

# itp

We are your system administrators

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Mailing List: <https://lists.rwth-aachen.de/postorius/lists/itp.lists.rwth-aachen.de/>

Contact us via [adminitp@physik.rwth-aachen.de](mailto:adminitp@physik.rwth-aachen.de) or directly for support.

Current version of this document is at `/usr/local/itp_info.pdf`.

We are responsible for the IT infrastructure at your work place within the physics centre. These include all Linux based desktops in the offices, including MB1 and MB2, as well as some windows machines and most of the theory institutes' printers. We also run a few file servers, print servers and a public ssh login node.

## Rules

- Treat our desktops with common sense and with the following instructions in mind
  - leave the desktop PCs switched on except under special circumstances.
  - restarting your machine is acceptable when it freezes. When in doubt, ask us.
  - we will sometimes ask you to restart your desktops following system updates. Please do.
  - inform us before you disconnect, move or (permanently) shutdown a desktop.
  - do not put your desktop into suspend, hibernate or sleep mode.
  - feel free to switch off your monitor and other electric devices over night.
- Read your emails. We inform you about future maintenance and downtimes via our itp mailing list.
- Running numerical calculations on desktops of your peers via a remote connection is fun, for sure. Please keep these calculations on machines of your own institute and inform the user about it. Large numerical tasks belong onto dedicated hardware or on the RWTH compute cluster where you can apply for project- and thesis-related computation time.
- Use common sense regarding system security. We should not need to tell you this, but please
  - lock your screen when you leave your desk. This works out-of-the-box within Plasma (default) and XFCE. It is not only access to your own, but also your employers data that is avoided this way.
  - set a sensible password.
  - do not give your login credentials to anyone.
  - do not use the same password as for your private online accounts.
  - maybe use KeePassXC, KeePassX or similar password managers.

## Starter's Checklist

- change the password we gave you. Open a terminal and use the `passwd` commandline tool.
- get onto all relevant mailing lists. We should have added you to our itp mailing list. Ask your supervisor and colleagues to give you the relevant lists' names or links, or to straight away add you themselves. Subscribe at <https://lists.rwth-aachen.de/postorius/lists/<LIST-NAME>.lists.rwth-aachen.de>
- (optional) give us the ethernet MAC address of your notebook should you plan on using yours in the office.
- (PhD, M.Sc. and B.Sc. candidates) visit the website <https://www.physik.rwth-aachen.de/> and check the information on the "Academics" ("Studium") portal page regarding your thesis

## Your Accounts

Keep in mind that you have separate accounts:

- Account for our infrastructure (desktop/ssh login)
- Account for the physics centre CIP pool (optional), support in the office next to the CIP pool or via `edv-support@physik.rwth-aachen.de`. SSH access via `portal.physik.rwth-aachen.de`
- Your `email@physik.rwth-aachen.de` and other accounts (for example HPC cluster) that are coupled to your RWTH TIM identity. Configuration via RWTH selfservice <https://www.rwth-aachen.de/selfservice>. Their service status is listed on <https://maintenance.rz.rwth-aachen.de/>.

## Info

- Remote SSH login to our public ssh server `lxtsac1.physik.rwth-aachen.de` is possible. From there you can ssh further onto your office desktop or the RWTH compute cluster for calculations and local data.
- Your homefolder's size is limited by a quota  $\sim 12\text{GB}$ . Check with `quota -s`.
- Your homefolder is hosted on our fileserver. We have daily backups. Access is slow and filesize is limited.
- If you need more space or more I/O speed, there is a local scratch partition on every desktop. It is not backed up. Please create your own subdirectory `/scratch/work/<username>`.
- Printers are labeled and should just work on Linux desktops. They are also listed with z prefix for redundancy.
- You may also setup printers on your notebook, but a wired ethernet connection is required. Use the list of printers and the documentation on our website <http://www.physik.rwth-aachen.de/go/id/fwiy>.
- If you need to print confidential documents, use a local printer setup in your or the secretary's office to which noone else has access to.
- Problems with printers or slow software? Our website contains a FAQ section with some common problems.
- You can prioritize your processes relative to each other via the nice command.
  - `tcsh: nice +19 ionice -c3 /path/to/program`
  - `bash/zsh: nice -n +19 ionice -c3 /path/to/program`

Performing simulations on another workstation will impact the usability of the machine severely in any case, especially if all cores are used. nice will not help.

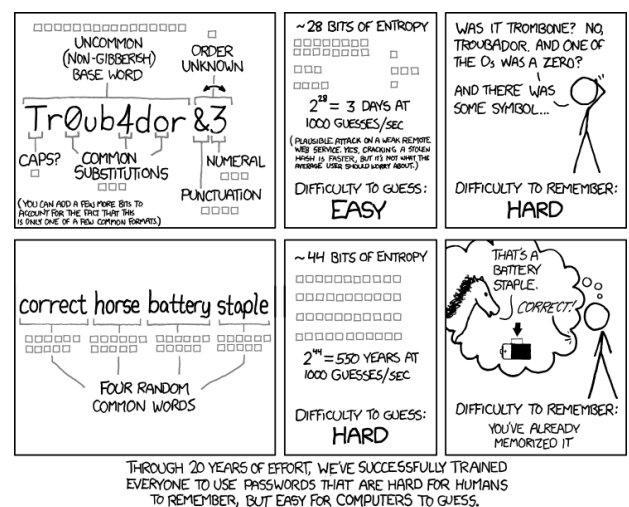
## Need support?

Email us and please state

- problem/support request
- your username
- machine name (hostname)
- your room number

Typical support requests are an increase of your homefolder quota, the installation of additional software and changing your login shell. For access to our wired network, please tell us your ethernet MAC address. If you solved a certain problem on your own, we would appreciate it if you told us. Maybe we can support others who encounter similar problems.

Thank you.



from <https://xkcd.com/936/>