UNIVERSITY OF MINNESOTA

Office of Information Technology

March 2001

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In May

UCS Move Delayed

Due to a delay in construction schedules, the UCS move to 2218 University Avenue SE has been delayed, probably until May 2001.

Visit the UCS Website where updates will be posted as they become available:

www.umn.edu/ucs

Information Technology

Newsletter

Norton Antivirus Software

Worried about a visit from Anna Kournikova? In February 2001 a misguided admirer of this tennis star released yet another headline making "virus." For some people it was a wake up call to install or update their antivirus software.

You probably know the safety drill.

> Obtain, install and customize antivirus software. Then obtain and install again and again and again, a step that often does not get done.

The latest versions of Norton Antivirus have a solution for this weak link: automatic retrieval (via the Internet) of new antivirus "definitions" as often as once a week.

Like that solution? If you are working on a University owned Windows or Macintosh computer you can obtain a copy of Norton Antivirus software for $10 per workstation per year. If you want one for your own computer, Techmart's current price is also a good deal. Read on for more details.

NAV scans and disinfects

Norton Antivirus can repair infected files, but its strength is in preventing infection. You can set Norton Antivirus to work in the background to scan for infected files. This strategy can protect you while you're surfing the Internet and downloading information, exchanging e-mail and attachments or getting information from networks, file servers, CDs or floppy disks. Norton Antivirus, also called NAV, scans for macros viruses, trojan horses and more. Its e-mail protection feature works with POP3 mail servers and popular e-mail software.

If you are not using a POP3 mail server NAV still protects your system from viruses and other malicious code when you open the e-mail attachment.

For more information about Norton Antivirus, visit Symantec's Website: http://www.symantec.com

We have a restricted site license

The site license we have for Norton Antivirus is restricted. Since we must track the workstation copies that are installed, you must contact us to obtain a copy. We also have server licenses; you must renew these licenses annually. To obtain the software contact Phil Kachelmyer: phk@umn.edu

Annual costs
- Windows or Macintosh: $10 per workstation
- Windows NT/2000 Server: $100
- NetWare Server: $50

Good deal on individual copies

If you want copies of Norton Antivirus for non-University owned computers, you can order them from Unique Software, a Techmart partner: http://techmart.umn.edu

Currently there are manufacturer's mail-in rebates for selected versions of Norton Antivirus.

Macintosh
Norton Antivirus 2000 version 6. Order for $40.27 and still qualify for a manufacturer's mail-in rebate.

- Mac system requirements: PowerPC-based Mac using OS 8.1 or higher, 24 MB of RAM, 10 MB of available hard disk space and a CD-ROM drive.

- Supported clients for e-mail scanning include CE QuickMail, Claris eMailer, Eudora, Lotus Notes, Microsoft Outlook Express, Microsoft Entourage and Netscape Messenger as well as AOL Mail, CTM PowerMail and Mailsmith.

More key features information at: http://www .symantec.com/nav/nav_mac/features.html

Windows
Norton Antivirus 2001 version 7.0. Order for $24.61 and still qualify for a manufacturer's mail-in rebate.

- Windows system requirements for all supported Windows versions are 50 MB of available hard disk space and a CD-ROM drive. The requirements for specific versions are listed below.

Viruses: a wake-up call?

AnnaKournikova: don't look

In February 2001 another computer "virus" became headline news: AnnaKournikova.jpg.vbs (the .vbs extension may be hidden). It is similar to the nasty "love bugs" from last summer. (See June 2000 OIT newsletter.) And its target, again, is Microsoft Windows users who have Windows Scripting Host enabled and who use Microsoft Outlook but have not installed the latest updates.

Technically, AnnaKournikova is an encrypted Visual Basic Script worm. It is damaging because it's another example of e-mail that looks like it came from someone you know who is sending you a picture of Anna Kournikova, a teenage tennis player. The unsuspecting or incautious open the e-mail and trigger the script – which begins another round of trouble when the worm e-mails itself to everyone in the dupe's Microsoft Outlook address book. Don't be a dupe. Be cautious. Don't open any attachment unless you have verified that the sender actually intended to send it to you.

The AnnaKournikova worm is also known as: VBS.Lee-o, VBS.OnTheFly, VBS.Vbswg.gen and VBS/VBSWG.J@mm. If you get e-mail with those subjects, do not open the message. Delete it. Fortunately, the worm causes no direct damage to individual personal computers; however, it can clog mail servers.

Install antivirus software

The Office of Information Technology has agreements that currently let us distribute antivirus software from two vendors: Norton Antivirus from Symantec

■ Windows ME, 98 and 95B operating systems • for Windows 95B and Windows 98 an Intel 80486DX/66 or higher processor • for Windows Millennium Edition (ME) an Intel Pentium 150-MHz or higher processor • 32 MB of RAM for all

■ Windows 2000 • Intel Pentium 133-MHz or higher processor and 64 MB of RAM

■ Windows NT • Intel Pentium or higher processor, Windows NT v4.0 workstation operating system with Service Pack 4 or higher • 32 MB of RAM (16 MB is the minimum)

■ Supported clients for e-mail scanning include Eudora Light 3.0, Eudora Pro 4.0, Microsoft Outlook Express 4/5, Microsoft Outlook 97/98 /2000, Netscape Messenger 4, Pegasus 3.0 as well as Becky!, Internet Mail 1.26 and AL-Mail32 1.11.

More key features information at: http://www .symantec.com/nav/nav_9xnt/features.html

Norton Antivirus and Anna Kournikova

Norton Antivirus virus definitions dated February 12, 2001 or later will detect the AnnaKournikova worm: http://service1.symantec.com/sarc/sarc.nsf/html /VBS.SST@mm.html

Getting technical

Macs: Linksys Ethernet Cable/DSL router

LiveUpdate does not work "due to a firmware setting in the cable modem. There is no solution at this time." (NAV Mac knowledge base document ID: 2000100414012811)

How does auto e-mail scanning work?

It works in "real time." To do this incoming e-mail must be intercepted after it leaves the mail server but before it is accepted by your e-mail software. Norton Antivirus takes care of this critical step by installing a proxy (virtual) POP3 server on your personal computer. For a more detailed overview, search the NAV Knowledge Base for "proxy." If the proxy is interrupted it can malfunction. While restarting your computer will usually get things working again, you may need to manually change some settings. To do this consult the NAV Knowledge Base. (Document ID 2000020716064206) The Knowledge Base contains instructions for disabling e-mail protection, these proxy settings and more:

NAV 2000 proxy is: 127.0.0.1
NAV 2001 proxy is: pop3.norton.antivirus

■ Technology Helpline, Phil Kachelmyer, Mary Kelleher

and Command Antivirus from Command Software Systems.

Due to its cost we are not maintaining the Sophos antivirus software agreement.

Norton Antivirus

Our latest agreement is with Symantec to distribute Norton Antivirus, also called NAV, which runs on a variety of platforms, including Windows and Macintosh. NAV and our agreement is discussed elsewhere in this issue of the newsletter.

Command Antivirus

Since 1997 we've had an agreement that lets us distribute personal copies of Command Antivirus (also know as CSAV and F-Prot), software that works with the Windows operating system, to University of Minnesota students, faculty and staff. Our agreement also lets us distributed the software to departments for $8 per machine. For more details and links:

☐ visit our Virus and Security website: http://www.umn.edu /adcs/help/virus/

☐ visit the Command Software Systems website: http://www .commandcom.com/

Notable updates from Microsoft

If you use Internet Explorer to access Microsoft Office documents on the Internet or an intranet, you should consider installing Microsoft's "Office document Open Confirmation Tool."

This tool promotes caution by requiring "confirmation before opening any Office document (Word, Excel, PowerPoint or

Access) launched from within Internet Explorer.... [for example] when a user clicks on a link to an Office document, or browses to a Web page that hosts an Office document."

☐ Office document Open Confirmation Tool • file name: cnfupd.exe • last updated: 01-Sep-1999 • to get more information and to download visit: http://officeupdate.microsoft.com /downloadDetails/confirm.htm

Outlook

One you've installed the Outlook updates noted below:

"you will not be able to access attachments with file types that could run executable code or change settings on a computer — actions that could allow a virus to spread."

[and] "if code attempts to access your Address Book in Outlook, a warning appears...If you do not want the program to access your Address Book, click **No**."

☐ Outlook 98 e-mail security update • file name: o98secu.exe • last updated: 07-Jun-2000 • to get more information and to download visit: http://officeupdate.microsoft.com /downloadDetails/Out98sec.htm

☐ Outlook 2000 SR-1 e-mail security update • file name: out2ksec.exe • last updated: 07-Jun-2000 • to get more information and to download visit: http://officeupdate.microsoft.com/2000 /downloadDetails/Out2ksec.htm

"To ensure the integrity of your Office 2000 installation, the Outlook 2000 SR-1 E-mail Security Update requires access to the Office CD or your network installation location during the installation process."

Windows 2000 users

Here is a tidbit for Windows 2000 (not Windows ME/Millenium) users: you can download security reminders in the form of screen savers: http://www.microsoft.com/Downloads /Release.asp?ReleaseID=26684

Unsavory scripts

It's a fact: "scripts" can be written and distributed that do harm as well as good. It's a rotten fact and means to some extent we're all running in place, racing to beat the window of time between the outbreak of new "malware" and the time it takes for our security software to make a cure available.

WSH

A strategy some people have adopted to foil these unsavory scripts is to disable Windows Scripting Host (WSH); this strategy was discussed briefly in our June 2001 issue. Disabling WSH is also covered in a Computer Incident Advisory Capability (CIAC) bulletin that discusses variants on the "love bugs" that target Windows users who also use Microsoft's Outlook e-mail software: http://www.ciac.org/ciac /bulletins/k-039.shtml

VBS

VBScript, a subset of the Microsoft Visual Basic programming language, can be used to create miniprograms that are embedded in Web (HTML) pages, similar JavaScript miniprograms. A VBS script was used to create the AnnaKournikova worm.

Fortunately, antivirus software is getting better at foiling harmful scripts.

A global concern

Computer "viruses" can be launched from anywhere on the planet. And the time and resources they waste are a global concern.

Wonder how widespread they are? McAfee has a graphic representation of "virus" activity, a world map that shows the "top viruses worldwide" over the past 24 hours, 7 days or 30 days:

http://mast.mcafee.com/mast /mass_map.asp?track=1&period=3

■ Technology Helpline, Phil Kachelmyer, Mary Kelleher

A Note of Thanks

to a Good Librarian and a Good Friend to Us All
Nancy K. Herther, University Libraries, http://www.lib.umn.edu

"I always enjoyed working with Charlene; she was great." — Jeanne M. Boston, Director, Computer Operations, General Library System, University of Wisconsin-Madison

The Libraries column in the *Information Technology Newsletter* was created to give our users information on the many electronic resources and services of the University Libraries. This issue is a special one for me, personally, and covers a major resource who, sadly, will be leaving campus in the coming weeks. In this case, a brief celebration of a full and successful professional life is called for!

For many on campus, especially those in technology/computer areas, Charlene Mason has been perhaps the most visible, most respected library employee on campus. If any one person has been at the center of the Libraries' work in bringing computers into the heart of every aspect of library work, it is Charlene.

As a student here on campus, I remember the tiring process of looking for books in the old card catalogs here on campus. To find out if some book was held in one of the libraries required actually going to all of the libraries (or calling each library) to see what was held. Hard to believe that ended only fourteen years ago.

"No one will miss Charlene more than I. She is clearly the best deputy university librarian in North America. She leaves her imprint on almost every facet of the Libraries' programs, processes and services." — Tom Shaughnessy, University Librarian

Charlene Mason

Charlene managed the implementation process of NOTIS, our current on-line catalog brought on-line in 1985. She led the effort – from developing the Request for Proposals (RFPs) to managing the challenging process of getting all of the bibliographic records on-line, automating our circulation processes and pulling all of the other pieces together. This was not solely a library operation, either. The Libraries partnered with Administrative Information Systems (also called AIS and now part of OIT, the Office of Information Technology), building our NOTIS system on existing University mainframe computers. Balancing the needs of each group, dealing with vendors, system glitches, unruly library staff – who faced a major learning curve themselves – is all quite amazing.

"Charlene is able to work with others to find common ground while clearly and strongly representing the University of Minnesota's concerns and positions. I can't imagine where library cooperation or MnLINK would be without her commitment, leadership, knowledge, integrity, perseverance, quickness of mind and capacity for work. She's led us, nagged us, informed us, chided us, joked with us, argued with us and sacrificed for us. Now she's leaving us to carry on without her but with a strong sense of what we need to do to achieve our common vision of great library service around the state. To me, Charlene sets the gold standard for commitment and service." — E. Ann Kelley, Minnesota Higher Education Services Office

Charlene has been a leader in the state-wide MnLINK process, a very innovative and complicated, state-funded effort to create a statewide library automation system and network for Minnesota which will include academic, public and K-12 libraries. As a part of this, she chaired two RFP groups, two vendor evaluation teams and two technical groups that investigated vendor capabilities to meet RFP requirements. She also represented the University on two contract teams. Without her leadership, drive and commitment to this goal MnLINK would still be on the drawing board and would not have achieved the progress that it has already made.

"What impresses me perhaps most about her is her immediate grasp of issues. She sees both the broad policy as well as knowing all those gory details. Few can do both well. Her energy level is incredible; she is relentless." — Chris Meyer, MnLINK Coordinator, University Libraries — Chris has worked closely with Charlene throughout the NOTIS to MnLINK process over the past 15-20 years.

Since 1985 she has been the Libraries' administrator in charge of all types of automation issues. That's sixteen years of tireless, consistent, professional, credible leadership which has been noted by the profession as well as by others. Charlene has been critically important to the development of the Committee on Institutional Cooperation (CIC) Virtual Electronic Library (VEL) project. She served a term as president of the regional Special Libraries Association chapter, received the UMN Outstanding Academic Staff Award in 1992, and was given a Certificate of Merit "for noteworthy contributions to library services in the State of Minnesota," by

the Minnesota Library Association in 1998. And there are many more kudos that I could mention.

> "Charlene has always been a good University citizen, caring about the whole as well as her home department. She was a leader in what is known as ACASM which stands for the Association of Central Administrative Systems Managers. It basically was a user group for areas using central administrative systems. I know Charlene served as Chair and Program Chair on numerous occasions. That's where I first had the opportunity to work with her."
> ~~~ Mark Powell, Director, Applications Development and Maintenance Group, Office of Information Technology, University of Minnesota

Strong and opinionated, Charlene impresses everyone who works with her with her fairness and drive. She expects no more of others than she expects of herself. An OIT staffer recently called Charlene the "Winston Churchill of the University Libraries," which probably isn't far from the truth. Charlene can be tough – a good negotiator, with a knack for details – but she is also fair and always keeps the goal of optimal library service in mind.

Charlene has also been the Libraries' 'editor' for this column over the past three years and is, truly, one of the best editors I have ever worked with. She reads each column as an editor as well as looking at each issue as a reader. Often she will comment on a need to clarify, restate or add more detail to keep this column on target. She's also been one of the most supportive 'editors' I've had – willing to tolerate an occasional 'humor' edition to keep the Libraries from seeming too thick or remote to our users. She has high standards, and the column has improved with her involvement. I will miss that true partnership.

I will also miss her personally. She is a true and caring professional. Always willing to listen to the problems and travails of fellow professionals and provide a strong shoulder as well as sound advice when I've been at sea.

Charlene has no interest in slowly fading away. She has a good, full, happy life beyond the libraries; and when she finally walks out the door this month, it is the Libraries and the University which will notice the gulf left by her leaving. However, she gave us all more than we could have expected during her career here. I wish her the best.

■ Communications about this column should be addressed to: Nancy K. Herther, Social Sciences Bibliographer, 170b Wilson Library, West Bank, 612-624-2020, n-hert@umn.edu

> "Charlene was the chair of the Library Automation Directors when I first joined this group in 1997. I was immediately impressed with her breadth of knowledge of library issues and her ability to organize and lead a diverse group of IT directors. On the lighter side, I was pleased to find that Charlene led the group as well in finding great places to eat and drink after our meetings!"
> ~~~ Phyllis H. Davidson, Director of Information Technology, Indiana University Libraries, Bloomington

> "Charlene served as both a member and as chair and coordinator of the CIC Automation Directors. She is both a visionary and a practical professional able to define and articulate reasonable steps in moving the library efforts toward their overall goals. Her ability to keep those overall goals in view and framing the planning for numerous CIC initiatives has been incredible — along with her mastery of the "WhiteBoard technology" to keep the discussion organized and prevent the details from being lost!
> "She frequently was asked to serve as technical liaison to various CIC committees and initiatives, effectively communicating between various groups and projects. In ALA and other professional discussions, her insights are often sought. Her ability to distill discussions and ideas into a clear sense of near-term possibilities and implications for developing library technical infrastructure and new or enhanced services is impressive and amazing.
> "Given the long professional association, Charlene has also become a personal friend who will be missed in discussions, professional meetings and those wonderful dinner conversations which eke out just a few more thought-provoking interactions at the end of a long day. But perhaps most of all, not having her available by phone or e-mail as a soundboard for my most recent insight or "crazy idea" will create the greatest void which will not be easily filled." ~~~ Nolan F. Pope, Associate Director for Technology, General Library System, University of Wisconsin-Madison

> "It's hard to believe that Charlene Mason is retiring. Retiring simply isn't a word that comes to mind when I think of Charlene. Maybe "energizer" or "dynamo," even "unrelenting." But "retiring," never!
> "Charlene has been a presence in all my library-related work since the early 1980s, increasingly so since 1996 as we have worked closely to make MnLINK a reality. She is one of the people I turn to first for advice and perspective as I pick my way through library automation and library network issues. She's chaired the MINITEX/LDS Library Automation Standards Task Force, two MnLINK RFP writing committees, two MnLINK vendor evaluation teams, and represents the University of Minnesota on the Minnesota Library Planning Task Force. ~~~ E. Ann Kelley, Minnesota Higher Education Services Office

Library Research Assistance

Jim Stemper, University Libraries, http://www/lib.umn.edu

Do you need help finding information for your research project? Do you need help connecting to library databases?

▼ InfoPoint: assistance anytime, anywhere

Try InfoPoint, the Libraries' digital reference service! InfoPoint can help University students and staff located anywhere with accessing the library at any time. With over thirty library reference units on campus, it is not always easy for our users to know where to start. We provide library users with one-stop shopping – InfoPoint will either answer your question (usually in less than 24 hours) or, if need be, we will consult with the most appropriate subject library, which will respond to you within three working days with suggestions for the best information sources on your topic. You can send questions to us in a couple of ways:

*   Web form:
    http://infopoint.lib.umn.edu

*   Email: infopoint@tc.umn.edu

Self-Service for your library questions

You can also find answers to many library questions by searching the Libraries new Frequently Asked Questions (FAQ) database, developed with the help of Academic and Distributed Services' Java and Web Services. For example, if you've ever wondered:

*   How can I find the full text of a journal article on-line?
*   Can I see a list of the library books I have checked out and the fines that I owe?
*   How do I search for videos?
*   What does "In process" mean in MNCAT?
*   Can I return a book at one campus library if it was checked out at another library?

then the Library FAQ database can help you! You can find the answers to hundreds of these kinds of questions from your home or workplace — even when the library is closed. To find the Frequently Asked Questions database, you can:

1.   Point your web browser to http://faq.lib.umn.edu/
2.   Go to the Libraries' home page and click *Ask Us!* or *Help*: http://www.lib.umn.edu/

The Frequently Asked Questions site is very easy to use. As with a book, you can browse the Table of Contents or look in the Index for a specific term or phrase; you can also search by keyword. You'll find brief information to help you use the library at your point of need.

▼ Interactive Web-based Consultations: an experiment

This Spring Semester, the Libraries will begin experimenting with an innovative new software program called Virtual Reference Desk (VRD).

VRD lets a user and a librarian work together on the same Web page in real-time. For example, a librarian could walk the user through a series of Web pages to demonstrate a database search. The user could then "take control" of the screen and perform another search. Both sides would see exactly what the other person was seeing, clicking and typing on-screen.

This software holds great potential for collaboration in research when two parties are not located in the same place. Watch the Libraries' *Ask Us!* page for more details! ■

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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`

1 Help •7/24/365, unless otherwise noted 301-4357
■ CCO: central systems, PeopleSoft
- • web: `http://www.umn.edu/cco`
- • by email: `x-help@cafe.tc.umn.edu`

■ Internet, Email, Microcomputers,Distributed Systems
- • call-in Monday–Thursday • 8 am–11 pm
- • call-in Friday • 8 am–5 pm
- • call-in Saturday • noon–5 pm
- • call-in Sunday • 5 pm–11 pm
- • walk-in 8 am–5 pm, M–F:
  152 Shepherd Labs; 93 Blegen; 50 Coffey Hall
- • web: `http://www.umn.edu/adcs`
- • by email for U of M: `help@tc.umn.edu`

■ Passwords: new and forgotten ones
■ NTS-TAC: Technical Assistance Center
- • web: `http://www.nts.umn.edu`

▼ Dial-in Computer Access

Internet/PPP/SLIP: up to 53kps if v.90 612-627-4250
  (56k K-flex, Flex56, X.2 protocols are unsupported)
Modem Usage (current activity on your account)
  `www.nts.umn.edu/services/modemusage.html`

▼ Web and Internet Addresses   Quick Guide

Information Technology Newsletter
`http://www.umn.edu/oit/newsletter`

Internet/Email account management/validation
  `http://www.umn.edu/validate`
MNCAT/LUMINA (Library) – `http://www.lib.umn.edu`
Office of Information Technology
  `http://www.umn.edu/oit`
Onestop Services – `http://onestop.umn.edu`
Techmart – `http://www.techmart.umn.edu`
UM News Server – `news.tc.umn.edu`

▼ General   Phone: Area Code = 612

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- • off campus... 624-3550
Technology Training Center.................................. 625-1300
- • web: http://www.umn.edu/adcs/info/training.html
Computer Accommodation Program – voice/tty... 626-0365
U Computer Services/Computer Repair Serv 624-4800
Digital Media Center... 625-5055
Statistical Software Support:
  including SAS and SPSS 624-3330

Associate Vice President and
Chief Information Officer, Steve Cawley 612-625-8855

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Twin Cities campus address label trivia: the 2nd number after the Rec# is the Campus Mail delivery code, http://umn.edu/lookup

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- ☐ **Change Other**
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