

COMPUTER USER BOOKLET 2011–2012

A USER GUIDE TO IT FACILITIES



IT SERVICES

THE GRADUATE INSTITUTE | GENEVA
INSTITUT DE HAUTES ÉTUDES
INTERNATIONALES ET DU DÉVELOPPEMENT
GRADUATE INSTITUTE OF INTERNATIONAL
AND DEVELOPMENT STUDIES

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1 Computer Facilities Locations

There are three Computer Labs at the students' disposal. The main facility is located inside the Library at **Voie-Creuse** (№ 3 on the map below). A second facility is located at the **Pavillon Rigot** in room RI 39 (№ 4 on the map). The third lab can be found in the basement of the **Rothschild Building** (№ 2 on the map),

All three computer labs offer modern Windows PCs and laser printing equipment. The **Voie-Creuse** and **Rigot** facilities each also provide a scanner for public use.

The Institute's **wireless network** is available on the ground floor at the following locations: Voie-Creuse, Rigot, Rothschild, and Villa Barton (№ 1 on the map).¹

The IT Services Helpdesk can be contacted by email at helpdesk@graduateinstitute.ch or by phone at +41 22 908 57 46. Students are also welcome to visit us during the Student Reception hours² held at the *Pavillon Informatique*, 132 Rue de Lausanne, on the right hand-side at the main entrance to Park Barton, where you will be able to get detailed information about IT Services and how to customize them to suit your specific needs. You can also consult the information on the **IT Resources** website at: <http://graduateinstitute.ch/students/home/infoadmin/it.html>.



¹ Further information regarding the wireless network is available in **Section 9** of this booklet.

² Schedule available on the IT Resources website

2 Rules and Recommendations for IHEID IT Users

By following a few simple guidelines, users can help reduce security risks, keep the Institute's IT infrastructure running efficiently and generally make the best use of shared IT resources.

2.1 Reducing security risks

By following some basic rules users can help make their computers and the Institute's network more secure. Often, the safest procedures are not necessarily the most convenient ones, but they can reduce the risk of becoming a victim of data loss, computer viruses and online scams.

Logins, passwords and secure connections

- Choose a strong password for your accounts. The password should be at least 8 characters long, with a mix of numbers, upper and lower-case letters and special characters.
- Your password should be easy for you to remember without being obvious for someone else to guess.
- Don't choose a dictionary word as your password.
- Never write down your password. Think of a way to remember it.
- Periodically change your password.
- When you login to a computer or an online account, do not forget to log off when you are done.
- When logging in to an online service, always use secure protocols such as HTTPS for the World Wide Web (https:// vs. http:// in the address bar of your browser). For secure connections to UNIX terminals, you should use SSH. For file transfers, use SFTP and SCP.
- Never give out information about your username and password to anybody. Especially do not answer emails, purportedly sent from a legitimate source, that claim the presence of an emergency security problem and ask you to send your username, password or other personal data. **Note that the Institute's IT Services would never send you an email asking for passwords under operational, maintenance or security pretexts.**
- If you need to step away from your computer, use the "lock" feature by pressing Windows Key + L. However, please be respectful of other users and do not leave public workstations locked. If you need to leave a public PC for an extended period of time, please do log off so that others can use the computer. IT Helpdesk staff periodically logs off inactive users, which can lead to loss of data if you have left your workstation unattended.

Anti-Virus

- Do not install or run software obtained from dubious sources such as BitTorrent.
- Make sure you are using anti-virus software that is up-to-date.
- Regularly install updates for your operating system.
- Unknown computers and/or computers without anti-virus protection could be infected by computer viruses and in turn infect any USB key that is plugged in. **Always save important documents on multiple USB keys/drives or email them to yourself to guard against the possibility of a single storage device becoming infected or corrupt.**
- Suspicious email messages and attachments should be deleted immediately, without ever being opened.

Phishing and scams

- Do not click on unknown links in emails. When you click on a link that leads you to a login page, always verify that you are using the correct address of the login page. For example, gmail.graduateinstitute.com or mail.google.com instead of mail.google.scamsite.com (a “phishing site”). Sometimes the address looks awfully like the original one: an “s” is missing or is added. For example “potfinance.ch” or “postfinances.ch” instead of “postfinance.ch”
- Delete older emails from your webmail accounts to reduce the potential damage in case of a break-in into your webmail account. You will thus minimize the private information available to the attacker.

Data backup

- Back up your data. There are often combinations of circumstances that lead to the loss of one’s important data or an entire hard disk. Backups can reduce the damage caused by such loss. USB drives are readily available and provide a cost-effective means of backing up your data. Nonetheless USB keys are not safe. It is advised to backup your data on several keys (see also Section 5.1).

There is more you can do. For example you may want to encrypt confidential files, the content of USB keys and email communications.

Note that IT Services do not provide hardware or software support³ for personal computers, smartphones or other devices. Please contact your vendor’s support department regarding any issues related to personal computer equipment or software.

2.2 Keeping the IT resources running efficiently

As the number of public workstations is limited, please follow the rules below as a courtesy for all IHEID students:

- **Computers in the labs are intended exclusively for academic work.**
- **It is prohibited to use personal laptops in the Computer Labs as you are taking up valuable space that another student might need to use an Institute PC.**
- Keep socializing and conversations to a minimum to avoid disturbing fellow users. In particular, avoid making phone calls from the Computer Labs.
- Treat the IT equipment with the care you would give your personal property.
- Each person authorized to use the Institute’s computers has a personal **IHEID IT Login**. Never give out information about your username and password to anybody. You will be held responsible for any costs incurred as a result of possible misuse of your account by anyone with whom you have shared your login information, including printing fees. No requests for refunds will be accepted in such scenarios.
- Do not download large files (music, movies, etc.) for non-academic use, as their size impacts the overall performance of the Institute’s network. Keep in mind that it is illegal to download copyrighted material without proper authorisation from the copyright holder. **If you violate this policy, your IHEID IT Login will be suspended and both your Program Director and the Head of Administration will be informed.**
- Use of peer-to-peer (P2P) software, e.g. Dropbox, is strictly prohibited. If P2P software is required for your studies, please contact IT Services to get the appropriate authorization. **If you violate this policy, your IHEID IT Login can be temporarily suspended and both your Program Director and the Head of Administration will be informed.**

³ More specifically, IT Services do not repair private computers, neither install anti-virus software nor remove viruses.

- Monitor your disk space by clicking the My Computer icon on the desktop and looking at the Free Space column for the M: drive.
- Check your IHEID and University of Geneva email accounts frequently. Important information (e.g. overdue library books) is sent via these channels by academic and administrative staff, and you are responsible for reading these notifications in a timely manner.
- Help the Institute to stay environmentally responsible by using double-sided (duplex) printing whenever possible. See section 3.3 for instructions.

3 Workplace

3.1 Getting started

To use the Institute's IT resources, you need the username and password⁴ that have been provided to you. This information should be entered in the appropriate fields when prompted to do so in the "Log On to Windows" dialog. In this window, make sure that "Log on to" is set to "IHEID". **Keep in mind that the "User name" in the log on dialog is your IHEID IT Login username and not your IHEID Email Login username.**



Your working environment (files on the desktop, in your "M:" drive, browser settings and bookmarks, etc.) will follow you across all PCs in the Computer Labs.

IMPORTANT: When you leave a Computer Lab, do not forget to log off (Start → Log Off).

3.2 Personal disk space

Every IHEID user has a fixed network disk space for file storage. The available space is 2 GB, so please make sure that you stay below this limit. The personal disk space is located on the drive labelled "M:" and is accessible through the "My Documents" folder.

In order to extend your storage capacity, please use USB keys/drives or burn your data onto CDs or DVDs (see section 5 "Transferring Files").

Work should not be saved on the local drives ("C:") of the PCs, as the workstations are frequently reinstalled, resulting in the *permanent loss* of all files stored on the local drives. Also be aware that any files stored on local drives are accessible to anyone using the computer even after you have logged off.

It is very important not to exceed the 2 GB quota on the "M:" drive. Regular file maintenance (deletion of old files, clean up of the desktop) is recommended to ensure that the storage limit is not reached. When the "M:" drive has less than 2 MB of free space remaining, a warning will appear at login. When this happens, files should be removed from the "M:" drive quickly in order to create enough space for the system to function properly. You can see how much space you are using by clicking on the "My Computer" icon, right-clicking on the "M:" drive and selecting "Properties".

⁴ IHEID passwords are appropriately secure, with a mix of upper and lower-case letters and numbers, in order to increase your security.

We recommend organizing file folders (on the "M:" drive, etc.) using subfolders. The subfolders should be given logical names to facilitate documents retrieval. You can create separate folders for files corresponding to different projects or assignments. For example, you might have a folder called "IHEID" with subfolders containing papers for each course or a folder called "Employment" containing all of your CV's and related files.

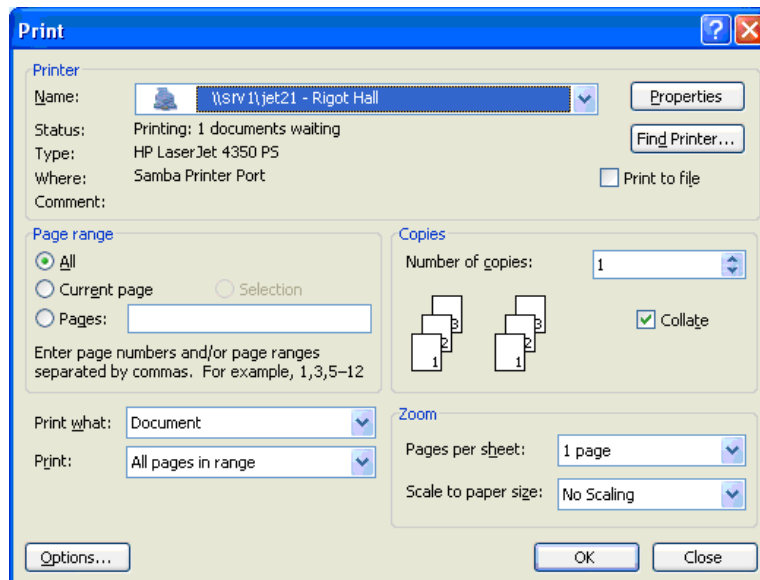
3.3 Printing

Students have high quality laser printers at their disposal at all three Computer Lab locations. Printers available to students at the computer labs are the two "stte" printers at Voie-Creuse, "jet21" in the hall of the Rigot building and "jet65" in Rothschild basement.

IHEID students are provided quotas for free printed pages per semester in order to minimize paper waste. As of Summer 2011, Masters and Certificate students have a 500 free page quota per semester. The quota for PhD students is 2000 free pages per semester. Note that a page printed on both sides counts as two pages.

You can check the current status of your account at the following link: <http://graduateinstitute.ch/students/page9007.html>. There, you can track the number of printed pages and the cost per page in excess of the print quota (it is currently 10 centimes per page). **If you do exceed the print quota, you will be billed for each additional page at the end of the semester.** Please note that the quota of free printed pages that remains unused during a semester may not be carried over to another semester.

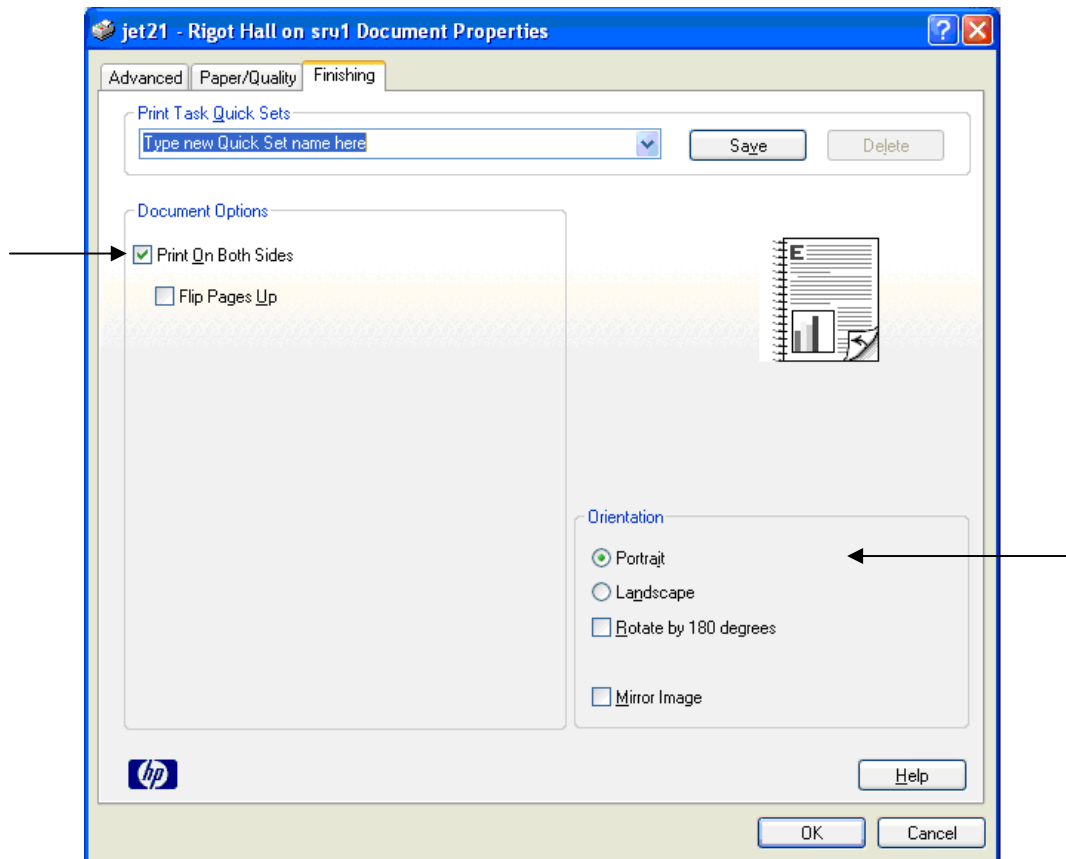
To print from most programs, such as the Microsoft Office suite or Firefox, the "Print" option should be selected from the "File" menu at the upper left-hand corner of the screen. If necessary, you can alter the default settings within the "Print" window that appears after you elect to print a document. Settings for page range, number of copies, pages per sheet and zoom level may also be viewed in the "Print" window and modified as required. By default, a document will normally print to the desired printer as one copy of all pages in the document.



By clicking on the "Properties" box, in the upper right-hand corner of the Print window, the print options can be further modified.

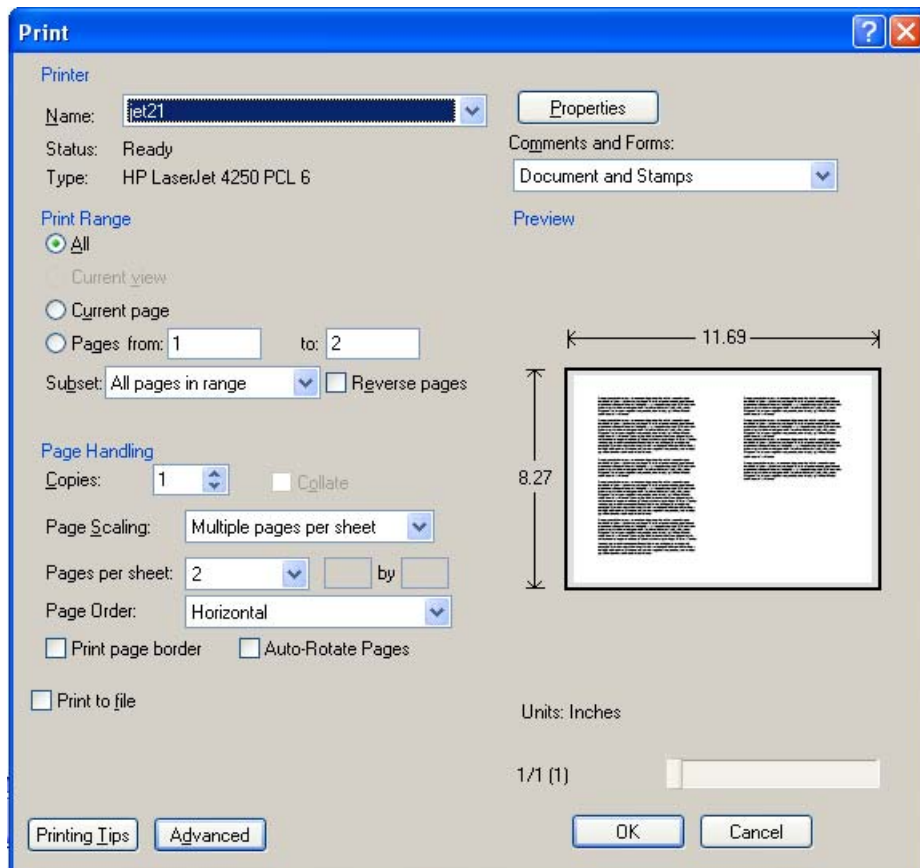
Duplex printing

Within the printing "Properties" window the orientation (portrait or landscape) and the duplex option can also be changed.



The default settings usually stipulate that documents print on one side of the page only (non-duplex format). If you need to print a document on both sides of the page, you can check the “Print On Both Sides” option. To save paper, you are encouraged to use the duplex option. To set “Print On Both Sides” as the default setting, open “My Computer”, click on “Change a setting” in the left menu and double click on the “Printers and Faxes” icon. Right-click on the printer for which you want to change the default settings and choose “Printing Preferences”. Click on the “Finishing” tab and check (or uncheck to restore default setting) the “Print On Both Sides” box.

Another compelling option is to print two pages per sheet. However, this feature may not be available or working properly depending on the program or printer you are using. If it is not, you can convert the document to PDF format as described in Section 3.4. After converting the document, open the PDF file in Adobe Reader or Acrobat and select “File” → “Print”.



Change the “Page Scaling” option to “Multiple pages per sheet” and the “Pages per Sheet” option to “2”. Select the printer and click “OK” to print out the document with two pages per sheet.

Troubleshooting printer problems

It may happen that even though the print job had been started, the printer does not print the requested document as expected. Should this occur, first confirm that the correct printer had actually been selected in the “Name” field of the “Print” window (e.g. stte and not jet65). If the printer has indeed been selected properly, the next step is to check the printer itself, making sure it is powered on and does not display any error messages, and that there is paper in the printer trays. Once you have established that the printer is not the cause of the malfunction, you should restart the computer and try printing again. If printing still fails after following these steps, try printing from another computer before contacting the IT Helpdesk.

3.4 Printing documents in PDF format

You may wish to convert Word or other documents to the PDF (.pdf) file format. PDF files are well suited for exchanging documents across different platforms, such as Windows, Mac or Linux, as files retain the original document layout on all types of computers and devices.

To convert a document to PDF within Word and most other programs, you should click “File” → “Print” and select “Acrobat PDF” or “PDF Creator” as the printer. Specify the name of the PDF file and the location where you would like to save it. The PC will then create the PDF file.

3.5 Changing your passwords

Depending on the date you started your studies at the Institute you may be in one of the two following situations:

1. As a student who commenced his studies at the Institute in September 2011 there are two Institute accounts for which you can change your password: the **IHEID IT**

Login⁵, and the **IHEID Email Login**. By default, the two passwords have the same value, but you can set different passwords for each of the two accounts. **Please do note that the IHEID IT Login and IHEID Email Login accounts are not connected. Therefore changing your password on one of the two accounts will not change your password on the other accounts.** Now skip past the following paragraph to reach the instructions on changing the different passwords.

2. As a student who commenced his studies at the Institute PRIOR to September 2011, there are three Institute accounts for which you can change your password: the **IHEID IT Login**, the **IHEID Campus Login**, and the **IHEID Email Login**. By default, all three passwords have the same value, but you can set different passwords for each of the three accounts. **Please do note that the IHEID IT Login, IHEID Campus Login and IHEID Email Login accounts are not connected. Therefore changing your password on one of the three accounts will not change your password on the other two accounts.**

To change your **IHEID IT Login** password, log on to any computer at the Institute as described in Section 3.1 and press the key combination Ctrl-Alt-Delete. Click on “Change Password” and follow the instructions on the screen.

To change your **IHEID Email Login** password, please go to:

<http://mail.google.com/support/bin/answer.py?answer=6567&topic=13262>

To change your **IHEID Campus Login** password, you first have to login to the Campus database using a web browser as explained in section 6.2. Then, select “Options” and enter your current and new passwords in the appropriate fields on the opening page. Then, click on the “Save” icon represented by a floppy disk. You will have to enter your new password to reconnect to the database.



Overall parameters of the user

Language of user :	en	<input type="button" value="v"/>
User's unit :	Graduate Institute of International Studies	<input type="button" value="v"/> <input type="button" value="v"/> <input type="button" value="v"/>

Secrétariat

Choix du secrétariat	<input type="button" value="v"/>
----------------------	----------------------------------

→ **Password change**

Enter current password	<input type="text" value="*.*.*.*.*"/>
Enter new password	<input type="text" value="*.*.*.*.*"/>
Enter new password again	<input type="text" value="*.*.*.*.*"/>

If the password has been changed, the user's identification will be required again. Enter your username and your new password.

⁵ In your case the IHEID IT Login is a synonym for the IHEID Campus Login.

4 Hardware and Software Resources

4.1 Hardware

The Computer Lab at Pavillon Rigot is equipped with 10 PCs. One of the PCs is attached to a flatbed scanner, which may be used for graphical applications and for OCR text recognition tasks. These PCs are equipped with CD and DVD burners (CD-R/DVD-R) for copying files to CDs and DVDs. All PCs at the Rigot Computer Lab print to the laser printer in the hallway outside the lab called "jet21".

The STTE Computer Lab at Voie-Creuse has 20 PCs. As in the Rigot lab, one of the PCs is attached to a flatbed scanner and each PC is equipped with CD and DVD burners. The PCs at the STTE Computer Lab print to one of the two laser printers located in the lab (the generic name for both printers is "stte").

The Computer Lab at Rothschild is equipped with 5 PCs outfitted with CD and DVD burners. The Rothschild lab does not, however, provide a scanner. All PCs at the Rothschild Computer Lab print to the "jet65" printer located in the room.

4.2 Software

The PCs in the Computer Labs run under Microsoft Windows XP and offer software available through the "Start" menu. Below is a list of the most commonly used applications:

- Adobe Acrobat – a program for reading Adobe's Portable Document Format (PDF) files and converting documents into this format.
- EndNote – searches online bibliographic databases, allows users to create reference databases for research projects, and produces bibliographies automatically from its reference database.
- Microsoft Office Suite – Includes Word, Excel, PowerPoint and Access.
- Mozilla Firefox – the Institute's standard Internet browser. Firefox is preferred over Internet Explorer for security reasons. However, you can still use Internet Explorer on the Institute's computers.

4.3 Quantitative Analysis Software

4.3.1 Procedures for the Rigot Computer Lab

PCs in the Rigot Computer Lab offer software targeted toward computational work, such as MATLAB, R, SPSS, Stata (quantitative analysis) and NVivo (qualitative analysis). The workstations at Rigot are specifically optimized for computationally intensive tasks. They run on a 64-bit version of Windows XP that allows one to fully exploit the potential of the hardware.

Working with computational software, however, requires one to follow procedures specific to this type of application, as the size of the data files and the network requirements of some applications (e.g. MATLAB) can substantially degrade the performance of the Institute's infrastructure.

As described in Section 3, the place to store your data is the "M:" personal drive, which is located on a file server. **However, using quantitative analysis software with data files located on your "M:" drive is prohibited. Therefore, datasets must be located on a personal USB key/drive connected to the PC.**

4.3.2 Using the Math Server

Depending on your research work, your computational needs may grow to the point where even the high-performance workstations at the Rigot Computer Lab fail to satisfy your

requirements. In that case, you might consider using the Institute's Math Server specifically designed for quantitative applications involving very large datasets.

There are no quotas on the machine, although memory and CPU time are shared between connected users. Available software includes quantitative analysis software such as Maple, MATLAB, Octave, R, and Stata.

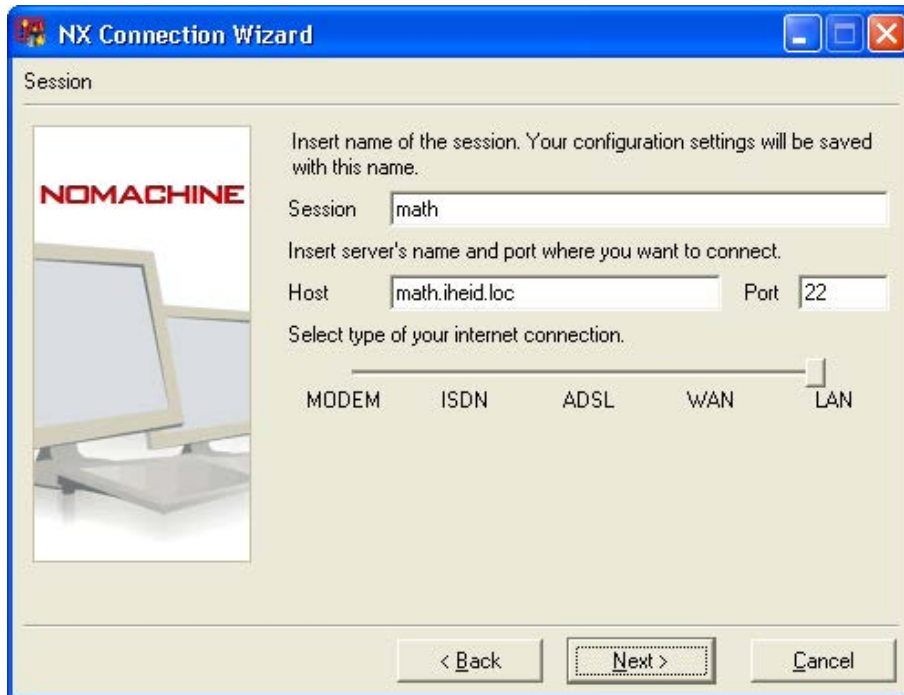
The address of the math server is "**math.iheid.loc**", and it is accessible solely through the Institute's PCs or laptops connected to the **IHEID_AUTH** wireless network (see Section 9) using NX Client software.

NX Client is installed by default on the PCs in the Institute's Computer Labs. Should you wish to install it on your personal laptop, please download the software from the "Download" section of the <http://www.nomachine.com> website, where you can find versions of NX Client for Windows, Mac OS X and Linux. Follow the installation instructions for your specific operating system. **Note that IT Services do not provide installation support for personal laptops. Therefore, please contact NoMachine directly if you experience problems installing the software.**

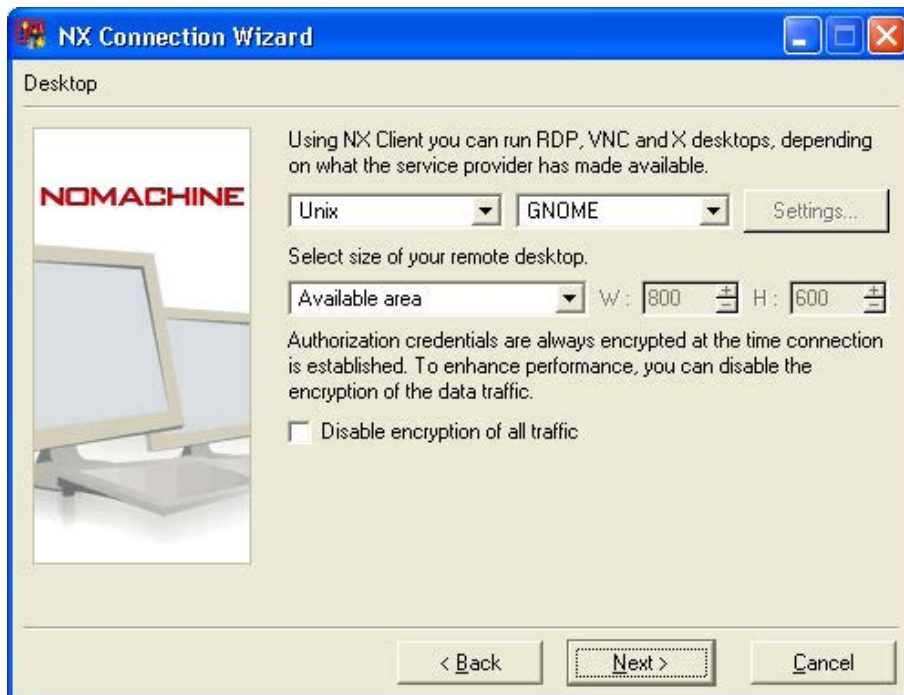
The first time you open NX Client, you will be presented with the configuration assistant:



Click "Next" and choose the session and host names, as well as the connection type as shown below:



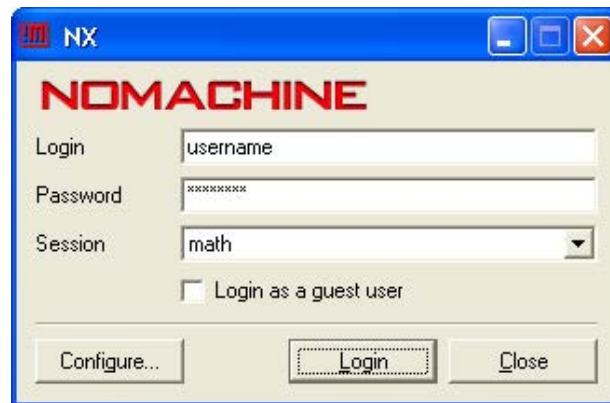
Click "Next" and select Unix and GNOME as your desktop settings:



The configuration is now completed:



Connect to the **math.iheid.loc** server using NX Client from either a Desktop shortcut or the Windows Start menu. The "Login" and "Password" must match your **IHEID IT Login** credentials:



At the first login, you will be asked to validate the encryption key for the secure communications between the math server and your computer. Please do so:



After accepting the encryption key by clicking “Yes”, you will be presented with a window containing a Linux desktop. You can access all of the analytical tools by either going through the Applications menu, or by opening a Terminal window by right-clicking on the Linux desktop and typing the name of the software you would like to run (e.g. R, matlab or xstata-se).

NxClient provides persistence between login sessions. Thus, you can start a simulation in Stata, close NxClient and then re-open NxClient from a different PC or laptop to continue your work. When closing the NxClient window, you will be given the opportunity to elect whether to quit or suspend the application.

Please be respectful of your fellow students and terminate rather than suspend sessions unless you absolutely need to continue running an interrupted simulation after a short break. Please also clean up your data so as to preserve the disk space on the server.

Finally, note that the math server has no backup. Therefore, be sure to save your data and result files elsewhere. To transfer files between the **math.iheid.loc** server and a local machine, please follow the instructions in Section 5.4 regarding secure data transfer using WinSCP or similar programs. The login and password for data transfer between a local machine and the math server are the same as your **IHEID IT Login** credentials.

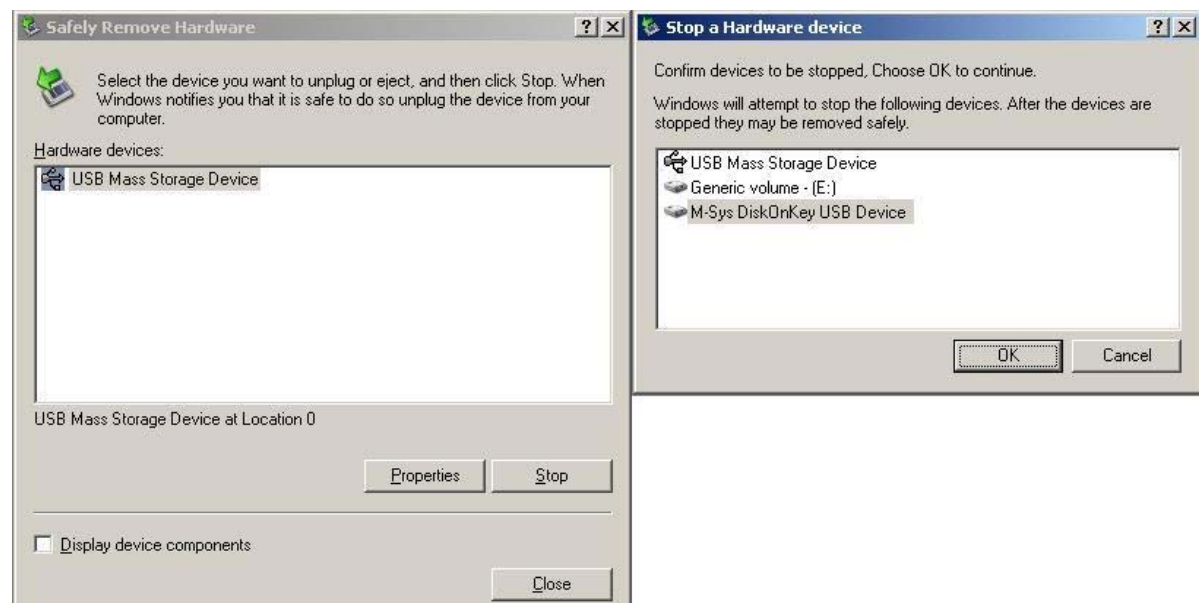
5 Transferring Files

As suggested above, it is recommended you work from the "M:" network drive space for most applications. It is backed up every night and therefore has little potential for data loss. However, when it becomes necessary to transfer files from a computer at IHEID to a machine outside of the Institute, some basic rules should be kept in mind.

5.1 USB keys and drives

USB keys and drives represent the best way to transfer files⁶. USB keys are small, offer large storage capacity, are reusable as often as necessary and are relatively cheap. If you need even more reliable storage and higher data transfer rates, you can use USB hard disk drives, which can store hundreds of GB. All PCs in IHEID's Computer Labs are equipped with USB ports. Once the USB drive is inserted in the port, Windows XP automatically detects it and offers to use the device. You can also access USB keys and drives by double clicking the "My Computer" icon and selecting the "E:" or "F:" drive, depending on the particular IHEID workstation.

The only precaution to take is to ensure that you use the "Safely Remove Hardware" feature when you have finished using your USB drive or key. The first step is to right-click on the "Safely Remove Hardware" icon in the Taskbar. In the new window, select the "USB Mass Storage Device" and click on the "Stop" button. Then select your USB key or drive and click "OK". You can now safely remove the USB device.



5.2 CDs and DVDs

CDs and DVDs can be used to back up your data as well.

DVDs have several advantages over CDs:

- They have a much larger capacity (standard 4.7 GB) than CDs.
- They nevertheless cost only slightly more than CDs.

Unfortunately, DVDs also have drawbacks:

- Older computers may not be equipped with devices capable of reading DVDs.

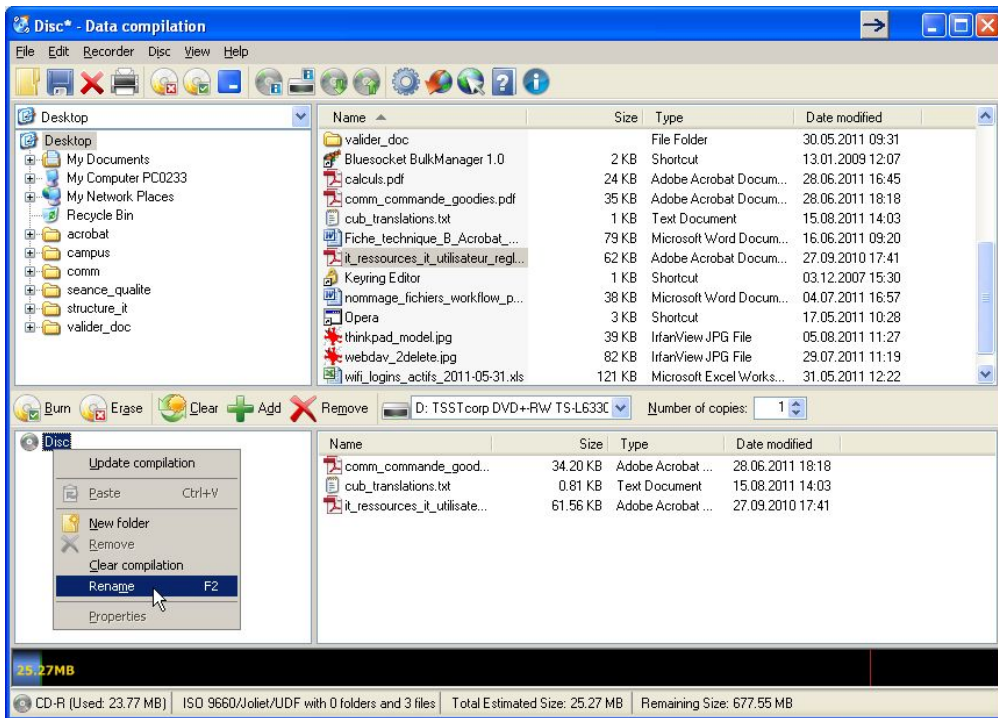
⁶ For issues related to the security of USB keys/drives, see the **Anti-Virus** part in Section 2.1.

Some computers may be equipped with DVD drives that would be unable to read the DVDs you have created because of reliability or compatibility issues.

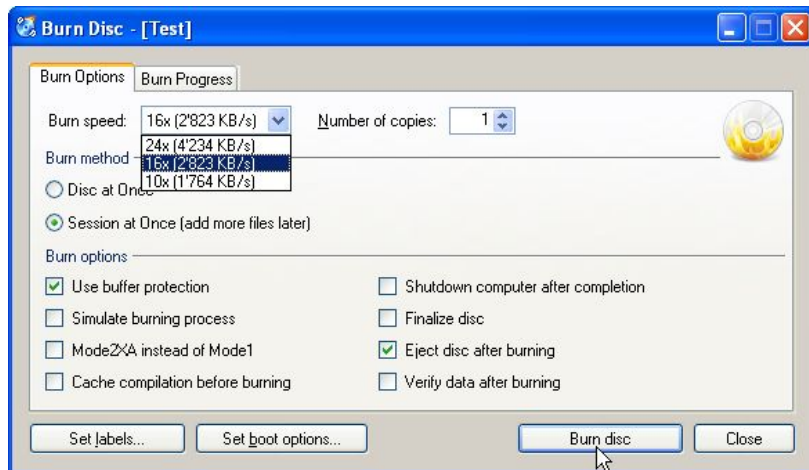
To burn CDs and DVDs, please use the CDBurnerXP application installed on Rigot Computer Lab PCs and use the Deepburner application in Voie-Creuse and Rothschild Computer Lab PCs.

5.2.1 Using CDBurnerXP

Open CDBurnerXP, select “Data Disc” and click “OK”. The Explorer window will open and you now can simply drag and drop files and folders onto the CD or DVD, or use the browse feature. You can also rename the disk by right-clicking on “Disc” in the low part of the left hand column and selecting “Rename.”



When you have finished putting all the data you wish onto the CD or DVD, click on “Burn”, an icon found at the left end of the middle bar. In the “Burn disc” opening window, select “Let me choose advanced settings”. This will let you to reduce the speed of burning in order to avoid reading errors on older computers.

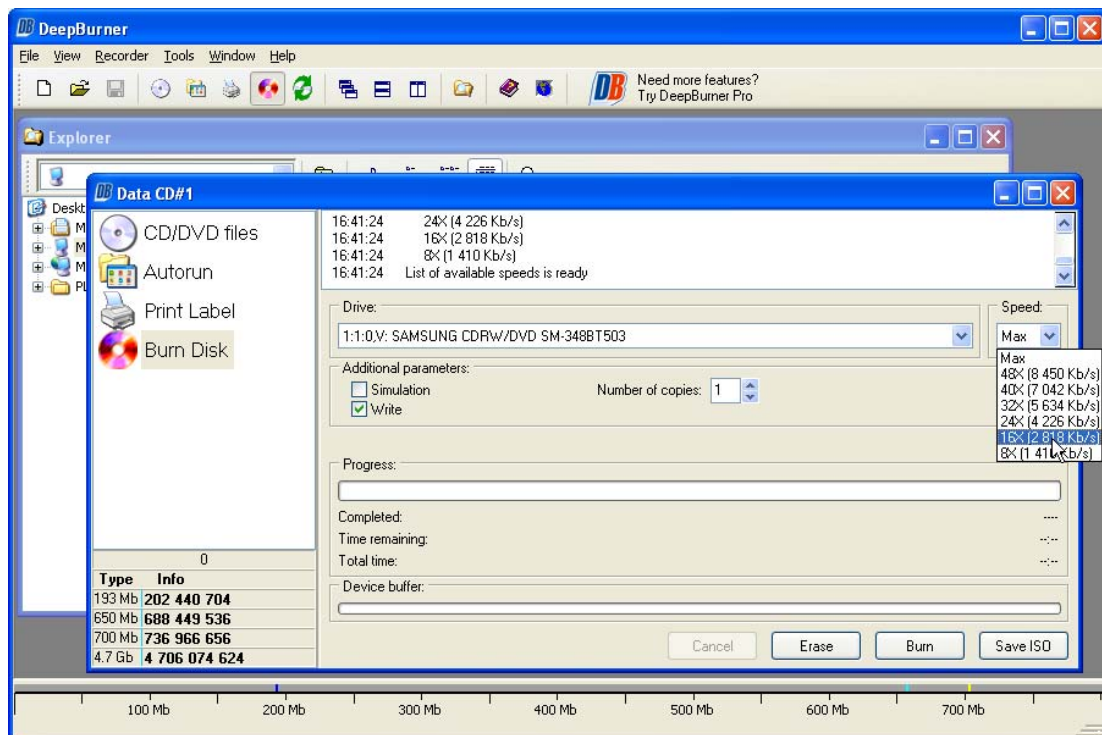


Also, if you wish to make multiple copies, change the “Number of copies” value accordingly. Click on “Burn disc” to start the process.

5.2.2 Using DeepBurner

Open Deepburner, select “Create data CD/DVD” and click “Next”. If you want to make a single CD or DVD, select “no multisession”. The Explorer window will open and you now can simply drag and drop files and folders onto the CD or DVD, or use the browse feature. You can also rename the disk by right-clicking on “CD root” and selecting “change volume label.”

When you have finished putting all the data you wish onto the CD or DVD, click on “Burn Disk” in the left hand column. It is a good idea to reduce the speed of burning in order to avoid reading errors on older computers.



If you wish to make multiple copies, change the “copies” box accordingly. Now click on “Burn,” and the process begins.

5.3 Internet file transfer

It is not necessary to use physical storage to transfer files between the IHEID File Server (where the files of your “M:” drive are stored) and private computers. In order to use the Internet to transfer data between a computer outside of the Institute’s network and your “M:” drive, one should establish a connection with a secure file transfer tool. IT Services recommend the following applications:

WinSCP (for Windows): <http://graduateinstitute.ch/students/home/infoadmin/it/winscp.html>
 Fugu (for Mac OS X): <http://graduateinstitute.ch/students/home/infoadmin/it/fugu.html>

5.4 VPN

For remote access to the IHEID Library’s online resources, such as academic journals, from outside the Institute’s network, you will require VPN access. Use the Institute Library’s

website as a browsing starting point for e-periodicals and other resources because authentication information might be embedded in the links setup.

VPN is managed by the Université de Genève IT Division (DINF) rather than the Institute's IT Services, so please consult the following page to obtain specific information about setting up a VPN connection:

<http://www.unige.ch/dinf/etudiants/acces.html>

In case of problems regarding your VPN access, please contact the Université de Genève helpdesk directly at cad@unige.ch or +41 22 379 70 00.

6 The IHEID Website

The <http://graduateinstitute.ch> website allows you to access the latest IHEID news, information on the many conferences hosted at the Institute the individual websites of the various study programmes, the IHEID Library, the Students' portal (thereafter ETUNET), webmail and a host of other useful resources.

6.1 ETUNET

The students' portal offers information about the various study programmes, as well as practical information such as course schedules and professors' office hours. It also has links to the many IHEID services available to students. You can access the site directly at <http://graduateinstitute.ch/students> or through the direct link "ETUNET" at the bottom of the Institute's homepage.

Information regarding IT resources is available to the student body at: <http://graduateinstitute.ch/students/home/infoadmin/it.html>. The website is frequently updated and contains a number of helpful documents, including the latest version of the Computer User Booklet in PDF format and a link to you print statistics mentioned in Section 3.3.

6.2 Campus

Campus is an online system enabling you to:

- register for classes and exams;
- check your results;
- control your class schedule;
- apply to a programme.

It is accessible from ETUNET or directly at <http://campus.iheid.ch>.

By default, your **IHEID Campus Login** uses the same username and password as your **IHEID IT Login** (further explanations on IHEID accounts can be obtained in Section 3.5).

6.3 Academic Units websites

On your Academic Unit website, some resources may be protected with a password. Do not try to log in with your **IHEID IT Login** if you are prompted for authentication. Instead, ask your Unit Webmaster the credentials to access those specific resources.

7 Checking Email Using Webmail

The webmail system for the IHEID community is provided by Google through Google Apps, which is similar to Gmail. This system allows users to access their IHEID email at any time, from most Internet connections throughout the world using a variety of Internet-connected devices. The Institute's webmail is available at <http://gmail.graduateinstitute.ch>.

Email that has been read using the webmail system remains on the mail server. It is recommended you use webmail exclusively as it allows you to consult your email wherever you are and preserves a complete history of your email communications.

Google provides webmail users with 25GB of storage space for email and attachments, which effectively means that there is usually no need to delete any emails at all. However, it remains good practice to keep one's mailbox clean, not only by organizing the messages but also by deleting emails that one does not need anymore. **Note that no backup is available for your messages and messages removed cannot be recovered.**

7.1 Using webmail

Google's Help Center is well organized, so we will not duplicate its content here. However, we provide the following links that contain answers to some of the most frequently asked questions:

- Google Help Center: <http://mail.google.com/support>
- Changing the interface language:
<http://mail.google.com/support/bin/answer.py?answer=17091&topic=12900>
- Changing the password (note that doing so will only change your **IHEID Email Login** password):
<http://mail.google.com/support/bin/answer.py?answer=6567&topic=13262>
- Importing your contacts:
<https://mail.google.com/support/bin/answer.py?ctx=gmail&answer=8301&hl=en>
- Setting an Automatic vacation response:
<http://mail.google.com/support/bin/answer.py?answer=25922&topic=12908>
- Adding a message signature:
<http://mail.google.com/support/bin/answer.py?hl=en&answer=8395>
- Labelling emails:
<http://mail.google.com/support/bin/topic.py?topic=12845>
- Information about attachments:
<http://mail.google.com/support/bin/topic.py?topic=12834>
- Forwarding mails to another email account:
<https://mail.google.com/support/bin/answer.py?answer=10957&topic=13303>
- Configuring an email client for IMAP:
<http://mail.google.com/support/bin/topic.py?topic=12806>

7.2 Other Google services

In addition to webmail, other services from Google are available. For example, a calendar is accessible at <http://calendar.graduateinstitute.ch>.

8 Wireless Networks

The Institute provides two wireless networks: **IHEID_GUEST** and **IHEID_AUTH**. Each gives access to different types of resources and requires different security settings. Connection procedures are provided below for Windows XP, Windows 7 and Mac OS X. **Note that the IT Helpdesk does not provide Wireless Network support for other operating systems, so please consult the manufacturer's documentation.**

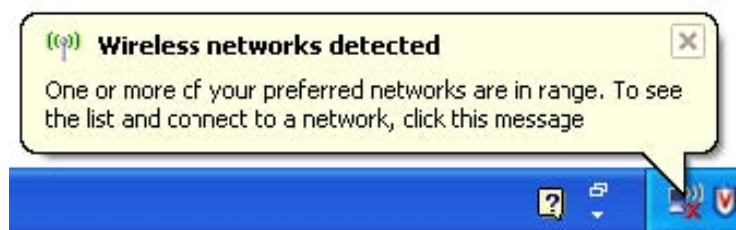
8.1 IHEID_GUEST

The "Guest" network provides basic access to the web as well as access to IHEID and UNIGE library resources such as online journals.

Note that this network does not offer encryption, so verify that you are using a secure communication protocol (e.g. HTTPS) when accessing private data or transmitting login information, such as on an Internet shopping or webmail site.

The steps to follow depend on your operating system.

In **Windows XP** the following popup appears when a wireless network is detected. Click on it to access the network selection window.



In **Windows 7**, click on the network icon in the system tray on the bottom right and select "Connect to a network".



Then, select the network you want to connect to in the list, **IHEID_GUEST** in the example below, and click on “Connect”. If the system prompts you with a warning window saying the network isn’t protected, choose “Connect Anyway”.



In **Mac OS X**, click on the network icon on the upper bar and select the right network.



The identification process requires a web browser and is identical on both **Windows** and **Mac OS X**.

When you first open a web browser, you are automatically redirected to a login page. There, you have to provide your **IHEID IT Login** credentials. You will need to temporarily accept a security certificate. This certificate has been signed by IHEID but since neither Microsoft nor Apple recognize the Institute as a valid Certificate Authority, you must accept the certificate explicitly.⁷



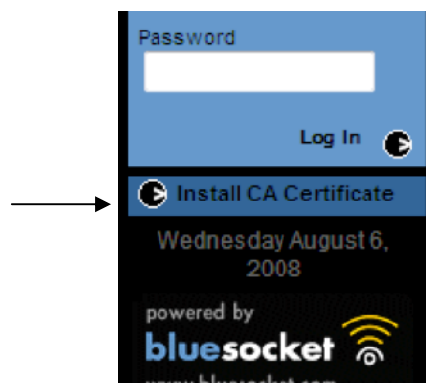
Once this has been done you are fully connected to the **IHEID_GUEST** wireless network and can access the Internet.

8.2 IHEID_AUTH: Step 1 – installing the server certificate

You cannot use Firefox to permanently install the Graduate Institute certificate. Please use either Internet Explorer or Safari following the procedures described below.

The first step before connecting to the secure **IHEID_AUTH** network is to install the Graduate Institute's security certificate.

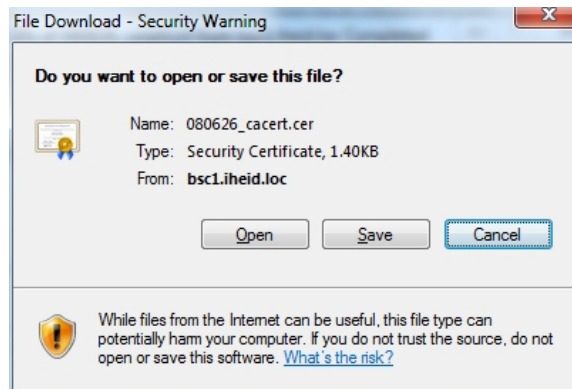
Connect to the **IHEID_GUEST** network as described above, open your browser and proceed to the login page.



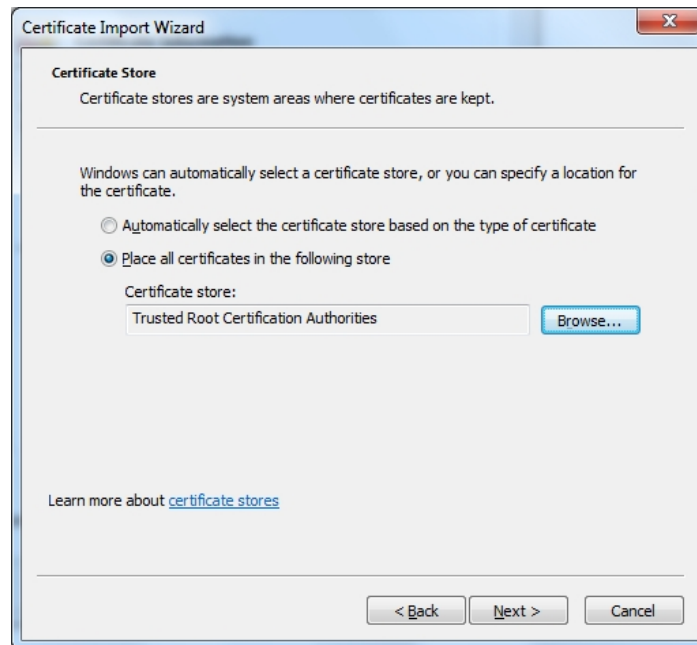
To continue with the installation of the server certificate, click on the "Install CA Certificate" link below the login form. From here, the procedure differs depending on the operating system and the browser you are using.

⁷ In Firefox, the "Secure Connection failed" page looks very similar to the one displayed when a web page is not found (error 404). The warning is normal, and you simply have to add a security exception for the Institute's certificate by following the onscreen prompts.

In **Internet Explorer**, click on the "Install CA Certificate" link. In the following window, "File Download – Security Warning", click "Open".



The Certificate Import Wizard opens in a new window.

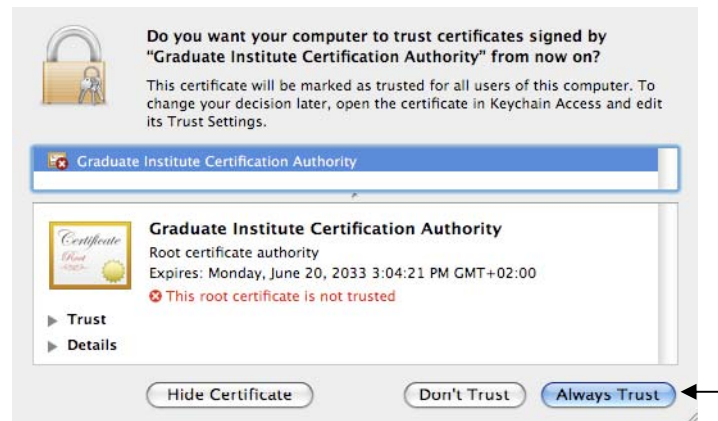


Select "Place all certificates in the following store", click "Browse" and select "Trusted Root Certification Authorities" from the list. Click "Next", and then "Finish".

In **Safari**, when you click on the "Install CA Certificate" link, the certificate file is automatically downloaded onto your desktop or into your Downloads folder. Double click on the certificate file (080626_cacert.crt). The "Keychain Access" utility opens and asks you to choose in which keychain you would like to store the certificate. Choose "System", click "OK" and provide your Mac OS X administrator password when prompted to do so.



Finally select "Always Trust" in the following window.



The certificate is now installed and you are ready to use the **IHEID_AUTH** network.

8.3 IHEID_AUTH: Step 2 – connecting

The **IHEID_AUTH** network gives you unlimited access to local and external resources, so it is possible to use printers located in the Computer Labs and to mount network drives (see Sections 8.4 and 8.5). To connect to this network, you need a wireless card supporting the "WPA Enterprise" norm. Any recent PC or Mac laptop should support this requirement.

For **Mac OS X**, click on the network icon on the upper bar and select **IHEID_AUTH** in the network list. This will open the following window.



Type in your **IHEID IT Login** credentials and then click “OK”.

Since the Institute’s certificate has not been signed by a recognized Certificate Authority, you will be prompted with the following window. Click on “Continue” and you will be connected to the **IHEID_AUTH** network within a few seconds.

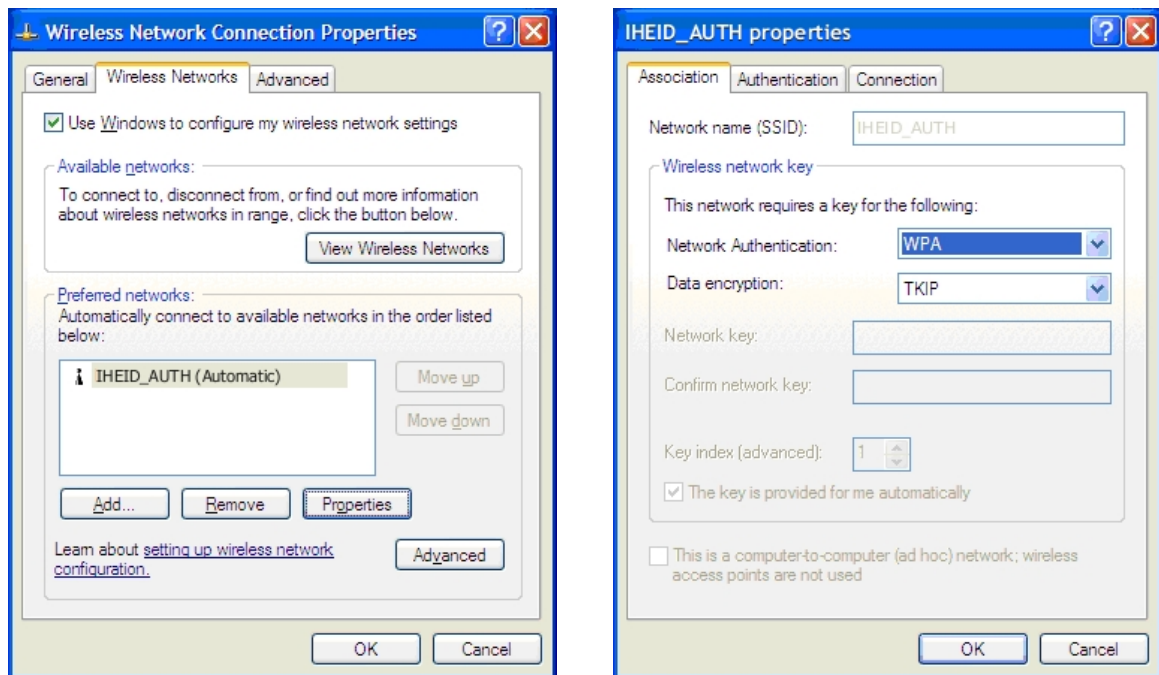


If you are using **Windows XP** or **Windows 7**, the procedure is more complex since changes are required in the default settings applied to the “Authenticated” network⁸.

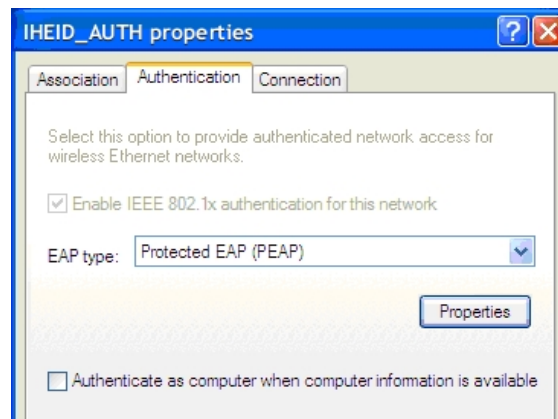
In **Windows XP**, open the wireless network list. Then, click on “Change the order of preferred networks” in the left panel.

⁸ You only have to do this once.

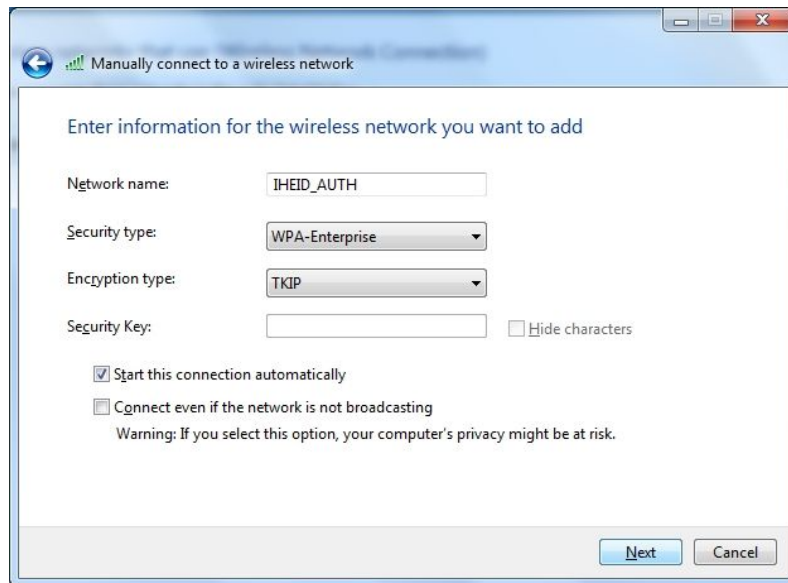
If **IHEID_AUTH** is present in the “Preferred networks” list, select it and click on “Properties”. If it is not, click on “Add” and enter **IHEID_AUTH** in the “Network name (SSID)” field then click on “Properties”. In the “Association” tab, check that “WPA” is set for “Network Authentication” and “TKIP” for “Data Encryption” as shown below.



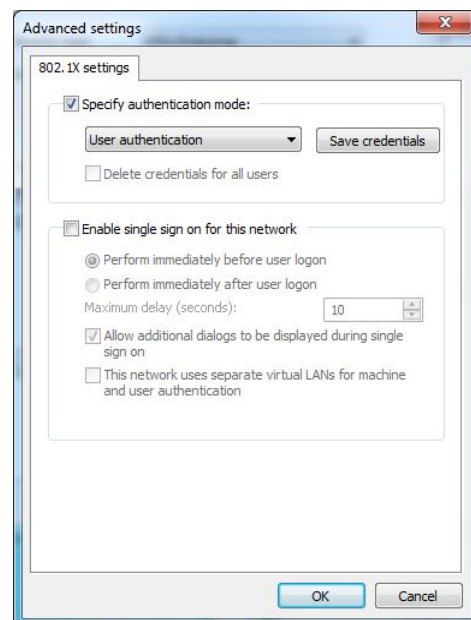
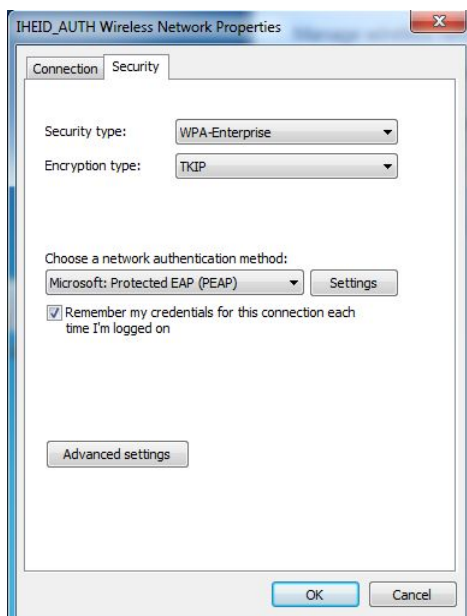
Then, switch over to the “Authentication” tab. Select “Protected EAP (PEAP)” in the “EAP type” field and click on “Properties” to continue. Now skip past the Windows 7 instructions to the **Protected EAP Properties** section below for configuration details.



If you are using **Windows 7**, open the list of available networks and click on "Set up a new connection or network". In the "Network and Sharing Center" select "Manually connect to a wireless network". Enter **IHEID_AUTH** in the "Network name" field, choose "WPA-Enterprise" as the "Security type" and "TKIP" as the "Encryption type" as shown on the screenshot below.

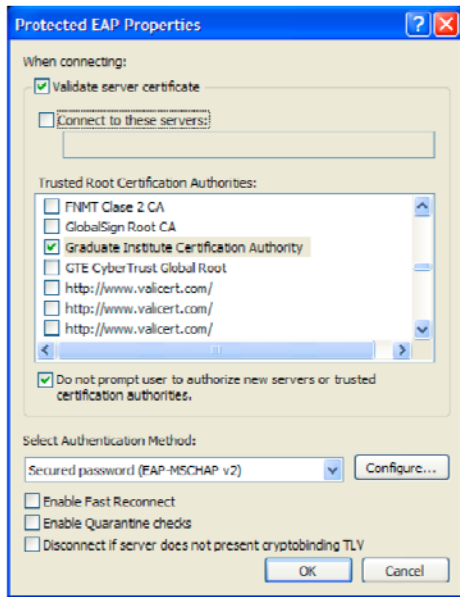


Click "Next" and select "Change connection settings". In the "Security" tab, ensure that the network authentication method is set to "Protected EAP (PEAP)" and click on "Advanced Settings". Select "User authentication" as the authentication mode. "Save credentials" should be activated if you want to skip authentication each time you connect to the Wi-Fi. Otherwise deactivate this option. Click on "OK" to save.



Protected EAP Properties

From here, the procedure is common to both **Windows XP** and **Windows 7**. Check the "Validate server certificate" checkbox and select "Graduate Institute Certification Authority" in the Trusted Root Certification Authorities frame. Then, set "Select Authentication Method" to "Secured password (EAP-MSCHAP v2)" if not already set. When done, click the "Configure..." button.



Uncheck “Automatically use my Windows logon name and password (and domain if any)”. Finally, click on “OK” on all the remaining windows.

Select **IHEID_AUTH** in the wireless network list and click on “Connect”. After a few seconds, a new popup appears close to the notification tray area. Click on it to make the “Enter Credential” window appear.

Then, enter your **IHEID IT Login** credentials (leave the “Logon Domain” field blank) and click on “OK”. You should now be connected to the “Authenticated” network.



Windows XP



Windows 7

WIFI problems in Windows XP and Windows 7

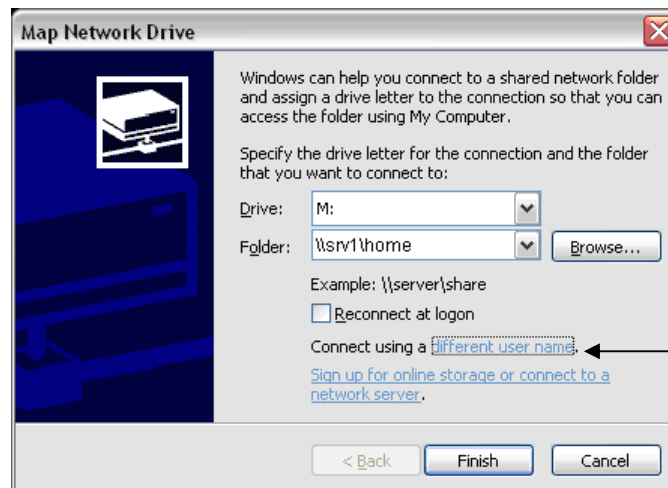
If you have correctly followed the steps above and still have trouble connecting to the wireless network (such as inability to connect, or random connection failures), please try the following steps before contacting the **IT Helpdesk**:

- If you do not need access to a printer or your “M:” drive, simply try using the **IHEID_GUEST** network rather than **IHEID_AUTH**. **IHEID_GUEST** is typically less congested and may provide better performance.
- Install the **latest driver** for your wireless network card from the manufacturer of your computer or card (refer to the documentation or the manufacturer’s website).
- Uninstall any ‘wireless configuration managers’ and use only the **native Windows** Wireless Connection Manager.

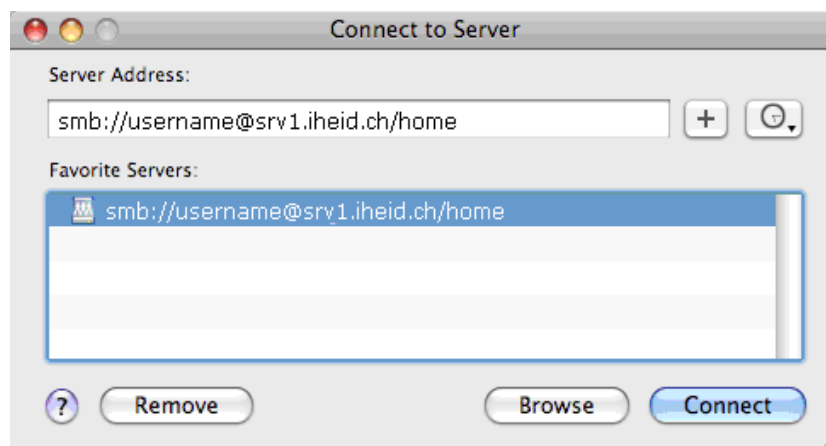
8.4 IHEID_AUTH: accessing your "M:" drive

You can have access to your personal disk space through the **IHEID_AUTH** network.

In **Windows**, open "My Computer" and in the upper menu, select "Tools" → "Map Network Drive". Select any available drive letter, for instance "M:", and type **\\srv1\home** in the Folder field. Click the "Reconnect at logon" option if you want to regularly access your documents on the file server. Click on "Connect using a different user name" and provide your **IHEID IT Login** credentials. Then click "OK" and "Finish". Your personal disk space should now appear in "My Computer" under the drive letter you selected in the previous dialog, such as "M:".



In **Mac OS X**, open the "Finder" and select "Connect to Server" in the upper "Go" menu. Type **smb://srv1.iheid.ch/home** in the "Server Address" field, 'username' being your **IHEID IT Login** username.



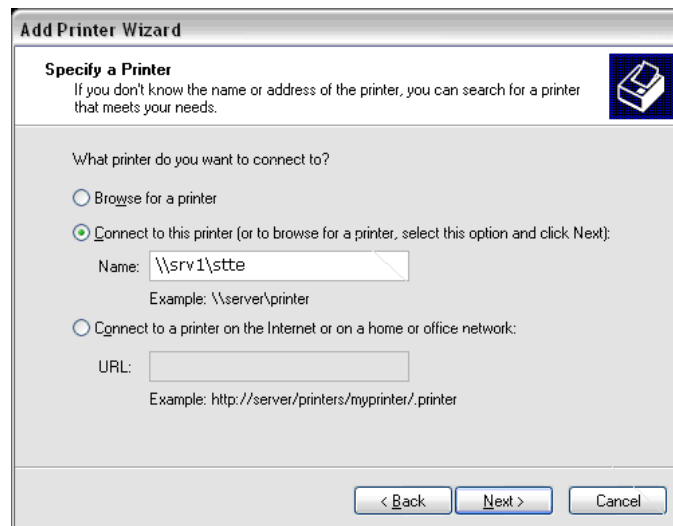
You can add this server to your favourite servers for quicker access by clicking on the "+" after the "Server Address" field. Click on "Connect" and an authentication window opens. Type your **IHEID IT Login** password and click "Connect". You should now have access to your personal storage in the Finder.

To disconnect the network drive simply put it on the trash or click on the eject icon in the Finder next to the share name in the left column.

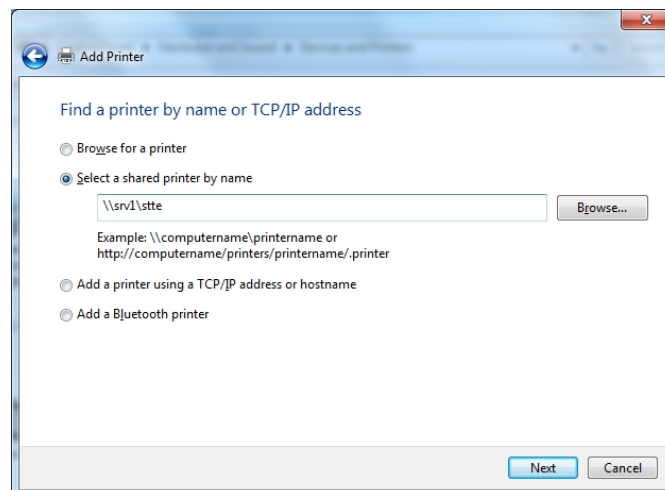
8.5 IHEID_AUTH: using the Institute's printers

If you are connected to the **IHEID_AUTH** network, you can have access to printers in the Institute's Computer Labs.

In **Windows XP**, open "Printers and Faxes" in the "Control Panel" and click on "Add a printer" in the left column. A configuration wizard appears. Click "Next" and choose "A network printer". In the following window, select "Connect to this printer" and type **\\srv1\stte** to connect to the printers at the Voie-Creuse Library lab. To connect to the **jet21** printer at Rigot, enter **\\srv1\jet21**. At the Rothschild Computer Lab, please use **\\srv1\jet65**. It is not possible to access any other printers through the Institute's wireless network.



The **Windows 7** "Add Printer" dialog looks slightly different but performs the same functions.



When an authentication window appears, use your **IHEID IT Login** credentials. Accept the installation of the drivers, a process that can take a few minutes. You should now be able to print on the printers in the Computer Labs.⁹

In **Mac OS X**, open "Print & Fax" in the "System Preferences". Click on the "+" at the bottom of the left column. To add the Institute's network printers, you will need to enable the "Advanced" option in your "Print & Fax" Toolbar. If your OS X version is Mac OS X 10.4 (or

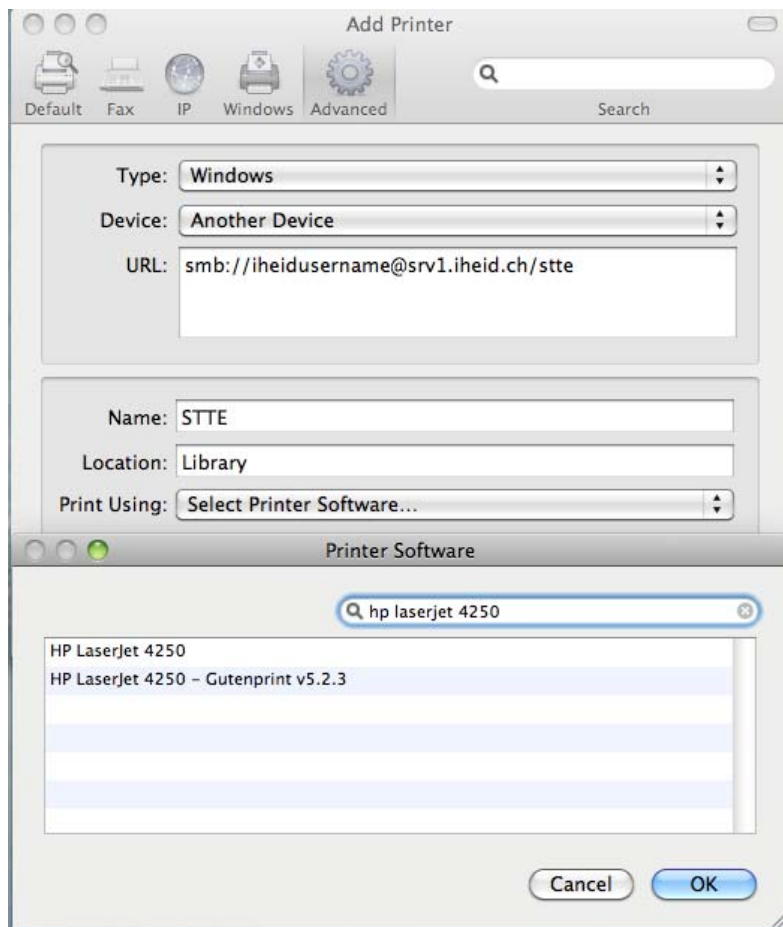
⁹ There can arise a situation where the authentication process does not work as designed and the computer is unable to use the printer. One workaround is to mount your "M:" drive as described previously to force the authentication. Printing should be possible after this step.

anterior), click on "More Printers" pressing the "Alt" key at the same time to enable the advanced options.¹⁰

For Mac OS X 10.5 and later you should add the "Advanced" icon to the toolbar, if it is not already present. You can add it by right clicking (Ctrl-click) on the toolbar, selecting "Customize Toolbar..." and dropping the "Advanced" icon in the desired location on the toolbar. Once this step is complete, click on the newly added "Advanced" icon.

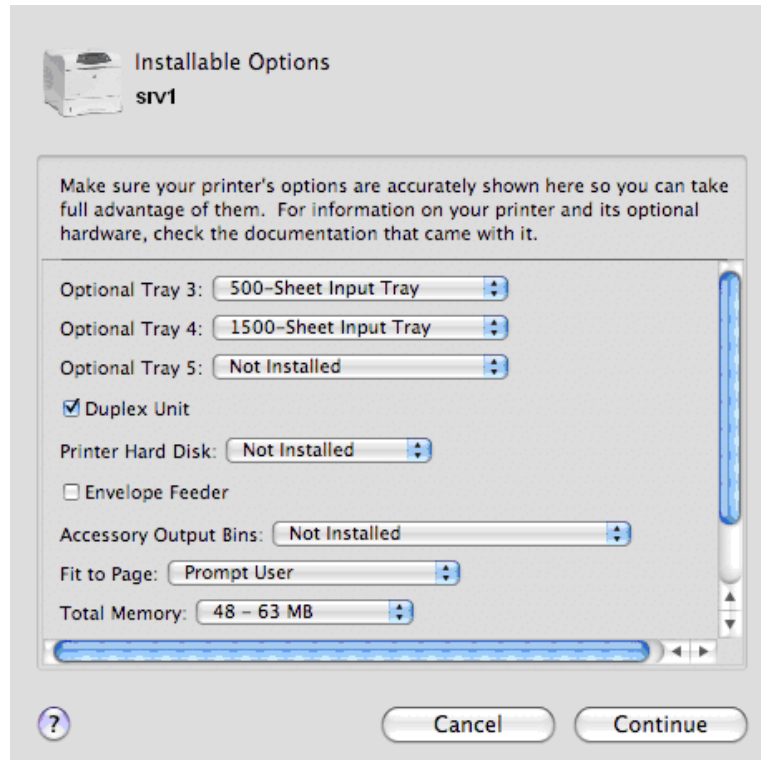
In the "Advanced" tab select "Windows" for the "Type" and enter:

"smb://iheidusername@srv1.iheid.ch/stte" in the "URL" field, where 'iheidusername' is your **IHEID IT Login** username, "STTE" for the "Name" and choose "Select a driver to use..." (or "Select Printer Software...") in "Print Using". Select the driver for the "HP LaserJet 4250" and click on "Add". This will add the printers at the Voie-Creuse Computer Lab to your Mac. Repeat the steps for the **jet21** printer at Rigot and the **jet65** printer at Rothschild, replacing 'stte' and 'STTE' in the instructions above as needed.



¹⁰ The screenshots are from OS X 10.5 (Leopard), previous or later versions may differ.

The operating system will then ask you to choose the optional components installed on the printers. For the **stte** printer, select the "500-Sheet Input Tray" for optional trays 3 and 4, and the "1500-Sheet Input Tray" for tray 5. For **jet21** and **jet65**, only select the 500-sheet option for tray 3, as these printers have a smaller capacity than the ones in the Library Computer Lab. Check "Duplex Unit" and press "Continue". You should now be able to print on the Institute's printers.



9 Acquiring computers and software

Every year, Swiss academic institutions negotiate special deals with various computer manufacturers. The **EPFL** (école polytechnique fédérale de Lausanne) provides the necessary information about the available deals at <http://poseidon.epfl.ch>. It is **absolutely imperative** that you use your “@graduateinstitute.ch” email address to order a computer.

Regarding software available through UNIGE, information is available at: <http://www.unige.ch/dinf/etudiants/outils/logiciels.html>

Use your UNIGE ISIS Login credentials to access EtuGDL. Please also note that the license codes for the software you may download from EtuGDL are automatically sent to your UNIGE email address (“@unige.ch”) rather than the one provided by the Institute.

P.O. BOX 136 - 1211 GENEVA 21 – SWITZERLAND
TEL +41 22 908 57 46
helpdesk@graduateinstitute.ch

<http://graduateinstitute.ch>