



# LRDC Computing Services

Computing Services Newsletter

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## ***In This Issue:***

All University E-mail Services Consolidating into IMAP .....	Page 1
Y2K Wrap-Up .....	Page 3
Exciting New Developments from CSSD .....	Page 3
Tips for Laptop Users .....	Page 4
Computing Services Staff Roster .....	Page 5

## **All University E-mail Services Consolidating into IMAP**

by Karen Bassett and Shari Kubitz



Last Spring, CSSD (formerly CIS) introduced a new e-mail service called IMAP. As of last April, all new University computer accounts automatically include an account on the IMAP server (instead of POP). Unix and VMS accounts are still automatically created, but are now pre-configured to forward e-mail to the IMAP service. The new IMAP service should be fast and reliable like VMS and Unix, but full-featured like POP. See page 2 of the May 1999 newsletter for more details. Copies are available in room 506 or you can read it on-line at [www.lrdc.pitt.edu/compserv/news.htm](http://www.lrdc.pitt.edu/compserv/news.htm).

As of April 1, 2000, CSSD will be consolidating all existing mail services into the IMAP service. VMS, Unix, and POP mail services will be discontinued. Users of VMS and Unix should note that ***only the Unix and VMS e-mail services are being eliminated***, all other Unix and VMS Timesharing Services will continue to be available for teaching and research purposes. Also note that for most people your e-mail address and e-mail program (Eudora, Pine, Netscape or MS Outlook) will be the same. Eudora users will be upgraded to version 4.2.

If you are still using VMS, Unix, or POP mail services, you may have already received e-mail from the CSSD Help Desk announcing this change and warning you to move your e-mail to IMAP. LRDC Computing Services will help you make this transition. You should expect to hear from Tim Cooper, Eric Fussenegger, or Shari Kubitz by the middle of February. If you have any immediate concerns, please contact Shari.

Last Spring, when CSSD announced this change, we had hoped to move users to IMAP right away. However, it was apparent that the new IMAP service was still under development, so it seemed more prudent to wait. Also, since the initial IMAP quota is only 10 MB, we wanted to make arrangements with CSSD to increase LRDC quotas to 50 MB. Even though our initial request was rejected, the Director of Network Services

(the division that manages the IMAP servers) recently approved the increases. We will now be able to get more quota for people whose University account is through LRDC.

If your account was created after April 1, 1999, and you would like more quota, please send e-mail to karenw@pitt.edu. If your account was created before April 1, 1999, you will need to manually create your IMAP inbox before quota can be applied. The IMAP mailbox creation is a Unix command. If you would like to be one of the first people to move to IMAP, you can create your own IMAP mailbox, then e-mail Karen Bassett at karenw@pitt.edu. After your quota increase is processed, you will be contacted to set up a time when we can help you reconfigure your e-mail program and forward all of your e-mail to IMAP. If you would like to create your own IMAP inbox, follow the instructions below:

### How to Create Your IMAP Mailbox

1. Connect to your Unix account.
2. At the Unix prompt, type **create-imap-inbox**.
3. When prompted to create your mailbox, type **y**.
4. ~~When prompted to forward your mail to your IMAP account, type **n**. This is why in particular that you should "n" when prompted to forward your mail automatically. Depending on your configuration, this might cause your e-mail to enter a temporary loop, which will result in a permanent e-mail loss for a 24-hour period.~~

### **Pitt E-mail Address Update:**

Your Pitt username should be **username@pitt.edu**. This should be the only e-mail address that you use; it should be your IMAP return address and the address you give out. Please note that CSSD is eliminating the need for the "+."



If you have previously used your VMS or POP account as your e-mail address, you will still get any e-mail addressed to these accounts, since all accounts should be forwarded to your Unix account. Even though IMAP will be the only e-mail service, Unix should be used to route your e-mail to IMAP, as the Unix system is the only system CSSD is committed to maintain.

## **Y2K Wrap-Up** by Tim Cooper

Y2K has arrived without incident here at LRDC. Computing Services would like to again thank everyone for their cooperation. We would especially like to thank Mark Livingston for his help with patching and testing machines. With his help we were able to test and patch all LRDC machines without impacting user support.

While the Y2K transition was uneventful, anyone using date-dependant software such as statistics packages and database applications should remain cautious. There may still be obscure bugs that may surface later in the year. We will continue to monitor the Y2K status of software used at LRDC and apply any new patches as they become available.

Not everyone fared as well as LRDC. For a humourous look at places that were bit by the Y2K bug, check out <http://y2kmistakes.com> for screenshots of websites.

## **Exciting New Developments from CSSD** by Eric Fussenegger

The University's Computing Services and Systems Development (CSSD) has undergone a number of changes geared towards increasing its ability to meet the needs of computer users. Their new website at [www.technology.pitt.edu](http://www.technology.pitt.edu) is easier to navigate and contains information about services provided here as well as at the regional campuses. Some of the more interesting items to be found on the website include the new Microsoft Campus Select program and web-based software training.

### ***Microsoft Campus Select Offers Free Software to Students***

Last semester, Software Licensing Services announced a new licensing agreement with Microsoft Corporation. The new agreement, called **Microsoft Campus Select**, provides all active University students with most Microsoft software at little or no cost. Titles include Windows 98, Office 2000, Office 98 (for Macintosh), Front Page 2000, Visual Studio 6.0 and Windows NT Workstation 4.0. At current academic pricing, this software is worth approximately \$1200.00. Distribution points are room 203 Bellefield Hall, David Lawrence Hall Computing Lab, and the Cathedral of Learning Computing Lab. Faculty and staff can purchase this software bundle for both office and home use for \$75.00.

### ***Web-Based Software Training***

CSSD is offering a new training option for computer users at the University called the **Web-Based Training Program**. These are on-line courses that you can take at your own pace to bolster your existing skills or to learn new software. The extensive list of courses includes more than 60 end-user software titles including MS Office 2000, MS Internet Explorer, MS Project 98, Netscape and Unix. The Web-Based Training Program is a good complement to the wide variety of books available in bookstores. For instruction-led training, CSSD also offers **QuickStart** classes that range from 1-3 hours. More information is available at [www.technology.pitt.edu/support/web.html](http://www.technology.pitt.edu/support/web.html) or from the CSSD Help Desk (624-4357).

## **Tips for Laptop Users**

by Karen Bassett

Below is a list of safety tips for laptop users. These tips are adapted from a December 16, 1999 article by Pat Vickers on [www.TechRepublic.com](http://www.TechRepublic.com).

### ***T Regularly back up your files.***



Any file saved to your file server account (Explore, Learn, Reflect, or Discover) will be backed up daily by Computing Services. However, backing up files on your laptop is your responsibility. With a laptop, you are not only at risk for losing work due to a hard drive failure, but also at risk for losing all your files due to loss or theft. We purchase insurance for all new laptops, but this will only help replace your laptop; your files will be gone permanently. This can be devastating if your laptop is the only place you're storing your dissertation, a grant proposal, your tax records, or any other personal or confidential files.

There are several ways to back up files from a laptop. You can save a copy to a floppy or zip disk. If you have a modem, you can e-mail files to your office computer. If you have a network card, you can plug your laptop into the LRDC network and save your files to your file server account.

### ***T Don't save your passwords anywhere on your laptop.***

Most e-mail and dial-up software allow users to save their passwords. Although this makes using your laptop convenient and easy, if your laptop is lost or stolen, complete strangers will have total access to your e-mail messages and Internet access.

### ***T Be careful when placing your laptop on an airport security conveyor belt.***

The most common laptop theft scam involves two people working together to steal your laptop directly from the security conveyor belt. After spotting your laptop carrying case, they get in line for the metal detector directly in front of you. The first thief walks through the security check with no problem. The second thief has a great deal of trouble, emptying pockets and checking for jewelry several times, which distracts you and the security personnel. At this point, you may have already placed your luggage on the conveyor belt. This allows the first thief to walk away with your laptop, while the second prevents you from walking through the metal detector. To prevent this from happening to you, wait until the last possible moment to put your laptop on the conveyor belt to assure you will be the only person able to pick it up at the other end.

### ***T Label your laptop and all accessories.***

Many people at LRDC have identical laptops. Label or tape your business card to the top of your laptop and to all of your laptop accessories to help prevent someone from accidentally taking your equipment.

***T Always use a laptop carrying case.***

In addition to being designed to carry all your laptop accessories, laptop carrying cases are designed to provide protection. Newer laptops are more robust, but it's still easy to crack the screen. Replacement screens can cost almost as much as the laptop itself and are not covered by warranties or insurance. Also, repair time will typically be 1-2 weeks.

***T Be careful when plugging your laptop into a phone jack or network port.***

The modem and 10BaseT connections on your laptop look similar. A 10BaseT cable allows you to attach to a local area network. It is wider than a phone line and will not fit into your modem. However, a phone line will easily fit into a 10BaseT connection. This of course will not work and if the phone rings while you have it plugged in, the voltage will be enough to potentially cause severe damage to your laptop. Also, when traveling to other sites, make sure you use an analog line. Digital lines carry more electricity than analog lines and can also irreparably damage your modem.

***T Never allow other people to use your laptop.***

When traveling to another site, it can be very tempting to allow someone to make changes to your network settings in order to allow you to connect to their local area network. This can result in them accidentally wiping out your current dial-up and LRDC network settings. Allowing your children to use your laptop also puts you at risk. If they install programs—especially games, shareware, and screen-savers—you are at risk for software incompatibilities, which can result in computer crashes. This also puts you at an increased risk for computer viruses. Either situation can result in a full-days repair.

## Computing Services Staff Roster

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