

Computer and Information Services Newsletter

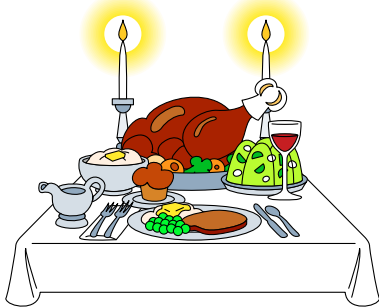
This newsletter is an information resource for the University of Minnesota.

Volume 5, Number 5

November 1995

Features

- The Help Line that Never Sleeps 1
- Internet Options
 - Get Documents by E-mail 7
 - FTP 7
 - Web 10
 - Finger 11
 - Gopher..... 12
- About E-mail Signatures 15
- The Technical Coordinators Program
is Growing..... 16
- Virtual Library
 - Searching Indexes On-line 4
 - Go for Gold:
 - a Gopher Information Hunt 6



Computer Store News

- 24-hour Service 17
- Apple Updates
 - Higher Ed Internet 17
 - QuickTime VR Player & Demos 18
 - Apple Server Upgrades 18
 - New > Performa 6300CD 18



Printed on recycled paper.
Addressing & Mailing's
Cheshire labels are recyclable.



The Help Line that Never Sleeps...

MicroHelpline



Academic & Distributed Computing Services announces a new service that allows you to find answers to common (and uncommon!) help line questions.

Electronic MicroHelpline

Our new electronic MicroHelpline service brings the information and expertise of our professional help line consultants to the Internet. You can access this service twenty four hours a day using two popular Internet tools: Gopher and the World-Wide Web.

With the MicroHelpline service you can find information that would normally have required a call to our help line. In the long run, using the electronic MicroHelpline will save everyone time

Here's a taste of what you can access on this server.

Solutions

Answers to common (and really weird) computer problems. Our searchable index makes it so easy! Our consultants use the same tools; you get access to the same expert information.

Education

Want to learn more about computers? You'll find information about our Short Courses and self paced training. You'll also find on-line courses that you can take in the comfort of your own home.

Purchasing Information

Our Electronic Showroom highlights the latest products and services relating to computers.

Nearly Free Software

Get the latest in Public Domain, Shareware and Freeware for your computer.

Easy Updates

Find the latest information on our server with the "Helpline Flash." This new service highlights new information added to the server, plus other noteworthy information that we know you'll want to know. Check often!

Accessing MicroHelpline

You'll need to have a Gopher or World Wide Web browser to access the electronic MicroHelpline. We recommend you pick up one of our Internet Kits to do this. It's quick, easy, and has everything you need to get connected — whether you have a direct connection or use a modem.

To connect to the service in Gopher do one of the following:

A. Open a *New Gopher* connection to

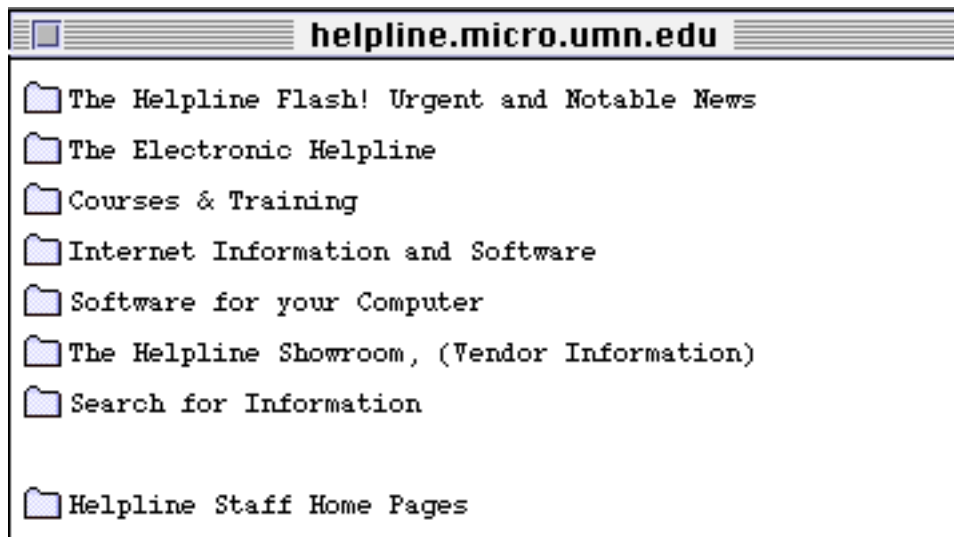
`helpline.micro.umn.edu`

B. Or select the following menus from the University of Minnesota Gopher Server

Computer Information
MicroComputer Helpline

To connect to the service using a World Wide Web browser like Netscape, MacWeb, or Mosaic do the following:

- (1) Open a Gopher connection to `helpline.micro.umn.edu` or
- (2) Follow Gopher path \Computer Information \MicroComputer Helpline



- A. Select the Open URL/Open Location command (usually this is located on the File menu).
- B. Type in this URL:

http://helpline.micro.umn.edu

Voila! You're connected with the latest in computer information. We hope that you find this service useful. Send us mail at

helpline-server@boombox.micro.umn.edu

and let us know what you think of this service.



You can also get help on specific products by sending E-mail to these addresses

- minuet@boombox.micro.umn.edu
- popmail@boombox.micro.umn.edu
- slip@boombox.micro.umn.edu
- gopher@boombox.micro.umn.edu
- news@news.tc.umn.edu

As always, we're looking for suggestions to improve our services to you, our customers. ■

Web URL

http://helpline.micro.umn.edu

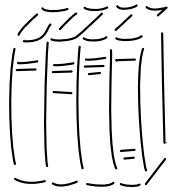
- 
[The Helpline Flash! Urgent and Notable News](#)
 Look here for up to the minute information on system outages, and other new, must read information.
- 
[The Electronic Helpline](#)
 Where are you going to turn for help? The Helpline, of course. For faster access to information you can turn to our Electronic Helpline. It's available 24 hours a day, and contains the same information our consultants use.
- 
[Courses & Training](#)
 In here you'll find information about classes and self paced training to make your computer experience better.
- 
[Internet Information and Software](#)
 Get onto the proverbial "Information Highway". You'll find plenty of Internet Tools, Utilities, and Information here!
- 
[Software for your Computer](#)
 Software makes your computer do new and interesting things. Here you'll find local resources and links to remote sites containing a wealth of computer software.
- 
[The Helpline Showroom, \(Vendor Information\)](#)
 Want to buy a computer or software? Check out our Virtual Showroom for prices and information on the latest in computer technology.
- 
[Search for Information](#)
 Not sure where to look for help? Try out this fine collection of resouces that search for information, locally and on the Internet.
- 
[Helpline Staff Home Pages](#)
 Find out more about the various interests of our helpline staff. Put a human face to the person at the other end of the Phone!
- 
[Temporary Items](#)



Searching Indexes On-Line

Nancy K. Herther, Manager, Integrated Information Center of the University Libraries

The Way it Was



On-line database searching was once a very expensive process in which most people used intermediaries – experienced, trained searchers – in order to keep costs low. Database vendors charged not only for time spent in a database (which might be as much as hundreds of dollars per on-line hour) but also for each citation/abstract/article which you would access.

While working in the Business Reference Service in the mid-1980s, I found that the average student charge for an on-line bibliography was nearly \$70! That was a cost the Libraries had to pass along to the students.

The Way It Is

Today, using CD-ROMs or access to databases in LUMINA, students can freely search and access information without these prohibitive costs. Of course, someone does pay the bill – the Libraries. Each year the Libraries negotiate contracts for access with various on-line vendors or gateway services. The costs overall are very high; the FirstSearch databases from OCLC, for example, will cost the Libraries nearly \$300,000 this year alone!

The new economics of the information age are creating new challenges for our Libraries' management. The Libraries now have over 40 catalogs, indexes and full-text databases available to faculty, current students and staff through LUMINA. This article is intended to give you a brief tour of these resources.

A Smorgasbord of Delights

A buffet of choices awaits you – with all the choices come a lot of different interfaces and search commands to learn as well. Be prepared to spend a few minutes getting to know each system and always remember the keys to use to get help!

Here is the current list of databases available through LUMINA for University students, faculty and staff:

- ACAD Academic Index (journals and magazines, some full-text), 1980-date
- AGRI AGRICOLA (agricultural sciences), 1970-date
- ANTH Anthropological Literature, 1984-date
- ASTI Applied Science and Technology Index, 1983-date
- AHCI Arts and Humanities Citation Index, 1980-date
- ARTI Art Index, 1984-date
- AVERY Avery Index to Architectural Periodicals, 1977-date
- BIAG Biological and Agricultural Index, 1983-date
- BIZZ Business Index (business periodicals, some full-text), 1982-date
- CINAHL CINAHL (nursing, allied health journals), 1982-date
- COPR Company Profiles (140,000 private and public companies)
- COMPX COMPENDEX/Engineering Index
- CCON Current Contents (contents and abstracts of current scholarly journals)
- DRUG DRUGINFO (alcohol, drug, tobacco use/abuse), 1968-date
- DSA Dissertation Abstracts (North American doctoral theses), 1861-date
- ERIC ERIC (education; journals and ED fiche), 1966-date
- GSI General Science Index (140 core science journals) May 1984-date
- GEOB Geobase (geology, geography, and ecology), 1980-date
- GPI Government Periodicals Index (175 federal govt. journals), 1993-date
- HAPI Hispanic American Periodicals Index, 1970-date
- HST History of Science and Technology, 1976-date, (technology, 1987-date)
- IIN Inside Information (contents information for 10,000 current journals)
- INSP INSPEC (physics, electronics, and computing), 1987-date
- LEGI LEGI-SLATE (federal legislation and regulations)
- LIBL Library Lit. (220 journals; library and information science), 1985-date
- MAGS Magazine Index Plus (popular magazines, some full-text), 1980-date

- MED MEDLINE (health sciences journals),
1966-date
- MICAB Microcomputer Abstracts, 1989-date
- MLA MLA (modern languages, literature, and
folklore), 1963-date
- NEWAB Newspaper Abstracts (25 national and
regional newspapers), 1989-date
- PAIS PAIS Decade (public policy and international
affairs) current ten years
- PSYC PsycINFO (abstracts of psychological
literature), 1967-date
- RLIN RLIN Bibliographic Files (books/materials
in major research libraries)
- SSIF Social Sciences in Forestry, 1983-date
- SOCIN Social Sciences Index, 1983-date
- SOCAB SocioAbs (abstracts of sociological
literature), 1963-date
- TRAIL Trail Planning, Construction, and
Maintenance, 1984-date
- TRAN Transportation Article File (Northwestern
University), 1976-date
- TROPIC Tropical Forest Conservation and
Development, 1992-date
- URBAN Urban Forestry, 1982-date
- WCAT OCLC/WorldCat (books/materials
in libraries primarily in the U.S.)

I hope that some of these look tantalizing to you. Take a moment to go into the files and give them a test run. These databases have been carefully chosen by the professional librarians in the Libraries because of their quality and value to you, our clientele. Virtually every subject area is covered – some give comprehensive coverage, some cover popular literature, some cover dissertations or research publications only. One thing is certain, taken as a whole, they provide something for everyone.



In future articles we will look more closely at some of these files. If you have questions about them, contact one of our reference departments or give me a call. And good luck with your research.

For more information on LUMINA, CD-ROMs or our growing electronic collections here on campus, contact: Nancy K. Herther, Manager, Integrated Information Center, 7 Walter Library, East Bank; 624-2020; nherther@iic.lib.umn.edu, or stop in your local library for details. ■

Access Cards Now Available for Even More Databases

In cooperation with OCLC, the vendor of the over fifty FirstSearch databases, the University Libraries will make special access cards available for sale to any interested user after November 1, 1995.

They will be sold in the photocopy centers in Bio-Medical Library, Walter and Wilson Libraries and in the main St. Paul Campus Library. The cost of each search is eighty cents and the cards come in denominations of 10, 25 or 50 searches. For more information, check with one of the reference desks in our library system.

Some Databases Restricted to University E-mail Account Holders

To control costs and give priority service to current University students, faculty and staff, the Libraries decided to restrict access to fifteen of their networked databases. A valid University E-mail account name and password are now required for access to the following databases:

- ASTI Applied Science and Technology Index
- AHCI Arts and Humanities Citation Index
- ARTI Art Index
- BIAG Biological and Agricultural Index
- CINAHL Cumulative Index to Nursing
and Allied Health
- COMPX COMPENDEX
- GEOB Geobase
- GSI General Science Index
- INSPEC INSPEC
- LIBL Library Literature
- MED MEDLINE
- MICAB Microcomputer Abstracts
- NEWAB Newspaper Abstracts
- PAIS PAIS Decade

If you need assistance getting into these databases, call one of our reference desks. If you have problems using your passwords and id, call 626-2272 (students) or 626-8366 (staff and faculty). If you have questions about this policy, contact Joseph Branin, Associate University Librarian at 624-4520 or j-bran@maroon.tc.umn.edu.

Go for Gold: a Gopher Information Hunt

Nancy K. Herther, Manager, Integrated Information Center of the University Libraries

Find as many items as you can from the list below. Hints are given if you need a little help.



Local

- Verify your campus E-mail address. (Hint: Try under Phone Books - U of M)
- What is the weather forecast for tomorrow? (Hint: News/National Weather Service)
- What is the daily parking rate for the Oak Street Parking Ramp on the UofM campus? (Try under UofM Campus Info - Campus Services)
- What times must you enter the ramp to get the daily rate?
- Find a reference to U2000 from the Minnesota Daily? (Hint: News)
- Find out about any apartments currently available for rent to students. (Hint: UofM Campus Information/Real Estate Office)
- Which committee members attended the last meeting of the UofM Senate Committee on Educational Policy? (Hint: UofM Campus Info/University Senate & TC Campus)
- The enrollment and number of open seats for Psych 1001 this quarter. (Hint: UofM Campus Info / Office of the Registrar)

National/International

- How many cities in the U.S. are named Afton? (Try: Libraries / Reference Works)



- What is the elevation of Phoenix, New Jersey? (Try: Reference Works)
- What is the atomic number, density, and specific heat of Germanium? (Try: Reference Works)
- What is the area of Denmark? Does Denmark have any border disputes? (Try: Libraries / Reference Works)
- Find citations to three articles from the ERIC Archives relating to Vocational Education? (Hint: Library / Reference Works)
- Has the U.S. State Department issued any travel advisories for Bosnia? Where is the U.S. embassy in Barbados? (Hint: Reference Works)
- What is the Area Code for Muskogee, Oklahoma? (Hint: Reference works)

- What is the first line of the "Gift of the Magi" by O'Henry? (Hint: Libraries / ElectronicBooks)
- Provide a UPI News story headline related to the federal deficit. (Hint: News)
- Provide the title, author and source of two recent articles relating to genome research. (Hint: Libraries / Reference Works / Current Contents / use the Search all Fields)



Scoring

To find out how you did, add up the total number of items you correctly found.

18-20 right: You're a true Gopher tunneler, ready to navigate the uncharted terrain of the Internet. Congratulations!

12-17 right: You have the right tunneling instincts, with a little more practice you'll be ready to tunnel your way through the Internet like a pro!

less than 12: Come on now! This is easy, productive, and fun! Give our golden Gopher another try! ■

Internet Options

Get Web, Gopher, & Other Documents by E-mail

Is the site you want to visit always busy or overloaded? Do you have an old system, a slow modem, or other impediments to accessing Web, anonymous FTP, Finger, Gopher, and other Internet resources, and you feel left behind? As long as you can send and receive Internet E-mail messages, you can access a lot of information.



You can send simple but precisely worded E-mail messages to specific addresses requesting that information be E-mailed to you. To learn how, read on. For even more information, you can obtain the document called *Accessing The Internet By E-Mail*; some of the information in this article is based on the July 1995, 4th edition of that document.

▼ Dr. Bob's Internet Guide

To obtain the latest version of
 Accessing The Internet By E-Mail
 Doctor Bob's Guide to Offline Internet Access
 Copyright 1994-95, "Doctor Bob" Rankin

send this E-mail message

```
GET INTERNET BY-EMAIL NETTRAIN F=MAIL
```

to this address

```
listserv@ubvm.cc.buffalo.edu
```

▼ FTP

Many Internet sites store documents that can be accessed by guest accounts using FTP (file transfer protocol). These are commonly called anonymous FTP sites. When you log into these sites, you use anonymous as your userid or logon name and your E-mail address as your password.

You can also request those documents by E-mail, by sending your request to an FTPmail server, such as:

```
ftpmail@sunsite.unc.edu  
bitftp@pucc.princeton.edu
```

The catch is that you must know two things:

- the name of the site that has the document you want
- the exact location and name of the document on that site

Our Example

For our example we will step you through obtaining a document available via anonymous FTP from the Electronic Frontier Federation; their FTP address is

```
ftp.eff.org
```

Our example document is the U.S Congress 1995-95 Senate Directory. On the FTP server you will find it listed as

```
senate95.list
```

As you can see, some names will include special symbols, such as a period (.) or underline (_) characters. (You can also obtain a file called house95.list.)

Documents and files are stored in directories, somewhat like PC/MS-DOS directories and Macintosh folders. Since directories can also contain directories, the path you need to specify to get to some documents can become quite long. To reach our sample document, you just have to specify the two directories listed below. Note that the directory names are separated by a / and that names are case sensitive.

```
pub/Alerts
```

How To Use FTPmail

To tell the FTPmail server which FTP site you want to access, use the *open* command, for example

```
open ftp.eff.org
```

To specify the file's location, use the *chdir* (change directory) command, for example

```
chdir pub/Alerts
```

Use the *get* command to specify the file's name

```
get senate95.list
```

The I-am-done command is

```
quit
```

Our Results

As a result of our request we received two messages. One message contained information about our FTP connection to eff.org, including a replay of the commands we sent. Figure 1 is an abbreviated version of that message; it shows the *get* command we sent and the system's responses. Note that the final line states:

```
senate95.list sent as mail
```

Figure 2 is an abbreviated version of the Senate directory that we received via E-mail.



Minnesota Senator's E-mail Addresses

```
mail_grams@grams.senate.gov
senator@wellstone.senate.gov
```

We found the E-mail addresses for Minnesota's Senators on the United States Senate Gopher server in a document called "Contacting Senate Offices by E-Mail." That Gopher server's address and the document's URL are shown here:

```
ftp.senate.gov
```

```
<URL:GOPHER://ftp.senate.gov:70/00h/
member_e-mail>
```

FTPmail Tips

Some FTP sites are so popular it is hard to gain access and once you are able to log on, using them is sluggish. You may be able to save yourself some aggravation by requesting documents by E-mail instead.

Although a simple *get* command works with plain text (ASCII) documents, it will not work with binary files, such as executable programs or compressed files. To correctly transfer a binary file, type the

```
binary
```

command on a line by itself before the *get* command line.

Figure 1: FTPmail Sends a Confirmation

```
→ > get senate95.list
>> GET senate95.list SENATE95.LIST.D ( REPLACE
>>> PORT 128,112,129,99,110,80
<<< 200 PORT command successful.
>>> RETR senate95.list
<<< 150 Opening ASCII mode data connection for senate95.list (10700 bytes).
<<< 226 Transfer complete.
<<< 11041 bytes transferred. Transfer rate 8.51 Kbytes/sec.
→ >>>> "senate95.list" sent as mail.
```


Figure 2: Response to FTP by E-mail Request

2-1-95

UNITED STATES CONGRESS
SENATE DIRECTORY
104th Congress
1995-96

Note: to focus this example some text was deleted.

Capitol=Capitol Building
DSOB=Dirksen Senate Office Building
HSOB=Hart Senate Office Building
RSOB=Russell Senate Office Building

Washington, D.C. 20510

E-Mail correspondence may be limited to constituents. Include your mailing address with your e-mail message if a reply is desired.

P	ST	Name and Address	Phone & E-Mail	Fax
=	=	=====	=====	=====
R	AK	Murkowski, Frank H. 706 HSOB	1-202-224-6665	1-202-224-5301
R	AK	Stevens, Ted 522 HSOB	1-202-224-3004	1-202-224-1044
→	D	MN Wellstone, Paul 717 HSOB	1-202-224-5641	1-202-224-8438
→	R	MN Grams, Rod	1-202-224-3244	1-202-224-9931
	D	WI Feingold, Russell 502 HSOB	1-202-224-5323 russell_feingold@feingold@senate.gov	na
	D	WI Kohl, Herbert H. 330 HSOB	1-202-224-5653	1-202-224-9787
	D	WV Byrd, Robert C. 311 HSOB	1-202-224-3954	1-202-224-4025
	D	WV Rockefeller, John D. 109 HSOB	1-202-224-6472	?
	R	WY Simpson, Alan K. 261 DSOB	1-202-224-3424	1-202-224-1315
	R	WY Thomas, Craig	1-202-224-6441	1-202-224-3230

Corrections to grace.york@um.cc.umich.edu

▼ The Web

Once you are connected to a World-Wide Web (WWW) server you can usually point-and-click your way to a variety of documents. To find a specific location, you may need to type in the URL (Uniform Resource Locator) for a specific Web site. You can

easily recognize Web URLs because they all begin with this designator:

```
http://
```

You can also get Web documents by E-mail by sending a request to:

```
agora@www.undp.org
```

Figure 3: Response to Web by E-mail Request

To get help, just send a mail with the body WWW
Please mail to agora-bug@mail.w3.org if you have a problem

Internet MicroHelpline

Internet MicroHelpline

[menu]The Helpline Flash! Urgent and Notable News[1]

Look here for up to the minute information
on system outages, and other new, must read information.

[menu]The Electronic Helpline[2]

Where are you going to turn for help? The
Helpline, of course. For faster access to
information you can turn to our Electronic
Helpline. It's available 24 hours a day,
and contains the same information our consultants use.

[Home |[8] Search |[9] Help |[10] Comments |[11]

*** References from this document ***

```
[orig] http://helpline.micro.umn.edu/
[1] gopher://helpline.micro.umn.edu/hh/Flash
[2] gopher://helpline.micro.umn.edu/hh/Help
[3] gopher://helpline.micro.umn.edu/hh/Education
[4] gopher://helpline.micro.umn.edu/hh/Internet
[5] gopher://helpline.micro.umn.edu/hh/Software
[6] gopher://helpline.micro.umn.edu/hh/Showroom
[7] gopher://helpline.micro.umn.edu/hh/Staff
[8] http://helpline.micro.umn.edu/
[9] gopher://helpline.micro.umn.edu/hh/Help/Search/Search
[10] gopher://helpline.micro.umn.edu/hh/Help
[11] mailto:gopher@boombox.micro.umn.edu
```

Note:
to focus this
example the text
for menus
3-7 was deleted.

Figure 4: Using the Agora Server — How to Request Help

SEND http://www.w3.org/hypertext/WWW/Agora/Help.txt

For our example we'll use the Web MicroHelpline service discussed elsewhere in this newsletter.

How To Use Webmail

To use the "agora" Web mail server named above, you send it a two line statement that (1) specifies WWW service and (2) uses the send command followed by a URL, for example

```
www
send http://helpline.micro.umn.edu
```

Figure 3 shows the results of our request.

Service Discontinued, Slow Service

The Web E-mail service we announced in our June 1995 newsletter is currently unavailable. The only Web mail server available in the USA is the "agora" server named above.

"Dr. Bob's" document also notes that:

The WWW-mail servers are sometimes unavailable for days (or weeks) at a time without explanation. If you get an error or no reply, please retry in a day or so.

During our test period we did not experience any delays.

Web Searches

When you access the various Web search options, you type in keywords and the software looks through entries it has harvested for matches.

You can send E-mail queries to the Web mail server listed above to perform Lycos, WebCrawler, and CUI W3 catalog searches. "Dr. Bob's" document contains the URLs and tips on how to separate words in a search and force exact matches.

More Information

For additional information on using the "agora" server, send that server the E-mail message shown in Figure 4.



▼ **Finger**

Finger is an information lookup program you can use if you know someone's E-mail address. It can be useful for finding out the full name that goes with cryptic E-mail addresses. The information you get back from a "finger" varies from computer site to computer site. To test it, you could finger yourself by sending E-mail to

infobot@infomania.com

with just a subject line containing the finger command and your E-mail address. Separate the two pieces of information with a space, that is

finger email_address



▼ Gopher

Once you are connected to a Gopher server, you can navigate through menus until you reach a desired resource, often something you want to read.



You can also get Gopher information electronically by sending E-mail to one of the addresses listed below. Note: despite repeated tests over a 10 day period we were unable to get a response from either of the USA sites. This is unfortunate because netiquette dictates that you use the Internet resource that is geographically closest to your own site.

Japan

gomail@ncc.go.jp
 gopher@join.ad.jp
 gopher@ncc.go.jp
 gopher@nig.ac.jp
 gopher@nips.ac.jp

USA

gophermail@calvin.edu
 gopher@ucmpl.berkeley.edu

Sweden, Brazil, Israel, Czech Republic

gopher@dsv.su.se
 gophermail@cr-df.rnp.br
 gopher@ftp.technion.ac.il
 gophermail@eunet.cz

Our Example

For our example we will step you through obtaining a document from the U.S. Consumer Product Safety Commission Gopher Server at this Internet address:

cpsc.gov

How To Use Gophermail

To use Gophermail all you need to know is the Internet address of the Gopher server you want to get information from. Your first step is to specify that name in the subject line. The result of our first request to is shown in Figure 4, which includes menu items 1-18.

Your next step is to put an X in front of the menu item you want, a requirement that is also spelled out in the response you get from Gophermail. For our example (Figure 4) those instructions read

```
Mail this file back to gopher with an
X before the menu items that you
want. If you don't mark any items,
gopher will send all of them.
```

We found Gophermail was not fussy about how we X'd the menu items (Figures 5a and 5b). Figure 6 shows the results of both of our inquiries.

Subdirectory and Sub-menus

Whenever you see menu items that end in a /, such as the ones shown below, you know that item leads to another menu or directory.

- 4. What's New at CPSC/
- 7. News from CPSC/



▼ Veronica

You can use veronica to search for information stored on Gopher servers, and you can do veronica searches by E-mail using the Gopher mail servers listed above.

Those with umn.edu addresses can begin by getting the menu from the Library's MINITEXT veronica Server. The address for that server is:

soundgarden.micro.umn.edu

Figure 4: Results of Gophermail Request

```
From: gomail@ras.ncc.go.jp
Subject: Gopher Server at cpsc.gov
```

Mail this file back to gopher with an X before the menu items that you want.
If you don't mark any items, gopher will send all of them.

1. About This Gopher Server - U.S. Consumer Product Safety Commission.
2. Who We Are and What We Do for You.
3. Chairman Ann Brown's Vision for CPSC.
4. What's New at CPSC/
5. Reporting Product Related Hazards to CPSC.
6. CPSC Public Calendar/
7. News from CPSC/
8. CPSC Publications/
9. Medical Examiners and Coroners Alert Project/
10. Product Hazard Reports; Injury and Death Statistics/
11. Federal Register Notices/
12. CPSC Hotline Information.
13. FY93 - CPSC Annual Report.
14. CPSC Information for Manufacturers, Retailers and Distributors/
15. How to Receive Information From CPSC.
16. To Automatically Receive Information From CPSC by E-Mail.
17. Government Printing Office Access/
18. Other U.S. Government Gophers/

You may edit the following two numbers to set the maximum sizes after which
GopherMail should send output as multiple email messages:

```
Split=27K bytes/message <- For text, bin, HQX messages (0 = No split)
Menu=100 items/message <- For menus and query responses (0 = No split)
```

```
#
Name=About This Gopher Server - U.S. Consumer Product Safety Commission
Numb=1
Type=0
Port=70
Path=0/About
Host=cpsc.gov
#
Name=Who We Are and What We Do for You
Numb=2
Type=0
Port=70
Path=0/cpsc.txt
Host=cpsc.gov
#
```

Note: to focus this
example some
information was deleted.

Figure 5a
Put an X Before the Items You want

Mail this file back to gopher with an X before the menu items that you want.
If you don't mark any items, gopher will send all of them.

- x
1. About This Gopher Server - U.S. Consumer Product Safety Commission.
 2. Who We Are and What We Do for You.
 3. Chairman Ann Brown's Vision for CPSC.
 4. What's New at CPSC/
 5. Reporting Product Related Hazards to CPSC.
 6. CPSC Public Calendar/
 7. News from CPSC/
 8. CPSC Publications/

Figure 5b
Put an X Before the Items You want

> Mail this file back to gopher with an X before the menu items that you want.
> If you don't mark any items, gopher will send all of them.
>
> 1. About This Gopher Server - U.S. Consumer Product Safety Commission.
> 2. Who We Are and What We Do for You.
> 3. Chairman Ann Brown's Vision for CPSC.
> 4. What's New at CPSC/
→ X 5. Reporting Product Related Hazards to CPSC.
> 6. CPSC Public Calendar/
> 7. News from CPSC/
> 8. CPSC Publications/

More Information

Dr. Bob's Internet by E-mail document covers these additional "by E-mail" topics • Archie • Web Searches • USENET • WAIS searches • Directory Assistance • Sending mail to various networks.

To obtain the latest version of the guide, send the get command shown below to the listserv address shown here:

```
GET INTERNET BY-EMAIL NETTRAIN F=MAIL
listserv@ubvm.cc.buffalo.edu
```



Figure 6: Results of Putting an X Before a Gophermail Item

From: gomail@ras.ncc.go.jp

Subject: Reporting Product Related Hazards to CPSC

REPORTING PRODUCT-RELATED INJURIES AND DEATHS TO CPSC

The Consumer Product Safety Commission (CPSC) is interested in any incident in which a consumer product was involved with a risk of death or injury. The term "consumer product" is defined as any product or component part produced or distributed for sale to or use by consumers. Products used solely for commercial or industrial purposes are not considered consumer products. Also excluded from the definition are tobacco products, motor vehicles and motor vehicle equipment, boats and boat equipment, aircraft, medical devices, pesticides, firearms, and ammunition. In addition, the definition of consumer products excludes

About E-mail Signatures



Like paper mail signatures, E-mail signatures contain your name. Polite E-mail signatures are short but include additional identifying information, for example, your E-mail address and affiliation, such as University of

Minnesota. Most E-mail software lets you create signature information that you can automatically append to your outgoing mail.

When you use the Web, Gopher, and other E-mail services discussed in the *Internet Options* article, you do not need to know how to suppress your E-mail signature.

Suppressing Signatures

Omitting signatures is a requirement when you subscribe and unsubscribe to some electronic mailing lists. Below are instructions for suppressing (and creating) signatures when using popular E-mail software.

Minuet (IBM/MS-DOS)

If you've set up a signature, when you use the *Send* command, Minuet presents the dialog box shown below. If you do not want a signature included, do

not put an X in the box. (Use the *Setup/Signature* menu to compose a signature.)

Add signature to outgoing mail.

WS_POPmail (Windows)

If you've set up a signature, you can suppress it by selecting the *Options* section of the *Preferences* menu. (Use the *Preferences/Edit Signature* menu to compose or edit a signature.)

POPmail (Macintosh)

Hold down the **[Shift]** key when you click on the *Post* button. (Use the *Setup/Edit Signature* menu to compose or edit a signature.)

Pine, Interactive Mail Shell

The Pine program has no menu option to suppress signatures. (In Pine, signature information is handled by separate files, such as *.signature* and *.pinerc*. To alter these files you must use the *Special Utilities* option and exit to the UNIX prompt.) ■

The Technical Coordinators Program is Growing

A Service for University Departments



Our October 1995 newsletter included an article about the University's Technical Coordinators Program. This program for University departments provides forums to disseminate information among departmental computer support people. When used properly it is an effective means of preventing the "Reinvent the Wheel" syndrome.

The program is growing. Below are three special interest groups that were recently added to the program. For more information on this program, including how to join a forum and how to become a Technical Coordinator, see our October 1995 article.

WebMasters

`techc-webmaster@mail.unet.umn.edu`

This forum is for the people who are responsible for departmental WWW servers.

Calendering Systems

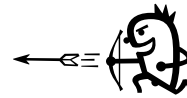
`techc-cal@mail.unet.umn.edu`

This forum is for those who are interested in calendering systems.

Asynchronous Transfer Mode

`techc-atm@mail.unet.umn.edu`

This form is used to report on the status of ATM development on the University of Minnesota campuses and to respond to questions.



USENET News Groups

All of the Technical Coordinators mailing lists also appear as USENET news groups. To find them look under this grouping:

`umn-local`

Message Archive

We maintain a record of all messages sent to the "techc" lists. The log of messages is available via anonymous FTP from the server and directory listed below.

`mail.unet.umn.edu`
`/mail`

Messages logs can be quite large. When a log gets close to 8 megabytes, a new log will be started and given a slightly different name.

You'll find very old message logs under the mailing lists' old "tc" names. Before the lists were renamed to techc-*nnn*, their prefix was simply tc. ■

Computer Store News: 625-3854

You can charge your purchases on your MasterCard, Visa, and Discover accounts.

▼ Computer Discount Program



The discount program is available not only to departments but also to students and staff, subject to the eligibility rules of the program. The Computer Store is located in the East Bank Book Store in Williamson Hall. During Spring, Winter, and Fall quarters the Computer Store is open

- Monday-Friday 8:30-6:00 • Saturday 10-4.

Your purchase price is protected for 7 days from the time you receive your product. If the price drops during that time, you can bring in your receipt for a refund. The Computer Store offers a one-week money back guarantee on hardware and on any software whose seal has not been broken. Of course, you must present your sales receipt; a few other common sense restrictions also apply.

24-hour Service

You can use Internet Gopher to search the Computer Store's database to find out part numbers, prices, and product availability. "Electronic ordering" options are also available by following these paths or using the URL:

University of Minnesota Campus Information\
Department and College Information\
Minnesota BookCenter Electronic Desk

Computer Information\
U of M Microcomputer Prices\
BookCenter Electronic Desk

<URL:GOPHER://spinaltap.micro.umn.edu:
70/11/providers/bookstore>

Some product information is also available on the Minnesota Bookstores' Web page at this URL

<http://www.bookstore.micro.umn.edu/>

▼ Apple Updates

Higher Ed Internet

Here are excerpts we received from a recent press release.

The Apple Virtual Campus has just relocated to a new, more spacious, higher performing location...The new URL is:

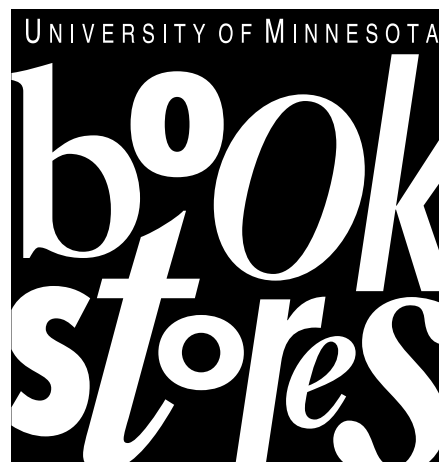
<http://hed.info.apple.com/>

One of the new additions to the Virtual Campus is a Science and Engineering Solutions page (<http://hed.info.apple.com/sci-eng.html>). This page will serve as a central resource for customers and Apple personnel seeking information on Macintosh-based science and engineering solutions.

The Apple Higher Education Gopher Server also has moved to a new URL:

<gopher://gopher.info.apple.com/>

The new server offers, in gopher format, the highly popular contents of the Apple Support Area and the Tech Info Library.



Individuals must add 7% sales tax to all Computer Store prices. Departments do not pay sales tax.

QuickTime VR Player and Demos

Below are excerpts from Apple's Web Site at

<http://qtvr.quicktime.apple.com/>

Note: you need to install the QuickTime VR Player helper application. The player is free for Windows and Macintosh customers and is available at Apple's demo site.

QuickTime VR allows you to experience virtual reality on your computer. At this site you'll find QuickTime VR scenes and objects.

Scenes are VR spaces. You can look up and down, turn around, zoom in to see detail, or zoom out for a broader view. Scenes include panoramic mountain-top vistas, architectural interiors such as rooms in the White House, and rendered spaces.

Objects are interactive. By clicking and dragging, you examine things like the sculptures in a museum or the merchandise in a store. Object technology has also inspired new works of animated art.

In addition to QuickTime VR experiences, this web site contains explanations of how the technology works, and information for developers.

Apple Server Upgrades

Below are excerpts from a recent press release. The upgrade to AppleShare 4.2 will be about \$200 for most users.

On October 16, 1995, Apple will introduce three updated products, including AppleShare version 4.2, AppleShare Client for Windows version 1.0.1, and PowerShare version 1.1.

AppleShare version 4.2
AppleShare version 4.2 is PowerPC native and provides dramatically improved performance and supports more users than AppleShare version 4.1. On average, AppleShare version 4.2 is more than twice as fast across a suite of performance benchmarks, which include file transfer and database access. It supports up to 250 concurrent users (an increase from 150) and up to 3,000 open files (an increase from 346).

More information about AppleShare version 4.2 can be found on the World Wide Web at:
<http://www.apple.com>

New > Performa 6300CD

Part #	Description	Discount Price
M4425LL/A	Mac Performa 6300CD	\$2,799

Microprocessor, Memory, Internal Disk Drives

- PowerPC 603e RISC processor, 100 MHz
- Integrated floating-point unit
- 16MB of RAM, expandable to 64MB
- RAM expansion via two 32 SIMMs
- 1.2 gigabyte hard drive
- Apple SuperDrive floppy drive
- Quad-speed AppleCD 600i CD-ROM

Monitor, Modem, Keyboard, Mouse

- 15-inch Apple Multiple Scan Display
- 13.3-inch viewable image size
- Global Village 28.8 fax/data/voice modem
- AppleDesign keyboard and mouse

Interfaces and Sound

- One ADB port • SCSI interface port • LC-PDS slot • Communication slot for the modem • Video slot for optional Apple Video System • Dedicated connector for internal TV tuner • One standard monitor port • Serial port for AppleTalk networking
- Stereo 16-bit sound • Built-in speaker

Preinstalled Software

- ClarisWorks • At Ease • The American Heritage Dictionary • ClickArt Performa Collection
- Espresso • Lode Runner • MacGallery Clip Art Treasure Pak • MacLinkPlus/Easy Open Translators
- Mangia • Power Pete • Quicken • Virex
- WealthBuilder • The Writing Center
- eWorld (including Internet access software)

CD-ROM Titles

- 1995 Grolier Multimedia Encyclopedia • TIME Almanac Reference Edition • 3D Atlas • The Family Doctor • Smithsonian's America • My First, Incredible, Amazing Dictionary • Sesame Street Numbers
- Making Music by Voyager • Club KidSoft CD ■

Free Help: Computing & Information Technologies

University of Minnesota Accounts

Phone

Help Line Hours

Distributed Systems: Microcomputers, Workstations, LANs

- Software, hardware, peripherals, local area networks 626-4276 M—F 9 am to 4 pm
- East Bank 152 Shepherd Labs above above above
 - West Bank 93 Blegen above above 1 pm to 4 pm
 - St. Paul 58 Biological Sciences Center above above 1 pm to 4 pm

Central Systems

These systems require a user name and password, which you get when you open an account.

Qualified users can apply for grants to cover some computing related costs.

- EPX (Unix), NVE (NOS/VE), UZ (Ultrix), VX and VZ (VMS) 626-8366 M—F 9 am to 4 pm
- VM1 (IBM/CMS) 90 Coffey Hall walk-in consulting 624-6235 M—F 9-11 am, 2-4 pm

E-mail and Internet

- Call for help using your University account 626-7676 M—F 9 am to 4 pm
- Forgot your password? Staff, call 626-8366. Students, go in person to Microcomputer Facilities in Blegen 455 (6-7778), Central Libr B50 (4-3269), COB 17 or 135 (6-1252, 4-9226), Eddy Hall 54 (5-0314), Elliott 121 (4-0866), Folwell 14 (5-4896), HHH 50 (4-6526), Lind 26 (6-0856), McNeal 305 (4-5367), Walter Libr 9 (6-1899).

General Information

Computer Store

Williamson Hall Book Center 625-3854
(inventory and prices also available on Internet Gopher)

University Computing & Information Services

- Administrative Information Svcs. (AIS) Help desk ... 4-0555
- Biomedical Graphics, various locations 6-3939
- Central Computing, 100 LaudCF 6-1600
- Accounts: EPX, NVE, UZ, VX, VZ, VM1 6-8366
- Data Entry 6-8351
- System Status 6-1819
- Tape Librarian 6-1838
- Computer Facilities (also call individual facilities) .. 5-1300
- Classroom Facilities varies
- Digital Media Center
 - Development Suite for Faculty, 15 Walter Libr. 5-5055
- Disability and Computing Services, voice/TTY 6-0365
- Distributed Computing, 190 Shep Labs 5-1300
- Engineering Services, 103 LaudCF 5-1595
- Equipment Repair and Warranties 5-1595
- Gopher Hotel (server set up for a fee) 5-2303
- Kodak Printer Service 6-1661
- St. Paul Computing, VM1 Accounts, 50 CofH 4-7788
- Software Services (contract programming) 5-2303
- Statistical Support
 - SAS 4-3330
 - SPSS, BMDP, Minitab on VAX or EPX 6-8366
- Supercomputer Center Help, 3030 SCC 6-0808
- Telecommunications, 30 TelecomB
 - Networking Services Information 6-7800
 - Networking Services Repair 5-0006
- Training Library, Reservations, 190 ShepLab 5-1300
- Course Registration, 190 ShepLab 5-1300
- U Libraries, Integrated Information Center 4-2020
- University Networking Services, 130 Lind 5-8888
- Workstation Support Group, 98/99 Coffey varies
- IBM AIX, HPUNIX, IRIX, SOLARIS, SUNOS 4-7486



Associate Vice President for Academic Affairs and Acting Director of Information Technology

Donald R. Riley, Professor 626-9816


Access Information

- SLIP: 2,400 to 14,400 (V.32) 626-1920
- SLIP: 14,400 to 28,800 (V.34) 627-4250
- SLIP: ADI-100 and ITE (with MKO) 3-0291



- Terminal settings for these systems are 8-1-N (8 data bits, 1 stop bit, no parity) unless otherwise noted. The number you dial may depend on the modem's bps or baud rate.
- Internet addresses.
 - Dial-in Server: 626-0300, -1200, -2400, -4800, -9600
 - At 9600 and above, Telecomm supports MNP level 5 error correction.
 - On campus ADI-100 and ITE setups use 626-2400.

LUMINA: 300/1200/2400 625-6009 
V.32 4-7539 


Telnet & tn3270 _____ PUBINFO.AIS.UMN.EDU



Gopher, alternate access (log in as gopher)
300, 1200, 2400, 9600 see Dial-in Server 
_____CONSULTANT.MICRO.UMN.EDU


Help by E-mail for POPmail or Gopher or SLIP or Minuet
Format _____NAME@BOOMBOX.MICRO.UMN.EDU


AIS SecureID V.32 626-1061 
300/1200/2400 6-7770 

tn3270 & Telnet _____ ADMIN.AIS.UMN.EDU

EPX,NVE,UZ,VX,VZ 300-9600 ... see Dial-in Server 
EPX or UZ or VX or VZ or NVE.CIS.UMN.EDU

EPX, NVE: 300/1200/2400 625-1445 
up to 19.2 campus data phone 3-2400 

VM1 at 7-1-even
9600 624-3668 

1200/2400 & <19.2 campus data phone ..4-4220 
_____VM1.SPCS.UMN.EDU

News Server _____NEWS.TC.UMN.EDU

FAX via E-mail (note: John.Doe & 9-9999 are examples)
/pn=John.Doe/dd.fax=9-9999/@fax.tc.umn.edu

U of Minnesota Web _____http://www.tc.umn.edu/

Distributed Computing_ http://www.micro.umn.edu/

Central Computing_____http://www.umn.edu/ccs

Please be legible. Help us keep our costs down by using a campus mailing address whenever possible. Thanks.

Computing & Information Services Subscription Request

Add Cancel Change as shown
Newsletter Short Course Bulletin Both publications

Name _____

If University of Minnesota Twin Cities Campus Mail:

Do not use your office address; Campus Mail only delivers bulk-mailed items with department addresses.

Department _____

Building _____ Room _____

If U. S. Postal Service:

Address _____

City _____ State _____ Zip _____

University of Minnesota Affiliation. Please check one box.

Department Faculty Staff Student Alumni Other

E-mail and FAX Options: You can also send us your subscription requests by fax or E-mail. Fax a subscription request "coupon" to 612/625-6817 or E-mail your request to this Internet address: newsletter-subscription@boombox.micro.umn.edu

Computing and Information Services

The University of Minnesota is committed to the policy that all persons should have equal access to its programs, facilities, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

© 1995 University of Minnesota

Permission granted to copy for non-commercial purposes, provided we receive acknowledgment and a copy of the document in which our material appears. Text only copies are available electronically on Internet Gopher. This issue was produced 10/31/95 using a Mac, a LaserWriter, and PageMaker. It was printed by the University Printing Department.

Limited Free Subscriptions

This newsletter is an information resource for the University. Subscriptions are free but are mailed only within the U.S. Some funds are provided by the Book Center, which does not represent any manufacturer, distributor, or retail outlet and is not responsible for any error or change in price, description, or availability with respect to any product or service.

Free E-mail Services (also see *Book Center News*)

- We receive notices of software and hardware fixes, seminars, helpful hints, and various computer related items from many sources. This information may be of immediate importance or interest to the University community. To make this information available in a timely manner, we periodically send out E-mail "news" bulletins. To subscribe to *Microcomputer News*, send E-mail to: news-request@boombox.micro.umn.edu
- To keep up-to-date on the growth of Internet Gopher servers, send a subscribe request via E-mail to gopher-announce-request@boombox.micro.umn.edu

Computer and Information Services Newsletter

University of Minnesota
Academic & Distributed Computing Services
Room 190, Shepherd Labs
100 Union Street SE
Minneapolis, MN 55455-0421

Nonprofit Organization
U.S. Postage
PAID
Minneapolis, MN
Permit No. 155

Published Monthly By

Academic & Distributed Computing Services
Mary Kelleher, Editor, cisnews@maroon.tc.umn.edu

— This publication is available on Gopher (Computer Information, CIS Newsletter). Alternative formats available upon request.