



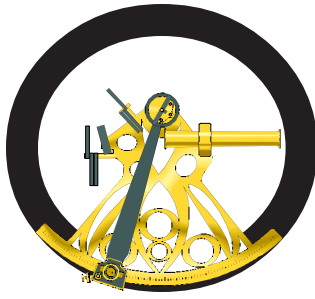
Meet the Department of Computing and Information Services

Over the summer Harvey Mudd College's Academic Computing and Administrative Computing departments merged to form Computing and Information Services. As the technology needs of the college have raced forward the boundaries between the departments seemed more and more artificial. Faculty, staff, and students all need access to data, data that had been called "administrative." All users need support for desktop productivity software, whether to write a paper or compose a letter. And the network is "the network" - necessarily it supports everyone. By merging, we plan to simplify everyone's appropriate access to data, to simplify everyone's ability to obtain support, and to provide universal (and simple) access to the resources of the network. In a time when many feel the computer has made their lives more complex, we plan to simplify.

Richard Parker is the Chief Information Officer and Director of Computing and Information Services. Richard is responsible for planning and budgeting for the department and develops policy recommendations regarding computing at HMC. He is Chairman of the Harvey Mudd College Computing Committee and is on several other policy-making and coordination committees for the six Claremont schools including the Information Technology Committee, a new Claremont-wide planning and policy committee reporting directly 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 can also provide user support for many of the more widely used software applications. Other responsibilities include user support and programming activities for HMAD (Harvey Mudd Accounting Database), an accounting database she and her assistant Damon Lundin ('98) developed and introduced last year. HMAD is used by many of the departments here on campus.

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orienting yourself in the Microcomputer Labs

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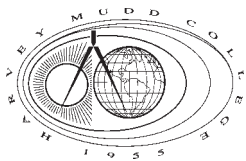
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Occasional Downtime is composed on a Power Computing PowerBase™ 180 using Aldus PageMaker 6.0. The primary typefaces used are Times and Optima. We wish to thank Sally Rich Arroyo of the HMC Office of College Relations for all her help.



Computing and Information Services maintains several microcomputer labs on campus for use by students, but also available for use by faculty and staff. We have a Pentium lab (Parsons 146), a Power Macintosh lab (Parsons 144), and a third lab with a mix of Pentium and Macintosh computers (Parsons 159). Each lab has a laser printer and the third lab also has two color scanners. The labs are open 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 to answer questions during the day and on some evenings.

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 to the dorms. Having a minimum amount of software installed locally also makes it easier to maintain the microcomputers since the hard drives can easily 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, Mathematica, and SAS are among the tools available for mathematics, graphing and statistics. In addition to applications packages like these we also have a selection of freeware and shareware utilities such as anti-viral programs and disk utility programs. The applications themselves are organized somewhat differently depending on whether you are using a PC or Macintosh.

To use the microcomputers in the labs you will first need to login to the file server. All new students are automatically given an account and password on the file server. Faculty, staff or guests at HMC who do not have an account can contact Computing and Information Services for information about obtaining one (or check our account policy on the Web at <http://www.hmc.edu/comp/policy/accounts.html>).

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 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*. Faculty and staff can also choose to setup shared space in the departmental directories in order to share files. Clinic projects are given shared space on *Kato* in the *Kato.Clinic* volume.

NEW FEATURES IN THE LABS

Our returning students, faculty, and staff will notice a few changes to the labs that were made over the summer. The most significant change is that we have upgraded to Windows NT in the PC lab. Windows 95 and Windows 3.1 are no longer available. All of the major software applications have been tested under Windows NT and should work normally. The PC lab has also been upgraded to new Pentium II 400's.

In the Macintosh lab we have upgraded the system software to Mac OS 8.1. We have also upgraded several of the machines to Macintosh G3's.

Another change is the implementation of the Novell Application Launcher. NAL allows server software to be run from any PC attached to the network. Before launching the application, NAL will check to see what supporting files are necessary to run the application and push them to the workstation automatically. NAL will also allow students to run server applications from their dorm rooms. 🐾

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. They made it possible for us to implement the many improvements to our resources that you're reading about in this issue of *Occasional Downtime*.

HARDWARE TECHNICIANS

- ▼ Ben Hulse ('01)
- ▼ Peter Kasting ('01)

STUDENT AUDIOVISUAL TECHNICIANS

- ▼ Matthew Azuma ('01)
- ▼ Zach Dennis ('99)

STUDENT MACINTOSH LAB MANAGER

- ▼ Nathaniel Sloan ('01)

STUDENT WEB PROGRAMMERS

- ▼ David Beydler ('00)
- ▼ Michael Hanley ('00)

UNIX SYSTEM ADMINISTRATORS

- ▼ Michael Cope ('00)
- ▼ Marco Latini ('01)

WEBMASTER

- ▼ Brooks Davis ('98)

ditor's Notes

Our annual special issue of *Occasional Downtime* is devoted to introducing the Computing and Information Services Department to our incoming first-year students and to the new faculty and staff at HMC.

This year the introduction to the Computing and Information Services Department may be of interest to our returning users as well since we are officially a new department, formed by the merger of Academic Computing and Administrative Computing.

This issue also includes an article on how to use the microcomputer labs, a discussion of our supported software policy, and an article on the many other changes and improvements we've implemented over the summer. We've also included a set of commonly asked questions by new users for our usual Questions and Answers section.

In addition we have a special article on e-mail etiquette. E-mail is a very important part of everyone's day-to-day work at HMC and knowing how to use it appropriately is an important skill for new and experienced users alike.

You can find out more about the Computing and Information Services Department by visiting our Web site at <http://www.hmc.edu/comp/>.

—Elizabeth Hodas

Occasional Downtime is published bimonthly by the Computing and Information Services Department at Harvey Mudd College. It is also available in a variety of formats on the HMC Web Server. Comments and questions can be directed to downtime@hmc.edu.

E-Mail Etiquette: When and How to Communicate Electronically

How would you notify personnel in your department of a policy change? Set up a meeting with a colleague in another department? Wish a sister who lives in England happy birthday? Inform an employee of a change in job responsibilities?

Five years ago, most people would have said “official memo,” “phone,” “mail a card,” and “face-to-face meeting,” respectively. These are all very different methods of communication, and they have different requirements.

Because the policy change is an official action, you would want people to see it on letterhead and have a file copy for reference. A quick phone call would suffice for the meeting, though. Phone calls to England are expensive, so you would probably mail your sister a card. Job actions, however, are sensitive and best handled face-to-face.

These days, many of us are turning to electronic mail for communications we used to handle by phone, letter, or even face-to-face meetings. E-mail is easy to send and does not depend on both parties being available at the same time. It even provides a written record.

E-mail may seem to be the perfect form of communication, but it does have some limitations, and it is not always the appropriate choice. It is important to understand its pitfalls and how to work around them. The four major pitfalls of e-mail are missed signals, lack of context, permanence, and unfamiliarity.

MISSED SIGNALS

You can't communicate as broad a range of information in e-mail as you can in a face-to-face meeting, or even in a telephone call. Your words come across, but all the non-verbal signals—facial expressions, eye contact, body language, tone of voice—are

lost. We usually don't think about it, but we depend on those signals for information about the context of what is said; we need the signals to help us interpret the meaning beneath the words. Without them, we are often left to guess at the other person's intent.

These non-verbal signals are the main reason that most people prefer to handle sensitive issues (such as employment actions) in face-to-face meetings. When the situation is already potentially tense and you want your meaning to be absolutely clear, you want to have as much information as possible flowing back and forth.

Conversely, this is why e-mail conversations can become so heated. It's hard to say something “with a smile” in electronic mail, and it is all too easy to misinterpret an offhand, joking remark as a personal attack.

Once tempers flare, both parties—each operating without those important nonverbal cues to meaning—tend to read their worst fears into the written words and react in kind. This can happen even among friends, but when the parties involved don't know each other well, it can be worse.

As a result, experienced e-mail users have developed conventions for showing when they are joking—interjections such as “<grin>” or the use of “smileys,” such as this: :-)

(If you haven't seen one of these before, tip your head to the left to see the smile.) Unfortunately, these methods are not universally understood and communicate only a limited amount of meaning.

What is the best way to avoid misunderstandings due to missed signals? Give e-mail correspondents the benefit of the doubt and seek clarification (for example, “You sounded annoyed in that last reply. Am I reading you correctly?”). If there is a

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University of Michigan

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dispute, don't hesitate to call someone on the phone or talk to them in person.

LACK OF CONTEXT

A note stuck to your door is informal; a signed memorandum on departmental letterhead is official. The way a message is sent tells the recipient a lot—people have learned to recognize the status of a message from its context and formatting cues.

In e-mail, however, both kinds of message look the same. You can't send an e-mail message on letterhead or on scented stationery. As a result, your recipient not only lacks the non-verbal content of your speech, but he or she also lacks the traditional symbols that would show its status and context. If people in your department receive an e-mail message saying "Please get all grades in by the 25th," they don't necessarily know whether it is an official statement of policy or a plea for help from an overworked administrator.

As we start to use e-mail interchangeably with all of the other communication methods available to us, we have to develop ways of making the context of the message clear. Eventually, we may have "electronic letterhead" for verifiable official messages. Until then, the best solution is to explain your message's status and context right up front. You might, for example, state "This is a formal announcement from the office of the director," if indeed that's what it is.

PERMANENCE

Unless your phone is bugged, a phone call leaves no permanent record. E-mail, however, does—and it can be forwarded again and again and come back to haunt you long after you have forgotten why you sent the original message. (This is especially true on mailing lists, where some list members may not see your message until weeks after you sent it.) Because electronic mail is so easy to send and seems so ephemeral, people often forget just how permanent it is. You can

DO

- ▼ Do review messages before you send them out to make sure you are really saying what you want to say. This is especially important as end-of-semester stress rises.
- ▼ Do be as polite as possible; terseness can be taken as hostility.
- ▼ Do make it clear to the recipient what type of message you are sending, especially if it is official.
- ▼ Do give correspondents the benefit of the doubt; try not to assume the worst.
- ▼ Do be patient with inexperienced e-mail users.
- ▼ Do, if possible, include the portion of the message you're replying to in your reply; people often forget the original context.
- ▼ Do enjoy and use responsibly the e-mail resources available to you as a member of the University of Michigan community.

DON'T

- ▼ Don't send a message when you're angry; cool down, look at the message again, and then decide whether you really want to send it. Most e-mail programs let you easily save a message for sending at a later time.
- ▼ Don't copy an entire, large message in your response just to add a line or two of commentary.
- ▼ Don't reply to "all recipients" unless they all need to see your reply.
- ▼ Don't type in all capital letters; this is SHOUTING and is considered RUDE.
- ▼ Don't send off-topic messages to mailing lists, especially work-related lists.
- ▼ Don't send chain letters or messages recruiting participants in make-money-fast schemes; doing so not only violates University policy, but may also violate federal law.
- ▼ Don't edit quoted messages to change the overall meaning.

achieve a kind of immortality through your e-mail well out of proportion to the amount of effort it takes to send it.

It can be a good idea to explain your intentions to the recipient of a message. If you do not want your message forwarded to anyone else, say so.

The convention on mailing lists and Usenet newsgroups is that private e-mail should not be publicly posted, but people are occasionally thoughtless or unaware of the convention. To be safe, think very carefully before sending a (continued on page 7)

Supported Software at HMC

Computing and Information Services maintains a large collection of both Macintosh and PC software on its file servers. This software is available to all HMC faculty, staff and students with a valid account and password for the file servers.

The software can be run off the file server over the network. The file server contains both freeware software, which can be copied freely, and shareware software, which can be copied but for which the user is responsible for any shareware fees. Commercial software installed on the server is regulated by a key server which controls how many users can access the software at any one time and which requires that you be connected to the network. This is necessary for software packages such as Aldus PageMaker and Adobe Photoshop for which we only have a certain number of licensed copies. We are legally required to delete any unlicensed software that we find on our machines.

GUIDELINES FOR ALL INSTALLED SOFTWARE

In general, software is installed on our file server because it has been requested by a department or individual faculty member as a necessary resource for academic course work, or because it is perceived to be potentially useful to a significant fraction of the HMC community. In either case, the requesting party serves as sponsor for the software package, and is responsible for providing legal copies of installation disks (or CD-ROMs) and documentation. Computing and Information Services will install the software, and will ensure that the software can be launched and exited correctly. The sponsor who requested its installation is responsible for running any tests after the software is installed. If necessary, Computing and Information Services will run further tests if provided with test files and procedures.

The sponsor should furnish information about the software's publisher, so that CIS can contact technical support, if necessary, and a copy of the manual, or other documentation, as appropriate to add to our documentation library. The sponsor is responsible for providing all other documentation and supplying assistance to those using the software; we will route all questions relating to the use of the software back to the sponsor. At the sponsor's request, we will investigate and provide information on how to print from within the software or use the software to access other existing CIS resources (for Level 2 or Level 3 software). We will upgrade the software if requested to do so by the sponsor.

CIS SOFTWARE SUPPORT LEVELS

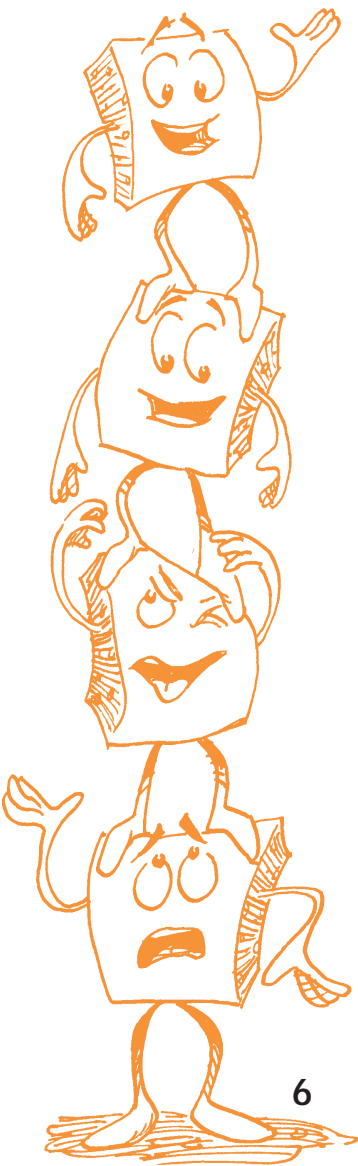
Computing and Information Services has developed a three-level system of support for the software installed on its file servers.

LEVEL 1: Software which is used by a single course or department for instructional purposes, or which is of potential interest but limited importance to the HMC computing community.

LEVEL 2: Software which is used by multiple courses or departments, or by a core course which is required for most or all students, or which is of general interest and significant importance to the HMC computing community as a whole.

LEVEL 3: Software which is of critical importance to the HMC computing community.


Computing and Information Services is effectively the sponsor of all level 3 software. We will maintain the software's manuals in our manual library, and will contact the publisher for technical support in areas beyond our expertise. Our student consultants will be able to answer simple



operational questions about the software, and some consultants or CIS staff members will be able to answer more technical questions. As appropriate, we will offer periodic workshops to novice users for software considered to be of critical importance to computing campus-wide, and will offer intermediate workshops for particularly complex and/or important software. Upgrades to level 3 software will usually only be performed during the breaks between semesters. Computing and Information Services will take responsibility for locating, purchasing, installing, testing, and upgrading the software.

THE SUPPORTED SOFTWARE LISTS

Every software package supported by Computing and Information Services has an entry in our supported software list, containing the following information: program name, version number, publisher, and the level of support assigned to the software. The Macintosh and PC lists also mirror the directory structure of the file server they are installed on and can be used to help locate a particular software package on the file server itself.

The Supported Software Lists can be found on the Web server at <http://www.hmc.edu/comp/doc/>. 

E-Mail Etiquette continued from page 5

hostile or angry message; you can wind up defending your writings long after the feelings that motivated you to write them are past. And you can wind up defending them to people you never thought the message would reach.

UNFAMILIARITY


Most people learn to use the telephone and to write letters as small children. Appropriate phone or letter etiquette is second nature to most adults. Most people on this campus, however, have had electronic mail for a much shorter time—maybe one to five years. Many incoming students have their first experience with e-mail during U-M orientation. Electronic mail is a very new method of communication for most of the people worldwide who use it—and they're still learning the ropes.

As a result, they make mistakes. This isn't surprising; e-mail etiquette is no more intuitive than phone etiquette, and everyone has heard children answer phones with "Who is this?" or simply with silence punctuated by giggles.

People do all kinds of things that offend experienced e-mail users—copying entire messages just to add "I agree," passing on chain letters, replying to entire mail groups instead of just the sender, typing in all capital (which is interpreted as shouting) or all lower case letters. The list of "sins" goes on and on.

Never assume that another person is deliberately trying to be annoying over e-mail without supporting evidence; they simply may not know better. Most people, if told politely, will be happy to follow the conventions. They just need to know what the conventions are.

USE WITH CARE

E-mail can be a wonderful communication tool when used with care. Avoid the pitfalls, think before you act, and remember that we are all learning the ropes together. 

WHERE TO GO FOR HELP

- ▼ Send e-mail to one of the system support mailing lists:

mac-system-1@hmc.edu
pc-system-1@hmc.edu
system@thuban.hmc.edu
system@orion.hmc.edu

- ▼ Talk to the student Lab Consultant on duty.
- ▼ Call the Help Desk phone line at 7-7777. Or send e-mail to help-desk@hmc.edu.

FROM THE NEWS DESK

like to see financial institutions working more closely to establish cross integration that we can all move payments between banks more easily.

Similarly, it would be great if there were a single API that companies could use to link their IT infrastructure to a shipping company's IT infrastructure.

In fact, the shipping companies could all broaden their services by

like to see financial institutions working more closely to establish

company's IT infrastructure.

In fact, the shipping companies could all broaden their services by

like to see financial institutions working more closely to establish cross integration with each other so that we can all move payments between banks more easily.

would be great if there were a single API that companies could use to link their IT infrastructure to a shipping company's IT infrastructure.

shipping companies could all broaden their services by teaming up to provide customers with a unified point for tracking

More news from the CIS department

The Computing and Information Services Department has had a busy summer implementing many improvements and changes to the computer resources we support.

LDAP SERVER

LDAP stands for Lightweight Directory Access Protocol. It is an Internet standard for accessing information in online directories. Up until recently we had been using a system called UserInfo for accessing student, faculty and staff directory information at HMC. This system was replaced with an LDAP server over the summer.

Using a Finger client and specifying *hmc.edu* as the host will return information from the LDAP server. For example typing "finger Elizabeth_Hodas@hmc.edu" at the *Orion* or *Thuban* command line will return information about me including my title, department, office number, phone number, and email address. You can also configure Eudora to use *hmc.edu* as the default Finger server. For privacy reasons, student information is restricted to HMC access and faculty and staff information is viewable from the Claremont Colleges only. For more information on using this service, check the *Tricks&Tips* section in this issue.

NAL

Novell Application Launcher (NAL) integrates with our Netware server to provide easy access to the software applications on our file servers. One of the problems we've had with running

applications over the network from the file server is that many applications require updating the registry file or the installation of support files such as .DLL files. Every time a user wanted to use a new application over the network a user support technician would need to come and configure the user's machine to run it properly. This also limited students' ability to run applications over the network from their dorm room. NAL solves this problem. Novell Application Launcher automates this process and makes it easy for users to run applications over the network.

IGOR

Igor is the new file server that was introduced last semester. *Igor* is intended to be used by faculty to store large files for use in their research and courses. For example, large video or audio files can be stored on *Igor*. Faculty do not need an additional account to use *Igor* but can use their *Kato* login and password.

FTP TO FILE SERVERS

It is now possible to use FTP to transfer files to and from CIS's file servers and your desktop machine. This will allow you to have access to your files on *Kato*, *Igor*, and *Lurch* from both your office and your home machine if you have dial-up access from home. Just use your favorite FTP program, such as Fetch or WS_FTP, to connect to *igor.ac.hmc.edu*. Use your Netware login name and password (ie. your *Kato* or *Lurch* login name and password) to login. The contents of your

home directory will be displayed and you can FTP files from the file server to your desktop Macintosh or PC and vice versa. You can use this system to FTP files between *Kato* and *Orion* as well.

FACULTY RESOURCE DEVELOPMENT LAB

The Faculty Resource Development Lab has been outfitted with a new G3 Power Macintosh computer and some exciting new software and hardware. Media 100 is a non-linear based editing platform for video and audio. Faculty will be able to upload video footage from a variety of popular formats and then edit them digitally. The finished product can then be downloaded to a master tape. Media 100 is widely used in the broadcast industry.

In addition to the slide scanner and CD-ROM writer on the PC (which has also been upgraded to a new Pentium II 400), we have added a CD-ROM writer and software to the Macintosh in the lab. Macromedia Director has been upgraded to version 6.5 on both the Macintosh and PC in the lab. Version 6.5 of Director includes support for QuickTime 3.0.

ANTIVIRUS SOFTWARE

CIS has been looking into options for a commercial antivirus software package for faculty, staff, and students at HMC. This was prompted by several factors including a sharp increase in the number of incidents of infection with macro viruses in several departments. Our Netware license includes a site license for InocuLAN, the third most popular antivirus package. Our site license includes licenses for clients for Windows 95, Windows NT, and Macintosh.

The Computing and Information Services Department has also sponsored several new services on the Web over the summer.

MAILING LIST WWW GATEWAY

We now have a Web interface for many of the functions associated with mailing lists. The HMC mailing list WWW gateway (LWGate) allows users to easily obtain a

list of all of the mailing lists at HMC, read a description of a particular mailing list and find out who owns it, subscribe or unsubscribe to a list, and even search for a mailing list by keyword. If you can never remember all those ListKeeper commands try this instead. LWGate can be found on the CIS Services page at <http://www.hmc.edu/comp/services/>.

MUDD SHOTS

Last year we experimented with creating Web pages by automatically generating them from data in the administrative databases. The online Course Schedule is one example of this ability (<http://www.hmc.edu/admin/registrar/course-schedule/>). Last semester we tested a project dubbed "Mudd Shots." Web pages were automatically generated for each Freshman course with photographs of all of the students in the class. The test was successful and we will be making "Mudd Shots" available in the fall to the HMC community. At the moment we only have digitized photographs available for the Freshman and Sophomore classes. So if you used to photocopy and cut out the photographs from the Student Handbook in order to get to know the faces in your class check the Web site at <http://www.internal.hmc.edu/dir/courses/>. You can also click on a photo from the course page to get some basic information about the student such as their email address, dorm room, and dorm phone number.

NEW CAMPUS MAP

A new version of the campus map is now available on the Web. The new campus map has been completely reorganized with a new map of the campus, new photos, and a new interface. Both a frames and frameless version are available. We've also added a large-scale campus map suitable for printing, as well as emergency and disaster preparedness information.

For more information on any of these new resources please call the Help Desk at extension 7-7777. ☺

Meet CIS continued from page 1

The services offered by the department have been reorganized into three main groups: the Data Services Group, headed by Susan Selhorst; the Systems and Networks Group, headed by Andy Davenport; and the User Support Group, headed by Elizabeth Hodas.

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. When not attending meetings, Susan designs and writes database application programs. Other responsibilities include coordinating the Data Services group activities, developing programs to improve access to institutional data, and developing ways to improve administrative processes.

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. He is responsible both for using PC database and report writing tools to improve access and processes and for teaching others how to use the tools.

Finally this group will include the Web Administrator. Working with College Relations, this person will be responsible for both the appearance and the content of the Web. He/she will work to more closely tie institutional data and activities to the evolving capabilities of the Web.

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 Computing and

Information Services. 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 rest of the Internet for Harvey Mudd College and the other Claremont Colleges.

Anh Le is the NetWare Manager and Technical Support Specialist. He manages the NetWare file servers for CIS. He handles the maintenance and repair of the college-owned microcomputers and provides software support as well.

Chris Marble is the campus UNIX Systems Manager for Computing and Information Services. He provides UNIX support for machines in several other departments as well as in CIS. This includes HP, SGI, and Sun workstations. Chris works with departmental technical staff to support their labs. Chris is also the head administrator of the general-purpose HMC Computing and Information Services UNIX machine *Orion*. In addition, Chris acts as Postmaster and Listmaster for HMC.

Roger Wiechman is the VMS System Manager for Computing and Information Services. He runs the academic VMS cluster centered around *Thuban*, alias *HMCVAX*, as well as the administrative cluster centered around *HMCADM*. He also provides support for the other VMS machines on campus. Roger also provides network support and user support for Windows and for faculty and staff dial-in 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. She serves as a

liaison between faculty, staff and students and the rest of the CIS staff. She writes documentation on the various computer resources available at HMC and makes sure that the documentation available is current. She also edits the CIS newsletter, *Occasional Downtime*, and organizes and runs workshops.

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 the labs and is responsible for the selection, installation and maintenance of software on the file servers. Patience administers user privileges on the NetWare file servers and manages backups.

Beverly Kelley is the 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 audiovisual services for on-campus classes and events. He maintains the inventory of all A/V equipment and systems. He also trains and supervises student assistants in the use of A/V equipment.

The User Support Group will also include an additional PC support position, as yet unfilled.

As you can see, most of us are still wearing a wide variety of hats. This is necessary because there are a large number of activities that must go on to enable you to effectively and efficiently use your computer on the network. If you have any computer related questions, and are not sure who to ask, you can always contact the Help Desk, x7-7777 or help-desk@hmc.edu. This is the simple way to find an answer. 🐾

Tricks & Tips

USING FINGER AND THE LDAP SERVER

The Finger program returns information about users on a particular machine. For example, if you typed “finger jdoe” at the *Orion* command line it would return information about the user jdoe on *Orion* such as if jdoe were logged in, her real name, how long she was logged in, and from what machine. You can also finger users at other machines by specifying the host computer name (i.e. “finger jdoe@cgu.edu”).

At HMC you can also retrieve general directory information about a person on campus by fingering them on the host machine called *hmc.edu* which points to our new LDAP server. In addition to the user’s real name, it will return information on a student’s dorm room and phone number, major, and email address. For faculty and staff it will retrieve their department, office number, and office phone. For privacy reasons student directory information is only available from HMC and faculty and staff information is only retrievable from the Claremont Colleges.

You can search using a person’s username (i.e. jdoe) or by using their first and last name separated by either a period or an underscore (i.e. Jane_Doe@hmc.edu or Jane.Doe@hmc.edu). You can even use the wild card character if you don’t know a person’s full name (i.e. Jane_*@hmc.edu). This will return a list of people who match those criteria.

You can configure Eudora to use *hmc.edu* as the default Finger server. Just select Settings from the Special menu on the Macintosh or Options from the Tools menu on the PC and click on the Hosts icon. Type “hmc.edu” in the box labeled Finger. Click OK. Then choose Directory Services from the Special menu, type your search query and click OK. 🐾

& Tricks

QUESTIONS *and* ANSWERS

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

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

Q: Where do I get a cable/connector for the port in my dorm room?

A: Huntley Bookstore sells cables and connectors.

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 e-mail to: IP-request@hmc.edu. A form will be sent to you. Fill in the information requested and send it to IP-submit@hmc.edu. The network manager will e-mail your IP address within 48 hours.

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. 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 e-mail to PWCHANGE@hmc.edu, indicate that

you've forgotten your password, specify which account (e.g. *Thuban*, *Orion*, *Kato*), and include your name and userid. E-mail 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 CIS office in Parsons 148, and must show ID. If you can't send e-mail, you can stop by the CIS office to request the password re-set.

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

A: To get the lab code you must stop by our office in Parsons 148. You must have an HMC ID. You also need an account on our file servers to use the labs. Non-HMC faculty, staff or students should first see Patience Brooks in Parsons 154 to find out if they are eligible for an account on our file server.

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: One of the lab printers is out of paper, where do I go to get more?

A: If there is a consultant on duty, see the consultant first. Otherwise paper for the lab printers is available in Parsons 148. You should be prepared to show ID. 🐾