

What's New at CIS



The summer months just seem to fly by in the CIS Department. We've been particularly busy this summer working on new projects. Here's a brief summary of some of our news.

WIRELESS NETWORK

CIS has been testing wireless equipment from Lucent Technologies. Wireless access points will be installed in Jacobs and Keck, as well as in other areas of the academic complex. Wireless networking will also be available in the Linde Activities Center as will several laptop computers equipped with wireless network cards. These laptops can be checked out at the front desk for use in the Activities Center. If you would like to use the wireless network and have questions please contact Roger_Wiechman@hmc.edu (extension 7-4449).

MICROSOFT OFFICE 2000

We have upgraded to Microsoft Office 2000 in the PC Lab and Miscellaneous Lab. Under the terms of our new Microsoft Campus Agreement, Office 2000 can only be installed and run on college-owned computers. Students in the dorms will therefore not be able to run Office 2000 applications over the network on their dorm machines. For those students who do not have Office 97 or Office 2000 on their dorm machines we will be making Office 97 available for use in the dorms. A special installer program to install keyed copies of the software is on the file server *Kato* in the directory G:\Apps\Archive\MSOffice97\.

BECKMAN AUDITORIUM

For several years the Beckman Auditorium has had a podium with a Macintosh computer in it. Over the summer we upgraded the Macintosh to a Power Macintosh G4 and added a Dell Optiplex 866 computer as well. The PC will be configured as a dual-boot machine with Windows NT and Linux. We also will be adding jacks to the podium to make it easier to use a laptop computer in the auditorium.

CARS IMPLEMENTATION

The contract with CARS was signed in June and implementation of the new student administration system has begun. The HMC Project Implementation Team (Mudd PIT for short) has been formed and consists of Tad Beckman, Aileen Hoiles, Cynthia Leavitt, Kim May, Karen McAndrew, Jeanne Noda, Peter Osgood, Sheryl Reinschmidt, Lisa Sullivan, Jeff Watson, Crystal Whinery, and Dave Williams. Susan Selhorst and Liz Baughman are co-managers of the team. An HMC Project Implementation Advisory Team has also been created consisting of faculty and staff. We're also looking for students to join the Advisory Team.

DOS SEMINAR SERIES

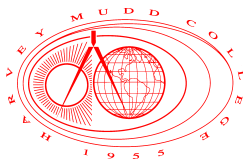
This year the Dean of Students Office will be giving a series of seminars for freshmen and their advisors. The third seminar, which will be held in November, will be a video by MTV. Entitled "Napster—Grand Theft Auto?," the seminar will focus on ethical issues raised by new technology on the Internet. 🐕

Supported Software at HMC

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Occasional Downtime is composed on a Power Macintosh G3 using Adobe PageMaker 6.5. 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 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 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.

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.

AUDIOVISUAL TECHNICIAN

▼ Adi Drost ('01)

PC TECHNICIANS

▼ Dustin Bernard ('03)

▼ John Chou ('01)

▼ John Walseth ('01)

WEB PROGRAMMERS

▼ Ari Moradi ('01)

▼ Robert Strickland ('03)

UNIX SYSTEM ADMINISTRATORS

▼ Elizabeth Norton ('01)

▼ Alexander Wilkins ('01)

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/>. 🐾

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.

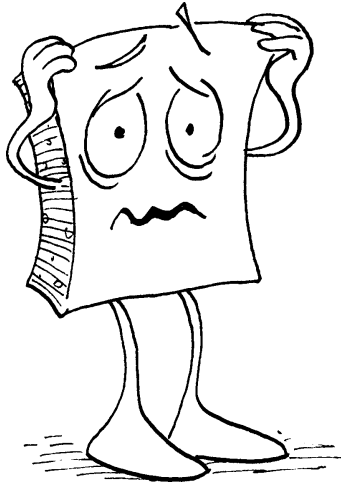
This issue also includes an article on how to use the microcomputer labs and a discussion of our supported software policy. We've also included a set of commonly asked questions by new users for our usual Questions and Answers section.

Both our new and returning users should be interested in the "What's New at CIS" article which describes some of our recent projects and news.

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.



How Well Do You Know the CIS Department?

*Play Our Matching Game
and Find Out!*

- | | |
|--------------------|---|
| 1. Craig Adkins | A. Chief Information Officer and Director of Computing and Information Services |
| 2. Patience Brooks | B. CIS Office Manager |
| 3. Andy Davenport | C. Group Leader of Data Services Group |
| 4. Elizabeth Hodas | D. Database Programmer |
| 5. Beverly Kelley | E. Group Leader of Systems and Networks Group |
| 6. Anh Le | F. Netware/NT Manager |
| 7. Chris Marble | G. UNIX Systems Manager |
| 8. Michael Meyka | H. VMS Systems Manager |
| 9. Richard Parker | I. Group Leader of User Support Group |
| 10. Peter Sanchez | J. Web Support Specialist |
| 11. Susan Selhorst | K. Microsystems Manager |
| 12. Cynthia Souza | L. PC Support Specialist |
| 13. Roger Wiechman | M. Audiovisual Manager |
| 14. David Williams | N. PC/Macintosh Support Specialist |

ANSWERS: 1-J; 2-K; 3-E; 4-I; 5-L; 6-F; 7-G; 8-M; 9-A; 10-N; 11-C; 12-B; 13-H; 14-D.

Using the CIS Microcomputer Labs

Computing and Information Services maintains several microcomputer labs on campus for use by students, 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 for some 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, 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.

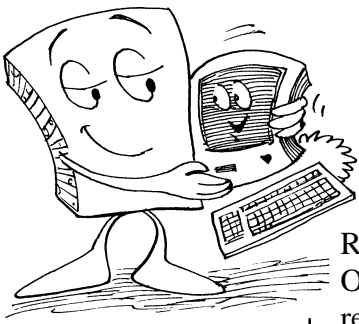
To use the microcomputers in the labs you will first need to login to the file server. All new students are automatically given an account and password on the file server. Faculty, staff or guests at HMC who do not have an account can contact Computing and Information Services for information about obtaining 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 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

(continued on page 7)



Meet the CIS Department

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 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 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.

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*, *Jeeves*, *Lurch*, and *Igor*. Anh also manages our NT servers.

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 UNIX machine *Orion* and our new Linux box, *Odin*. He also acts as Postmaster and Listmaster for HMC and claremont.edu.

Roger Wiechman is the VMS System Manager for CIS. 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. 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. In addition to writing documentation she also edits the CIS newsletter, *Occasional Downtime*, and organizes and conducts workshops.

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.

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 and group accounts on the Netware file servers and manages access to software via the KeyServer.

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 AV services for on-campus classes and events. He maintains the inventory of all AV equipment and systems. He also trains and supervises student assistants in the use of AV equipment.

Peter Sanchez is 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. 🐾

Labs continued from page 5

academic file server. It is a Pentium III 733 MHz PC with 1.5 GB RAM and 200 GB of hard drive space. *Igor* is a Pentium III 667 MHz PC with 512 MB RAM and 100 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 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 4.11. For *Kato*, *Lurch*, and *Igor* all user disks are part of a RAID 5 array for fault tolerance.

Orion is the academic UNIX server used primarily by students. It is a dual processor Sun Ultra 2-200 MHz with 850 MB RAM and 16 GB of mirrored hard drive space. It runs Sun Solaris 2.6 and has an ATM interface. *Odin* is a Pentium III Xeon 500 MHz PC with 1.3 GB RAM running Red Hat Linux 6.2. *Odin* has user disk space of about 72GB divided into two mirrored 36GB partitions.

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 Pentium Lab and the Miscellaneous Lab were upgraded this summer to Dell Optiplex 866 computers. The Macintosh Lab is now a mix of Power Macintosh G3 and G4 computers running Macintosh OS9. The Miscellaneous Lab also has two new color scanners. 🐾

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. 🐾