

Computer Support Specialists: A New Breed of Superhero

You've spilled hot chocolate on your Macintosh mouse and now nothing works. What do you do? You're sailing along in a tried and true word processing program. Everything looks fine, but when you try to print your document, you're stymied by a mysterious "access denied" message. What now? You forget which diskette harbors a file you stored six months ago. How do you find it in a hurry?

Fortunately, there may be someone out there who can help you: the computer support specialist. Computer support specialists are a new breed of expert who troubleshoot microcomputer and network problems ranging from simple befuddlement to major breakdowns.

The departments of Journalism and Architecture and Allied Arts are in the vanguard of those on campus who've hired such a specialist to deal with in-house computer dilemmas. Faculty, staff, and students in these departments may consult Mick Westrick, the Journalism and AAA specialist-at-large. Mick has offices in both department buildings, at 210 Allen Hall and M383A Lawrence, and can be reached at either ext. 6-3814 or 6-2094.

In solving the wide range of problems that cross his desk, Mick works closely with Computing Center network specialists, consulting staff, and microcomputer

hardware technicians. If you have a hardware problem, he can arrange for repair. If your software needs updating or you encounter a snag when running a particular program, Mick can troubleshoot. If you're considering a hardware purchase and need advice, Mick can help match your needs to a machine. If you're unsure of how to navigate on a network or encounter a network glitch, Mick can co-ordinate the solution. Need help setting up an alarm system for computer security? Once again, Mick's your man.

In addition to his troubleshooting duties, Mick supervises the Paul Brainerd Student Computing Workroom in 306 Allen Hall, a microcomputer lab for Journalism students that was just dedicated on January 18. It houses 7 Mac Pluses, 10 PCs, 2 laser printers, and 5 dot-matrix printers. This term, the lab will be open from 8am - 10pm, Monday through Friday.

Mick has also been charged with creating and cataloging software libraries for both Journalism and AAA, and is helping to establish the new trio of AAA computer graphics labs, set to open in the near future.

Although Mick's primary responsibility is to those in Journalism and AAA, faculty and staff from other departments are also welcome to contact him for advice. At the very least, he will be able to field your question and direct you to the proper resource.

WINTER

WORKSHOPS . . .

Each term the Computing Center offers a series of free, non-credit workshops to University faculty, staff, and students. As noted below, pre-registration is required for all but two of the Winter, 1991 workshops. Pick up a flyer at either of the Center's reception counters for brief descriptions of the workshops. For more information, call Howard Loewinger at ext. 6-4394.

DROP-IN WORKSHOPS

Introduction to the Macintosh

Tues, Jan 22	Fri, Jan 25	2 - 4pm	175 Computing Ctr
Tues, Jan 29	Fri, Feb 1		

Advanced Macintosh

Thu, Feb 7	Thu, Feb 21	11am - 1pm	175 Computing Ctr
Tues, Feb 12	Tues, Feb 26	1:30 - 3:30pm	

WORKSHOPS REQUIRING PRE-REGISTRATION (Call 346-4394 to register)

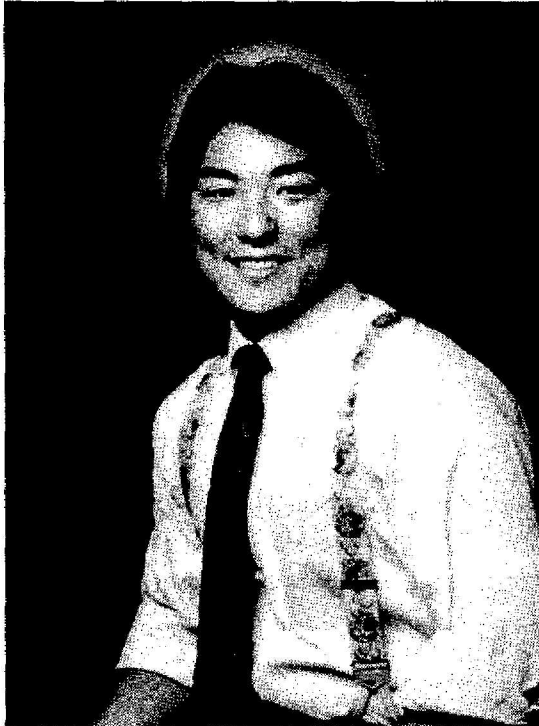
<i>Intro to the NeXT Product Line</i>	Tues, Jan 22	3 - 4:30pm	245 Computing Ctr
<i>Intermediate Electronic Mail</i>	Wed, Jan 23	3 - 4:30pm	245 Computing Ctr
<i>Introduction to VAX/VMS</i>	Thu, Jan 24	1:30 - 3pm	165 Computing Ctr
<i>Micro-Mainframe File Transfer</i>	Wed, Jan 30	3 - 4:30pm	245 Computing Ctr

ON-SITE TRAINING - In addition to the scheduled workshops, departments can arrange for on-site training on computer hardware and software supported by the Computing Center. For more information, call Howard Loewinger at ext. 6-4394.

Noted Computer Evangelist To Speak

On the evening of Tuesday, February 12, self-styled computer software evangelist Guy Kawasaki will conduct a forum on computing topics in the O'Neill Room of the Eugene Hilton. The talk will begin at 7:30 pm, and is free to the public.

The former Director of Product Management at Apple Computer, Kawasaki is the author of the popular book *The Macintosh Way*. In it he expounds his philosophy of a business ethic founded on quality products, intelligent marketing, and superb customer service.



Guy Kawasaki

While working for Apple from 1983-87, Kawasaki was responsible for stimulating the rapid development of hundreds of software packages for the newly-introduced Macintosh computer. Later, as president of ACIUS, Inc., he supervised the development of the 4th Dimension and File Force database engines.

Mr. Kawasaki currently writes a regular column for *MacUser* magazine and continues his promotional work on behalf of various software publishers. His Eugene talk will include a demonstration of the new desk accessory data-base program Touch-BASE, after which he will answer questions from the audience. The event is sponsored by the Eugene Macintosh Users' Group. For more information, call Mac Users' Group treasurer Wally Parker at 342-4063.

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perform that conversion, type

```
$ ed convert.sas
* c
libname oldstuff v5 '[' ];
libname newvers base '[' ];
proc v5tov6 in=oldstuff out=newvers
<Ctrl-Z>
* ex
$ sas convert
```

After this job finishes running, inspect CONVERT.LOG to insure that all the SAS datasets and format libraries in your current directory have been successfully converted. Repeat this process in any subdirectories that also contain SAS data sets or user-written permanent formats. Be sure to back up all your old format datasets and format libraries before deleting them from your disk area.

► *LIBSEARCH Statement Replaced*

If you work with permanent user-written formats, you now notify SAS where to find your formats by including the single statement

```
LIBNAME LIBRARY '[' ];
```

in place of the old Version 5.18's LIBNAME and LIBSEARCH statements. LIBRARY is a special reserved name that SAS automatically looks for any time it needs to locate a user-written permanent format.

Continue to include other LIBNAME statements you'd normally use.

► *SAS LIBNAME Format Changes Slightly*

To ensure that SAS understands you want to work with SAS datasets from now on, include the keyword BASE in your LIBNAME statements:

```
LIBNAME MYSTUFF BASE '[' ];
```

► *Some SAS Options Eliminated*

Some options, such as DQUOTE, are no longer available, nor required under Version 6.06. If you get an error from a SAS OPTION statement that formerly worked under Version 5.18, check the new Version 6 *SAS Language and Procedures* manual and the *SAS Companion for the VMS Environment* manuals for authoritative advice about the continued availability/need for the problematic options. The Documents Room has copies of both volumes.

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Tips for Converting to SAS Version 6.06:

Now that 6.06 is the default version of SAS on OREGON, the following bits of information may be of interest to SAS users making the transition:

► *Converting SAS 5.18 Datasets*

Until you convert your SAS 5.18 datasets and user-written permanent formats to version 6.06 form, SAS will be unable to "find" them. To

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More SAS 6.06 Conversion Tips...

► Beware of "Question Mark" Interactive Mode SAS

We recommend that you avoid using SAS interactively in "Question-Mark Mode" in Version 6.06. Most users should continue to run SAS by typing

```
$ sas filename
```

Under Version 6, if you inadvertently omit the filename and simply type

```
$ sas
```

you'll enter SAS's Display Manager System interactive environment. Unless you are an experienced SAS user, we recommend that you immediately exit by typing a Ctrl-Y at the "Enter full screen device type:" prompt.

► SAS-Created Filenames Change

You will notice some changes in the SAS file-naming convention for datasets under Version 6. The .SSD extension on permanent datasets has been replaced by .SASEB\$DATA. In addition, all your old user-written format files (e.g., .SFN files) will now automatically be stored inside a single SAS catalog file called FORMATS.SASEB\$CATALOG.

► A Must-Read for 6.06 Users

It would be worth your while to peruse the Version 6 First Edition of the *SAS Companion for the VMS Environment* manual, available for review and checkout in the Documents Room. This manual documents all the unique features of running SAS 6.06 under VMS.

Valuable References for Your Personal Library

People often request suggestions for books that will help them perfect their skills in new and important areas of computing. Below is a list of new publications that are particularly helpful to Novell NetWare, PostScript, and UNIX users:

► Novell NetWare on PC Ethernet Networks

NetWare User's Guide, by Edward Liebing, M&T Books, Redwood City, CA, 1989. ISBN 1-55851-071-0.

Written by the Editor-in-Chief of NetWare Technical Journal, this book is a readable and comprehensive introduction to using Novell NetWare networking software on the PC. It covers both the Novell command line utilities and the menu-based utilities, from the user's perspective.

► PostScript

Learning PostScript: A Visual Approach, by Ross Smith, Peachpit Press, Berkeley, CA, 1990. ISBN 0-938-151-12-6.

A step-by-step beginner's guide to learning PostScript, with command examples.

Thinking in PostScript, by Glenn C. Reid, Addison Wesley, Reading, MA, 1990. ISBN 0-201-52372-8.

A more advanced book, designed for users who want to truly understand how to write efficient and elegant PostScript code. Intended for those with a programming background.

► UNIX

A Practical Guide to the UNIX System, 2nd edition, by Mark G. Sobell, Benjamin Cummings, Redwood City, CA, 1989. ISBN 0-8053-0243-3.

Comprehensive reference to UNIX, contrasting BSD UNIX features with those of System V. Discusses the Bourne shell and the C shell, vi, utilities, system administration, etc.

Berkeley UNIX: A Simple and Comprehensive Guide, by James Wilson, John Wiley and Sons, New York, 1991. ISBN 0-471-61582-x (pbk).

This book is based on lecture notes used for the "Introduction to UNIX and C" class at Stanford University. It is designed to teach UNIX commands, shell programming, and application programming in C to beginners. Includes numerous examples.

Life with UNIX: A Guide for Everyone, by Don Libes and Sandy Ressler, Prentice Hall, Englewood Cliffs, NJ, 1989. ISBN 0-13-536657-7.

Learn the history of UNIX, its current direction, even information about the "UNIX Underground" (including such gems as the most-obfuscated example of C language programs from the Annual Award for Worst Style contest). Entertaining and enlightening.

- Joe St Sauver

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