IT TIMES

Volume 7, Number 1 • September 1998

IN THIS ISSUE

Fall 1998: What's New

MODEM POOL EXPANSION

This summer, the campus modem pool was expanded and re-structured to provide UC Davis affiliates with more options than ever before for connecting to the campus network with a modem. Like hundreds of other colleges and universities across the country, UC Davis is faced with a dramatic increase in the demand for remote access to a variety of network and information resources. As an interim measure, the Provost approved last spring the appropriation of funds to sustain a minimum level of service for the next two years while consultation for a long-term solution occurs. The funds were used to purchase 384 56K modems and to cover operational and carrier costs for the first two years. A consultative process involving a variety of campus constituencies will be used this academic year to identify the long-term alternatives best suited to the remote access needs of the campus community.

The Different Modem Pools

Two new, faster modem pools (Faculty and Student/Staff Modem Pools) were added to the "old" 14.4K modem pools available last year (the Legacy and Telnet-only Modem Pools). The separate pools have been assigned to different types of users in an effort to better serve the range of dial-up needs and to lower the contention ratio. (The "contention ratio" is the number of users per modem port. The lower the number, the higher the probability of making a successful connection.) With a total of 915 modems, up from 465 last year, the ratio is expected to be greatly improved, at least for the short term. The main challenge will come from the "old" modem pools, which continue to present a serious potential for failure. "Service alterations may become necessary because of the aging 14.4K modems, which are no longer supported by the vendor and are not Year 2000 compliant," says Kevin Rhodes, IT Communications Resources Network Operations Manager. The existing 14.4K modems range in age from 3 to 6 years old; the life expectancy for such equipment averages 3 years.

All modem pools currently provide an unlimited number of connections per day, but time limitations per connection have been implemented. Your connection will be terminated after the maximum time limit has expired, but you may establish as many connections per day as you need. At least for the near future. "As usage patterns evolve and are evaluated, it may also become necessary to alter connection times and the number of connections per day in order to provide better resource availability," says Rhodes.

Last year, only one modem pool (accessed by dialing 752-7925) supported SLIP (Serial Line Internet Protocol) and PPP (Point to Point Protocol) connections. With this type of connection, you can browse the World Wide Web, check your email with a program like Eudora, or perform large data file transfers. Busy signals were typically associated with dial-ins to that pool. This year, all modem pools, with the exception of the Telnet-only Modem Pool, provide SLIP/PPP connections.

56K Upgrade Expected by December

With the new, faster modem pools, you can connect to the campus network at higher speed than before, and you should see a significant improvement in performance. In particular, you will notice faster image display when accessing Web sites and shorter file download time. Speeds up to 33.6K can currently be achieved, compared to the 14.4K of years past. These modems are scheduled to be upgraded to 56K in December 1998, and will support the newly ratified V.90 protocol. A 56K modem is not required to access these pools, which are backwards compatible. This means that you can dial in to them with your existing 14.4K, 28.8K, or 33.6K modem. However, the speed of your modem will affect the speed of your connection: the slower your modem, the slower your network connection.

Modem Pools	Users	Speed	Number of Ports	Time Limits	ServiceIDs	Connection Numbers	Protocols
Student/Staff Modem Pool	Students & Staff	33.6K [a]	380	2 hrs/conn. unlimited conn./day	IRAS	(530) 754-7720	SLIP/PPP
Faculty Modem Pool	Faculty[b]	33.6K [a]	96	4 hrs/conn. unlimited conn./day	IRMP	(530) 754-7701	SLIP/PPP
Legacy Modem Pool	All	14.4K	391 [d]	3 hrs/conn. [c] unlimited conn./day	IMOD	(530) 752-7925	SLIP/PPP
Telnet-only Modem Pool [e]	All	14.4K	48 [d]	currently no time limits	—	(530) 752-7900	TELNET

Current Make-Up of the Campus Modem Pools

a New modem pools. Upgrade to 56K expected Dec. 1998.
b Members of the Academic Senate and Academic Federation.
c Connections limited to 20 minutes in Feb. 1999.
d "Old" modem pools, nearing end of life cycle.
e Will be phased out by the end of the 1998-99 academic year.

Options for Faculty

Three modem pools are now available to faculty. The Faculty Modem Pool, dedicated to all members of the Academic Sen-

LoginIDs and MailIDs

A number of tools and services are associated with campus computing accounts. This article provides answers to frequently asked questions about some of these tools, including LoginIDs, MailIDs, and ServiceIDs.

What is the difference between my MailID and my LoginID?

Think of your MailID as similar to your postal address. It is required only for the purpose of using electronic mail. Give your MailID (or email address) to the people from whom you'd like to receive email. A typical UC Davis MailID might be *jqdoe@ucdavis.edu*, where "j" and "q" are the user's first and middle initials, respectively, and "doe" is his or her last name.

Your LoginID is like a code name that allows you to gain access to UC Davis computer systems. You "log in" to UC Davis systems with your LoginID and password.

Mary Smith's LoginID is *marysmith* and her email address *mesmith@ucdavis.edu*. Mary logs in to UC Davis computer systems as *marysmith* using her secret password. Her professors send her email at *mesmith@ucdavis.edu*.

How do I get a MailID and a LoginID?

If you do not have a computer account, you can open one at IT Express at 182 Shields Library (bring a picture ID and student registration card or employee card), or telnet to *mothra.ucdavis.edu*, login as *newaccount*, and follow the instructions on the screen. A day later, you will have a LoginID, a MailID, a Kerberos password, and a general-use password.

What is the difference between a Kerberos password and a general-use password?

A Kerberos password provides an extra level of security for sensitive or proprietary campus systems and services. The Kerberos password is linked to the "IKRB" ServiceID (a ServiceID is associated with your computer account and describes what you are allowed to do with your LoginID). We recommend that your Kerberos password be different from your other passwords, which are less secure.

What services can I access with my LoginID?

Note that some of the services presented below require a Kerberos password. You may access:

- Your email using any program, such as Eudora, that can access a POP server.
- The central campus Sun computers (telnet to *isun.ucdavis.edu*). Everyone with a campus account is allocated 2 Mbytes of disk space on this system.
- The campus 14.4K modem pool at (530) 752-7925. As a student, you also have access to the new Student/Staff Modem pool (see "Modem Pool Expands" on page 1 or *http://itexpress.ucdavis.edu/modems.html* for more information).
- The campus PC and Macintosh computer rooms (see *http://lm.ucdavis.edu/rooms/* for more information).
- The UC Library Melvyl online catalog (*http://melvyl.ucop.edu/*).
- Web Information Retrieval with Enhanced Security. WIRES allows students, staff, and faculty access to class schedules, grades, account balance, and financial aid information. See *http://www.ucdavis.edu/ucnames/wires/*.
- The UC Davis news server, *news.ucdavis.edu*, from both on and off campus (see *http://www.ucdavis.edu/authentication/news.html* for off-campus access instructions).

What if I forget my password?

IT Express can help you. Show the consultant your student registration card to verify your identity and he or she will help you change your password.

How do I change my password?

If you know your Kerberos password, you can change it and/or your other password(s) on the Web at *https://mothra.ucdavis.edu/services/* (note the "s" after "http"). If you forget your Kerberos password, you will need to go to IT Express with a picture ID in hand. The consultant will give you a five-digit password change token, good for one day, which will allow you to change your password on the Web at the site mentioned above.

Should I use uppercase or lowercase letters?

The campus Unix computer systems are case-sensitive (i.e., "Password" is not the same as "password"). When accessing the campus computers, use lowercase letters unless uppercase letters are specifically asked for. For example, any uppercase characters in your pass-

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AT HOME ON THE WEB

The Virtual Campus

This month we look at a number of campus Web sites of special interest to students.
Submissions for At Home on the Web can be sent to itpubs@ucdavis.edu.

New Student Orientation

http://www-newstudent.ucdavis.edu/
Being a new student at a large university such as UC Davis can be challenging. Make the transition easier by getting acquainted with the campus online! A virtual guided tour of the campus and its community helps you hit the ground running. The Campus Orientation Map provides an extensive list of links which will help acquaint you with your new home. This includes student support organizations and services, orientation activities, financial support, academic advising, and health and safety resources.

Registrar's Office

http://registrar.ucdavis.edu/
The Registrar's Web site offers many resources and services, including a page just for students. Among the many offerings are:

- UC Davis General Catalog Online, the primary source of curricular information, which covers admission, registration, and academic regulations. The Catalog describes student services and activities available on campus and in the community.
- Register Students Via Phone (RSVP), the UC Davis online telephone registration system. Get the whole story on this critical service, including a step-by-step walk through the registration process, and a useful questions-and-answers page.
- WIRES (Web Information Retrieval with Enhanced Security), a system that allows online access to quarterly class schedules, grades, account balances, and financial aid information.
- Student Information Homepage, giving secure access to advising transcripts, grades, and an account summary. You can also enter change-of-address information here.

Library Renewal Service

http://libnte.ucdavis.edu/PatronRenew.html
All university affiliates now have the option of renewing library books online. This page requests your library card number and your library PIN (personal information number, usually the last four digits of your student or employee ID number). When you supply this information correctly, you are taken to a page displaying a list of current books checked out and due dates. You can then renew overdue books from this page.
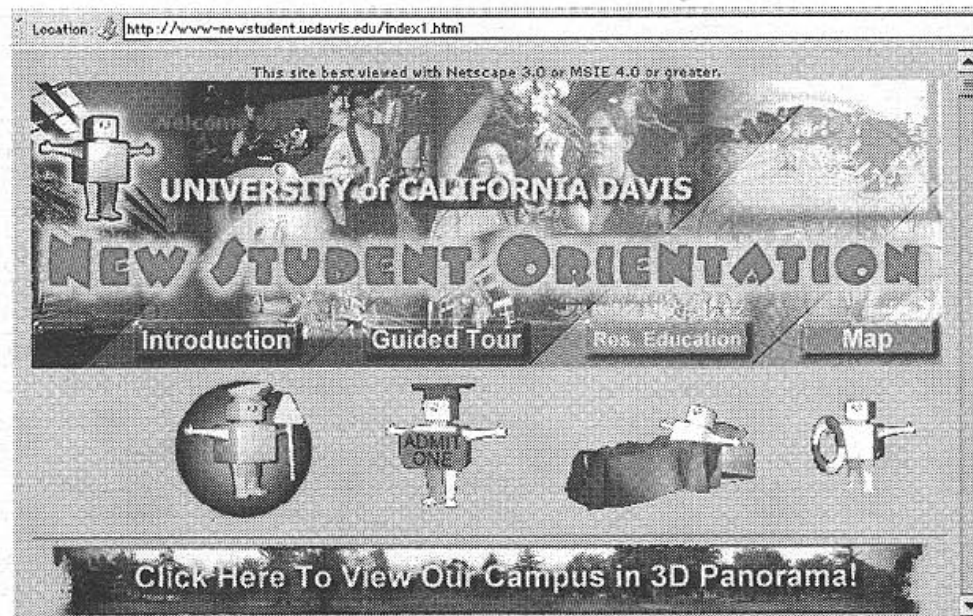
IT Express

http://it-express.ucdavis.edu/
This Web site does more than simply provide the hours for walk-in and telephone services at IT Express. You'll find updates on various IT services, and links to information on site-licensed software, campus events, remote access to the campus network, Bovine Online (a software package designed to make connecting to the Internet and to the campus network much easier), computer classrooms, and more. Want to keep up with technology at UCD? Make sure this one is bookmarked!

Campus Computer Rooms

http://lm.ucdavis.edu/
Need access to a computer and you need it now? Click on "Available Computer Rooms" and find a listing of computers available for drop-in use in each of the IT-managed computer classrooms on campus. Or ask a site attendant to consult this Web page for you to find a lab with available machines. The site also lists hours for each of the classrooms, and its "Computer Room Help" page has answers to frequently asked questions.

Location: http://www-newstudent.ucdavis.edu/index1.html

This site best viewed with Netscape 3.0 or MSIE 4.0 or greater.

UNIVERSITY of CALIFORNIA DAVIS

NEW STUDENT ORIENTATION

Introduction   Guided Tour   Res. Education   Map

Click Here To View Our Campus in 3D Panorama!

The second page in the New Student Orientation site provides links to many useful and informative Web resources.

Upgrades
continued from page 1

ate and Academic Federation, provides high-speed access (currently 33.6K to be upgraded to 56K by December). This modem pool was one of several Remote Access Management Program (RAMP) pilot projects that Information Technology conducted last year. This particular pilot was available to faculty who connect to the campus network from off campus for the purposes of teaching and research. It was developed to evaluate the instructional and research benefits of newer remote access technologies, and in response to the continuing congestion on the modem pool. The Faculty Modem Pool comes with a 4-hour limitation per connection. Faculty may also access the 14.4K Legacy and Telnet-only Modem Pools.

Options for Students and Staff
Several steps have been taken to improve student and staff options for remote access to the campus network. The Student/Staff Modem Pool, as its name implies, is limited to student and staff use only. The larger of the two high-speed modem pools, it currently provides 380 ports and a 33.6K maximum connection speed (to be upgraded to 56K by December). A usage limit of 2 hours per connection is in place. Students and staff may also use the Legacy and Telnet-only Modem Pools.

14.4K Modem Pools
The 14.4K Legacy Modem Pool comes with a 3-hour limitation per connection. (A 20-minute time limitation will be implemented in February 1999.) If speed is not an issue for you and you need to establish a SLIP/PPP connection, this pool might be a good option. It is open to all UC Davis staff, students, and faculty. The other 14.4K option is the Telnet-only Modem Pool, which has traditionally been an attractive option for individuals who need to run only non-graphical, text-based Unix programs and utilities (such as Pine). It provides limited services, and does not support SLIP/PPP access (i.e., no Web surfing). However, there are no time limitations associated with this pool. Last year, it was used primarily for accessing email and newsgroups. This pool may prove easier to access if you do not need to browse the Web.

If you have a 14.4 K or slower modem, you may want to continue to use these pools to avoid contention on the higher-speed modem pools. You will get the same speed performance. Note though that the inventory of 14.4K modems is nearing, or has already reached, the end of its expected life cycle.

Accessing the Modem Pools
There are now four dial-up numbers. Remember to modify any dial-up scripts that you use to account for the new connection numbers, and to dial specifically the connection number for that pool. To access any modem pool,

you will need a valid campus computing account and a UCD LoginID. (See "You
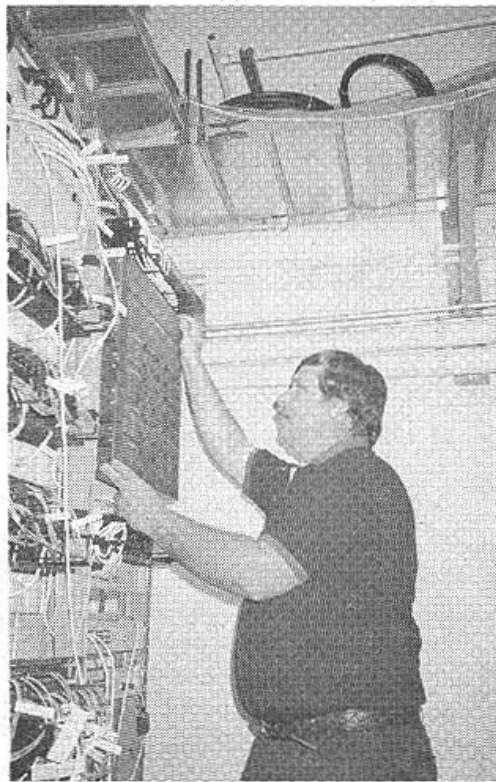

Network Operations Manager Kevin Rhodes sets up one of the new modem banks.

Photo by Aviva Luria

Asked" on page 2 for more information on LoginIDs.) The new modem pools and the Legacy Modem Pool also require a permit called a "ServiceID." Three types of ServiceIDs (IRMP, IRAS, and IMOD) are available. Assigned through the Mothra database, these ServiceIDs are part of your campus computing account information. Their purpose is to ensure that dial-up users access the modem pools for which they are eligible. See the table on page 1 for details on connection numbers, eligibility, and ServiceID requirements. (A description of ServiceIDs is available at *http://online.ucdavis.edu/news/ServiceIDs.shtml*.)

Resources
For more information on the campus modem pools, visit *http://itexpress.ucdavis.edu/modems.html*. The site includes a Quick Tip on how to obtain ServiceIDs and a link to information on UC Davis' non-exclusive agreements with CalWeb and MCI, two commercial Internet Service Providers. You may also visit IT Express consultants on the first floor of Shields Library, or contact them at (530) 754-4357, or at *ithelp@ucdavis.edu*.

Computer Classroom Update

Campus computer classrooms have also undergone major renovations, and just in time for fall quarter. Here are just a few of the upgrades.

New Open Access Computer Classroom: The Station, located in 177 Memorial Union (behind the ATMs), is available for

open access use only. The Station is equipped with 35 computers, including Dell OptiPlex GXa and Apple Power Mac G3 computers. Ten "quick stations" (5 Macs and 5 PCs) are reserved for checking email or printing, with a recommended limit of 15 minutes. Collaborative stations are also available to support group work. (The other open access lab is located in TB 114, by the Silo.)

Major upgrades:

- The Hart Hall media distribution lab now has a total of 60 stations, six of which are collaborative workgroup stations. The multimedia classroom is equipped with 25 new Macintosh G3s, six flatbed scanners, and one slide scanner that will be used for instructional purposes. Lab Management made the major upgrades based on instructors' feedback.

- PowerBook G3 notebooks with 64 MB of RAM were installed in 247 Olson.

- All Macintoshes were upgraded to MacOS 8.1 and Office 98.

- All Macintoshes and PCs were upgraded to Eudora Pro 4.0, Netscape Communicator 4.06, and Dr. Solomon's Anti-Virus Toolkit 7.86.

- Classrooms in 1101 and 1102 Hart and 247 Olson got new tables, chairs, and furnishings.

See *http://lm.ucdavis.edu* for more information on campus computer classrooms.

Vislab Expands Service in New Facility

The Visualization Laboratory (affectionately known as "the Vislab") has completed its move from 301B Surge IV into Temporary Classrooms 1 and 2, just west of Academic Surge and north of Meyer Hall. The Vislab is home to high-end Silicon Graphics Unix workstations and X-Terminals for use in scientific visualization, geographic information systems (GIS), and 3-D rendering. Founded in 1990, the Vislab has undergone substantial growth since that time: the number of workstations has doubled every four years from 7 at the facility's inception to over 30 in the new location.

The facility's move to expanded quarters was prompted by a space crunch. GIS classes hosted at the Vislab in the past year had long

waiting lists of students unable to enroll because of the space limitations, and some students who were enrolled found it necessary to use workstations in their home departments rather than in the lab itself.

The new Vislab is divided into two rooms: a "Visualization Classroom" housing 30 workstations, and a "Visualization Laboratory" hosting stations for research work, and peripheral devices such as the large-scale scanner and plotter. The classroom will be open for general access when not in use by classes. At least four classes are scheduled in the new facility during Fall Quarter, serving approximately 125 students.

The Vislab is open to students, faculty, and staff. Visit *http://ansa.ucdavis.edu/geographic.html* to see a showcase of projects by GIS students. To reserve the lab for a class, send email to *vislab@ucdavis.edu* or call 752-6285.

New Version of Internet Software Suite

Bessie is back, improved and beefed up. The third version of Bovine Online, the Internet software package developed by Information Technology for UC Davis affiliates, includes easy installation instructions, a comprehensive manual, and the following popular Internet software programs: Web browser Netscape Navigator 4.0.5, email application Eudora Pro 4.x, PowerZip 3.5 (Win 95) or Stuffit Expander 4.02 (Mac), Adobe Acrobat Reader, Dr. Solomon's anti-virus toolkit, and a telnet application.

Also included this year are CBT (Computer-Based-Training) courses on Office 97 and Internet-related topics.

Purchase Bovine Online at the UCD Bookstore Computer Shop or IT Express before November 1 for the introductory price of $14.99. After November 1, the price will increase to $18.99.

It's available on CD for faster installation and more software, and may be requested on diskette on a special order basis (UCD Bookstore Computer Shop only) for an additional $10 or more. Upgrades from last year's version are not available.

For more information, visit *http://online.ucdavis.edu*, or call (530) 752-4357.

You Asked
continued from page 2

word must be typed in uppercase.

What happens if I don't use my account for a long time?
Your account will remain active, whether you use it or not, until you are no longer affiliated with UC Davis.
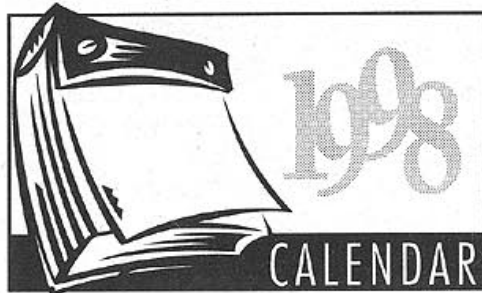
Doreen Meyer of Distributed Computing Analy-

sis and Support contributed to this article.

Resources:
Mothra Web site:
   http://mothra.ucdavis.edu/
This site provides information about the topics discussed in this article. You can get information about your account, change your password, or expand the services available to you.

http://it.ucdavis.edu/calendar/

September 1998

29 ☆ Everything You Wanted to Know About Class Rosters But Were Too Busy to Ask, 3:30-4:30 p.m.

30 ☆ Everything You Wanted to Know About Class Rosters But Were Too Busy to Ask, 10-11 a.m.

October

1 ◆ Database Design Concepts, 1:30-3:30 p.m., Founders Room, Alumni Center.

5 ◆ Designing a Filemaker Pro Database, 9 a.m. - 4 p.m., TB 134.

◆ Fundamentals of Access, 8:30 - 11:30 a.m., TB 135.

6 Computer Fest '98. (See sidebar below.)
   ◆ Fundamentals of Photoshop, 9 a.m. - 4 p.m., TB 134.
   ☆ Electronic Communication Overview, 3:30-4:30 p.m.

7 ❑ Using the Library, Part I: How to Find Books, Journals, Journal Articles: 3:10 - 4 p.m.
   ☆ Electronic Communication Overview, 10-11 a.m.

8 ◆ Fundamentals of Word, 1:30-5:00 p.m., TB 134.
   ❑ Using the Library, Part I: How to Find Books, Journals, Journal Articles: 2:10-3 p.m.

12 ◆ Windows 95: Beyond Fundamentals, 1:30-4:30 p.m., TB 135.
   ❑ Using the Library, Part I: How to Find Books, Journals, Journal Articles: 3:10-4 p.m.

13 ☆ Automated Class Lists, 3:30-4:30 p.m.

14 ◆ Fundamentals of Excel, 8:30 a.m.-noon, TB 134.
   ☆ Automated Class Lists, 10-11 a.m.

◆ Fundamentals of Mac OS, 1:30-5:00 p.m., TB 134.
   ❑ Using the Library, Part I: How to Find Books, Journals, Journal Articles: 11-11:50 a.m.

15 ◆ Fundamentals of Eudora, 1-5 p.m., TB 135.
   ❑ Using the Library, Part I: How to Find Books, Journals, Journal Articles: 10-10:50 a.m.

16 CBT Open Lab, 1 - 4 p.m., TB 135.

19 ❖ Web Publishing: Working with Tables, 8:30 - 11:30, TB 134.
   ◆ Access: Forms & Reports, 8:30 - 11:30 a.m., TB 135.
   ◆ Excel: Charts, 1:30 - 3:30 p.m., TB 134.

20 ◆ Desktop Publishing Design Concepts, 1:30 - 4:00 p.m., Mee Room/MU.
   ❑ Using the Library, Part II: Getting to and using databases beyond Melvyl: 10-10:50 a.m.
   ☆ Managing Email Lists, 3:30-4:30 p.m.

21 ❖ Web Publishing: Fundamentals, 9 a.m. - 4 p.m., TB 134.
   ❑ Using the Library, Part I: How to Find Books, Journals, Journal Articles: 10:00-10:50 a.m.; 3:10-4:00 p.m.

☆ Electronic Communication Overview, 10-11 a.m.

22 ◆ Fundamentals of Windows 95, 1:30 - 5:00 p.m., TB 135.
   ❑ Using the Library, Part I: How to Find Books, Journals, Journal Articles: 10:00-10:50 a.m.; 3:10-4:00 p.m.

Key to Classes & Seminars

❖ Information Provider Series: Staff Development & Professional Services. Faculty and student registration: learnit@ucdavis.edu or 754-8091.

❑ Library Instruction Programs: LibraryClass@ucdavis.edu or 752-4381.

◆ Staff Development & Professional Services (SD&PS): Enroll online at http://sdps.ucdavis.edu. Call 752-1766 for an application or catalog.

☆ Arbor Presentations: The Arbor, 174 AOB 4; 754-2115 or arbor@ucdavis.edu. For faculty.

Upgrades
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New Password Change Service

A new Web-based computer account password change service is now available at *https://mothra.ucdavis.edu/services*. The advantages of the new password change service include:

Increased security: The information exchange between your browser and *https://mothra.ucdavis.edu* is encrypted (note the "s" after "http").

Increased flexibility: You may change your password on a subset of services that you select, if desired.

In order to change your password, you must either know your current Kerberos password or have a five-digit password token, issued by IT Express in Shields Library. If you do go to the IT Express office, bring your student registration card or your staff card as well as a photo ID such as a driver's license.

Your password changes are in effect the following day. For more information about Kerberos passwords, see "You Asked" on p. 2.

A Note About Password Security

Your Kerberos password which is securely sent across the network. When you log in to services that do not use Kerberos, your password is sent across the network in clear text, and is therefore subject to being detected by a rogue packet sniffer. For optimal password security, it is recommended that you maintain a Kerberos password that is different from your other password(s).

For further information on IT account services, view *http://mothra.ucdavis.edu*.

For further information on password change methods, view *http://mothra.ucdavis.edu/UCDLoginID/password.html*.

Data Center — Relocation Timeline Available

Lem Construction, Inc. of Sacramento was awarded the bid for construction and relocation of the Information Resources Data Center.

The Data Center houses all centralized campus computer systems (such as email servers, the Banner Student Information System, and the Financial Information System). Services provided by these systems are divided into three general categories — academic, administrative, and infrastructure.

The move from the Hutchison Hall basement where it has resided since 1965 to the Repro Graphics building recently vacated by Creative Communication Services will be staged over a two-month period. In order to minimize impact on clients, the Data Center staff will use nights, weekends and holidays to relocate critical servers. Barring any complications, the systems relocation will occur as follows:

November 13-22: Infrastructure systems with the least impact on the campus (e.g., Vendor Software Library server, AFS servers, authentication servers, Oracle License Database server). This will be a test period of the network and the facility. Once the network and facility are determined to be fully functional, the administrative and academic systems are scheduled to move.

November 26-28: Banner/SIS and DaFIS administrative systems.

December 20-28: Email and other associated mission critical infrastructure systems.

The move was prompted by several incidents, including a flooding in January 1997, an auditor's report on the potential for earthquake-related problems in Hutchison Hall, and an evaluation of a mock fire emergency in a lab above the Center by the campus Emergency Preparedness Task Force. (The evaluation determined that the basement would be flooded when the fire hoses were turned on.)

For more information and to view the systems relocation timeline, point your Web browser to *http://ir.ucdavis.edu/dc/*.

Computer Fest '98

Mark your calendar! Computer Fest '98 is scheduled for Tuesday, October 6 from 10 a.m. to 3 p.m. on the patio by the UCD Bookstore. A number of vendors will be available to present their products and answer questions. Several representatives from the Division of Information Technology will give updates on major services. Topics for the noon-hour presentation include:

The Modem Pool – Overview of the changes, and how to obtain the new permits. Bovine Online 3.0 will also be presented.

Campus Computer Rooms – Upgrades made over the summer, "The Station" (new open access computer room in the M.U.), and tools available on the Web to check for computer classroom availability.

Technology Training: Overview of self-paced technology training resources.

For more information about Computer Fest '98, contact the UC Davis Computer Shop at 752-1945.

What's in This Guide:

Welcome to the World of Computing!

Whether you're a history major or Ph.D. candidate in engineering, you'll find information technology to be an invaluable help during your time at UC Davis. This guide will introduce you to computing resources and services, help you get started using them, and show you where to go for help.

UC Davis has an internal network of computers that are connected to one another and to the Internet. Even if you don't own a computer, you can access the network from a campus computer classroom (see the map on page 4), where you can use a Mac or PC to write and print a paper, work on an assignment, or send email to your teaching assistant or professor. To use email, newsgroups, and the World Wide Web, you'll need a campus computing account, one of the great perks of being a UC Davis student. Your computing account is also your passport to:

- Asking your professors questions after class

- Reviewing class materials on the Web or by email

- Setting up study group sessions with your classmates

- Looking through a list of open courses

- Browsing the holdings of Shields Library as well as libraries throughout the UC system

- Sending your T.A. the latest draft of your paper for comments

- Renewing your library books over the Web

- Finding resources for your research paper

- Downloading free software

- Keeping in touch with friends and family via email

- And much more...

A world of information is at your fingertips!

Get answers to all your computing questions from the knowledgeable consultants at IT Express.

IT Express

Technology Consultants Ready to Help

Stop in at IT Express, at 182 Shields Library, if you have a question about your campus computing account or other campus computing issues. IT Express provides technology consulting, software distribution, and copy services.

Walk-in service is available at the following times:
Monday - Thursday: 8 a.m. to 7 p.m.
Friday: 8 a.m. to 6 p.m.
Saturday and Sunday: 1 p.m. to 4 p.m.

Telephone support: (530) 754-HELP (754-4357)
Monday through Friday: 8 a.m. to 5 p.m.

Email Support: *ithelp@ucdavis.edu*

IT Express Web site: *http://itexpress.ucdavis.edu*

Bookmark This!

Software and Hardware Resources

| UCD Site Licensed Software *http://slc.ucdavis.edu/*	Software/Hardware Purchases *http://www-bookstore.ucdavis.edu/computer.html*	Computer & Printer Repair *http://itcpr.ucdavis.edu/*	Hardware and Software Consulting *http://cait.ucdavis.edu/*
WHAT: **Site Licensed Software.** Programs from Apple, Qualcomm, Microsoft, and others for students and other UC Davis affiliates to download and use at no charge. Sign up to receive site license news. Special site license agreements make this possible.	WHAT: **UC Davis Computer Shop.** Full range of products for student computing needs. Special educational discounts on many hardware and software products. Purchase Bovine Online on CD or diskette, or get Computer-based Tutorials (see page 2).	WHAT: **IT-CPR.** Authorized repair center for all Apple products and Hewlett-Packard printers. Provides warranty, extended warranty, and non-warranty repairs, and sells and installs memory and logic board upgrades.	WHAT: **CAIT (Center for Advanced Information Technology).** Take advantage of the CAIT's consultation services on the latest in software and hardware. Get help in planning for the technological future, or advice for purchasing your next computer.
WHERE: IT Express, Shields Library (530) 754-4357 *ithelp@ucdavis.edu*	WHERE: In the UCD Bookstore (530) 752-1945 *computershop@ucdavis.edu*	WHERE: Room 10, Art Annex (530) 752-7762 *dwilson@ucdavis.edu*	WHERE: Shields Library, First Floor (530) 752-5711 *advancedit@ucdavis.edu*

Software and Hardware Resources
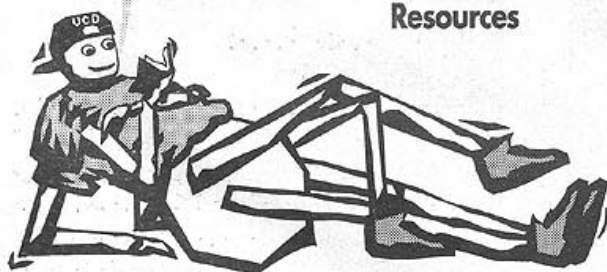
Bookmark This!

Training Opportunities

Video-Based Tutorials
http://lm.ucdavis.edu/rooms/selfpaced.html
Video-based tutorials are available for many common software packages and operating systems. Use this resource to learn at your own pace. These materials are for on-site use only.
> WHERE: Media Distribution Lab (1101 Hart Hall)
> **(530) 752-2131**

Library Technology Resources
http://www.lib.ucdavis.edu/LibraryClass/currgen.html
The General Library offers year-round instruction on using library technology resources, including the Melvyl online database, the Web and the Internet, electronic journals, and CD-ROM databases. You may take these classes at no charge and on a drop-in basis.
> WHERE: General Library
> **(530) 752-1138**

Computer-based Training
http://cbt.ucdavis.edu/
cbt at ucd offers over 300 tutorials on topics ranging from Windows 95 and Office 98 to Java programming and database design. Take these courses over the Web, download them onto your hard drive, or purchase them on CD at the UCD Bookstore Computer Shop or Health Sciences Bookstore.
> **(530) 752-2131**

Publications

Recommended Solutions Documents
http://it.ucdavis.edu/Solutions/
Information Technology maintains a set of recommended solutions documents, including recommendations for student computer purchases. Purchase a hard copy at IT Express, or download them from the Web.

IT Times
http://it.ucdavis.edu/it.times/
This monthly newsletter includes articles on uses of information technology on campus, and updates on services. Read it on the Web or pick it up at IT Express, the MU Information Desk, the campus computer classrooms, or any of a number of other campus locations.

I.T. in the News
http://it.ucdavis.edu/it.times/ititn/
This weekly electronic newsletter summarizes news stories that appear in campus, community, and national media about developments in information technology. Match wits with fellow subscribers by playing I.T. Trivia. To subscribe or to view the most recent editions, visit the Web site.

For more information on IT publications, email itpubs@ucdavis.edu or visit http://it.ucdavis.edu/pubs/.

How to Activate your Campus Computer Account

You can activate your computer account in a campus computer classroom (see page 4) or at home using your modem. Bovine Online, an Internet software suite customized for use by UC Davis affiliates (see page 3), includes a feature that allows you to open an account.

If you follow the instructions below, you'll receive tools you will need to use your account (e.g., a UCD LoginID, a MailID, and a password). Your LoginID and password are required to access your account. Your MailID is an address (like a postal address) that others use to send you electronic mail (see Internet Anatomy on this page).

Activating your account with a modem from off campus:
1. Use your modem communications software (e.g., HyperTerminal or Z-Term) to dial into the campus modem pool at 752-7900. For long distance, use 1-530-752-7900. If you are calling from on campus, dial 2-7900. A successful connection displays a **Connect XXXX** message, where XXXX is the speed of your modem (e.g., 14400).
2. Press the **Return** key slowly 3 or 4 times until you see a **Request>** prompt.
3. At the **Request>** prompt, type **mothra** and press **Return**.
4. At the **login:** prompt, type **services** and press **Return**.
5. At the menu screen, press **N**, *"Register for a New-Style LoginID."*
6. Follow the directions that appear on the screen to complete your account registration.
Note: During the actual registration process, you'll have the option to add additional ServiceIDs to the default set. You will need a ServiceID (called "IRAS") to access the high-speed Student/Staff Modem Pool. (See Modem Pools Available to Students, on page 3.)

Activating your account from a campus computer room:
1. Login as a guest by typing **guest** at the prompt.
2. Directions will appear on your screen. These directions will walk you through the activation process.
If you need help, ask an IT Express site attendant to assist you.

Internet Anatomy 101

Sooner than you imagine, you may find yourself sending an electronic cry for help at 3 a.m. to your entire class (*newsgroups*), sharing your worldview with a friend in Tallahassee or Nairobi (*email*), or visiting the Louvre from your desk (*the Web*). Welcome to the Internet!

Electronic Mail
Email is a fun and convenient way to keep in touch with family and friends, but it's also an important academic tool. Use it to join in on class discussion groups, consult fellow students, or ask your professor or T.A. about an assignment.

Anatomy of an Email Address:


```
gijoe@ucdavis.edu
```
MailID — at — domain name (host name) — type of institution
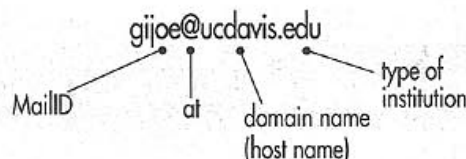
The domain name represents a network — in this case, the UC Davis campus network. **edu** (for "educational") indicates the type of institution. Other institutions include "net" for networks, "gov" for government agencies, "mil" for military, "org" for non-profit organizations, and "com" for commercial enterprises.

The World Wide Web
Almost anyone can publish information (e.g., text, graphics, sound, and animation) on the Web, and just about any subject is represented somewhere in cyberspace. Use a browser (such as Netscape or Internet Explorer) to browse the holdings of the Library of Congress; take a virtual tour of the Uffizi in Florence, Italy; listen to West African music; or discover the poetry of Dylan Thomas. At UC Davis, the Web has become central to instruction — many faculty have course-related Web pages where they post syllabi and assignments, and some courses require students to post research or term papers on the Web.

Anatomy of a Web Address:


```
http://www.benjerry.com/
```
document format — name of server — type of institution
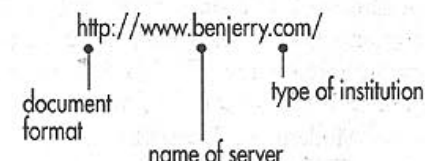
The address of a Web site is called a URL (Universal Resource Locator.) **http://** stands for Hypertext Transfer Protocol, a format that all Web browsers can read. The Web page lives on a machine called a server. (While many Web server names begin with the letters "www," standing for World Wide Web, they don't have to.) Like email addresses, the last three letters stand for the type of organization maintaining the site. Ben & Jerry's, of course, is a commercial enterprise.

Newsgroups
A newsgroup is an electronic bulletin board, a public forum for discussion of a topic. Posts to newsgroups may be viewed worldwide, with topics ranging from swapping used stereos to understanding the writings of Jung. Newsgroups local to UC Davis are especially useful to students. If you post a message (or "article") to a class newsgroup, other students in your class may read it and reply with comments, either publicly to the newsgroup or privately using email. Reading postings to a newsgroup requires special software called a *newsreader*, but Netscape 4.x and Microsoft Explorer 3.0 and newer come with this software installed.

Anatomy of a Newsgroup Name:


```
rec.pets.iguanas
```
hierarchy — subset — topic
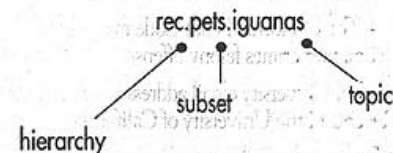
Newsgroups are named using a descending hierarchy of categories. The highest category, **rec**, stands for recreation. Other hierarchies include "sci" for science, "biz" for business-related subjects, "news" for Usenet and Internet issues, and "alt" for alternative topics.
Note that the name in its entirety tells you something about the nature of the discussion. Articles posted to *rec.pets.iguanas* would be very different than those posted to *sci.reptiles.iguanas*.

Remote Access to the Campus Network
Connecting to the Modem Pools

The most common way to connect to the campus network is with a modem. To help you choose a modem that suits your needs, Information Technology (IT) has developed a Recommended Solutions document on Purchasing a Modem. You'll find this document in print at IT Express and on the Web at *http://it.ucdavis.edu/Solutions/*.

More, Faster Modems
This fall, a new modem pool equipped with 380 fast modems is available to students and staff. These modems currently offer maximum speeds of 33.6K. They are expected to be upgraded to 56K by December '98. In addition to this new pool, you may access the Legacy Modem Pool (by dialing 752-7925) and the Telnet-only Modem Pool (752-7900). Both are equipped with 14.4K modems. Of the two 14.4K modem pools, only the Legacy Pool will enable you to surf the Internet. The Telnet-only Modem Pool is used to run non-graphical, text-based Unix programs and utilities (such as Pine).

Accessing the Modem Pools
There are three different dial-up numbers, one for each modem pool for use by students. To access any modem pool, you will need a campus computing account, a UCD LoginID, and a password (see page 2 for instructions on how to open an account). The Student/Staff Modem Pool and the Legacy Modem Pool also require a permit called a "ServiceID." Two types of ServiceIDs ("IRAS" and "IMOD") are available to students. The purpose of these ServiceIDs is to ensure that dial-up users access the modem pools for which they are eligible (See the table below for a summary of features and requirements). See IT Express at Shields Library if you need assistance with ServiceIDs.

UC Davis Customized Internet Software
IT has packaged a complete, preconfigured set of network tools to help you access the campus network and the Internet quickly and without headaches. Called "Bovine Online," the suite includes Netscape Web browser and newsgroup reader, Eudora Pro for email, Dr. Solomon's anti-virus software, a decompression utility, Adobe Acrobat reader, and a telnet package. Bovine Online will help you activate your campus computer account if you have not already done so. It also includes a manual that outlines how to use your networking tools. You may use any other software available on the market, but IT recommends this suite of programs because of its convenience and ease of use. Version 3.0 of Bovine Online for the Mac and PC is available for purchase at the UCD Bookstore (on CD or diskette) and at IT Express Copy Services (CD only). For tutorials, tips, and more information, go to *http://online.ucdavis.edu/*

Connecting Via an Internet Service Provider
If you live or travel outside the local Davis calling area, or have had difficulty dialing into UCD's modem pools, a third-party Internet Service Provider (ISP) account may be an affordable solution. Information Technology has negotiated non-exclusive agreements with two ISPs:

CalWeb: *http://www.Calweb.com/*
MCI: *http://www.mci2000.com/*

Resources
For more information on the campus modem pools, visit *http://itexpress.ucdavis.edu/modems.html*. The site includes a Quick Tip on how to obtain ServiceIDs. You may also visit IT Express consultants on the first floor of Shields Library, or contact them at (530) 754-4357, or at *ithelp@ucdavis.edu*.

Privilege Comes With Responsibility.

Accepting and using your UC Davis computing account implies that you have read and are familiar with the UC Office of the President Email Policy and the UC Davis Acceptable Use Policy. Both are available in print at IT Express or on the Web at

http://it.ucdavis.edu/policies.html

CAUTIONS
- Policy violations may result in restriction of access to University information technology resources and other serious consequences.
- The California Penal Code makes certain computer crimes felony offenses.
- Your University email address is owned by the Regents of the University of California.
- Email may be subject to disclosure under the California Public Records Act. The University may access or disclose your mail under specified circumstances described in the Policy.
- Email facility staff may inadvertently see the contents of email messages in the course of their duties.
- Your email facility may have copies of email on a back-up system even after you have discarded the messages.
- The security and confidentiality of email cannot be guaranteed. Password protections are not foolproof.
- Recipients are able to forward and change your email without your knowledge or consent.

DO's:
- Comply with University policies and state and federal laws that apply to email.
- Protect the confidentiality of information you encounter inadvertently in email or other records.
- Follow campus procedures for authorization and notification if you must access another person's email.
- Respect the privacy of other people's email.
- Use personal and professional courtesy and consideration in email.
- Employ protections such as passwords to deter potential intruders.
- Check with the sender if there's any doubt about the authenticity of a message.

DON'T's:
- Don't share your account with anyone.
- Don't violate California law and UC policy by theft or abuse of facilities or resources.
- Don't seek out, use, or disclose personal or confidential information unless authorized.
- Don't access or disclose other people's email without prior consent.
- Don't knowingly interfere with other people's use of email.
- Don't knowingly disrupt University electronic mail and other services.
- Don't use email for unlawful activities, commercial purposes, or personal financial gain (except where financial gain is permitted by academic policy).
- Don't use email in violation of other University policies (such as harassment, copyright violations).
- Don't use email to give the impression that you represent the University (unless authorized to do so).
- Don't send chain letters.

Note: This is an **overview** of policies governing the use of UC Davis computing accounts for email and other purposes. You are responsible for understanding these policies in their entirety. Questions? Contact the UCD Postmaster at *postmaster@ucdavis.edu*.

Modem Pools Available to Students
At-A-Glance

Student/Staff Modem Pool
General high-speed access
Connection number: (530) 754-7720
Speed: 33.6K (upgrade to 56K expected by 12/98)
Number of ports: 380
Requirements: LoginID and IRAS ServiceID
Limits: 2 hrs/connection, currently unlimited connections/day

Legacy Modem Pool
SLIP/PPP connections
Connection number: (530) 752-7925
Speed: 14.4K
Number of ports: 391
Requirements: LoginID and IMOD ServiceID
Limits: 3 hrs/connection, currently unlimited connections/day (changing to 20 min/connection in 2/99)

Telnet Only Modem Pool
Limited, text-based services available.
Connection number: (530) 752-7900
Speed: 14.4K
Number of ports: 48 (will be eliminated by the end of the 1998-99 school year)
Limits: Unlimited time/connection, unlimited connections/day

Residence Hall Students
If you're a new student living in the residence halls, you do not have to use a modem to access the campus network. ResNet, the "wiring" of campus residence halls, allows you to plug your computer directly into the campus network and Internet without a modem. In the packet left in your room when you moved in, you'll find instructions for setting up your system to work with ResNet.

For more information, see the ResNet Web site at *http://resnet.ucdavis.edu/*. If you live in a residence hall but don't own a computer, check out your local Learning Resource Center. (See page 4.)

Campus Computer Classrooms

MAP AND SCHEDULE

As a student at UC Davis, one of your most valued resources may very well be the campus computer rooms. Many are designed for both academic instruction and general computing use — they are available on a drop-in basis when they're not reserved for classes. Two of the computer rooms, TB 114 and "The Station," the new computing facility in the Memorial Union (behind the ATMs), are reserved entirely for general use.

The Station also maintains ten quick stations — computers where you can check your email or print. For more information, visit the Lab Management Web site at
http://lm.ucdavis.edu.
See schedules below for Fall '98 computer room hours.

Schedule B

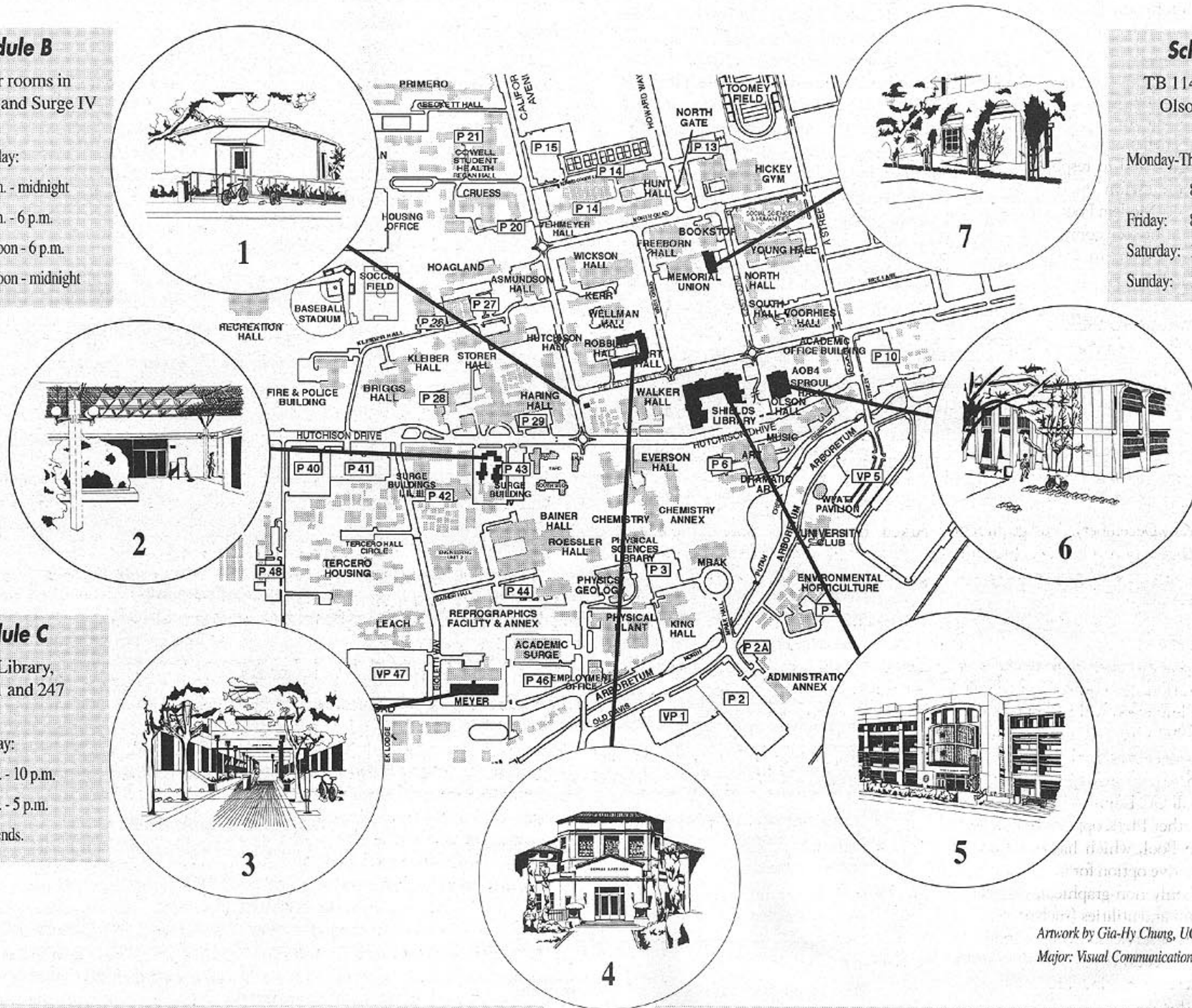Computer rooms in Hart, Meyer, and Surge IV

Monday-Thursday:
8 a.m. - midnight
Friday: 8 a.m. - 6 p.m.
Saturday: 12 noon - 6 p.m.
Sunday: 12 noon - midnight

Schedule A

TB 114, The Station, Olson 21 and 27

Monday-Thursday:
8 a.m. - midnight
Friday: 8 a.m. - 8 p.m.
Saturday: 12 noon - 6 p.m.
Sunday: 12 noon - midnight

Schedule C

Shields Library, Olson 241 and 247

Monday-Thursday:
8 a.m. - 10 p.m.
Friday: 8 a.m. - 5 p.m.
Closed on weekends.

Artwork by Gia-Hy Chung, UC Davis Senior
Major: Visual Communication and Presentation

Key to Map of Computer Classrooms

1. **TB 114:** Open access Mac* & PC lab
2. **SURGE IV:** PCs (Room 301A) and Macs (Room 307)*
3. **MEYER:** PCs (Room 1131) and New Media Lab (Room 1154)*
4. **HART:** Macs (Room 1102)* and Media Distribution Center (Room 1101)
5. **SHIELDS LIBRARY:** PCs (Room 163)
6. **OLSON:** Macs (Rooms 21, 241, and 247), PCs (Room 27), and 2 print-only stations (Room 15)
7. **THE STATION:** (located in the MU behind ATMs) Open access Mac* & PC lab. Includes 10 additional quick stations for email and printing.

* Denotes classrooms with ZIP drives

Learning Resource Centers

http://www.housing.ucdavis.edu/noframes/current/lrc.htm

If you live in a residence hall, check out your local Learning Resource Center (LRC) for your computing needs. PC-compatible computers and printers are available for your use. For hours and information, contact your LRC:

Segundo: *segulrc@popmail.housing.ucdavis.edu*, 752-4274

Tercero: *terclrc@popmail.housing.ucdavis.edu*, 752-0800

Castilian: *castlrc@popmail.housing.ucdavis.edu*, 754-8780

Emerson: *emerlrc@popmail.housing.ucdavis.edu*, 752-6880