

Generally the PCs have two operating systems loaded, Windows and Linux . At boot time the user can choose the OS to run.

Accounts

Every participant has got a temporary user account for the duration of the school or conference. During the registration the secretaries hand out sealed envelopes with username and password written inside.

You have a home directory which is accessible also from Windows (double-click on the icon named "ICTP Home directory" on the desktop). It is stored on a file server using the Andrew File System which uses its own way of access control that has nothing to do with the UNIX standard permissions. If you need to share files with other users, see the section 5.6.7 *Sharing Files* in the User's Guide (http://www.ictp.trieste.it/~manuals/userguide/manual_toc.html).

E-mails

Your e-Mail address is ***username*@ictp.trieste.it**. To read and write e-mails you can use the UNIX program **pine** (if you are using Windows, connect via Telnet to one of our Linux computers, e.g. unix1.ictp.trieste.it or unix2.ictp.trieste.it) or the web interface **https://www.ictp.trieste.it/webmail/**

Web browsing

In order to access external (non-ICTP) web pages it is necessary to use a proxy. You can set it either

- manually as **proxy.ictp.trieste.it** with **port 3128** or
- use the automatic script **http://www.ictp.trieste.it/ICTPproxy.pac**.

Your ICTP account already is configured correctly, but sometimes this configuration can get overwritten. Hence, if you notice that you are unable to reach external web sites, have a look at the proxy settings.

Using your own laptop

You can connect your computer to the ICTP network and thus to the Internet. Please use this possibility only if you know that your computer is virus-free. Our network hardware is configured to automatically disable any port that is the source of abnormal network traffic (characteristic for infected computers). Otherwise the whole network performance would be degraded. If you notice that the network connection of your laptop suddenly gets cut off, please contact us immediately and tell us where you have been and which outlet you were using (room number or label on outlet).

In the AGH there are a few dedicated desk spaces with spare network cables attached to a wall outlet in the area in front of the computer labs. Every room in our guest houses also has a network socket, but without a cable. If you don't have one of your own you can buy one at our mail offices.

The computer must be configured for DHCP, i.e. dynamically obtaining IP addresses. The first test to see whether the set-up works is to open the Command Prompt window and run "ping 140.105.16.50". If this address is reachable then the basic connection is there. If also "ping unix1.ictp.trieste.it" works then the DNS settings are good as well. You only have to configure your web browser (see above) and your mail program (it should use smtp.ictp.trieste.it as SMTP server).

CD recorders, scanners, digital cameras

A few PCs are equipped with CD recorders. If you don't stumble across one ask the computer consultant for the nearest one. In Linux the program `koncd` can be used to write CDs. Windows programs are not supported, but you might actually find some installed.

In front of the computer consultant's office (in the main building) there is a scanner. You can use it after verifying with us that the computer is not needed for other purposes.

If you have a digital camera with a USB cable you can try to transfer data using the program `gtkam` in Linux. If this doesn't work then you can try using the memory card reader installed in one PC of the Scientific Computer Section (MB, entrance level).

Asking for help

You can report problems or ask for help in several ways:

- We have a computer system for handling requests and problem reports. You can submit a request by e-mail or using the web address https://scs/support/. The web interface offers more information but you can access it only after having submitted at least one request by e-mail. Note that there are several problem categories (e.g. Printing, e-Mail, Consultancy, Network, etc.) and each has an associated e-mail address, listed in the User Guide (see http://www.ictp.trieste.it/~manuals/userguide/support.html).
- During the office hours, namely Mon–Fri, 10:30–12:00 and 13:30–15:00, you can go directly to the Computer Consultant's Office in the main building, ground floor, Scientific Computer Section, room 2. The internal phone number is 353.

When you leave the ICTP…

Your account will be closed a few days after your departure. You should receive warning messages accordingly. You can reply asking for an extension by one week. You can also set up automatic forwarding so that every mail sent to you at the ICTP will be redirected to your home account. This can be done manually editing the file `.DOTFILES/.forward` or using the web interface

http://www.ictp.trieste.it/comp/forward.html.

There are several ways to reach your ICTP account from outside. Instructions are given in

http://www.ictp.trieste.it/~manuals/userguide/remote.html.