

LIP IT GENERAL INFO

Registering new persons and/or user accounts at LIP

- Applies to everybody: LIP staff, students, external collaborators, etc
- Computing user accounts are only provided to LIP registered persons
- Registration form at: web.lip.pt > APPLICATIONS > [New user registration](#)
 - the form is meant to be filled by the new user
 - initial request to access IT resources/services can be performed in the registration form
 - initial registration of one notebook can also be performed in the registration form
- Once registered further changes or requests to access further LIP IT services must be performed via e-mail: helpdesk@lip.pt

LIP database of members, projects and scientific activities

- Once a person is registered its profile can be consulted through the LIP Database
- The LIP Database is available at: web.lip.pt > APPLICATIONS > [LIP Database](#)

Acceptable use Policy

- Please read and respect the LIP IT services [Acceptable use Policy](#)

Security considerations

- NEVER access the LIP services that require login from: systems that are not yours, systems or networks that are not trustable, systems or networks that are suspected of compromise
- NEVER share your password or login credentials with other persons even if they are also LIP members (including LIP IT staff)
- The LIP users are frequently targeted by attackers trying to steal LIP usernames and passwords
 - The LIP IT personnel will NEVER ask you for your passwords
 - Frequently these attempts appear as mail messages such as warnings of exceeded quota, or messages asking you to login with your username and password to renew your mail account, extend your quota, etc.
 - NEVER trust these messages, do not click on any link contained in them.
 - LIP does not send messages asking to update, renew, extend, increase your mail or Linux accounts.
 - LIP does not send exceeded quota messages or similar asking you to login on a given link.
 - In case of doubt ALWAYS contact helpdesk@lip.pt

LIP IT SHARED SERVICES

Web

- LIP has two main web sites:
 - <https://www.lip.pt> the main entry point for the public
 - <https://web.lip.pt> mostly dedicated to LIP users contains internal information

Agenda (Indico)

- The LIP Indico system can be used to manage events and meetings: <https://indico.lip.pt>
- You can ask for the creation of new branches for projects, etc ask helpdesk@lip.pt

Wiki

- The LIP Public wiki (e.g. wiki for LIP users) is available at <https://wiki-lip.lip.pt/>
- You can request the creation of wiki areas for specific projects
- There you can also find information related to the LIP IT services and other practical information

Videoconference

- LIP recommends the Colibri ZOOM service from FCCN <https://videoconf-colibri.zoom.us/>
- Click the button “Entrar”; select “Laboratório de Instrumentação e Física Experimental de Partículas” and login with your LIP username and password (the same user and password used to access Linux machines)

Eduroam accounts

- If you already have an eduroam account issued by any organization you can use it
- LIP can also issue eduroam accounts to its members, please contact helpdesk@lip.pt
- Notice that LIP can only issue eduroam accounts to its own members (LIP contracted personnel, LIP researchers, students with PhD grants)

Mailing lists

- LIP operates a mailman system to manage mailing lists
- New mailing lists can be created by contacting helpdesk@lip.pt
- The mailing lists once created must be populated and managed by the users themselves
- NEVER send mail messages to a considerable number of addresses directly from your mail account as this can trigger the anti SPAM counter-measures at the receiving side; instead send your messages to a mailman mailing list; mailman shapes the delivery of the messages in a way that ensures that counter-measures are not triggered.

Computing farm

- Two computing services are currently available via SSH:
 - pauli.ncg.ingrid.pt – main computing service based on CentOS 7
 - fermi.ncg.ingrid.pt – legacy computing service based on CentOS 6
- From the above login nodes you can access a batch computing farm, to which you can submit computing jobs.
 - More information at https://wiki-lip.lip.pt/Computing/LIP_Lisbon_Farm
- These computing services are managed by the Portuguese National Distributed Computing Infrastructure (INCD). The usage of these services is brokered through the LIP IT services.
- All access and support requests are managed by LIP via helpdesk@lip.pt

Cloud IaaS

- Through the cloud virtual machines can be made available for very specific applications (e.g. non-computing services such as web services, web pages, databases, etc)
- These cloud services are managed by the Portuguese National Distributed Computing Infrastructure (INCD). The usage of these services is brokered through the LIP IT services.
- All access and support requests are managed by LIP via helpdesk@lip.pt

Digital certificates X.509

- The Géant TCS pan-European service currently contracted to Sectigo enables LIP and other scientific and academic organizations to obtain digital X.509 certificates
- Server digital certificates for specific machines and services under the lip.pt domain

- send a request with the fully qualified hostname to helpdesk@lip.pt
- Personnel digital certificates can be requested at <https://cert-manager.com/customer/fccn/idp/clientgeant>
 - for grid (LHC / WLCG) choose certificate profile “GÉANT IGTF-MICS Personal”
 - for other uses (such as accessing the LIP purchases portal) choose certificate profile “GÉANT Personal Certificate”

Git

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LIP-Lisbon (3Is) IT INFO

IT support at LIP-Lisbon

- Only via e-mail: helpdesk@lip.pt trouble tickets system (RT)
 - identify yourself with name and username
 - send the request preferably from the LIP e-mail account
 - provide detailed information about the issue
- IT offices floor number 2 rooms: 217 (central systems), 215 (desktops, backups, web, network)
- More information online: web.lip.pt see the COMPUTING/IT section

Mail at LIP-Lisbon

- LIP provides a web interface to access the mail service at: <https://webmail.lip.pt>
- Configuring a mail agent (your own desktop, notebook, smartphone, tablet)
 - Reading/Receiving e-mail
 - IMAP Server: imap.lip.pt
 - IMAP Port : 993
 - Security: SSL
 - username and password are the same used to access the LIP Linux systems
 - Sending e-mail
 - SMTP Server: smtp.lip.pt
 - SMTP Port: 587
 - Security: STARTTTLS/TLS
 - username and password are the same used to access the LIP Linux systems

Wireless at 3Is

- LIP does not have a private wireless network, please use the eduroam wireless network instead
- Eduroam wireless network
 - The eduroam wireless access points in the building are not managed by LIP, they belong to the University of Lisbon and are managed by the university IT services.
 - Existing eduroam credentials issued by LIP or any other organization should work as usual
 - Guests from other organizations that do not have eduroam accounts can ask for a guest account that has limited lifespan and scope limited to LIP-Lisbon premises; for

Guest accounts contact helpdesk@lip.pt, the request must be performed by a member of the LIP staff that assumes responsibility for the usage

Ethernet Network at 3Is

- To register ethernet devices (portable computers, desktops) contact: helpdesk@lip.pt
 - preferably send the message from your LIP e-mail account or from an account registered in your LIP database personal profile
 - provide your identification: name and username
 - provide the equipment type: portable computer, desktop, etc
 - provide the equipment details: Ethernet MAC address
- Wall sockets are assigned to specific physical networks, do not mix them.
 - Guest (Brown label): can be used without registration (available at library room, meeting rooms)
 - Desktops (Green label): for registered desktops/workstations
 - Laptops (Orange label): for registered portable computers
 - Telephones (Blue label): the blue labeled wall sockets are only for the telephones
 - the telephones are managed by the university not by LIP
 - these sockets cannot be used to directly connect computers
 - however the telephones themselves have an ethernet cable attached that can be used to connect portable devices to the LIP Laptop network (same as an Orange network socket), these cables have limited network access.
- DO NOT connect devices to the ethernet network without being registered (exception is the Guest network)
- DO NOT connect network switches and hubs to the network without authorization

Printers at 3Is

- There are printers in each floor at the end of the left wing corridor
- The printing service is only available when connected through LIP Ethernet network (does not work on eduroam)
- See web.lip.pt > COMPUTING/IT > Printers
- Direct access to the printers is not supported, printing goes through the central CUPS print servers
- Printer list <http://printserv.lip.pt:631/printers>
- Printer configuration information <https://wiki-lip.lip.pt/Computing/Printing>
- In case of printing problem including toner or jam please contact helpdesk@lip.pt

Scanners at 3Is

- The public Windows PC in the support room Floor number 3 room 312
 - this PC has an HP color scanner
- The photocopier of the administrative services in Floor 3 room 317
 - can scan on black and white and send the scanned document via e-mail

Meeting rooms at 3Is

- Two meetings rooms are available
 - floor number 3 room 311 (seminar room)
 - floor number 4 room 407 (library)
- The rooms must be booked in advance via the web:
 - web.lip.pt > APPLICATIONS > Room Reservation (https://web.lip.pt/room_reservation)
- For assistance and information regarding the IT equipment in the meetings rooms please contact well in advance helpdesk@lip.pt

Home directories at LIP-Lisbon

- LIP provides shared Linux home directories that is visible in the desktops and login systems
 - When you login on the above systems your current working directory points to your shared home directory
- The space of the home directories is limited and should be used mainly for documents, source code and small files; most groups have directory trees for larger files either at LIP or at NCG (for more details see further ahead in this document).

Remote access to LIP-Lisbon

- When outside of the LIP network you can login via ssh to `Inlip01.lip.pt` or `Inlip02.lip.pt` to access your home directory and also to jump to other systems inside of the LIP network such as your desktop computer.
- You can also use `Inlip0[1-2].lip.pt` when logging in from eduroam, or when using the Guest network as these networks have limited access.
- Since home directories are shared between desktops and the `Inlip0[1-2]` systems, any files transferred to `Inlip0[1-2]` will be also visible in the desktops.
- The `Inlip0[1-2]` systems can only be used to transfer files and to jump to other internal systems, the use of `Inlip0[1-2]` to perform any type of computations is forbidden; computations should be performed using the computing farm, desktops or portable computers.

Personal web pages at LIP-Lisbon

- LIP supports personal web pages that are available at <https://www.lip.pt/~username>
- To populate these pages create a directory named `public_html` under your Linux home directory and place in this directory the web files such as `index.html` and others; these files will be transferred to <https://www.lip.pt/~username>
- The personal web pages are only for content related to LIP working matters
- Only static web content is supported

Data backups at LIP-Lisbon

- Data backups of the Linux home directories are performed every day overnight.
- For data recovery or backup of other filesystems contact helpdesk@lip.pt

Events support at LIP-Lisbon

- Technical and administrative support to the organization of events is limited, the conditions are available at <https://web.lip.pt/private/newevent/>
- To request support fill in the form also available at <https://web.lip.pt/private/newevent/>