



Richard Parker is the Chief Information Officer and Director of CIS. Richard is responsible for planning and budgeting for the department and develops policy recommendations regarding computing at HMC. He is Chairman of the HMC Computing Committee and is on several other policy-making and coordination committees including the Information Technology Committee, a Claremont-wide planning and policy committee reporting to the Council of Presidents. He also oversees the Claremont Intercampus Networking Effort (CINE).

Cynthia Souza, Office Manager, coordinates the administrative activities of the department. She and Richard Parker, together, constitute the Budget and Planning Group. She supervises and maintains our budgets, purchasing, inventory, accounting and payroll functions associated with CIS, Audiovisual and CINE. She also provides user support for many of the more widely used software applications, and as our desktop database specialist provides user support and training for HMAD, an accounting database she developed that is widely used across campus.

#### DATA SERVICES GROUP

Susan Selhorst is the Group Leader of the Data Services Group, which is responsible for database systems and programming for administrative applications. She coordinates the Data Services group activities and develops programs to improve access to institutional data. Susan is also co-manager of the HMC Project Implementation Team for Jenzabar/CARS, the new student system.

David Williams is the Database Programmer for the Data Services Group. In addition to programming, he provides user support on computer software and hardware issues associated with the 1032 database system, word processing, spreadsheets, and other VMS products. David is on the MuddPIT working group for CARS and is currently working on the data conversion to the new system.

#### SYSTEMS AND NETWORKS GROUP

The Systems and Networks Group is responsible for the “systems behind the walls” that enable most user activities. Andy Davenport is the Group Leader for the Systems and Networks Group and is the Network Manager for CIS. Andy is in charge of maintaining and improving the campus-wide network. In his CINE role, Andy provides similar support for the network connection to the Internet for HMC and the other Claremont Colleges.

Anh Le is the NetWare/NT Manager. He manages the NetWare file servers for CIS, including *Kato*, the academic file server; *Jeeves*, our backup and development server; *Lurch*, the administrative file server; and *Igor*, an additional file server used by faculty for course development. Anh also manages our Windows 2000 servers.

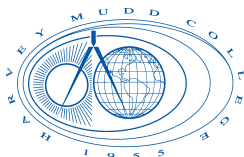
*(continued on page 7)*

# Using the CIS Microcomputer Labs

## IN THIS ISSUE

Meet the CIS Department --- cover
Using the CIS Microcomputer Labs ----- 2
Editor's Notes ----- 3
Need Some Help? 4
Q&A----- 8

*Occasional Downtime* is composed on a Macintosh G3 computer using Adobe PageMaker 6.5 and Microsoft Excel 98. The primary typefaces used are Times and Optima. We wish to thank Sally Rich Arroyo of the HMC Office of College Relations for all her help.



Computing and Information Services maintains several general-access microcomputer labs on campus for use by students, faculty, and staff. We have a Pentium lab (Parsons B146), a Power Macintosh lab (Parsons B144), and a third lab with a mix of Pentium and Macintosh computers (Parsons B159) in the Parsons building near the CIS main office in Parsons B148. Another Pentium lab is located on the second floor of the Linde Activity Center. Each lab has a laser printer and the lab in Parsons B159 also has two color scanners. The labs are available 24 hours/day, seven days a week and there is no charge for printing one copy. When school is in session there are student consultants available in either the Parsons Macintosh or Pentium lab to answer questions during the day and on most evenings.

To use the microcomputers in the labs you will first need to login to our Novell file server *Kato*. All new students are automatically given an account and password on the file server. Faculty and academic staff are given accounts on *Kato* as well.

An account also includes space on the file server where users can store their personal files. Student home directories are organized in separate volumes on *Kato* by their class year. Faculty and academic staff home directories are organized by department on the volume called *Kato.Home*. Additional directory space is available for faculty on the file server known as *Igor*. Home directories for administrative staff are located on one of our other Novell file servers, *Lurch*. Faculty and staff can also choose to set up shared space in the departmental

directories in order to share files. Clinic projects are given shared space on *Kato* in the *Kato.Clinic* volume.

## SOFTWARE RESOURCES

The microcomputer labs are set up so that there is only a minimum amount of software installed locally on each hard drive. Instead most of the software applications are installed on CIS's Novell file server, *Kato*. Installing the software on the file server rather than on each microcomputer provides a consistent installation of the software on each machine and allows us to upgrade software packages more easily. It also permits us to offer wider access to software for which we have only a few licensed copies, including access from the dorms for some software. Our licensed software is monitored by an application called KeyServer which keeps track of how many licenses are currently in use and prevents unauthorized use of the software. Having a minimum amount of software installed locally also makes it easier to maintain the microcomputers since the hard drives can quickly be reformatted and restored to working order.

There are a wide variety of applications available on the file server. Besides the standard tools in Microsoft Office including Word, Excel, Powerpoint and Access, there are a great number of other more specialized applications. For desktop publishing we have Adobe PageMaker; for graphics we have a wide selection including Adobe Photoshop and Illustrator. KaleidaGraph, Maple, and Mathematica are among the tools available for mathematics and graphing. In addition to applications packages like these we also have a selection of freeware and shareware

utilities such as antiviral programs and disk utility programs. For a list of our supported software please visit <http://www.hmc.edu/comp/doc/labs/suppsoft/>.

#### HARDWARE RESOURCES

CIS currently has four Novell file servers: *Kato*, *Igor*, *Lurch*, and *Jeeves*. *Kato* is the academic file server. It is a Pentium III 1 GHz PC with 4 GB RAM and 850 GB of hard drive space. *Igor* is a Pentium III 733 MHz PC with 1.5 GB RAM and 280 GB of hard drive space. It is used for faculty course development. *Lurch* is the administrative file server. It is a Pentium III 667 MHz PC with 512 MB RAM and 70 GB of hard drive space. *Jeeves* is used primarily for backup and development. It is a Pentium II 300 MHz PC with 192 MB RAM and 9 GB of hard drive space. All of the file servers are running Novell Netware 5.1. For *Kato*, *Lurch*, and *Igor* all user disks are part of a RAID 5 array for fault tolerance.

*Odin* is the academic Linux server used primarily by students. It is a dual Pentium III Xeon 500 MHz PC with 1.3 GB RAM running Red Hat Linux. *Odin* has user disk space of 75GB mirrored for redundancy. *Orion* is a dual processor Sun Ultra 2-200 MHz with 850 MB RAM. It runs Sun Solaris, has an ATM interface and shares the user disk with *Odin*.

*Thuban* is the center of the academic VMS cluster. It is a Digital Alpha 3000 Model 700 with 512 MB RAM and 44 GB of disk space. *HMCADM* is the center of the administrative VMS cluster. It is an Alpha server 2100 with 256 MB RAM and 10 GB of drive space. Both are running VMS 7.1. 🐾

## ditor's Notes

Welcome to Harvey Mudd College! CIS would like to welcome all of our incoming students and new faculty and staff to the HMC community. *Occasional Downtime* is the newsletter of the Computing and Information Services Department. It's published five times a year, both in print format and in PDF on the CIS Web site at <http://www.hmc.edu/comp/occ-down/>. *Occasional Downtime* publishes articles on new services and resources provided by CIS as well as tips and tricks for using those resources more effectively.

The August issue of *Occasional Downtime* is traditionally an introduction to our department and some of the services that we offer. In addition to an article about our computer labs and how to use them, we have an article about some of our services and resources, and another on our staff members. The Questions and Answers section answers some of our most commonly asked questions during the first week of classes, so be sure to take a look!

Have a great fall semester!

—Elizabeth Hodas

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*Occasional Downtime* is published five times a year by the Computing and Information Services Department at Harvey Mudd College. It is also available in PDF format on the HMC Web Server. Comments and questions can be directed to [downtime@hmc.edu](mailto:downtime@hmc.edu).

# Need Some Help?...

## Fun and Useful Resources from CIS



### WIRELESS NETWORKING

Wireless networking has been greatly expanded on the HMC campus over the past year. We now have 40 wireless access points deployed on campus. The wireless network covers most classrooms and labs in the academic complex, including Olin, Parsons, Thomas-Garrett, and Jacobs/Keck, as well as all the dorm lounge and courtyard areas. Sprague Library, the Linde Activities Center, and Platt are covered as are many outdoor areas such as the pool and Hixon Court. So get a wireless card for your laptop and give it a try! If you find any "holes" in the wireless network that you think would be useful to cover, please let us know.

If you already have a laptop with a wireless card you'll need to register the card with CIS before you can get full access to the Internet. To register your wireless card simply send a blank email message to [wireless-request@hmc.edu](mailto:wireless-request@hmc.edu). A form will be sent to you; fill out the form and submit it as instructed. It may take up to two business days to process the form, after which you will have full access to the Internet.

### WEB CAMS

CIS has a few Web cams in various areas on campus. There is a Web cam in the Linde Activities Center computer lab and in Hixon Court. This is in addition to the Web cam in the Machine Shop and on top of Sprague Library overlooking the campus mall. We have other Web cams available for installation and would welcome your suggestions on location

sites. You can view the Web cams on the HMC Web site at <http://www.hmc.edu/muddvision/>.

### WEB PAGES

Would you like to create your own Web pages and put them up on the Web? CIS manages several Web servers on our main servers and we've made it pretty easy to get your pages up and part of the Internet. Students can use their home directories on our Linux box, *Odin* ([www3.hmc.edu](http://www3.hmc.edu)), to host their pages. Faculty can host personal and course-related pages on our main VMS server, *Thuban* ([www2.hmc.edu](http://www2.hmc.edu)), or on *Odin* if they prefer. Academic staff can host personal pages on *Thuban* as well. At the moment we don't have a server for administrative staff to post personal pages but they can request an account on *Thuban* if they like. For more information about Web pages please visit <http://www.hmc.edu/comp/doc/www/web-docs-guide.shtml>.

Faculty can also host course-related pages on another server called *Sancho* ([www4.hmc.edu](http://www4.hmc.edu)). Many faculty prefer hosting pages on *Sancho* because of the availability of easy-to-use Web programming tools on this server. NetCloak allows faculty to easily post Web forms and then use the form data to create Web pages, send email messages or store the data in a text file. NetCloak can also be used to password-protect Web pages or to create dynamic Web pages. WebX is a Web conferencing tool which allows faculty to have online discussion groups with their students. For more information about

*Sancho* and these tools please visit the server's home page at <http://www4.hmc.edu/>.

CIS can also provide space for HMC organizations such as student clubs, committees, or academic projects. If you're interested in finding out more about this service, please call our Help Desk at extension 7-7777.

#### LDAP DIRECTORY

The HMC LDAP database is an online directory of students, faculty, and staff at HMC. It contains information such as phone numbers, department or class year, office or dorm room numbers, and email addresses. The easiest way to search the LDAP directory is to use the Web interface at <http://ldap.hmc.edu/>. Type in part of a person's name and you'll see either the person's LDAP entry or a list of names if there's more than one match to choose from.

The Web interface to LDAP is particularly useful because it allows you to change or add certain information in your LDAP entry and to change who can see certain information. By default, student entries can only be seen by people on the HMC campus. Faculty and staff entries can be seen by people at the Claremont Colleges. If you want to hide certain information about you, such as your phone number or dorm room number you can do so by clicking on the "Change who can see your info" link. You'll need to enter a password to be able to modify your information.

Another nice feature of LDAP is that other programs can be configured to search the LDAP database. Email clients in particular can use the LDAP database like an address book. For example, we recently published instructions for configuring Eudora to access the LDAP database. Many faculty and staff use Eudora as their email client. For instructions please see the February 2002 issue of *Occasional Downtime*. It's available on the Web at <http://>

[www.hmc.edu/comp/occ-down/pdf/vol10/vol10-iss1.pdf](http://www.hmc.edu/comp/occ-down/pdf/vol10/vol10-iss1.pdf).

#### MUDDSHOTS

Whether you're a faculty member or a student, you're probably wondering who is in your courses. Well, there's an easy way to find out before classes even start. Just visit the Course MuddShots Web page at <http://www.internal.hmc.edu/dir/courses/index.html>. Click on a department and then click on the course link to see the names and faces of everyone in the course. Click on a person to find out more about them. The Dorm MuddShots Web page at <http://www.internal.hmc.edu/dir/dorms/index.html> will show you names and pictures of everyone in the individual dorms on campus.

If you'd rather not display all of your personal information on the MuddShots pages you can choose to hide certain pieces of information such as your phone number or dorm room number. Since the MuddShots pages are generated from the LDAP directory, all you need to do is follow the instructions described in the previous section. We can also remove your photograph if you like. Just send email to [muddshots@hmc.edu](mailto:muddshots@hmc.edu) and we'll take of it for you.

#### MAILING LISTS

CIS hosts many, many mailing lists for the HMC community. In addition to the course mailing lists that we automatically generate every semester, there are mailing lists for the dorms, the academic and administrative departments, and for all of the faculty and staff. We also create mailing lists for non-academic purposes such as clubs and other organizations. You can find a list of all the mailing lists by using the Web mailing list gateway at <http://www.internal.hmc.edu/cgi-bin/lwgate/>. The Web interface also allows you to perform some of the commands associated with mailing lists such as finding out who is subscribed to a list. If you don't

*(continued on page 6)*

*Resources continued from page 5*

find the list you're looking for and would like to create a new mailing list, just use our Web form at <http://www.internal.hmc.edu/comp/list/list-request.html>.

**FTP MIRRORS**

CIS maintains mirrors of several popular FTP sites. Downloading large packages such as Red Hat Linux from our FTP mirror instead of from the original site reduces our Internet traffic and will be faster for you too! The FTP mirrors can be found at <http://www.hmc.edu/comp/ftp/>.

**WEBCT**

Don't know how to create Web pages for your course and don't really want to learn how to write HTML? There's another option! The Claremont Colleges now have a WebCT server for use by faculty to create course Web sites. WebCT is what is known as a course management package. WebCT provides easy-to-use tools for creating course Web pages, uploading course reading materials and assignments, as well as many other more specialized tools.

The Claremont Colleges recently received a grant from the Mellon Foundation to support the use of technology by faculty. Part of the grant is supporting the Claremont WebCT server. The server will be hosted and administered by Claremont McKenna College which has been using WebCT with great success for over 2 years. CMC will also be offering a series of workshops on using WebCT for faculty at all of the Claremont Colleges. For more information please contact Craig Adkins ([Craig\\_Adkins@hmc.edu](mailto:Craig_Adkins@hmc.edu)) or Elizabeth Hodas ([Elizabeth\\_Hodas@hmc.edu](mailto:Elizabeth_Hodas@hmc.edu)).

**FACULTY RESOURCE CENTER**

In addition to our general-access computer labs in Parsons and the Linde Activities Center, CIS also maintains a small multimedia lab in Parsons B161. The Faculty Resource Center contains

specialized multimedia equipment including digital video editing equipment, CD-ROM and DVD burners, a flat bed and slide scanner, and a color printer. Specialized software including Adobe Premier, Macromedia Director, MediaCleanser Pro, iMovie, iDVD, and QuickTime Pro is also available. The lab is reserved primarily for faculty who want access to equipment and tools that may not be available in their own office or department. The lab has also been used for several courses where students needed access to digital video hardware and software. If you are interested in using the Faculty Resource Center please contact Elizabeth Hodas.

**SMART**

CIS has developed a new service for faculty called SMART (Student Multimedia Academic Resource Team). SMART team members are students who are trained to help faculty with many of the tasks associated with course preparation. These are some of the services that the Team can provide:

- ▼ Scanning photographs, slides, or transparencies
- ▼ Conversion of documents into PDF files
- ▼ Help with Web design
- ▼ Assistance with Powerpoint presentations
- ▼ Digitizing video
- ▼ Simple editing of digital video
- ▼ Burning CD-ROMs
- ▼ Scanning and conversion of paper documents into text (OCR)

SMART students can either simply do the work that faculty request or can provide one-on-one training for faculty who would like to learn new skills. Faculty can request work by filling out a work request form available from Elizabeth Hodas in Parsons B166 or at <http://www.hmc.edu/comp/edutech/smart/>.

*Staff continued from cover*

Chris Marble is the campus UNIX Systems Manager for CIS, providing UNIX support for machines in several other departments as well as in CIS. Chris works with departmental technical staff to support their labs. Chris is the head administrator of the general-purpose HMC CIS Linux machine *Odin*. He also acts as Postmaster and Listmaster for HMC and claremont.edu.

Roger Wiechman is the Assistant Network Manager and VMS System Manager for CIS. He runs the academic VMS cluster centered around *Thuban*, as well as the administrative cluster centered around *HMCADM*. As Assistant Network Manager, Roger provides network support, specializing in wireless networking, and user support for faculty and staff access to the campus network from off-campus.

#### USER SUPPORT GROUP

The User Support Group supports the College user community in their use of technology both on an individual and on a group level as well as through the facilities we offer. Elizabeth Hodas is the Group Leader of the User Support Group and the User Support Coordinator for the department. She is responsible for making sure that user support happens in a timely and efficient fashion.

Craig Adkins is the Web Support Specialist. Craig helps our faculty and staff with creating and maintaining their Web pages and maintains our institutional Web pages. He also offers workshops on Web-related topics.

Raymond Allen is the Help Desk Support Specialist. This is a new position in our department. Raymond is responsible for answering the Help Desk phone and for supporting our walk-in visitors.

Patience Brooks is the Microsystems Manager and provides support for the Macintosh and PC-compatible computers

in the CIS labs. She oversees the maintenance of microcomputing hardware used in Macintosh lab and is responsible for the selection, installation and maintenance of Macintosh software on the file servers. Patience administers user and group accounts on the Netware file servers and manages access to software via the KeyServer.

Beverly Kelley is a PC Support Specialist for CIS. She provides hardware and software support for faculty and staff PCs and other college-owned PCs. She also assists with PC support in the PC lab and in the classrooms and conducts workshops on popular software packages at HMC.

Michael Meyka is the Audiovisual Manager. He provides AV services for on-campus classes and events. He maintains the inventory of all AV equipment and systems. He also provides support on multimedia projects on campus.

Peter Sanchez is our second PC Support Specialist in CIS. In addition to working with Beverly on providing hardware and software support for our PCs, he also has a great deal of experience supporting the Macintosh platform. 🐾

#### GOOD HELP IS HARD TO FIND...

*But not at CIS!* We'd like to thank our summer student workers for the great work they did this summer.

##### AV TECHNICIAN

▼ Shamit Grover ('05)

##### PC TECHNICIAN

▼ Dustin Barnard ('03)

▼ Alexander Utter ('05)

##### SMART TEAM

▼ Daniel Sutoyo ('04)

##### UNIX SYSTEM ADMINISTRATORS

▼ Richard Fujiyama ('03)

▼ Jeffrey Jirsa ('03)

▼ Dominik Slusarczyk ('05)

##### WEB PROGRAMMERS

▼ Daniel Phiffer ('02)

▼ Robert Strickland ('03)

# QUESTIONS *and* ANSWERS

**Q:** How do I get my dorm computer connected to the HMC network?

**A:** Detailed documentation on how to get connected to the HMC network is available on the Web at <http://www.hmc.edu/comp/doc/networking/>.

**Q:** The port in my room is broken. How do I get it fixed? I'd also like to request another port for my second computer.

**A:** You can send email to [port-request@hmc.edu](mailto:port-request@hmc.edu) to report broken ports. Given the increased bandwidth now available in the dorms, if you need more than one port you should plan on purchasing a small hub.

**Q:** I need an IP address, what do I do?

**A:** All new students are automatically assigned an IP address which is given out along with new account information during orientation. If you need an additional IP address send email to: [IP-request@hmc.edu](mailto:IP-request@hmc.edu). A form will be sent to you. Fill in the information requested and send it to [IP-submit@hmc.edu](mailto:IP-submit@hmc.edu). The network manager will email your IP address within two business days.

If you've forgotten your IP address you can look it up on our Web form at [http://www2.hmc.edu/www/dns\\_system.html](http://www2.hmc.edu/www/dns_system.html). You'll need your *Thuban* login name and password to get access. (Check below for how to change your password if you've forgotten it). You can also use this form to change your computer's name in the DNS table.

**Q:** I forgot my password. What do I do?

**A:** If you can, send email to [PWCHANGE@hmc.edu](mailto:PWCHANGE@hmc.edu), indicate that you've forgotten your password, specify which account (e.g. *Thuban*, *Odin*, *Kato*), and include your name and userid. Email requests sent before 3:00 p.m. will be ready the following weekday afternoon (after 1:00 p.m.). You must pick up your new password from the Help Desk in the CIS office in Parsons B148, and must show ID. If you can't send email, stop by the Help Desk to request the password reset.

**Q:** How do I use the micros in the labs?

**A:** Because all of the applications and user files are located on the CIS file server, *Kato*, you must first logon to the file server before you can use the PCs and Macintoshes in the labs. Detailed instructions on how to logon to *Kato* can be found in our Quick Guide *Using Computer Resources at HMC* or you can ask one of the consultants on duty for help.

**Q:** What's the code to get into the labs?

**A:** To get the lab code you must stop by our office in Parsons B148 and show ID. Remember, you'll also need an account on our file servers to use the labs.

**Q:** Who can I call if I have more questions?

**A:** Be sure to check our Documentation Library and FAQ at <http://www.hmc.edu/comp/doc/>. If you still don't find the answer to your question call our Help Desk at 7-7777 or send email to [help-desk@hmc.edu](mailto:help-desk@hmc.edu). 🐶