

Introduction to the ICTP Computer Facilities

The PCs at the ICTP

Generally the PCs have two operating systems loaded, Windows XP and Linux. At boot time the user can choose the OS from a menu.

Accounts

Every visitor gets a user account valid for the duration of the visit. The login information is provided together with the proximity badge by the guest house reception during check-in.

You have a home directory which is accessible from any computer inside the Campus, both from Linux and Windows. Note that the disk space is limited, typically to 2 GB or less. In Windows this directory is mapped to the network drive O:. It is recommended to use this directory and not *My Documents* or the Windows Desktop which are stored on the local hard disk of each computer.

Web browsing

If there are problems with accessing non-ICTP web sites, make sure that the web browser is configured to either “automatically detect the proxy settings”, use the automatic script <http://wpad.ictp.it/> or the manual setting proxy.ictp.it with port 3128. In no case should an external proxy be used – our firewall does not permit that.

E-mail

The e-mail address associated with your account is username@ictp.it. To read and send messages you can use webmail: <https://webmail.ictp.it/> or e-mail programs like Thunderbird. Please note that your account will expire after your departure from the ICTP so you should not use your ICTP e-mail address for correspondence that will go on for longer (for example, when submitting papers to journals). Use your permanent (home) e-mail address in such a case. However, you should check your ICTP e-mail regularly because ICTP offices might send important messages to it.

There are several mailing lists that you might want to subscribe to, in particular ictpnews (<https://lists.ictp.it/mailman/listinfo/ictpnews>) and science-ts (<https://lists.ictp.it/mailman/listinfo/science-ts>).

Laptops

Please see our specific documentation, e.g.

<http://icts.ictp.it/howto/laptop-setup.pdf>

<http://icts.ictp.it/howto/laptop.html>

<http://icts.ictp.it/howto/wireless.html>

The wireless network *ictp-secure* requires some setting up but is easier and safer to use afterwards. You don't have to configure *ictp-open*, but you will have to authenticate through the web page <http://1.1.1.1/> ignoring any warnings about the Server Certificate.

Printing

Every printer has a sign that specifies its name, the nearest alternative printer and access limitations. The printers in and near the computer labs can generally be used by everyone. There are a few color

printers available. If you need to print a poster, please contact the Print Office.

Scanners

Some printers (those that look like copying machines) can be used as black-and-white scanners. Follow the instructions on the touch screens and enter your e-mail address where the resulting PDF file will be sent to. A color scanner can be found in front of the Computer Help Desk in the Leonardo Building (see section on getting help).

Software

Most scientific applications (Mathematica, Maple, Matlab) and compilers are only installed in Linux. Additional software for Linux can usually be installed by the user inside the home directory. If you have an office or a computer desk assigned to you, you can contact the Help Desk in order to have software for Windows installed. However, we do not install software for individual users in the public areas (i.e. computer labs).

Getting help

Please check our web site <http://icts.ictp.it/> first. If you don't find the information that you are looking for you can

- come personally to the Help Desk, located on the Entrance Level of the Leonardo Building, to the left of the Main Lecture Hall, in room 2. Opening Hours are 10:30-12:00 and 13:30-15:00.
- call us at the internal phone number 999, or
- make requests through our on-line system at <http://icts.ictp.it/help>