



# LRDC Computing Services

Computing Services Newsletter

June 1998

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## **What's New in Computing Services**

by Karen Bassett and Gary Wilde

There have been many changes in the Computing Services group since the last Newsletter. This issue is devoted to new staff, services, software, and equipment. First, we would like to announce that Karen Bassett and Gary Wilde are the new Computing Services managers. Over the past two years we've had quite a few staffing changes. First, Shari Kubitz joined our group part-time. Shari is an asset to our group, bringing software expertise and computer troubleshooting skills.

Last fall, Jim Burak accepted a position at Salisbury State University in Ocean City, Maryland. The job is very similar to what he was doing here. Jim still keeps in touch by E-mail and phone. The last time we heard from him, he had just purchased a new house in the Salisbury area. He is enjoying his job and the beach. He sends his best wishes to all. This January, Harry Ostapenko stepped down to work on his Master's Degree in Information Science full-time. This enabled him to complete his degree this Spring.

Our first challenge as managers was to hire two new Systems Analysts. We are pleased to announce that Sherry Blauch, who joined our group last summer as student Computer Operator, accepted a full-time Systems Analyst position. She finished her degree in Information Science last December. Sherry's responsibilities include training new users, advanced software support, and Macintosh troubleshooting. Kris Peterson, who accepted the second Analyst position, just graduated from CMU. He brings much experience with Windows 95 and PC hardware. Kris' responsibilities include new equipment setup, hardware installations and upgrades, and Windows troubleshooting.

Our student Computer Operators are Kim Flotta and Tim Cooper. They can fix printer problems, answer general software and E-mail questions, and can assist users with color printing and scanning. If they are unable to solve your problem, they will direct your

problem to the appropriate staff member. See the last page of this Newsletter for a complete Computing Services staff roster which lists our room and phone numbers.

## **Network Development Update**

by Karen Bassett

Over the past two years, many improvements have been made to the LRDC computer network. The first major improvement was upgrading our network to 10 Base-T. This greatly increased our network stability. The 10 Base-T ports are also faster and easier to maintain. Shortly, we will be cleaning up the old networking wires. If your office or work area is especially messy, please call x4-7033 and a Computing Services Operator will make your office top priority.

We have more than doubled our network printers. Most floors now have two printers. We also purchased two color ink jet printers and a large format color printer. We have upgraded our public PC and Mac in room 506 and purchased several new software applications as well. See the rest of this Newsletter for details.

The last phase of our network development, migrating our Novell NetWare 3.12 file servers to version 4.11, is near completion. LRDC\_001, LRDC\_003, and LRDC\_004 have all been migrated to new servers named **Explore**, **Learn**, and **Reflect**. LRDC\_002 will be migrated by the end of the summer to a new server named **Discover**. NetWare 4.11 has many new and enhanced features.

The biggest change in Novell NetWare 4 is the system database. NetWare 3.x uses a flat database system called the bindery. Every server is its own entity. NetWare 4 servers use a hierarchical tree structure, called NetWare Directory Services (NDS), to organize resources such as servers, users, and printers. The new 4.11 servers are all in the same tree, which is named **LRDC**. This allows all users in the Center to gain access to public resources on other servers, such as printers and the Lobby folder.

### ***New Features of Novell NetWare 4.11:***

- ▶ Windows 95/NT users can save files with long names. Mac and Windows 95/NT computers will see the identical file name.
- ▶ Sharing files is a lot easier. With one username and password you gain access to the Lobby directories of all NetWare servers in the LRDC tree.
- ▶ Not only did we add bigger hard drives and more memory, but NetWare 4 uses space more efficiently. Files are easier to find and take up less space.
- ▶ Corel WordPerfect Suite 8 is available for Windows 95/NT users.
- ▶ NetWare 4.11 is Year 2000 compliant.

# Big News in Color Printing

by Gary Wilde

Computing Services now has the capability to provide poster-size color printing to LRDC. Some of you may have noticed the poster in the elevator. It was printed on our new large-scale printer. This poster was created through the hard work of Judith McQuaide, Gaea Leinhardt, and other members of Gaea's group for the last AERA conference.



The printer is a HP DesignJet 755CM printer-plotter. It is capable of printing up to 3 x 12 feet posters on various types of paper. It prints up to 600 dots per inch in thousands of colors. The printing time is about 12 to 15 minutes for a 3 x 4 feet poster.

The cost to print a poster is based on three factors -- size, amount of ink, and type of paper. Paper rolls are available in different types, in widths of 2 and 3 feet. Printing prices, which cover the cost of supplies only, range from \$1.25-\$5.00 per sq. ft. For example, a 3 x 4 feet poster, with less than 50% ink coverage, on standard paper, would cost approximately \$15.00 and can be billed to your project account. A comparable poster, with a slightly higher grade of paper printed at Kinko's would cost more than \$120.00.

One of the easiest ways to create a poster is to use Microsoft PowerPoint. First, create one very large slide to the required size of the poster; then paste the text and graphics on the slide for printing. The print driver software that comes with the printer is able to convert a PowerPoint slide presentation into a poster storyboard.

With the upcoming Board of Visitors meeting this Fall, projects may want to create a poster displaying their current research. Computing Services will gladly assist anyone in starting their posters. If you design your own poster, please keep in mind using a white background will save ink and cut the cost by half.

We are very fortunate to have a printer of this type, since there are only a few available on the entire campus. For more information or a demonstration, please contact Gary Wilde at x4-7038 or Sherry Blauch at x4-7474.



**Zip Disks are now available  
in the stock room.**

## Hardware Upgrades in Room 506

By Kristofer Peterson



I am pleased to announce our latest PC and Macintosh hardware acquisitions. Recently, Computing Services acquired a new machine for public use in room 506. Replacing the old scanning machine is a Pentium II-300 with a whopping 128 MB of RAM. In addition, the new machine is connected to a Viewsonic 19" monitor, which offers professional quality graphics display.

On the Macintosh side, the PowerMac 8600 has been upgraded to increase its performance as a graphics workhorse. It now has 128 MB of RAM and runs System 8.1. It has also been upgraded to run the newly released Microsoft Office 98. Both machines have Zip Drives to make storing large files as simple as inserting a disk.

Finally, through the use of a SCSI switch box, both of the machines are connected to our new HP ScanJet 4c scanner. The new scanner is faster and provides a significant increase in scanning quality by digitizing images and text more accurately. We also purchased two new color ink jet printers, an HP 870Cxi and an Epson Stylus 800 that can be accessed through both the PowerMac 8600 and the new Pentium II-300.

## New Software for Room 506

By Sherry Blauch

Computing Services has recently purchased new software for our public machines to help you in a variety of ways. We have a new Windows 95 program called **Conversions Plus** that converts Mac files into PC files (or other Mac applications), and vice versa, leaving all formatting intact. It can also help with E-mail attachments. Conversions Plus decompresses and decodes all popular formats including BinHex, MIME (Base 64), uuEncode, Zip, Gzip, Z (Unix compressed), and Tar.

We offer the full version of **Adobe Acrobat** for both the PC and Macintosh. This software creates PDF files. A PDF document captures your file exactly as you see it, including graphics. You can send these files to anyone and they will be able to read (with the free Adobe Acrobat Reader) and print the documents. PDF's work across platforms (i.e. between Macs, PC's, and UNIX machines). Currently, several people at LRDC are using this format to publish their journal articles and papers on the World Wide Web.

Have you ever had a hard copy of a document and wished you had an electronic version as well? Good news -- you won't need to retype that document! Computing Services has purchased **OmniPage Pro**, an optical character recognition (OCR) program. OmniPage will scan a printed page of text into a word processing document. Version 8, the latest, claims to be 99% accurate. This program is available on both the PC and the Mac.

We also have the latest **Photoshop**, version 5, for both the Mac and the PC. Photoshop is a powerful graphic and photo editor. This program can be used to enhance photos for publishing or for the Web. New features in the latest version include multiple undo's and expanded type functions.

## Network Printers Update

By Shari Kubitz

LRDC now has nine public network printers available. This will help to distribute the printing volume across the building and reduce waiting times. Many have the ability to print in duplex (printing on both sides of the page), which saves trees and money. The following chart shows the name and location of each network printer and whether it can print in duplex. The first line for each printer has the queue name for PC users; the second is the Mac queue name; and the third is the VMS and UNIX queue name. Please note that in order to print in duplex, you must have both the proper driver installed and also be printing to a duplex printer. If you need help printing in duplex please call Computing Services at x4-7033.

AVAILABLE PRINTER QUEUES	LOCATION	DUPLEX
IFL_Q IFL HP LaserJet 5Si IFL_Q	3 <sup>rd</sup> Floor (right-hand side of room 310)	Yes
HPON3_Q LRDC HP LaserJet 4Si 3RD FLOOR HPON3	3 <sup>rd</sup> Floor (left-hand side of room 310)	No
HPON5_Q LRDC HP LaserJet 4Si 5TH FLOOR HPON5	5 <sup>th</sup> Floor (toward the front of the building)	Yes
HPON5_Q2 LRDC HP LaserJet 5Si 5B HPON5B	5-B	No
HPON6_Q LRDC HP LaserJet 4Si 6TH FLOOR HPON6	6 <sup>th</sup> Floor (toward the front of the building)	Yes
HPON6_Q2 LRDC HP LaserJet 4Si 6B HPON6B	6-B	No
HPON7_Q LRDC HP 4Si Room 737 HPON7	Room 737 (copy room)	Yes
HPON8_Q LRDC HP LaserJet 4Si 8TH FLOOR HPON8	8 <sup>th</sup> Floor (around the corner from 8-C)	Yes
HPON8_Q2 LRDC HP LaserJet IIISi 8D HPON8D	8-D	No

## Specialty Print Services

By Shari Kubitz

With the new file servers, there have been some changes to printing services offered by LRDC Computing Services. We have retired the outdated dot matrix label printer and eliminated the special queues that were on file server LRDC\_001. We will now process these special print jobs on a dedicated printer in the computer room.

***The following services are still being offered free of charge (black ink only):***

- ▶ laser labels
- ▶ legal size paper
- ▶ transparencies
- ▶ letterhead

So that we can guarantee that your job is completed in a timely fashion, please contact Computing Services at least four hours in advance. We will then call to arrange a time to submit your job to the Computing Services print queue.

The Computing Services staff are also available to assist you with other special printing requests, such as name tags or card stock. However, we will need to be notified at least one week in advance, and you will need to provide the special laser printer materials. If you need assistance in purchasing the proper materials for our laser printer, please contact us at x4-7033.

Please note, while you may currently be printing your own labels and transparencies, we would prefer to print these for you on our dedicated printer. The improper use of labels or transparencies, or use of the wrong type of materials, can cause severe damage to a printer.

# Computing Services Staff Roster

<b>Karen Bassett, Manager</b> .....	<b>Room 508A, x4-7037</b>
<b>Gary Wilde, Manager</b> .....	<b>Room 506A, x4-7038</b>
<b>Sherry Blauch, Systems Analyst</b> .....	<b>Room 506B, x4-7474</b>
<b>Shari Kubitz, User Consultant</b> .....	<b>Room 506, x4-7033</b>
<b>Kris Peterson, Systems Analyst</b> .....	<b>Room 507, x4-7060</b>
<b>Tim Cooper, Student Operator</b> .....	<b>Room 506, x4-7033</b>
<b>Kim Flotta, Student Operator</b> .....	<b>Room 506, x4-7033</b>