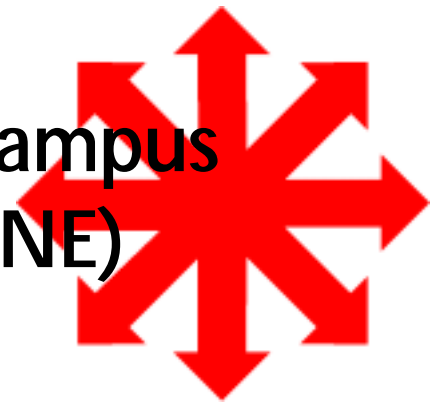


The Claremont Intercampus Networking Effort (CINE)



CINE (Claremont Intercampus Networking Effort) is the organization responsible for maintaining the Intercampus Network (the network that connects the Claremont Colleges to each other) and our network connection to the Internet. CINE is funded jointly by the Claremont Colleges and is located at Harvey Mudd College. CINE first began in 1993, but was formalized in 1994 and has been located at HMC since that time.

CINE's highest priority is maintaining the network infrastructure of the ICN and our connection to the rest of the Internet. In addition to hardware components like the Internet router and the ICN switch, this includes functions such as domain name service (DNS).

Another important function of CINE is to monitor network traffic on the Intercampus Network. Each college is charged for the amount of network bandwidth they consume so monitoring network traffic is necessary for cost allocation. Monitoring the amount and type of network traffic on the ICN is also important for future planning purposes. In addition, CINE monitors network traffic in order to investigate suspicious user and system related activities on the network. System break-ins and denial of service attacks are often discovered by the observation of unusual network activity. If you're interested in seeing some history of network traffic take a look at CINE's Web site at <http://www.claremont.edu/CINE/>.

CINE takes care of several functions for the claremont.edu domain. CINE provides DNS service for addresses in the claremont.edu domain as well as email aliases and mailing lists for claremont.edu including email aliases and mailing lists for cross-campus student organizations. In addition, CINE maintains a Web server at <http://www.claremont.edu/> which provides links to the Claremont Colleges, affiliated institutions such as the Claremont School of Theology and the Rancho Santa Ana Botanic Garden, intercampus resources such as the Libraries and Huntley Bookstore, and other intercampus projects such as CINE. CINE also provides space on www.claremont.edu for student organization Web pages.

Another function of CINE is to support services that benefit the Claremont Colleges community as a whole. In the past, CINE managed a news server for the Claremont Colleges; CINE now contracts this to an outside company. Four new resources were added this year, including the Caching Proxy Server, the Proxy Access Server, a central LDAP directory, and a traffic shaper. They are described in more detail in an article on page 2.

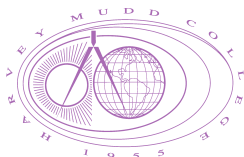
Finally, CINE provides Internet service for the Claremont Unified School District, the City of Claremont, and the University of LaVerne. 🐾

New CINE Resources

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CINE (Claremont Intercampus Network Effort) has introduced several new resources over the past couple of months for use by the Claremont Colleges community.

CACHING PROXY SERVER

The Caching Proxy Server is a Web proxy server that intercepts and caches Web traffic coming in from the Internet in order to improve performance for frequently accessed Web pages. It operates in transparent mode meaning that all Web traffic automatically passes through it. Users can also configure their Web browsers to use the Caching Proxy Server directly, which can improve performance for certain sites. Instructions for configuring your Web browser can be found in the CIS Documentation Library at <http://www.hmc.edu/comp/doc/>.

PROXY ACCESS SERVER

The Proxy Access Server allows users who are using an ISP (Independent Service Provider) to connect to the Internet to still use Web resources provided by the Claremont Colleges. Many of the services provided by the Libraries of the Claremont Colleges over the Web are restricted to users at the Colleges. Users are usually identified as belonging to the Claremont Colleges by their IP address. When users dial-in using an ISP they do not have a Claremont Colleges IP address and thus cannot access these restricted resources.

By configuring their Web browser to access the Web through the Proxy Access Server, users can once again gain access to these sites. All faculty, staff, and graduate students have been given accounts on the Proxy Access Server. Undergraduate students living off campus may also

request accounts. More information about the Proxy Access Server, including instructions on configuring your Web browser and requesting accounts, can be found on CINE's Web site at <http://www.claremont.edu/CINE/ProxyAccess/>.

LDAP DIRECTORY

Several years ago CIS brought up an LDAP server with directory information for all HMC students, faculty, and staff. LDAP is an Internet standard for accessing information in online directories. The HMC directory can be accessed through the Web at <http://ldap.hmc.edu:8888/>. Many Internet applications, including Netscape, Pine, and Eudora, can be configured to search the LDAP directory as well. You can find instructions for configuring your software to use LDAP in our Documentation Library at <http://www.hmc.edu/comp/doc/>.

This summer CINE installed an LDAP server for faculty and staff at the Claremont Colleges. The Claremont Colleges LDAP directory of faculty and staff can be accessed at <http://ldap.claremont.edu:8888/>. If you've got a Web browser open on your computer it's a quick and easy alternative to searching through your Staff & Faculty Directory!

Links to both LDAP directories can also be found on the CIS Services page at <http://www.hmc.edu/comp/services/>.

TRAFFIC SHAPER

Network bandwidth utilization at the Claremont Colleges has been doubling every year and shows no sign of slowing down. The Caching Proxy Server is one method to try to slow the growth of Web

traffic while improving performance. Another approach is to assign priorities to different types of network traffic in order to ensure that traffic related to academic and research pursuits has priority over other types of recreational traffic.

CINE has installed a device, named Guido, that allows us to prioritize the amount of bandwidth used for different purposes. For example, we could indicate that academic and administrative systems using the web have priority over use from the dorms during normal business hours. Or that unknown kinds of traffic have lowest priority and can consume only a specified maximum amount of bandwidth at anytime.

Note that these are just capabilities, not implemented features. After discussions with the Academic Deans, at this time Guido only monitors the kinds and amounts of traffic, except for Napster and related file-sharing protocols. File-sharing protocols are allowed to consume no more than 10 mbit/sec of our 30 mbit/sec Internet bandwidth.

Although this device can not look at the content people are accessing, it is a powerful device—and one that will require significant discussion and guidance about how to establish the rules and priorities. We have begun these discussions (involving faculty, staff, and students) and would appreciate your comments. Comments can be sent to CINE@claremont.edu. 📧

ditor's Notes

We've got a full issue this month with two articles on the Claremont Intercampus Networking Effort, one on the GroupWise calendar, and a slightly different type of article on self-help skills.

The Claremont Intercampus Networking Effort (CINE) is an important organization at the Claremont Colleges, but not many people know what it is or what it does, even though it is located at Harvey Mudd College. Hopefully these two articles will introduce everyone to CINE.

GroupWise is a relatively new resource on campus. We've been offering workshops on the GroupWise calendar, a powerful feature for creating and maintaining personal and shared calendars. This article introduces some of the main features of the GroupWise calendar. If you're interested we hope you'll go ahead and sign up for one of the workshops.

Finally, in our Tricks&Tips column we cover how to create form letters in Microsoft Word with the Mail Merge feature. If you'd like to learn more about the Mail Merge feature please stop by and borrow one of our books on Microsoft Word for additional step-by-step instructions.

—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.



GroupWise Calendar

Have you heard of GroupWise? GroupWise is one of the newest resources available to the HMC community. If you're looking for an online calendar or a solution to your scheduling needs, then GroupWise might be the software for you.

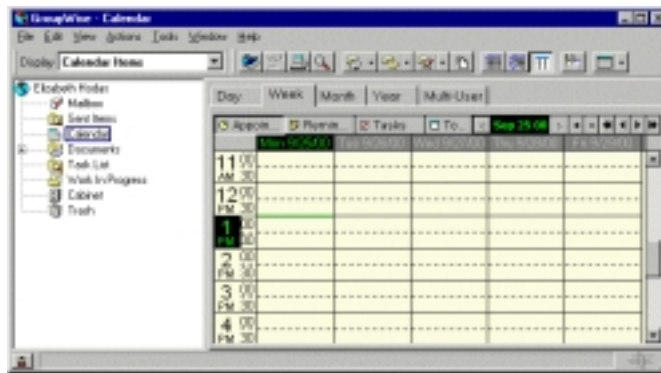
GroupWise is produced by Novell and fits in well with our current Novell Netware system. It is a complex software package with many components including a calendar, email, and shared workspace features. We've been promoting GroupWise primarily for its calendar feature, although we may add its other features to our supported list at a later time.

The GroupWise calendar is easy to use to maintain your own personal calendar. Items such as personal appointments, tasks, reminders and notes can be quickly added to your calendar. Repeating appointments are easy to create and your calendar can be viewed and printed in a variety of formats including day, week, and month views.

A more powerful feature of the GroupWise calendar is the ability to schedule meetings with other GroupWise users. A meeting invitation can be sent to a group of users and appears as a GroupWise email message in each user's mailbox. They then have the option of accepting or declining the invitation. If they accept the meeting it is automatically inserted into their calendar.

GroupWise has several features to make scheduling meetings even easier. You can check when individual users are busy or use Busy Search, a tool that searches for meeting times when a group of users are all available. The Novell GroupWise Address Book lists all of the GroupWise users from which you can quickly select people to attend a meeting. GroupWise will even automatically create a list of your frequent contacts. A personal address book lets you create and add your own contacts as well.

Probably one of the most exciting features of the GroupWise calendar is the ability to share your calendar with other users. As the owner of your calendar you can give other GroupWise users privileges to read and/or write to your calendar. Using the Proxy



GroupWise Calendar Window

feature they can then view your calendar on their desktop and even add items to it if you've given them that privilege. The GroupWise client for the Windows even supports a feature called Multi-User view. Using this feature you can view multiple calendars at once.

The GroupWise system administrator has also created shared group calendars for each department that all members of a department can have access to. These

group calendars are great for keeping track of vacation and trip schedules, department meetings, or whatever else you can think of.

These shared calendars are what are called “resources” in GroupWise.

Resources are easy

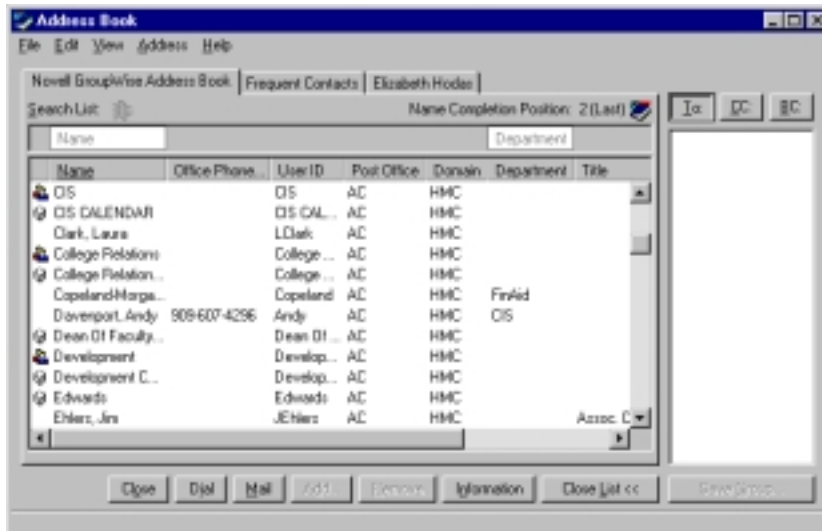
to manage because they are owned by a GroupWise user who can grant read and/or write privileges to the resource without having to contact the GroupWise system administrator. Ownership of a resource can be transferred to another person in case the owner leaves. Resources are also ideal for room scheduling purposes. For example, we’ve created GroupWise resources for both Parsons B144 (the Macintosh Lab) and Parsons B146 (the Pentium Lab) and

are using GroupWise to schedule classes in these labs. The Audio-Visual calendar is also now being maintained in GroupWise.

There are GroupWise clients both for the Macintosh and for Windows. Because your calendar is stored centrally on the GroupWise server you can access it from

any desktop computer that has the GroupWise client installed. You can even access

your calendar over the Web which makes it easy to keep in touch from home or while you’re traveling. The Windows client is

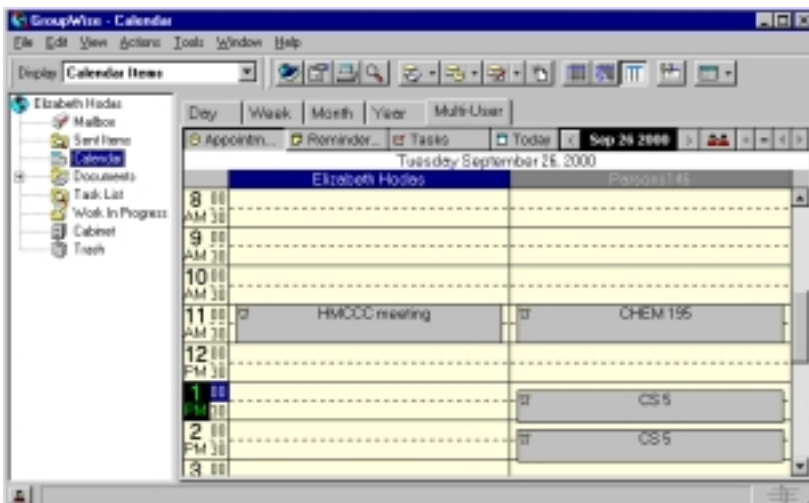


GroupWise Address Book

the most full-featured; the Macintosh client does not support Multi-User view and the Web client does not support the Proxy feature at this time.

These are just a few of the features that GroupWise supports. If you’re interested in finding out more about GroupWise we will be holding several workshops on the GroupWise calendar in October and November. We can also schedule special

GroupWise workshops for individual departments who are interested in implementing GroupWise at the department level. For more information



GroupWise Multi-User View

please send email to help-desk@hmc.edu or call the Help Desk at extension 7-7777.



How Are Your Self-Help Skills?



This past June my husband and I went to our daughter Miriam's first parent-teacher conference at her preschool. In addition to hearing about her progress with her gross motor skills, fine motor skills, language, and getting along with her classmates, her teacher also mentioned that she had very good "self-help skills." Knowing Miriam's insistence on wanting to do everything by herself, we weren't particularly surprised by this news. In fact, given that we sometimes considered this trait to be a bit of a disadvantage, especially when it was time to leave for work and she was still working on getting her shoes on, we were a bit surprised her teacher even brought it up.

Why do we emphasize self-help skills anyway? In children it reflects an eagerness to learn, to practice skills until they master them. It's also an expression of a toddler's beginning feelings of rebellion and desire for autonomy. It can be frustrating for children and parents alike, and can lead to spills, tears, and temper tantrums. Many parents I'm sure wish that their child would simply let them put on those shoes so they could get out the door and off to work a little bit faster every morning. But on the other hand, the child's desire to try new things and the parent's patience and willingness to let the child try are what lead to the acquisition of new skills.

As adults we have all probably learned how to put on our shoes by now. We still need to cultivate our self-help skills, though. Computers are one of the areas where self-help skills can really make a difference. Probably one of the main

characteristics of people who are comfortable with computers is their willingness to simply try things out. If they get new software they play with it until they learn enough about the package to do what they want. If something doesn't work right away they try various approaches. In short, they're not afraid of their computers!

How does one go about fostering self-help skills when it comes to computer? First of all, get to know your own computer. What kind of computer are you using? Is it a Power Macintosh G3 or G4? Is it a Dell Pentium 400 or 600? What operating system are you using? Are you using Windows 95 or Windows NT? If you're using a Macintosh what version of the operating system are you using?

Next, start paying attention to the software you typically use. What is the name of the software package you're using? Which version of the software are you using? Most importantly start paying attention to how you use your computer. You'd be surprised how many skills you actually know and how you can transfer those skills from one application to another. While no application is the same as another, many applications share similar ways of doing things.

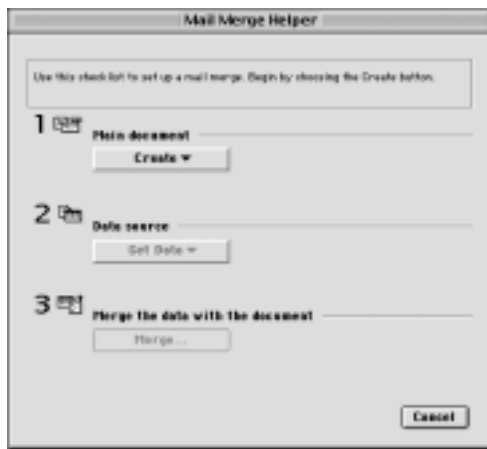
Of course you can always call the Help Desk when you run into trouble. But we think you'll also be pleasantly surprised how your new self-help skills will help you answer the diagnostic questions the Help Desk staff ask you when you call! 🐾

MAIL MERGE IN MS WORD

The most common use of the Mail Merge function in MS Word is to create personalized form letters. Mail Merge can also be used to create mailing lists, to print envelopes, and to create more sophisticated form letters. In this Tricks&Tips we'll show you how to create a simple form letter.

The Mail Merge process uses two files: the main document and the data source. The main document is the text of your form letter which contains "field codes" that are replaced by personalized data during the merge process. The data source file is a table that contains the information that replaces the field codes in the main document.

To create a form letter we're going to use the Mail Merge Helper dialog box by selecting Tools/Mail Merge. Step 1 is to create a new main document by clicking the "Create" button. Choose "Form



Letters" and then choose "New Main Document." Step 2 is to create a data source by clicking the "Get Data" button and then choosing "Create Data Source." The Create Data Source dialog box shows you a list of commonly used field names. You can delete fields that you don't need by selecting the field and clicking the "Remove Field Name" button. You can also create new field names by typing them into the "Field Name" box and clicking the "Add Field Name" button. When you're done click the "OK" button and save your new data source document.

Tricks & Tips

At this point you can either edit your main document or your data source. If you



choose to edit the main document first Word will return you to your blank Word document where you can type the text of your form letter. When you need to insert a field code you can use the drop down menu by clicking on the "Insert Merge Field" button. When you're done editing the document you should save it.

The next step is to edit your data source. Select Tools/Mail Merge to bring the Mail Merge dialog box back up. Click the "Edit" button under Data Source and Word brings up the Data Form dialog box. Enter the first record by typing in each field box and then click "Add New" to enter the record. Continue adding records until you're done and then click the "OK" button. Save the data source document. Be sure to give it a different name from your main document.

The final step is to perform the actual mail merge. Select Tools/Mail Merge to bring up the Mail Merge dialog box if it's not already up. Click the "Merge" button. Make sure "Merge to a new document" and "All records" are selected and then click the "Merge" button. Word will create a new document which contains all of your letters, each separated from the other by a section break. 🐾

QUESTIONS *and* ANSWERS

Q: How do I stop Microsoft Word from automatically numbering my lists?

A: Microsoft Word 97, 98 and 2000 all have AutoCorrect features designed to automatically correct and format text as you type. Word will automatically number your list items, capitalize the first letter of a sentence, turn URL's into active hyperlinks, etc. These features can be a great time-saver, but at times they can be downright annoying. Fortunately, they're easy to turn off once you know how.

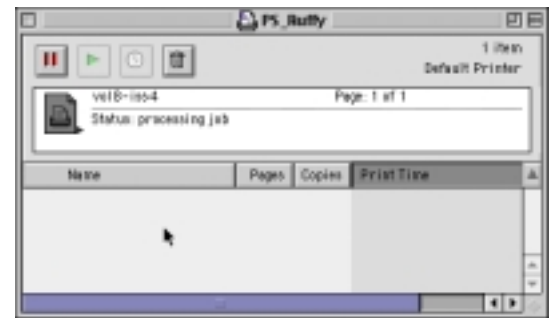
To turn off Word's AutoCorrect features select "AutoCorrect" from the Tools menu. There are four tabs labeled "AutoCorrect," "AutoFormat As You Type," "AutoText," and "AutoFormat." You'll need to click on each tab and turn off the features you no longer want. For example, under "AutoText" you'll find the "Capitalize first letter of sentences" feature. Under "AutoFormat As You Type" you'll find the automatic bulleted and numbered lists feature and the hyperlinks feature.



Q: Help! I accidentally printed the wrong document. How do I cancel a print job?

A: Small documents usually print quickly enough that you won't be able to cancel them before they print. Longer documents can often be deleted from the print queue before they finish printing.

On the Macintosh first switch to the Finder by selecting it from the Application menu in the upper right-hand corner of the screen. You should probably also select the "Hide Others" command to hide your other windows. Double-click on the desktop printer icon that you printed to. Select the print job by single-clicking on it. Then click the trash can icon to delete it.



In Windows select "Settings/Printers" from the Start menu. Double-click the icon of the printer that you printed to. Select the print job by single-clicking on it. Select "Cancel" from the Document menu. 🐶

