

● **Q: Are the accounts in LabP140 (Department of Mathematics) and LabP104 (DFA) the same?**

A: No.

● **Q: How can I request an account for LabP104?**

A: Computer lab accounts are created online by each student who has paid their university fees and is duly enrolled in one of the degree courses offered for the lab.

However, the account must be renewed annually by the student. For both operations, the website to connect to is <https://spiro.fisica.unipd.it/spirofaide/>, the same site can be used to change your password.

If you encounter problems with the self-signed certificate or the outdated encryption, you can use the unencrypted link (without providing the password) to create your account: <http://spiro.fisica.unipd.it:8080/spirofaide/index-en.php>

To create your account, simply select the "Create new account" option and fill in the fields with your Unipd email address and the personal email address you provided upon enrollment at the University of Padua, check the "accept policy" box and finally click on the "Submit" button.

The account is created by matching the two addresses and automatically consulting an University's central database. The credentials (username and password) will be sent to your Unipd email address (you may need to check your spam folder, as these messages are automatically generated).

**N.B. :** For those enrolled in a single course or a program like Erasmus, the account creation must be forced, as the degree course to which the student belongs is not among those covered by the procedure. The student must therefore send an email to [root@spiro.fisica.unipd.it](mailto:root@spiro.fisica.unipd.it) from their Unipd account, requesting manual account creation and attaching the form (completed and signed), available at the following URL: [https://www.dfa.unipd.it/fileadmin/calcolo/modulo\\_account.pdf](https://www.dfa.unipd.it/fileadmin/calcolo/modulo_account.pdf)

● **Q: I already have an account, but I can no longer access the classroom computers. What should I do?**

A: If at least one year has passed since the account was created or since last renewed (even sooner if the account was created as a temporary one by the system administrators), it means that the account has expired and must be renewed on the usual Spirofaide website, mentioned above, by selecting the "Renew the account" option, filling in the "Username", "Badge number" (the current one) and the "Password" fields, and then clicking on the "Submit" button.

If this doesn't work, even though you're up to date with your university fees, you've probably entered the wrong password or forgotten it.

To request a password reset or for help with any other issue related to the computer room, students should send an email to [root@spiro.fisica.unipd.it](mailto:root@spiro.fisica.unipd.it) from their Unipd account, explaining the issue.

If the annual renewal has been done and the password is correct, but you still cannot log in, you may have exceeded the maximum disk space available quota (1 GByte for most courses, 3 GBytes for POD and AAC courses). You can check this by opening a non-graphical console with the **Ctrl+Alt+F3** keys, logging in on it, then running the **quote** command (updated every 5 minutes). If the value indicated under *HOME quota disk: Used* is equal to or greater than the maximum available quota (*Soft/Hard*), you should delete some files to free up space (using Linux commands from a non-graphical console - see next point).

● **Q: I've exceeded the maximum disk space available quota. How can I free up some space?**

A: From a shell or from a non-graphical console (see previous point), run the command **du -ah \$HOME/ | sort -h | tail -n 10** which displays the 10 largest files or directories in your home directory, and the command **du -h .local/share/Trash/files/** which displays the contents of the Trash bin, so you can choose which files to delete to free up space with the command **rm -rf <filename>**. Then, close the console or shell with the **Ctrl+D** keys and, if necessary, back to the graphical console with the **Ctrl+Alt+F7** keys.

● **Q: I can't print. What can I do?**

A: First, check your print quota from the shell using the **quote** command (updated every 5 minutes). The maximum quota is 150 pages with a daily refill of 10. If the *Printer quota: Used* entry is equal to or greater than 150, you will have to wait for the number of days indicated under *Days blocked* before you can print again.

If there are no quota issues and there are no paper jams in the selected printer (which is turned on), view the print queue from the shell using the **lpq -P<printrname>** command, where **<printrname>** is one of those indicated by the output of the **lpstat -p** command (for example, **lexaula**).

If there are print jobs in the queue that are not printing because they are too large or faulty, you must delete them, if they are yours, or you must get the system administrators to delete them, if they belong to others, using the **lprm -P<printrname> <jobID>** command where **<jobID>** is the ID of the print job to be deleted. Alternatively, you can also use the **cancel** command.

If the **lpq -P<printrname>** command outputs "not ready", it is usually sufficient to wait 5 minutes for the error to resolve itself. If you are still unable to print, or in case of paper jams, call the system administrators on duty.

● **Q: Is it possible to access the computers in the LabP104 remotely?**

A: Yes, it is possible, but not during exams (check on EasyRoom if the LabP104 is free), and it's preferable not to do so during crowded lessons to avoid interfering with the work of students in attendance.

To connect remotely, use the following command from a shell on your computer:  
**ssh -p 5210 <username>@labp104.fisica.unipd.it**

After waiting for about 50 seconds (necessary for the remote computer to boot), you will be asked to enter your password.

If you also need to export graphics, simply add the **-Y** option to the previous command, bearing in mind that, in this case, depending on the available bandwidth and the type of application with a graphical interface, there may be significant latency in use.