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**Review of New and Existing Computing Resources and Services**

by Karen Bassett and Gary Wilde

LRDC Computing Services provides computing support and services to the LRDC community. We are responsible for managing four Novell NetWare file servers, a FileMaker database server, the LRDC web server, and more than 20 networked printers. We support all audiovisual equipment in the LRDC conference rooms, one of which has video conferencing. We have three portable projectors that can be used in LRDC. For campus use, project leaders may now borrow a projector on a “you break it, you buy it” policy (same day only). We have expanded our color printing and scanning services to include a new plotter, a second color laser printer, a second document scanner for the 8<sup>th</sup> floor copier, and a legal-size flatbed scanner with a document feeder. Also, we will soon have a CD/DVD duplicator with label printer. Support for desktop computers include: solving computer problems, recommending purchases, and computer-related installations. Below we have outlined the level of support we provide for various software and hardware.

**Windows**

We recommend PC users have a P4 with 512 MB RAM running Windows XP, Office XP, Eudora Pro 5.2, Norton AntiVirus, and WinZip. We also support Mulberry, Netscape Mail, and Outlook e-mail clients. Our minimum recommended system is a PII with 128 MB RAM running Windows 98 and Office 2000. If your PC is not at least a PII, please contact Anthony Taliani at x4-7474 about the possibility of receiving a donated computer.

**Mac**

We recommend Mac users have a PowerMac G5 with 1 GB RAM running OS X, Office X, Eudora 5.2, Norton AntiVirus, DropStuff, and DropZip. We also support Mulberry, OS X Mail, and Entourage. Our minimum recommended system is a Blue & White G3 with 128 MB RAM running OS 9.2.1. If your Mac is not a PowerMac G3 or better, please contact Anthony Taliani at x4-7474 about the possibility of receiving a donated computer.

## Linux Desktop

We recommend Linux users have a P4 with 512 MB RAM running RedHat 9.0, Gnome, Open Office, and Netscape (Mozilla) Mail and web browser. We also have a volume license for RedHat Network, which gives users access to all RedHat updates. For advanced problems, our group will provide "best effort" support, and has made peer-support possible through the LRDC Linux Users Group mailing list (lrdclug@list.pitt.edu). If you have any questions regarding Linux support, please contact Eric Fussenegger at x4-7201.

## Miscellaneous Software

The cost for the above software is covered either by the University or LRDC. Many popular programs such as Acrobat, Illustrator, Photoshop, and EndNote are available for use in room 506. However, projects interested in these titles must purchase their own licenses. We also have a FileMaker Pro volume license, paid for by individual projects, and a FileMaker server. Anyone interested in using the server to host project databases should contact Karen Bassett at x4-7037.

In addition to the software listed above that we support, we will research and purchase any software your project needs. In most cases we will install it for you too; however, we may not always be able to provide support on the use of the program. In some cases, such as statistics packages, we can direct you to the appropriate University service for support.

## New Plotter Addition to LRDC

by Jo-Anne Krevy



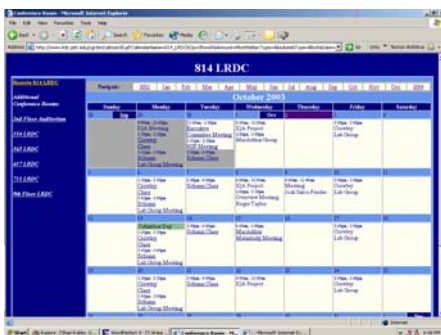
LRDC recently purchased a 42-inch wide HP Designjet 5500 large format color printer. With a print speed of 89 sq. feet per hour, it has the ability to print up to six 36" by 56" posters in one hour. This is almost double the print capability of our existing HP Designjet 755 printer. This printer also has superior print quality and color range, because it uses six cartridges compared to four.

Please note prices for posters printed on the new plotter are approximately 15% higher than posters printed on the Designjet 755, and are posted on the LRDC Computing Services website at [www.lrdc.pitt.edu/compserv/printing/plotter.htm](http://www.lrdc.pitt.edu/compserv/printing/plotter.htm). We recommend printing posters that contain either low-quality graphics or text on the Designjet 755 printer, since there is a minimal difference in text quality.

A document, **Creating PowerPoint Posters at LRDC**, is available for those interested in creating and printing posters. It can be found on the LRDC website at [www.lrdc.pitt.edu/compserv/pdf/poster.pdf](http://www.lrdc.pitt.edu/compserv/pdf/poster.pdf), and in the document rack near 506 LRDC. This document can help ease the pain of making a poster for the first time, giving valuable information regarding cut and paste options, size, and choices of colors or fonts. For more information, please contact Jo-Anne Krevy (x4-7060) or Anthony Taliani (x4-7474).

# LRDC Conference Room Reservations Online

by Shari Kubitz



Sample Room Reservation Page

To streamline the process of scheduling LRDC conference rooms and to allow people to easily check room availability, the reservation book on the 2<sup>nd</sup> floor has been replaced with a new web-based system, which runs on the LRDC web server. By visiting <http://www.lrdc.pitt.edu/roomreserv.htm> from any Internet browser, you can check the availability of a room, find the seating capacity, find out what furniture and equipment are available in each room, read about any restrictions, and request a room reservation.

To view a conference room schedule or to reserve a room via e-mail, click on the appropriate link from the **LRDC Room Reservations** web page. Each individual conference room schedule also has an e-mail reservation link and links to all other conference rooms. Reserving an LRDC conference room does not automatically include access to the audiovisual equipment. If the room you are requesting is equipped with audiovisual or videoconferencing equipment, there will be separate links for each available option. After your request is added to the schedule, you will receive a confirmation e-mail message.

The web calendar program, Calcium by Brown Bear Software, has many other useful features, including the ability for individuals to receive e-mail notifications and reminders for any specified event.

If you have any questions about the web calendar program, including how to sign up for e-mail notifications or change calendar views, please contact Shari Kubitz (x4-2881; [skubitz@pitt.edu](mailto:skubitz@pitt.edu)).

If you prefer to reserve a room in person, you may still contact Tamara Lemon at x4-7020.

Learning

### LRDC Room Reservations

Calendars for each of the LRDC conference rooms is now online. You can [check the availability of a room](#), find the [seating capacity](#), [furniture/equipment](#), [restrictions](#), or [reserve a room](#).

To [reserve a room](#) via e-mail, click on the appropriate link in the right hand column of the table below. Please include the following in your message: **Name, Event, Time, Room # Phone Ext.** If you are reserving a room with A/V or videoconferencing capabilities, be sure to select the link indicating whether you will need access to the equipment. If you prefer, you can contact Tamara Lemon by phone at x4-7020.

Reserving the LRDC Conference Rooms **DOES NOT** include access to the A/V EQUIPMENT. The 2nd floor auditorium and the 9th floor conference rooms have locked multimedia A/V systems. Features include a PC with a mp drive, notebook input, stationary and wireless microphones, VCR, digital overhead projector (document camera), whiteboard (9th floor only), and DVD player. Anyone who would like to use this equipment must first receive proper training. For further information, please contact Eric Fussenegger (x4-7201; [efuss@pitt.edu](mailto:efuss@pitt.edu)) or Jo-Anne Kerry (x4-7060; [kerry@pitt.edu](mailto:kerry@pitt.edu)).

In addition to having the features of the locked 2nd and 9th floor multimedia A/V systems, room 565 also has videoconferencing capabilities. To schedule a videoconference, please contact Anthony Talaris (x4-7474; [talaris@pitt.edu](mailto:talaris@pitt.edu)).

If you have any technical questions about the Calcium calendar program, including how to sign up for e-mail notifications or change displays, please contact Shari Kubitz (x4-2881; [skubitz@pitt.edu](mailto:skubitz@pitt.edu)).

Conference Room (Check Availability)	Seating	Furniture/equipment	Restrictions	Reserve Room
<a href="#">2nd Floor Glass Auditorium</a>	62	overhead projector, slide projector, film projector, screen, lighted blackboard, podium.	If needed, additional A/V equipment <b>MUST</b> be reserved separately by contacting <a href="mailto:efuss@pitt.edu">efuss@pitt.edu</a> .	<a href="#">Reserve 2nd Floor Auditorium (A/V use)</a>  <a href="#">Reserve 2nd Floor Auditorium (Room Only)</a>
<a href="#">514 LRDC</a>	10	1 large table, blackboard, whiteboard, no windows		<a href="#">Reserve 514</a>
<a href="#">565 LRDC (Small conference room)</a>	8	1 large table, projector, white board, VCR, computer, network access, microphone, video conference capabilities	Videoconferences must be scheduled by calling <a href="mailto:talaris@pitt.edu">talaris@pitt.edu</a> .  If needed, additional A/V equipment <b>MUST</b> be reserved separately by contacting <a href="mailto:efuss@pitt.edu">efuss@pitt.edu</a> .	<a href="#">Reserve 565 (A/V use)</a>  <a href="#">Reserve 565 (Videoconference)</a>  <a href="#">Reserve 565 (Room Only)</a>
<a href="#">637 LRDC</a>	9	1 large table, blackboard		<a href="#">Reserve 637</a>
<a href="#">731 LRDC</a>	12	4 tables, 2 blackboards, bulletin board	No experiments.	<a href="#">Reserve 731</a>
<a href="#">814 LRDC</a>	15	3 tables together, blackboard, no windows		<a href="#">Reserve 814</a>
<a href="#">9th Floor Conference Room</a>	40	8 large tables, 2 blackboards, 2 screens, kitchen facilities (sink, oven, stove, microwave, ice machine, dishwasher), balcony, podium.	<b>Available ONLY to LRDC Faculty and Staff</b>  No experiments.  If needed, additional A/V equipment <b>MUST</b> be reserved separately by contacting <a href="mailto:efuss@pitt.edu">efuss@pitt.edu</a> .	<a href="#">Reserve 9th Floor Conference Room (A/V use)</a>  <a href="#">Reserve 9th Floor Conference Room (Room Only)</a>

Extra tables and chairs can be requested by calling x48309

<http://www.lrdc.pitt.edu/roomreserv.htm>

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Computing Services Newsletter

## LRDC Linux User Support Update

by Eric Fussenegger

LRDC Computing Services now offers the following services to our Linux community:

- *LRDC Linux User Group (LRDCLUG) Monthly Meetings* provide an opportunity to discuss Linux issues with co-workers. LRDCLUG meetings are held on the 3<sup>rd</sup> Friday of every month at 10:30 A.M. in the 4<sup>th</sup> floor library.
- *The LRDC Linux Web Page* at <http://www.lrdc.pitt.edu/comserv/linux.htm> provides information about Linux support and services at LRDC.
- *The lrdclug@list.pitt.edu Mailing List* serves as a means of communication and a way to get help solving problems.
- *The pitt.comp.sys.linux Newsgroup* is an online discussion group where users can post questions, problems, and solutions.
- *RedHat Network Update Service*, now paid for by LRDC, provides Linux users with priority access to patches, updates, and ISO's through RedHat's high speed servers.
- *Desktop RedHat Installation* is provided to set up your computer with the latest distribution of RedHat desktop configuration with Gnome, Open Office, Netscape (Mozilla) browser and e-mail client, printing, and file server access.

If you have any questions, please e-mail Eric Fussenegger at [efuss@pitt.edu](mailto:efuss@pitt.edu).

## Computing Services Staff Roster

Karen Bassett, Manager	Room 508A, x4-7037
Gary Wilde, Manager	Room 505A, x4-7042
Eric Fussenegger, Senior Systems Analyst	Room 507, x4-7201
Shari Kubitz, Senior Systems Analyst	Room 504, x4-2881
Jo-Anne Krevy, Systems Analyst	Room 507, x4-7060
Anthony Taliani, Systems Analyst	Room 506B, x4-7474
Scott Croom, Student Operator	Room 506, x4-7033
Jonathan Dean, Student Operator	Room 506, x4-7033
Jeff Flotta, Student Operator	Room 506, x4-7033
Zachary McCoy, Student Operator	Room 506, x4-7033
Jonathan Wislie, Student Operator	Room 506, x4-7033