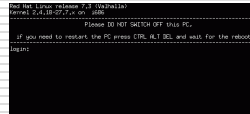# Computer use at the ICTP

By Johannes Grassberger,
Scientific Computer Section

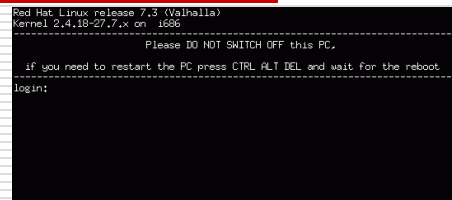# PC Login

o Linux   o Windows

Computer labs

o Main building (MB):
  Ground floor: MBlab, Blue room
  Level 2S: one on each side/staircase
o Adriatico Guest House (AGH):
  Level 1S: Eklund lab, Infolab, area in
  front of Infolab
o Galileo Guest House (GGH):
  Entrance level: near the reception

Linux login

o To switch to Windows, press Ctrl-Alt-Del

Equipment

o Mostly PCs
o A few UNIX terminals in
  MB level 2S cafeteria side
  AGH level 1S in front of Infolab
  GGH entrance level
o 1 Mac in Blue room (MB entrance
  level)

Windows login

o *Log on to* field must be ICTPDOMAIN
o To switch to Linux, click on *Shut Down…*
  and choose *Restart*

Sun UNIX terminals

- o In AGH level 1S and MB level 2S (cafeteria side)

Home directory

- o Accessible from all computers
- o Standard capacity ("quota"): 100 MB
- o Default login directory for Linux and UNIX
- o In Windows, mapped as G: drive (after double-clicking on the *ICTP Home Directory* icon)

Changing the password

- o Use the
  passwd
  command in Linux or
- o Go to
  https://www.ictp.trieste.it:20000/

E-mail address

- o Your e-mail address is
  username@ictp.trieste.it
- o There are usually several aliases based on your real name, like:
  lastname@ictp.trieste.it
  firstname.lastname@ictp.trieste.it
  initial.lastname@ictp.trieste.it

Account facilities

- o Personal data area ("home directory")
- o E-mail address
- o Use of Windows, Linux, UNIX
- o Printing

Mail programs

- o In Linux/UNIX, use the program pine.
- o In Windows, do NOT use any mail client, e.g. Outlook Express. Instead:
- o Either run the terminal program to log in to a UNIX host (use one of these: unix1, unix2)
- o Or use the web interface
  https://www.ictp.trieste.it/webmail/

Printing

o Identify the printer you want to use
o Check its name (mb2, br1, agh3 etc.)
o UNIX print commands usually work
  with the option
  -P*printername*
o In Windows, choose the printer from
  the print dialog box.

Connecting laptops: configuration

o Web browsers must use our proxy:
  proxy.ictp.trieste.it, port 3128
  or via automatic setting:
  http://www.ictp.trieste.it/proxy.pac
o SMTP server for mail programs should
  be: smtp.ictp.trieste.it

Connecting laptops: locations

o Rooms in Guest Houses:
  1 active network socket per room
  no cable (for sale in ICTP mail offices)
o Dedicated desk spaces in or in front
  of computer laboratories
  network cables already attached to
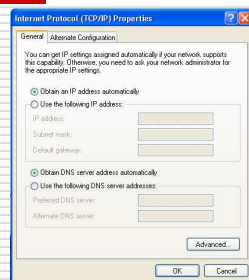 wall outlets

On-line information

On the ICTP home page

  http://www.ictp.trieste.it/

scroll to the bottom and click on

  Computers & Networks

Connecting laptops: configuration

o IP numbers must
  be obtained
  dynamically
  (DHCP)

Help desk

o MB, ground floor, Scientific Computer
  Section, room number 2
o Time table: Monday to Friday,
  10:30-12:00 and 13:30-15:00

Contacting us by e-mail

Use one of these addresses:

- accounts   account related matters
- computer-hw   hardware failures
- scs-print   Printing problems
- email   e-mail related problems
- network   network problems
- software   software questions
- consult   otherwise/if in doubt

Contacting us by phone

- 353 for computer help
- 999 only for emergencies
  this means: problems affecting a large number of people, not single users
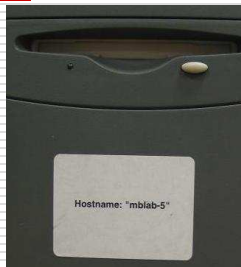
Contacting us by e-mail

In the Subject line, please specify
- Building
- Room or area
- Host/printer name
- Operating system
- Some keyword(s)

For example:

MBlab/mblab-5: CD drive broken

Hostname: "mblab-5"

Requests via web interface

https://scs/support/

- Accessible after having submitted at least one request by e-mail
- Trailing / in URL is mandatory
- Allows checking status of requests and submitting new ones