Mail service update

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

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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/cservlet/offdocs/keynotes/
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.

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

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. First-time users must register with the service by following the Register Now link from the initial login screen.

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.

Did you know...?

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

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.
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/.

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.

YIMS User Registration Request

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

<table>
<thead>
<tr>
<th>YIMS system required</th>
<th>-Select-</th>
</tr>
</thead>
<tbody>
<tr>
<td>User requiring access:</td>
<td>mcn1</td>
</tr>
</tbody>
</table>

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 bio003 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 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.
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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continued on next page
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.

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.

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

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/

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/

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/
<table>
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<tr>
<th>Moving around your document</th>
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<tbody>
<tr>
<td>Insert</td>
</tr>
<tr>
<td>Arrow</td>
</tr>
<tr>
<td>Home or End</td>
</tr>
<tr>
<td>Page Up or Page Down</td>
</tr>
<tr>
<td>Control + right arrow or Control + left arrow</td>
</tr>
<tr>
<td>Control + down arrow or Control + up arrow</td>
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<tr>
<td>Control+ Home or Control + End</td>
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<table>
<thead>
<tr>
<th>Formatting text</th>
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<tbody>
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<td>Shift + Home or Shift + End</td>
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<td>Shift + Control + Home or Shift + Control + End</td>
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<td>Ctrl + B</td>
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<tr>
<td>Ctrl + I</td>
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<tr>
<td>Ctrl + U</td>
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<td>Ctrl + X</td>
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<td>Ctrl + C</td>
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<td>Ctrl + V</td>
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<tr>
<td>Ctrl + Shift + &lt;</td>
</tr>
<tr>
<td>Ctrl + Shift + &gt;</td>
</tr>
<tr>
<td>Ctrl + Q</td>
</tr>
<tr>
<td>Ctrl + Spacebar</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Menu shortcuts</th>
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<tbody>
<tr>
<td>Ctrl + S</td>
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<tr>
<td>Ctrl + N</td>
</tr>
<tr>
<td>Ctrl + O</td>
</tr>
<tr>
<td>Ctrl + P</td>
</tr>
<tr>
<td>Ctrl + Z</td>
</tr>
<tr>
<td>Ctrl + Y</td>
</tr>
</tbody>
</table>
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, e.g:

```html
<img src="university.gif" alt="University of York">
```

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:

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

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:

```html
<p> <!-- #BeginEditable "Body" -->
{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**  
University of York  
Heslington  
YORK YO10 5DD  
Telephone: (01904) 433800  
Direct dial: (01904) 43 followed by ext no.  
Fax: (01904) 433740  
Email: infodesk@york.ac.uk

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

<table>
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<tr>
<th>Role</th>
<th>Name</th>
<th>Extension</th>
<th>Username</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director:</td>
<td>Mike Jinks</td>
<td>3801</td>
<td>kmj1</td>
</tr>
<tr>
<td>Departmental Secretary:</td>
<td>Lorraine Moor</td>
<td>3801</td>
<td>lsm1</td>
</tr>
<tr>
<td>Head of Infrastructure:</td>
<td>Robert Demaine</td>
<td>3808</td>
<td>rld1</td>
</tr>
<tr>
<td>Head of Information Systems:</td>
<td>Kay Mills-Hicks</td>
<td>2101</td>
<td>kmh8</td>
</tr>
<tr>
<td>Head of Support Services:</td>
<td>David Surtees</td>
<td>3803</td>
<td>dps4</td>
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<tr>
<td>Operations Manager:</td>
<td>Brian Souter</td>
<td>3814</td>
<td>bs1</td>
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<tr>
<td>Information Officer:</td>
<td>Joanne Casey</td>
<td>3805</td>
<td>jmc8</td>
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Kashif Amin 3817 ka14  
Gavin Atkinson 3738 gj9  
Linda Bailey 3800 kb6  
Sue Bolton 2102 sjh28  
Mike Brudenell 3811 pmb1  
John Byrne 3812 jcb1  
David Chambers 3742 dac6  
Michael Clark 3745 mpc3  
Arthur Clune 3129 ajc22  
Steve Downes 3741 sd21  
Ken Finch 4452 kf1  
Rob Fletcher 3816 rpf1  
Kevin Gardner 3739 pkg4  
Chris Gowland 3823 cg1  
Dan Granville 3839 dsg2  
Sarah Hall 3827 seh11  
Peter Halls 3806 pjh1  
John Hawes 4347 jeh11  
Susanne Hodges 3839 sbh2  
Matt Holmes 3820 mjh25  
Geoff Houlton 2100 gph2  
John Hutchinson 3898 jh57  
Jenny Jackson 4455 jj5  
Chris Kilgour 4454 ctk4  
Fergus McGlynn 3822 fmg6  
John Marsden 3832 jpm1  
John Mason 3813 jmn13  
Darren Miller 3815 dmn26  
Darren Munday 3821 dam6  
Colin Noble 1747 cnd1  
Nicola Normandale 4695 ncn1  
Phil O’Connell 3825 pooc1  
Suran Perera 4689 ssp25  
Aimee Phillips 3897 amp11  
Chris Reece 3807 cr7  
Sam Scott 3817 sv2  
Daniel Shelton 4349 dgs23  
Philip Smailes 3833 pjsr1  
Andrew Smith 3809 abs4  
Ben Thompson 3230 bth4  
Pete Turnbull 3804 ptnt1  
Sam Vines 3749 sccv1  
Jonathan Wheeler 3818 jdw5  
Timothy Willson 2123 fimw1
Keynotes

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