

Information Technology Newsletter

March 1997 from the **Office of Information Technology**
This newsletter is an information resource for the University of Minnesota.

Volume 1
Number 12

626-4276

ADCS Computer Help

One Call. Shorter Waits. Longer Hours. Extended Help Options.

Academic and Distributed Computing Services (ADCS) has made several changes in the way we deliver computer and Internet related help to the University community.

We've made these changes in response to your feedback, through surveys and suggestion forms at our helplines.

Your feedback resulted in these changes:

- Only one phone number to remember
- Decreased average wait for help
- Quicker and more accurate routing for telephone calls through the new helpline call director
- Extended hours for Internet help
- A modem troubleshooting station (a by-appointment service)

- More consultants and more on-line help options
- A computer showroom in St. Paul

Shorter Wait

The average wait for calls to the Internet and Microcomputer HelpLines is down to 5 minutes. We've been able to decrease the wait by adding more consultants and phone lines and by directing people to specialized services through a new helpLine automated call director.

Call 626-4276

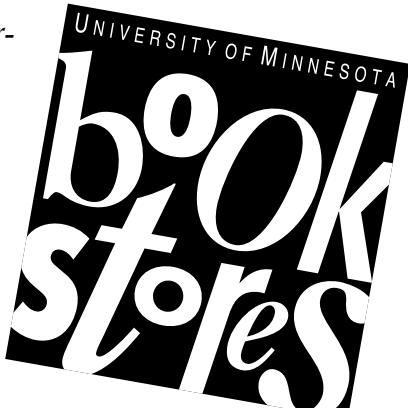
You just need to remember one telephone number to get computer related help: 626-4276. Calls made to the old Internet HelpLine number (626-7676) will automatically be rerouted to the new number.

March 1997 ▼ Contents

ADCS Computer Help	
One Call, Shorter Waits, Longer Hours, and Extended Help Options	1
Web Access for Novell GroupWise	5
(This service lets you use the Internet to access existing CAFE GroupWise domains.)	
Alpha-Numeric Paging	6
(Annual cost is 41 cents per day.)	
Managing Large E-Mail Lists	7
(We'll set up lists for classes at no charge.)	
News Briefs	
Campus-Wide Events Calendar	10
UMAX Warranty Center (Engr Services)	10
Web Registration for Classes	10
Computer Store News • UMAX Computer • Macromedia Rebates	10
Your University Internet Account Charges	11
Registered Students, Faculty and Staff	
Unregistered Students, Payment Methods	

*Some funds are provided by the
University of the Minnesota Bookstores.*

*For more information about
the computer products sold
at the Computer Store
visit their web page
[http://
www.computerstore.umn.edu](http://www.computerstore.umn.edu).*



You can access the Bookstore's Books in Print site at <http://bip.bookstore.umn.edu>.

Associate Vice President for Academic Affairs and
Acting Director of Information Technology
Donald R. Riley, Professor 626-9816

▼ Help

Monday-Friday

CCO (BASIS/AIS/CCS), 7 am–4:30 pm	624-0555
central systems: IBM, EPX, NVE, UZ, VX, VZ	
web: http://www.umn.edu/ccs	
Internet/E-mail, 8 am–5 pm	6-4276
by e-mail for U of M: help@tc.umn.edu	
Password: Forgot it? Call the helpline	6-4276
Students go, in person, to any Micro helpline.	
Microcomputers, Distributed Systems	
9 am–4 pm, 152 Shepherd Labs	6-4276
1-4 pm, 93 Blegen and 50 Coffey Hall	
web: http://www.umn.edu/adcs/	
NTS: 24-hour Repair Desk	5-0006
web: http://www.nts.umn.edu	
Training Library, ADCS Short Courses	5-1300
web: http://training.micro.umn.edu	

▼ General

Phone

Academic & Distributed Computing Serv.	625-1300
Computer Store, Williamson Hall.....	5-3854
CUFS	4-1617
Digital Media Center	5-5055
Disability & Computing Services voice/tty	6-0365
Engineering Services	7-4525
Data Custodians • Data Warehouse Databases	
IDEA web page http://notes.ais.umn.edu	
Facilities Mgmt, Kris Boike • SPAM	6-7896
Financial Sys Support, CUFS Help • CUFSRDB ..	4-1617
Grad School, Genny Rosing • GSRDB	5-9839
Human Res Info Ser, Gary Ogren • APSO	7-4341
Inventory Ser, Luke Madsen • INVENRDB	6-8217
Ofc of the Bursar, Sandy Pearson • STARS	6-8698
Ofc of Human Res, Nancy Highsmith • SDRDB	4-8374
Ofc of Planning & Analysis, John Kellogg	5-3387
• AARDB/MARDB • CLRDB • FARDB • RETDB • RRDB	
Ofc Scholarships&FinAid, Phil Morgan • SCHOL	4-6586
Payroll, Ann Beattie • HERDB	4-3869
NTS (Networking & Telecom Services) Helpline ..	6-7800
Statistical Support, SAS	4-3330
SPSS, BMDP, Minitab (VX/EPX)	6-8366

▼ Dial-in Computer Access

Internet/SLIP: up to 28,800 bps (V.34)	627-4250
Internet/SLIP: ADI and ITE (with MKO)	3-0291
SecurID Access High Speed (V.32) 19200-N81	6-1061
2400-N81 (no parity/8 data bits/1 stop bit) ...	6-7770

▼ Internet Addresses

Quick Guide

LUMINA (Library) – web: http://www.lib.umn.edu	
Telnet/TN3270: admin.ais.umn.edu	
News Server: news.tc.umn.edu	
Internet/E-mail account management	
web: http://www.umn.edu/validate/	
Gopher (public can log in as gopher):	
consultant.micro.umn.edu	
OIT web: http://www.umn.edu/oit	
UofM Twin Cities web: http://www.tc.umn.edu	
Information Technology Newsletter	
web: http://www.umn.edu/oit/newsletter	
University of Minnesota Bookstores	
web: http://www.bookstore.umn.edu	

Last updated March 1997

When you call 626-4276 you'll be presented with choices (Figure 1). Once you make your selection your call will be transferred to the appropriate consultants.

Internet/E-mail Help

Since many calls to the Computer HelpLine were related to configuring and using Internet software, we made several changes to this service. Beginning Winter Quarter we: added two more hours to the Internet/E-mail HelpLine, making help available from 8 am to 5 pm; created a separate phone option for calls related to Internet software; and added ten more consultants to answer these lines.

Now from 8 am to 5 pm Internet consultants can answer calls about installing the University Internet Kit, configuring the software for your computer and a modem or direct (ethernet) connection, and accessing Internet services at the University.

To talk to an Internet consultant, staff, faculty, students, and alumni can call 626-4276.

Modem Troubleshooting Station

Some people find troubleshooting on the phone an inefficient use of their time. To handle these situations, we're expanding our services to include a modem troubleshooting station.

If, after installing the University's Internet kit, you cannot configure the software or establish and maintain a connection to the Internet/SLIP modem pool, you can call the helpline. Our consultants will work with you to resolve your access problem. If you cannot resolve the problem and you wish to have a consultant configure your software, you can set up an appointment to bring in your computer and have a consultant work on it.

Costs

Charges for this service are: \$20 for students, \$40 for faculty and staff, and \$60 for University alumni. If we can resolve the problem within the first 15 minutes, there will be no charge. Depending on the problem, you may need to leave your computer for a longer period of time; however, we will return your equipment within 48 hours.

We will not work on hardware related problems.

Figure 1: One Call for Help 626-4276

All calls are routed M-F, 9 am-4 pm.

When you call 626-4276 you will be presented with computer related service options. (Note: all options are not available to all members of the University community.) These options include:

- help with changing your Internet password
- help with installing or using Internet software
- ask questions about purchasing or using microcomputer hardware and software
- help with creating a new account, reopening a closed account, and changing your username, as well as opening a Web Hotel or LISTSERV account
- talk to someone about computer repair or warranty work
- ask questions about CAFE
- talk to a statistical consultant
- help with UNIX questions
- hear the announcement of the day

Internet Help calls are routed M-F, 8 am-5 pm.

Microcomputer Help

If you need help deciding which hardware or software to purchase, troubleshooting software problems, or learning about specific features of software or hardware, you can walk in to any Microcomputer HelpLine and talk to a consultant. All the consultants are generalists. Individual consultants have expertise or practical experience with different programs and types of applications. This range of knowledge means we have experience solving a wide range of problems. We have walk-in helplines on each Twin Cities' campus, as shown in the table below.

Campus	Room	Building	M-F Hours
East Bank	152	Shepherd Labs	9 am-4 pm
West Bank	90	Blegen Hall	1 pm-4 pm
St. Paul	50	Coffey Hall	1 pm-4 pm

Computer Showrooms

You can test drive hardware and software sold through the Computer Discount Program in our showrooms. Our largest microcomputer hardware and software showroom is in 152 Shepherd Labs. A similar showroom is now available in 50 Coffey Hall. Because of space limitations, the 90 Blegen Hall helpline does not have sample software and hardware.

If you are interested in specific hardware or software, we recommend that you call to be sure the showroom has the appropriate brand and version that you need. We maintain a library of popular software and significant products; but as the range of computer platforms, operating systems, software, and packaging has increased, our ability to acquire a wide range of products has diminished. Although you can test drive software on the showroom machines, you may have to navigate through the manual(s) for specific information.

Our showrooms also have magazines, journals, catalogs, and other computer related publications. We don't maintain a lending library, but you can browse through or read these publications on our premises.

St. Paul Open House

We invite you to attend the Open House for the St. Paul HelpLine and showroom on Friday, April 4, 1997 from 2 to 4 pm. Stop in, have a cookie, see the latest equipment, and talk to vendors.

24-Hour Help

Search a Web-based Q & A

We've been providing computer consulting for University employees and student since 1980. To help our seasoned and fresh consultants share their tips and solutions with each other and with you, we are providing a knowledgebase with a web interface, using questions from our helplines. You can search this Q&A database via our training web page <<http://training.micro.umn.edu/help/>>.

E-mail

You can e-mail your questions to our helpline staff. Questions are answered daily. Choose the appropriate address below, and send a message describing your problem or question. When you send your message, please include the following information:

1. Platform you are using, such as Windows 3.1, Windows 95, or Mac System 7.x or System 6.x
2. If applicable:
 - brand and model of computer
 - brand and speed of modem
 - name and version of software causing problems, that is, Word 6.0, MacSlip 3.0.3, Netscape 2.02
 - text of any pertinent error messages

For Help With	Use this Address
POPmail: Mac & Windows	<u>popmail@tc.umn.edu</u>
SLIP/modem connection and Internet Kit software	<u>slip@tc.umn.edu</u>
Usenet news	<u>usenet@tc.umn.edu</u>
I'm not sure what I want	<u>help@tc.umn.edu</u>
Personal web space	<u>wwhelp@tc.umn.edu</u>

Internet Kit Updates

You can download software updates for the Internet kit any time by visiting our update site; it's accessible via the ADCS web page or by going directly to <<http://sw-updates.micro.umn.edu/>>. This update page also contains links to popular on-line sites for other upgrades and shareware sites at the University of Michigan and other locations.

Training

We offer a variety of hands-on short courses. The current course and orientation schedules are available via a training link on our web page <<http://www.umn.edu/adcs/>>.

More Training Information On-line

We own self-serve training packages for many popular software programs. These packages have audio or video tapes, CDs, or disks and are available to University departments and current employees and students. We've put our extensive list of package titles on our training web page. This listing includes an overview of the lessons or topics covered in each package.

Training Facilities Open Again

You can check out the training packages to use on your own equipment or reserve our training facilities: 1 Nicholson Hall and 50 Coffey Hall. Both stations are equipped with a VCR and TV as well as IBM-compatible and Macintosh computers.

■ Simin Hickman, Mary Kelleher, Academic and Distributed Computing Services.

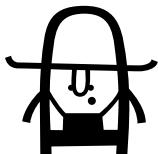
Web Access for Novell GroupWise

Michael Snyder, Manager, Network & Desktop Integration Services (previously known as CAFE)

It's Wednesday evening, an hour after you've left work. You finally get to sit down after fighting the traffic, which was made worse by the snow. You think: "Finally, I can relax! No horns. No blowing snow, just the evening news." You can laugh at the poor souls still stuck in traffic.

Then you remember.

Oh no! "I was supposed to send an e-mail to my boss updating my progress report."



And, to make matters worse, you forgot to turn off your mail forwarding, so you can't use your GroupWise account from home.

Now what? Drive back to work? Hope your boss is in a really good mood in the morning (nah, that won't happen, remember all that snow outside?).

Sound Familiar?

Sound awful? The solution is GroupWise Web Access, a service that allows you to read your e-mail from home, your office, or while on the road.

A New Service

On March 1, 1997, we will begin to officially offer the GroupWise Web Access service for a yearly fee.

You can use GroupWise Web Access in several ways: by using an Internet provider, i.e., the University of Minnesota's Internet/SLIP modem pools; an Internet connected conference; or your LAN connected desktop system.

What Setup Works?

Web access is possible if you (a) use the CAFE Central GroupWise Post office hub service to connect your private GroupWise post office server and its associated pieces, and (b) have forwarded your central e-mail account to your GroupWise mail.

Once GroupWise Web Access is set up, you will be able to stay current with your GroupWise based e-mail account and your central e-mail account. You can access the web from several operating systems: Windows 95, DOS, Windows for WorkGroups, or the Macintosh OS.

This service operates on a central platform owned and operated by Academic and Distributed Computing Services; it lets you use the Internet to access existing University of Minnesota CAFE GroupWise domains.

What's the Cost?

First year costs for this service include a one time \$928 setup fee; this fee includes consulting at the customer's location and setting up required definitions on the Web Access server. Initial costs also include user administration services based on an average of one (1) hour per week at \$58 per hour. The total cost for startup is \$3944, with an ongoing yearly fee of \$3016.

For more detailed information, please contact Michael Snyder by e-mail <m-snyd@cafe.tc.umn.edu> or by phone 624-7066. ■

This service lets you use the Internet to access existing CAFE GroupWise domains.

Alpha-Numeric Paging

Michael Snyder, Manager, Network & Desktop Integration Services (previously known as CAFE group)



Do you carry a pager? Ever been in stuck in rush hour traffic? And had your pager go off in the middle of that mess when you can't get to a phone? Worse yet, your server goes down and your bosses can't tell you because they don't have the ability to send a message to you?

- emergencies (i.e., a server goes down and a monitoring device sends notification to a list of people carrying Alpha-Numeric pagers)
- timely notices (alerting people that they are late for a meeting)
- social requests (asking what one may be doing for lunch)

Numeric versus Text Paging

Many of us find that our jobs require us to be available to correct problems 10, 15, and in some cases 24 hours a day. So we carry pagers. The most widely used type of paging is numeric. To reach you a caller uses a touch tone telephone to "type" the number where they can be reached. This number appears on your pager, and you must call the sender. Text paging allows callers to send you a short message that you can act on immediately.

A New Service

Network & Desktop Integration Services is offering University departments the ability to send text messages to people in their department who carry an Alpha-Numeric pager. If your server is configured for e-mail notification, people can even send an e-mail message to your pager. Messages can be up to 160 characters long, excluding spaces. (This sentence and the preceding one are 119 characters.)

For the last year we have been testing the service with over 100 people, in several different departments. We've found they're using pagers for a variety of purposes, such as:

Costs

We're offering the service to departments on a yearly subscription basis.

*Text paging allows callers to
send you a short message
that you can act on immediately*

First year costs include a one time setup fee of \$21; the fee includes consulting at the customer's location and setting up required definitions on the paging server. Annual costs include a charge of \$30 per year for telephone service, and base paging services of \$116. The total cost for startup is \$167, with an ongoing yearly fee of \$146. Requested changes to the paging system (for example to add or delete a user name) are charged at \$21 per change request; there's no limit to the number of changes per request.

Academic and Distributed Computing Service does not provide the pagers, although we own and operate the central platforms that provide the service. If you would like to find out more about this paging service, please contact Michael Snyder by e-mail <m-snyd@cafe.tc.umn.edu> or telephone 624-7066. ■

annual cost is 41¢ per day

Managing Large E-Mail Lists

E-mail Distributor Software



Most e-mail programs let you set up and save modest-sized mailing lists so you can send messages to a group of people, for example a welcome committee. This method works fine as long as the list is relatively small and only one person needs to use it.

If you need to manage a larger electronic mailing list and/or you want many people to be able to send mail to that list (without maintaining their own copy of the list), you need to use other software. You may also want to use other software to get rid of very long "mail to" lines (Figure 1).

We Can Help

We can help by setting up a LISTSERV mailing list for you. Using LISTSERV makes it easy for people to participate in an electronic discussion or get timely messages.

This service is available for classes and for those with a University CUFS number, such as departments and some student organizations.

The process of using a LISTSERV is simple:

- participants (also called subscribers) send a message to a special e-mail address
- our software automatically sends the message to the subscribers' e-mail addresses

Typically people get on an e-mail distribution list in two ways: (1) because they've chosen to subscribe to it or (2) because they're members of a group that maintains a

list for its members and automatically adds their e-mail address to a mailing list.

You can purchase, install, and maintain different brands of software to meet your mailing list needs. Or you can use our software, computers, and experience to help keep the process simple. We've helped people set up accounts for many large mailing lists, such as distributing the University's *Brief* via e-mail <<http://www.umn.edu/tc/organizer/newsletters/>>.

Lists for Classes

We'll set up mailing lists for University classes at no charge. We can even automatically generate an e-mail list for the class by extracting a list of those who registered for the class.

Figure 1

Some people find it distracting to encounter very long "To" lines before they can read the e-mail's contents.

```
From: "Noel One" <onexx991@tc.umn.edu>
Date: Sat, 22 Feb 1997 15:53:41 -0500
To: "Anne Jehowski" <hs4444@a1440.aone.net.au>,
     "Tara H. Shoner" <shoner@avs.lmco.com>,
     "Mick Mallace <mimall@primenet.com>,
     "Rhonda Vonda" <vonda@together.net>,
     "Ted D. Bear" <bear1234@tc.umn.edu>,
     "Rose Christer" <rchris@getnet.com>,
     "Brandy Cassingham" <arc@netcom.com>,
     "Dr. S. A. Gowan" <sagowan@eagle.liunet.edu>,
     "Lauren D. Luker" <ldluker@aol.com>,
     "Fran Lacit" <franl@datamarkets.com.ar>,
     "Kitty Kath" <k1kath@mit.edu>,
     "Dr. Michele Huck" <mhuck@art.liunet.edu>,
     "Mary Faith" <faithm@emhlo.monroe.army.mil>,
     "Stan Graziano" <stangraz@aol.com>,
     "Virginia Kilgour <virk@web.net>,
     "Kay Kaynor <knack@aurora.alaska.edu>,
     "LTC J. F. Broux" <BROUXJF@xpo.army.mil>,
     "Dan C. Broux" <ddbroux@idirect.com>,
     "Barbara Beatty" <bb5678@ndp@igc.apc.org>,
     "Tanya Araoz" <taroaz123@ix.netcom.com>
Subject: Change the names for this example
```

E-mail distributor software addresses are shorter, like this one:

To: Multiple recipients of list WELCOM-L <welcom-l@tc.umn.edu>

The policies for establishing a class list include:

- The list is valid for the current quarter only, and it will automatically be removed at the beginning of the following quarter.
- The instructor must apply for the account. This person will become the list owner and must add (subscribe) students to the list.

About LISTSERV

We're using L-SOFT LISTSERV-TCP/IP for UNIX version 1.8b.

A LISTSERV mailing list is a good choice for managing a large, high traffic mailing list, and it provides a wide range of features. If you want to set up a LISTSERV to function like a news bulletin, you could allow only the person designated as the editor to send messages to the list. Below is a very brief sample of other LISTSERV options.

- You can cut down on junk mail by blocking selected addresses or limiting the service area, say to umn.edu.
- Subscription to a list can be handled automatically or can be subject to the owner's approval.
- Those who can send e-mail to the list can be controlled. In this way only a select list of people can actually send e-mail to the list of subscribers.
- You can set up a moderated list whereby the list owner must approve any message before it is distributed to the group. Although this is a time-consuming option, it guarantees that no inappropriate messages are distributed.
- Our software can also help cut down traffic by preventing duplicate postings; it recognizes that some messages have already been posted and warns the sender that it will not post them. The software can do this because it distinguishes between duplicate postings and postings that include quotes from previous messages.

Applying for an Account

To get an application for a classroom or a general LISTSERV account, send the appropriate get command to the LISTSERV address below:

```
get list-req class  
get list-req listserv  
listserv@tc.umn.edu
```

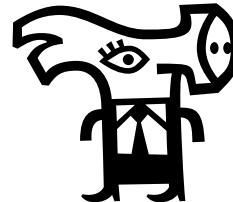
There is no charge for setting up an account for classroom use. There is a \$75 setup fee for non-classroom accounts and a \$75 annual renewal fee; these fees include providing an archive (a backup) of the list's messages on our central system.

Setting Up an E-mail List

To actually set up a LISTSERV account, the applicant must send a completed application to this address

listacct@tc.umn.edu

Once your account is established we will send you information about how to set up the subscription list. We'll also tell you how to get more information that will help you manage your account and understand its capabilities. Allow 5-10 working days for your account to be set up. You will be contacted when the list is available for use.



Select a Name for the List

You need to select a name for the list. LISTSERV names can have a maximum of 8 characters. The name must contain one hyphen (-) as part of the 8 characters, and the - must be in position 3 or higher.

We'll set up mailing lists for University classes at no charge.



We can automatically generate an e-mail list for the class by extracting a list of those who registered for the class.

Finally, there can only be one hyphen in the name. (These naming requirements explain why so many list names end in -l, that is, hyphen L.)

Here are three examples of acceptable names:

1234-567
lyceum-L
xebec-mn

More About Names and Topics

You may want to find out if the name you want to use is already in use, or if another list covers the same or similar topics. To begin to do this, you can send a query to the "List of LISTSERV Lists" at this e-mail address:

`listserv@listserv.net`

You can search for the name you propose for your list and for the topics you plan to cover by sending this command as the body of your message

`list global search_string`

Replace "search-string" with the name you propose for your list, such as lyceum, and for the topic(s) that will be discussed. This search is limited to LISTSERV lists. There are other programs that handle discussion lists. Popular software in this category is listproc (ListProcessor) majordomo, mailbase, and mailserv.

To conduct a broader search of existing discussion lists, you may have to consult several sources, such as those mentioned in our June 1996 "Electronic Mailing Lists" article. (Available on the web at <http://www.umn.edu/oit/newsletter/0696-itn/E-mailing-lists.html>.)

Questions

If you have other questions, you can send them to

`listacct@tc.umn.edu`

For a short glossary of e-mail terms such as *mail exploder*, see <http://www.es.net/hypertext/guides/email-glossary.html>. For a more extensive Internet User's Glossary see RFC (Request for Comments) 1983 at <http://sunsite.auc.dk/RFC/rfc/rfc1983.html>; you'll find definitions for Bitnet, bounce, and traceroute as well as links to other RFCs.

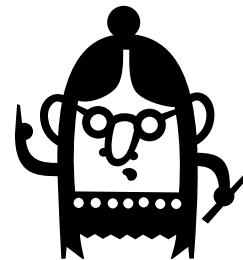
Jane Gehan, Mary Kelleher, Academic and Distributed Computing Services.



The Wrong Way to Send Mail

Mail-merge type software that sends a personalized message to many people can overwhelm the central mail server. We've seen software ads for programs that customize messages so that each one has a personalized subject and content; and we know people purchase them.

If your organization must send that kind of mass mailing, we urge you to contact us at `<listacct@tc.umn.edu>` in advance to schedule your mailing.



As a rule of thumb it is better to send one message to a mailing list than to send the same message individually to each recipient.

News Briefs

▼ Campus-Wide Events Calendar: Available in March

EVENTS is the electronic, campus-wide events calendar for the University of Minnesota, Twin Cities. It is intended to provide University departments and student organizations with a simple, centralized means to announce and describe their events to the University community and the public. The Campus Events URL is <<http://events.tc.umn.edu>>.

The successful creation of the events calendar is the result of a campus-wide collaboration that involved over 20 offices. Among the participants in the planning were staff from University Relations, Academic and Distributed Computing Services, Campus Involvement Center, Communications & Publications, College of Liberal Arts, Parking Services, Men's Athletics, Women's Athletics, Institute of Technology, Registrar's Office, Housing and Food Services, Student Development & Athletics, Professional Development and Conference Services, and events planners from various cultural and science centers around campus.

■ Marj Kelly, Academic and Distributed Computing Services

▼ Computer Store News

UMAX Computers

UMAX (Macintosh clones) computers are now part of the Computer Discount Program. The Computer Stores' web site has a PDF format price list <<http://www.computerstore.umn.edu/new/>>.

Macromedia Rebates

Douglas Stewart Co. is offering rebates on several Macromedia products that the Computer Store purchases. The rebates are for products purchased until 4/30/97, and they must be redeemed by 5/31/97. Eligible products will have a peel-off, mail-in rebate; end-users must send in the sticker, the cash receipt, and a photocopy of the registration card.

Mac or Windows versions	Rebate
Freehand 7	\$20
Director Multimedia Studio Bundle 2	\$50
Director 5.0 (full product)	\$40
Director 5.0 (with electronic documentation)	\$20

■ The Minnesota Bookstores/MMK

▼ Web Registration for Classes

Twin Cities students can use a web browser to register for day classes this Spring; graphics and text versions are available at <<http://www.umn.edu/tc.students/registration>>. The graphics version requires faster access than the text version.

Netscape Options Menu Settings

The registration setup requires Netscape 2.02 or above. In Netscape you may have to visit the *Options* menu to be sure the necessary settings have been enabled:

- autoload images must be on (for the graphics version)
- some memory cache must be present, with the verify documents option set to "once per session" [Network Preferences, Cache tab]
- Javascript must be enabled [Depending on which version and machine you're using (a) select Network Preferences, Languages tab or (b) select Preferences Security, General tab.]

Web registration is a collaborative effort between the Office of the Registrar and the Office of Information Technology. ■ HelpLine Tips from Academic and Distributed Computing Services/MMK

▼ UMAX Warranty Center

In the near future Engineering Services will be a warranty center for the UMAX (Macintosh clone) computers that will be available as part of the University's Computer Discount Program.

Hard Drive Prices

Hard drive prices are going down slightly. If you would like to get a larger drive for your Macintosh computer, be certain to check the Engineering Services web site <<http://www.micro.umn.edu/ES/>> for prices.

Test Drive a UMAX

The ADCS computer showroom in 152 Shepherd Labs will have a UMAX J700/604e/180MHz that you can test drive.

■ When you think of computer service, think of Engineering Services, Joyce Johnson.

Your University Internet Account Charges

People who are both students and employees (staff and faculty) get two different accounts.



Registered Students

smit1234 ← example X.500 username



Faculty or Staff

example X.500 username → smith123

1. Basic Service (no charge)

- Client/Server Internet account
- 30 hours of modem use per month
- Unlimited ethernet access (direct connection)

Many people use their accounts without incurring additional charges.

2. Expanded Service (payment methods below) * Converted gradually. All converted by July 1.

Per Quarter	Per Semester	Summer
\$10	\$15	\$10

Per Year for Staff and Faculty
\$40 (0-12 Months)

- Access to *Interactive Mail Shell* and 20MB of mass storage (Interactive Account)
- Ability to set up personal web page with CGI (Common Gateway Interface) and 20MB of mass storage for the web page

Additional mass storage space is available for an additional fee.

3. Extended Modem Use (payment methods below)

- \$4 for each additional 0–30 hours of use

To monitor your modem usage visit this web page <<http://www.nts.umn.edu/services/modemusage.html>>. To select a modem cutoff option, use the web Directory Update Form <<http://www.umn.edu/validate/>>.

Unregistered Students

Unregistered students are those who:

- do not register for classes
- drop all the courses for which they've registered
- register for all classes on a non-credit basis

For a fee unregistered students can extend Basic Service for one year. Like other members of the University community, they must pay for Expanded Service and extended modem use.

Basic Service Costs

- \$20 per quarter or \$30 per semester
- \$20 for the summer, including summer break (Students who register for Summer Session I or II do not need to pay the \$20 fee; they have Basic Service access for the entire summer.)

Payment Methods

Other options will be available in the future. Departments can pay employees' fees.

Expanded Service

Students can use their STARS account <<http://www.umn.edu/tc/students/finances/bursar/>>. Once staff and faculty accounts are converted, they will be able to use the U Card as well as Master and Visa credit cards.

Extended Modem Use

To view payment options, read the Networking and Telecommunications Services (NTS) FAQ at <<http://www.nts.umn.edu/services/modembilling.html>>. Payment goes to NTS. Payment options are listed at <<http://www.nts.umn.edu/modempay.html>>. Your current payment options are (1) pay in person with cash, check, U Card or (2) mail a check.

* See the January 1997 *Information Technology Newsletter* for more details about Internet account changes.

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

Information Technology Newsletter

Hardcopy Subscription Request

Add Cancel (if possible, include mailing label) Change as shown

Name _____

If University of Minnesota Twin Cities Campus Mail:

Use your departmental mailing address. Do not use your personal office address.
Mail processed through the Hospital Mailroom must be addressed to a UMHC Box number.

Department _____

Department Mailing Address _____

Campus Mail Codes: Building/Dept _____

If U. S. Postal Service:

Address _____

City _____ State _____ Zip _____

E-mail and FAX options: You can send us your hardcopy 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: oitnsltr@tc.umn.edu

Published monthly by the Office of Information Technology

Mary Kelleher, Editor, oitnsltr@tc.umn.edu

Electronic versions of each issue will be available as HTML (web) and PDF (Acrobat) documents. Look for them on the Office of Information Technology's web site at <<http://www.umn.edu/oit/newsletter>>.

Information Technology Newsletter

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. ■ This publication is available in alternative formats upon request.

© 1996 University of Minnesota
Permission granted to copy for non-commercial purposes, provided we receive acknowledgment. ■ This issue was produced 2/28/97 using a Mac, a LaserWriter, and PageMaker. It was printed by the University Printing Department on recycled paper with at least 10% postconsumer material; the hardcopy mailing list is handled by Addressing & Mailing.

Limited Free Subscriptions

Subscriptions are free but are mailed only within the U.S. ■ Some funds are provided by the University of Minnesota 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.

Information Technology Newsletter

University of Minnesota
190 Shepherd Labs
100 Union Street SE
Minneapolis, MN 55455-0421

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