



INFO FROM IT-SUPPORT AT Energy and Process Engineering

When you contact us, always give machinename, roomnumber and telephonenumber.

IT-info for EPT on web: <http://www.ntnu.edu/ept/it-info>



IT-Tips FROM IT-SUPPORT AT IVT / Energy and Process

!! Store EVERYTHING you need in the Project / Master in your homedirectory on STUD !! Here there are backup!!

DON'T put your files in " My Documents or Desktop "

- Nearest printer in 4th floor is: IEPTPR36

Install printer: <\\printhost.itea.ntnu.no\printername>

For instance : <\\printhost.itea.ntnu.no\ivt-vatl-ieptpr36> (installs the printer IEPTPR36 i 4th floor).

(Devices and Printers- →Add a printer →Add a network wireless..printer →The printer that I...isn't listed →Select a shared printer:

Here you write the queuename: for instance: <\\printhost.itea.ntnu.no\ivt-vatl-ieptpr36>

(The printers are marked with yellow notes, here you find the name of the printer)

In 2nd floor, in the copyroom outside the Dataverkstedet stands IEPTKP02: <\\printhost.itea.ntnu.no\ivt-vatl-ieptkp02>

- Connect laptop ?
NTNU – Has wireless connection in most rooms. Read more of this in <http://ntnu.edu/adm/it>
- **Download vpn from: <http://sslvpn.ntnu.no>**
- Remember to have the latest Windows Security Updates on your machine and Antivirus.
You find this in <\\progdist.itea.ntnu.no\progdist> and <http://windowsupdate.microsoft.com/>
Laptops shall not be connected by cable!
- You order programs by email, **remember roomnumber, machinenumber, telephonenumber.**
(Programs outside NTNUs standard, send link where it can be downloaded).

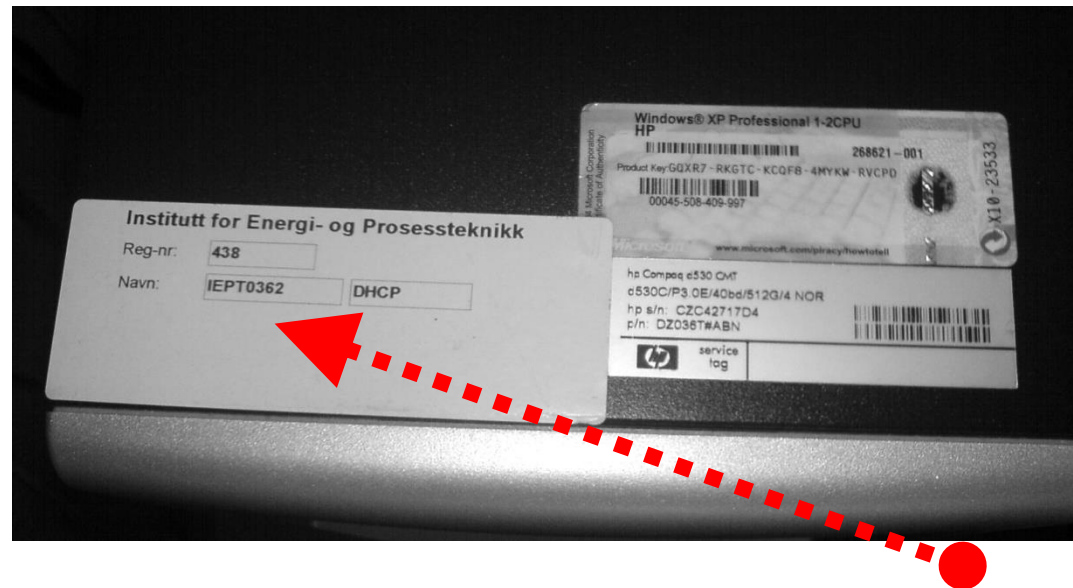


Messageboard from IT Management Department of Energy and Process Engineering

- **This board** will contain messages from the IT-Managementgroup.
- **Configure printer?**
You will find your printer at **\\printhost.itea.ntnu.no\printername**
Example: **\\printhost.itea.ntnu.no\ivt-vatl-ieptpr36** Installs the printer named "IEPTPR36"
This printer is located at the 4th floor. This is the one used in the example above(IEPTPR36)
A second printer is located in the 2nd floor next to "Dataverksted"
\\printhost.itea.ntnu.no\ivt-vatl-ieptkp02
- **Delayed logon?**
Save all your personal-files at **M:** drive
Files you save at desktop and my documents, are transferred between you and the server when you log on and off.
This causes the delay.
- **General rule: Save all your data at your NTNU stud account !!**

IT-Tips FROM IT-SUPPORT AT
IVT / Energy and Process

Reporting errors and problems: Bring the name of your machine:



The name of the machine in the illustration is: IEPT0362
Then we can solve your problem faster.



IT-Tips FROM IT-SUPPORT AT
IVT / Energy and Process

Contact IT-SUPPORT on e-mail

Always bring [machinename, roomnumber and telephonenumber.](#)

Do you want to install something outside NTNUs standard?

- Remember to send a link where the program can be downloaded, or bring a CD, then we can try to fix it.

Help address: ept-support@ivt.ntnu.no