

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 B146), a Power Macintosh lab (Parsons B144), and a third lab with a mix of Pentium and Macintosh computers (Parsons B159). This year we also opened a fourth computer lab, another Pentium lab, on the second floor of the Linde Activity Center. Each lab has a laser printer and one 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 in either the Parsons Macintosh or Pentium lab 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, and Mathematica are among the tools available for mathematics and graphing. In addition to applications packages like these we also have a selection of freeware and shareware utilities such as antiviral programs and disk utility programs.

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 (*continued on page 5*)

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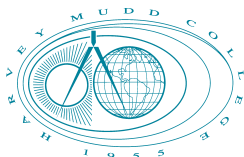
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Computing and Information Services maintains a large collection of both Macintosh and PC software on its Novell file servers. This software is available to all HMC faculty, staff and students with a valid account on the file servers.

The file servers contain 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. The software is installed on the servers so that it can be run over the network.

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. CIS 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

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.

OFFICE ASSISTANT

▼ Amy Cox (Scripps, '03)

PC TECHNICIAN

▼ Luke Hunter ('03)

SMART TEAM

▼ Shea Lawrence ('03)

UNIX SYSTEM ADMINISTRATORS

▼ William Chang ('04)

▼ Jeffrey Jirsa ('03)

WEB PROGRAMMERS

▼ Daniel Phiffer ('02)

▼ Robert Strickland ('03)

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/>. 🐾

ditor's Notes

Welcome to Harvey Mudd College! CIS would like to welcome all of our incoming students and new faculty and staff to the HMC community. *Occasional Downtime* is the newsletter of the Computing and Information Services Department. It's published five times a year, both in print format and in PDF on the CIS Web site at <http://www.hmc.edu/comp/occdown/>. *Occasional Downtime* publishes articles on new services and resources provided by CIS as well as tips and tricks for using those resources more effectively.

The August issue of *Occasional Downtime* is traditionally an introduction to our department and some of the services that we offer. In addition to an article about our computer labs and how to use them, we have an article about supported software and another on our staff members. We also have a short piece on the results of some of our summer projects.

Have a great fall semester!

—Elizabeth Hodas

Occasional Downtime is published five times a year 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.



Announcing...

New Resources at CIS

WIRELESS NETWORKING

Wireless networking has been greatly expanded on the HMC campus over the summer. We have installed wireless access points in all of the dorms on campus. This will provide coverage in all the lounge and courtyard areas, with perhaps some individual rooms or suites having usable signal.

There are many other areas of campus that are already covered. These include the Linde Activities Center, the Platt Campus Center, most lecture halls and other areas of the academic complex. Many areas in Sprague Library also have coverage.

LINDE ACTIVITIES CENTER LAB

Late last semester we opened a new computer lab in the Linde Activities Center. The new lab houses 26 Dell Optiplex GX150 computers with flat panel displays. The lab also has two laser printers, one located inside the lab, and one outside the lab. The lab is accessible 24 hours/day, seven days/week. While the Linde Activities Center is open, access is through the main entrance to the building. After hours access is through a key combination lock door on the side entrance.

In addition to its use as a general purpose public computer lab, the Linde Activities Center Lab is also designed to be used as an electronic classroom. The lab has a video projector and screen and a teaching station at the front of the room. A station with a computer for the instructor is located at the front of the room.

Based on input from faculty the lab was designed with a very flexible format. The computers are arranged around the periphery of the room with freestanding tables in the middle. The tables can be moved to facilitate group work. Laptops with wireless network cards are also available for checkout from the front desk. These can be used to supplement the computers in the lab.

The lab was funded by grants from the Booth Ferris Foundation and the George I. Alden Trust. Faculty interested in scheduling the lab for a class or seminar should contact Elizabeth Hodas at extension 7-4583 or Elizabeth_Hodas@hmc.edu.

WEB CAMS

CIS has begun installing Web cams in various areas on campus. With input from students, we've added a Web cam in the Linde Activities Center computer lab and in Hixon Court. This is in addition to the Web cam in the Machine Shop and on top of Sprague Library overlooking the campus mall. Other Web cams will be added in other parts of campus over the course of the semester. We would welcome your suggestions on location sites. You can view the Web cams on the HMC Web site at <http://www.hmc.edu/muddvision/>.

WEBCT

CIS now has a WebCT server for use by faculty. WebCT is a course management package for creating course Web sites. WebCT provides easy-to-use tools for creating course Web pages, uploading

course reading materials and assignments, as well as many other more specialized tools. These include:

- ▼ course calendar
- ▼ online quizzes
- ▼ discussion groups
- ▼ chat rooms
- ▼ online whiteboard
- ▼ collaborative student workspaces


CIS will be offering workshops in WebCT to faculty in August and September. For more information please contact Craig Adkins (Craig_Adkins@hmc.edu) or Elizabeth Hodas (Elizabeth_Hodas@hmc.edu).

SMART

CIS has developed a new service for faculty called SMART (Student Multimedia Academic Resource Team). We began the program this summer with one student, and will be hiring additional students for the team this fall.

SMART team members are students who are trained to help faculty with many of the tasks associated with course preparation. These are some of the services that the Team can provide:

- ▼ Scanning photographs, slides, or transparencies
- ▼ Conversion of documents into PDF files
- ▼ Help with Web design
- ▼ Assistance with Powerpoint presentations
- ▼ Digitizing video
- ▼ Simple editing of digital video
- ▼ Burning CD-ROMs
- ▼ Scanning and conversion of paper documents into text (OCR)

SMART students can either simply do the work that faculty request or can provide one-on-one training for faculty who would like to learn new skills. Faculty can request work by filling out a work request form available from Elizabeth Hodas in Parsons B166 or at <http://www.hmc.edu/comp/edutech/smart/>. 

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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 academic file server. It is a Pentium III 1 GHz PC with 4 GB RAM and 850 GB of hard drive space. *Igor* is a Pentium III 733 MHz PC with 1.5 GB RAM and 280 GB of hard drive space. It is used for faculty course development. *Lurch* is the administrative file server. It is a Pentium III 667 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 5.1. For *Kato*, *Lurch*, and *Igor* all user disks are part of a RAID 5 array for fault tolerance.

Odin is the academic UNIX server used primarily by students. It is a dual Pentium III Xeon 500 MHz PC with 1.3 GB RAM running Red Hat Linux. *Odin* has user disk space of about 72GB mirrored for redundancy. *Orion* is a dual processor Sun Ultra 2-200 MHz with 850 MB RAM. It runs Sun Solaris, has an ATM interface and shares one user disk with *Odin*.

Thuban is the center of the academic VMS cluster. It is a Digital Alpha 3000 Model 700 with 512 MB RAM and 44 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.





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 desktop 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. David is on the MuddPIT working group for CARS and is currently working on the data conversion to the new system.

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*, the academic file server; *Jeeves*, our backup and development

server; *Lurch*, the administrative file server; and *Igor*, an additional file server used by faculty for course development. Anh also manages our NT servers, including the CINE Proxy Access server.

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 *Odin* and our Solaris box, *Orion*. 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, including wireless networking, 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 Macintosh lab and is responsible for the selection, installation and maintenance of Macintosh 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 a 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 another PC Support Specialist in CIS. 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. 🐾

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: The port in my room is broken. How do I get it fixed? I'd also like to request another port for my second computer. How do I do that?

A: You can send email to port-request@hmc.edu to report broken ports or to request additional ports. Instead of requesting additional ports, though, you might want to consider purchasing a small hub.

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 email 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 email your IP address within two business days.

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 email to PWCHANGE@hmc.edu, indicate that you've forgotten your password, specify which account (e.g. *Thuban*, *Orion/Odin*, *Kato*), and include your name and userid. Email 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 B148, and must show ID. If you can't send email, you can stop by the CIS office to request the password reset.

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

A: To get the lab code you must stop by our office in Parsons B148. 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 B154 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. 🐉