



This Way to the CIS Microcomputer Labs

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 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 to answer questions during the day and on most 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 from the dorms. 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, 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 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

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Meet the Department of Computing and Information Services

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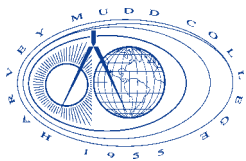
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It's been a little over a year since the Academic Computing and Administrative Computing departments merged to form Computing and Information Services. By merging, we planned to simplify everyone's appropriate access to data, to simplify everyone's ability to obtain support, and to provide universal (and simple) access to the resources of the network. After a year of working together we feel that we have made progress on many of these goals and we hope you feel the same.

We'd like to introduce our entire department to our new students, faculty, and staff, as well as introduce a couple of new staff members who were hired in the past year.

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 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 in 1997. HMAD is used by many of the departments here on campus.

The services offered by the department are organized 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. Susan is also actively involved in ASIP, the Administrative Services Improvement Project, a Claremont-wide cooperative effort.

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.

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. He manages the NetWare file servers for CIS, including *Kato*, *Jeeves*, *Lurch*, and *Igor*. Anh also manages our NT server.

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

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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 issue also includes an article on how to use the microcomputer labs and a discussion of our supported software policy. We've also included a set of commonly asked questions by new users for our usual Questions and Answers section.

Both our new and returning users should be interested in the “Tools You Can Use” article which describes some of the many services and resources we've developed over the past couple of years to make your work easier.

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 PDF format on the HMC Web Server. Comments and questions can be directed to downtime@hmc.edu.

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 Adobe 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. 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/>.

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.

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

CIS 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 Xeon 500 MHz PC with 512 MB RAM and 72 GB of hard drive space. *Igor* is a Pentium Pro 200 MHz PC with 320 MB RAM and 64 GB of hard drive space. It is used for faculty course development.

Lurch is the administrative file server. It is a Pentium III Xeon 500 MHz PC with 512 MB RAM and 22 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 4.11. For *Kato*, *Lurch*, and *Igor* all user disks are part of a RAID 5 array for fault tolerance. This summer we will also be bringing up an NT server for the Financial Aid Department. It is a Pentium Pro 200 with 192 MB RAM running Windows NT 4.0.

Orion is the academic UNIX server used primarily by students. It is a dual processor Sun Ultra 2 MHz with 850 MB RAM and 16 GB of mirrored hard drive space. It runs Sun Solaris 2.6 and has an ATM interface.

Thuban is the center of the academic VMS cluster. It is a Digital Alpha 3000 Model 600 with 320 MB RAM and 18 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.

NEW FEATURES IN THE CIS LABS

The most significant change we've made this summer is to upgrade the Macintosh lab. The Macintosh lab now consists of all Macintosh G3 computers. The PC lab was upgraded last summer to new Pentium II 400 computers.

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machines on campus. In addition, Roger 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 conducts workshops.

Craig Adkins is the newest member of our department. He started in May as the Web Support Specialist for the department. This is a new position in the department as well. Craig will be helping our faculty and staff with creating and maintaining their Web pages and will be maintaining our institutional Web pages. Craig will also be offering workshops on Web-related topics.

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.

Peter Sanchez started in November as our second PC Support Specialist. 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.

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. 🐾

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.

ADMINISTRATIVE ASSISTANT

▼ Janet Davis ('99)

AUDIOVISUAL TECHNICIAN

▼ Aaron Clark ('02)

STUDENT WEB MASTERS

▼ Cari Finney ('01)

▼ Bryce Nichols ('01)

UNIX SYSTEM ADMINISTRATOR

▼ Chuck Shied ('01)

Tools You Can Use

Over the past couple of years CIS has developed many tools and services to make your work easier, faster, and yes, maybe even a bit more fun! In case you've forgotten a few, or just never gotten in the habit of using them, here's a review of some of the most useful.

LDAP DIRECTORY

LDAP is an Internet standard for accessing information in online directories. Last year we set up an LDAP server with directory information for all HMC students, faculty and staff. The directory can be searched from within many client applications.

The Web gateway is one of the easiest ways to access it. To use it just point your Web browser to <http://ldap.hmc.edu/> and search on a name. You can also use the Web gateway to change some of your own directory information as well as who has access to your information. By default, student information can be accessed only by HMC users, and faculty and staff information is viewable only from the Claremont Colleges. The LDAP directory also can be searched using other clients, including Pine and Eudora.

FTP TO FILE SERVERS

You can 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.


ANTIVIRUS SOFTWARE

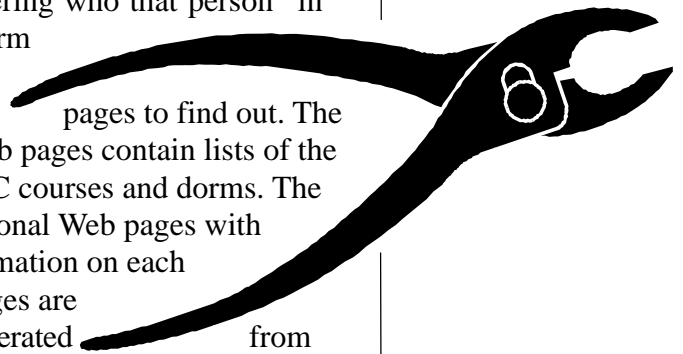
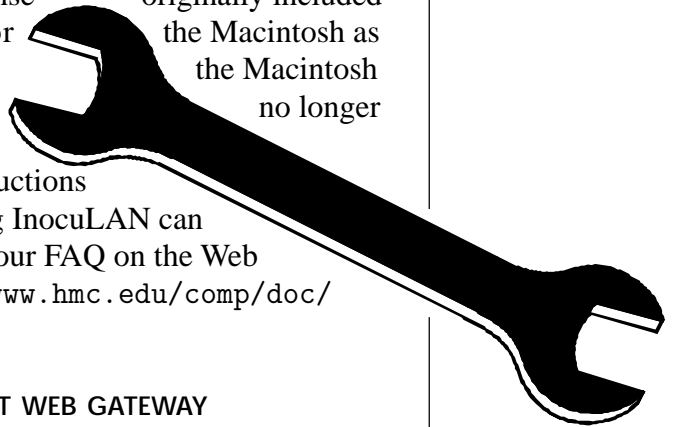
CIS has a site license for InocuLAN, a popular antivirus package for the PC. Our site license includes licenses for clients for Windows 95, Windows 98, and Windows NT (our license originally included software for the Macintosh as well, but the Macintosh client is no longer being updated). Instructions for installing InocuLAN can be found in our FAQ on the Web at <http://www.hmc.edu/comp/doc/faq/>.

MAILING LIST WEB GATEWAY

The HMC mailing list Web 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

If you're wondering who that person in your class or dorm is, you can use the Mudd Shots pages to find out. The Mudd Shots Web pages contain lists of the students in HMC courses and dorms. The lists link to personal Web pages with additional information on each student. The pages are dynamically generated from the LDAP directory so students can control some of the information displayed on their page. The Mudd Shots pages are accessible only by HMC users and cannot be viewed by the rest of the world. The Mudd Shots pages can be found on the Directories Web page at <http://www.hmc.edu/dir/>. 



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. 🐾