

Supported Software at HMC

We have a lot of software available at HMC. Some of it is general-use software like Microsoft Word or Adobe Acrobat Reader. Other applications are more specific and technical such as Matlab, Maple, Adobe Photoshop, and Macromedia Dreamweaver. This wide selection of software is available in a variety of locations, to different populations of users, and under different licensing agreements. So it's not surprising that one of the comments that came up several times during meetings that the HMC Computing Committee held with faculty was that CIS needed to provide better documentation on what software was available and how to install it.

Last summer we took a first step towards this goal by improving the Supported Software list on our Web site. This list can be found at <http://www.hmc.edu/cis/servers/suppsoft/suppsoft.php> and contains information on the name, version, and manufacturer of the software, the platform(s) the software runs on, and links to the licensing agreement that covers the software. A link to the page can also be found on the CIS Resources page at <http://www.hmc.edu/cis/resources/>. While it was a good start, feedback over the course of this year certainly seems to indicate that the list is still too hard to find on our Web site and needs to be supplemented with additional information. We'll be working on that this summer, but in the meantime we thought we'd include a description of our major licensing agreements in this month's issue of *Occasional Downtime*.

KEYSERVER

Most users are familiar with the CIS Keyserver. The Keyserver is a license server that controls access to software for which we've purchased individual licenses. This includes software that is run by multiple users, but which is not typically used in the classroom. This works well for software that we don't need to provide a large number of simultaneous seats for. Our Adobe software (Acrobat Pro, Photoshop, Illustrator, AfterEffects, InDesign), Macromedia software (Dreamweaver, Flash, Fireworks, Freehand) and FileMaker Pro are examples of software whose licensing is controlled by the Keyserver. In order to run keyed software users must first install the KeyAccess client. Then they can login to the Keyserver and run "keyed" applications. The Keyserver tracks each launch of the keyed software and limits its use to the number of licenses that we own. The advantage to the Keyserver is that we can provide wide access to the software without actually purchasing a large number of licenses. While we have to purchase slightly more expensive "concurrent" licenses, the cost savings is still significant. Another advantage of the Keyserver is that the server can provide detailed statistics on software usage, so that we can easily tell if we need to purchase additional licenses of a particular software package. The main restriction of keyed software is that you must be connected to the HMC network in order to run the applications. It is not an ideal solution for users who have laptops and who need standalone copies of the software.

MICROSOFT AND APPLE

For the past several years HMC has had a site license agreement with Microsoft called the Microsoft Campus Agreement. Under the terms of this agreement, faculty and staff can install Microsoft Office, Microsoft Windows operating system upgrades, Microsoft Visio, Microsoft FrontPage, Microsoft Visual Studio, and Microsoft Project on any college-owned computer. Faculty and staff can also install one copy of these packages

(Continued on page 6)



It's a Bird! It's a Plane! It's Thunderbird!

IN THIS ISSUE

Supported Software
at HMC..... cover

It's a Bird! It's
a Plane! It's
Thunderbird! 2

Editor's Notes 3

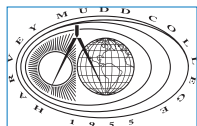
News from the
HMC Computing
Committee..... 5

Open Source
Software 4

Tricks&Tips 7

Q&A..... 8

Occasional Downtime is composed on a Macintosh G4 computer using InDesign 2.0. 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.



Way back in 1998, we published an article in *Occasional Downtime* about a new email protocol called IMAP (*Occasional Downtime*, Volume 6, Issue 1, February 1998). At the time we were very encouraged by the introduction of IMAP because it promised one significant advantage over the POP protocol that most faculty and staff were (and still are) using with Eudora. IMAP stands for Internet Message Access Protocol and is now implemented by many desktop email clients. POP stands for Post Office Protocol. With the POP protocol email is received on a central server and is then downloaded to the desktop computer and deleted from the mail server. IMAP is designed to leave the email on the central server rather than downloading it to the desktop computer. This means that users can more easily access their email from multiple locations, even from multiple machines. For users who travel frequently and for those who work at home and want to access both their new and old email, IMAP looked like a very attractive solution.

Eudora originally only supported the POP protocol. While subsequent versions of Eudora have supported IMAP, CIS has never been very satisfied with Eudora's implementation of IMAP. Other IMAP clients proved equally disappointing. One of the main problems with IMAP is that while it works well for users who do not have a large volume of email, it does not scale well. Large quantities of email messages on the mail server cause the IMAP client to behave badly and also puts a great deal of strain on the server itself.

However, in the past couple of years IMAP has finally gained a foothold at HMC.

Webmail, which CIS rolled out several years ago, is based on the IMAP protocol. Students are introduced to Webmail when they arrive for orientation, and because they have a mail quota, it works well for them. They can use Webmail to check mail from their dorm rooms, computer labs and from home. Some administrative staff and faculty have also begun using Webmail when traveling or to read email from home.

CIS has also been testing a new email client called Thunderbird. Thunderbird is published by the Mozilla Organization, an open source community. The Mozilla Organization also publishes a new Web browser called Firefox. Both Thunderbird and Firefox have been receiving very positive reviews on the Internet. Thunderbird's implementation of IMAP seems more robust than that of many other IMAP clients. CIS has installed it on several faculty and staff machines and users have been generally pleased with its features. CIS is conducting further tests with administrative staff to see whether Thunderbird will be a viable alternative to Eudora for administrative staff.

Why has Thunderbird received such good press? The quick answer is that it combines most of the standard features that users want from their old email clients with many new features. Thunderbird supports both IMAP and POP as well as HTML mail. It's features include labels, search, an address book, message filtering, LDAP address book support, a spell checker, spam filtering, and support for multiple email accounts. It even includes an integrated newsgroup reader. Thunderbird is also very user customizable. Users can choose between three different message

views and can download “themes” to customize the look and feel of the interface. Users can also choose to block the display of images in their messages.

A favorite feature is the ability to create “virtual mailboxes.” These are essentially saved searches on your messages. They look like mailboxes, but clicking on them dynamically lists all of the messages that match the search. For example, you could create a virtual mailbox that retrieves all messages from a particular person, regardless of where you originally filed the messages. You can also create custom “message views.” These are basically saved filters that can be applied to a mailbox. For example, by default Thunderbird comes with a message view to quickly show you only messages that you have received today. Another message view quickly shows you only your unread message.

Other reasons why we like Thunderbird are that it is based on Internet standards and is cross-platform. It currently runs on Windows 95, 98, Me, 2000, and XP, as well as on Linux, Mac OS X, OS/2, and Solaris. It is also more secure than many other email clients. For example, by default it does not allow scripts to run. And, best of all, it’s free!

If you would like to try out Thunderbird please call the Help Desk at extension 7-7777 or send email to help-desk@hmc.edu. ■

Editor's Notes

The field of information technology is all about change. Sometimes change can be exciting, and sometimes it can be painful. In this month’s issue of *Occasional Downtime*, we present some of the technological changes we’re working on at CIS. We hope you will find them exciting!

Of particular interest to faculty will be two open-source applications that will be available by the fall semester: Sakai and ePortfolio.

Both faculty and staff may be excited about a new email client that CIS has been testing. Several faculty and staff have already agreed to be our guinea pigs and have been using Thunderbird instead of Eudora. I personally converted from Eudora to Thunderbird this past month and have been very happy with it.

In addition to these new resources, we’ve also included an article about our software licensing and about the HMC Computing Committee.

We hope you have a great summer break!

—Elizabeth Hodas

Occasional Downtime is published three times a year by the Computing and Information Services Department at Harvey Mudd College. It is also available in PDF format on the HMC CIS web site at <http://www.hmc.edu/cis/doc/occ-down/>. Comments and questions can be directed to downtime@hmc.edu.



News from the HMC Computing Committee

The HMC Computing Committee set itself an ambitious goal this spring semester: to meet with all of the academic departments in order to assess their computing needs. If you're not familiar with the HMC Computing Committee (HMCCC), it consists of the Director of IT (Richard Parker), three faculty representatives, and one student representative. This year the faculty representatives are Weiqing Gu (Mathematics), Melissa O'Neill (Computer Science), and Qimin Yang (Engineering). The student representative is Marshall Pierce (HMC '06). Elizabeth Hodas has also been attending HMCCC in her role as Group Leader of the User Support Group. HMCCC is a fairly low-profile committee and its mission is broad: "To advise The Chief Information Officer & Director of Computing & Information Services on policies and to represent faculty and student computing interests."

This year, however, the committee has been taking new steps to become both more visible and more relevant in academic life at HMC. One of the first steps HMCCC took was to create a Web site where we could post the committee's agendas and minutes. The Web site can be found at <http://www.hmc.edu/cis/hmccc/>.

After much discussion, the committee decided that the next step must be to do a broad survey of faculty to assess their current needs with respect to computing. The committee also wanted to ask faculty for feedback on what they thought the committee's role should be. In the past, the committee has conducted surveys by email or in paper form. In this case we felt that it was important to meet face-to-face in order to encourage more discussion. We decided to arrange meetings with each academic department during their regular departmental faculty meetings. A week

before each meeting we distributed paper copies of a brief survey that asked faculty general questions about CIS facilities they used, whether there was additional software that should be available campus-wide, specific problems they might have, etc. We also made plans to meet with the HMC Curriculum Committee.

Most of the department faculty meetings were attended by Richard Parker and Elizabeth Hodas with one or two of the other committee members. The meetings have been extremely informative. Topics have ranged widely, although there have been many common topics such as the Jenzabar faculty web portlet, classroom facilities, audiovisual support, software licensing, and printers/copiers. We've been taking detailed notes at each meeting and plan to consolidate them after meeting with all of the departments. These notes will be used to plan future directions and priorities for the committee and the CIS Department.

Smaller problems or issues that have come up during the meetings have been dealt with along the way. For example, several common issues with the Jenzabar faculty web portlet emerged during the first couple of meetings. We quickly formed a Web Portal Task Force that included Michael Hearon (the Registrar) and Sonya Zhang (our new Web Database Programmer). The Task Force was able to fix several problems with the faculty web portlet. Others are larger in scope and will have to be considered in the context of the wider Jenzabar project.

If you'd like to get more information or to give feedback to the HMC Computing Committee please visit our Web site at <http://www.hmc.edu/cis/hmccc/>, or contact one of our members. ■

Open Source Software

Open-source applications are a hot topic these days. More and more colleges are choosing open-source applications as alternatives to commercial packages. So what is open-source? The Open Source Initiative (<http://opensource.org/>) defines open-source as software code that can be freely distributed, read, and modified. Linux is probably the most well-known open-source application in use at HMC. Many students and an increasing number of faculty prefer it to Windows. Why is open-source software popular? Because the source code is open and can be modified, many more programmers have access to the code. As a result, open-source software tends to evolve quickly and to be more robust.

This summer CIS will be testing two open-source packages. The first is called Sakai. Project Sakai is an open-source initiative founded by the University of Michigan, Indiana University, MIT, Stanford, the uPortal Consortium, and the Open Knowledge Initiative. It is a course management system and this fall we will be offering faculty the opportunity to test it out as an alternative to WebCT. WebCT has been provided to faculty at The Claremont Colleges over the past three years through funding by the Mellon SOS grant. That grant runs out at the end of this academic year. The Colleges have agreed to continue to fund WebCT for an additional year, but the Intercollegiate Academic Computing Committee has been actively looking for alternatives. Many faculty were not very happy with WebCT, in particular because WebCT course Web pages are only accessible to students registered for the course. Another complaint was that WebCT was too complex; for example, it was difficult to use only selected tools. We're hoping that Sakai will be more flexible in both those regards. Sakai's course management tools include a course

calendar, discussion board, online chat, announcements, and drop boxes. You can visit Project Sakai's web site at <http://www.sakaiproject.org/> for more information.

Another open-source application that faculty will be able to try out this fall is an electronic portfolio or ePortfolio system. An ePortfolio is a Web-based application where students and faculty can store and organize many different types of data content, including audio, text, and graphics. The portfolio can also contain links to other content on the Web. An electronic portfolio is much more than a place to store data, however. Students can use their portfolio to build resumes as well as create personalized views of their portfolio for different audiences such as advisors, career counselors, and potential employers. Faculty can use their portfolio to create CVs or to prepare for tenure review. Users can then invite others both inside and outside the institution to view their presentations. The ePortfolio is also an important tool for assessment and reflection at both the individual and the college level.

The ePortfolio system we will be testing is being developed by the Open Source Portfolio Initiative (OSPI). OSPI is a collaborative software development project founded by the University of Minnesota, the University of Delaware, and the r•smart group. The r•smart group is a company that specializes in assisting educational institutions in implementing open source applications. The HMC Assessment Committee recently sponsored a demo of OSPI by r•smart. One of the advantages of the OSPI ePortfolio is that it is designed to integrate with Sakai. More information about OSPI and r•smart can be found at their Web sites at <http://www.theospi.org/> and <http://www.rsmart.com/>, respectively. ■

on a home computer after reading and signing the Microsoft Campus Agreement Work at Home Acceptance Form. Our Microsoft Campus Agreement does not cover student-owned machines, but students can purchase discounted copies of Microsoft products at <http://www.CollegeSoftware.org/>.

The Claremont Colleges have an agreement with Apple called the Apple Technology Assurance Program (TAP). This is a 3-year contract for upgrading the Macintosh operating system. It is not a site license since we pay a fee for each machine covered by the contract. This contract expires at the end of this summer, but most likely will be replaced by a similar licensing program.

SITE LICENSES

Two major software products that we have site licenses for are Matlab and Maple. Matlab is actually provided to the HMC community under two different licenses: the Academic License (also referred to as the Research License) and the Classroom License. The two licenses include access to different Matlab toolboxes and are used for different purposes. The Academic License version of Matlab can be installed on student computers and faculty and staff desktops and laptops. However, you must be connected to the HMC network in order to run it since you must be connected to the Matlab Academic License server. It can be used for both research and teaching.

The Classroom License can only be installed and used on on-campus lab computers. It is available in all of the CIS and academic department computer labs. As a special case, a Standalone Classroom License can be created which faculty can install on either a desktop or a laptop as long as it is used for classroom preparation only. It can not be used for research purposes.

HMC has had a site license for Maple for a number of years. This semester the contract with Maplesoft was renegotiated to cover all of the Claremont Colleges. Under the terms of this new 3-year contract, Maple can be installed on college-owned computers on campus that are used for teaching or research purposes. Faculty members can also install one copy on a home computer. We will also be able to provide students with a Maple license. The student licenses are “term” licenses which expire after a year so they will need to be renewed each year. This new contract, in addition to providing access to Maple for all of the Claremont Colleges, is also much more flexible than our previous license since it allows for the installation of standalone in addition to network licenses.

HMC participates in several other consortial licensing agreements. By negotiating with software publishers as a consortium, we can often obtain much better pricing and terms than we could as individual colleges. Getting all of the institutions to agree on a software package is a daunting task, so each consortial licensing agreement is the result of a great deal of hard work by several individuals. In general, one college will take the lead in negotiating a contract and will then be the contact for updates and upgrades. Three years ago Pomona College was the lead college in negotiating a contract with Sophos for antivirus software. This year the Libraries took the lead in negotiating a contract for RefWorks, a Web-based reference management application. HMC is the lead college for the new Maple site license.

More information on most of these licensing agreements can be found at <http://www.hmc.edu/cis/servers/suppsft/licensing.shtml>, and we'll be adding more information over the summer. Or, you can contact Elizabeth_Hodas@hmc.edu (x7-4583) for additional information. ■

PREVENT PHISHING

In computing, phishing is the act of attempting to fraudulently acquire sensitive personal information such as passwords and credit card details by masquerading as an official-looking email or instant message. It is a form of social engineering attack. (See an example at <http://purl.org/net/tbc/misc/phish001.htm>)

The term was coined in the mid 1990s by crackers attempting to steal AOL accounts. An attacker would pose as an AOL staff member and send an instant message to a potential victim. The message would ask the victim to reveal his or her password, for instance to “verify your account” or to “confirm billing information.” Once the victim gave over the password, the attacker could access the victim’s account and use it for criminal purposes, such as spamming. (There is also an Irish IRC network called Phishy, although it predates the use of that term for anything illegal.)

Phishing is most often an attempt to get confidential personal information. It can also involve the solicitation of money. Good points to note in a suspected phishing attempt are:

- ▼ Is there pressure to respond or reply immediately?
- ▼ Is the ability to get more information unclear or unavailable?
- ▼ If the solicitation is through email or correspondence, does it point to a P.O. box or suspiciously named web address?
- ▼ Are you explicitly directed to keep the communication in the strictest of confidence?

Answering yes to one of the above questions should make the message suspect. More than one yes, and you should probably toss the message.

Tricks & Tips & Tricks

If you are still unsure and would like to be absolutely positive that:

Your bank is not going to freeze your assets; eBay is not going to suspend/close your account; your utilities are not going to have their service interrupted.

Here’s what you can do :

- ▼ Forward the suspect email to the Help Desk at help-desk@hmc.edu.
- ▼ Contact the group or organization directly. Do not use any Internet links given in an email. Often the URLs given in these emails direct users to sites that may install spyware or hijack any information the user enters. Use the phone book or other reputable directory to look up contact information if necessary.
- ▼ If you think your credit is at risk, contact Equifax (<http://www.equifax.com/>), Transunion (<http://www.transunion.com/>), or Experian (<http://www.experian.com/>). ■

by Raymond Allen, CIS

QUESTIONS *and* ANSWERS

Q: How do I change or edit the Print Headers/Footers in Eudora?

A: You can modify the print header/footer settings in Eudora by using a feature called X-Eudora Settings. X-Eudora Settings allow you to modify settings that are not accessible through the Tools/Options (Windows) or Special/Settings (Macintosh) dialog box.

In Windows, copy and paste this text into a new Eudora message:

```
<x-eudora-option:printheaders=0>
```

The text you paste will show up in blue as a clickable link. Hold down the ALT key and click on the link. A dialog window will appear asking you to click OK. Click OK.

Users have a few more options on the Macintosh. Copy and paste these commands into a new Eudora message:

For the print header font:

```
<x-eudora-setting:7005>
```

For the print header margin:

```
<x-eudora-setting:7006>
```

For the print header fontsize:

```
<x-eudora-setting:7007>
```

Double-click on the link of the setting you want to change. Change the setting and then click OK.

Q: How do I change the print font in Eudora?

A: On the Macintosh, go to Special/Settings/Fonts & Display. You can change the “Print Font” here. In Windows, select Tools/Options/Fonts.

Q: Can I print out just a portion of a large email instead of printing out the entire thing?

A: On the Macintosh first highlight just the text that you wish to print, then hold down the Shift key and go to File/Print Selection. Eudora will print out only the highlighted portion of the email. In Windows, there is a checkbox for “Print Selection” in the Print dialog box.

Q: How do I print multiple messages at once in Eudora?

A: Simply highlight the multiple messages using Shift+click for contiguous messages or CTRL+click (or Command+click on the Macintosh) for non contiguous messages. After selecting the messages you want to print, go to File/Print. The messages will print as one continuous document.

Q: How do I print out the Address Book in Eudora?

A: On both platforms, simply open the Address Book and then select Print from the File menu. You can also print only part of the Address Book by using the tip for printing only a selection. ■