

# Keynotes

Volume 30 Number 3 January 2004

## Mail service update

- New servers
- Anti-virus scanning
- Spam blocking
- WebMail

*Also in this Issue:*

Controlling access to web pages

Service development

Keyboard shortcuts

YIMS registration

Census data

**From the Editor**

The mail service has seen a number of changes over recent months, including changes to the mail gateways and the introduction of anti-virus scanning. Mike Brudenell gives full details on page 2.



Last year saw the introduction of a facility that allows YorkWeb authors to restrict access to their pages to custom groups. This facility has now been extended to include named external users - turn to page 5 for a step-by-step guide.



*Joanne Casey*

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**Keynotes on the web**

Back copies of Keynotes can be found at:  
[www.york.ac.uk/services/cserv/offdocs/keynotes/](http://www.york.ac.uk/services/cserv/offdocs/keynotes/)

## Staff Training Courses *Susanne Hodges*

At the time of writing, Computing Service staff training courses have been well attended, with 121 places taken up during the Autumn term. Evaluations show that 95% of participants thought the courses good or very good and 71% stated that attending the course would help them to be more efficient in their work. We monitor the evaluations both termly and at the end of the academic year and, where possible, address any requests or issues raised.

We have received several requests this term for a course on graphics. In light of this and of the recent audit on staff IT training needs, which highlighted that staff would like more out of term training courses, we are pleased to announce that we are planning to run a new graphics course during the Easter vacation. More information will be available after the Christmas vacation.

## Student Network Service update *Matt Holmes*

The Student Network Service (SNS) went live on 6 October, having been expanded to cover approximately 2500 study bedrooms across campus. Subscription to the service currently stands at 60% overall which is split between the colleges in a fairly even manner:

- Halifax College - 60%
- James College - 61%
- Alcuin College - 59%
- Wentworth College - 60%
- St Lawrence Court - 59%
- Edens Court - 62%
- Derwent/Langwith extensions - 51%

After the Christmas vacation, the cost of subscription will be reduced to £40 to cover the remaining two terms. A trial service is to be setup allowing SNS users to mount their central filestore and print to the classroom print queue from their study bedrooms.

More details of the services offered and help guides can be found at: [www.sns.york.ac.uk](http://www.sns.york.ac.uk)

## Staff news *Joanne Casey*

Darren Miller joined the Systems Group on 1 December as Systems Programmer/Administrator, filling the vacancy created by Simon Thompson's departure. His immediate tasks will include work on the mail service and the backup system.



*Darren Miller*

Darren joins us from N.A.Software in Liverpool where he was employed as a Systems Administrator/ Software Engineer. Prior to that, he graduated from Physics at York in 1994, followed by a Masters in Scientific Computation at Liverpool which he completed in 1995. We wish him every success in his work with us.

## The Calendar Service *Joanne Casey*

As many of you will be aware, the Sun ONE Calendar Express service has been available to all staff and graduates since the summer. This facility allows users to maintain one or more online diaries and to schedule tasks and meetings using a standard web browser. It is not available to undergraduates.

Calendar Express is available at [calendar.york.ac.uk](http://calendar.york.ac.uk). First-time users must register with the service by following the **Register Now** link from the initial login screen.

There is a **Help** link within the calendar, and a comprehensive user guide is available at:

[www.york.ac.uk/services/cserv/docs/guides.yrk/calendar/](http://www.york.ac.uk/services/cserv/docs/guides.yrk/calendar/)

Sun ONE Synchronization software has been made available which allows you to synchronise diaries with Microsoft Outlook and Palm and Windows CE mobile devices. Users of supported Windows 2000 PCs can install this via **Settings | Control Panel | Advertised Programs**. Full details of this functionality, and installation instructions for users of unsupported machines, can be found at:

[www.york.ac.uk/services/cserv/docs/guides.yrk/calendar/synchro/](http://www.york.ac.uk/services/cserv/docs/guides.yrk/calendar/synchro/)

### Did you know...?

The tape library which backs up central filestore has a capacity of 68.4 terabytes, equivalent to around 106,900 CDs.

## YIMS registration system

*Nicola Normandale*

The YIMS programme has introduced new, streamlined, up-to-date information systems. However, up till now, new users requiring access to them have had to fill in a piece of paper and get it signed by their head of department. In the days before the Resourcelink personnel system and the Associates database, this was the only reliable way of establishing someone's identity and that they did indeed work for the department they claimed to.

There is now a new system available on the web for staff to request access to YIMS systems, or changes to existing access, at: [www.york.ac.uk/univ/mis/cfm/systemaccess/](http://www.york.ac.uk/univ/mis/cfm/systemaccess/).

Their departmental details will be obtained automatically from the Personnel or Associates database, and an automatic email will be sent to the registered authorisers for that department.

A departmental authoriser will then view the request and authorise it as appropriate, so the systems administrators know that the person requiring access has a legitimate need to use the system. Once the request has been authorised, an email will be sent to the system administrator, who will then be able to approve the request and set up the new user on the required YIMS system.

The progress of the request can be viewed by the requester any time, and the authorisers and systems administrators have the option to add comments and pass requests back if required, with not a piece of paper in sight.



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### YIMS User Registration Request

Form for requesting access to a Yims system, or viewing current registration or existing requests

YIMS system required

User requiring access:

To view current registration, or track the progress of a request, use the 'View Existing' button.

Only personal user ids can be used. For audit reasons, user ids such as bio103 cannot be used for YIMS systems.

### The Lists Service

The University's List Service which was launched in summer 2001, now manages 230 active lists, with a total of 13,360 users subscribed to them. The system is run using the Lyris ListManager software, and enables the creation, maintenance and use of mailing lists.

Visit [lists.york.ac.uk](http://lists.york.ac.uk) for details of how to join mailing lists, how to search a list's archive, and how to request the creation of a mailing list.

# Mail service update

**Mike Brudenell**

Over recent months there have been a number of alterations made to the central mail service - most of which will have been invisible to users - and more are planned. This article describes some of the more significant changes...

## Mail Gateways

During the Summer Vacation the central mail service, then running on single old computer, was gradually transitioned, by way of at first one then two newer machines, to its current form which uses five machines.

Why so many machines? Our aim is to provide a robust service which will continue in the event of either (a) failure or scheduled downtime of a single computer or (b) a denial of service attack from an outside source. The latter may sound far-fetched but over the past few years mail services at a number of UK academic sites have been crippled at times by deluges of delivery failure reports. These were caused by spammers sending junk e-mail with a return address forged to refer to the affected site.

To combat this we have split our five mail servers into two groups...

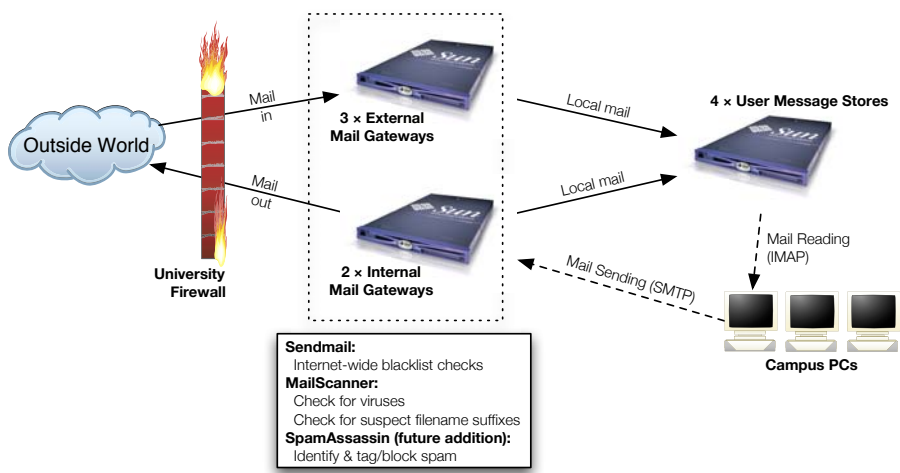
The first consists of two machines and *only* handles email generated here at the University: an **Internal Mail Gateway**. The group is known as the DNS name **smtp.york.ac.uk** - this is probably familiar to you if you have ever looked at or configured the settings of your mail reading program, where it appears as the **Outbound (SMTP) Server**.

The second group - the **External Mail Gateway** - comprises the remaining three machines and handles email arriving for the University from the outside world. More machines are needed in this group because of the huge number of messages we receive each day: over 60,000!

Only the second set of machines is visible to the outside world: the Campus Firewall prevents any mail access at all to the Internal Mail Gateway computers. This means that if a denial of service attack were ever to hit our externally visible mail servers we could still communicate with each other within the University, as well as being able to send messages off-site (although incoming replies would suffer severe delays).

## Anti-Virus Scanning

All five mail gateways use the **MailScanner** software to check each message passing through: either into, or out of, site. This uses anti-virus software to check for email with infective attachments, and such messages are silently removed. A safety-net check which prohibits the use of certain filename suffixes for attachments helps guard against very new viruses not yet recognised. This test has already proved valuable in blocking very new, or variant forms of, viruses.



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## **Spam Blocking**

Over the next few weeks we will start working on adding spam identification to the mail gateways using a package called **SpamAssassin**. This can be used in one of two ways: to merely ‘tag’ suspect messages and still deliver them to the recipient for filtering/review; or to actually block them altogether. The University’s Spam Working Group will be making a recommendation as to which approach should be adopted. More details on this will be provided as work proceeds.

On the subject of spam, it is with regret that I have to announce that a number of Internet-wide anti-spam databases have closed down over recent months. Most have been forced to do this by Distributed Denial of Service (DDoS) attacks, presumably from spammers themselves, using “zombie armies” of computers infected with trojan open-proxy software. Indeed, some people link these attacks to prolific viruses such as the Sobig family that were prevalent earlier in the year, suggesting its purpose was principally to establish such an “army.” Unfortunately several of the databases affected were ones we made use of in order to reduce the amount of unsolicited e-mail accepted by our mail servers for delivery. You may therefore see a rise in the amount of junk mail arriving in your INBOX until SpamAssassin is brought into service.

## **WebMail**

The WebMail service launched at the start of the Autumn Term and has been used by many people when working away from site, with much favourable feedback. Just to remind you: if you need to read or send email whilst working from home, away at a conference or in an Internet Café etc you can do so by pointing your web browser at: **<https://webmail.york.ac.uk/>**. Alternatively, you can continue to configure and use a suitable mail client to read your mail from our IMAP service: **[imap.york.ac.uk](mailto:imap.york.ac.uk)**.

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## **2001 Census Boundary Data**

### ***Peter Halls***

We have received, from ONS, a copy of the Output Area boundary data for England and Wales. These data have been imported and built as an ArcInfo ‘region’ coverage, which format will support the widest variety of potential applications.

Output Areas, based on PostCodes, are equivalent to the ‘enumeration district’ concept used in earlier censuses for England and Wales. The data structure used will support work at the most detailed level, Output Areas, or to any level of aggregation. Through the use of cross-reference tables, it will be possible to link between the census data and other spatial collection units, especially those using PostCodes as a base.

PostCodes are based on a unit of postal delivery, in effect each postcode represents a minimum bulk of incoming mail. This means that the number of properties covered by any given PostCode is not necessarily constant, with the need for ONS to combine PostCodes to maintain anonymity in the Output Areas. ONS have also split some PostCodes, in order to achieve alignment of Output Areas with electoral boundaries. Cross reference tables have been supplied, and enable the linkage of PostCodes to Output Areas.

As these boundaries are spatially arranged, it is also possible to use them in association with a wide variety of other spatial datasets, including remote sensing / satellite imagery in order to determine other factors affecting a given location.

We are exploring the acquisition of the 2001 Census boundaries for Scotland and Northern Ireland: details will be provided for these data when they are available. The 1981 Census Boundary data remains, and will remain, available and may be used to facilitate comparison when working with temporal data.

Full details of these datasets and suggestions of how they may be applied, can be found in the Census-2001 section of the Spatial Data at York web pages: **[www.york.ac.uk/services/cserv/sw/gis/datayork.htm](http://www.york.ac.uk/services/cserv/sw/gis/datayork.htm)**.

For advice on applying these data in specific tasks, please consult the GIS Advisor via the Information Desk.

# Keynotes

# External access to restricted YorkWeb pages

*John Byrne*

In response to a number of requests, YorkWeb access control has been extended to allow site managers to register external users and give them access to restricted pages within their own sites.

This is an ideal solution for those of you involved in collaborative projects and research groups. It enables you to grant access to named individuals, whilst preserving the security of your work. Placing the information on the web avoids the need to email large files to colleagues outside the University.

Three steps are involved - registering external users, creating a custom group and setting access control.

## 1. Registering external users

You should register external users at the following web page (login to the page with your YorkWeb account): **[www.york.ac.uk/systems/externalusers/admin/](http://www.york.ac.uk/systems/externalusers/admin/)**

The account name for an external user is their email address. An initial password is sent to the email address along with explanatory information. Thereafter the user can manage their own password, or contact the site manager to have it reset.

External users can be registered for up to one year in the first instance. The period can be extended and managers are notified when an account is due to expire.

The system recognises if two or more managers register the same person; it does not send out a new password each time.

## 2. Creating a custom group

Next, you create a custom group to be used for access control.

Login to the following page with your YorkWeb account: **[www.york.ac.uk/systems/customgroups/](http://www.york.ac.uk/systems/customgroups/)**

You can include both internal and external usernames in the group.

## 3. Setting access control

Finally you set access control by logging in to: **[www.york.ac.uk/systems/accesscontrol/](http://www.york.ac.uk/systems/accesscontrol/)**

Here you identify the folder where restrictions are to apply, and you restrict access to the custom group you have just created.

Note that access control is always applied at folder level, rather than to individual pages.

## Further information

The process is straightforward, and online help is available at each step.

Please note that this system is intended for small groups of up to 100 external users. If you wish to manage larger groups or have any other queries please contact the Computing Service.

# Musophobic? Avoid your mouse with keyboard shortcuts


*Joanne Casey and Aimee Phillips*

**Musophobia** *n* ~ a morbid fear of mice

Many users find that utilising keyboard shortcuts rather than the mouse enables them to work more quickly. In addition, it has been suggested that lessening use of the mouse may help some people to avoid carpal tunnel injuries. Users with motor disabilities often find it easier to use the keyboard, rather than the mouse.

## Getting around the desktop

Your desktop will display a number of icons, typically My Documents, My Computer, My Network Places, Recycle Bin, and any shortcuts you have set up to applications, documents etc. To select one, use the arrow keys to move around the icons, or type the first letter of an item's name – eg R to select Recycle Bin. Once an item is selected, press the return key to open it.

To open **Windows Explorer** at any point, hold down the **Windows logo key**  and press **E**.

## Switching between documents

The taskbar at the bottom of your screen shows a button for each open document. You can switch between documents by holding down the Windows key and pressing the tab key to select each button in turn. Press enter when you have selected the required button. Alternatively, you can hold down the Alt key, and press tab to scroll through the open documents.

## Within programs

The table opposite shows shortcuts that you can use for moving around in documents, formatting your text and performing general tasks. They are only a selection of what is available.

## Menus

Look at the menu bar of an Office application, and you will see that in each menu name, a letter is underlined – this is the **access key**. Hold down the Alt key, and press the relevant access key to open the required menu.

Items within the menus also have access keys that can be used (without the Alt key) once the menu is open. Some items don't have a letter underlined: in such cases, the access key is the initial letter of the item's name.

Once you're within the menu, you can also move through the items using the up and down arrow keys. Press enter to activate a selected option.

## Dialog boxes

Use the tab key to move between the input boxes and buttons in a dialog box; shift and tab will enable you to move backwards. Press enter once a button is selected to activate it. Many of the options will also feature Access keys – again denoted by an underlined letter. Press the Alt key and the Access key to access the item.

## Other information

For information on keyboard shortcuts, and accessibility options such as Sticky Keys, useful to those who find it difficult to press multiple keys simultaneously, visit:

[www.microsoft.com/enable/](http://www.microsoft.com/enable/)



<b>Moving around your document</b>	
Insert	Switches between insert and overwrite mode
Arrow	Moves the cursor one character in the direction of the arrow
Home or End	Moves the cursor to the beginning or end of the current line
Page Up or Page Down	Moves the cursor up or down one screen
Control + right arrow or Control + left arrow	Moves cursor to the beginning of next or previous word
Control + down arrow or Control + up arrow	Moves cursor to the beginning of the next or previous paragraph
Control+ Home or Control + End	Moves cursor to the beginning or end of the document
<b>Formatting text</b>	
Shift + Home or Shift + End	Selects text between cursor and the beginning or end of the line
Shift + Control + Home or Shift + Control + End	Selects text between cursor and the beginning or end of the document
Ctrl + B	Make selected letters bold
Ctrl + I	Make selected letters italic
Ctrl + U	Underline selected letters
Ctrl + X	Cut selected text
Ctrl + C	Copy selected text
Ctrl + V	Paste selected text
Ctrl + Shift + <	Decrease font size
Ctrl + Shift + >	Increase font size
Ctrl + Q	Remove paragraph formatting
Ctrl + Spacebar	Remove character formatting
<b>Menu shortcuts</b>	
Ctrl + S	Save the file
Ctrl + N	Create a new document
Ctrl + O	Open another file
Ctrl + P	Print the document
Ctrl + Z	Undo the last action
Ctrl + Y	Redo the last action

## Frequently asked questions – Dreamweaver

### Joanne Casey

#### How do I replace an image across my site?

You can use Dreamweaver's Find and Replace facility. Open a document which contains the image you wish to replace. In the code window, use click and drag to select the piece of code that relates to the image, eg:

```

```

If you are unsure where to find this piece of code, click on the image in the design window, and the code will be highlighted in the code window.

Select **Edit | Find and Replace**.

From the drop-down list beside **Find In:** select either **Entire Local Site** (you will need to have defined a site) or **Folder**. If you choose the latter, click on the folder icon to browse to the relevant folder.

From the drop-down list beside **Search For:** select **Source Code**. Paste the piece of code for the old banner (which you have just copied) into the box beside Source Code.

In the box beside **Replace With:** paste the code for your new image.

Click on the **Replace All** button. You will get a message asking you to confirm that you wish to make the replacements. Click on **Yes**. Dreamweaver will list files where the requested change has been made.

#### I've created a template but when I use it, I can't change the text formatting

Re-open the template. Looking in the Code window, you will see that the formatting tags are outside the editable regions, as in the example below:

```
<p><!-- #BeginEditable "Body" -->  
<!-- #EndEditable --></p>
```

Use cut and paste to move them so they are within the editable region, and include some placeholder text. The result will be similar to:

```
<!-- #BeginEditable "Body" -->  
<p>{Insert body text here}</p>  
<!-- #EndEditable -->
```

To prevent this problem, always include placeholder text within the editable regions when creating templates.

#### Can I spell check my web page in Dreamweaver?

Yes: hold down the **Shift** key and press **F7**, or select **Text | Check Spelling**.

#### What is a Library Item?

If you have defined a site, the Dreamweaver Library allows you to store items (pieces of code, images etc) that you use frequently in your pages.

Select **Window | Library** to open the Assets palette. In your document, use highlight the item and drag the selection into the upper half of the Assets palette. The lower half of the palette will show an icon representing the library item. Click on the text (currently **Untitled**) beside the icon, and give it an appropriate name.

To use a Library item, simply drag it from the Assets palette into a document. To edit a Library item, open it from the Assets palette; when you save the changes, you will be given the option to update all instances of the item across your site.

## Contacting the Computing Service

Computing Service	Telephone:	(01904)433800
University of York	Direct dial:	(01904) 43 followed by ext no.
Heslington	Fax:	(01904)433740
YORK YO10 5DD	Email:	<i>username@york.ac.uk</i>

[www.york.ac.uk/services/cserv/](http://www.york.ac.uk/services/cserv/)

### Information Desk

The Information Desk is your first point of contact with the Computing Service

Telephone: ext 3838

Email: *infodesk*

Open from 9am to 5.15pm Monday to Thursday, and 9am to 4.15pm Friday (*may be closed for training Wednesdays 2pm-3pm*), for problem solving, advice and information, fault reporting, network connections, file restoration, sales, course bookings and user registration. Printed output can be collected from the lobby entrance during opening hours.

### Computing Service Staff

Director:	Mike Jinks	3801	<i>knj1</i>
Departmental Secretary:	Lorraine Moor	3801	<i>lsm1</i>
Head of Infrastructure:	Robert Demaine	3808	<i>rld1</i>
Head of Information Systems:	Kay Mills-Hicks	2101	<i>knh8</i>
Head of Support Services:	David Surtees	3803	<i>dps4</i>
Operations Manager:	Brian Souter	3814	<i>bs1</i>
Information Officer:	Joanne Casey	3805	<i>jmc8</i>

Kashif Amin	3817	<i>ka14</i>	Jenny Jackson	4455	<i>jj5</i>
Gavin Atkinson	3738	<i>ga9</i>	Chris Kilgour	4454	<i>crhk1</i>
Linda Bailey	3800	<i>lcb6</i>	Fergus McGlynn	3822	<i>fan6</i>
Sue Bolton	2102	<i>sjb28</i>	John Marsden	3832	<i>jpm1</i>
Mike Brudenell	3811	<i>pmb1</i>	John Mason	3813	<i>jrm13</i>
John Byrne	3812	<i>jcb1</i>	Darren Miller	3815	<i>dm26</i>
David Chambers	3742	<i>dac6</i>	Darren Munday	3821	<i>dam6</i>
Michael Clark	3745	<i>mpc3</i>	Colin Noble	1747	<i>cdn1</i>
Arthur Clune	3129	<i>ajc22</i>	Nicola Normandale	4695	<i>ncn1</i>
Steve Downes	3741	<i>sd21</i>	Phil O'Connell	3825	<i>paoc1</i>
Ken Finch	4452	<i>kf1</i>	Suran Perera	4689	<i>sjp25</i>
Rob Fletcher	3816	<i>rpf1</i>	Aimee Phillips	3897	<i>amp11</i>
Kevin Gardner	3739	<i>pkg4</i>	Chris Reece	3807	<i>car7</i>
Chris Gowland	3823	<i>cgl</i>	Sam Scott	3817	<i>svs2</i>
Dan Granville	3839	<i>dsg2</i>	Daniel Shelton	4349	<i>ds23</i>
Sarah Hall	3827	<i>seh11</i>	Philip Smailes	3833	<i>pjrs1</i>
Peter Halls	3806	<i>pjh1</i>	Andrew Smith	3809	<i>abs4</i>
John Hawes	4347	<i>jeh11</i>	Ben Thompson	3230	<i>bt4</i>
Susanne Hodges	3839	<i>sh32</i>	Pete Turnbull	3804	<i>pnt1</i>
Matt Holmes	3820	<i>mjh25</i>	Sam Vines	3749	<i>sccv1</i>
Geoff Houlton	2100	<i>gph2</i>	Jonathan Wheeler	3818	<i>jdw5</i>
John Hutchinson	3898	<i>jh57</i>	Timothy Willson	2123	<i>ftmw1</i>

# Keynotes

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