

## Welcome!

The Advanced Photon Source (APS) is a national synchrotron radiation research facility located at Argonne National Laboratory near Chicago, Illinois, USA. Argonne is operated by UChicago Argonne, LLC under contract with the U.S. Department of Energy (DOE). The APS is funded by the Office of Science, Office of Basic Energy Sciences in the U.S. Department of Energy.

### Explanation of our Computing and Network Environment

Three different computers platforms are used within the APS; these include Windows PC, Macintosh and Linux. These various computers and peripherals are networked in order to share information and resources among users. The local APS network is linked to the Laboratory network, and through that to the Internet and other Laboratories and organizations worldwide. A variety of firewalls and applications are implemented in order to ensure a secure environment here at APS.

### Explanation of Services Available

Desktop computer systems are provided to each user by their group.

- Each user receives computer accounts based on access needs that may include email, Internet, Virtual Private Network (VPN), and other Argonne resources.
- Networked printers and copiers are available throughout the APS site for common use.
- It is recommended that all networked desktop computers are left running overnight to allow for nightly backups and system administration tasks such as operating system patches.
- The Information Technology (IT) group utilizes Argonne's Help Desk that can route submitted requests to designated IT Group personnel, matching the problem with the specific staff expertise required to solve it. This system can be used for a variety of reasons from general to vital computer and network issues. Please submit a ticket when an issue arises.
- Virus scan protection must be installed on all Windows and Macintosh computers and is automatically updated whenever new updates become available from the vendor.
- Wireless Networking is available in the 401/402 complex, Lab Office Modules (LOMs), and Experiment Floor. More information can be found at the APS [Wireless Networks](#) page. *\* Please note, registrations expire after one year of inactivity.*

### Computer Use

All APS computers require you to login to access system resources. The APS IT Group establishes all accounts on APS computers.

Your accounts can be one or more of the following, depending upon your employment status:

1. APS Operations Account—for Macintosh computers and Integrated Content Management System (ICMS).
2. XRAY domain Active Directory Services—for beamline Windows computers.
3. ANL Domain for APS domain Windows and Linux computers and access to Inside Argonne <https://inside.anl.gov> and Argonne Business Systems - These are applications such as Paris, AMOS, etc. More information regarding these accounts is available at <http://inside.anl.gov/services/account-services>

It is important that you log into your accounts promptly after they have been established for you. The first action you should take is to change your password for your new account(s).

You are required to ensure that your computer accounts are used responsibly. See [Password maintenance](#) Accounts tab.

### E-mail –

Each user at APS is configured with email through Argonne's Office365 cloud service. Email accounts are managed by the Business and Information Services division (BIS).

### Spam

Argonne manages a pair of spam appliances that quarantine spam and permit users to manage their own spam. These appliances protect you from spam, viruses, phishing attacks, zombies and hackers. They even protect against zero-day threats that haven't been identified yet. You are notified of the spam that was sent to you by the End User Quarantine. It is

a list of messages addressed to you that were quarantined because our mail system thought it was spam. You will receive an auto-generated email daily with this list and a link to display all of your quarantined messages.

### **Metis**

Metis is a secure, web-based Citrix server that provides access to a Windows environment if your primary desktop is Macintosh or Linux. Access to metis can be made from any web browser:

- off-site or on-site access: <https://metis.aps.anl.gov>

Use your ANL Domain (Windows) Password to login.

### **VPN**

The Virtual Private Networking (VPN) servers at Argonne permit employees of APS to access internal APS/ANL restricted services from the Internet. Collaborative Access Teams may also VPN into their network. This means if you VPN into the Lab from home, you will be able to access all the same services that are available from your office computer. Client software needs to be installed on your computer in order to VPN into the Lab. This software and additional information can be found on the following IT web page: [Remote Access VPN](#) **We also currently require two-factor authentication for VPN access. To meet this need, we have deployed [Crypto cards](#) to each user with a VPN or external SSH requirement.**

### **Calendar System**

Argonne's Office365 cloud service facilitates team collaboration by enabling users to manage and coordinate appointments, events, tasks, and resources. It is a valuable tool for time and resource management. With its intuitive, Web-based interface and support for multiple client solutions, end users can access their personal, public, or group calendars anytime, anywhere from any Web-enabled device.

### **Integrated Content Management System (ICMS)**

The Integrated Content Management System (ICMS) helps to centralize and simplify document management. ICMS supports the diverse set of administrative and technical documents that are used in the operation of the APS facility, including routine office files, CAD files, and web content. ICMS has a Web-based interface for the contribution, organization, and workflow approval of content. This system can be reached at: <https://icmsdocs.aps.anl.gov/>  
To log in to ICMS use your APS Operations account password.

For more information on ICMS please refer to the following web page: [ICMS Info](#)

### **Proxy**

For CATs when using a web browser behind the firewall, an automatic proxy configuration must be used. See: [CAT Proxy](#)

### **Ordering Equipment**

Computer systems are usually ordered by the individual or group that requires them. Configuration management is followed at the APS, as required by the Argonne Cyber Security Program Office and documented in the Lab Cyber Security Program Plan. Configuration management requires standard computers to be ordered. To order any computers please make a selection from the APS standard platforms page (see URL below). Only the IT Group staff is allowed to install operating systems, make network connections, and install software. Please be sure to contact this group to make any connections to the network.

### **Resources for Ordering Equipment:**

#### **APS Standard Desktop and Laptop Platforms**

(Please visit this page before placing any orders for new equipment. Click on Support Hardware tab)  
<https://www1.aps.anl.gov/Information-Technology/IT-Service-Catalog>

#### **University of Chicago Computer Store (Software & Hardware)**

<http://nsit.uchicago.edu/groups/solutioncenter/>

#### **APS Stockroom Shopping Cart**

<http://beam.aps.anl.gov/pls/apsweb/st0003.login>

## Getting Help

For APS computing systems and network status: <http://status.aps.anl.gov/>

During regular business hours (Monday through Friday, 8:30 AM to 5:00 PM):

1. **Please enter a ticket in Vector.**
2. You can also call the Argonne Help Desk at 2-9999
3. If your problem is pressing, you may contact the IT Group secretary at **(630) 252-9494**. She will then contact the proper IT Group members.
4. If you are unable to get assistance by any other means, contact the IT Group leader: Ken Sidorowicz at **(630) 252-6699**.

During off-hours:

1. For non-emergency problems, **please enter a ticket in Vector.**
2. For problems requiring immediate attention:
  - a. APS employees are to contact the MCR at **(630) 252-9424**. The operators will then contact the appropriate IT personnel.
  - b. Beamline users (including XSD) and CAT personnel are to **contact the on-duty Floor Coordinator (630) 252-0101** who will then contact the appropriate IT personnel. If the Floor Coordinator is unavailable, contact the MCR.

Application Support:

Argonne has contracted additional support with PCHelps for a large variety of applications that range anywhere from blackberry to Internet Explorer to the Microsoft Office suite. You can submit questions or problems online or call them directly at 630-252-9999, option 1. They are available 24 x 7.

For more information or to submit a help request online, visit:

<http://library.vitalyst.com/argonne>

.....

### Other Useful Links:

#### An HTML version of this page:

[http://www.aps.anl.gov/APS\\_Engineering\\_Support\\_Division/Information\\_Technology/Services/Accounts/WelcomeLetter.pdf](http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Services/Accounts/WelcomeLetter.pdf)

#### IT Group Web Page

<http://www.aps.anl.gov/it>

#### APS Homepage

<http://www.aps.anl.gov/>

#### ANL Homepage

<http://www.anl.gov/>

Revision Date: 12/28/2017