

Central system and network upgrades made during summer months

By Dan Burrows

ITSS staff have worked hard to improve service and uptime during the summer months. Some of the changes made to accomplish this are detailed below.

RAID systems added

We have moved towards storage subsystems that can spot and provide a substitute path during a failure and can also be repaired while still in service. These subsystems are called RAID (Redundant Array of Inexpensive Disks) systems. All electronic mail and customer files now reside on RAID subsystems.

Systems upgraded, added

We upgraded all of the customer systems to the most current patch levels and added security and monitoring software.

We added two more systems to the 'bulldog' pool of systems. Last year we saw very high load levels on ub and the bulldog systems. By spreading out the load over more systems we expect much faster response time.

Lab server upgraded

We moved the lab server to a new higher speed system and to a newer version of the Novell networking software. This allowed us to have more than 250 workstations on the server, a limitation that caused us some problems last year. This system will also eventually be used by the Macintosh systems that currently connect to an older Appleshare Server system.

"ub" replacment in progress

A major project still in process is the replacement of the system known as 'ub'. We have purchased a very fast Sun E450 computer to replace ub and are starting to convert packages to this new system. The cutover should be mostly transparent; very few customers should notice any

difference other than an improvement in speed. Watch for messages about this on the systems status page and the login page for ub.

Residence halls added

Another summer project was to install Ethernet connections in Burntside and Oakland apartments. Currently, seven of the residence halls have Ethernet capability. We plan to finish the residence hall project next summer by bringing Junction and Stadium apartments on line. As of October, there are over 700 students on the network and we expect to have 800-1000 students on the network by the end of this school year.

Internet connection upgraded

A major upgrade was made to our Internet connection this summer. The TC campus staff bid and installed a faster connection between UMD and the TC campus in late August.

We are now using a DS3 line between the campuses, although not quite all of the DS3 is used for Internet work traffic. Effectively, this upgrade is roughly an eleven times performance increase.

The increase was made because UMD had maxed out the bandwidth of our prior connection (two T1 lines). It will also meet the anticipated extra load the PeopleSoft project will make on our connection to the TC campus.

Network gear upgraded

An ongoing major project is replacing older network gear with newer equipment. Technically, we are replacing 'hubs' with 'switches', which provide better bandwidth for individual connections in office areas. The upgrade is based on

current network usage and projections for the PeopleSoft project. The TC campus has strongly recommended that all customers using PeopleSoft be attached to the network via switches. We hope to finish this conversion during this academic year.

Another major project is to move from our old backbone to the new one. This is an ongoing project which will become a major focus later this quarter. We anticipate converting networks within several buildings during Fall 98 and several more during the Christmas break. The project should be transparent to everyone except for short outages during the actual conversion. These outages will be announced in advance and will be made during low usage times (such as weekend mornings).

Modem pool upgrades

ITSS staff planned to have 168 56kilobit (56K) modems in place by the beginning of fall quarter. However, many things (including some that were out of our control, such as a vendor strike) combined to delay the installation and rollout of this project. The upgrade is in progress now.

Our plan is to increase the internal pool from 40 to 48 modems and increase the external pool from 100 to 120 modems, all running at 56K. We are optimistic that these will be in place by the end of October.

Our research so far has shown that it is very unlikely that full 56K connect speeds will be maintainable for most areas in Duluth, since this depends on the infrastructure of the off-campus phone system. We do anticipate an increase in speed overall, however, in that we are replacing many 28.8 and 19.2 modems that are in the current pool with ones that will provide faster speeds.

INFO is a newsletter published by Information Technology Systems and Services at the University of Minnesota, Duluth. Your comments and suggestions are welcome. Please direct them to the newsletter editor by phone at (726) 8856 or by electronic mail to sbradt@d.umn.edu. The University of Minnesota, Duluth is an equal opportunity educator and employer.

Help for administrative web projects

By Linda Deneen

ITSS can now offer assistance with campus administrative web projects. Andy Manteuffel, hired last spring by ITSS, will provide general web support for the entire campus with a special emphasis on administrative applications that make our campus web site more accessible to students, prospective students, faculty, and staff.

Vice Chancellor Magnuson has also appointed an Ad Hoc Web Administrative Committee to:

- Review the format and structure of the top-level UMD web pages
- Write and seek approval for a UMD web planning document

- Review and revise the web publishing policies
- Recommend development work for a technical support person
- Oversee implementation of web developments on campus
- Review and recommend access to information technology equipment and training
- Serve as a liaison to the Twin Cities web team

Members of this committee are John Hamlin (chair), Paul Treuer, Linda Deneen, Robert Krumwiede, Harry Zabrocki, and Cheryl Reitan.

If you have web applications that you think are appropriate for Andy to work on, please forward them to the committee to review and prioritize.

Web development service offered to campus

By Linda Deneen

ITSS is pleased to announce a new service to the campus: web development.

In the past, ITSS recommended that departments use students to develop their pages. Students have done a great job developing many of our UMD web pages, and we are very grateful for their efforts.

However, one problem with student developers is that they graduate and leave the campus. This often leaves the department in confusion about what the student has done, where files are located, and what needs to be done to continue to maintain the site.

ITSS offers a solution to this problem, while still keeping development costs low, by providing a managed pool of student web developers that can work for departments. Jason Davis, a full-time ITSS staff member, will supervise projects and assign work to students. He will work with the

students to establish standard procedures and tools. By centralizing the pool of students, we hope to provide consistency on our web site and make the transition between students easier for departments.

Departments can choose between two levels of web development service: basic and advanced. Please check our web page for further information and service request forms at: <http://www.d.umn.edu/itss/webdev/services/>

On-line department directory revamped

By Andrew Manteuffel

The online Department Directory has undergone some major changes to help keep the information it contains more current. The directory is currently accessible from the main UMD web page by clicking the "department" button on the left margin.

Prior to the revisions, this listing merely had a link to the department home page or only a name in the list. The list had some omissions and sometimes the pages linked from the list did not clearly indicate important contact information for the department.

With the new changes in the Department Directory, all of the departments listed in the Campus Directory will have a listing. Important contact information will be available simply by clicking on the department name.

This update addresses concerns raised by students, faculty, and staff. Additionally, the new information will be available sooner than the printed version of the Campus Directory and can be updated by departments. Links to department home pages are still available under the new directory system.

More revisions are planned for the future, such as a more user friendly and readable format. Also, authorized users will be able to complete the updates online and changes will be reflected immediately after submission.

Recommended solutions

Information Technology Systems and Services has revised our Recommended Solutions document. This document will be reviewed by the EPC Subcommittee on Information Technology and the Library, after which it will be revised and declared official.

In the meantime, if you would like to look at the preliminary version, check the web page at <http://www.d.umn.edu/is/policies/solutions/>.

Feel free to send suggestions to Linda Deneen at *ldeneen* or x7588.

Free opportunities to learn!

ITSS offers many opportunities to learn technology skills at no charge. You may choose from Self-Paced learning packages or attend one of our workshops - all at no cost.

Self-Paced learning is ideal if you want to go at your own pace and when learning is convenient for you. Material for both the PC and Mac are available in SBE 45B. Additionally, material may be checked out from the Library Reserve Desk and taken back to your office. To find out what's available, please take a look at the Self-Paced learning web site at <http://www.d.umn.edu/itss/support/Training/SPLA.htm>.

For the Fall term a total of 15 **workshops** are being offered

covering everything from specialized classroom technology (Chem 150, Chem 200 and MonH 108) to "Making Your First Web Page with PageMill." All workshops are listed below and updated on our Training web site at <http://www.d.umn.edu/itss/support/Training/>. You may sign up for the workshops from this site as well. Please also look for our flyers in your mailbox.

The ITSS workshops use a hands-on approach to learning. Whether you're taking "Windows 95 1: Introductory Concepts and Techniques" or "Beginning Computer Concepts" you'll be stepped through the process - no sleepy lectures here. Because

ITSS features hands-on workshops, the class size is limited to create a good learning environment.

You can also have the latest in technology training information from IDS and ITSS delivered directly to your email box. Go to <http://www.d.umn.edu/ltcenter/calendar.html> and follow the link for the "**technology-training listserv**" at the top of the page.

While you're there, why not take a look at the offerings from IDS and ITSS for the Fall term? Be sure to sign up early, as class sizes are limited.

LTC - The best kept secret on campus

By Bruce Reeves

The LTC (Learning Technology Center) located in MonH 239 is a high-powered computing facility for faculty. Student consultants are on call in the LTC to help with any computer related project you may have.

The LTC is committed to delivering cross-platform solutions. If you prefer a Mac or a PC, we have high-end machines to meet your needs. Video capture and editing from analog and digital sources are available as well as scanning and graphics manipulation. For a complete list of hardware and software available, please visit the LTC Web site at <http://www.d.umn.edu/ltcenter/ltc.html>. For the hours of operation and staffing please take a look at <http://www.d.umn.edu/ltcenter/schedule.html>.

If you have a specific project you need help with planning and designing, or if have an idea and want to see what technology related solutions are available, please contact Bruce Reeves at breeves@d.umn.edu. Bruce's services are free to faculty.

Fall Quarter 1998 Workshops

Microsoft Access 97 - Basics 10/19, 21, 22 M, W, TH	09:00-11:00 AM	CCTR 42
Windows 98 Features 10/19, 21 M, W	01:30-03:30 PM	MonH 108
MS Word 97: Introductory Concepts and Techniques 10/26, 28, 30 M, W, F	01:30-03:30 PM	CCTR 42
Making Your First Web Page with Pagemill 11/2 M	09:00-11:00 AM	CCTR 42
Introduction to Excel 11/4, 5 W, TH	09:00-11:00 AM	CCTR 42
Technology in the Classrooms 11/16 M	08:30-09:30 AM	Chem 150
11/18 W	08:30-09:30 AM	Chem 200
11/20 F	08:30-09:30 AM	MonH 108

Requesting software on an ITSS system

By Linda Deneen

ITSS has recently implemented a process for faculty to request that additional software be added to the centralized ITSS servers. In particular, faculty can now request access to the same software students are using in the computer labs.

ITSS provides centralized software for use by campus customers in a variety of ways:

- Unix software is available on the Bulldog and ub machines to those who log into those servers. It is also available to those faculty and staff with Sun or IRIX workstations.

- Desktop software for students using campus computer laboratories is provided by ITSS lab servers.

- Desktop software for faculty and staff is provided by ITSS office servers.

Because there is a limit on the number of users that can access the lab and office servers, and because we charge differently for access to these two services, we have chosen to keep services for students and faculty/staff on separate machines. Nevertheless, we often receive requests from faculty members for access to the same software that their students are using in the computer laboratories.

We will respond to these requests, when possible, by putting requested lab software onto the office servers, where it will be available to faculty and staff. Cost and licensing restrictions will be considered in determining whether such requests can be fulfilled. Faculty wishing to use this service must purchase the full Novell office services, which can be charged against faculty research grants.

For further information and request forms, please check our web page at <http://www.d.umn.edu/itss/software/requests/>

If you have questions about this service, please call the help desk at x8847.

1998-1999 UMD Internet Kit released

by Frank Simmons

The Computer Corner has this year's edition of the Internet Kit for sale at a price of \$7.50 for the CD version. A limited number of diskette versions are also available.

This year's kit includes software for Windows 3.1, Apple Macintosh and Windows 95/98 operating systems. Mulberry, our new e-mail client, and upgraded versions of Netscape and telnet are included in the Windows 95/98 and Mac software collection.

Also included are modem scripts to automate logging in to the UMD modem pool for most modem brands. This kit is the easiest way to get connected to the Internet whether you are on campus or dialing in from off campus.

Documentation is included in the CD version as well as a general startup page that Netscape will access by default. This page includes many helpful files of information.

If you have questions or problems while installing the Internet Kit, please call the ITSS Help Desk at 726-8847 (M-F, 8:00 a.m. - 4:30 p.m.)

What can I do with my Novell account?

By Paula Pollock

The Novell Office Servers were set up to provide the UMD campus with another way to share computer software and hardware. With a full-service account, Novell users can:

- run application software (such as WordPerfect and Access) that is installed on the Novell server
- copy data into protected areas on the server for department use
- share files with others in the department
- store files (large or small) on the Novell server (files on Novell servers are backed up nightly and can be restored from backup tapes)
- print to networked printers, including color printers in the UMD Printshop
- purchase a departmental software package and have it installed on the server for exclusive use by the department
- view the Science Citation Indices from office machines

Print-only accounts are available for those who only wish to access networked printers.

There are currently 627 individuals

with full access or print only accounts on the Novell servers. There are also 144 printers available to these individuals. If you would like to request a Novell account, please fill out the form at http://www.d.umn.edu/itss/novell/add_nov.html.

The newest Novell server, UMD_IS3, is a Pentium-based computer with over 40 gigabytes of hard disk space and 1000 Novell user licenses. ITSS is currently moving users from the two other Novell servers to this one.

For a complete list of software available on the server or for more information about Novell accounts, please see <http://www.d.umn.edu/itss/docs/novell>. This site also includes the Novell FAQ and detailed instructions for installing available software.

If there are other software packages that you would like to have installed on the Novell server, please fill out the on-line request form at www.d.umn.edu/computing/novreq.html.

Macintosh virus update

By Joel Ness

Although in the past the Macintosh computer virus scene has been fairly quiet, some new virus issues have cropped up recently that Macintosh users should know about.

Microsoft Macro viruses: The "Macro Viruses" affect both Microsoft Word and Excel. They consist of code written in Microsoft's macro programming language that is attached to a file and automatically executes when the file is opened - often spreading to the application's preferences and from there to other document files that are opened. Microsoft released some protection utilities for Macintosh Office 4.0 that would detect and clean up infected files and help prevent the spread of new macro virus.

Macintosh Office 98, released earlier this year, has these protections built in. However, these protections are somewhat awkward and not foolproof, so many users have purchased commercial anti-virus software to keep their disks free of these macro viruses.

AutoStart Worm: This spring, a new and fairly dangerous form of virus appeared in the Macintosh desktop publishing community and spread fairly rapidly around the globe (including some sites in Duluth). The "AutoStart 9805 Worm" can cause quite a bit of damage to Macintosh files and hard drives. ITSS advises Macintosh users to protect themselves from the Autostart worm by disabling the "Enable CD-ROM AutoPlay" setting in their "QuickTime Settings" control panel (see sidebar for more information).

Virus protection programs: John Norstad has announced he will no longer provide updates to his free Disinfectant utility, partially because of the Autostart Worm, but mostly because of MS macro virus issues. ITSS recommends that users purchase a commercial anti-virus utility such as Virex, Norton's Anti-Virus or Symantic Anti-Virus.

Macintosh AutoStart 9805 Worm

(Courtesy of MacVirus <<http://www.macvirus.com/>>)

Introduction: AutoStart 9805 is the first worm to infect the Macintosh platform. It was widespread in Hong Kong and Taiwan by early May, 1998, and according to Usenet and MacInTouch reports, has been found on four continents. In addition to the original AutoStart 9805 there are five variants: AutoStart 9805-B, AutoStart 9805-C, AutoStart 9805-D, AutoStart 9805-E, and AutoStart 9805-F (at one time called 9806-F).

What systems are vulnerable? The worms only affect PowerPC-based Macintoshes and compatibles running Mac OS. The most common means of infection (which can occur by simply mounting an infected HFS or HFS+ volume) requires that QuickTime 2.0 or later is active and that QuickTime's "Enable CD-ROM AutoPlay" option is enabled.

Prevention at a glance: Turn off "Enable CD-ROM AutoPlay" in the "QuickTime Settings" control panel. QuickTime 2.1 or earlier has no checkbox: either disable QuickTime or upgrade to a later version (downloadable from www.apple.com). This protection will fail if the setup is already infected, or is booted from a setup with an infected Extensions folder.

Symptoms: Your Macintosh or network may lock up and churn with unexplained disk activity every 3 minutes, 6 minutes, 10 minutes, or 30 minutes. You might also see the name of worm files such as "DB" or "Desktop Print Spooler" in the menu bar or listed as current processes, or you might notice damaged files, or an unexplained restart.

Check for infection: If your anti-virus software is not yet capable of AutoStart protection, you can check by hand. The worm files are invisible. Use the Finder "Find File" command with the option key held down to display the visibility attribute, ResEdit, or a file utility program to look for files named "DB", "BD", or "DELDB" in the root directory, and "Desktop Print Spooler", "Desktop Printer Spooler", or "DELDesktop Print Spooler" in the Extensions folder. ("Desktop", "Desktop DB", "Desktop DF", "DesktopPrinters DB", and "Desktop Printer Spooler" are not worms, and are legitimate files.)

Where to look: Be certain to check every Macintosh, and all volumes, including CD-ROMs, floppy disks, Zip, Jaz, and rewritable disks. The AutoStart worms spread in PPC native code only on PowerMacs. Worm files will not spread from them, but may be copied to server volumes, 68k Macs, Extensions folders inside unblessed System Folders, and to other folders named "Extensions" outside the System Folder.

What is a worm? A worm differs from a computer virus in that it does not need to attach to a host program to replicate. An extended definition of worm is in section B2 of the VIRUS-L/comp.virus FAQ (page is 162k). The AutoStart 9805 worms copy themselves from volume to volume, including hard disks, removables, floppy disks, and disk images. An AutoStart worm spreads as an invisible QuickTime AutoStart application in the root directory, and then copies itself to the Extensions folder where it may begin to cause damage.

What do the AutoStart worms do? The A, B, E, and F variants destroy data. The original AutoStart worm targets files of more than 100 bytes with filenames ending in "data", "cod", and "csa", and files of more than 2MB with filenames ending in "dat". The E variant counts the resource fork as part of the 100 bytes. The F variant is most similar to A and E. The B variant is less likely to be noticed than the original worm and targets files of type 'JPEG', 'TIFF', and 'EPSF', under specific conditions. Targeted files are overwritten with garbage, and are unrecoverable except from backups. The C and D variants were designed to remove the other, destructive worms and do not intentionally damage files.

Meet our new ITSS staff members

Tim Biles began working for ITSS in April 1998 and is working full time in the central systems area providing Novell and NT support. Tim is a graduate of UMD and has spent several years working in the computer systems area. Tim's background includes both hardware and software support as well as both server and client support. Tim has already become very familiar with our Novell and NT systems. Tim can be reached by calling x6959 or sending email to *tbiles*.

Laura Carlson began working with ITSS on May 11th as a Technology Support Specialist. Her primary duties are customer support for classroom technology (documentation and training), Help Desk attendant, and computing applications support for faculty and staff. Before coming to UMD, Laura most recently worked at UW-Greenbay as the Program Manager for their Learning Technology Center, providing extensive technology support, primarily for faculty as they incorporate technology into the classroom. You can reach Laura at x7283 or email *lcarlson*.

Lynn Gilberg began working for ITSS in April 1998 and is working full time in the telecommunications and network area. Lynn is a graduate of UMD and has spent several years working in customer support areas, as a substitute teacher, and in retail sales. Lynn assists with scheduling, customer service and project coordination and handles the telephone repair calls (call x7939 and press 1). Lynn's direct line is x8573 and her email name is *lgilberg*.

Andy Manteuffel joined ITSS earlier this year as our new Web Development Specialist. He works closely with the Campus Web Policy Committee to support web design and development for many of our campus administrative systems. Andy can be contacted at x6927 or through email to *amanteuf*. Andy's office is located at 15 Darland Administration Building.

Mary Olson joins the ITSS staff as the primary support person for our student long distance resale program and our

administrative computing production job scheduling service. Mary's office is located in 15 Darland Administration Building. She can be contacted by phone at x7656 or email at *molson14*.

Bruce Reeves joins our staff as a Learning Technology Consultant for faculty. He is available for any technology-related issue faculty may have with teaching in the classroom or on the web. Bruce's office is located at 15 Darland Administration Building. Give Bruce a call at x6831 or email him at *breeves*.

Aaron Slotness is an Electronics Technician working with our computer maintenance, phone, and network staff. His primary duties are computer installations, upgrades and repairs for faculty, staff, and ITSS lab computers; and installations and repairs of all campus telephone and network connections. Aaron started work with ITSS on August 17th, coming to UMD from a similar position at the Miller Dwan Medical Center. To reach Aaron, call x6785 or email *aslotness*.

Communicating with ITSS

By Linda Deneen

All of us here at ITSS encourage you to communicate with us about your technology needs. We have established a number of communication paths for you to use, some old and some new. Let us hear from you.

- Call the **Help Desk** at x8847. Calling the Help Desk during regular business hours is the best way to ensure that someone will receive and act upon your call. If you call your favorite staff member instead, you'll be out of luck if that person is out of the office or tied up in meetings and customer visits. Our Help Desk is staffed from 8 a.m. to 4:30 p.m. on workdays. Don't hesitate to leave a message so we can get back to you. If no one answers your call, it's because the staff member is on another line.
- Use our **web forms**. We have many forms available at our web site that you can use to request services. Look under Help Desk for Service Requests on the ITSS home page at <http://www.d.umn.edu/itss/>
- Join our **infotech.announce listserv**. The infotech.announce listserv is a vehicle that allows us to send you email messages about service outages, security issues, and helpful tips for effective computer usage. We strongly recommend that each department on campus have at least one person reading this listserv and distributing messages to others in the department as appropriate. To sign up, send email to listproc with an empty subject line and a message body as follows:

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subscribe infotech.announce <yourfirstname> <yourlastname>
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where you substitute your own first and last names for the angle-bracket phrases. Remember to delete any signature or anything else from the message.

- Visit our **web site**. We are trying to put as much useful information up on the web as we can. We have recently reorganized our pages to make things easier for you to find. Visit our site at <http://www.d.umn.edu/itss/>

What's new in the ITSS computer labs

By Jason Davis

Changes made in the student labs during the summer break include upgrading computers and printers, adding word processing software and extending lab hours.

Basic Access Hardware

The basic access areas have seen dramatic improvement. State-of-the-art iMacs have replaced the 'dumb' terminals in Lib 144 (the fish bowl) and are now the fastest web machines on campus. Pentiums (and a few iMacs) have replaced the old 486 PCs that inhabited Library 2nd and 3rd floors, BohH 120, and CCtr 41. MWAH 177 has been upgraded with Pentium PCs (all of the old 486s are gone) along with Power Macs and Sun Stations.

All of these areas also have printers.

Basic Access Software

Word-processing has been added to all of the web labs. The Pentiums have a variation of WordPad with a spell-checker; the iMacs have SimpleText.

A new email client called Mulberry is available in all web labs. Mulberry provides a user-friendly, cross-platform environment combined with several advanced features — including an easy way to handle email attachments.

Netscape has been upgraded, and Internet Explorer is also available.

Full Access Hardware

The Macintoshes in Lib 165, MonH 209 and SBE 17 have been upgraded to G3 processors, with at least 64 mb of RAM. The Macs in MonH 239 have been upgraded to 7300/200s with 64 mb of RAM. In Lib 165, 53 of the 66 PCs have been replaced by Pentium IIs.

Printing

Many of the labs have new HP 4000 laser printers, which offer better

speed and resolution. We have added a second color printer so that we now have one in SBE 17 and another in Lib 165. Users can now print in color from both Macs and PCs.

Black and white printing costs \$.05 per page in all locations (Basic Access and Full Access). You can pay for your printouts using your U Card (student ID) or a 'Debitek' card. You can add cash value to your U Card or buy a Debittek card and add cash value to it at the Cashier's window in Darland, or at a cash-to-card machine. Cash-to-card machines are located in the Lib 165 lab and in the Library, near the circulation desk.

Color printing remains at \$.80 per page, and is also paid for through the U Card or Debittek card. See the cash-to-card machines or talk to a lab consultant for more detailed instructions.

Lab Hours

Extended hours will be provided in Lib 165 as the lab will be open until 11:45 PM Sunday - Thursday. BohH 120 and Lib 144 (web labs) have weekend hours: Saturday 10 AM - 5:30 PM; Sunday 1 PM - 10:30 PM.

For up to date information about the computer labs, see our web pages: <http://www.d.umn.edu/itss/labs/>

Classroom continued from page 1

Classrooms" under Classroom Technology, selecting either Auditoriums or Classrooms, and then a piece of equipment for a specific room.

To check on the technology resources that are available in all auditoriums and general purpose classrooms on campus, see <http://www.d.umn.edu/itss/classroom/Resource.htm>. This page is updated whenever something is added or updated in a room, so visit it often for the latest information. Documentation for other rooms with projectors and AV equipment permanently installed will be added as completed and time permits.

Demonstrations

Demonstrations of the equipment in Chem 150, Chem 200 and MonH 108 will be offered at the end of each quarter through the ITSS training team. (Fall quarter offerings can be found on page 4.)

Check-out carts

The check-out carts, previously available in the ITSS main office, are now reserved and checked out from the AV desk in L 175.

We have added one additional PC and projector unit and have upgraded

all of the PCs and Macs on carts. We have two stand-alone computer projectors for use with your computer, and a stand-alone PC to use in rooms that are equipped with projectors.

To reserve any of this equipment, call the AV desk at x6222.

Other equipment

New **digital cameras** are available this year. Some other equipment has been replaced with new versions that should provide more reliability.

All **AV equipment cabinets** in rooms have been re-keyed. To obtain a key for a specific room, contact your department or submit a request for a key from Facilities Management. Key request cards should have the words "AV Cabinets" written at the top and must be signed by your department head or dean.

Work in progress includes projector and VCR installations in MonH 70 and MonH 80 and a new sound system in BohH 90.

Enterprise Systems Project **Impact of PeopleSoft on our campus**

By Linda Deneen

The Enterprise Systems Project, based on the PeopleSoft solution, is intended to simplify the way we do business in order to provide better services to students, faculty, and staff.

The project will impact many of us on this campus, and I know that many people have questions. Many people on our campus are working hard to coordinate our campus needs with the implementation of the Student 2000 and Human Resources systems that are just now coming on line. Together we will work to keep you informed.

Good sources of information

For general information about the Enterprise Systems Project, please visit the web site at <http://www.umn.edu/redesign/>.

Particular information on the Student 2000 Project is available at <http://www.umn.edu/s2000/>. Check the "What's New" button at the bottom of the page, or follow the link to subscribe to the Student 2000 listserv.

Particular information on the Human Resources Management System is available at <http://www.umn.edu/ohr/hrms/>. Check the "Project Update" link, or follow the link to subscribe to the HRMS listserv.

Who needs access to it now?

Although parts of the new Enterprise Systems are coming up now, complete implementation and access to the systems will take several years. We anticipate fewer than 100 people on campus will use the new systems during the next six months. These people will be staff directly responsible for student and human resources data management in the major administrative units on campus. These units include Student Support Services, Information Technology Systems and Service, Human Resources, the vice chancellor offices, the collegiate offices, Auxiliary Services, and Facilities Management.

In particular, we do not anticipate staff or faculty in the academic departments or other departments on campus using the PeopleSoft systems or software during the next six months. It is our hope that many needs on campus will eventually be met by a web interface. The web interface is not available now, and we need to wait and see how quickly it develops. The advantages of a web interface are a reduction in the cost of training and equipment needed to use the enterprise systems.

Desktop computers

For those of you who will be using the PeopleSoft client software, the Office of Information Technology at the Twin Cities campus is now recommending a fast PC running Windows 95 or a Mac G3 with Windows95 emulation. Please see <http://www.umn.edu/redesign/technology/psreqs.html> and <http://www.umn.edu/s2000/docs/pcmac.htm> for more details. Appropriate equipment can be purchased through our own UMD Computer Corner.

If you already have an appropriate machine running Windows 95, we recommend that you delay upgrading to Windows 98 until PeopleSoft certifies that its client will work with Windows 98. If you buy a new machine, we recommend that you order it with Windows 95. If it comes with Windows 98 regardless of your order, ITSS staff members are willing to work with you to try the most current solutions, or you can send it back to the company for a Windows 95 replacement.

Campus participation & teams

Our campus has worked hard to support the Enterprise Systems Project. A number of people on this campus have served on implementation teams, and Bruce Gildseth is a member of the Process Owners Group. In addition, several teams on this campus are meeting

regularly to ensure that our use of the enterprise systems will work well. These teams will share responsibility for communicating responsibilities and timelines to the UMD campus. They are:

- Enterprise Systems Implementation Team: Team members also serve on one or more implementation teams for the project and spend lots of time in the Twin Cities working with our counterparts there.
- Student 2000 Steering Committee: Committee members focus on the Student 2000 project and process for this campus.
- SSITSS: This group, made up of people from Student Support Services and Information Technology Systems and Services, meets regularly to coordinate applications and infrastructure.

Training

If you expect to use the Enterprise Systems in the coming year, I encourage you to read the information at the Enterprise Systems Project Training Web Site: <http://www.umn.edu/esptrain/>.

Here you will find information about the PeopleSoft tutorials under "What's New." You will find information about how to prepare for training. We recommend that you do the tutorials if you anticipate becoming a PeopleSoft User. To do this, you will need to download some special software called ShockWave. Instructions are provided at the web site, but if you need assistance, call the Help Desk at x8847.

On this campus, we recommend that potential PeopleSoft users learn about Windows 95, Microsoft Access, Microsoft Word, and Microsoft Excel. Information Technology Systems and Services will be offering workshops sessions on these topics (see page 4 in this newsletter) during fall and winter quarters.

Repairs continued from page 1

campus computer buyers. In response to customer requests, we have started a new approach to maintenance services. Simply put, contact us when you want or need our help with any of your computer equipment repairs.

Authorized warranty service

We want our maintenance department to be an authorized service facility for the brands of computers that UMD computer buyers prefer. Being an authorized service facility means we can offer full on-site service to UMD customers, including full service under the warranty provisions of the manufacturer, and in some cases we receive price discounts on parts which we pass on to our customers.

Currently, we have service agreements with Apple for all Macintosh computers and with Summit Micro Design and Micron Electronics for all of their computer systems sold through the UMD Computer Corner. Since these vendors reimburse us for our labor on problems covered by warranty, there is no additional charge to you for our work on these systems.

Working with other brands

If you have a brand other than those listed above, we are happy to provide the help you need at our hourly rate of \$37.50. What services can we provide?

Different vendors have different service options that come with the computers they sell. For example, a one year on-site warranty for parts and labor and an additional two year warranty on parts is a fairly typical offering. Usually, in this type of arrangement, you call the vendor when you have a problem, and their phone support staff talk you through a process to diagnose the problem. If the problem is determined to be hardware, you might have several options:

- The vendor sends you a replacement part that you install yourself,

returning the defective part to the vendor

- The vendor sends a technician to your office to repair your computer
- The vendor asks you to send in your computer for repair.

These options are generally free of charge to you under the parts and labor warranty.

Would it be worth it to you to pay \$37.50 per hour to have our maintenance staff help you with the types of computer repair options described above?

If you're comfortable with these options, maybe not. But some people aren't comfortable working with vendors to diagnose problems, and more are often not comfortable replacing parts inside their PC. Also, with our staff located on campus, we can probably diagnose and repair problems somewhat faster than the vendor's on-site service technicians, who are typically based in the Twin Cities area.

If you choose our services rather than your computer vendor, you can keep costs down by delivering your computer to our maintenance shop for service. Our staff won't need to bill for travel to and from your office. Also, we have the tools, software, diagnostics, parts, and static safe work areas to help us do a better job for you, generally in less time than it would take in your office.

Whatever brand of computer you have, and whether you prefer walk-in or on-site service, we're ready to help. Just give us a call at 726-7973.

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Jackie Carlson of UMD Student Support Services and Lita Wallace of UMD Human Resources will coordinate training for users on this campus. They will work hard to see that most of that training will take

911 problems continued from page 1

the problem as improperly dialed long distance calls.

Many users on campus (contrary to ITSS advice) program their personal long distance code onto a speed call or auto-dial button on their phone. For example, they program 46-12345678-9-1. When they attempt to make a long distance call they simply lift the receiver, press the auto-dial button, and enter the area code and number they're trying to reach. While this saves you a lot of dialing, it's a security risk having the code programmed on your phone. Additionally, what some users unintentionally do is slightly, yet dramatically, different. After pressing the auto-dial button, they enter 1+area code+number.

In this case, the following number is dialed: 46-12345678-9-1-1-612-555-1212. Notice the 911 sequence in the numbers. As soon as the phone system sees that sequence of numbers it routes the call to the PSAP.

If the number of incidents doesn't decrease, ITSS will be under increasing pressure from the PSAP to remove the "panic dialing" feature and will be forced to make 9-911 the only means of contacting the dispatch center. Another option we have is to limit the number of digits that can be stored behind auto-dial and speed call buttons so that the 46- XXXXXXXX sequence won't fit.

We hope that informing users of the problem will reduce the number of incidents and prevent us from having to make these unpopular changes.