

COMPUTING NEWS

Winter 2003



Vijay Gill of AOL Time Warner was among the featured speakers at the fall 2002 NANOG/ARIN conference in Eugene (story on page 3).

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New Year Brings Web-Based Banner, Other Significant System Changes

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The year 2003 will be a busy year for Administrative Services staff as we continue to work to keep pace with technology while simultaneously meeting users' needs.

Several major changes are in the works this year to help us better serve administrative users, including new versions of Banner, hardware upgrades, shifting away from the use of Social Security numbers to identify people, and the development of new online services.

One of the most notable changes will be a new way of accessing Banner. We're in the process of configuring and testing two Sun Fire servers that will support web access to Banner. This new version of Banner, known as Internet Native Banner (INB), will allow users to access Banner via a web browser.

Under INB, you'll no longer need to install client software before using Banner. After testing INB with an Oregon Hall group in January, we plan to make it available to the entire campus in spring 2003.

Also on the horizon is an upgrade to Oracle 9.2, probably in the late summer or fall, as well as the annual Banner upgrade—this year we'll be

migrating to Banner 6.

Other Administrative Services projects for the year include:

- implementing the use of automatically generated IDs instead of Social Security numbers to identify people in Banner
- developing an LDAP directory
- replacing Daisy with more powerful hardware in anticipation of increased user demand
- continuing to monitor and enhance the security of the administrative network

If you have questions about what we're doing, or suggestions as to how we can better serve you, please contact Susan Hilton (hilton@oregon.uoregon.edu, 346-1725).



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New, Improved VPN Client for Mac OS X Available

Get a free copy from CC Public Domain, Documents Room Library

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In November, 2002, Cisco released a new virtual private network (VPN) client for Mac OS X. The new version, 3.7, is a much-improved version of the software that shipped on the 2002 Duckware CD.

VPN uses a set of hardware and software that enables your computer to transparently connect to a remote network as if you were physically attached to that network. In addition, the communication between your computer and the remote VPN hardware is encrypted.

The primary improvement in Cisco's VPN 3.7 is the inclusion of a graphical user interface (GUI) for both installation and use. The addition of a graphical user interface makes installation and use much easier. Prior versions required text-based

installation steps and functioned as a GUI application only in conjunction with a freeware helper application.

VPN 3.7 for Mac OS X is available at no charge from CC Public Domain (ccpd.uoregon.edu). The file, **CiscoVPN.dmg**, is located in the Network Software folder under "VPN OS X." As access to CC Public Domain is limited to university IP addresses only, the software is also available on CD-ROM from the Documents Room (175 McKenzie Hall).

Currently there is no free VPN solution for Mac OS 9. A commercial product, Netlock, is available at <http://www.netlock.com/>

To learn more about VPN, see http://micro.uoregon.edu/getconnected/vpn_overview.html



Got Extras?

If your campus department receives surplus copies of *Computing News*, you may return them to the UO Computing Center for redistribution.

First Joint NANOG/ARIN Meeting Attracts International Network Talent to Eugene

Participants from Asia, Africa, U.S., and Europe converge to discuss developments in the evolution of Internet technology

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The Eugene Hilton overflowed with international Internet expertise during an historic joint NANOG/ARIN conference last fall. The intensive six-day event, which was hosted by the University of Oregon and Sprint Corporation, featured senior network engineers from various commercial Internet service providers who are members of the North American Network Operators Group (NANOG), and policy administrators from The American Registry for Internet Numbers (ARIN). All told, over 500 people—including participants from as far away as Kenya, Ghana, the Congo, Japan, and Sweden—attended.

The NANOG meetings, which ran from Sunday, October 27, through Tuesday, October 29, covered such topics as network security, troubleshooting techniques, traffic characteristics and network planning, and next-generation IPv6 developments and strategies.

ARIN's portion of the conference began the following day and concluded at noon on Friday, November 1. Speakers discussed various Internet addressing policy proposals, including ICANN evolution and reform.

Conference speakers were drawn from the ranks of industry, network organizations, and educational and



photo: Steve Huter, NSRC

Computing Center network technician Jeff Hite assists AfNOG's Ayitey Bulley in terminating a fiber connection.

research institutions worldwide. UO-affiliated presenters included Dave Meyer (UO Advanced Network Technology Center and Sprint) and the Network Startup Research Center's cofounder and PI, Randy Bush.

Among the international group of presenters were Ayitey Bulley (Ghana) and Didier Rukeratabaro (Congo), who addressed ARIN participants concerning recent Internet registry developments in AfriNIC, the African Regional Network Information Center. Both Ayitey and Didier are instructors for the African Network Operators Group (AfNOG), a forum for technical coordination and cooperation among African Internet Service Providers and academic and research network engineers. (Ayitey is shown above working with the Computing Center's Jeff Hite to terminate a fiber connection.)

The UO, Cisco Corporation, and Sprint set up the multicast connection for the conference. Other equipment contributors included Packet Pushers and the Internet Engineering Task Force Secretariat.

You can view the entire conference online at <ftp://limestone/pub/videolab/video/nanog26/>

References

AfNOG: <http://www.afnog.org/>

ARIN: <http://www.arin.net/>

NANOG: <http://www.nanog.org/>

Network Startup Research Center: <http://www.nsrc.org/>



photo: Dave Ragdale

Between sessions, conference participants grab a snack and share ideas.

The FTP Dilemma: Transferring Files Safely is not Always Easy



Lack of encryption support makes it hard to use integrated page upload tools

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For some years now, the Computing Center has been recommending the use of encryption tools to save your password and other communication from electronic eavesdroppers.

Most applications provide an easy way to encrypt your data. For example, most email programs support an SSL encryption option via a simple check box labeled “use SSL” or “SSL required, alternate port” for Eudora users. Unfortunately, however, there are no such easy solutions when using FTP (file transfer protocol).

The FTP Challenge

The primary challenges posed by FTP are its integration into widely used website creation tools such as Macromedia Dreamweaver or Adobe’s GoLive, as well as the cost and uneven quality of SFTP (secure file transfer) software currently available for the Macintosh.

Convenience and efficiency vs. security: Dreamweaver and GoLive. For example, if you manage a local departmental website, you may be using a page creation and site management tool such as Macromedia’s Dreamweaver or Adobe’s GoLive. Neither application supports an integrated encryption

option at this time—so how can you upload your HTML files to the host securely?

While it is possible to use Dreamweaver or GoLive to edit a set of HTML files and then use SFTP to transfer them to the host, this is a clumsy solution at best. Built-in file transfer tools such as those provided by Dreamweaver and GoLive are not only convenient, they can greatly assist site management. For example, if you wish to make a site-wide change affecting dozens or even hundreds of documents, Dreamweaver can perform this entire process for you automatically. Unfortunately, there’s currently no way you can use this helpful feature and at the same time maintain security, because Dreamweaver relies upon plain text (i.e., unencrypted) FTP to transfer the edited files.

Here’s another example: suppose you are using Dreamweaver to create and manage your website and you have to rename an image file. When you do this, Dreamweaver automatically gives you the option of updating *all* references to that file in any HTML document on the site. This type of flexibility can be immensely useful, but it comes with the risk of compromising your site’s security.

Computing Center staff have been requesting an integrated encryption option from Macromedia and Adobe for several years, but at the present time these vendors are still not offering secure solutions. As additional security options become available, we’ll post them on the

Microcomputer Services website at <http://micro.uoregon.edu/security/>

The imperfect world of Macintosh solutions. On the Mac, we have a situation where Mac OS 8 and 9 users will likely have to pay for an encrypted file transfer option. Two current solutions include the SFTP offering at <http://www.macssh.com> and Kagi’s *Interarchy* (formerly known as Anarchie). For details about Interarchy, see <http://www.interarchy.com>

In the Mac OS X world, we have a free option called Fugu. Fugu is a graphical front-end to the command-line SFTP program. In our tests, it delivers graphical drag-and-drop file transfers with encryption for most operations. However, there are some things it can’t do. For example, you can’t drag several folders into another folder on the host side—a common method of reorganizing a set of folders.

Fugu is a work in progress and each release has been a marked improvement over the previous version. For the most current release, go to Fugu’s website at <http://rsug.itd.umich.edu/software/fugu/>

Hope for the future. We’re not giving up on FTP yet. The day will come when we can have our cake and eat it, too: eventually, we’ll have the software solutions to perform efficient, comprehensive file transfer and site management tasks—with encryption.

Spam Scam Exploits Windows Messenger

Spam masquerading as Windows system alerts is one of the more recent exploitations to watch out for. Originating from “Direct Advertiser,” this scam takes advantage of the Windows RPC (Remote Procedure Call) function to send spam to thousands of Windows users in minutes. While firewalls are effective against this ploy, the simplest way to protect yourself is to disable Windows Messenger service on your PC.

For more details, see “Windows Messenger is new spam vector” at <http://www.theregister.co.uk/content/4/27634.html>

Change to Secure Email Required by April 2!

Make a New Year's resolution to secure your email password

As of Wednesday, April 2, 2003, everyone using Darkwing, Gladstone, or Oregon for email must have either reconfigured or upgraded their email program to support encrypted passwords (SSL). While SSL has been available as an option for a number of years, this marks the first time Computing Center staff will require its use.

If you use UO Webmail, you'll be completely unaffected by the new policy and won't need to make any changes. However, everyone who reads their email with a POP or IMAP program (e.g., programs such as Outlook, Eudora, or Netscape mail) will need to make the change. And if your email program is too old to support SSL, you will not be able to retrieve mail after April 2.

How to enable SSL on your email program. For complete, step-by-step reconfiguration instructions, go to

<http://micro.uoregon.edu/security/email/>
Here, you'll find instructions for the following email clients:

- Qualcomm Eudora 5.2 for Windows and Mac
- Microsoft Outlook Express 6.0 (Windows)
- Microsoft Outlook Express 5.0 (Mac)
- Mozilla 1.0 (Windows and Mac)
- Netscape 7.0 (Windows and Mac)
- Mac OS X Mail (10.1.3 or newer)

Remember, if your email program is older than the versions listed here, you'll need to upgrade in order to continue accessing your mail after April 2.

If you have questions or concerns about this change, please contact the Microcomputer Services Help Desk (microhelp@lists.uoregon.edu, 346-4412).

SpamPal, SpamAssassin Make War on Spam

If you're looking for weapons in the war on spam, you may want to investigate SpamAssassin (<http://www.spamassassin.org/>) and SpamPal (<http://www.spampal.org.uk>). Both of these programs employ filtering techniques to help screen out annoying (and sometimes malicious) junk mail.

SpamPal may be downloaded for free, and it works with standard email programs such as Outlook, Outlook Express, or Eudora, on Windows machines (it is not recommended for Unix-based machines). SpamPal uses a variety of rules to screen incoming mail, tag suspected spam, and file it in a separate folder.

You can download an open-source version of SpamAssassin for Unix systems from

<http://www.spamassassin.org/>

Commercial versions of SpamAssassin come in two flavors (Pro 2003 for Outlook 2002 and Enterprise 2003 for Exchange servers)¹, and Deersoft also distributes a commercial Eudora plug-in called Spamnix.

SpamAssassin supports a variety of mail systems and employs a wide range of heuristic tests to screen for spam, including header and text analysis, blacklists of known mail abusers, and the Vipul's Razor spam-tracking database.

Neither SpamPal nor SpamAssassin are the ultimate answer to the spam problem, and they may not be ideal tools for everyone. However, if you're fed up with spam and want to experiment, these anti-spam tools may be worth looking into.

¹ A 14-day free trial of SpamAssassin Pro is available from <http://www.deersoft.com/sapro.html>. For more information on Deersoft's antispam products, see <http://www.deersoft.com/collateral/>

NWACC Grant Program for 2003 Announced

Deadline for proposals is February 28

To stimulate new curricular uses of advanced information technologies, the Northwest Computing Consortium (NWACC) is once again awarding grants for innovative education project proposals.

Faculty, librarians, or full-time professional staff of NWACC member institutions may submit their ideas for classroom applications of such technologies as voice recognition software, personal digital assistants, multicast video, wireless voice and data, and GIS software. Guidelines and online application forms are available at <http://www.nwacc.org/grants/>. Additional information is available on NWACC's website at <http://www.nwacc.org/>

Applications must be received by 5:00 P.M. PST, February 28.

For eligibility codes, contact Joanne Hugi (hugi@oregon.uoregon.edu).

Consider WebDAV: Cross-Platform File



The handy WebDAV protocol may one day simplify cross-platform file transfers for campus users

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Network filesharing has become very important on campus. Collaboration, backup, and delivery are often arranged through the network to speed processing and productivity. But transferring files from a Macintosh system to a PC running Windows, and vice versa, can be confusing and complex.

Enter WebDAV, an extension of the HTTP protocol created to facilitate just this sort of network collaboration. WebDAV stands (loosely) for “Web-based Distributed Authoring and Versioning.” DAV is an IETF Proposed Standard (RFC2518), open source, and available for development. The original specification was created to allow web developers to easily collaborate on websites and network-based content, but over time, WebDAV specification has been extended to include file locking, versioning control, and other more exotic functions.

People often use floppy disks to transfer files, but when the floppy disk fails (read “when it fails,” not “if”), the files are gone, never to return. An easy, reliable and secure method of storing and accessing files from the UO network has become increasingly necessary. Could WebDAV be the solution? It already qualifies as being “easy and reliable,” and it promises better security in the future. If and when the security and access issues of WebDAV are addressed, a campuswide implementation could be possible.

As it stands now, however, the current lack of real security features makes widespread deployment and use a problem. Because there is no straightforward way to use the standard Unix password authentication, security is enforced using standard **.htaccess** files and passwords, dramatically increasing the maintenance of a WebDAV service. Files that are created by the WebDAV server are given insecure permissions as well, making access and modification a problem.

Until these security flaws are addressed and rectified, a WebDAV access to your UO computing account will unfortunately not be possible. However, you may want to try WebDAV using your off-campus commercial

account, if you have one. (Note that Apple Computer’s .Mac service is DAV enabled.)

Accessing WebDAV via IE 5.x

Access to WebDAV resources is built into many modern operating systems and web browsers. To access a WebDAV resource through Internet Explorer 5.x, you need to open the File menu, select the “Open” item, and in the resulting dialog box check the box that says “Open as Web folder” (see Figure 1 below).



Fig. 1: Accessing WebDAV via Explorer 5.x. This example shows how to access public domain software on the Public server using WebDAV and IE. After accessing “Open” from the File menu, just type **http://public.uoregon.edu/software** in the dialog box to open the public domain software menu.

For example, you can access the software on the Public fileserver from this dialog using the address **http://public.uoregon.edu/software/**

The WebDAV folder opens in IE as if it were another web page, but you can drag and drop files and folders to the WebDAV folder as though it were any other mounted directory:



Fig. 2: Example of Public folder opened in IE.

Sharing Made Easy

Accessing WebDAV Via Mac OS X

Mac OS X has similar technology built directly into the operating system. From the Finder, select the “Go” menu, then the “Connect to Server” item. In the resulting dialog, enter the server address <http://ccpd.uoregon.edu/> The CC Public Domain software directory will mount on the desktop, just like any other network share.



Fig. 3: Accessing WebDAV using Mac OS X.

What Else Supports WebDAV?

Aside from IE 5.x and Mac OS X, there are several other commercial products that offer WebDAV access. Microsoft Word and Excel can open and save documents from a DAV-enabled server. Macromedia’s Dreamweaver has WebDAV support for managing websites, and Adobe GoLive and other tools are also DAV-enabled. For more information on WebDAV and related technologies, see <http://www.webdav.org/>

Check Out www.DNSstuff.com

Looking for DNS information? Computerized Horizon’s ad-free site at <http://www.DNSstuff.com> provides free reports on such DNS-related topics as domains, hostnames, server response times, whois, traceroute, and ping tools. You can track down common problems, check listings, trace a packet route, pinpoint an IP’s geographical location, and more.

Perl 5.8 Installed on Darkwing, Gladstone

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Perl 5.8.0 is now installed on Darkwing and Gladstone, replacing Perl 5.005_03 as the default Perl version. Your scripts already use the new version if your Perl scripts begin with

```
#!/usr/local/bin/perl  
or  
#!/usr/local/bin/perl5
```

(Note that `/usr/bin/perl` is a version of Perl 5.005_03 distributed with Solaris 8, and does not include many features of Perl 5.8.0.)

For a description of changes between Perl versions 5.005_03 and 5.8.0, issue one of the following commands:

```
man perldelta (describes changes between 5.6.1 and 5.8.0)
```

```
man perl561delta (describes changes between 5.005 and 5.6.1)
```

You may wish to use Perl add-on modules for personal projects. We recommend using CPAN (the Comprehensive Perl Archive Network) to install such modules in your own account. To learn more about CPAN, go to <http://www.cpan.org/> or issue the command `perldoc CPAN`

The following add-on modules have been installed systemwide because they have been frequently requested and were available in previous Perl installations:

```
DBI  
GD  
HTML::Tagset  
HTML::Parser  
URI  
libwww-perl
```

Life, Death and Reboot— Tracking the Life Cycle of Computer Hardware



When is it finally time to retire your old system?

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An aging computer is much like an old car: there is a point when spending more money on it will result in nothing more than a reduced checking account balance.

Determining when to buy rather than upgrade is not a science, and it helps to develop and use a technology management plan. I have included several popular techniques:

- The Four-Year Plan
- 'If You're Born With It, You Die With It'
- 'You Must Be This Tall to Ride'

The Four-Year Plan

University students study for four years, at which point they have (theoretically) earned enough credits to graduate and move on to the next phase of their lives. Why not apply the same rule to technology?

Budget and plan to replace one quarter of your computers every fiscal year. (While most corporations replace hardware once every three years, the university lacks the funding of the typical corporate technology department. Instead, let's make our computers work one year more before we move them on to the next phase of their computing tasks.)

If You're Born With It, You Die With It

Some companies, such as Microsoft,

subscribe to the concept that it is time to replace a computer when, as users, we decide we need to upgrade to the newest operating system.

Aside from filling Microsoft's pockets, there is some merit to this concept. With appropriate planning, both computer hardware and operating system will reach the end of their lives at about the same time. Also, buying a new computer with a preinstalled operating system is generally less expensive than buying the OS upgrade and any requisite hardware upgrades to make the computer compatible.

Under this plan, Windows 98 users are due for some new hardware. Also note that Microsoft is dropping support for Windows 98 and ME at the end of this year, and its new Office Productivity Suite is designed to run only on newer operating systems (see article on page 13).

You Must Be This Tall to Ride

The local county fair was always a fun visit as a child until you realized that the one ride you absolutely had to experience had a height restriction that even the extra lift in your Buster Browns simply would not help you exceed.

Providing computer support for equipment that no longer measures up is often a source of frustration and wasted work time. That's when the concept of minimum specifications applies.

If you're using a computer running any version of Windows, we strongly encourage you to consider buying a new computer if your processor is 266Mhz or slower. (To check the speed of your computer, right-click on My Computer and select "Properties.")

If you're a Macintosh user, you should be planning to get a new Mac if you have anything other than a G3 or G4 processor. (To check your computer's processor, run a program called "Apple System Profiler." It is installed on most every Macintosh, although the location varies.)

Purchasing Myths

Among the roadblocks to purchasing new hardware are two common myths:

Myth #1: "As soon as I buy a new computer it will be obsolete."

Merriam-Webster's Collegiate dictionary defines obsolete as "no longer in use or no longer useful." While your new computer may soon be replaced in a company's product line by a new model, this doesn't mean your PC suddenly becomes useless.

Myth #2: "They are so expensive!"

The price of computers has been dropping steadily since the PC was invented in the 1980s. Today, you can buy an entry-level PC or Macintosh for under \$1,000. Dell and Gateway, for instance, often have complete systems priced around \$600.

Top-of-the-line computers, by their nature, are more expensive than entry-level systems, but they too have been dropping in price.

Conclusion

Take 15 minutes to do a quick survey of the computers you use on a daily basis and then implement one of the life cycle plans outlined here. This type of planning will reduce the amount of downtime you experience from computer problems.

For assistance with purchasing new computers, contact your department computer support person or call Microcomputer Services at **346-4412**.

read accessible web design white papers:

<http://www.macromedia.com/macromedia/accessibility/whitepapers/>

How to Preserve your Pine Address Book when Moving Email from Oregon to Darkwing

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Moving email from Oregon to Darkwing and need to save your Pine address book? Here's a step-by-step tutorial on how to do it:

1. Log in to Darkwing using ssh and type:

```
% pwd
```

Press Enter. You should now see something like:

```
/home3/llynch
```

Write this down!

2. Now log in to Oregon by typing:

```
% ssh oregon
```

Press the Enter key. If you have never used ssh, you will see something like:

```
% ssh oregon
```

```
The authenticity of host 'oregon (128.223.32.18)' can't be established.
```

```
DSA key fingerprint is e8:a4:a0:d7:8f:6d:c5:c1:60:84:68:bd:58:6d:fc:51.
```

```
Are you sure you want to continue connecting (yes/no)?
```

Type **yes** and hit the Enter key.

You'll see the following warning:

```
Warning: Permanently added 'oregon,128.223.32.18' (DSA) to the list of known hosts.
```

```
University of Oregon Computing Center VMScluster node OREGON. Unauthorized access to this system is prohibited. Systems to identify unauthorized users may also monitor authorized users.
```

Next, you'll be prompted for your Oregon password, as follows:

```
llynch@oregon's password:
```

Type in your password and press Enter.

3. At the \$ prompt, type:

```
$ dir pine.*  
[enter]
```

Among the files listed you should see something like this:

```
PINE.ADDRESSBOOK;1 PINE.ADDRESSBOOK-LU;1  
PINE.PINERC;1
```

The file you want to save is PINE.ADDRESSBOOK. You'll need to move this file to Darkwing using **scopy**, as follows:

1. First, enter the **scp2** command followed by the file name and the complete path to your Darkwing home directory (the result of the **pwd** command!):

```
$ scp2 PINE.ADDRESSBOOK "Darkwing.uoregon.edu::  
/home3/llynch/"  
[enter]
```

If you haven't used **scopy** before, you *may* see something like the following message:

```
Host key not found from database.
```

```
Key fingerprint:
```

```
xumep-ditim-dibud-ledis-nyvyl-nocit-pycol-mefon-  
gydeg-hagag-tuxux
```

```
You can get a public key's fingerprint by running  
(OpenVMS) $ multinet sshkeygen /ssh2 /fingerprint=  
publickey.pub
```

```
(UNIX) % ssh-keygen -F publickey.pub
```

```
Are you sure you want to continue connecting (yes/no)?
```

```
If so type: yes
```

```
[enter]
```

You'll see a short report:

```
Host key saved to DISK$USER3: [LLYNCH.SSH2.HOSTKEYS]  
key_22_darkwing.pub  
host key for Darkwing, accepted by llynch Thu Dec  
12 2002 12:08:49
```

Then you'll be prompted for your Darkwing password:

```
llynch@darkwing's password:
```

2. Type in your Darkwing password and press Enter and the file will be transferred

```
pine.addressbook 33B | 0.0 kB/s | TOC: 00:00:01 | 100%
```

3. You can now log out of Oregon by typing:

```
$ logout  
[enter]
```

4. You should be back at the % prompt in your Darkwing home directory. Type

```
ls -al .add*  
[enter]
```

5. Now you should see something like:

```
-rw-r--r-- 1 llynch cc_acad 6821 Dec 9 11:  
34 .addressbook  
-rw-r--r-- 1 llynch cc_acad 6218 Dec 9 11:  
34 .addressbook.lu
```

If you have already entered addresses in your Darkwing address book and want to save them, type:

```
% cat pine.addressbook >>.addressbook  
[enter]
```

This will *add* your Oregon address book to the Darkwing address book (you may need to remove duplicate entries using Pine).

If you want to replace the **.addressbook** file on Darkwing with your Oregon address book (and save the Darkwing file, just in case), type:

```
% mv .addressbook .addressbook.old  
[enter]
```

Then, type:

```
% cp pine.addressbook .addressbook  
[enter]
```

You can now start Pine and use your Oregon addresses!

What's Up with the Network? Use Network Status



How to determine host, service, and modem status

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If you've ever experienced difficulty connecting to Gladstone, Darkwing, or Oregon and wondered whether the problem was system-wide or yours alone, there is way to find out.

Network Services provides several online tools to help you troubleshoot network connectivity issues. These tools enable you to answer, among other questions, "Is the host or service I need up or down?" For example, you may wish to see the status information for Darkwing, Gladstone, or Oregon. Obviously, if the host is down, then all dependent services are not available.

This article introduces you to some of the basic tools that can enable you to determine host and service status. The specific methods mentioned here are not a complete list, so you will be able to glean more information through experimentation. Also note that the tools themselves are first and foremost for network services internal use with regard to network management. For this reason, they may initially appear complicated to the average user, and some features on the list are actually not enabled for your use.

For security reasons, these tools are domain restricted. What this means is that you need to have a computer connected to the university network, UOnet, to view this information. Campus users and UO dialup users will have no problem viewing this

information. If you are off-campus and using a third party (not the UO) to connect to the Internet, then get and install our VPN software to access this information remotely. For more information about VPN see http://micro.uoregon.edu/getconnected/vpn_overview.html

Network Monitoring Tools

Let's start with the question of how to determine the status of Gladstone, Darkwing, and Oregon, including up/down and also specific services like web and email. First, go to the network services page (<http://ns.uoregon.edu>), then click on "Network Monitoring."

Determining host and service status.

From this page, several network monitoring systems are available. For host status information, go to "Network Monitoring System." When you click on this link you will be prompted for a username and password.

Enter "uonet" for the username, followed by "uonet" for the password. At this point you should see a web page called "Nagios" with links down the left side of the page. The fastest way to determine host and service status is to simply click on the link "Tactical Overview." From this screen you can view network outages, host outages, and service outages.

Host status. For host status, click on the link under the heading "Hosts" and then "Down." If the host in question is not listed, then that host is up.

Service status. For service status, click on the link or links under the "Services" heading, and "Critical" subheading. For a web-specific outage, you should see the "HTTP" service listed on the host in question. If, for example, "Darkwing and HTTP" are not listed, then they are not down.

Don't trust the system and need to see for yourself? Click on "service detail" under monitoring. Scroll down to find the host in question, select "Darkwing" and check to be sure all services you are interested in are running.

Some of the listed services may not be obvious. For example, most modern email programs use either POP or IMAP to get your email, so if these services are down, this may impact your ability to read email. SMTP is used to send email, so if that's down, this will impact your ability to send email. PING indicates the host is reachable or "up."

Note: We don't recommend checking this way because the tactical overview will display if the host or service is down.

Confirming an outage. Another thing you might want to do is confirm an outage. For example, suppose you suspect that Darkwing's HTTP service was down yesterday at 5 P.M., and you simply wish to confirm it was a real problem with the host, as opposed to a problem with your computer's setup.

To do this, click on "Availability" under "Reporting." Click on "Services" and then "Continue to Step 2." Select "darkwing;HTTP" from the drop-down menu. (*Shortcut:* click once on the drop-down, then type the letter "d" to get down the list faster.)

Click "Continue to Step 3." The default report period is the last seven days, which will include the information you are interested in, or you can adjust these settings as you see fit.

Click "Create availability Report!" This will take you to a screen with statistics (percentage of availability) and specific log entries for specific outages. If none are listed and avail-

Tools to Troubleshoot Connectivity Problems

ability is 100%, you'll know the outage did not occur.

Modem status. One final example of information that is commonly requested is modem status. For example, if you've been able to dial in and everything has been working fine, and suddenly you cannot connect during a time when you think you should be able to, then you might want to make sure there is not an outage.

To view this information, go back to the main <http://ns.uoregon.edu> page and click on Network Monitoring again, but this time select "Modem Pool Status Report." The information is listed in graph form showing modem usage over time.

In addition, inside the graph window you'll see the current usage statistics, including how many modems are currently in use and how many are available total.

If, for example, you see 576 out of 576 modems in use, you'll know all the modems are in use and this would explain a busy signal during that time.

On the other hand, if you notice an unusual, extreme drop-off in modem use, this may indicate a systemwide problem of some sort, which can be reported to nethelp@ns.uoregon.edu

List Owners: Solve Address Migration Problems by Creating a White List

How to take the 'bounce' out of your mailings

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As many of you may know, Darkwing users can now choose to use username@uoregon.edu instead of username@darkwing.uoregon.edu (see http://cc.uoregon.edu/cnews/fall2002/dw_address.html)

While this is a nice change for email users, it may cause a few problems for list owners.

Majordomo expects posts for closed lists to come from the

user's SUBSCRIBED email address. In most cases this will still be darkwing.uoregon.edu, so posts from username@uoregon.edu will **bounce** to the list owner if the actual subscription address is from Darkwing. Conversely, users who have changed to username@uoregon.edu and have subscribed from that address may still send messages that bounce if they use webmail (email.uoregon.edu) which sends mail as username@darkwing.uoregon.edu

How can you fix this without subscribing to both addresses (which will cause the user to get two copies of each message)? Create a white list!

A white list is a secondary posting list that allows you to maintain a "hidden" list of users' addresses that can post to the list but don't get copies

of list messages. For details, see <http://darkwing.uoregon.edu/~llynch/majordomo/secondary.html>

Warning: The only "gotcha" here is that in order to make this work you will have to turn off welcome messages for new subscribers.

Majordomo Resources

Majordomo documentation for list owners:

<http://cc.uoregon.edu/maillinglists/manage.html>

Workshops:

<http://darkwing.uoregon.edu/~llynch/majordomo/>

Problems:

<http://darkwing.uoregon.edu/~majordom/problems.html>

avoid rejection: consult majordomo's 'obscure words' list

To ensure that your list postings reach their intended audience, make sure the first ten lines of your message don't contain any of the administrative key words listed at

<http://www.uoregon.edu/~llynch/majordomo/obscure-words.html>

Typical rejected command words include "cancel," "add me," and "unsub." If your message includes one of these or any of the other listed expressions in the first ten lines, it won't be sent to the mailing list members.

AOL: You Can Check In, But How Do You Check Out?

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AOL is undeniably good at making it easy for you to sign up for its service: its free CDs are everywhere, and we've all gotten those pesky little sign-up-for-a-free-trial-of-AOL icons strewn across our desktop when we've installed one program or another.

Because of AOL's mastery of sign-me-up-for-a-free-trial marketing, it is common to see new students or new faculty members who have legacy AOL accounts. Now that they have UO accounts, those folks probably don't need their old AOL account and they could save the monthly cost of that account—if they could figure out how to unsubscribe!

Unfortunately, while AOL makes it very easy to sign up for service, it's not so forthcoming about how to cancel service. (Perhaps AOL hopes that if it makes canceling hard enough, maybe, just maybe, you'll forget about cancelling and just continue as an AOL subscriber by default?)

Cancel by Phone

Let us help: if you want to cancel your AOL account, go to

<http://www.aol.com/nethelp/findinghelponaol.html>

That page has the magic, semi-hidden, cancel-my-AOL-account-please phone number, which is actually **1-888-265-8008** (unfortunately, you can't cancel your account by email; you'll need to do it by phone).

If that number is busy and AOL won't let you wait for the next available agent to help you cancel, you can also

try the general AOL Billing Services number, **1-800-827-6364**.

Other Options

If you prefer, you can send a cancellation request via fax (**801-622-7969**) or U.S. mail. AOL's mailing address is

AMERICA ONLINE
Box 1600
OGDEN, UT 84401

If you write or fax AOL, you must include your full name, address, phone number, and AOL primary username, and specify that you'd like your account cancelled.

AT&T Cable Modem Users Lose Email Addresses—Again!

For the second time in 18 months, beleaguered cable modem users will have to change their email addresses if they're using one provided by AT&T.

Beginning in March, two million addresses ending with **attbi.com** will have to switch to addresses ending with **comcast.net**. In addition to this suffix change, any AT&T subscriber whose username matches that of a Comcast user will be required to change it, too (see the Associated Press article online

at <http://www.centredaily.com/mld/centredaily/news/local/4661887.htm>).

This time, AT&T's merger with Comcast is behind the disruption to cable modem subscribers, who must now notify numerous friends, family, and clients of their change of address and reprint business cards and stationery accordingly.

To help ease the transition, Comcast is promising to provide a temporary email forwarding service for AT&T customers to give them—and their correspondents—time to adjust.

Toll-free Dialin Access for Travelers

If you travel frequently and are looking for toll-free dialin access while you're on the road, you might want to try Sprint Prepaid Internet. You'll find details, including current card rates, at

<https://prepaid.sprint.com/Ecommerce/sprint2/control.jsp?nextForm=phoneCard&type=internet>

vi tips

Vi ("vee-eye") is an older text editor that's popular with some Unix users. Here are a few vi tips to make you more productive. (*Please note that you must be in vi's command mode before you type these commands.* Typing ESC twice will make sure that you are in command mode.)

- **To delete all blank lines:**
`:g/^$/d`
- **To jump to line number 78:**
`78G`
- **To replace every instance of apples with oranges:**
`%s/apples/oranges/g`

Microsoft Limits Access to its New Office Productivity Suite

Office 11 runs only on Windows 2000 with Service Pack 3 and Windows XP

In late October, Microsoft acknowledged it was dropping support for older versions of Windows on its latest version of Office, code-named "Office 11," which is slated for release in mid-2003.

More Hazards of Hotmail

Anti-spam researcher Steve Linford recently tracked a massive spam attack against the mail servers of both Hotmail.com and MSN.com.

The attack, which has run continuously for the last five months, targeted Hotmail and MSN email accounts at the rate of three to four tries per second, 24 hours a day, hitting Hotmail's server more than 52 million times.

Unfortunately for users, spam delivered to their bulk mail folder counts toward their mailbox quotas. Until Hotmail and MSN act to prevent such attacks, the only way subscribers can protect themselves is to create a long user name with plenty of random characters interspersed with digits.

For details, see "Hotmail: A Spammer's Paradise?" at <http://www.wired.com/news/print/0,1294,57132,00.html>

New Utility Reconstructs Lost Windows Files

A new product called *RecoverMyFiles* promises to restore lost Windows files under a wide range of circumstances, whether from unexpected system shutdowns, crashes, accidental or deliberate deletions, software failure, or even partition formatting. More details are available from the developer's website at <http://www.recovermyfiles.com>

This means Windows users will have to upgrade to the latest operating system—Windows 2000 with Service Pack 3 and Windows XP— before installing the new Office productivity suite. This is not altogether unexpected, as all support for Windows 98 and NT officially ends this year on June 30.

In the past, Microsoft supported two separate code bases, but its Office 11 policy signals a move toward focusing support on 32-bit operating systems from now on. (Another reference to fading Microsoft support for older versions of Windows appears in Patrick Chinn's article on page 8.)

AOL Wins Anti-Spam Suit

AOL's ongoing efforts to fight spam were rewarded recently when a Virginia court awarded the company almost \$7 million in damages.

The court ruling was an historic victory in the fight against spam. In its suit, AOL had complained that despite earlier injunctions, spammer CN Productions and its conspirators had transmitted more than one billion junk email messages to AOL members since 1998.

For more details, see the article, "AOL Wins \$7 Million from Spammers" in the December 16 issue of PC World.com at

<http://www.pcworld.com/news/article/0,aid,108007,00.asp>

« sites worth seeing »

1. **The Pittock Internet Exchange** - Learn more about Portland's "Internet hotel," where over 40 network providers interconnect, at <http://sdots.com/pittock/>
2. **"Darknet and the Future of Content Distribution"** - Read how some technical analysts view the future of peer-to-peer file sharing, CD and DVD copying, and key or password sharing on email and newsgroups in the PDF document at <http://www.geocities.com/mirroredmedia2/p2p/darknet5.pdf>
3. **"Moving from 6bone to IPv6 Internet"** - This working document of the Internet Engineering Task Force (IETF) makes interesting reading for those who are concerned with next-generation Internet problems: <http://www.ietf.org/internet-drafts/draft-savola-v6ops-6bone-mess-01.txt>
4. **TUCOFS: ...a Complete Resource for Cyber Law Technologies** - <http://www.tucofs.com/tucofs.htm>
5. **Campus webcam** - Watch the progress of the Lillis Business Complex construction at:
<http://lillis.uoregon.edu/view/index.shtml>
<http://lillis2.uoregon.edu/view/index.shtml>
<http://lillis3.uoregon.edu/view/index.shtml>
6. **ODOT road conditions report** - Check this out before you travel: <http://www.tripcheck.com/RoadCams/roadcams.htm>
7. **Web Color Picker testing site** - This handy site can help you fine tune the hex color codes for your web page: <http://www.pagetutor.com/pagetutor/makapage/picker/>
8. **Spam laws around the world** - <http://www.spamlaws.com/>

Security Alerts...

Windows 9x/Me 'Share Level Access' Vulnerability Still Bites!

If you haven't yet installed the patch, don't delay any longer

A recent wave of viral infections points up the fact that many Windows users are still vulnerable to a flaw that was first reported in October 2000. (Also see the *Computing News* article, "... TCP File Sharing Vulnerable to Password Probes" at <http://cc.uoregon.edu/cnews/spring2001/winwarning.html>)

If you run Windows 95/98/Me with File and Print sharing enabled, you are potentially vulnerable because of a flaw in the way the File and Print Sharing service implements password protection for a directory that's shared over a network. Unless you install the patch for this vulnerability, you run the risk of having a malicious user easily retrieve, modify, or delete any file within the network share.

Note: Only share level access permissions on Windows 95/98/ME machines are vulnerable. Because they can only be set up with user-level file share access controls, Windows NT and Windows 2000 machines are not susceptible.

Where's the patch? You may download the patch from **Microsoft's Security Bulletin MS00-072** page at

<http://www.microsoft.com/technet/treeview/default.asp?url=technet/security/bulletin/MS00-072.asp>

This page also contains detailed instructions for applying the patch to your site, as well as a method for verifying that it's been correctly installed.

Extra protection from Symantec. In recent months, we have had almost daily reports of W32 Opaserv worm infection on the unpatched machines of dialin Windows users. Computing Center network security staff saw one recent instance in which Norton Antivirus apparently did not detect a variant of this worm, so if you want to be sure you're protected on all fronts, install the Microsoft patch *and* get Symantec's removal tool at

<http://securityresponse.symantec.com/avcenter/venc/data/w32.opaserv.worm.removal.tool.html>

Computing Center staff are emailing warnings to UO computing account-holders when they detect an infected machine.

Buffer Overrun in Microsoft Data Access Components Prior to Version 2.7

With the exception of Windows XP, most Windows systems are affected by a buffer overrun vulnerability in versions of Microsoft Data Access Components (MDAC) prior to version 2.7.

Web servers running versions of MDAC earlier than 2.7 are at risk, and Internet Explorer 5.x and 6.0 web clients are also affected. (Note that despite the fact that it uses IE 6.0, Windows XP is *not* vulnerable because it ships with MDAC 2.7.)

This vulnerability could be exploited to run code of the attacker's choice on a compromised system, and warrants a maximum severity rating of "critical."

Get the patch. Any IIS server with MDAC and all Internet Explorer clients should apply the patch immediately. Full details are available in **Microsoft Security Bulletin MS02-065** at

<http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/bulletin/MS02-065.asp>

Disguised Email Worm Targets Microsoft Outlook Address Book

Late last fall, Symantec Security Response uncovered a new type of worm that masquerades as an electronic greeting card in order to exploit the contents of Outlook address books for spamming purposes.

Known as the "W32.Friendgreet.worm," the new worm is not classified as a malicious threat because it is activated *only* if you agree to download software so that you can read your "E-Card from...<someone you know>"

You can spare yourself—and the people in your Outlook address book—spamming grief by simply refusing to open the installer package and not accepting the End User License Agreements (EULAs).

The latest information on this worm, as well as some websites that may harbor it, is available on Symantec's security response page at

<http://www.sarc.com/avcenter/venc/data/friendgreetings.html>

Critical Flaw in Microsoft's Virtual Machine

Update fixes all known VM vulnerabilities in one fell swoop

In December, Microsoft issued the latest in a series of eight different warnings about security flaws in its implementation of the Java Virtual Machine (VM).

This latest flaw affects Windows 95, 98, 98SE, ME, NT 4.0, 2000, and XP—as well as several versions of Internet Explorer—and has the potential to enable an attacker to gain control of a user's system.

All versions of the Microsoft VM earlier than 5.00.3809 are affected.

The other Microsoft VM vulnerabilities (such as codebase spoofing and domain spoofing) were not considered as serious and earned only “important” and “moderate” warnings from the software developer.

Upgrade to Microsoft VM version 5.00.3809. You can fix all eight VM vulnerabilities by installing this new version of the Microsoft VM.

For a full description of VM vulnerabilities, as well as download information and details on how to install the update for your particular version of Windows, see **Microsoft Knowledge Base Article MS02-069**, “Flaw in Microsoft VM May Compromise Windows,” at

<http://support.microsoft.com/default.aspx?scid=KB;en-us;810030&>

Latest MP3 Worms Expose Critical Windows XP, Winamp Vulnerabilities

Music file swapping can be dangerous to your computer's health.

The security firm Foundstone recently reported two new security vulnerabilities that could allow an attacker to completely take over a computer system via a malicious MP3 or WMA audio file.

1. Windows XP vulnerability. If you're running Windows XP, you are at risk of having your system compromised if you simply allow your cursor to hover over the file icon of a malicious MP3, or open a folder where the file is stored. The malignant audio file may be placed on a website, sent in an email, or stored in a shared network drive. Once the worm is activated, attackers have complete control over the affected system—they can modify or delete data, reformat the hard drive or reconfigure the system, and run any program they choose.

Microsoft urges XP users to apply the patch immediately. For full details on the problem, including patch download information, see “**Microsoft Security Bulletin MS02-072**” at

<http://www.microsoft.com/technet/security/bulletin/MS02-072.asp>

2. Winamp vulnerability. A similar problem affects users of the popular Windows jukebox player “Winamp.” If you use Winamp, you should download the fixed versions of Winamp 2.8.1 or 3.0, which are available from Nullsoft's Winamp team at

[http://www.winamp.com/news.jhtml;\\$sessionid\\$4H4UAAZ23MATBTN24UYBCZY?articleid=9680](http://www.winamp.com/news.jhtml;$sessionid$4H4UAAZ23MATBTN24UYBCZY?articleid=9680)

WEP Security Analyzed

Research sparks controversy about wireless network security

The Wired Equivalent Privacy algorithm, or WEP, recently came under fire from three security researchers in Berkeley, California. Nikita Borisov, Ian Goldberg, and David Wagner discovered a number of flaws in the algorithm when they put it to the test. Their conclusion? Despite its claim to privacy protection, WEP, which is part of the 802.11 standard, falls short.

For full details on the trio's analysis, see

<http://www.isaac.cs.berkeley.edu/isaac/wep-faq.html>

A rebuttal by the chair of IEEE 802.11 (the Institute of Electrical and Electronics Engineers, Inc.) appears on

<http://slashdot.org/articles/01/02/15/1745204.shtml>

Network administrators who want to learn more about wireless network security should check

<http://oreilly.com/catalog/802dot11/>

How to Stop Popups and Blinking Ads



Try these economical solutions for blocking unwanted images

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You may have seen recent TV advertisements for Internet providers that block popup ads. There are also companies that sell software expressly for this purpose. What you may not realize is that much of this convenience can be had for free.

Enter Mozilla, a browser alternative with better customization control than Internet Explorer. You can install Mozilla in addition to your current browser, which allows you to try it out without losing the browser you currently use. To install Mozilla, you need either Duckware 2002, (available from the Microcomputer Services Help Desk in 151 McKenzie) or an Internet connection. See <http://www.mozilla.org/> to download the software. Mozilla versions exist for Macintosh, Windows, and Linux operating systems.

How Can I Use Mozilla to block Annoying Advertisements?

Mozilla has several configurable options that enable you to control the content you receive. However, it's possible—even easy—to accidentally block content you actually want. If you cannot view some desired content after introducing these controls, then undo that change. You may also adopt a “two browser strategy,” in which one browser setting is more restrictive than the other. The following suggested customizations can help to eliminate blinking and animation:

Customization #1:

While browsing a page with a *blinking* image, right-click (or control-click, if you're using Mac OS with a single-button mouse) on *that image*, and select “Block Images from this Server.”

Effect: All images sent from that server are now blocked. (Note that some links are themselves images, so you may need to experiment to see if your blocks have the desired effect while still enabling you to navigate the site.)

How to Undo: Select Tools-> Image Manager-> Manage Image Permissions. Select the site, then select “Remove Site” to re-enable it.

Notes:

1. If you right- or control-click on an animated image and you can't find the option to block that image, see Customization #4 below. It is likely that you are looking at a Macromedia flash-based advertisement. Such advertisements are increasingly common.

2. Mozilla also offers a cookie manager with similar functionality. To learn more about what “cookies” are and how they work, see “How to Avoid Being Profiled by Online Advertisers” in the winter 2001 issue of *Computing News* at

<http://cc.uoregon.edu/cnews/winter2001/optout.html>

Customization #2

Select Edit -> Preferences -> Privacy and Security -> Images -> Animated images should loop -> “Once”

Effect: GIF (Graphics Interchange Format) files can be easily animated, and are commonly used for advertising. This enables the animation to play only once. After that, it will not continue playing.

How to Undo: Change the “Never” selection back to its default “As many times as the image specifies.”

Customization #3

Select Edit -> Preferences -> Advanced -> Scripts and Plugins ->

Uncheck the following:

- open unrequested windows
- move or resize existing windows
- raise or lower windows
- hide the status bar

Effect: Blocks most popup ads and other annoyances

How to Undo: Re-check the boxes listed above.

More Extreme Measures to Stop Advertisements:

The following customizations are recommended only for folks who really want to block ads, at the expense of not being able to view some websites at all.

Customization #4

Uninstall Macromedia Flash. Go to http://www.macromedia.com/support/flash/ts/documents/remove_player.htm

Effect: This change blocks Macromedia animation that is popular both with content producers and advertisers.

with Mozilla

How to Undo: Flash is easy to reinstall if you decide you do not want this change. The Macromedia URL cited above has instructions for both uninstalling and reinstalling Flash.

Customization #5

Edit -> Preferences -> Privacy and Security -> Images -> "Do not load any images"

Effect: Turns off images completely. This change is one of the most severe, but can greatly speed text browsing, especially over slow links. It's unlikely that most users will be able to use a browser exclusively with images off, although they might be able to get by with this option for some websites and use an alternate browser for the others. You can do this in most browsers.

How to Undo: Reselect "Accept all images."

Note: A less severe version of this one is to block images that are not from the originating server. You might experiment with these options to find the ones that suit you best.

What Else Can Mozilla Do?

Mozilla supports "tabbed browsing." This is similar to opening a new window in other browsers. When you select "File" followed by "Open Web Location," you'll see three options displayed in a drop-down menu.

These options include the familiar choice to open the page either in the current window or in a new window, plus the option of opening a "new navigator tab." The navigator tab option loads multiple virtual pages in the same frame, with tabbed labels at the top. When you click on a label, that page is displayed. In addition, you can bookmark a series of tabs as one entry and open the series from one bookmark.

You can also change the way Mozilla looks through the use of themes. In fact, there's even a theme that makes Mozilla look like Internet Explorer if you wish. These and other advanced customizations are available from <http://themes.mozdev.org>, and <http://www.mozdev.org/>

Other Related Options:

Mozilla is just one browser based on the "Gecko" engine, the engine behind multiple new browser options. Others include Phoenix, which offers the ability to selectively block popups (instead of always turning them off), and "Chimera" for Mac OS X.

See <http://www.mozilla.org/> for more information.

Want to Create a Course Website? Try Blackboard

If you've been thinking about creating a website for your course but don't know where to begin, you might want to investigate Blackboard, a system offered by the University of Oregon Libraries.

Blackboard provides the infrastructure to help you easily create full-featured course websites regardless of your class size or technical abilities. Typically, a Blackboard course consists of the following elements:

- announcements (such as class cancellations and other important informational items)
- course information, such as the syllabus
- staff information so students can more easily contact instructors and GTFs
- course documents for download
- assignments
- communication, which includes a discussion area, live chat capabilities and email links
- external links to other websites for further research
- student tools, such as a digital drop box for student submissions

These features can be activated or deactivated according to your needs. You can grant GTFs various levels of control over course data, and if you wish, you may limit access to the entire course site to only those students who are enrolled in the class.

Need help? The Library's Faculty Instructional Technology Training (FITT) Center can assist you in creating and configuring an online course. For more details, see <http://libweb.uoregon.edu/fittc/>

More information on Blackboard is available at <http://blackboard.uoregon.edu/>

To create a Blackboard course, see <http://blackboard.uoregon.edu/local/generate.html>

The Creeping Impoverishment of Online

How the commercialization of search engines and online directories is compromising the quality of searchable information

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We all depend on online website directories and search engines to help us find Internet resources, and many of us naively assume those resources will always return objective and as-complete-as-technically-possible results.

Unfortunately, with little or no fanfare, a number of online search engines and online directories have made a fundamental decision about how they're going to do business. With that choice, they've dramatically limited the richness and completeness of the results you'll see when you do a search using their service.

What is that fundamental decision? It is the decision to charge for inclusion in their listings.

Have a Commercial Website, but Don't Want to Pay?

Too bad. If you don't pay, in many cases your site will simply become invisible, not existing in that directory or in that search engine's search results. (Some pay-for-listing search sites still offer generally well hidden no-fee submission options available

on an if-we-get-around-to-it basis, but that's typically the exception, not the rule.)

Pay-to-be-included plans may also often determine how quickly your site gets crawled, indexed, and listed, or how often a site gets revisited and reindexed.

Now it is certainly true that search engine and directory companies have every right to run their businesses as they please—they do own those companies after all, and it does cost money to offer a website directory or search engine. It is also true that even search engine companies need to eventually turn a profit if they want to avoid going out of business.

However, as a search engine or directory service user, you really don't want the completeness and quality of the results of your searches to be colored by the willingness of website owners to knuckle under and pay a "listing fee."

For example, consider Yahoo. If you want to list your business website in their commercial directory, you now must pay a non-refundable *annual* listing fee of \$299 per site. Ouch!

Online search engines and directories are betting that they have become so crucial to online success that website owners will have no option but to pay to be listed (or, as they'd probably prefer to have you think about it, by being listed you'll get more than enough incremental business to recover that cost—"just like buying advertising").

What Happened to Impartiality?

But let's think about that for a minute: if you trust a search engine or online

directory to guide you to the best and most relevant search results, do you want an impartial and all-inclusive guide, or a guide who's only willing to direct you to his "friends"—i.e., those sites that have coughed up *la mordida* ("the bite")?

Most of us do not want our search results to be modulated by the willingness of website owners to pay to be considered!

Just a Cost of Doing Business Online?

Business website owners should also beware of simply resigning themselves to paying such fees readily, assuming that they're just another unfortunate cost of doing business.

In the short term, if online directories and search engines find they can get away with demanding a "little gift" for the privilege of being listed, staff with sharp pencils at search engine and directory sites will feel free to "tune" or "tweak" the charge model they're using.

For example, does it make sense that a small entrepreneur working from his garage and an online retailing giant should pay the same amount for equivalent online directory listings?

If being listed by search engines and online directories is truly key to online success, listing companies should be able to extract more cash from a large online client than from a tiny one.

Alternatives

Is there an alternative to ever-escalating fees? Three possibilities come to mind:

1. Federal involvement. One option would be for the federal government to regulate search engine and online



Check out this course management tool designed specifically for higher education: <http://www.edutools.info/course/index.jsp>

Directories and Search Engines

directory listing practices, recognizing the oligopolistic market-making (or potentially company-crippling) power that online directory and online search entities now exercise. Alternatively, it may be time for a neutral third party like the Library of Congress to offer a web directory with listings available to anyone on a free or nonprofit basis.

2. Self-regulation. A better option would be for online directories and search engine companies to regulate themselves, offering as an alternative to paid-submission-only policies a trusted centralized no-cost submission mechanism, available to any interested website and accepted by all participating search engines and web directories. Web directories and search engine sites should also make full disclosure of any commercial relationships that influence website inclusion or exclusion, or the ordering of search results returned.

3. User power. The ultimate option, however, the true power to deal with this problem, lies with end users.

Users need to select website directories and search engines that don't "play favorites." For example, there are excellent online directories that don't charge for listing, such as the Open Directory Project (<http://dmoz.org/>).

The Long Term

Over the long term, I predict a new trend will become clear: online directories and search engine sites that do *not* charge for inclusion will become more and more comprehensive and inclusive, and thus useful and popular, while sites that continue to charge for inclusion will begin to return fewer and fewer relevant results and simply get ignored by users in favor of less biased alternatives.

As fee-for-listing sites lose their relevance and usefulness, they will also lose market influence and the ability to demand fees for listings. The only question is whether those sites will recognize this in time to pull back to a sustainable, inclusive, fair and fully functional objective model.

Invoking FinMetrics within Splus On Darkwing

The FinMetrics module is currently available within Splus on Darkwing. However, to enable Splus to access Finmetrics functions, you first need to give the following instruction at the Splus prompt:

```
module (finmetrics)
```

Full documentation for FinMetrics can be found in the *S+FinMetrics Reference Guide*, available in the Computing Center Documents Room Library on the ground floor of McKenzie Hall. You'll also find some FAQs online at <http://www.insightful.com/support/finmetrics10/default.asp>

DA CRUZ'S SAFE NETWORK COMPUTING: WINDOWS DESKTOP

Frank da Cruz, the guiding light behind the Kermit 95 project at Columbia University, has written an excellent article describing one set of steps you can take to keep your PC safe in an increasingly rough online world. See his great article "Safe Network Computing: Windows Desktop" at <http://www.columbia.edu/kermit/safe.html>

Spam Reporting Tips Revisited

Spam is an increasingly unpleasant fact of life for Internet users. Every time you fill out forms on the web, post to Usenet groups, or give out your email address, you're potentially exposing yourself to spammers. Even after taking all the right precautions, some spam still gets through.

So what can you do? If you're getting offensive spam directed to your UO email account, notify spam@uoregon.edu within a day or so of receiving it. When you do, you'll need to include the full header of the spammer's message so we can track the source of the spam and take action.

If you're not sure how to enable full headers in your email client, see the "Enabling Full Headers" site at <http://micro.uoregon.edu/fullheaders/> There you'll find detailed instructions for enabling full headers in Eudora, Mozilla, Netscape, Mulberry, Outlook and Outlook Express, Pine, Webmail, and Mac OS X Mail.

More Information Resources:

1. Reporting spam to government agencies:
<http://cc.uoregon.edu/cnews/fall2002/spamreport.html>
2. "Open Proxy Servers: A Growing Source of Spam"
<http://cc.uoregon.edu/cnews/fall2002/openproxy.html>
3. "Coping With Spam"
http://cc.uoregon.edu/cnews/summer1999/coping_w_spam.html
4. "Reporting UOnet Related Abuse"
<http://cc.uoregon.edu/abuse/>

Where Geeks Go For News

Joe St Sauver, Ph.D.

Director, User Services and Network Applications
joe@oregon.uoregon.edu

Users sometimes ask where they can go online to keep up with technology news (besides keeping an eye on UO's *Computing News*, of course!).

The most timely news usually propagates through the technical community via a variety of mailing lists and Usenet newsgroups. However, the volume on some of the more popular lists and newsgroups can be overwhelming.

For big stories, most users will be just as well served by checking some of the more popular web-based computer and network news resources. Some of the more popular sites of this type are (in alphabetical order):

- **ArsTechnica** (<http://www.arstechnica.com/>)
"The PC enthusiast's resources."
- **CNet News.Com** (<http://news.com.com/>)
Offering a "mainstream" technology focus, CNet provides a nice source for conventional technology news and analysis, commonly featuring items from Ziff Davis technical publications.
- **Freshmeat** (<http://freshmeat.net/>)
Excellent source of news about Linux (and other Unix, and Palm OS) software.
- **[H]ard | OCP** (<http://www.hardocp.com/>)
Hardware news and evaluations.
- **IDG.net** (<http://www.idgnet.com/>)
"The Global IT Network," IDGNet usually features stories from Computerworld, ITworld, MacWorld, PCWorld, and related titles.
- **Internetnews.com** (<http://www.internetnews.com/>)
"Realtime News for IT Managers."
- **Kuro5hin** (<http://www.kuro5hin.org/>)
"Technology and culture, from the trenches."
- **LWN: Linux Weekly News** (<http://lwn.net/>)
"Your Linux info source."
- **Network World Fusion** (<http://nwfusion.com/>)
Describing itself as the "leader in network knowledge," Network World Fusion is an excellent source of network-related news and information.
- **SiliconValley** (<http://www.siliconvalley.com/>)
"Inside the Tech Economy."
- **Slashdot** (<http://slashdot.org/>)
Billing itself as "News for Nerds. Stuff that matters," Slashdot is an incredibly influential site viewed by hundreds of thousands of users each day. Slashdot is so popular and so influential that mere mention of a website on Slashdot can result in a sudden

stampede of viewers, often enough to slow or crash some sites (a phenomenon generally referred to as a site "being /.'d").

- **The Register** (<http://www.theregister.co.uk/>)
The Register's motto is "Biting the hand that feeds IT," and it can be counted on to have a variety of interesting and timely articles.
- **Tom's Hardware Guide** (<http://www.tomshardware.com>)
The best source on the network for detailed analysis of current and forthcoming PC hardware.
- **Wired** (<http://www.wired.com/>)
The Wired News website is the online companion site for the magazine *Wired* and is perhaps at its best when providing in-depth and forward-looking coverage of technology issues.

APC Recalls Some Back-UPS Models Because of Fire Hazard

Consumers advised to stop using some Back-UPS CS 350 and CS 500 models immediately

American Power Conversion Corporation (APC) is voluntarily recalling two specific models of its backup power supply devices after reports of serious overheating.

The recalled models include the Back-UPS CS 350 and Back-UPS CS 500, in both 12-volt and 230-volt models. The first six characters of the serial numbers for the affected units range from AB0048 through AB0251, BB0104 through BB0251, and JB0125 through JB-0251 (*Units with an 'R' at the end of the serial number are not part of this recall.*)

The recalled units were manufactured between November 2000 through December 2002.

For more details, see APC's website at <http://www.apc.com/rely/> and the U.S. Consumer Product Safety Commission site at <http://cpsc.gov/cpscpub/prerel/prhtml03/03068.html>

Or, call **866 APC-RELY (866-272-7359)** to learn more about the recall and replacement process.

Just Enough Mathematica to Make You Dangerous

Joe St Sauver, Ph.D. (joe@oregon.uoregon.edu)

<code>% math</code>	Use ssh to get to the % prompt
<code>In [1] := Exit</code> or hit <code>control-d</code>	Leave Mathematica (when you're ready to!)
<code>% math < sample.m > sample.lst</code> <code>% more sample.lst</code>	Run Mathematica commands from <code>sample.m</code> (non-interactively) with output to <code>sample.lst</code>
Using Mathematica like a calculator...	
<code>In [2] := 27.50 - 11.92</code> <code>Out [2] = 15.58</code>	Mathematica as a good old calculator... hit <code>ENTER</code> (or <code>shift-ENTER</code>) after each command
<code>In [3] := 15!</code> <code>Out [3] = 1307674368000</code>	Large values are no problem; you could even compute 1500 factorial if you wanted to
<code>In [4] := ?Log</code> <code>Log[z]</code> gives the natural logarithm of <code>z</code> (logarithm to base <code>e</code>). <code>Log[b, z]</code> gives the logarithm to base <code>b</code> . <code>In [5] := Log[10, 3453.8]</code> <code>Out [5] = 3.538</code>	Need help with a function? Enter a ? followed by the name of a Mathematica function. Not sure of a function's name? You can use a * to see possible matches, e.g. <code>?L*</code> Note that Mathematica functions are case sensitive and begin with a capital letter.
<code>In [6] := (4000/23)^3</code> <code>64000000000</code> <code>Out [6] = -----</code> <code>12167</code> <code>In [7] := %//N</code> <code>Out [7] = 5.26013 10^6</code>	Operations done on whole numbers are always represented exactly when possible. % means "recall the last result" and <code>//N</code> means "provide an approximate numerical result"
<code>In [8] := Sin[60 Degree]</code> <code>Sqrt[3]</code> <code>Out [8] = -----</code> <code>2</code>	Function args must be put in square brackets. Trig functions are in radians by default. Want a numeric value? Remember <code>//N</code> Inverse functions? <code>ArcSin [] / Degree</code>
<code>In [9] := Sum[1/(i^i), {i, 1, \Infinity}]//N</code> <code>Out [9] = 1.62847</code>	Numerically evaluate an infinite sum. You can continue long Mathematica commands lines with a <code>\</code> at the end of a line
<code>In [10] := BaseForm[223, 2]</code> <code>Out [10] //BaseForm= 110111112</code> <code>In [11] := 16^^FAE7 + 16^^2C3E</code> <code>Out [11] = 75557</code> <code>In [12] := BaseForm[%, 16]</code> <code>Out [12] //BaseForm= 12725_16</code>	Convert the value 223 (decimal) to base 2 (binary). Add <code>FAE7</code> (hex) to <code>2C3E</code> (hex); output by default is in decimal, but you can then force that output into hex, too, if you like.

Algebra...

<code>In [1] := Expand[(x+y)^2]</code> <code>Out [1] = x^2 + 2 x y + y^2</code> <code>In [2] := Factor[%]</code> <code>Out [2] = (x + y)^2</code>	Mathematica can expand an algebraic expression... or factor it back to a compact form.
<code>In [3] := Solve[x^2==81,x]</code> <code>Out [3] = {{x -> -9}, {x -> 9}}</code>	Find the roots of an equation; note use of <code>==</code> (rather than <code>=</code>) in writing the equation.
<code>In [4] := Solve[x^2==4,x]</code> <code>Out [4] = {{x -> -2I}, {x -> 2I}}</code>	Imaginary numbers? No problem...
<code>In [5] := Solve[{x+y==1, 3x+y==2}]</code> <code>Out [5] = {{x -> -1/2, y -> 3/2}}</code>	Mathematica can also solve systems of algebraic equations in multiple variables.

Calculus...

<code>In [1] := Limit[x/(Sqrt[x+1]-1), x->0]</code> <code>Out [1] = 2</code>	Evaluate a limit
<code>In [2] := Dt[x^3+2x,x]</code> <code>Out [2] = 2 + 3 x^2</code>	Compute a total derivative
<code>In [3] := D[(x^2)(y^3)+4y+x+2,x]</code> <code>Out [3] = 1 + 2 x y^3</code>	Partial derivatives work the same way
<code>In [4] := D[x^3+2x,x]</code> <code>Out [4] = 6 x</code>	Take the 2nd derivative with respect to <code>x</code>
<code>In [5] := Integrate[3x^2+2x,x]</code> <code>Out [5] = x^2 + x^3</code>	Mathematica can also do integrals, just as you'd expect.
<code>In [6] := Integrate[E^x, {x, 0, 1}]</code> <code>Out [6] = -1 + E</code>	Definite integral are also easy to evaluate.
<code>In [7] := <<Calculus`VectorAnalysis`</code> <code>In [8] := SetCoordinates[Cylindrical]</code> <code>Out [8] = Cylindrical[Rr, Ttheta, Zz]</code> <code>In [9] := Integrate[Sqrt[1+4Rr^2]\Rr, {Rr, 0, 1}, {Ttheta, 0, 2Pi}]//N</code> <code>Out [9] = 5.33041</code>	Cartesian space is the default, but not our only option. For example, let's find the surface area of the parabola $z = 1 + x^2 + y^2$ where $x^2 + y^2 \leq 1$. Because of the nature of that restriction, it is easier to work in cylindrical coordinates. We do so via the vector analysis package (note the backtick marks, not apostrophes, used when loading a package!). Package info is at http://documents.wolfram.com/v4/index20.html

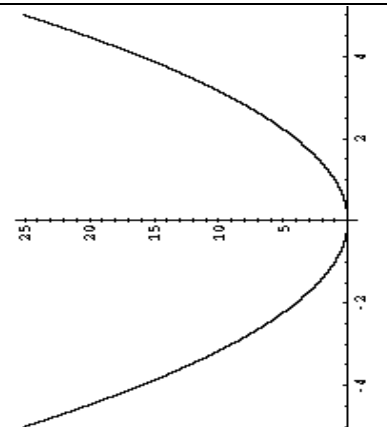
<pre>In [1] := w={{a,b},{c,d}} Out [1] = {{a, b}, {c, d}}</pre>	Create a 2x2 matrix (we're using symbols, but you could equally easily use numeric values)
<pre>In [2] := w.{x,y}=={k1,k2} Out [2] = {a x + b y, c x + d y} == {k1, k2}</pre>	Use a dot product to apply that matrix of coefficients to two variables to form a system of two equations with constants {k1, k2}
<pre>In [3] := Transpose[w] // MatrixForm Out [3] // MatrixForm = a c b d</pre>	Mathematica can easily do most standard linear algebra operations, for example, we can easily transpose matrix w...
<pre>In [4] := Inverse[{{1, -1}, {2, 2}}] Out [4] = {{-, -}, {-(-), -}}</pre>	Or compute the inverse of a 2x2 numeric matrix...
<pre>In [5] := Det[{{a,b,c},{d,e,f},\{g,h,i}}] Out [5] = -(c e g) + b f g + c d h - a f h - b d i + a e i</pre>	Or compute the determinant of a 3x3 symbolic matrix...
<pre>In [6] := Table[If[EvenQ[i] EvenQ[j] \ , 1, 0], {i, 3}, {j, 3}] // MatrixForm Out [6] = 0 1 0 1 1 1 0 1 0</pre>	In addition to entering matrices on an element by element basis, Mathematica will also let us construct matrices using rules, such as this example that sets elements of a 3x3 matrix to be 1 if the column or row is an even number.

Plotting in Mathematica...

```
In [1] := Plot[x^2, {x, -5, 5}]
Out [1] = -Graphics-
In [2] := Display["a.gif", %, "GIF"]
Out [2] = -Graphics-
```

Note: besides GIF format, you can also use the Display function to save Mathematica graphics in PDF, EPS, PCL, PBM and other formats.

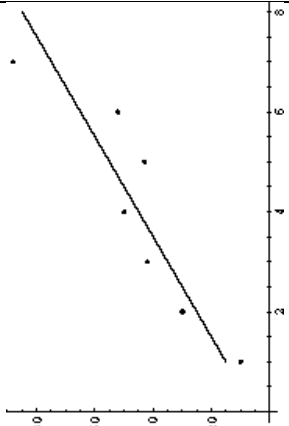
Plot a function over an interval. If connecting from a Unix workstation or an X terminal, your graph will be shown in a new window; we also show saving graphic output in gif format.



```
In [3] := !mydata.dat
4.1 10.7
[etc]
```

Work with (x,y) data points from an external file. !mydata.dat shows us the contents of the file. Read in pairs of numbers from that file, storing the list of values by the name newvals. Plot the dataset. Fit a line to the points & plot that. Finally, overlay both and save as a gif

```
In [4] := newvals=ReadList[ \
"mydata.dat", {Number, Number}]
Out [4] = {{4.1,10.7}, [etc]}
In [5] := plot1=ListPlot[newvals]
Out [5] = -Graphics- [not shown]
In [6] := Fit[newvals, {1,x},{x}]
Out [6] = 5.14286 + 9.96429 x
In [7] := plot2=Plot[%, {x,1,8}]
Out [7] = -Graphics- [not shown]
In [8] := Show[plot1,plot2]
Out [8] = -Graphics-
In [9] := Display["b.gif", %, "GIF"]
Out [9] = -Graphics-
```

**Mathematica As A Programming Language...**

```
(* Approach No. 1 *)
w=Join[Table[0,{7}],Table[5,{7}],\
Table[10,{4}],{25}];
<<DiscretMath`Combinatorica`
x=Union[Subsets[w,7]];
Select[x, (Plus@@#) <= 45 &]
//TableForm
Print["\n", Length[%, "soln's"]]
```

If Mathematica doesn't have precisely what you need (or what it has is overkill), you can always use Mathematica as a programming language and write your own code. For example, assume you have a pile of 5, 10 and 25 pound weights. Using no more than 7 of them in any instance, how many combinations can you form that will total no more than 45 pounds?

```
(* Approach No. 2 *)
solns=0;
Do[If[ ((25i+10j+5k<=45) && \
(i+j+k<=7)), \
solns++, Null], \
{ i, 0, 1}, { j, 0, 5}, { k, 0, 7}];
Print["\n", solns, " soln's"]]
```

We can solve that problem using Mathematica's Combinatorica package, or we can just write a little program to solve that problem directly by looping through a three way nested do loop, using an if statement to tally only solutions that meet the specified restriction.

Mathematica on other platforms...

UO has a site license for Mathematica covering its installation on University owned PC's, Macs, and Unix systems.

For more information, please see <http://darkwing.uoregon.edu/~hak/mathematica>

More Information About Mathematica...

See also <http://www.wolfram.com/> and <http://documents.wolfram.com/> for online copies of many Mathematica documents.

The Mathematica Book, 4th Ed., by Stephen Wolfram [ISBN 0-521-64314-7, 1470 pages] is the definitive reference.

WINTER WORKSHOPS

These information technology ("IT") workshops are free and open to currently enrolled students, as well as staff and faculty. **There is no registration;** all seating is available on a first-come, first-served basis. **Unless otherwise indicated, prerequisites are required.** Requests for accommodations related to disability should be made to **346-1925** at least one week in advance of the workshop. For more information, contact the Office of Library Instruction (**346-1817**, cbell@darkwing.uoregon.edu, <http://libweb.uoregon.edu/instruct/>).

This schedule is subject to change. See <http://libweb.uoregon.edu/it/> for course outlines and the most current information, including answers to frequently asked questions (such as why you can't use your Oregon account in most of these workshops).

Workshop	Day/Date	Time	Location	Presenter
Web Publishing, Multimedia ✓Prerequisites				
Basic Web Design for the Non-Designer	Wed Jan 15	2:30 - 4:20 PM	Studio A Knight Library	Stanton
Web Publishing I - ★✓Prerequisites: Familiarity with a graphical web browser such as Netscape or Internet Explorer and an account on Darkwing or Gladstone (not Oregon!); you must know your username and password	Mon Jan 13	2 - 3:50 PM	235 Knight Library	Nicholson
	Thu Jan 23	10 - 11:50 AM	235 Knight Library	Frantz
Web Publishing II - ★✓Prerequisites: Web Publishing I or equivalent knowledge and skills, and a web page you've created	Mon Jan 27	2 - 3:50 PM	144 Knight Library	Nesselroad
	Thu Jan 30	10 - 11:50 AM	144 Knight Library	Munro
Web Publishing III - ★ ✓ Prerequisites: Web Publishing II or equivalent knowledge and skills	Mon Feb 3	2 - 3:50 PM	144 Knight Library	Bell
Web Sites with PHP - ★✓Prerequisite: Web Publishing I & II or equivalent knowledge and skills, and an account on Darkwing or Gladstone (not Oregon!). Learn how to use this general-purpose scripting language that's especially suited for dynamic web pages.	Mon Feb 10	2 - 3:50 PM	144 Knight Library	Lechnyr
Introduction to Flash	Wed Feb 19	3 - 4:50 PM	144 Knight Library	McCallum
Introduction to Photoshop - ✓Prerequisite: "Shooting Great Digital Images" recommended	Wed Jan 22	2:30 - 4:20 AM	144 Knight Library	Harmon, Stanton
Dreamweaver I - ✓Prerequisite: Web Publishing I & II or equivalent knowledge and skills	Thu Feb 6	10 - 11:50 AM	144 Knight Library	Nesselroad
Dreamweaver II - ✓Prerequisite: Web Publishing I & II and Dreamweaver I (or equivalent knowledge and skills)	Thu Feb 13	10 - 11:50 AM	144 Knight Library	Smith
Publishing with Equations - ★✓Prerequisites: Familiarity with a graphical web browser	Wed Jan 15	12 - 1:20 PM	235 Knight Library	Johnson
	Thu Jan 16	12 - 1:20 PM	235 Knight Library	Johnson
Course Websites, Copyright, Presentation & Research Software				
...Fair Use: Copyright Content and Your Course Website - Discusses library services and the issues involved in linking to copyrighted content within your course website. Demonstrates several ways to integrate content into your Blackboard course site.	Tue Feb 18	9 - 10:20 AM	144 Knight Library	Bell
EndNote/ProCite... Two programs to help you organize and retrieve your citations and format your footnotes and bibliographies	Mon Feb 10	12 - 1:20 PM	235 Knight	Lenn, Zeidman-Karpinski
	Tue Feb 11	12 - 1:20 PM	235 Knight	Lenn, Zeidman-Karpinski
NEW! Copyright Issues Online (videoconference)	Thu Feb 20	11:30 AM - 1:20 PM	Studio A, Knight	Johnson
Things You Should Know About Copyright - Bring your copyright questions for a lively discussion about images, text, and media, both online and off	Mon Feb 17	9 - 10:50 AM	Studio A, Knight	Sundt
Power Point Basics	Tue Feb 11	2:30 - 4:20 PM	267B Knight	Heerema
More Power Point ✓Prerequisite: Power Point Basics or equivalent knowledge and skills	Tue Feb 25	2:30 - 4:20 PM	267B Knight	Heerema

★ Requires an active account on Darkwing or Gladstone

COMPUTING CENTER GUIDE

UO Website

<http://www.uoregon.edu/>

Computing Center Website

<http://cc.uoregon.edu/>

Microcomputer Services

(151 McKenzie Hall)

- microcomputer technical support
- help with computing accounts, passwords
- scanning, CD-burning, digital video
- help with damaged disks, files
- system software help
- Internet connections, file transfers
- public domain software, virus protection
- software repair (carry-in only, \$60/hour, 1/2 hour minimum)

346-4412

microhelp@lists.uoregon.edu

<http://micro.uoregon.edu/>

Documents Room Library

(175 McKenzie Hall)

346-4406

<http://darkwing.uoregon.edu/~docsrn/>

Modem Number

Dialin modem number for UOnet, the campus network: **225-2200**

Large Systems Consulting

(225-239 Computing Center)

- VMS, UNIX
(Gladstone, Darkwing, Oregon)
- email, multimedia delivery
- scientific and cgi programming
- web page development

346-1758

consult@darkwing.uoregon.edu

consult@gladstone.uoregon.edu

consult@oregon.uoregon.edu

<http://cc.uoregon.edu/unixvmsconsulting.html>

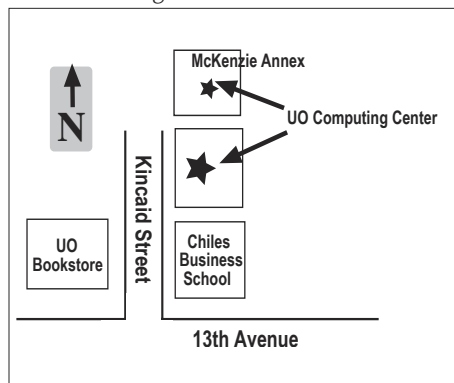
Statistics Consulting

Robin High

219 Computing Center

346-1718

robinh@uoregon.edu



Electronics Shop (151 McKenzie Hall)

Computer hardware repair, installation, and upgrades.

346-3548

hardwarehelp@oregon.uoregon.edu

http://cc.uoregon.edu/e_shop.html

Network Services

Provides central data communication and networking services to the UO community.

346-4395

nethelp@oregon.uoregon.edu

<http://ns.uoregon.edu/>

Administrative Services

Provides programming support for administrative computing on campus, including BANNER, A/R, FIS, HRIS, and SIS. Call **346-1725**.

Computing Center Hours

Mon - Fri 7:30 A.M. - 5:00 P.M.

McKenzie Building Hours*

Mon - Thu 7:30 A.M. - 11:30 P.M.

Friday 7:30 A.M. - 7:30 P.M.

Saturday 9 A.M. - 9:30 P.M.

Sunday 9 A.M. - 8:30 P.M.

* Note: These are *building-access* hours; hours for individual facilities may vary.

COMPUTING NEWS
UO COMPUTING CENTER
1212 UNIVERSITY OF OREGON
EUGENE, OR 97403-1212