Upon Your Return...

IT summer projects mean many changes for fall quarter

- Modem pool changes
- Computer labs
- Bovine Online
- Banner upgrade
- IT unit move update
- Data Center Testing
- Y2K compliance

Aging 14.4K Modem Pool to be Replaced With Two Year 2000-Compliant Pools

Information Technology staff will replace the aging 14.4K Express Modem Pool with two Year 2000-compliant, 56K modem pools by Sept. 1. This is part of a larger effort by campus leadership to improve the campus infrastructure for instructional technology.

In March, the Academic Computing Coordinating Council (AC4) listed replacing the non-compliant 14.4K modem pool as the top priority among 12 Instructional Technology Funds projects proposed by Information Technology. The AC4 prioritized and recommended these projects for approval. Based on this recommendation, campus leadership approved the expenditure of $278,000 to cover the cost of the equipment and one year of operation. These costs (as well as the other Instructional Technology Funds projects) will be covered by $1.5 million in one-time Instructional Technology Funds. The Division of Information Technology received these monies last November when the UC Office of the President allocated $8.1 million in one-time-only funds to the UC Davis campus (see ITF Projects on page 3).

"The improvements in the modem pool this year and next

Photo by William Rice

IT-Communications Resources technicians Martin Redlich, left, and Alex Tobar, work on the replacement of the 14.4K modem pool.

Creation of a New Computer Classroom in Olson Hall

A new computer classroom in Olson Hall will open by the end of June as part of an agreement between IT-Information Resources and the Office of the Registrar. The room, located in 1 Olson, is intended to meet the growing faculty demand for Mac computer classrooms. With 29 iMac Apple computers, it will be the third computer classroom in Olson Hall. The instructor's station will be wired for projection and the room will be equipped with a high-capacity networked printer.

Bovine Online Preparing for the Next 'Moollenium'

Bovine Online, the Internet software package developed by Information Technology, is gearing up for its fourth season. Each year, especially at the beginning of fall quarter, many students, staff and faculty purchase the latest release of Bovine Online. This year will be no exception. Bovine Online v4.0 is slated to be ready by early September.

Bovine Online, which provides an easy-to-install, easy-to-use complete Internet software package, includes an installer as well as step-by-step instructions for setting up the software. The manual provides tutorials, product descriptions, and instructions. With Bovine Online, students, faculty and staff can open a computing account, access the Internet, and send or receive email.

This fall, the multi-platform CD will include Netscape Communicator (Web browser), Eudora Pro (email),

Update on IT Units Move

Additional departments heading to Chiles Road facility

During the next six months, over 80 Information Technology staff will move off campus to the former Pacific Standard Life (PSL) building located at 3820 Chiles Road in South Davis. They will join the IT-Creative Communications Services (CCS) staff already located there and the IT-Information Resources units which have relocated in the last three months. This move provides the university with on-campus space for academic programs in Academic Surge and Hutchison Hall.

Several IT units are moving to this building at 3820 Chiles Road in South Davis.

IT departments moving to the yet-to-be-named building include Distributed Computing Analysis and Support (DCAS) and sub-units of Information Resources (IR). The schedule is as follows:

• IR Client Services will move in June and August. Client Services includes IT Express, IT Training, Site License Coordination, the Vendor Software Library (VSL), the Technology Support Program, and the UCD electronic postmaster.

• All IR units located at Research Park and DCAS are slated to move in November.

• The following IR units have already moved to the Chiles Road facility: Analytical Services, Project Management Office (March); administration offices, and Desktop Systems group (May).

The impact of the move on staff, faculty, and students who use the services provided by DCAS and the IR units will be minimized as much as possible. But there will be some downtime for certain services (see table for service outages expected this summer). Specific downtimes will be announced on the IT Web site (*http://it.ucdavis.edu*) prior to each move.

Other information pertaining to the move which can be found at the Web site includes:

• New phone numbers for employees and front line services.

• Updates on the possibility of creating office space on campus so clients don't have to travel to Chiles Road to meet with IT staff.
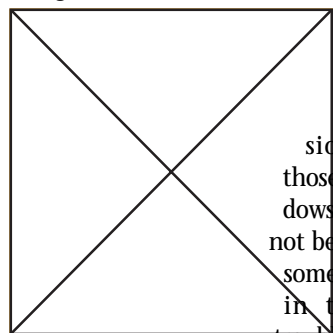
The project manager is Joyce Johnstone. She can be reached at (530) 681-7452 or *jmjohnstone@ucdavis.edu*.

Bovine

BetterTelnet (telnet), WinCRT (telnet), and Stuffit Expander (decompression) software. Each of these will be the most current version at the time of production. CBT (Computer Based Training) and Adobe Acrobat Reader will also be included. As with the current version (Bovine Online v3.0), the package will include one CD and one manual for both Macintosh and Windows 95/98 platforms, and a disk to use in the campus computer labs when accessing email via Eudora .

One new addition will be Norton AntiVirus software. Also new to version 4.0 will be a Quick Start installation guide for intermediate and advanced users to accompany the in-depth manual with fine tuning and more explicit instructions. The Windows 95 version will also accommodate those who have migrated to Windows 98. Windows NT users will not be supported, but they will find some references to Windows NT in the documentation. The troubleshooting section will be enhanced, new information will be added about DHCP and the campus modem pools, and tools for accessing the network with a laptop from campus or home will be included.

Bovine Online v3.0 is currently available for $18.99 at the UCD Bookstore Computer Shop and IT Copy Services located in 182 Shields Library.

For more information, see *http://online.ucdavis.edu*.

Classroom

IT-Lab Management will also upgrade five of the 15 campus computer rooms.

Major Upgrades in 15, 21, and 27 Olson

Following the opening of 1 Olson, the computer rooms in 15, 21 and 27 Olson will undergo major renovation. All three rooms will have new furniture and computers. The 27 Olson facility will be equipped with Dell 450MHz Pentium IIs and 21 Olson with iMac Apple computers. By August, 27 and 21 Olson will be open and have their own networked printer.

15 Olson will be remodeled to serve as the main location for consultants supporting 1, 21, and 27 Olson. By the end of June, print filing will no longer be available. The space created by the change will be used by additional print-only stations.

Conversion of 307 Surge IV

As part of the ongoing effort to increase student access to computers, Lab Management will convert 307 SurgeIV from a computer classroom into the fourth open access lab. The room is currently one of the least popular classrooms due to its small size and cramped layout. Classes scheduled in 307 Surge IV will be rescheduled to 1 Olson which will be better suited for instruction. Expected to be closed during the summer and reopened by Fall '99, the room will be reorganized to contain both Mac and PC stations. The room will be restricted to open-access use and will not be used for classroom instruction.

Upgrade of TB114

Lab Management will upgrade equipment and furniture in TB114, one of the open access labs. To extend the lifetime of older machines, TB114 will be equipped with furniture and PC computers available as a result of the upgrades in Olson Hall. While they are not new, the equipment and furniture will be an improvement from the existing machines in TB114. The PowerMac 7600s currently available in TB114 will remain in service.

New Checkout System for the Hart Media Distribution Room

At Hart 1101, where instructors can leave videos for students to view, a new check-out system will automate much of the check-out and check-in procedures. Using barcode and scanning technology together with a database, the staff will barcode all materials for tracking purposes.

These changes should speed up the check-out process which previously involved filling out a paper form and leaving an ID at the front desk. From now on, students, staff, and faculty will need only their ID number and picture ID to check out material.

Future Improvements to Lab Facilities/Classrooms

This summer, Lab Management will use Instructional Equipment Replacement (IER) funds to replace a number of older printers with faster, more reliable printers. Having a printer in the classroom will allow faculty to have more time for actual in-class instruction.

Digital video and sound equipment in 1154 Meyer New Media Lab is also slated for replacement or improvement.

For more information on campus computer rooms, see *http://lm.ucdavis.edu*.

Modem: Remote access improved

are being made possible by one-time funding allocations. There remains a challenge to develop a permanent funding mechanism that will allow UC Davis to maintain an excellent remote access service," says Harry Matthews, AC4 chair. "This challenge is being addressed by AC4, AdC3 (Administrative Computing Coordinating Council), and appropriate units of the administration."

The replacement of the Express Modem Pool by Sept.1 was considered critical for two reasons: To avoid the Year 2000 Problem on the existing non-compliant Express Modem Pool, and to reduce the impact of the high contention ratio currently experienced by clients (especially students) accessing the Student/Staff Modem Pool. That also was the deadline imposed by the UC Office of the President for bringing all campus modems into Year 2000 compliance.

Because the existing 14.4K modems are not Y2K compliant, they would have to be withdrawn from service before the end of the year. "Thus, the new modems will dramatically improve the situation that would otherwise have occurred when the 14.4K modems were removed," says Matthews. "The 14.4K modems do not support the full campus security system and the new modems will make the campus more secure from unauthorized access ('hackers')."

Matthews says campus users will also benefit from the faster connection speeds. "Because most campus users connect at speeds higher than 14.4K, most users of the Express Modem Pool will see a significant improvement in the speed of modem access. We still have some way to go to providing enough modems, and this is being planned for the 1999/00 academic year."

Provost Grey has charged both Computing Coordinating Councils with determining the role the university should play in providing remote access services to faculty, students and staff, but a permanent solution was not expected to be in place by June 1, which was the critical start date for preparing service for the fall quarter. So, the AC4 made its recommendation to use Instructional Technology Funds to replace the Express Modem Pool. The modems acquired for this project can be reconfigured to support whatever final decision is made with respect to future remote access service.

Beginning Sept. 1, the campus modem pools will enter a new phase: the 465-port Express Modem Pool will be retired and three 56K modem pools will be available. The Faculty Modem Pool will provide the same level of service currently available: 92 ports, speeds up to 56K, and four-hour connections. Of the remaining two pools, one will be dedicated to students and the other to staff. Students will be able to dial into 672 ports, representing 77.6 percent of the total number of available ports and approximately 200 more ports than are currently available on the 56K Student/Staff Modem Pool. The Staff Modem Pool will come with 92 ports, a new connection number, and a new ServiceID (see table above).

By comparison, the remote access infrastructure currently supports 465 14.4K Express modems, 376 56K Staff/Student modems, and 92 56K Faculty modems. Two of the three pools have a unique user base and login access is granted through special permits for each pool.

The new 56K pools are expected to improve student and staff remote access to the campus network and the Internet. Four-fifths of the clients currently using the Student/Staff Modem Pool, which usually is operating at 100 percent capacity between 6 p.m. and 2 a.m., are students. With a contention ratio of 22 to one (number of users per available port), access after 6 p.m. is nearly impossible. Unable to connect on the high-speed pool, many users use the much slower 14.4K

Express Modem Pool to access the Internet. But not only is the Express pool slower than the 56K Student/Staff Modem Pool, it also limits users to 20-minute connections.

Even with the replacement of the Express Modem Pool, remote access to the campus network will still be insufficient to meet demand. A Remote Access Management Program (RAMP) report released last June indicated that a pool of 1,920 modems would be required to meet the rising demand of users seeking to access the campus network. The report also indicated that, based on the level of service provided, the cost for a pool of that size would range from $485,000 to $1,423,000 in one-time costs, with annual operating costs ex-

pected to run from $731,000 to $1,595,000. (See the RAMP report at *http://access.ucdavis.edu/*.)

The funding recommendation is consistent with a set of 13 academic criteria regarding remote access to the campus network that the AC4 developed earlier this year, which can be viewed at *http://ac4.ucdavis.edu/minutes/13prin.html*.

Matthews says that "UC Davis has an average modem pool situation compared with other UC campuses and other major universities. The replacement of the 14.4K modems will improve our situation, and the additional improvements planned for 1999/2000 should make UC Davis one of the best (UC campuses) for remote access."

Future composition of campus modem pools as of Sept. 1, 1999

	Staff Modem Pool	Student Modem Pool	Faculty Modem Pool
Ports	92	672	92
Connection Time Limit	2 hours	2 hours	4 hours
No. of connections/day	Unlimited	Unlimited	Unlimited
Connection Number	TBA	(530) 754-7720	(530) 754-7701
Speed	56Kbps	56Kbps	56Kbps
ServiceID	TBA*	IRAS	IRMP

* The ServiceID for staff members currently using the Staff/Student Modem Pool will automatically be converted to the new ServiceID for the Staff Only pool. New users of the Staff pool will be assigned the new ServiceID starting in September 1999 using the normal registration process for remote access services. A Web page is under development. The acceptance testing phase is scheduled to occur from July through September.

Instructional Technology Funds Projects:
At a Glance

Chronology

• Fiscal Year 1998-99: UC Office of the President allocates $19.3 million to campus for instructional technology.

• Aug. 31, 1998: Provost Grey requests Instructional Technology Funds Task Force suggest "principles and processes" to guide the allocation of ITF monies.

• Nov. 18, 1998: Instructional Technology Funds Task Force issues its report.

• Jan. 13, 1999: The Academic Computing Coordinating Council (AC4) reviews and advises on the recommendations in the Instructional Technology Funds Task Force report.

• Jan. 15, 1999: The Academic Senate's Committee on Academic Planning and Budget (CAPBR) submits its recommendations on the ITF Task Force report.

• Jan. 28, 1999: Provost Grey makes the following allocation decisions upon consideration provided by the AC4 and CAPBR:

— $5.8 million (of the $11.2 million) in permanent funds is allocated to the deans and vice chancellors.

— $6.6 million (of the $8.1 million) in one-time funds is allocated to the deans and vice chancellors, and $1.5 million to the Division of Information Technology.

• March 15, 1999: An AC4 subcommittee approves a set of criteria to guide the use of ITF monies.

• March, 1999: An Information Technology workgroup submits for approval a dozen ITF proposals to Acting AVC, Jerry Hallee and the AC4. These projects are to be funded by the one-time-only ITF monies.

• Early April, 1999: Provost Grey, in collaboration with the AC4, approves in concept and prioritizes the proposals.

• April, 1999: Information Technology Directors appoint Margaret Byrne, Information Resources, as ITF Program Co-

ordinator. A project lead is identified for each project.

• May-June, 1999: Project leads refine project scope documents, timelines, and budgets.

• Sept. 1, 1999: The first ITF project (the replacement of the 14.4K modem pool) is to be implemented.

• Fall 2000: All ITF projects must be completed.

The 10 Instructional Technology Funds Projects

• Replace the 14.4K Express Modem Pool with 56K, Y2K compliant modems (see related story, front page).

• Build the infrastructure to centrally support Web pages for faculty and students (includes the Distributed File System and Gateway projects).

• Deploy DHCP to enable on-campus network connectivity for mobile users.

• Increase on-campus network access from public places, using wired and wireless technologies.

• Construct Web-based tools for use by faculty.

• Replace the campus Web search engine.

• Develop personal digital certificates to enable access to secure Web sites.

• Update the Web-based guide to campus classrooms.

• Increase the disk space on central email servers.

Additional Information

Email address: *itf@ucdavis.edu*

Web page: *http://it.ucdavis.edu/itf*. Includes short project descriptions, the charge letter and background information.

A number of presentations are planned and will be publicized on the ITF Web page.

Banner Upgrade Will Spell More GUI For Users

A Banner upgrade involving the database, the database servers, and the application will take place over the Fourth of July weekend. The system, including R.S.V.P. and Registration on the Web, will be unavailable from Thursday, July 1 at 5 p.m. until Tuesday, July 6 at 8 a.m.

The decision to upgrade the system was based in part on the fact that SCT (the Banner software company) and Oracle require their customers to stay current with their software versions for full product support, a practice that prevails throughout the computer industry. To comply, IT will upgrade the Banner application to version 3.1 and the Oracle database to version 8.0.5.

The system, from the hardware to the database and application, will also be fully Year 2000 compliant.

The Banner software upgrade, from v2.1 to 3.1, is minor compared to the major upgrade that occurred in December 1997 when Banner was converted from a character-based mode to a graphical user interface (GUI). The 3.1 version brings the users closer to a more full-featured GUI environment.

Two of the new GUI features are a toolbar and a menu bar. The new toolbar contains small iconic buttons which, when pressed, perform a wide variety of functions, from simple commands like 'Commit/Save,' to calling Acrobat Reader to access Banner documentation, and launching a Web browser to enter the Banner Web for Students Web site.

The new on-screen menus have been improved and now function similarly to the Windows and Mac drill-down menus. The menu interface is similar to other Windows software applications, such as Word and Excel, which should make the system easier to use. There are also GUI buttons that enable users to switch between functions and to use the new support services provided by Banner. Finally, individuals who consistently use forms that appear on several different menus will be able to create a personalized menu combining all their commonly used forms.

In addition to the Banner software upgrade, the Oracle database, which supports the Banner application, will be upgraded from version 7.3.3.5 to version 8.0.5, thus ensuring full product support from Oracle. The database has grown to 30 GB (gigabytes) since it was implemented in 1992, and it is estimated to double in size over the next five years.

The current database servers, which were installed in 1992 and upgraded four years ago, have exceeded the typical hardware lifespan. (Computer hardware typically has a three-to-five-year life cycle.) To stay current, the database servers will be replaced with new hardware comprised of two Sun Enterprise 5500 servers. The production server will be powered by six 336 mHz UltraSPARC-II processors, 2GB of memory, and 256GB of disk space. The development server will have four 336mHz UltraSPARC-II processors, 2 GB of memory and 128 GB of disk space.

The other hardware component is the applications servers – known as the Citrix servers– which run the Banner software. These servers will not be affected by this upgrade.

To make this transition successful, more than 20 IT and Office of the Registrar staff members are working nights and weekends to implement the upgrades by the July 4 deadline. The July 4 weekend, which follows graduation ceremonies and precedes summer advising, was chosen because the system is typically not used as heavily during that time.

Presentations will be held before the upgrade to give users a preview of the new Banner interface and features. It is strongly recommended that all Banner users and Technology Support Coordinators (TSCs) attend one of these presentations:

Audience	Location	Date	Time
TSCs	MUII	June 16	10 a.m. or 2 p.m.
Staff	Soc. Sci. 1100	June 24	10 a.m. or 2 p.m.

For additional assistance with the upgraded Banner interface, workshops will be held after the July 4 upgrade. Workshop space is limited. More information will be available at the presentations.

Nicole Collins and other IT-Information Resources staff contributed to this story.

cbt@ucd

Learning resource changes include   new software and new courses, with new Java format slated for fall

The self-paced learning resource cbt@ucd underwent several changes in late May, including software updates and the addition of new courses.

cbt@ucd computer-based tutorials provide an opportunity for the faculty, staff, and students to embark on a self-paced, self-guided journey of technological discovery. The learner is in control and can choose the time, place, duration, and depth of learning. The tutorials can be taken over the Internet or on CDs (available for purchase at the UCD or the UCD Health Sciences bookstore).

Software Upgrade
A new version of the CBTCampus Server software was installed in May, making it much faster to utilize CBT courses over the Internet. To take advantage of this upgrade, you must first uninstall any old CBTCampus player software and then install the new CBTCampus player (installation instructions can be found at: *http://cbt.ucdavis.edu*).

New Courses
The number of computer-based courses was increased from 300 to more than 500, with the new courses identified in part through campus input.

The courses cover a variety of topics such as Windows 95, Windows 98, Windows NT Server, MS Office 97, Oracle 7

and 8, Web Master, Internet and Intranet Infrastructure, Java and Java Scripting, C++, and Intel Product Support. In addition, Office 2000 and Windows 2000 courses will soon be offered.

A complete list of the current curricula is posted on the cbt@ucd Web site (*http://cbt.ucdavis.edu*).

Upcoming Changes
A new and exciting change will be happening to CBT this fall. CBT Systems is rewriting the CBTCampus student player into a Java format. This player is currently in beta, and is due out this September. The player is a Java applet, which is downloaded into the client's Web browser cache. The platforms which CBT will officially support are Win32 (95/98/NT4/2000), MacOS 8.x, Sun Solaris, and Linux. Currently, the minimum browser and system requirements are:

Windows: Netscape Navigator 4.6 or Internet Explorer 4.0SP1

Mac (PowerPC only, including G3s and iMacs): Netscape 4.04 or Internet Explorer 4.5

To download these browsers, go to *http://www.netscape.com/download/* or *http://www.microsoft.com/ie/*.

Send any questions, comments or suggestions to cbt@ucdavis.edu.

AUR Report: 'Comprehensive' Study is Released

"This very comprehensive and thoughtful study provides guidance that will help shape IT over the next several years," said Provost and Executive Vice Chancellor Robert Grey of the report submitted on April 29 by the Information Technology Five-Year Administrative Unit Review Committee.

The 80-page report, which concludes a 10-month review of the Office of the Associate Vice Chancellor for Information Technology, is built around five overarching themes: Academic Priorities, Delineation of Responsibilities, Institutional Ownership, IT as a Campus Policy Advisor, and Organization and Access. To shape its 43 recommendations, the committee used the feedback obtained from clients, campus constituents, and IT staff through a series of meetings and town halls held last fall.

Provost Grey directed Jerry Hallee, Acting Associate Vice Chancellor for Information Technology, to develop a plan of action, including a timetable stating how Information Technology and campus management should proceed to address the report's recommendations. The plan of action is due to Provost Grey by June 30. IT directors will meet at a retreat on June 15 to work out details for the action plan.

Given the broad campus interest in this review and the importance of working closely with the campus management, the report was released campuswide in late May. It is posted on the Web at *http://it.ucdavis.edu/adminrev/report/*. Hard copies are available at the reference desk in Shields Library.

You've Got Email, and More Email, and... Uh, Oh

Planning a vacation this summer? Know this about email before you leave

By Autumn Bouck

If you're planning to take a vacation this summer, you probably have a lot to do before you go. If you receive a steady flow of email messages, one thing you need to know is how to set up a vacation email message.

The Vacation Mail Setup Utility is available to staff, students and faculty. It sets up an automated email response to your new email messages, informing people that you are away, and thus unable to answer them right away. This utility can be used for any extended leave, including vacation, medical or sabbatical leave. To use this utility you will need: access to the Web, a UC Davis computing account with a new-style LoginID, and a Kerberos password.

According to Debbie Edwards, the UC Davis Postmaster, there is no minimum vacation length for this utility, but it is especially useful for anyone who will be gone longer than a week. "I have set up vacation mail for as few as two days, and as long as six months," she said.

The Vacation Mail Setup Utility can be found a *http://ir.ucdavis.edu/info/email/vacation_setup.html*. This page offers information on how to set up the account and simple step-by-step instructions.

To set up a vacation message, first click on, "Click here to authenticate and continue with the vacation setup." You will be asked for your LoginID and Kerberos password. After entering that informa-

tion, hit return and choose the "Set up vacation" option on the main page. Enter the subject and body of your automated reply, which gives you the option to personalize your message. Then, click on "Submit." You will be sent to a Web page displaying the information you entered, and asking you to confirm. Once you confirm, your automated reply is set up. To disable the utility, follow these same steps. "The best thing about this utility," says Edwards, "is that it is on the Web, and accessible to everyone. I used to have to do it individually for each user."

It is important to plan in advance before going on vacation. You will need to acquire a new-style LoginID and Kerberos password if you do not already have one. "While the switch from the old-style LoginID (which are most ez, fz, and sz logins) to a new-style LoginID is quick and simple, it needs to process overnight. I have had people call me two hours before they are leaving town to set up their vacation mail," says Edwards, "but it takes overnight before their new-style LoginID is activated." Check the Vacation Setup Utility Web page for information on how to set up the new-style LoginID.

The most important reason to set up this utility is to lessen the amount of email sent to you and to avoid exceeding your email quota (see related story, this page). When people receive your automated response, they are less likely to email you again until they know you are back. Also, if someone sends you an important message and expects a response, the automated reply lets them know that you are out of town.

In addition to setting up the automated response, it is a

Illustration by Chris Sarason

good idea to take other steps to slow down your email traffic. You should unsubscribe from any mailing lists. If you are subscribed to a UC Davis email list, you can unsubscribe by going to *http://listproc.ucdavis.edu/listproc/sub.html*, and following the directions. If you are subscribed to a non-UCD email list, you will often find information on how to unsubscribe at the bottom of each message. If you have another email account with a larger quota than your UCD account (such as an ISP), you should have your UCD mail forwarded there.

The most important thing to remember is to plan, and make sure that you have a new-style LoginID and Kerberos password. If you have any questions about these requirements, go to *http://mothra.ucdavis.edu/UCDLoginID/status.html*.

Autumn Bouck is a senior majoring in English and Spanish. She joined the IT Publications team in May.

Everything You Ever Wanted To Know About Email Quotas

By Autumn Bouck

Many UC Davis students, staff and faculty have received, at one time or another, a message from Information Technology that says, "WARNING: You are running out of your allotted disk space for your mail inbox." This email can cause fear and confusion, especially for those who do not understand the UC Davis email quota system.

When someone sends you email, the message goes to a computer called a server. It stays there until you download it, which happens automatically when you check your email. The email quota is a set amount of disk space, to ensure that there is enough room for everyone's email on the server. The quota does not apply to messages that you have downloaded to your personal computer with programs such as Eudora or Microsoft Outlook. It applies only to messages that you have not already downloaded or email accessed with Pine.

On the campus email servers managed by Information Technology, there are two types of quotas: the "hard" quota and the "soft" quota. When you fill up your soft quota, you will get a warning by email, but your mail will not bounce, or be returned to the sender, for three weeks, or before you exceed your hard quota, whichever comes first. The size of your quota depends on which mail server you use.

• On *mailbox*: the soft quota is 1 MB and the hard quota is 10 MB.

• On servers named after colors (i.e., *blue, green, scarlet,* and *yellow*) the soft quota is 5 MB and the hard quota is 20 MB.

So, if you are on *mailbox*, and a friend or colleague emails you a 1.5 MB file, you will get the warning message, because that file will fill up your soft quota. But you can receive an

additional 8.5 MB of messages before you fill up your hard quota. Downloading the large file (by using a program like Eudora) or deleting it (from Pine) will solve the quota problem.

The servers named after colors have more disk space per person than *mailbox*, which is older and is used by significantly more people. IT is slowly phasing out *mailbox* and assigning new users to color servers. If you are a *mailbox* user, you can request to be moved to a color server by calling 754-HELP, emailing *ithelp@ucdavis.edu*, or visiting IT Express in 182 Shields Library. If you do not know what server you are on, go to *http://www.ucdavis.edu/cgi-bin/whois/*. Put your own name in the search box and press Return or Enter. You'll find the name of your server next to the words: "Delivery Host."

UCD, City Explore Cooperative Use of 'Shared Path' Radio System

BY DICK KAYE

UC Davis and the City of Davis will hold exploratory discussions on the feasibility of a joint agreement that would allow the city to share the resources of UCD's 800 MHz Trunked Radio System. The system, which became fully operational April 1, supports both the emergency and non-emergency radio requirements of UCD and UCDMC campuses.

The City of Davis' interest in joining UCD's radio system is motivated to a large extent by the need to replace an aging and obsolete radio system with one that is consistent and compatible with those of other government agencies and municipalities, including Sacramento city and county police and fire agencies, the City of West Sacramento police and fire, and the UC Davis emergency response groups. One immediate benefit of a joint-use arrangement is the enhancement of existing mutual aid agreements, wherein agencies from neighboring municipalities agree to share services, by making it easier for them to communicate with one another.

The discussions are expected to last several months as both parties attempt to identify cost implications, operational and maintenance responsibilities, as well as the comparative advantages and disadvantages that will eventually determine whether or not a shared use agreement is in the best interests of the parties involved.

Trunked 800Mhz radio service permits a large number of users to share a relatively small number of communication paths — or trunks. Commercial telephone communication is a wireline version of trunking. Designed to serve emergency response agencies (police, fire and rescue) on a priority use basis, the system also serves a host of other non-emergency subscribers such as Facilities Services, Transportation and Parking Services, Unitrans, Yolo Bus, Communications Resources, Inter-Collegiate Athletics, Recreation Hall, Shields Library, and UCDMC. There are currently more than 900 radios in use and this number is expected to grow as more university departments discover the advantages of trunked radio service. Eight of the nine UC campuses are now equipped with an 800 MHz system.

When compared to conventional two-way radio, trunked systems afford a variety of advantages and features, including "Talk Groups" that emulate a separate and dedicated channel. No longer do users have to contend with interruptions or interference from other user groups. Instead of several users competing for a single channel, multiple channels are available. Self-diagnostics, statistical analysis and reporting, and usage measurements make for the "hands off" monitoring and management of the system. Usage can be measured on a per-radio basis, which leads to simplified capacity planning. The system provides the capability to locate and disable lost or stolen radios.

IT-Communications Resources and UCDMC Telecommunications jointly operate, maintain, and recover the costs associated with delivering service to the entire UCD/UCDMC community. Oversight of service delivery is vested in the 800 MHz Trunked Radio Policy Committee, which is

Dick Kaye, IT-CR, in front of the trunked radio transmission tower.

charged with resolving such issues as growth, system coverage, compliance with standard radio practices, mutual aid, and enhancements.

Dick Kaye is a systems and technology consultant, manager with IT-Communications Resources.

Y2K Tools Help Departmental Coordinators Meet Deadline

With seven months left before the year 2000, the UC Davis campus continues to work toward achieving Y2K compliance on campus infrastructure, central and departmental systems. This summer, many departments will implement or test their Year 2000 remediation solutions. On June 30, UCOP will request a Year 2000 status report from all campus central systems at UC Davis. Thirty-three percent of our campus central systems must be tested by this date. Come July 1, we will have a clearer understanding of how our campus is doing in terms of its Year 2000 remediation.

Two tools are available to campus Y2K coordinators preparing to analyze the state of their departments or units:

• Norton 2000: Information Technology acquired enough licenses to supply five copies per department for free. Each department can purchase additional licenses from the UCD Bookstore at a greatly reduced cost. Norton 2000 allows testing to be performed on the hardware, operating system, and application. In addition, Norton 2000 can check spreadsheet and database files, and generate reports detailing potential Year 2000 exposures.

• Microsoft's Year 2000 Product Ana-

lyzer: Will inventory a system, determine which, if any, Microsoft products may have Y2K exposures, and identify remediation options.

With Microsoft's decision not to release Windows 2000 before the end of the year, we will need to continue using current versions of Microsoft's operating systems (Windows NT, 9x), which will require patches to achieve Year 2000 compliance. Microsoft's shift in its definition of compliance will cause systems administrators to continue to re-evaluate the compliance level within their areas through late fall. Microsoft continues to release Service Packs which fix Year 2000 issues, and plans to release one more service pack before Dec. 31, 1999 for NT and Windows 98.

The UC Davis Year 2000 Web site (*http://y2k.ucdavis.edu*) provides numerous resources for all levels of computer users, including links to the latest Y2K news, Web sites, articles, downloadable patches and answers to both basic and complex Year 2000 questions. Users can find contact information about the various technology support personnel and Year 2000 coordinators on campus, and links to step-by-step guides and

Data Center Y2K Tests Will Mean Some Brief Service Interruptions

BY DANA DRENNAN

On June 21 and 22, the Data Center will test a number of computer systems for Year 2000 compliance. This will result in a brief interruption of service for some email clients during a 24- to 48-hour window.

During this time, clients who check their email using Pine on the ISUN servers and those whose mail is delivered to *mailbox.ucdavis.edu* will not have access to their

software designed to help determine and alleviate Year 2000 exposure risks.

The Year 2000 site also offers a searchable database with compliance information on specific software packages, links to locally and remotely stored patches, updates to software packages, and vendor designed workarounds.

To obtain news on UC Davis' Year 2000 efforts, join the Year 2000 listserv (*y2k@ucdavis.edu*) and check the calendar of

events on the site.

While the Web site provides a good starting point about the Year 2000 problem, make sure to contact your Year 2000 Coordinator or departmental Technology Support Coordinator for further information and to find out the compliance status of computer systems in campus departments or colleges.

Contact the Year 2000 Program Office at 752-7039 or at y2kstaff@ucdavis.edu.

This Collection Leaves You LOL*

UCD writing instructor collaborates on book about jokes from the Internet

By John Boe

Note to readers: The IT Times staff asked John Boe to describe the process of editing a book on jokes from the Internet.

I've always liked to laugh and to make other people laugh. So, of course, I have always liked jokes. In grade school I read joke books and memorized jokes from TV comedians. By the time I was in high school, I had learned to like those people who liked jokes, who told them and wanted to hear them. Chief among these people was my mother, and I thought it was really cool that we would tell each other 'dirty' jokes.

Books and people were my source of jokes until post-modern times and email, which quickly evolved from a major tool of communication into a major form of goofing off and not communicating. As I gratefully discovered, for most people the primary use of the Internet is transmitting jokes.

Because I am a cyber packrat, I saved all the jokes I was sent. Then one day as my hard disk became too full, Alice Kahn and I decided that we could use these saved jokes to put together an Internet joke book.

The process was embarassingly fun and easy. We each read through something like a thousand pages of jokes, giving each joke a letter grade. Then we met a couple of mornings a week during the summer. Anything that received two A's got in the book. Anything that got one A we argued about.

Our routine was to work for two hours then have lunch for two hours. After we culled the jokes, accepting maybe one in 20, we grouped the jokes into a dozen categories.

Curiously, there were probably more bad computer jokes than bad jokes in any other category. I hate to suggest such a thing in the *IT Times*, but maybe nerds really don't have a sense of humor. But we did find some we liked, especially Bill Gates and Windows jokes (Q. How many Microsoft engineers does it take to change a light bulb? A. None. Bill Gates just redefines "Darkness™" as the industry standard.) Perhaps the most foolish thing we did was write our own humorous introductions to each section. Unfortunately, reader responses and reviews have suggested that no one actually reads any of these intros but instead skips right to the jokes. But if we were publishing a humor book, we wanted some of our own humor in it. And we still think our material is pretty darn funny, even if no one else has ever actually read it to find out.

Most of the book, like humor in general, is in questionable taste. We use all the bad words, but early on we remind our readers of The Humorist's Golden Rule: "If any of these jokes offend you, kiss my ***."

If you buy the book, and you should since my youngest daughter is starting college in the fall and I need the money, you will probably find a few jokes that sound familiar. This is inevitable, for as the great folkorist Gershon Legman pointed out in his 2,000-page, two-volume classic, *The Rationale of the Dirty Joke*, jokes aren't so much products of invention as they are products of evolution. So a lot of the jokes we printed, even if they were the freshest humor off the Internet, were obviously transformations of jokes of the past.

The computer may actually be speeding up the evolution of jokes, for now they go around the world in seconds, and in mass quantities. I've even set up an email account just to collect jokes (*cyberlaffs@aol.com*). This is part of my folkloric research agenda.

I am proud to have co-written a book meant to sit on the back of a toilet. My only regret about *Your Joke is in the E-Mail* is that we spelled "email" with a hyphen. I've since been convinced by Stanford's Donald Knuth that "email" should never have a hyphen. Ah well, maybe we'll do a sequel.

John Boe is director of the Campus Writing Center and lecturer in the English Department. He is also the author of "Life Itself: Messiness is Next to Goddessness and Other Essays." He can be reached by email at jdboe@ucdavis.edu.

Alice Kahn is the author of "Multiple Sarcasm," "My Life as a Gal," "Luncheon at the Café Ridiculous," and "Fun with Dirk and Bree," and has been a staff writer for the San Francisco Chronicle. Currently, she is a nurse practitioner and a contributor to Microsoft Sidewalk.

* Laughing Out Loud

Your Joke is in the E-Mail
Cyberlaffs from Mousepotatoes

Alice Kahn & John Dobby Boe

Looking for a light summer read?

Data Center

email.* If you are using an email program such as Eudora, you get your email from *mailbox.ucdavis.edu*, and you need access to email during this period, consider obtaining an IPOP ServiceID prior to the end of spring quarter; this will move your email delivery to one of the POP servers (*yellow*, *blue*, *scarlet* or *green*). To add an IPOP ServiceID to your computer account, go to *http://mothra.ucdavis.edu/services*.

To reduce the interruption of services to clients, the Data Center staff plans to test as many services and systems as possible using test platforms. However, testing of the home fileserver for the ISUN service and *mailbox.ucdavis.edu* will require 24 to 48 hours of interruption in service.

The testing of infrastructure and academic systems for Y2K compliance is planned for the week between spring quarter and summer session for two reasons: it is the only break in the academic calendar long enough to allow complete testing prior to the end of the summer (the next major break of a suitable length is at the end of fall quarter — too late in the year to assure that any Year 2000 problems could be corrected prior to Jan. 1); and, the Office of the President has requested that each UC campus complete initial testing of all mission critical systems by Sept. 30.

Downtimes for testing *euclid.ucdavis.edu* (IVMS) and *iseq.ucdavis.edu*, the academic services housed in the Data Center, will be scheduled during the same week.

The Data Center houses central campus computer systems. Services provided by these

To reduce the interruption of services to clients, the Data Center staff plans to test as many services and systems as possible using test platforms. However, testing of the home fileserver for the ISUN service and mailbox. ucdavis.edu will require 24 to 48 hours of interruption in service.

systems fall into three general categories: academic, administrative, and infrastructure.

More detailed scheduling information for service interruptions required for the Y2K testing will be posted on the Data Center's Web site at *http://dc.ucdavis.edu/Y2K*. Please check the site for updates.

Reference

For assistance in obtaining an IPOP ServiceID, visit the IT-Express walk-in office at Shields Library or send email to *ithelp@ucdavis.edu*.

* To find out the email server to which your computing account is assigned, go to *http://www.ucdavis.edu/cgi-bin/whois/* and type in your last and first name, then press Return. The Delivery Host line will identify your email server.

SITT '99: Technology in Teaching Institute Scheduled

By Barbara Sommer

SITT '99, the Teaching Resources Center's sixth annual Summer Institute on Technology in Teaching, will be held in late July. UCD faculty, career staff whose work is directly related to instruction, and TAs assigned to a specific course in 1999-2000, are eligible.

Space is limited, so interested persons should apply as soon as possible. Application forms are available at the Teaching Resources Center in 17 Wellman or can be downloaded from the Web site at *http://trc.ucdavis.edu/TRC/sitt/sittapp.html.*

A major goal of the institute is for participants to acquire a new or expanded set of technological tools that they can use in improving the teaching and learning process at UC Davis.

The program is packed with morning plenary sessions and afternoon hands-on labs and lively discussion topics. The program is led by UCD faculty members, assisted by personnel from Information Technology and the Teaching Resources Center. The latter two units, along with the Office of the Provost, sponsor the week-long event running from Monday, July 26 through Friday, July 30. Faculty speakers and instructors will demonstrate and discuss how they use various forms of technology, from electronic communication with students to visual presentation of complex material in class.

The morning plenary sessions will run along thematic lines. The first day will provide an overview of technology and its potential role in teaching and learning. Speakers will describe the application of technology, from innovative uses of electronic communication to digital video disks.

The second day will focus on visual images — how to develop and use them effectively in teaching. Participants will discuss image production, size and the aesthetics of visual design as they pertain to digital slides and Web pages.

The third general topic is electronic communication among students and between students and instructors. The use of email lists, virtual sections, and virtual office hours will be described and discussed by faculty who have experimented with these techniques. A panel, reflecting a range of opinion, will address the pedagogical aspects of using them.

The fourth day's theme is multimedia. Topics include the latest software offering visualization and sound effects to facilitate the communication of complex information — for example, reconstruction and simulation of historical sites, three-dimensional presentations appropriate for planning and design, and molecular configurations important for biochemistry. Speakers also will describe how the Internet can be used for acquiring and disseminating information.

Friday's schedule includes assessment and evaluation of technological innovation. There will also be a panel discussion on where technology is taking us and what costs the journey might entail.

SITT participants have two options for the afternoons. They can opt to devote the lab sessions to developing a single project. The three choices are class Web pages, in-class presentations using PowerPoint, or setting up an interactive database.

For those who want to explore a broader range of technological offerings, there will be single afternoon lab sessions covering Web page construction using Netscape's Composer or writing simple HTML. Another session will cover the ins and outs of electronic communication — email, listservs, downloading and uploading course rosters, transferring files,

and related techniques. The campus postmaster will be present throughout the week to answer questions.

There will be opportunities to explore PowerPoint and Director, a similar, but more powerful program for creating multimedia presentations. Other sessions will cover scanning and use of images, for both on-ground and on-line use. More advanced sessions will introduce participants to video, sound, and three-dimensional aspects of media.

In addition to the hands-on laboratories, participants will also be offered a wide range of topics to explore in small discussion groups:

• Future directions in technology and teaching (including distributed learning) — possibilities, limitations, realities.

• Use of the Internet as a teaching resource, including techniques for dealing with plagiarism.

• Redesigning courses to take advantage of technology — is it worth the effort? Related to this topic are techniques for evaluating such efforts.

• Electronic communication techniques (e.g., virtual discussion groups and office hours, email lists, interactive Web pages) and the distribution of materials for students, including issues of access.

Finally, there will be a multimedia tour of UC Davis classrooms illustrating what equipment is available and how to use it.

For more information, go to the SITT '99 Web site at http://trc.ucdavis.edu/TRC/sitt/ or contact Teaching Resources Center program coordinator Barbara Sommer at basommer@ucdavis.edu.

Email Quotas

continued from page 5

According to Beau Patrette, the IT Express coordinator, the top three reasons that someone would go over quota are 1) receiving a message with a large attachment, 2) leaving mail on the server by not downloading it for a long period of time, and 3) going on vacation and letting your mailbox fill up. Each of these problems has a simple remedy.

If you receive a message with a large attachment, download it immediately (or delete it from Pine) which will remove it from the server.

If you think that you might be leaving mail on the server, check your settings in your email software. Make sure that you have not chosen to leave mail on the server. If that option is chosen, de-select it, and then check your mail as normal. You can find more specific information on this in the manual for your particular email program. Checking your mail after changing the settings will remove all old messages from the server.

If you went over quota while on vacation, download your messages when you return. (For more information on other ways to keep your email from going over quota when you

are on vacation, see the story on page 5 about the Vacation Mail Setup Utility.)

Pine users can also go over quota without realizing it. If you are not familiar with File Transfer Protocol (FTP) programs, you might have this problem. When an email message with an attachment is viewed through Pine, the instructions read, "Cannot display this part. Press "V" then "S" to save in a file." Some people save the attachments to their files over and over, not knowing that FTP must be used to view the attachment locally. Even for Pine users familiar with FTP, messages sent with attachments can also add up. Check your sent mail and delete the large files. It is important to remember that deleting all your messages in Pine probably will not help. Individual messages (without attachments) take up very little space, and are not the cause of your quota problem.

FTP is not the only way to check your account. Patrette gives detailed instructions on how you can use telnet to check your quota in the "Unix Disk Quotas" QuickTip. This QuickTip can be found at *http://itexpress.ucdavis.edu/quicktips/diskquota.html.*
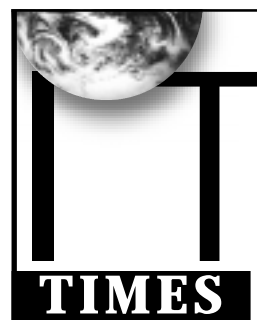
The simplest way to check how much of your disk space you are using is by pointing your Web browser to *http://ism.ucdavis.edu/info/email/check-quota.html.*

We're Seeking Feedback on Summer Edition of Student Computing Guide

Have you ever wondered where campus computer rooms are located? Where you can find a scanner? A video editing machine? Did you ever want to know what ServiceIDs are, what they do and how they could possibly be useful? The answer to these questions and more can be found in Information Technology's new Student Computing Guide.

The summer 1999 edition of the guide is on the Web at *http://it.ucdavis.edu/pubs/SCG/.* The publication was developed by a team of student writers under the guidance of the IT Publications staff. Designed for students who are new to the campus, this edition provides simple descriptions of services, practical information, a search page, answers to frequently asked questions, and a glossary of computer terms and acronyms. The guide is dedicated to answering students' questions about computing at UC Davis.

Please send your questions, comments and suggestions to *itpubs@ucdavis.edu.* All input will be carefully reviewed and considered for inclusion in the fall edition.