

August 1999

Vol. 4 No. 5

PeopleSoft Upgrade
Rescheduled to
August 6-15 1

TEL Seminars 2

AR001 Update 3

Recycle obsolete
AR001 access
packets now!

MNCAT Searching,
Part II 4

Library News 7

Y2K Backup:
From Why to How 8

CRS: Moved to
University Ave;
Got New Phone
Number 9

oitnews-I,
a New Service ... 10

Self-Serve Email
Instructions 11

Information Technology Newsletter

Enterprise Systems Project Update

PeopleSoft Upgrade Rescheduled for August 6-15



Financial aid, student accounts contingency plans developed.

The installation of the upgrade to PeopleSoft Version 7.5, originally scheduled for mid-July, has been rescheduled to August 6 through 15. The PeopleSoft system will be shut down during this time and all PeopleSoft-related functions will be unavailable.

The rescheduling was caused by an unstable version 7.5 test environment. ESP (Enterprise Systems Project) functional and technical teams decided they needed to stabilize the environment and feel confident of test results before proceeding further with the upgrade.

As of this writing (July 20), the upgrade is progressing on schedule; the testing is going well; and the teams expect to meet the August 15 date for completion. For more information on the upgrade, its functionality, the reasons for the rescheduling and its impact, see this upgrade FAQ: http://www.umn.edu/enterprise/docs/Upgrade_FAQ2.html

OSFA, Bursar Staffs Develop Contingency Plans



Plans for aid disbursement, tuition billing.

Most of financial aid and tuition calculation and assessment depends on functionality in the upgraded PeopleSoft 7.5 environment. Originally these functions were scheduled to roll out about three weeks after the completion of the upgrade, in time for August disbursement dates. The delay in the upgrade means staff are developing contingency work-arounds, both system and manual, to make sure students receive their aid on time. The contingencies are being finalized now. Detailed information about them is available at this web site: <http://www.umn.edu/enterprise/whatsnew.html>

■ Jude Poseley, ESP. Questions or comments? Send email to: jposeley@umn.edu

TEL Seminar Series



The 1999-2000 Technology Enhanced Learning (TEL) Seminar Series features presentations by award-winning University faculty – recipients of this year's TEL Innovation Awards and TEL Small

Grants. The series is led by the Office of the Executive Vice President and Provost and is organized by the Office of Information Technology, Academic and Distributed Computing Services, and the Digital Media Center (DMC).

The presentations are free and open to all members of the University community. For more information on the topics and updates to the schedule, please visit the DMC web site or call the DMC at 612-625-5055: <http://www.umn.edu/dmc/initiatives>
 ■ Kathy Confer, Academic and Distributed Computing Services.

Mark Your Calendars: <http://www.umn.edu/dmc/initiatives>

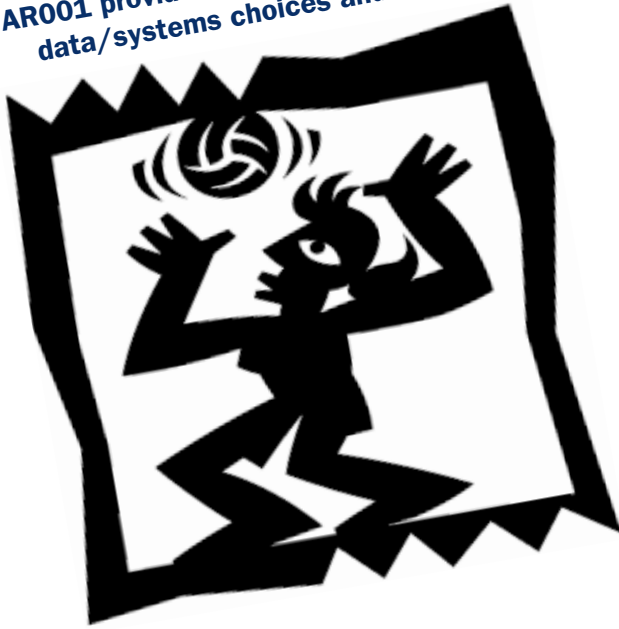
Date	Location	Presenter(s) and Topic
1999-2000: All sessions are from noon to 1:30 pm on Tuesdays, unless marked otherwise.		
Sept 14		Jay Bell (Dept of Soil, Water, and Climate; College of Agricultural, Food, and Environmental Sciences, Twin Cities); Hydric Soils Interactive CD and Web-Based Interface for the ARC-INFO GIS System
Sept 28	Fireplace Room, 274 McNeal Hall, St. Paul	Toni McNaron, Jim Perry (PI), Steve Simmons (Dept of Forest Resources; College of Natural Resources, Twin Cities); Campus Quest: A Case-Based Approach to Environmental Management Linda Brady (PI), Paul Brady (Dept of Food Science and Nutrition; College of Agricultural, Food, and Environmental Sciences, Twin Cities); Evaluating the Tools of the Trade
Oct 28 (Thur.)	2-101 Basic Sciences/ Biomedical Engineering (Auditorium), Minneapolis	Todd Ames, Rebecca Croxton, Marti Kubik, Linda Lindeke, Barbara Schaeer-Mady (School of Nursing, Twin Cities); Collaborative Rural Nurse Practitioner Project Linda Lindeke, Jennifer Peters (School of Nursing, Twin Cities); Expansion of Graduate Nursing Professional Issues Course
Nov 11 (Thur.)		Hillary Frazey, Kristin Janke, Henry Mann (PI), Thomas Pollock (College of Pharmacy, Twin Cities); Distance Delivered Doctor of Pharmacy Program for Minnesota's Practicing Pharmacists Hillary Frazey, Kristin Janke (PI) (College of Pharmacy, Twin Cities); Getting Started with Online Problem-Based Learning
Nov 23		Laura Molgaard (PI), Abby Sage (Dept of Small Animal Clinical Sciences, College of Veterinary Medicine, Twin Cities); Physical Examination of the Canine Patient
Dec 7	MN Commons Room, First Floor, St. Paul Student Ctr	Philip Colgan, Peter Dimock (Dept of Family Social Science, College of Human Ecology, Twin Cities); Basic Pharmacology of Alcohol and Drug Use John Fetrow (PI), Steven Stewart, and the Faculty of the Center for Dairy Health, Management, and Food Quality (Dept of Clinical and Population Sciences, College of Veterinary Medicine, Twin Cities); Development of a Prototype Distance Education Module in Dairy Production Medicine
Mar 9 (Thur.)	2-101 Basic Sciences/ Biomedical Engineering (Auditorium), Minneapolis	Jim Dozier, Lars Peterssen, Richard Schunn (PI) (Dept of Architecture, College of Architecture and Landscape Architecture, Twin Cities); Integrating 3-dimensional Virtual Interfaces and HTML: Classroom Information Systems of the Future
Apr 6 (Thur.)		Terence Collins (PI), Scott Storla (Mathematics Division, General College, Twin Cities); Interactive Mathematics Tutoring Online Jeffrey Edleson (PI), Cari Michaels, Karen Zentner-Bacig (MN Center Against Violence and Abuse, College of Human Ecology, Twin Cities); Enhancing Higher Education Teaching about Violence: A Web-Based Interactive, Interdisciplinary Educational Module
Presenter(s) and Topics: To be Announced		
1999: Oct 12 and Dec 21 2000: Jan 11, Jan 25, Feb 8, Feb 22, Mar 23 (Thur.), Apr 20 (Thur.), May 2, May 16, May 30, June 13, June 27		



Update for Departments: Integrated Access Request Form Packet AR001

CCO Data Security Has Issued an Updated AR001 as of 06/30/99

AR001 provides the latest PeopleSoft data/systems choices and more.



What's New?

The AR001 Form:

- Is shorter.
- Is one-sided, so it can be easily faxed directly to Data Security's new fax line of 612-625-0303, rather than mailed. (The fax number appears on the form.)
- Provides all the latest PeopleSoft data/systems choices.
- Is easier to use. Systems are now grouped by data type and function. You'll find sections for Financial Systems, Human Resources Systems, Student and Bursar Systems and Miscellaneous Systems.

Plus:

- The AR001 Instructions are shorter.
- The AR001 "Tip Sheet for Departments" is no longer part of the form.

- The AR002 has been renamed the "Access Request Status Change Form." Just as before, use it to notify Central Computing Operations (CCO) Data Security of Terminations, Transfers, Leaves of Absence (LOA) and Partial Deletes.

Obtaining the New Form

You can obtain a copy of the new AR001 Packet in three ways; however, since the AR001 is subject to change, customers are strongly encouraged to use the Data Security web site.

- Go to the Data Security web site and scroll down to "CCO Procedures and Forms" and download what you need. The website is:
<http://www.umn.edu/cco/security/security.html>
- Request a hard copy from the CCO Customer Assistance Center at 612-624-0555.
- Send an email request to: x-help@cafe.tc.umn.edu

Earlier versions of the Access Request Form Packet will become obsolete on July 30, 1999. Effective at the end of the work day on July 30, 1999, forms with dates of November 1, 1998 and earlier will no longer be accepted for processing. Old forms received after this date will be returned to the requester with a copy of the current version of the form.

Please recycle obsolete AR001 access packets now!

Question?

Any questions may be directed to the CCO Customer Assistance Center. We also invite you to send your comments and suggestions to: x-secur@cafe.tc.um.edu

■ Kathie McMullen-Serrault, Central Computing Operations

Advanced MNCAT Searching, Part II

Nancy K. Herther and Dennis Lien, University Libraries, <http://www.lib.umn.edu>



This is the second in a two part series on searching MNCAT. Part I appeared in the July 1999 issue of the OIT newsletter and is available on this web site: <http://www.umn.edu/oit/newsletter>

Keyword Option: a Powerful Tool

The keyword option for searching in MNCAT, the University Libraries' on-line catalog of our holdings, is a powerful tool for in-depth research. This second article covers some important features and options that may be very useful to you in your research.

Why use Keyword? Whenever you have incomplete information, keyword searching can be essential. If you have only a partial title and author, you can be successful using the keyword method. You put in all of the information that you know and the computer will pull together a listing from that information.

Keyword searching is also the most flexible searching option in MNCAT, and, since you are able to search for authors, subjects and titles at the same time, it offers the most comprehensive searching capabilities available in the database. Let's look at some more examples of how keyword searching can help you in your research:

Remember: when using the **Basic Search** option in MNCAT WEB or in MNCAT Classic, you must include the periods in the search statement just as they are listed here.

Truncation

Remember to use truncation when you aren't sure of the exact wording or when you need to retrieve anything on some topic and want to be sure you are

being comprehensive. For example, typing **comput?** will search for computer, computers, computing, computerization, computation, etc.

You can also limit truncation to a specified number of letters.

- **Boy?1** will retrieve boy or boys, but not boycott or boyle.
- **Mass?2** will retrieve mass or masses, but not Massachusetts.

Order of Terms

When you search in MNCAT, the database assumes that if you type in two terms, you want these **near each other** or next to each other in either order. For example, **white house** results in over 1100 hits, with no real false hits. Had we searched for **white and house** the database would have searched for *any* record with these two words appearing *anywhere* in the record – author's name, title, subjects, etc.

Boolean Search Operators

In MNCAT you are able to use AND, OR as well as the NOT operators.

- AND allows you to narrow searches by requiring that *both* or *all* terms appear in the resulting set of records.
- OR allows you to expand by using like terms to increase the number of hits or records.
- NOT must be used carefully because the database will follow your request without any assumptions of what you mean.

For example, if you want information on only laser printers, you are better off typing in exactly this phrase, rather than to input printers but not inkjet or dot-matrix, etc. You may be "NOTing" out some important report that happens to cover both lasers and



LUMINA is the on-line computer system of the University of Minnesota Libraries–Twin Cities, and includes MNCAT, the catalog of most of the books and periodicals in the Libraries' collections. Access to MNCAT is available free of charge with no password. Due to contracts with commercial vendors, many of the other databases available through LUMINA may be accessed only by University of Minnesota faculty, staff, and students; this restricted access also requires a campus e-mail username (ID) and password.



Figure 1: Keyword Commands for Searching in MNCAT

Types of Government Publications	Examples
.gp. Government Publications (general)	smoking.gp.
f.gp. Federal U.S. Publications	handgun? and f.gp.
i.gp. International Governmental Publications	drug? and i.gp.
s.gp. State Government Publications	daycare and s.gp.
Format Options in MNCAT	
Searching using .fmt.	
s.fmt. Serials	time and s.fmt.
p.fmt. Maps	kosovo and p.fmt.
f.fmt. Visual Materials	dermatology and f.fmt.
u.fmt. Archival Information	architecture and u.fmt.
Searching using .gmd.	
a.gmd. Maps	europe and a.gmd.
h.gmd. Microforms	newsweek and h.gmd.
g.gmd. Projected Graphics (slides and filmstrips)	education and g.gmd. (john berryman) and m.gmd.
m.gmd. Motion Pictures	beatles and s.gmd.
s.gmd. Sound Recordings	beekeeping and v.gmd.
v.gmd. Video Recordings	
Searching by date of publication	
xxxx.dtl.	tobacco and 1999.dtl. 197?1.dtl.
Searching by Language	
.LA.	fre.la. and hugo.au.
Searching by Publisher or Place of Publication	
.260.	milkweed.260.
Qualifying Search Terms	
.AU. To search only the author field.	einstein.au.
.TI. Title field searching only.	faust.ti.
.SU. For searching only in the subject headings.	internet.su.

Figure 2: Operators

Boolean Operators
AND Requires that <i>all</i> of the terms be in the records.
OR..... Allows you to string a variety of terms, of which <i>any</i> may appear in the set of records.
NOT Use with caution, since <i>any</i> record with the terms indicated will be excluded from your set of records.
Positional Operators
NEAR The default operator in MNCAT requires that terms be next to each other, in either order.
ADJ Adjacent, requires that terms be next to each other in the specified order.
WITH Requires the terms to be in the sentence or phrase.

some other types of printers. A better way to phrase this would be to either search for: **printer? near laser?** Or you can search for just **laser printer?**

Positional Operators

We already looked briefly at the NEAR operator. The two other options in MNCAT are:

- ADJ, or adjacent – meaning that the terms must be next to each other in the specified order
- WITH – meaning that the terms must be in the same sentence or phrase, but not necessarily next to each other

For example, if you wanted information on recent Nobel Prize winning researchers, you might type in **(nobel.ti. adj prize?.ti.) with winner?.ti.** In my test this resulted in over 30 hits with these terms in the title, including the book *Who's Who of Nobel Prize Winners 1901-1995*.

Quantifying Search Terms

In the last example, we used qualifiers in our search to indicate which fields we wanted the terms to be located in. The qualifying search terms allow you to search for terms only in the author (.AU.), title (.TI.) or subject (.SU.) fields. These **must be entered with the periods** or the database will not be able to perform the search.

For example, say you want information on the efforts to investigate potential war crimes in Kosovo. Without knowing exactly which international groups may be involved, or the exact name of groups or persons to be investigated, you could still develop a strategy: **kosovo.su. and crimes.su.** In my test this resulted in two recent items, including a 16 page study by Amnesty International in 1998 chronicling human rights violations against women in Kosovo. Subject headings found in the record of a relevant item – including Human rights—Yugoslavia—Kosovo (Serbia) – would lead me to even more information on this topic.

Searching for information on Senate hearings on alternative medicine? Try **alternative adj medicine and senate.au.** In my test this brought up two records; both reports of Senate hearings on this subject.

Want to read Bill Gates' book on the future of computers and society but cannot remember the title? Try

the subject headings option as a way to get at content, **computer.su. and gates.au.** In my test this resulted in six hits, including the 1995 book by Bill Gates titled *The Road Ahead* and his 1998 book *Bill Gates Speaks*.

Want to check out a dictionary that would cover Taoism? Try **taoism.ti. and dictionary.ti.** to find two items. One is a circulating book; the other (at the time of this article) is on order for the reference department in Wilson.

Be sure to look over the entire record for *any* material before going to the Libraries to check it out yourself! Our catalog will alert you to items that are checked out, still on order, can only be used in the library or are otherwise unavailable.

Nested Searches

Nesting like terms or portions of your search strategy together can allow you to do very complex searches in a flash. Nesting (combining terms within parentheses) allows you to tell the search engine the relationship of the various terms that you are entering. This allows you much greater specificity in your searching and allows you to string together variant spellings (e.g., labor and labour), various tenses or singular/plurals (e.g., woman and women) or to use different terms for the same concept.

You can input complex search statements in MNCAT Classic's REVise screens. For example, you might try **(drug or chemical or substance or alcohol or cocaine).ti. adj (abuse or addiction).ti.** Even though you will get a larger set of records, these will, hopefully, be more comprehensive and representative of the true collection available on that topic.

Again, all of these search tips work *only* when using the MNCAT WEB basic search screen or when searching in MNCAT Classic. You must also be searching in the keyword field.

For more information on MNCAT, check out the HELP menus embedded in MNCAT or contact any reference desk in the Libraries for assistance. We're happy to help you in any way that we can!

■ Communications to the authors may be addressed to Nancy K. Herther, Social Sciences Librarian and Bibliographer, 170B Wilson Library, West Bank; n-hert@umn.edu; 612-624-2020.



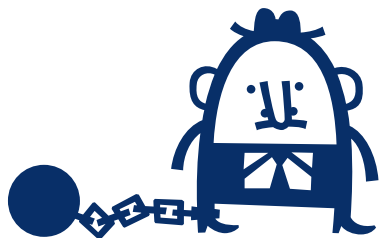
Library News Briefs

▼ New E Journals

The Libraries continues to acquire electronic journals which are all accessible through MNCAT Web. Just type in the title of the journal and go through the MNCAT Web record. A special Internet access field will be presented and you can 'click' on the Internet address in order to be linked to the journal. For more information on our electronic journals, ask at any reference desk or check out our web site: <http://www.lib.umn.edu>

- *Journal of Economic Literature* Vols. 1-31, 1963-1993 (continues Journal of Economic Abstracts)
- *Journal of Finance* Vols. 1-52, 1946-1997, published by Blackwell Publishers for the American Finance Association
- *Journal of Financial and Quantitative Analysis* Vols. 1-29, 1966-1994, published by University of Washington School of Business Administration
- *Yale French Studies* Issues 1-90, 1948-1996, published by Yale University Press
- *Population Index* Vols. 1-51, 1935-1985, published by the Office of Population Research (continues Population Literature)

■ Nancy Herther, Social Sciences Librarian and Bibliographer



▼ Escalating Journal Pricing Trend

New Journal Works to Reverse Trend

The Entomology, Fisheries and Wildlife (EFW) Library is pleased to announce that it has just begun receiving their subscription to the new journal *Evolutionary Ecology Research* in both paper and electronic versions. The hard copy issues of vol. 1, no. 1-4 (Jan.-May 1999) are available in the EFW Library and the on-line versions of the same issues are available through the Libraries' web version of MNCAT. The title *Evolutionary Ecology Research* is attempting to replace *Evolutionary Ecology*, which has been cancelled effective the end of the 1998 subscription year.

You may have seen some of the news on the controversy surrounding this journal and its editor's concern over escalating subscription prices that are not related to actual production costs. If so, you will know he and his staff chose to take their expertise and talent and start a replacement journal in cooperation with the Scholarly Public and Academic Resources Coalition (SPARC), an enterprise partnered by groups such as the Association of Research Libraries, of which the University Libraries is a member.

If you are interested in more detail from the editor himself, you may wish to read his spring address to the Association of College and Research Libraries: <http://www.arl.org/sparc/rosenzweig.html>

Here is my favorite paragraph from his presentation:

"And the publishers say they add value! Horse-droppings. We add the value, you and I do. We add it as taxpayers. We add it with our hard scholarly labor and our dearly won library budgets that add the final element to value: access. We add the value. We supply the raw material. We pay the copy-editors, the typesetters, the printer and the mailer. They merely handle the money. And they have been taking much more than a fair share. 275% markup. That's the same as a 73.3% profit margin. Would you deal with a money changer who demanded almost 75 cents of every dollar that you asked him to change into pounds sterling?"

Through the SPARC initiative, research libraries and other interested players will continue to find alternatives to some of the large commercial publishers whose emphasis is on increasing their profits from brokering content created by other parties.

Support Needed

We hope you will do all you can to support these efforts and that you will find this new publication the best to include in our collection. For more information on SPARC:

- check out their web site: <http://www.arl.org/sparc>
- or contact Jim Cogswell, Libraries' Team Leader for Collection Development: j-cogs@tc.umn.edu

■ Lalee Kerr, Entomology, Fisheries & Wildlife Librarian, University Libraries, St. Paul Campus

Y2K and Backup, Part 2

Ken Hanna, Year 2000 Coordinator, Office of Information Technology
<http://www.umn.edu/oit/year2000>

From Why to How



Last month we looked at the “why” of backing up your data prior to the arrival of the year 2000. We saw that there are some “gotcha’s” involving year 2000 that are mitigated if not solved by having a backup just prior to the end of the year. If you would like to take a look at that article, point your browser at: <http://www.umn.edu/oit/newsletter/0799-itn/backup.html>

This article will deal with the “how” — once you have decided that you need to back up. (You **have** decided that you need to back up prior to New Years, haven’t you?) There are many options for backup, and the right one for you depends upon your purpose, your technical environment and your pocketbook.

Paper is Cheap

If your only purpose is to have a handy way of knowing where to go if your electronic calendar is unavailable, a paper listing may be the best and cheapest option. Paper is cheap for small amounts of data; but, of course, paper is not directly machine readable in the same way as other media. It is directly human readable though, which is perfect for this and certain other applications. Note that the easy availability of a human readable format for the end user is solved.

It is not a good solution if the amount of data is non-trivial (as my professor used to say), unless you like re-entering data.

If your purpose is to maintain the availability of some important data for 10+ years, paper might be a good option if the amount of data is relatively small. The rationale is that paper is human readable and the availability of other technologies ten years from now is unknown. If you assume the reader will be around, a laser disk or CD are better possibilities than many magnetic backup media, such as cassettes, floppies, or tapes. The reason is that magnetic media deteriorate over time and are unreadable at some point. Depending upon the type of media, this can be from several months to a few years.

Options for a Typical User

Between these two extremes are the more typical users who need to back up their data for a few weeks or months. For desktop users attached to a server, the preferred option often is to save important data to the server with a centralized backup of the server. If you are attached to a server, ask your technical support person if this is possible. This option has the efficiency of one centralized backup and is a good option for server-connected client desktop machines.

Notice that your operating system (e.g., Microsoft Windows) or your software may not be covered by this option. If not, one of the options below may be a solution.

If your desktop machine is not connected to a server, there are still plenty of options. For small amounts of data such as word processing files, the good old floppy disk is fine. If the floppy capacity is constraining, there are superdisk and zip backup drives. Probably the classic backup device is a tape drive in one of many formats and prices. If you want to use the web, there are web-based options. If you have budget constraints, you might consider sharing one backup device, such as a tape drive, with others in your work group. Discuss your situation with your technical support person and decide what works for your situation.

Related Newsletter Articles

- More Y2K articles: http://www.umn.edu/oit/newsletter/frames_contents/Y-cont.html
- Automatic Backup Service from CCO (Dec. 1998): <http://www.umn.edu/oit/newsletter/1298-itn/autobackup.html>
- Data Destroyed? Don’t Panic (Dec. 1998): Try Ontrack: <http://www.umn.edu/oit/newsletter/1298-itn/ontrack.html>
- Reading Obsolete Digital Media (Dec. 1997) <http://www.umn.edu/oit/newsletter/1297-itn/obsolete.html>



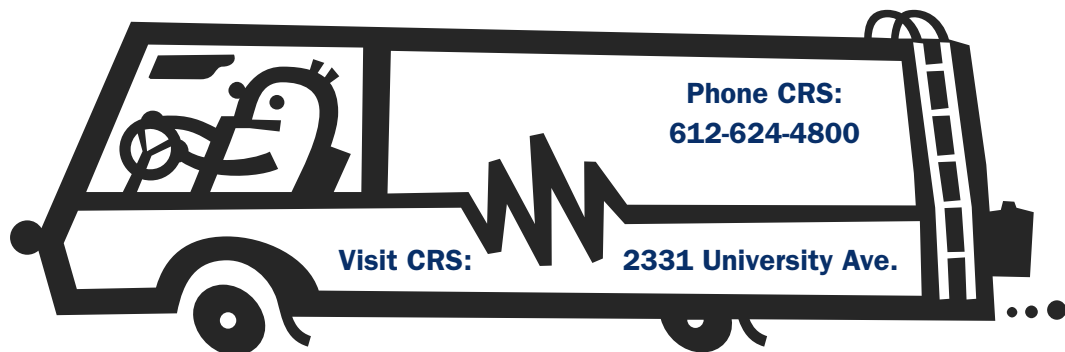
Important Reminders

Whichever of these options you choose, remember that you are depending upon your backup software to do the job for you. Check the web page of the vendor for the specific version of the backup software that you will be using to see if it is year 2000 compliant and if there are any situations that are exceptions.

Backup is only half done when you copy the information to the medium. You must always (and on a continuing basis) **test the restore capability of the**

software. There are lots of reasons, some technical and some human, why you may not have backed up everything you wanted.

In a future article we'll look at some techniques for organizing your backups to make sure you always have your critical information available to you. In the meantime, if you have any questions or comments on backup, let me know. My e-mail address for questions is: y2k@tc.umn.edu ■



Computer Repair Services' Move

On August 6th, CRS moved to 2331 University Avenue SE, on the East Bank Campus.

Why did CRS move?

- To provide better service and drop off convenience to the University Community, CRS moved to 2331 University Avenue SE on the East Bank campus. (CRS is located on the north side of the Peking Garden restaurant.)
- To provide better access for all areas of the Twin Cities Campuses, CRS is now in a central location. You can access CRS via Washington or University Avenues and use the free parking that's available outside the front door.
- To provide more convenient on-site service. Now CRS can respond to your service calls

more quickly, with less time spent on travel. This will reduce travel fees.

- To provide more convenient carry-in service. Save your gas money! If you are located on the East Bank, CRS is within walking distance from most campus buildings!

Did the CRS phone and FAX numbers change?

- The new CRS phone number is 612-624-4800.
- CRS still has the same FAX number: 612-627-4696.

Will the CRS showroom and office hours change?

- No. At this time, CRS office hours remain the same:

8:00 a.m. to 4:30 p.m., Monday through Friday. (In the future CRS may extend its office hours.)

It's Easy to Find!

The new location is much easier to find than the previous one. For a map of the new location, see the CRS web site: <http://www.umn.edu/crs>

Visit the new, convenient Computer Repair Services location and check out the used computer equipment on display in the new showroom. And visit the web site often for up-to-date information: <http://www.umn.edu/crs>

■ Renee Wright, Academic and Distributed Computing Services

<http://www.umn.edu/crs>

oitnews-l, a New Email Service



In response to requests from some of our readers, we've added an email notification option for newsletter readers. Besides subscribing to our mailing list for a paper copy of the newsletter, you can subscribe to an email list, called oitnews-l, that has two purposes:

1. To alert subscribers to the contents of the current issue of the *Information Technology Newsletter*
2. To let subscribers know that a new issue is available on the newsletter's website:
<http://www.umn.edu/oit/newsletter>

About Subscribing to oitnews-l

Since oitnews-l is a moderated list, only the owner can post messages to it. However, anyone can subscribe to it. So if you'd like to receive this once a month mailing, send a subscribe request to the University's central LISTSERV address, that is: listserv@tc.umn.edu. Figure 1 has detailed subscribe instructions.

Paper Copy of Newsletter

We'll continue to distribute a printed copy of the newsletter. Printed subscriptions are free but are mailed only within the USA. You can ask to be added to our paper mailing list in several ways.

- A. by email: oitnsltr@tc.umn.edu
- B. by fax: 612-625-6817
- C. by mail (the postal address is also on the last page of the printed copy of the newsletter and on our web page)

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

If you're using a Twin Cities campus mail address, we need:

- your name (of course)
- your department's name
- your department's official mailing address (not your personal office address)

Figure 1: oitnews-l Subscribe Example

1. Send to: listserv@tc.umn.edu
2. Skip the "subject" line
3. Type this in the message portion
subscribe oitnews-l Your Name

for example:

```
subscribe oitnews-l Allison Wonderland
```

- and, optionally, your 4-digit campus mail delivery code — since that code is required for large mailings, we'll add it if you don't know it (to find your mail code you can use this University of Minnesota Directory Search option: <http://umn.edu/lookup>)

Changing or Canceling the Paper Copy

If you're already on the paper copy mailing list and want to change or cancel your subscription, please send us the 4-digit Rec# (record number) that's printed on the mailing label. The Rec# gives each subscription a unique ID that lets us accurately update subscription information, an otherwise inaccurate and tedious task due to the spelling and abbreviation variations any list receives.

To send us the Rec# you can just rip off the back page (lightening the mail carrier's load) and mail it to us. Or you can email or fax the information to us (see steps A and B above).

Looking for an Old Newsletter Article?

Since its first issue in April 1996 the newsletter has been available on line in HTML (web) and PDF (Acrobat) formats. We've also built a cumulative index of articles. It's all available from this web site: <http://www.umn.edu/oit/newsletter>

■ Mary Kelleher, Editor

Naming trivia: many electronic mailing lists have a name that ends in -l (the letter l not the number 1), such as oitnews-l. The lower case l is a naming convention used for lists.



Email: Self-Serve Setup Instructions

Tips from the Academic and Distributed Computer Services HelpLine



Need to set up an email account for yourself or help someone else do it? Although the basic requirements are the same from program to program, the exact steps differ, sometimes with puzzling results. You can get started in several ways.

- Look through the software's menus and punt. This approach frequently works for the experienced user who only needs to know information that's specific to a service provider, such as the University's incoming and outgoing mail server names.

A **customized list of server names** is available for each Internet Account. To see your own account information, visit the /dirtools web site and enter your Internet ID and password:
<http://www.umn.edu/dirtools>

- Look for setup instructions in the software's on-line help or its printed documentation.

- Use the **ADCS Quick Setup Guides**, available on the web and as printed handouts for those who stop in our HelpLines.

Currently we have illustrated guides for the programs and versions listed in Table 1. They are on our web site at: <http://www.umn.edu/adcs/help/email/clients.html>

Table 1: ADCS Quick Email Setup Guides

	Mac	Windows
Eudora Lite 3.x	Y	Y
Netscape Communicator 4.x	Y	Y
MS Outlook Express 4.x	Y	Y
POPmail II 2.3b8	Y	N
POPmail/Lab 1.2	Y	N
Lab POPmail 1.05b	N	Y
WS_POPmail 1.06	N	Y

On the ADCS web site you'll also find self-serve guides for Pine and Elm (Unix mail) and for some older systems, such as Minuet. ■

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▼ **Help**

Phone: Area Code = 612

- Computer Misuse or Abuse (also see Procedure 2.8.1.1)
- Emergency Network Help Line 625-0006
 - Non-emergency, e.g., spamming: abuse@tc.umn.edu
- CCO (BASIS/AIS), M-F, 7 am–5:30 pm 624-0555
- central systems: PA, DataWarehouse, PeopleSoft
 - web: <http://www.umn.edu/cco>
 - email: x-help@cafe.tc.umn.edu
- Internet, E-mail and
Microcomputers and Distributed Systems 626-4276
- call-in: 8 am–11 pm ← Monday–Thursday
 - call-in: 8 am–5 pm ← Friday
 - call-in: noon–5 pm ← Saturday
 - call-in: 5–11 pm ← Sunday
 - walk-in 152 Shepherd Labs: 8 am–5 pm, M–F
 - walk-in 50 Coffey Hall, St. Paul: 8 am–5 pm, M–F
 - walk-in 50 HHH, West Bank: 1-5 pm, M-F
 - web: <http://www.umn.edu/adcs/>
 - e-mail for U of M: help@tc.umn.edu
- Password: Forgot it?
- Call the ADCS helpline 626-4276
- NTS-TAC: 24-hour Technical Assistance Center .. 625-0006
- web: <http://www.nts.umn.edu>

▼ **Dial-in Computer Access**

- Internet/SLIP: up to 56,000 bps at v.90 612 627-4250
- Internet/SLIP (*in transition but still supported*) .. 852-5252
- Internet/SLIP: ADI & ITE (with MKO) 623-0291
- SecurID Access HiSpeed (v.32) 19200-N81 626-1061
- 2400-N81(no parity/8 data bits/1 stop bit) 626-7770

▼ **Web and Internet Addresses**

Quick Guide

Information Technology Newsletter

<http://www.umn.edu/oit/newsletter>

- Monthly mailing of newsletter's table of contents: oitnews-l-listserv@tc.umn.edu, subscribe oitnews-l_yourname
- Modem Usage (current activity on your account)
<http://www.nts.umn.edu/services/modemusage.html>
- Internet/E-mail account management/validation
<http://www.umn.edu/validate>
- LUMINA (Library) – <http://www.lib.umn.edu>
via Telnet/TN3270: admin.ais.umn.edu
- OIT – <http://www.umn.edu/oit>
- UM News Server – news.tc.umn.edu

▼ **General**

Phone: Area Code = 612

- Threats, UM Police Department 911 on campus
- off campus 624-3550
- ADCS Hands-on Training and Seminars 625-1300
- self-paced training and customized training
 - web: <http://www.umn.edu/adcs/info/training.html>
- Computer Accommodation Program – voice/tty... 626-0365
- Computer Repair Services **New →** 624-4800
- Computer Store, Williamson Hall 625-3854
- Digital Media Center 625-5055
- Statistical Software Support:
including SAS and SPSS 624-3330
-
- Interim Associate Vice President and
Chief Information Officer, Steve Cawley 612 625-8855

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