



UNIVERSITY
OF OREGON

ITconnections

INFORMATION TECHNOLOGY APPLICATIONS AT THE UNIVERSITY OF OREGON

FALL 2008

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University physicists work on the Large Hadron Collider

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Assembly of a sensor in the ATLAS detector, one of the Large Hadron Collider experiments. Oregon physicists are collaborating with 2,500 other scientists from around the world.
Photo: ©CERN



New Beginnings...



All is an exciting time to be at a university; everyone looks forward to a new academic year and the opportunity to “start over”. But what if we had the opportunity to really start over, by building a new university where nothing existed before? How would we design such a campus and its services to facilitate research and learning? These were the questions going through my mind last spring as I took the long trip to Saudi Arabia.

The reason for my trip was to meet with the leadership team and advisory committee of the newly formed King Abdullah University of Science and Technology. KAUST, as it is referred to, is being built north of Jeddah on the Red Sea and will be endowed with an initial gift valued at ten billion US dollars by King Abdullah bin Abdul Aziz Al Saud. Starting a new university that will, on its opening day, be one of the most well endowed universities in the world is an exciting opportunity. The KAUST team was eager to engage in conversation on how they can position themselves to be successful in this endeavor.

Based on ongoing conversations over the past several years KAUST has

already defined core principals for its academic program, including:

Interdisciplinary Research Institutes – This is the heart of KAUST and takes the place of traditional academic departments

Focus on Scientific or Technical Problems – The first institutes will be Resources, Energy and Environment; Biosciences and Bioengineering; Materials Science and Engineering; and Applied Mathematics and Computational Sciences

Collaboration with other Institutions – Formal partnerships with other universities and the private sector are central to the KAUST strategic plan

Targeted Research Fellowships – In addition to institutional partnerships, individual fellowships will be awarded to world leaders in their field

Establishment of a Learning Community – KAUST will not only be a university campus, but a community with 3,500 homes for faculty, staff, and students, and extensive recreational, entertainment and retail venues

New Work Environments – The research facilities at KAUST are being built to be flexible and allow for change with the needs of its faculty

Information Technology – IT at KAUST is a strategic resource that is seen as an enabler of everything else that will happen at the university

There is little doubt that KAUST will be an exciting place to work and live. Not only will the university have cutting edge research going on within its campus, but it will also have relationships with other institutions and researchers around the world that will keep this activity going on pretty much nonstop. And there is little doubt that information technology will be central to the work of the univer-

sity. Besides the extensive IT infrastructure being built to support data network operations and communications, research labs will have IT resources to support discipline specific needs. Worldwide collaboration will also depend on their IT infrastructure and services that will allow faculty to use research clusters, share relevant data, and communicate with each other as they go about their work.

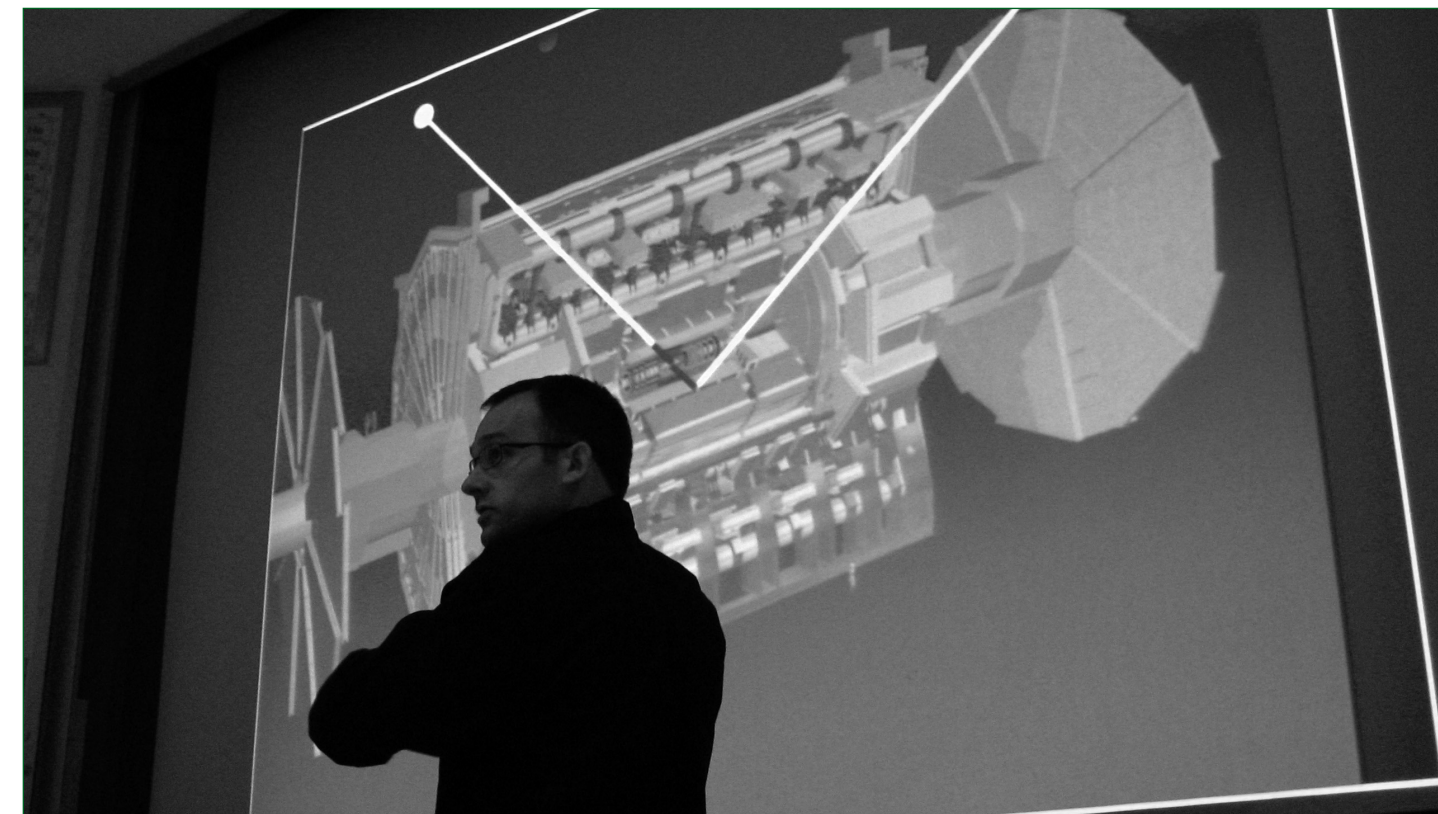
On the long trip back to Eugene, I pondered just how different the needs really are between this new university and the University of Oregon. As a top research university we also need to establish an environment that allows our faculty to cut through silos and engage in interdisciplinary research; invest limited resources in areas where we hope to see a return on research that benefits society; build collaborative partnerships with other universities and individuals; and build and support a community and work environment that strengthens the interaction among faculty, students, and staff. Perhaps we can learn from our Saudi colleagues who have gathered advice from university leaders around the world, and realize the importance of information technology resources in each of these endeavors as we begin our new academic year.

Don Harris

VP for Information Services and CIO
cio@uoregon.edu

Sifting Through Millions of Megabits

By Patrick Chinn



Professor Graham Kribs describes the ATLAS detector

CERN's Large Hadron Collider, which came online September 10th, is a massive project, both technically and collaboratively. For example, the raw data “coming from the experiment will be about 1 petabyte per second,” said David Strom, University of Oregon Professor of Physics. That’s one million gigabytes of data per second from one of four main detectors in the LHC.

Strom’s job on the project is to work with 80 other physicists around the world to write triggers, the software that will pare the data down to a manageable size. “This is an important job because the events we throw away are gone forever,” Strom said. “Each second we can only keep 200 of the 40 million events produced. The vast majority of events must be rejected.”

Working with Strom is Eric Torrence, Associate Professor of Physics at the university. Torrence said that the data is first processed by high-speed pattern matching hardware, which has about two microseconds to make a decision on whether to keep or discard the data. From there, the data is fed into a processor farm, “1,800 nodes of dual-processor Xeon boxes,” said Torrence. “The fastest production boxes we can get a hold of.” The data is stored locally and then distributed over

multiple 10 Gbps network links via research networks like GÉANT2, ESnet, USLHCNet and Internet2.

The collider itself works by speeding protons at just below the speed of light in opposite directions around a 17-mile circuit and then smashing them together. Not only is the amount of data generated tremendous, but so is the power. “The energy stored in the beam is comparable to the energy of a 747 jumbo jet coming down the runway at take-off,” said Jim Brau, University of Oregon Knight Professor of Natural Science.

One of Strom’s colleagues at the university, Graham Kribs, said that the point of these experiments is to answer questions about what we are made of, what the universe is made of, and how nature works at its most basic, fundamental level. And as a theoretical Physicist, Kribs said it is also a “search for something we’ve never thought of, things that we don’t expect.”

Brau, Kribs, Strom, and Torrence are four of 2,500 physicists working on the ATLAS experiment. The project has representatives from 37 countries, 169 universities, and includes 700 students. Four UO graduate students are working on the project.

Staking Their Claim

INTRODUCTION EVENT ENABLES STUDENTS TO CLAIM THEIR DUCK IDS IN RECORD TIME

By Patrick Chinn



Every year thousands of new students arrive at the university and start the process of setting up their lives. They register for classes, move in to the residence halls, meet roommates, and find their ways around campus. Each student has a hundred details to nail down before classes begin.

This year, most new students have one less issue to resolve. Information Services joined with Student Orientation and the Office of the Registrar to help nearly 3,700 students claim their Duck IDs, the usernames and passwords they need to read email and log in to Blackboard. The project was integrated into IntroDUCKtion, a 2-day new student orientation that was already packed with critical activities for incoming students.

Ninety-two percent of students attending IntroDUCKtion claimed their Duck IDs by August 22.

“The Duck ID claiming sessions at IntroDUCKtion were a huge success!” said University Registrar Sue Eveland. “The new students were excited about getting

their accounts set up, and the dedicated computer lab time during orientation ensured that everyone had an opportunity to claim their Duck IDs successfully.”

Setting up a Duck ID is an important step for new students, faculty and staff alike. It provides access to email, Blackboard and the university’s wireless network.

The success was aided by record attendance at IntroDUCKtion. Cora Bennett, Director of Student Orientation Programs, said this year’s program had 3,871 students and nearly 2,800 family members attend. “It’s the first time new students filled all available space in our on-campus programs, including the additional two-day session we added,” Bennett said.

“92% OF STUDENTS ATTENDING INTRODUCTION CLAIMED THEIR DUCK IDS BY AUGUST 22.”

Your Duck ID

PASSPORT TO EMAIL, BLACKBOARD AND WIRELESS

Your Duck ID is your university username. In conjunction with your password, you can access Blackboard, wireless, modem, VPN (virtual private network), and your UO email (such as AlphaMail, the UO’s webmail program).

Getting your Duck ID.

If you’re new to the university, you can claim your account by visiting duckid.uoregon.edu. Enter your UO ID number and PAC to log in the first time. You will then be asked to create answers to a set of security questions. If you forget your password in the future, you can answer your security questions and then pick a new password.

Already have a UO Email address?

If you already have a UO email address, you already have a Duck ID. Your Duck ID will be your username (the part of your email address to the left of the @ sign) and your current password.

Changing your password.

To change your password, go to duckid.uoregon.edu. Enter your username, then click the login button. On the next page, click the Change Password link and follow the directions.

Resetting your password.

If you forget your password, go to duckid.uoregon.edu. Enter your username, then click the Forgot Password button. Follow the directions to reset your password.

Password expiration.

Your password will expire once every 180 days. One week before it expires, we will notify you of the expiration date via email and send you instructions on how to change your password.

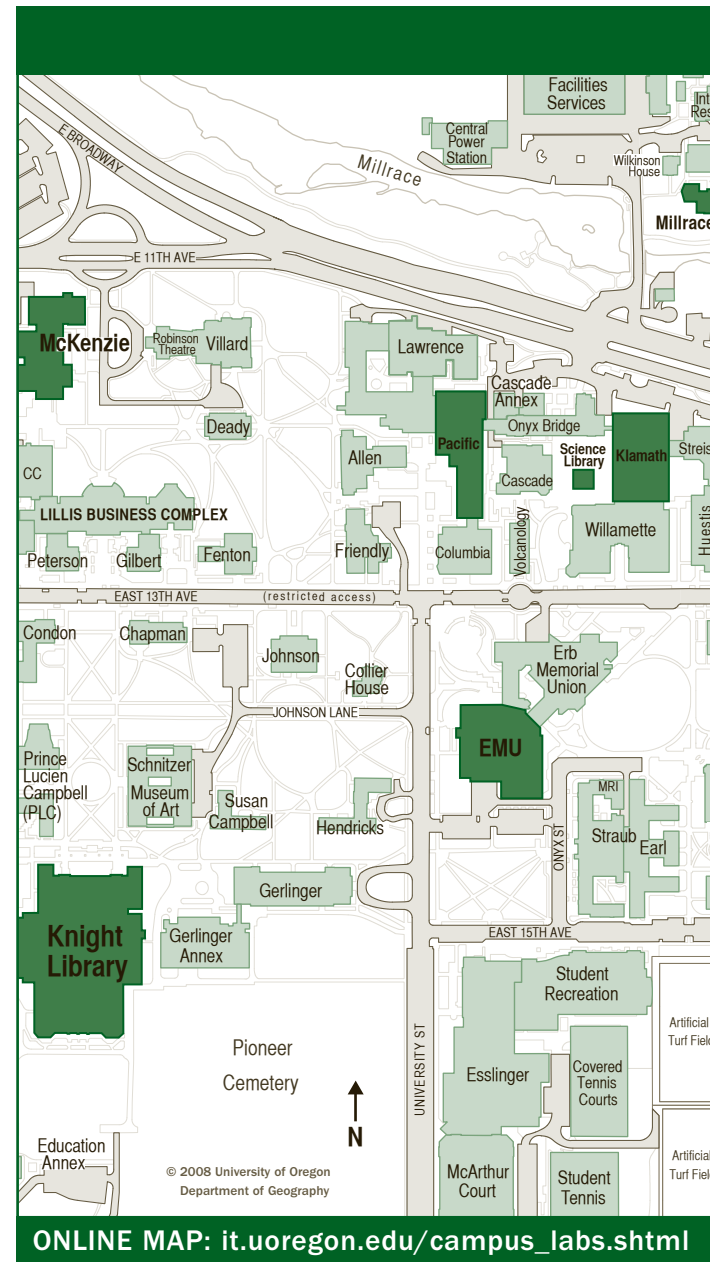
Need more information?

For more details on UO email account management, including mail forwarding, spam filtering options, vacation auto-response messages, or checking your disk quota, visit it.uoregon.edu/help/email/manage.shtml.

Duck ID vs ID Number KNOW YOUR PASSWORD FROM YOUR PAC

	Duck ID + password	UO ID number + PAC
FORMAT	Duck ID username is the first part of your email address Password is at least 8 characters	UO ID number begins with “95” and is nine digits long PAC is exactly 6 characters
USED FOR	<ul style="list-style-type: none"> • Email • Blackboard • Wireless • Modem • VPN 	Duckweb: <ul style="list-style-type: none"> • Register for classes • Pay bills • View grades • Course evaluations
FOR HELP	346-HELP, helpdesk@uoregon.edu or 151 McKenzie Hall	Students: Registrar (220 Oregon Hall) Faculty & Staff: Human Resources (463 Oregon Hall)

Campus Computing Labs



Reserving Lab Space for Instruction

The Windows and Mac labs in both Klamath and McKenzie may be reserved for classes by UO departments or faculty. Email reservation requests to labhelp@uoregon.edu. To reserve space in other campus labs, check with individual departments

CURRENT LAB INFO: it.uoregon.edu/labs_list.shtml

THE UO MAINTAINS A NUMBER OF OPEN-ACCESS LABS ON CAMPUS THAT ARE AVAILABLE TO ALL UO STUDENTS, FACULTY, AND STAFF:

IS-Collaboration Center (175 McKenzie)

346-4406 labs.uoregon.edu/collaboration.shtml

IS-EMU (22 EMU)

346-1769 labs.uoregon.edu/cc-emu.html

iMacs (OS X), Dells (WinXP Pro), color scanner, b/w & color laser printers

IS-Klamath (B13 & B26 Klamath)

346-4781 labs.uoregon.edu/cc-klamath.html

2GHz G5s (Tiger), Dells (2.8 GHz WinXP Pro), color scanner, laser printer

IS-McKenzie (101 McKenzie)

346-0787 labs.uoregon.edu/cc-mckenzie.html

G4s (Tiger), Dells (2.6 GHz WinXP Pro), color scanners, laser printer, color laser printer

IS-Millrace (113 Millrace I)

346-0316 labs.uoregon.edu/cc-klamath.html

Intel iMacs (Tiger), color scanner, b/w & color printers

Knight Library ITC (Main floor)

346-1935 libweb.uoregon.edu/kitc

iMac and Power Mac Dual G5s, 3GHz Dells, color scanners, b/w & color printers, DVD burners

Science Library ITC (lower level, Onyx Bridge Bldg)

346-1331 libweb.uoregon.edu/sitc

iMac G5s and Power Mac Dual G5s, Dells, DVD burners, color scanners, slide & film scanner, b/w & color printers

SSIL: Social Science Instructional Lab (442 & 445 McKenzie)

346-2547 ssil.uoregon.edu/ssil

62 Dell (WinXP Pro) workstations (P4, 3.0 GHz, 1 GB RAM), Mac G5 (OS X), large-format plotter, color scanner, tabloid-size color laser printer, DVD/+R, CD-R, 2 instructor stations

Yamada Language Center (113 Pacific Hall)

346-2189 babel.uoregon.edu/Lab113

Print Your Projects on Campus

PRINTING SERVICES ARE AVAILABLE IN CAMPUS COMPUTING LABS, BUT FOR SPECIAL PROJECTS YOU MIGHT WANT TO CHECK OUT THE OUTPUT ROOM IN THE SCHOOL OF ARCHITECTURE AND ALLIED ARTS AND THE CAMPUS COPY CENTER IN THE BASEMENT OF THE EMU.

A&AA Output Room (280 Lawrence Hall)

(541) 346-2081

Karl Owens, Manager (karlo@uoregon.edu)

The Output Room offers pay-for-print services to any campus affiliate. Services include economy and display quality large-format inkjet printing, large-format color laser printing, large-format scanning and slide/film scanning. Large-format printers are capable of producing signs, posters, banners, and working drawings. Display quality prints are fade resistant and can be displayed outdoors. For more details on hours of operation, equipment, and fees, go to aaa.uoregon.edu/computing and select "Output Room" in the left menu.

Campus Copy Center (19 EMU)

(541) 346-4369

Monday–Friday 7:30 am to 5:30 pm

Conveniently located on the ground floor of the EMU, the Campus Copy Center offers a variety of printing services to the campus community, including black and white and color copying, comb binding, and lamination. The center can accommodate paper sizes up to 11 x 17. While-you-wait service is available. For more information, including a current fee schedule, stop by the copy center during business hours on weekdays.



Karl Owens displays a ten-foot banner produced by "Ansel," the latest addition to the Output Room's collection of large-format printers.



Close-up detail of a banner produced by the A&AA Output Room's collection of large-format printers.

Voice Mail Gets Bells and Whistles

NEW TECHNOLOGY SPOTLIGHT: DISCOVER HOW TO GET THE MOST OUT OF CALLXPRESS, THE NEW VOICE MAIL SOFTWARE.

By Patrick Chinn

Telecom has replaced the campus-wide voice mail software with a new product. While the switch requires some retraining of long-worn habits, the new software also offers new features to help us work more efficiently.

The new software, callXpress, offers a web interface that the previous software did not, so now you can change your voice mail settings without having to navigate a phone menu. With the web interface you can change your voice mail password (referred to as a security code), administer distribution lists, enable and disable your Out-of-Office greeting, and change how you are notified of new voice mail messages.

With a small, extra monthly fee to cover the cost of the license, you can also use a web browser to access your voice mail. The web interface is currently accessible only when connected to UOnet.

Power user tip #1: If you have a cell phone that can play .wav files, you can have Telecom set callXpress to email new voice mail messages to the email address you specify. When a new voice mail arrives, the email message will show the caller, date and time, and you can listen to messages on your phone without having to call in to the voice mail system.

Power user tip #2: To create a faux-visual voice mail inbox, set your email program to automatically move voice mail messages into a mail folder accessible from your phone. You will have quick access to all your voice mail messages, sortable by date and time.

For more information about the campus voice mail contact by email telecom@ithelp.uoregon.edu or call Telecommunication Services at (541) 346-3198.

Visit: telecom.uoregon.edu/voicemail

Quick Reference Guide CALLXPRESS CHANGES FROM AUDIX

	AUDIX	CALLXPRESS
Entry from your phone	Enter # Enter password, then #	Enter extension Enter password (no # keys like in Audix)
Entry from a phone other than your own	Enter extension, then # Enter password, then #	As above
Skipping through a (long) greeting	Press 1	Press #
Greetings	Press 3	Press 5-1-3
Change password	Press 5-4	Press 5-1-4
Password minimum length	4	6
Greetings available	9	2
Voice mail lists	Created on demand	Request from telecom, then free to use
Default message retention time	10 days	20 days
Transfer from within voice mail	*T	Not available
Names directory	**N	Not available

Green Computing: Saving Energy at Work and Home



COURTESY OF CLIMATE SAVERS

According to the Climate Savers website, using power management features on your computer is one of three easy steps to make your computing green. Plus, changing your power management features can save more than 600 KWh of electricity and more than \$60 a year in energy costs. That equates to nearly half a ton of CO2—more than lowering your home thermostat by two degrees Fahrenheit in the winter or replacing six standard light bulbs with compact fluorescents.

To learn how to adjust the power management features on your computer, visit the Help Desk in 151 McKenzie Hall or visit climatesaverscomputing.org/learn/energy-saver-guide

To find out more go to: climatesaverscomputing.org

FUN FACT: YOU CAN REDUCE YOUR ELECTRICITY BILLS BY AS MUCH AS 10% BY UNPLUGGING APPLIANCES AND ELECTRONICS WHEN THEY ARE NOT IN USE.

That Software Might Be Free

FIND OUT ABOUT UO-SITE LICENSED SOFTWARE

By Patrick Chinn

Considering a software purchase? Before you buy, you may want to find out what software is already freely available to you on campus. A number of software packages are licensed for use by all University of Oregon students, faculty, and staff. Some of these packages, such as SAS and McAfee VirusScan, are licensed for home use, too.

For a full list of UO site-licensed software and more details about each package, visit it.uoregon.edu/help/sitelicense.shtml.

If you have questions about site-licensing software at the UO, please email your query to sitelisn@uoregon.edu.

3 EASY STEPS TO GO GREEN

1 TURN ON POWER MANAGEMENT

The average desktop PC wastes nearly half of the energy it consumes as heat. This wasted electricity translates to higher electricity bills and increased greenhouse gas emissions.

2 BUY ENERGY-EFFICIENT COMPUTERS

A new ENERGY STAR compliant PC or laptop uses 15 to 25 percent less energy on average than a standard new computer.

3 UNPLUG FROM PHANTOM POWER

As long as they are plugged in, your computer and other electronic devices continue to use electricity—even when they are turned off or in standby mode. A computer uses up to 10 watts when it is turned off but still plugged in.



Get your Duckware CD

SETTING UP YOUR COMPUTER FOR 2008

Whether you're a Mac or PC user, you'll find the 2008 Duckware CD offers all the basic antivirus and networking software you'll need to get started with computing at the University of Oregon. Duckware is free to currently enrolled UO students, faculty, and staff. Among other things, the CD contains the UO's site-licensed McAfee antivirus software, web tools, shareware, step-by-step directions to connect your computer to the Internet, and links to help resources.

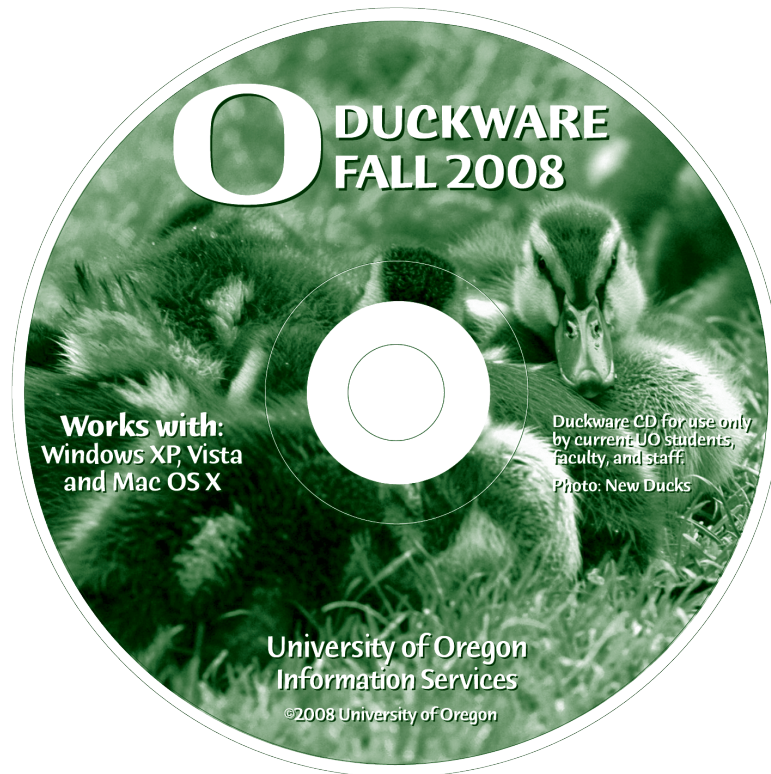
Where to Get your CDs

Pick up your Duckware 2008 CD at the Information Services Help Desk in 151 McKenzie Hall, or at the computing labs in the EMU, Klamath Hall and the Knight Library.

For a list of distribution points and software on Duckware 2008, visit helpdesk.uoregon.edu/duckware.

Help

For additional Duckware help or information, contact the Help Desk (346-HELP, helpdesk@uoregon.edu). You can also drop by 151 McKenzie Hall weekdays 8 AM to 5 PM, or visit it.uoregon.edu/help.



TECH TIP

No More Yellow Stickies

BY PATRICK CHINN & DAN ALBRICH

One password for email. Another for your calendar. A third for your banking web site, and a fourth for your photo-sharing web site. How many passwords do you have? How can you manage to remember them all?

Some people try to simplify the problem by using the same password for multiple services. This solution is simple, but it exposes you to a security problem. If someone discovers your password, it is easy for him to access all of your online services you tried to protect with that one password. And writing down a list of passwords is also unsafe: thieves know where to look for these lists.

Ironically, the solution may lie in one more password, a master password you can use to lock up a list of all your other passwords. KeePass is a password manager program for Windows that gives you a place to store your usernames and passwords. When you need to look up one of your passwords, enter your master password and view your passwords. When configured correctly, KeePass will also enter your username and password at the click of a button.

For Macintosh users, Apple offers Keychain Access, a place where your computer and you can store usernames, passwords and notes securely for later use. Many Macintosh programs already use Keychain Access when you save your password in your keychain.

KeePass and Keychain Access can also store details like when a password will expire.

KeePass is a free, open-source application. It is available on the Duckware 2008 CD and at keepass.info. Also check the web site for KeePass for Windows Mobile, Blackberry, and PalmOS.

For Macintosh users, Keychain Access is included free with MacOS X; you will find the program in the Utilities folder, inside Applications.

STAFF TRAINING & DEVELOPMENT



UO Human Resources

New Horizons Training:

Software applications training. University departments may purchase vouchers for training faculty and other staff.

hr.uoregon.edu/training/upcoming.php

Classified Staff Training & Development Advisory Committee:

Professional mentoring groups in Excel, FileMaker Pro, WebMechanics

uoregon.edu/~cstdac/training_mentoring.shtml

Workshops on Demand

Customized technology workshops for UO students, faculty, and staff

libweb.uoregon.edu/cet/workshops/



TECHNOLOGY RESOURCES FOR INSTRUCTION & COLLABORATION

Teacher Effectiveness Program (TEP)

Seminars, workshops, and presentations on diverse teaching effectiveness issues, including new ways of using technology in the classroom. Fall term offerings include Visual Representations of Complex Information: Making the Data Sing and Second Life in Higher Education.

Current workshop schedule:

tep.uoregon.edu/workshops/events/events.html

Information Services Collaboration Center (175 McKenzie)

(541) 346-4406

Three SMART Boards for teaching, collaboration, brainstorming and student projects in a space that is adaptable to a variety of uses. The room and each SMART Board can be reserved in advance.

is.uoregon.edu/docsrn

WARNING: Piracy is Illegal

Illegally sharing copyrighted material on peer-to-peer networks such as BitTorrent, Limewire, and Ares while connected to the University of Oregon network is strictly prohibited. If you distribute or share copyrighted material without explicit permission of the copyright holder, you will lose access to the UO network, you may be put on disciplinary probation by UO Student Judicial Affairs, and you may be sued by the copyright holder. Protect yourself: uninstall any P2P filesharing software on your computer and seek legal alternatives for online music, movies, and television shows.

GOTTA HAVE IT? Use legal vendors such as:



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Information Services Guide

UO Website
www.uoregon.edu

IT Website
it.uoregon.edu

Help Desk
(151 McKenzie Hall)
helpdesk.uoregon.edu

(541) 346-HELP

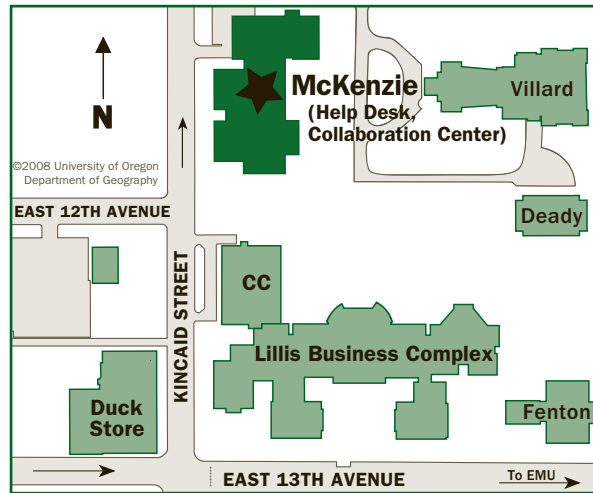
helpdesk@uoregon.edu

- Mac OS & Windows help
- Hardware repair & upgrades
- Help with damaged disks, files
- Help with Duck ID
- Help with Internet connections, file transfers
- Antivirus & antispyware

Information Services Collaboration Center
(175 McKenzie Hall)

(541) 346-4406

SMART board and other interactive technologies, computing-related books, CDs, and training videos



Help Desk Hours (151 McKenzie)

MON-FRI 8:00 AM - 5:00 PM

McKenzie Building Hours

MON-THU 7:30 AM - 11:30 PM

FRIDAY 7:30 AM - 7:30 PM

SATURDAY 9:00 AM - 9:30 PM

SUNDAY 9:00 AM - 9:30 PM

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

Campus Modem Number

(541) 225-2200

Network Services

ns.uoregon.edu

(541) 346-4395

nethelp@ns.uoregon.edu

Central data communication & network services

Telecommunications Services

telcom.uoregon.edu

(541) 346-3198

Local and long distance phone service for UO campus

Administrative Services

ccadmin.uoregon.edu

(541) 346-1725

Programming support for campus administrative computing



UNIVERSITY OF OREGON

OFFICE OF THE VP FOR INFORMATION SERVICES AND CIO

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