

LRDC Computing Services

Computing Services Newsletter

November 2001

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Belated Welcome from LRDC Computing Services

by Karen Bassett and Gary Wilde

We'd like to extend a belated welcome to all new LRDC faculty, staff, and students. We hope you have settled in and are familiar with the LRDC computing environment. If you do not have computer accounts for both the LRDC file servers and e-mail, please fill out a computer account application in room 506. Also, anyone needing computer assistance should feel free to call x4-7033, or stop by room 506. We are open Monday through Friday between 8:00 A.M. and 6:00 P.M. We'd also like to take this opportunity to familiarize you with some new technologies available and some of our current projects.

New Technologies Available:

- T 100BaseT port upgrades available for \$50.00/port (may require new Ethernet card)
- T Microsoft Campus Select Renewal
 - MS Office 2001 for Mac available now
 - MS Office XP for Windows available now
 - MS Office v.X for Mac OS X coming soon
 - Windows XP is available now (we recommend waiting until SP 1 is released)
- T All computers should be running Norton Antivirus with autoupdate (see pages 2-3)
- T Mac OS X.1 and 9.2.1 upgrades available (see page 5)
- T Upgrading public Mac in 506 to G4 with SuperDrive that can burn CDs and DVDs
- T Upgrading public PC in room 506 to Gateway E3400LX Pentium III-1 Ghz

If you are interested in any of the above, please call x4-7033 for details. In addition to implementing the new technologies described above, we are also working on the following:

- T Redesigning and assisting in the content update of the LRDC web site
- T Evaluating web-based calendar software for conference room scheduling
- T Upgrading FileMaker Pro users to version 5.5 and implementing FileMaker Pro server

How to Secure Your Computer from Viruses

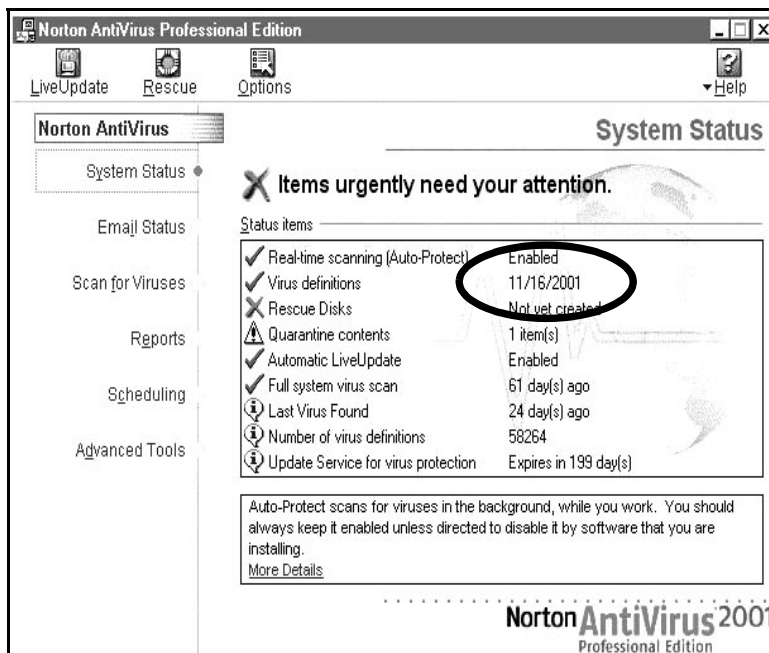
by Shari Kubitz

The computer virus problems this summer underscored the importance of, and deficiencies in, computer security at LRDC. There are a few primary responsibilities of every computer user in order to secure their computer. Windows users should regularly run **Windows Update**, an Internet-based utility that evaluates your operating system and provides you with a list of, and links to, updates available for your operating system. Categories include critical updates, recommended updates, picks of the month, additional features, and device drivers. You can run Windows Update manually by selecting Windows Update from Internet Explorer's Tools menu and then clicking the **Product Updates** link. It can also be configured to run automatically. Running Windows Update should become as routine as running virus scans, or backing up important files.

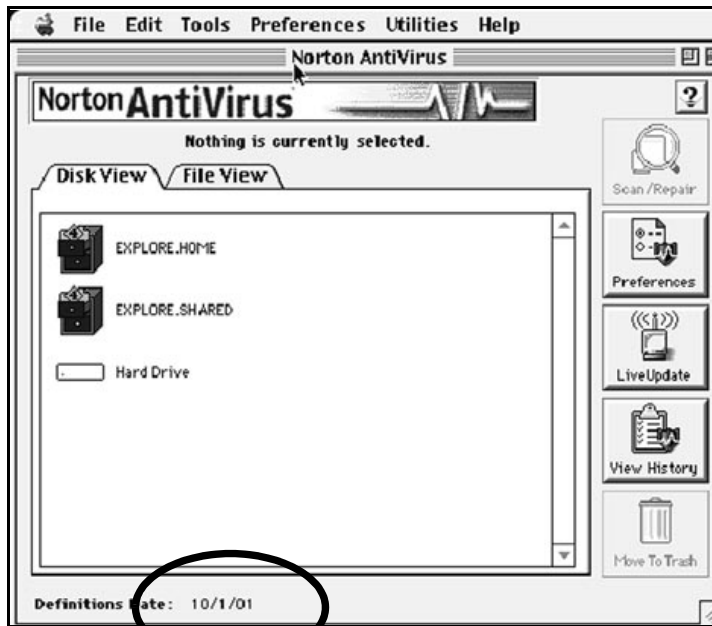
Similarly, there is a web site for updating your Office products. Both Mac and PC users can find out if Microsoft Office requires any updates by visiting the following site:

<http://office.microsoft.com/ProductUpdates/default.aspx>. If updates are required, they can be easily selected for download and installation.

The final line of protection is current antivirus software with up-to-date virus definitions. LRDC Computing Services has installed Norton Antivirus on all LRDC computers and configured it for live update – the automatic download and installation of virus definitions and updates. Unfortunately, there are times when any software can stop responding properly. As a result, it is critical that you periodically verify that the definitions are up-to-date. This simply requires you to launch your antivirus program and check the definition date (see PC screen shot below and/or Mac screen shot on next page; definition date is circled). Also, as new viruses appear, it is possible that patches will need to be manually applied.



Norton Antivirus for Windows



Norton Antivirus for the Macintosh

If your virus definition date is more than 7 days old on a PC, or more than one month old on a Mac, please contact Computing Services at x4-7033 so that we can ensure the autoupdate feature is working properly.

Finally, Windows 95/98/ME/NT/2000/XP users can take advantage of a valuable, free resource. Every week, computer experts identify new security vulnerabilities that can be used to crash, or compromise data on your computer. **CatchUp Security Fixes** identifies known vulnerabilities in your software applications and operating system, and provides you with all the information required to patch the problems. You can download CNET CatchUp from:

http://catchup.cnet.com/catchup/cu/setup/setup.html?tag=st.cu.cu_secl.boxhl.cu_nu

Once you install CatchUp, you will be returned to the web page, where you can select a CatchUp service—in this case Security Fixes. CatchUp will analyze your computer and issue a report detailing any vulnerabilities that are discovered and will provide links for the security fixes.



At this time, everyone at LRDC should have Norton Antivirus installed on their computer. If you do not have Norton Antivirus, or still have McAfee Viruscan or Virex, please contact Computing Services immediately at x4-7033 to schedule an installation.

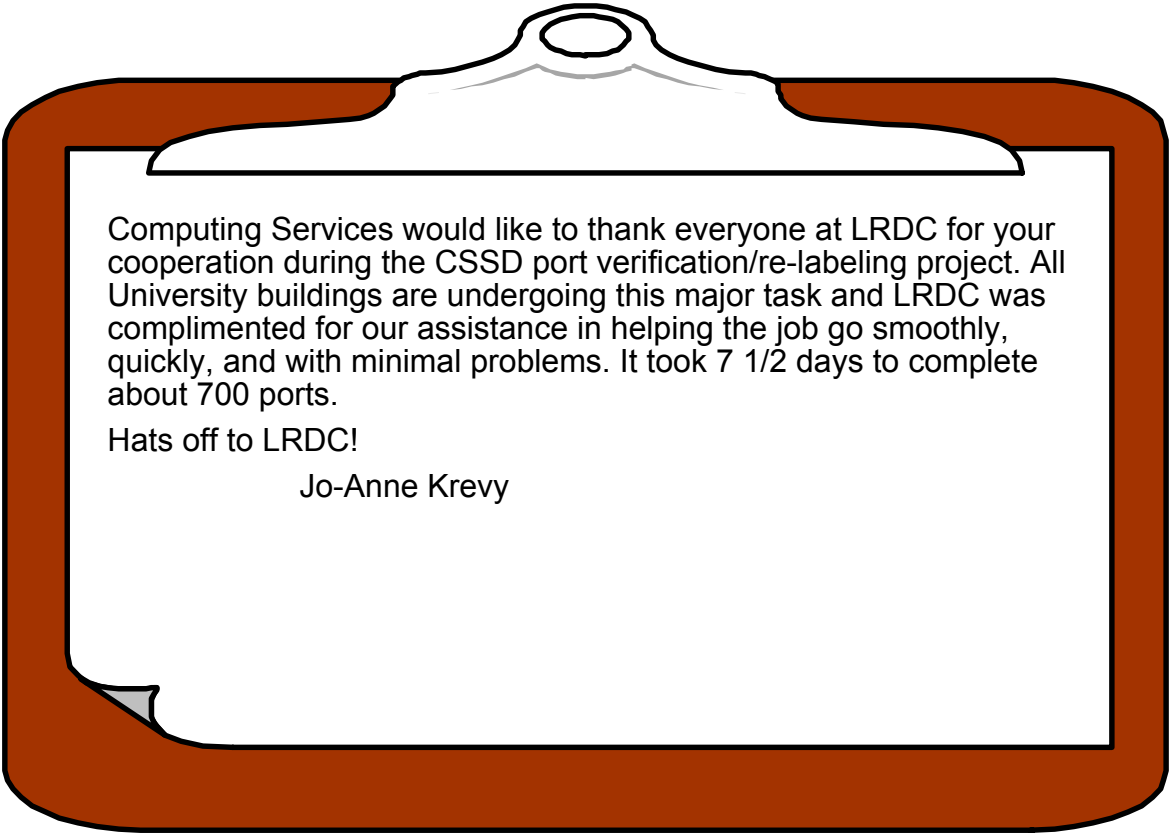
Guidelines for the Use of LRDC Audiovisual Equipment

by Eric Fussenegger

It has been almost a year since we installed state-of-the-art presentation systems in the conference rooms on the third and ninth floors, and in the Glaser Auditorium. The use of these systems has been steadily increasing, and we would like to present some guidelines that will ensure the continued functionality of the equipment:



1. In order to use the equipment, you must schedule your presentation with Computing Services. Reserving a conference room does not automatically reserve the equipment.
2. Any person using the equipment must be trained by Computing Services. Contact Eric at x4-7060 to schedule a training session.
3. No one is authorized to install any software on the computers in the lectern. These computers are crucial to the operation of the audiovisual systems. They are to be treated the same as the rest of the equipment.
4. If any problems occur while using the equipment, **DO NOT** attempt to solve the problem on your own. Call Computing Services for help (x4-7033).



Computing Services would like to thank everyone at LRDC for your cooperation during the CSSD port verification/re-labeling project. All University buildings are undergoing this major task and LRDC was complimented for our assistance in helping the job go smoothly, quickly, and with minimal problems. It took 7 1/2 days to complete about 700 ports.

Hats off to LRDC!

Jo-Anne Krevy

Which Operating System is Best for Your Mac?

by Karen Bassett

If you purchased a Mac within the past year, it most likely shipped with both OS 9 and OS X. In this case, we recommend updating Mac OS 9 to 9.2.1. If you purchased a copy of OS 9 for your older Mac, the latest system you can run on a non-G3/G4 PowerMac is version 9.1. The 9.2.1 release fixes problems specific to the G3 and G4 models. If you are licensed for OS 9, but are not current, please call x4-7033 to schedule the appropriate upgrade.

If you purchased a G3 that shipped with 8.5.x, you are entitled to upgrade to 8.6 via a free download. While continued use of 8.6 is okay at this time, you should consider upgrading within the next year. The educational price for OS X.1 is \$69.00 and it ships with 9.2.1, giving you the option to use Classic Mac OS (System 9.x and under) now and to upgrade to OS X.1 later. If you have an early model G3 that shipped with OS 8.1, you should also consider upgrading. Most applications for the Mac recommend at least a PowerMac G3 running OS 8.6 or higher. Please note, upgrading an older G3 may also require purchasing additional memory.

OS 9.2.x and OS 10.x require at least a G3. Any Mac G3 or G4 (PowerMac G3/G4, iMac, iBook, or PowerBook), except the original G3 PowerBook, can run these systems. All other Macs should be running at least OS 8.1. If your Mac is running an older system, please call Computing Services. Once Apple stops shipping OS 9.x, software publishers will likely stop supporting programs that run on Classic Mac operating systems. Projects with older Macs should plan to retire all non-G3/G4 PowerMacs and non-PowerMacs within the next year if you plan to stay compatible with the rest of the Center.

Mac OS X.1 Upgrade Free for OS X Owners

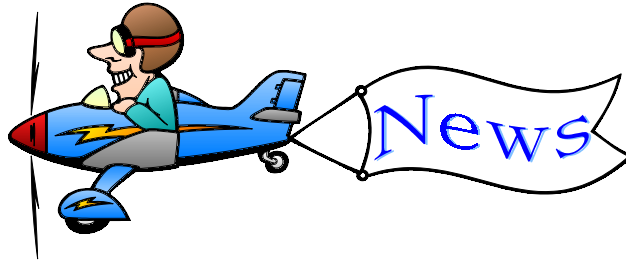
by Karen Bassett



If you purchased a license for OS X, or your new Mac shipped with both 9.x and X, you are entitled to a \$19.95 media-only upgrade to OS X.1. Computing Services purchased an upgrade with a 60-user right to copy for LRDC. If you are using OS X, please call x4-7033 to schedule an upgrade.

OS X.1, the first major upgrade for Apple's newest operating system, is finally being touted as ready for the general public. OS X.1 fixes a lot of complaints and problems. It features a tremendous speed increase and a redesigned, more user-friendly interface. AppleTalk is back, making it possible to connect to the LRDC servers. Data-CD and -DVD burning and DVD-movie playback are now supported. More features have also been added to the Finder such as smart sorting, the ability to undo file copies, and custom views.

Even with all of the improvements, we still recommend using OS 9.2.1 at this time. More and more applications are becoming available for OS X every month. However, MS Office v.X is still not available from Software Licensing Services. Also, the system requirements for OS X make all Macs built before November 15, 1997 obsolete. Computing Services will be upgrading some of our group computers to allow us to run OS X.1 and provide the same level of support as we do for older Mac operating systems by the spring of 2002.



Computing Services Student Operator Changes

First, congratulations to our recent graduates, Katie Lawrence and Chris Huber. Katie moved to the Philadelphia area where she is pursuing her new career. Chris is looking for a full-time position in the Pittsburgh area, but is currently still working for Computing Services. Jeff Flotta, who moved back home for the summer, has returned for the new school year. Johnny Ng, who has worked at LRDC since his freshman year, came back for the summer; he is now working full-time in a co-op program as part of his engineering program. Alex Bickel, who also worked for Computing Services this summer, is now back at the North Carolina School for the Arts pursuing a bachelor's degree in fine arts.

Belated welcome to Tom Simunich, who came on board at the end of the summer. Tom is pursuing a dual M.B.A./M.I.S. degree at Katz Business School. He brings both work experience as an engineer and his computer skills. Tom is designated as our Help Desk coordinator. In this role, he will help ensure LRDC users receive prompt service when calling our Help Desk in room 506 (x4-7033). Most recently, we hired a new student operator, Zachary McCoy. Zack is a freshman pursuing a B.S. in Computer Science.

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
Jo-Anne Krevy, Systems Analyst	Room 507, x4-7060
Shari Kubitz, Systems Analyst	Room 504, x4-2881
Tom Simunich, Help Desk Coordinator	Room 506, x4-7033
Jeff Flotta, Student Operator	Room 506, x4-7033
Chris Huber, Student Operator	Room 506, x4-7033
Zack McCoy, Student Operator	Room 506, x4-7033

