

Computer and Information Services Newsletter

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

Volume 4, Number 1

July 1994

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Free E-mail Updates

To get product and price change bulletins for the products sold through the Minnesota BookCenter's Computer Department, subscribe to the *Bookstore prices* list by sending E-mail to

request@boombox.micro.umn.edu

Why We're Late

 Some of our readers will notice that this July issue arrived in their mail boxes very late. We delayed this issue to give people ample time to respond to the *Renewal Time* notice we included in the June issue; the deadline for renewal was July 15. The August issue should arrive in your mailboxes a couple of weeks after you receive this July issue.



Reminders

▼ **St. Paul Microcomputer HelpLine Moved**
The St. Paul Micro HelpLine moved to 58 Biological Sciences. The Central System help desk for St. Paul Computing Services remains in 99 Coffey Hall.

▼ **Use Gopher for 24-hour Service**
Use Gopher to search the Computer Department's database to find product availability, prices, and part numbers. "Electronic Ordering" options are also available at these two Gopher locations:

University of Minnesota Campus Information
Department and College Information
Minnesota BookCenter Electronics Desk
Computer Information
Microcomputer Prices
BookCenter Electronics Desk (inventory and prices)



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Cheshire recyclable labels.



Network Growth at the University

Lawrence Liddiard, Computer and Information Technologies



The University's network is a joint production of Networking Services, Telecommunication Services, and many departmental groups.

Growth

This production is keeping everyone involved very busy as the whole network continues to grow. Looking at what happened the past two years and what we predict for next year, the whole network will again double in size. One measure of growth is shown in Table 1.

Modem Pool

Dial in access to the network is very popular. Since modems must talk to other modems, the University has set up large modem pools. Last year we increased the number of modems in the SLIP pool by a factor of five (the older modem pool has stayed constant at about 300 modems). In May 1994 we had 320 modems in the SLIP modem pool; all are 14,400 bits per second (bps). Table 2 shows the growth in the modem pool for the authenticated SLIP access.

Mac Users and 14.4K

Macintosh users who have a 14.4K modem need to select a MacSLIP speed setting at something other than 14400. We suggest you try 19200 or higher.

Table 2: Authenticated SLIP Modem Pool Growth

Number of Modems		Date
1993	62	July 1
	96	September 1
	181	November 1
1994	224	February 1
	256	March 28
	288	April 22
	320	May 20

Our \$250,000 funding of the modem pool has enabled us to keep ahead of the growth in SLIP usage, as shown in Figure 1. Current figures show that the average SLIP user remains connected (to the SLIP server and modem pool) for about 20 minutes. This allows many people to use the same modem connection over the course of a day.

Figure 1: SLIP Usage

The graph in Figure 1 shows SLIP modem pool use on the monthly high use day, beginning October 31, 1993 and ending on May 25, 1994. The graph also shows that high and low usage periods have remained the same, regardless of time of year or number of modems in the modem pool. If you've been getting busy signals, you may want to call earlier in the day, say between 2 am and 10 am.

Next Year

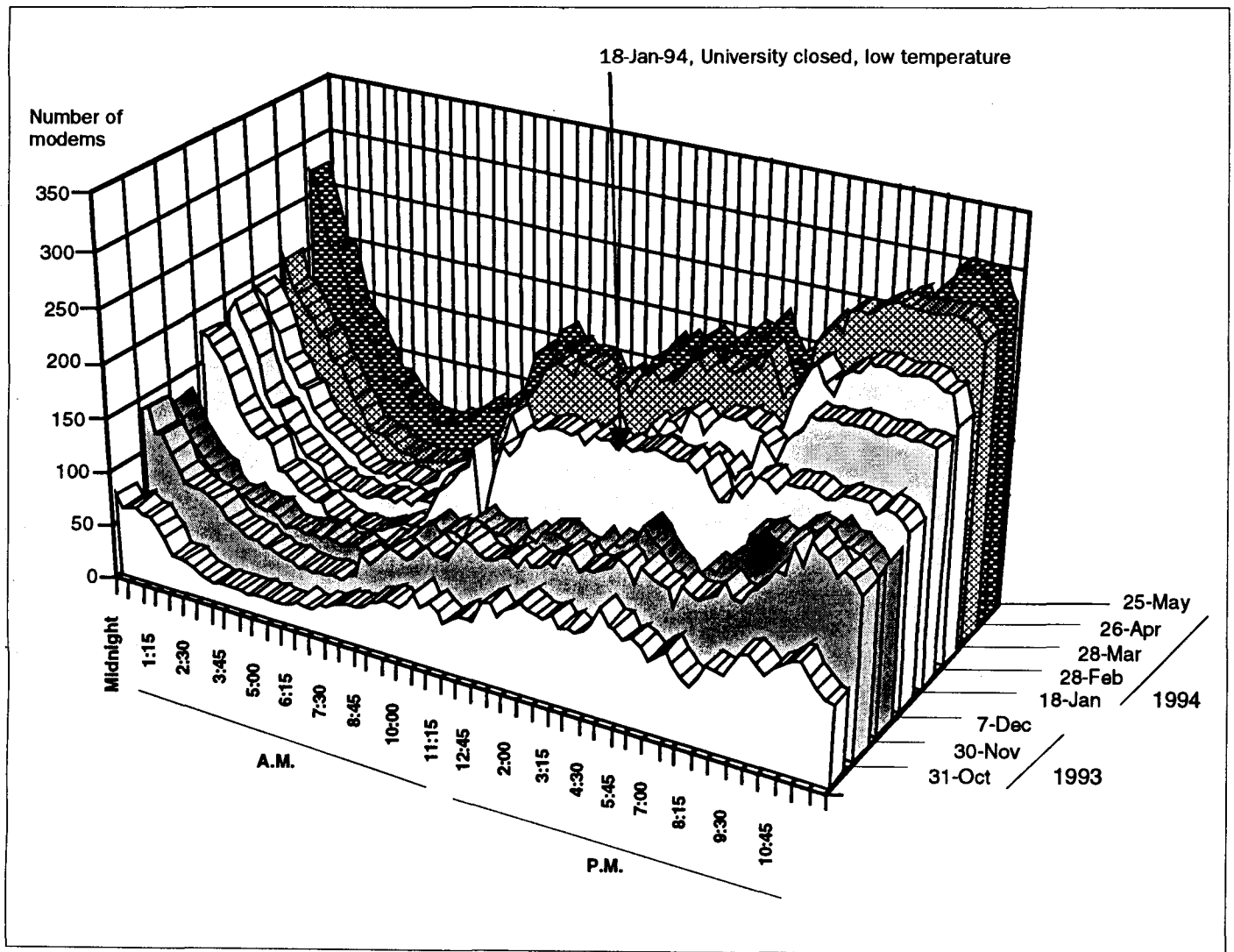
Two major improvements for next year include increasing the number of modems in the pool and offering faster dial up access.

Table 1: Local Internet Volume

Daily Volume and Direction Volume = Million Bytes/Day	FY 1992-93			FY 1993-94	
	April 92	April 93	Growth %	April 94	Growth %
University of Minnesota traffic					
Into the University	1,123	2,699	240	5,572	206
Out from University	970	1,619	167	7,797	482
Total University traffic	2,093	4,318	206	13,369	310
Minnesota state traffic via CICNet					
Into Minnesota	1,774	4,868	274	8,964	184
Out from Minnesota	1,419	4,890	345	9,638	197
Total Minnesota traffic	3,193	9,758	306	18,602	191
Example of one site: Shepherd Lab Gopher servers					
Traffic out from Shepherd	338	1,283	380	3,231	252

Our plans are to set up V.34 28,800 bps modems and connect them to a new terminal server that is able to handle 115 Kbps on the digital side. The terminal server will process caller ID and TACACS (Terminal Access Control and Authority Control System) for authentication. We expect this service to be accessible through a different telephone number than the current SLIP modem pool number.

Figure 1: SLIP Usage



A premium service for IPX (Internet Packet Exchange – Novell) and ARA (AppleTalk Remove Access) dial-in access will be stated this Fall.

Campus Buildings and the Ethernet Backbone

About 60 miles of fiber cable currently connects most campus buildings to Telecommunications and the Ethernet backbone. Next year Telecomm will lay fiber to another 24 buildings. In addition, fiber with a higher carrying capacity will be laid to several University sites that require greater bandwidth. By July 1995 all University Twin Cities campus buildings will be connected at full Ethernet speeds.

WHAT DO YOU USE SLIP FOR?

What are the people using the SLIP modem pool doing? Most modem users are dialing from home; are you? We'd like to hear from you. Tell us who or what you typically contact and the times of day you usually use the modem pool. You can use this newsletter E-mail account

cisnews@maroon.tc.umn.edu

to send your answers to the newsletter editor.

Computer Related Services from E.I.S.

Gary Newstrom, Manager, Electronic Instrument Services



The Electronic Instrument Service Department (E.I.S.) provides a wide spectrum of services related to University research and teaching instrumentation used in various departments. Beside our standard repair and calibration of laboratory equipment, we offer the services listed below.

Troubleshooting, Customizing, and More

1. We will provide troubleshooting and repair services for existing serial and parallel interfaces between your computer and attached research equipment. This would also include printers and plotters attached to computers being used primarily for control of or data acquisition from research equipment.
2. We will provide consultation and advice on appropriate solutions for the design and installation of interfaces between your computer and new or existing equipment using commercially available equipment and software where possible. Where suitable equipment is not commercially available, we will provide consultation on the design of a suitable interface and will build and install it in your system.

We regret however, that we cannot provide a software development or support service, as we do not have the personnel available to allow us to allocate an individual to full time software issues.

3. We can provide troubleshooting and diagnostic services for situations where existing systems that had been working, no longer are, due to changes or upgrades to the research equipment or controlling system.
4. We can provide a service to determine, obtain, and install any upgrades your computer might require to support the appropriate interface solution required for your research equipment installation.
5. We can also build IBM compatible computers customized for use in a particular research application where an off the shelf computer does not provide the appropriate functionality due to specialized peripheral device requirements.
6. We can provide a diagnostic and testing service for your research computer to determine and give you some idea of the efficiency with which it is running

your applications as well as the status of and some idea of the reliability of your hardware. That is, the tests may show an indication of problems with your hardware before it actually fails.

E.I.S. will not be responsible for data stored on any media.

Other Services

Electronic Instrument Services also provides the following non-computer related services:

1. Repair and calibration of most types of laboratory instruments.
2. Preventive maintenance service agreements.
3. Pipette and balance calibration to N.I.S.T. standards.
4. Reconditioned lab instrument sales.
5. Lab instrument rentals.
6. Design consultation.
7. Instrument upgrade and modification.
8. Instrument interfacing and installation.
9. Operator training.
10. Pickup and delivery or on-site service.

If you are considering discarding old laboratory equipment, please contact us about donating it to E.I.S. The equipment could be used for spare parts in the repair of other department's equipment.

For More Information

Further information on E.I.S. current events, technical notes, new services, and a list of reconditioned equipment available for sale can be found on Gopher in the following directory:

Home Gopher Server
University of Minnesota Campus Information
Campus Services
Technical Services
E.I.S.

Electronic Instrument Services is located at:
25 Biological Science Center, St. Paul Campus

Phone: 6-6745 or 6-8267
Fax: 6-2288
E-mail: EIS@telecomm.umn.edu
Manager: Gary Newstrom

Finding FAQs and Other Frequently Asked Questions

Overview



Although an encyclopedic array of information is available via your University Internet account, finding that information is often not straightforward. Below is a typical question from an Internet explorer.

From: BEAR1234@HONEY.UMN.EDU

Hi. I was wondering if there is a menu where I can just locate what I need instead of having to go through every topic to find what I am looking for? For example, I am looking for information on AKC breeders.

Ted D. Bear

This explorer will find information about AKC breeders in a FAQ: a listing of frequently asked questions and answers to those questions. Although you will find FAQs on some Internet Gopher servers, you're more likely to find them posted in connection with a discussion group.

Most electronic discussion groups, such as those on USENET, are centered around a common topic. Many people who visit USENET or otherwise subscribe to news and discussion groups like to share their knowledge and experiences. But once you've "subscribed" to a list for a while, you find that some questions get repetitive, repetitive, repetitive. FAQs are a way to help keep discussions stimulating and to provide newcomers and old-timers with a common base of knowledge.

Finding FAQs on USENET

To look at many of the FAQs available on the Internet, look for USENET postings under *answers*, for example

```
alt.answers
comp.answers
misc.answers
news.answers
rec.answers
sci.answers
```

Accessing the answers groups can take awhile since many of the FAQs are long and the list of posted FAQs is also long. For example, we found a FAQ with information about the American Kennel Club (AKC) that is over 150 pages long; that's the size of a small book. Figure 1 shows sample information from this FAQ. Below is a small sample of the FAQs we found on recent visits to several answers groups.

```
alt.folklore.urban
Amiga
Available C++ libraries
comp.sys.ibm.pc.hardware
Computer Mediated Communication
Electrical Wiring
FAQ: Fuzzy Logic and Fuzzy Expert Systems
Fleas, Ticks, and Your Pet
Historical Costuming
HOLOCAUST
How to become a USENET site
Index of Quilting
Law Related Resources on the Internet and Elsewhere
LEGO frequently asked questions (FAQ)
misc.consumers.house
rec.arts.tv.soaps
rec.pets.dogs
rec.scouting
sci.math
So You Want to Create an Alt Newsgroup
soc.culture.Greek
Welcome to the comp.os.linux
Zines on the Internet
```

If you don't know where to start, try *news.answers*. Many FAQs are cross-posted there.

For more information on accessing USENET news groups, you may want to review the following newsletter articles:

- for Macintosh users: January 1994 Nuntius article
- for DOS/Windows users: December 1993 Minuet News reader article
- for Gold/Maroon mail shell users: March 1994 nn news reader article

FAQs Available via Anonymous FTP

An archive of USENET FAQs is available via anonymous FTP from the Massachusetts Institute of Technology (MIT). Each news group is in a separate pub/usenet directory. To access the MIT archives, log onto the host and directory listed below. Since the list is very long, getting the list of files can take a while. (When using anonymous FTP, use anonymous as your user name and your E-mail address as your password.)

```
rtfm.mit.edu
/pub/usenet-by-group
```

Using anonymous FTP is very easy if you have the right software, such as Fetch for the Macintosh and Minuet/FTP for IBM-compatibles. For more information on anonymous FTP, read our April 1993 article *Tap into Info with Telnet & FTP*.

FAQs on List Servers

You can use your E-mail software (such as POPmail, Minuet/POPmail, or Pine) to sign up to receive information automatically from an electronic mailing list. Thereafter when you fetch or otherwise retrieve your E-mail, the mailing list's messages automatically show up in your mail browser or "inbox." Like USENET news groups, the discussions on these lists center around some topic.

It is very unusual for large mailing lists to be handled by humans. Most mailing lists are automated and are maintained by "stupid" computer programs with simple "vocabularies" (a common source of frustration for people when they want to unsubscribe from the mailing list). One of the oldest such programs is known as LISTSERV; it maintains Bitnet discussion groups. (Many LISTSERVs are also connected to the Internet.) Other mailing list programs may be known as REQUEST or LISTPROC.

In some cases the LISTSERV "robot moderator" also maintains indexes, files, and archives of past postings for the discussion groups it manages. If this is the case, the group *may* have created a FAQ. We looked at file lists for six discussion groups. Only one group listed a file called FAQ. Most of the groups' files were archives of old messages.

Obtaining LISTSERV FAQs

Obtaining a FAQ from a LISTSERV is a three-step process. To access files that the LISTSERV maintains, you must send E-mail to the LISTSERV address; the same address you use to subscribe and unsubscribe from the list. The form of that address is

```
listserv@node
```

Our Example

For our example we'll use the Microsoft Windows discussion forum WIN3-L (whose Internet E-mail address is win3-l@uicvm.bitnet). It is common practice for the name of LISTSERV discussion groups to end in -L. The address of the LISTSERV that manages this list is

```
listserv@uicvm
```

Since we are sending mail from an Internet account rather than a Bitnet account, we must append *.bitnet* to the name, as shown below. All our *get* commands go to the LISTSERV address listed below.

```
listserv@uicvm.bitnet
```

The form of the *get* command is

```
get filename filetype
```

1. Obtain the discussion group's list of files

Since most LISTSERVs manage files for many discussion groups, you must identify the list and tell the LISTSERV what type of file you want. To do that for our example type

```
get win3-l filelist
```

Some discussion groups will not let you access their files unless you subscribe to the list. Other groups only let the list's owners access the file. If you try to sample files from the archives of many discussion groups, you will probably get several "you are not authorized" messages.

2. Look over the list for the name FAQ

Figure 2 shows part of the response we got to our request for a filelist. Note that the Windows list includes a FAQ that anybody (all) can obtain (*get*).

```
filename filetype GET
WINDOWS FAQ ALL
```

3. Obtain the FAQ

To obtain the FAQ for our example type

```
get windows faq
```

Unfortunately, the FAQ is not yet available, as noted by its 0 entry under the *news* heading, as shown in Figure 2.

Figure 1: Sample from rec.pets.dog;_American_Kennel_Club FAQ

This is one of the FAQ (Frequently Asked Questions) Lists for rec.pets.dogs. It is posted on a monthly basis....This article is Copyright (c) 1994 by Cindy Tittle Moore.... It takes quite a lot of time to learn what dog makes a good match for which bitch. Two dogs that are both outstanding individuals may not produce any outstanding puppies. The individual dogs and their pedigrees need to be carefully studied to verify that weaknesses on one side will be complemented by strengths on the other side in the same area. ...Average or run-of-the-mill litters are simply not needed; more than enough exist. Breeding only the truly outstanding dogs within these popular breeds would still produce more than enough puppies to meet demand. Breeders usually breed for a specific purpose and with each litter

they are looking for a puppy with a particular set of characteristics.While many breeds of dogs can make good companion dogs, they often do so not because they were directly bred as "companions" but because the traits they have been selected for are also compatible with what is needed for a companion dog. For example, steadiness and trainability are needed for most of the working breeds, these are also desirable traits for companion dogs. In other words, they make good companion dogs because of the years of breeding for working character and sound structure. Keep in mind these characteristics can be greatly diminished in just a few generations, so *each* generation needs to be evaluated to make sure that those qualities that come together to produce a good specimen of the breed are still present....

Figure 2: Looking for FAQs on LISTSERVS

From: BITNET list server at UICVM <LISTSERV@UICVM.UIC.EDU> (1.7f)
 Subject: File: "WIN3-L FILELIST"

* WIN3-L FILELIST for LISTSERV@UICVM.
 * WIN3-L files

* If an entry shows nrecs=0 the file is not available.

* This filelist may be sorted in columns 47 to 63 to get a list of files in the order of their updates. Sorting in descending order shows the most recently updated files at the top.

* ::

* The GET/PUT authorization codes shown with each file entry describe who is authorized to GET or PUT the file:

* ALL = Everybody
 * OWN = List owners

* ::

filename	filetype	GET	PUT	-fm	lrecl	nrecs	rec date	last - change time	File description
WINDOWS	FAQ	ALL	OWN	.	.	0	

* NOTEBOOK archives for the list
 * (Weekly notebook)

filename	filetype	GET	PUT	-fm	lrecl	nrecs	rec date	last - change time	Remarks
WIN3-L	LOG9201A	PRV	OWN	V	80	2920	92/01/07	23:04:35	Started on Wed, 1 Jan 1992 10:15:44 EST
WIN3-L	LOG9201B	PRV	OWN	V	80	4359	92/01/14	22:58:49	Started on Wed, 8 Jan 1992 08:32:00 CET
WIN3-L	LOG9201C	PRV	OWN	V	80	3674	92/01/21	22:43:27	Started on Wed,

Computer and Information Services Newsletter

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Volumes 1-3 Are on Gopher

All issues of the *Computer and Information Services Newsletter* are available electronically via the *News* and the *Computer Information* sections of Gopher.

Currently the version of the newsletter that is stored on Gopher is not a replacement for the paper copy. Since the information currently stored on Gopher is text (ASCII), most figures will not show up. Newsletter subscriptions are free but are mailed only within the US.

Title/Topic

Date

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Book Center News

Internet Books at a 10% Discount



The prices listed below are not discounted; they are the suggested retail prices. The amount you actually pay will be less because you will receive a 10% discount at the cash register.

Suggested Retail Prices

From Addison-Wesley Publishing Co.

- Cheswick, *Firewalls and Internet Security*..... \$26.95
- Godin, *E-mail Addresses of the Rich and Famous* 7.95
- Heslop, *Instant Internet Guide*
- Laquey, *Internet Companion Plus*
- Lynch, *Internet System Handbook*
- Quarterman, *Internet Connection*

From IDG Books Worldwide, Inc.

- Godin, *1994 Internet White Pages*
- Levine, *Internet for Dummies*
- Levine, *Internet for Dummies Quick Reference*

From MIS Press

- *Welcome to...Internet: From Mystery to Mastery..* \$19.95

From New Riders Publishing

- *New Riders Official Internet Yellow Pages*

From O'Reilly and Associates, Inc.

- Estrada, *Connecting to the Internet*
- Krol, *Whole Internet User's Guide and Catalog*

From Osborne/MacGraw Hill

- Hahn, *Internet Complete Reference*
- Hahn, *Internet Yellow Pages*

From Prentice Hall (PTR)

- *Internetworking with TCP/IP Vol. II*
- *Internetworking with TCP/IP Vol. III*
- *Internetworking with TCP/IP Vol. III AT&T*
- Gardner, *DOS User's Guide to the Internet*.....
- Kehoe, *Zen and the Art of the Internet*.....
- Rose, *Simple Book: An Introduction to Internet*
- Sachs, *Hands-on-Internet*
- *Internet CD/SRI*
- Hardie, *Internet: Mailing Lists*
- Malamud, *Exploring the Internet*.....

From Prentice Hall Computer Pub.

- *Internet Starter Kit for Macintosh*
- *Internet Starter Kit for Windows*
- Fisher, *Riding the Internet Highway*.....
- Kent, *Complete Idiots Guide to the Internet*
- Sams, *Internet Unleashed*

From Que Corporation

- *Using the Internet*

From Random House Trade & Merchandise

- Braum, *Internet Directory*.....

From Sybex, Inc.

- *Novell's Guide to Multiprotocol Internetworking* ...
- Falk, *Internet Roadmap*
- *Wired to the Net* (2 book set).....

Free Help: Computing and Information Technologies

Phone Help Line Hours

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), 99B Coffey Hall, Phone and Walk-in Consulting 624-6235 M—F 9 am to 4 pm
- MEDLINE (MinnesotaMEDLINE on NVE) 626-8366 M—F 9 am to 4 pm

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

E-mail and LUMINA

- E-mail: 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 to any Computer Facility – e.g., 14 Folwell, 26 Lind, 305 McNeal, HHH 50. Troubleshooting: if Maroon or Gold are down, you'll hear a status report at 626-1819.
- LUMINA: call if you have trouble connecting 626-7676 M—F 9 am to 4 pm

Computer Services Information 625-1555 any day any time

General Information

Williamson Hall Book Center

Computer Dept 625-3854
 (inventory and prices also available on Gopher)

University Computing and Information Services

- Administrative Information Svcs. (AIS) Help desk ... 4-0555
- Biomedical Graphics, various locations 6-3939
- Central Computing Services, 100 LaudCF 6-1600
 Accounts: EPX, NVE (incl MEDLINE), UZ, VX, VZ.. 6-8366
- System Status 6-1819
- Tape Librarian 6-1838
- Statistics Services 5-2303
- Computer Facilities (also call individual facilities) .. 5-1300
 _FolH 5-4896 _Lind 6-0856 _McN 4-5367 _HHH 4-6526 +more
- Disability and Computing Services, voice 6-0365
 TDD 6-0569
- Distributed Computing Services, 190 Shep Labs 5-1300
- Engineering Services, 103 LaudCF 5-1595
 Equipment Repair and Warranties 5-1595
- Faculty Resource Center (for appointment) 5-1300
- Gopher Hotel (server set up for a fee) 5-2303
- Kodak Printer Service 6-1661
- St. Paul Computing Services, 50 CofH 4-7788
 Accounts: VM1 (IBM/CMS) 4-7788
- Data Entry 4-7297
- Tape Librarian 4-3482
- Statistics Services 4-6235
- Software Services (contract programming) 5-2303
- Supercomputer Center Help, 3030 SCC 6-0808
- Telecommunications, 30 TelecomB
 Networking Services Information 6-7800
 Networking Services Repair 5-0006
- Training, Course Registration, 190 ShepLab 5-1300
- U Libraries, Integrated Information Center 4-2020
- University Networking Services, 130 Lind 5-8888

Associate Vice President and

Associate Provost Academic Affairs

Donald R. Riley, Professor 626-9816

Access Information

SLIP: 2400/14,400 626-1920
 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 Telecomm supports V.32 and 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
- E-mail and Internet Service and Servers, Twin Cities
 _____ GOLD.TC.UMN.EDU MAROON.TC.UMN.EDU
- Gopher, alternate access (log in as gopher)
 300, 1200, 2400, 9600 see Dial-in Server
- _____ CONSULTANT.MICRO.UMN.EDU
- Consulting via E-mail: low priority Central System ques
 Format _____ CONSULT@MACHINE.NAME.UMN.EDU
- AIS SecureID V.32 626-1061
- 300/1200/2400 6-7770
- tn3270 & Telnet _____ ADMIN.AIS.UMN.EDU
- EPX, NVE (includes MEDLINE), UZ, VX, VZ
 300, 1200, 2400, 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 (IBM/CMS) at 7-1-even
 9600 624-3668
- 1200/2400 & <19.2 campus data phone .. 4-4220
- _____ VM1.SPCS.UMN.EDU
- UMN News Server _____ NEWS.TC.UMN.EDU

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