

# LRDC Computing Services

Computing Services Newsletter

May 1999

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## Computing Services' Summer Projects

by Karen Bassett

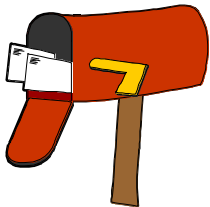
This newsletter is devoted to updating the Center on our ongoing summer projects. The most visible project is assisting the carpet layers and painters with the building renovations. Kawa is coordinating computer moves. Many of you already know that Eric is the team leader for our Year 2000 Readiness project. Starting next month, we will begin testing and preparing computers for the new century. Gary and Kawa have been designing and implementing a new, more powerful web server. They are in the final testing phase, and hope to have the new server on-line this summer. Lately, we have been receiving an increasing number of complaints from POP mail users. Good news —relief is on the way. A new IMAP server is now available and will eventually replace the POP server. Shari and Eric are testing the new mail server and various IMAP mail clients. We hope to start moving people to IMAP in mid-summer. Read on for more information about these projects.



The April 15 issue of the *University Times* announced that the restructuring of Computing and Information Services (CIS) is complete. CIS will be realigned into two divisions: **Computing Services and Systems Development** (CSSD) and **Network Services** (NS). Most of the CIS services we use will now be under CSSD, the division that will provide computer support to the Pitt community. Groups under CSSD include the Help Desk, Consulting & Training Services, Software Licensing Services, UNA, Hardware Maintenance, and the e-Store. The NS division, formerly known as Systems and Networks, will also include Telecommunications, and Information Systems. Other than learning the new names, this change should not affect LRDC.

## So Long POP! Here Comes IMAP!

by Eric Fussenegger and Shari Kubitz



If you use the POP server for e-mail, you probably have noticed this system has become slow and, at times, unreliable. You may also have noticed an increase in service interruptions and in the time it takes for messages to be delivered and downloaded. A message that arrives instantly in Pine or VMS mail may take as long as two days via the POP server.

These problems may be over with the University of Pittsburgh's switch from POP (Post Office Protocol) to IMAP (Internet Message Access Protocol), a cutting-edge mail delivery protocol developed primarily at CMU. As of April 1, 1999, all new Pitt accounts will include an account on the IMAP server. No new POP accounts will be created. While UNIX and VMS accounts will also be created at this time, e-mail received at those locations will be automatically forwarded to the IMAP e-mail service. For current POP users, IMAP will be phased in throughout the next year. In April 2000, VMS Mail, UNIX e-mail delivery services, and the POP e-mail server will be discontinued.

IMAP has several advantages over POP. With the POP mail delivery system, all 7500 users are stored in one large file. When mail arrives for you, POP must search the entire file until it finds your account. If the system becomes overloaded, messages being sent to you get "pushed aside" until system resources become available to process your mail. While it's waiting, your mail is sent to a queue. POP doesn't retrieve messages from the queue in the order they were entered; instead, it takes the first message it sees. As a result, your mail can sit in the queue for hours, even days. In contrast, IMAP is a more advanced and efficient e-mail protocol that is capable of handling huge amounts of e-mail without encountering the problems facing the POP server.

### ***Some additional benefits include:***

- IMAP permits access to every e-mail folder from multiple computers; it is location independent. You no longer have to choose between getting all of your mail on one machine or getting duplicate messages on each machine.
- All mailboxes, attachments, and settings are backed up.
- Messages with attachments are sent in multiple parts, allowing each part to be downloaded separately.
- Many IMAP clients support multiple identities and remote preferences.

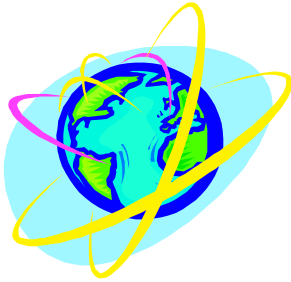
IMAP accounts have an initial 10 MB quota. Because mail is not stored on the POP server, POP users are limited only by their available hard disk space. In contrast, all of your mailboxes, attachments, and address books will reside on the IMAP server. If your quota is exceeded, you will not be able to receive mail. It is therefore critical to monitor your IMAP quota and to regularly delete unwanted messages and empty the trash. If you are nearing your quota limit, you can request additional quota by sending e-mail to [helpdesk+pitt.edu](mailto:helpdesk+pitt.edu)

LRDC Computing Services purchased a cross-platform volume license for Eudora Pro 4. Eudora 4.1 Pro for the PC is an IMAP client with several new and exciting features. The Mac version of Eudora that will support IMAP is still in testing and should be available this summer. Other IMAP clients—all being supported by Pitt's Computing Services and Systems Development department, include: Mulberry, Netscape, Outlook, and Pine. The advantages and disadvantages for each are highlighted in the following chart:

IMAP Clients	Advantages	Disadvantages
Eudora Pro 4.1 for PC Eudora 4.2 for Mac (currently in beta)	Easy to use Familiar to many at LRDC Full-featured LRDC-supported	LRDC-owned license; therefore a user leaving LRDC will lose their license Can't check quota
Mulberry	CSSD-supported Free to university community Full-featured Warnings when low on quota	Not intuitive
Netscape Messenger	CSSD-supported Free Easy to use	Not full-featured Can't check quota
Outlook Outlook Express	CSSD-supported Full-featured version of Outlook comes with MS Office Free multi-featured version of Outlook Express comes with Internet Explorer download Easy to use	Does not support IMAP in the corporate workgroup mode Can't check quota
Pine	CSSD-supported Free	Not full-featured Not intuitive Text interface

We will be contacting each project this summer to coordinate the transfer to IMAP. If you would like to switch to IMAP immediately, PC users can choose between Eudora 4.1 Pro,

Mulberry, Outlook, Netscape, or Pine. Because Eudora 4.2 is still in beta, Mac users who currently use Eudora must use either Netscape, Mulberry, or Pine in the interim. If you have any questions, please contact LRDC Computing Services at x4-7033.



## LRDC Web Server News

by Gary Wilde

Computing Services is hard at work improving the web server capabilities at LRDC. We have totally redesigned the LRDC web site to provide a new, modern look and an enhanced interface. Upon completion of testing, we will be moving the LRDC web site from a Macintosh WebSTAR server to a Windows NT web server, which is a more robust platform.

Projects that wanted a web presence on our current server were only able to create pages linked from the LRDC web site. Also, only Mac users could log into the server directly to edit their pages. On our new server, projects can administrate their pages from any Windows 95/98/NT or Macintosh computer. We are also able to have multiple web servers running simultaneously—appearing as individual web sites.

If you currently have a web page or web site on our current server, Gary Wilde will be contacting you soon to set up an administration account and discuss how the move will affect you. If your project would like to have a web presence on our new server, please contact Gary at x4-7042 to discuss your needs. After determining the best way to proceed, we will help you get started. There are numerous tools available to simplify web site development. Several of these tools are available for evaluation or use in room 506. After your site is set up, it will be your responsibility for content and administration.

If your project has an existing web site, which is located on a personal computer or unix account, and you are interested in moving your site to our new server, please contact Gary. Depending on your needs, there are several options. After deciding which option best suits your needs, we will help you to plan and migrate your site. If you already have a web server with its own domain name, it may be possible to migrate your site to our new server while maintaining the existing domain name. Some tweaking will be necessary. For example, existing scripts will need to be modified. Again, if you have any questions, please contact Gary.

We are also working on enhancing the LRDC Computing Services' web page. You will have access to information on computing resources such as laser printers and color printers, a newsletter archive, Y2K updates, virus warnings, and updated virus definitions. All documentation, including instructions, forms, and surveys will be available in PDF format and can be downloaded and printed directly from your computer with Adobe's free Acrobat Reader. We hope to have the new server up and running soon.

***For a sneak preview of the new Computing Services web site, visit:***

<http://wbs-1.lrdc.pitt.edu/compserv/>

## Y2K Update

by Eric Fussenegger

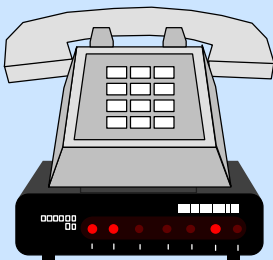
Our Year 2000 Compliance Plan is progressing as planned. We are currently developing testing strategies and are evaluating the patches for Windows 95 and Windows 98 operating systems. We would like to thank you all for your continued support as we work together to minimize the impact of the Y2K problem. The meetings we have conducted have been very informative, and the feedback we have received will be very helpful as we continue to improve our service offerings.

The next step in our Plan will be to complete the hardware and software inventories for each project. These inventories will help us focus our efforts on the machines and applications that are compliance risks. We have copies of an inventory form available in 506 to make the process easier. Liaisons should contact us as soon as they have completed this step so we can schedule the testing phase of the Plan.

We will begin testing in June to identify critical computers and applications that are not Y2K compliant. We will be using some of the same programs that Gateway and Microsoft are using for their Y2K compliance testing. Once our testing is complete, we will have a much better understanding of what hardware and software needs to be patched or upgraded.

As a service to those of you with computers at home, we will provide detailed instructions on how to test and patch your own machine. If you have any questions about Y2K issues, please send e-mail to [efuss+@pitt.edu](mailto:efuss+@pitt.edu).

### **Pitt has a new dial-in number: 297-PITT**



The University of Pittsburgh recently added 168 modems to the existing modem pool, bringing the total number of high-speed modems to more than 800. The access number has also changed to 297-7488 (PITT). Calls to the old number will be forwarded; however, you may notice better performance if you use the new number.

## Computer Moves During Renovations

by Kawa Shwaish

To help facilitate the building renovations, the Computing Services group is coordinating computer moves. While the carpet layers and painters are moving office furniture, we will make sure that computers are properly disconnected, accurately labeled, and moved to a safe location to protect them from dust and other hazards. At that time, we will also remove any old, unused network wires. As each office is completed, we will move the computers back and test to make sure that all equipment is connected and working properly. We strongly advise you not to disconnect or move computers by yourself. If you need to make special arrangements such as moving your computer to a temporary location, please contact Kawa Shwaish at x4-7060.



The workers are doing their best to keep us informed of the rooms they will be working on next so we can move the computers ahead of time. We also stop by the floor that's under renovation to see which rooms are complete so we can move the computers back. If your office is finished and you need your computer moved back and connected to the network, please call Computing Services at x4-7033.

## Computing Services Staff Roster

Karen Bassett, Manager	Room 508A, x4-7037
Gary Wilde, Manager	Room 506A, x4-7042
Eric Fussenegger, Systems Analyst	Room 507, x4-7060
Shari Kubitz, Systems Analyst	Room 504, x4-2881
Kawa Shwaish, Systems Analyst	Room 507, x4-7060
Kim Flotta, Head Student Operator	Room 506, x4-7033
Tim Cooper, Student Operator	Room 506, x4-7033