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■ **Going wireless? Use Virtual Private Network**

VPN Client Software Update

VPN lets you create secure connections to remote networks by creating a protected, individual tunnel for you to that remote network.

Mac OS 10.4 users can now download a Cisco VPN client that will not crash when connecting to AFP (Apple File Protocol) servers. A new Cisco client is also available for Windows 98SE through XP SP2. Those upgrading from an older Cisco client should delete the old profile before upgrading.

Details at
vpnwww.umn.edu

Information Technology

Need video help?

DMC Video Producers Available for Projects Big and Small

A cast of thousands

When Digital Media Center (DMC) video producer Rich Reardon joked that a recent roundtable discussion at the University on Bovine Spongiform Encephalopathy (BSE, also referred to as “mad cow disease”) involved a “cast of thousands,” he didn’t exaggerate by much.

The roundtable was held on June 9, 2005, on the St. Paul campus. U.S. Secretary of Agriculture Mike Johanns delivered opening remarks and moderated a discussion that involved representatives from the United States Department of Agriculture (USDA) and the beef industry. President Bruininks, Governor Tim Pawlenty, and dozens of members of the press were expected to attend. And protestors suggested they would dump feed on the grounds outside. On June 2, Rich Reardon and Susan Tade were asked to coordinate the media production, giving them only one week to pull together this multi-camera event.

Two days before the event

Only two days before the event, people from all over campus convened at a planning meeting to coordinate their efforts. While campus police, parking and transportation, facilities management, and University Relations staff dealt with their own sets of logistics, Rich and Susan organized access to video and audio of the event. They arranged for a satellite uplink so the roundtable could be streamed live from the USDA website and coordinated multiple audio feeds that were needed by members of the press. To

make the roundtable as widely accessible as possible, the USDA asked them to arrange a phone bridge to a toll-free number so anyone could call in and listen to the event live. Coordinating this would be one of the trickier aspects of the project, Rich said, given a rather large discrepancy between the USDA's request for hundreds of phone lines and the University's normal phone-bridge capacity of 12 concurrent connections.

And then there was the video production itself, which involved multiple cameras, multiple camera operators, the production and direction skills of Rich and Susan, and an exciting new piece of equipment. As the Secretary of Agriculture spoke, Susan chose which output from the multiple cameras the viewing audience would see. Normally, she would be watching a row of monitors, but this time she could see all the media outputs displayed on the single screen of a recently purchased Sony Anycast Station, a content creation

tool that incorporates a video switcher, an audio mixer, a streaming encoder, and a server. Tony Bouldin, the media representative from the USDA Office of Communications, marveled at this versatile piece, which combines

equipment that used to be lugged around in multiple cases and is now housed in a package not much larger than a brief case.

Although this high-profile, high-pressure event marked the debut of this sophisticated tool, Rich concluded that it was a "good test for our services and this piece of equipment." Jan Williams, one of the event organizers and a communications coordinator for the College of Veterinary Medicine, also judged the event a success. She reported to Rich that the USDA folks "went on and on about the service received from you and your staff, Kirk [Richardson, an operations supervisor] in facilities and the University in general."

**A Sony Anycast Station,
photo courtesy of Sony, Inc.**



More than half a century of experience

The breadth and depth of their media experience helped Rich and Susan pull off such a complex project in such a short time. Between them they have 59 years of experience, and together have worked for four other land grant universities as well as commercial and public television. They joined the DMC in November 2001 after working in the University Media Resources unit. Their knowledge of the production process and mastery of the range of technologies involved in creating videos makes them an excellent resource; even more important, over many years they have developed an impressive network of colleagues and friends here on campus.

Range of services

Luckily for those of us on campus, Rich and Susan also contribute their considerable expertise to projects smaller in scale than the USDA roundtable. They provide fee-based video and audio production services covering all phases of the production process. Typical projects might involve digitizing videotapes for web delivery, writing scripts, conceptualizing and planning an entire media project, directing single- or multiple-camera shoots, and/or final editing.

Want more information?

See videos and transcripts of the BSE roundtable event, "The Safety of North American Beef and the Economic Effect of BSE on the U.S. Beef Industry," on the USDA Webcast site at this URL, courtesy of tinyurl: <http://tinyurl.com/8dnjl>. (The actual, very long URL is below.)

For more information about the DMC's video production services, including sample video clips from completed projects, go to the DMC Video Production page at <http://dmc.umn.edu>.

Susan also produces the University's "Tech Talk" TV show, currently broadcast on Twin Cities Public Television. For more information about the show, see the Tech Talk site: <http://techtalk.umn.edu>.

■ Cristina Lopez and Christina Goodland, Digital Media Center, <http://dmc.umn.edu>

Actual USDA URL: http://www.usda.gov/wps/portal/lut/p/_s.7_0_A/7_0_10B/.cmd/ad/.ar/sa.retrievecontent/.c/6_2_1UH/.ce/7_2_5JM/.p/5_2_4TQ/_th/J_2_9D/_s.7_0_A/7_0_10B?PC_7_2_5JM_navtype=SU&PC_7_2_5JM_navid=USDAEMP_SERVICES

Strengthening our partnership with MNSCU

MNSCU has arrived

Minnesota State Colleges and Universities (MNSCU) Administrative and Student Systems have moved their computer hardware systems to OIT's WBOB (West Bank Office Building) location.

This move will allow MNSCU to optimize their operations by consolidating them into a single location, save the State of Minnesota money, and strengthen the existing partnership between MNSCU and the University of Minnesota. Formerly, MNSCU operated out of four data centers located in St. Paul, St. Cloud, Moorhead, and Mankato.

The majority of the system moves will be completed by July 1, 2005, with the remaining systems migrating over the next few months. MNSCU will have staff located in both the WBOB Data Center as well as Suite 10 on the lower level.



About MNSCU

Here are a few interesting facts about MNSCU. The Minnesota State Colleges and Universities System has 32 institutions on 53 campuses in 46 communities across Minnesota. The system serves about 240,000 students per year in credit-based courses and an additional 130,000 in non-credit courses. More than 3,600 degree programs are offered at Minnesota State Colleges and Universities. The MNSCU system produces approximately 30,000 graduates per year and employs more than 16,000 full- and part-time faculty and staff.

For more information, please visit MNSCU's website at <http://www.mnscu.edu/media/mediaguide/>.

■ Dick Jungers, Central Computing Operations,
<http://www.umn.edu/cco/>

By July 18 will you be SSL compliant?

You need SSL protection



If you've gotten e-mail stating that sometime in the last month or so you've sent or received e-mail from your University e-mail account insecurely at least once, you may be tempted to ignore the warning. Don't. Instead, make sure the e-mail program you use on your personal and University owned machines uses a method of encryption called Secure Socket Layer (SSL).

Starting July 18, 2005, the University Central Systems will not allow University passwords to be sent in clear text; this security change means e-mail, FTP, and Telnet programs must be SSL compliant. If you have not made these changes by fall 2005, you will not be able to download or send e-mail.

It's a security issue

When you use the SSL protocol, your password is encrypted before it is sent over the network. Unencrypted passwords are sent in "clear text" and can be viewed by any curious or malicious eavesdropper on the network. When you access an e-mail server, it recognizes you by your username/ID and by your password. So, if during any e-mail session you access the central e-mail servers, you also pass along your password.

More than a personal risk

A security risk to you is also a potential security risk to the entire University. University passwords protect more than your paycheck, grades, direct deposit, and other personal information; they give anyone who knows them access to the wide array of personal and professional systems and resources you've been authorized to use.

Test it

We've set up a special e-mail address to help you test your settings: ssl-test@umn.edu. Use this address if you are not sure if you have completely set your e-mail client to comply with the new SSL requirements. Use it if you use several e-mail clients and do not know which ones still need to be set up with SSL. E-mail addressed to ssl-test@umn.edu generates an automated response for you about the e-mail software you've used recently.

What to do?

You can always use WebMail; it is SSL compliant. Use your University of Minnesota InternetID and Internet Password to log on at <http://www.mail.umn.edu>.

If you want to use another e-mail program that is currently not SSL compliant, in most cases all you'll need to do is check a few boxes and type a number or two. Detailed instructions on which settings to change in popular e-mail programs, as well as more information, is available here: <http://www.umn.edu/securclt>.

We are working with department technical support staff to help them make their departments compliant. We're also exploring fee based options for those who want someone to come to their home to help them become SSL compliant.

University Computer Services (UCS) can assist University customers with their SSL setup, a process that usually can be done while the customer waits. UCS follows the recommendations and guidelines set forth by OIT Security and offers additional services for a fee, including detecting and removing viruses, installing software firewalls, and recovering data. To make an appointment at the UCS office at 2218 University Ave. on the Twin Cities campus, call 612-624-4800, or visit the UCS website for more information at <http://www.umn.edu/ucs>.

Also, if you cannot get your e-mail converted to the SSL compliant settings, you can call 1-HELP (612-301-4357).

■ Tips from 1-HELP, OIT's technology helpline

Entuity

Seeing things from the Eye of the Storm

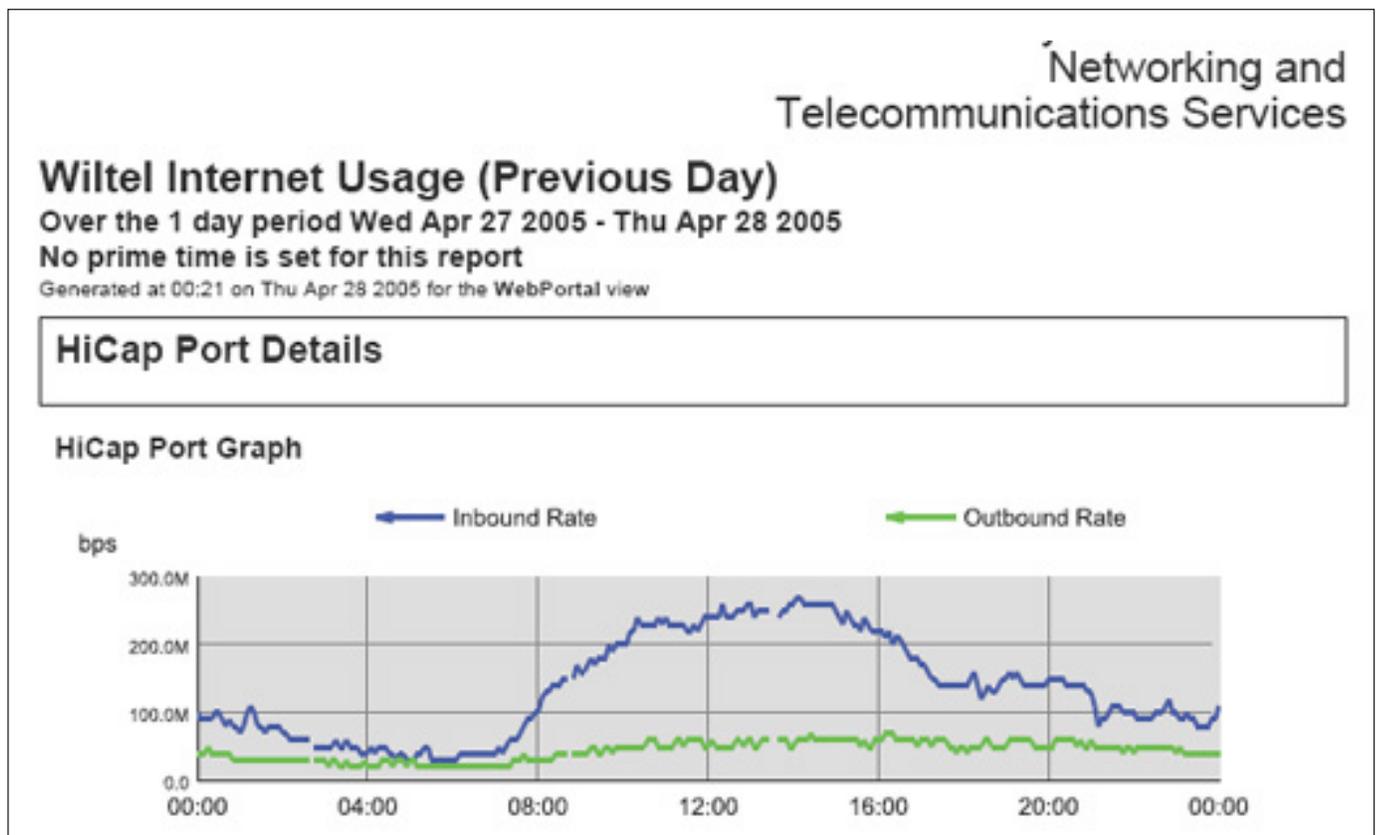
Benjamin Franklin put it best: “An ounce of prevention is worth a pound of cure.” The proverb holds true today just as it did when Franklin was organizing Philadelphia’s Union Fire Company in 1736.

However, the challenge of preventing problems on the University’s data network lie in the network’s size and complexity. With the creation of the new Gopher GigaNet, that challenge has only grown, so Networking and Telecommunications Services (NTS) has looked for clarity in a software system from Entuity called Eye of the Storm.

Keeping track of more than 100,00 objects

Eye of the Storm allows the engineers at NTS to see much more of what’s happening on the network than the previous management tools did. For example, the Entuity software lets NTS look at all of the edge ports on the network. This helps NTS figure out how any port on the network is behaving. If it’s acting “funny,” engineers can troubleshoot the problem and get it fixed — often before the customer even realizes there was a problem. Keeping track of the entire network is a bigger job than it may seem. Entuity helps NTS manage more than 100,000 objects on the network.

Figure 1: Graph of traffic to and from Wiltel



Reports

One of the tools Entuity offers NTS is the ability to see how the network has acted in the past. For example, if we want to see how much traffic is going to and from the Internet, we can call up that report. (Figure 1)

This helps NTS figure out if the University needs more bandwidth and when the network is at peak demand. Entuity also lets NTS drill down into that information to see the amount of traffic going to and from individual buildings on campus or to the coordinate campuses. (Figure 2)

Live data

Entuity also offers real-time graphs of what is unfolding on the network right now. These come in the form of a moving graph very similar to a financial stocks and bonds ticker. This lets NTS analyze different aspects of objects on the network. If the object is going up and

down, or creating a lot of errors, NTS can dispatch technicians to repair the problem before it gets worse or the port goes down completely. (Figure 3)

Bulletin boards

The third major component of Entuity is bulletin boards that let NTS monitor the whole network for different kinds of problems and then chase them down.

This is what we use for daily real-time network monitoring. For example, this tool let NTS take a look at each building after it was cut over to the new network. It showed ports that had negotiation problems, network interface card problems, and bad wiring — all three of which make it harder to utilize the GigaNet at its full potential. By using the bulletin board feature of Entuity, NTS could find which customers were having problems with the new network and help them get up and running again.

Figure 2: Graph of traffic to and from Rochester, Minnesota

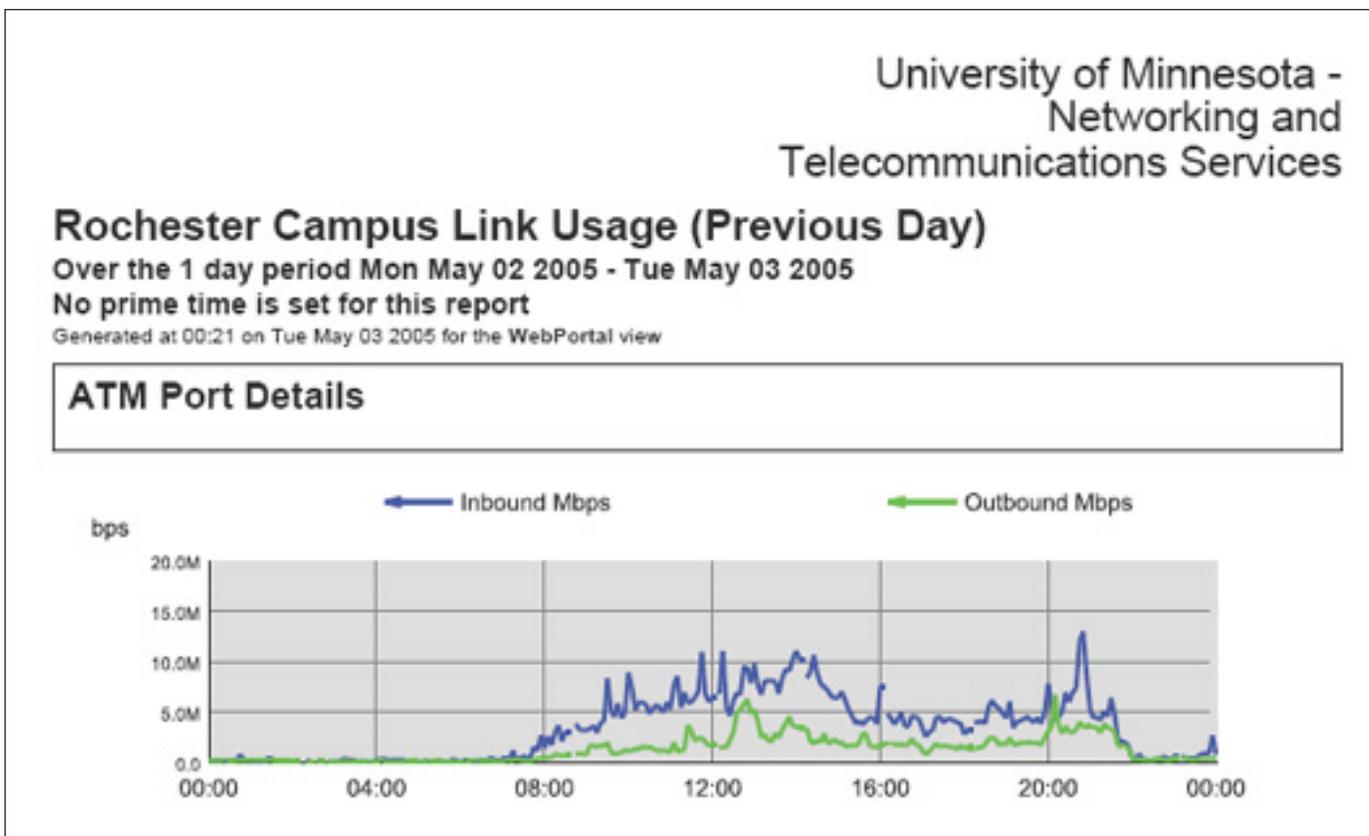


Figure 3: Ticker information from real-time graph



Information for the customer

Looking to the future, we want to provide information from Entuity to our customers. This will probably take the form of reports accessible on the web. Network users have told us that they want information about how their portions of the network are performing; and now that we have the tools to distribute that information, we are working with OIT's Java and Web Services (JaWS) to make it available.

■ Pete Bartz and Joshua Welsh, Networking and Telecommunications Services, <http://www.umn.edu/nts>

Keeping track of the entire network is a bigger job than it may seem.

Entuity helps NTS manage more than 100,000 objects on the network.

▼ **Help**

- Computer Misuse or Abuse (also see Procedure 2.8.1.1)
- Emergency Network Help Line 612-625-0006
 - Non-emergency, e.g., spamming abuse@umn.edu
- 1-HELP** **612-301-4357**
- Dial 1-HELP. Listen to the voice menu list of options.
Press the number of your desired option.
- Technology Help www.umn.edu/adcs/help

▼ **Modem pool for active UM accounts**

Internet/PPP: up to 53kps if v.90 612-627-4250

▼ **Quick Guide**

- Internet/Email account options www.umn.edu/validate
- Office of Information Technology www.umn.edu/oit
- One Stop Services onestop.umn.edu
- Techmart/Umart www.techmart.umn.edu
- Computer Accommodations Program cap.umn.edu
- University Computer Services www.umn.edu/ucs
- U Libraries (MNCAT/LUMINA) www.lib.umn.edu
- UM News Server news.umn.edu

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

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Twin Cities campus address label trivia: 1st # is record #; 2nd # is your Campus Mail delivery code, http://umn.edu/lookup

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