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The Summer Special

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contents

From the Editor

Welcome to the Keynotes Summer Special. Hot topics include...

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With the imminent withdrawal of the Windows 3.1 service, the time to make plans is now fast upon us. See page 3 for more information.

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Mark Cook's article on page 2 gives details of recent changes to the Computing Service Web Area.
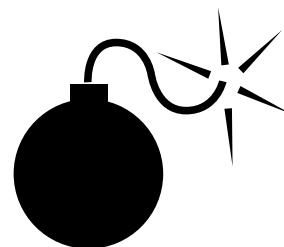
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MS Office is a topic of interest to many of our readers. Find out the options available on page 4.

Joanne Casey

millennium countdown

20 weeks to go!

Are you prepared? See *http://www.york.ac.uk/services/cserv/offdocs/y2k.htm* for further information.

Millennium Update

Dave Atkin

The Millennium Test Network has now been used to test the rollover to the year 2000 and has so far revealed no problems with the central Windows 95 and Unix services. Testing of the three main Computing Service databases (User Registration, Local Area Network and Charging) is in progress.

If you have a specific testing requirement, contact Rob Fletcher (rpf1@york.ac.uk).

For background information and details of how to check your PC, see http://www.york.ac.uk/services/cserv/offdocs/y2k.htm.

Research Enabling

John Illingworth

Part of the remit of the Computing Service is to help research projects get off the ground with advice and help about computing aspects of proposed projects. (In-depth long-term association with a research project, however, is another matter entirely and involves money!) What is not perhaps so well appreciated is that the expertise within the Computing Service is not limited to computing itself, but includes computing- related areas such as mathematics, spatial analysis, statistics, history, image processing, audio aspects of computing and a number of others. So get in touch, it could save you time!

Server Developments
Dave Atkin

A number of upgrades and enhancements to the central servers are underway over the Summer. The two main strands to the developments are improved performance and better resilience in the case of equipment failure.

The classroom and office Windows 95 services will soon be provided using essentially independent networks and servers. This means that the classroom service will continue to function - even if the backbone network fails - and the failure of any one server will only affect one of the two services.

Central file serving capacity will be greatly enhanced with the upgrade of the two existing Network Appliance F230 file servers (crypt1 and crypt2) to the new much more powerful F740 models, and with the purchase of a third F740 server (unsurprisingly to be called crypt3). The total disk space on these file servers will be increased by 60Gb to 160Gb.

Other changes include:

* New Sun servers to provide faster name and authentication services
* Two new Sun Web Cache servers for faster Web access
* A much more powerful server to handle email.

Visible and invisible improvements in PC provision
John Illingworth

We are very pleased to announce that all the PCs in G/169 are to be replaced by new models and that the full potential of the room will at last be realised, by increasing the number of computers to 69. Why 69? That's 10 rows of 7 with one space for the projector. The 21 PCs in Wentworth W/218, currently some of the oldest centrally provided stock, will also be replaced, as will the 16 PCs in King's Manor K/120.

In order to support these higher specification PCs, infrastructure improvements will be made, including extra central file store, faster web access and more resilient networking. The work will be carried out in time for the start of the Autumn term.

The Computing Service Web Area
Mark Cook

Over the past few months, a number of improvements have been carried out to the Computing Service Web area. These changes have been made with the intention of making information easier to find and enabling users to make better use of its extensive contents.

One recent change that could easily be overlooked is on the Windows 95 desktop itself, where the Windows 95 Information icon has been re-named simply Information. Originally this connected the user to a series of documents about the Windows 95 Operating system. Many of these documents relate to the early days of running Windows 95. At the request of users themselves a rapid link now also connects to the Computing Service Help Page, the Electronic Infodesk and all of the recent Notices & News Items about the service, which are updated daily.

The second recent change is the addition of a proper search facility. The search engine used is the same as that linked from the York Web Home Page but it has been customised to search only the Computing Service (/cserv) pages. It allows the user the option of either searching only for exact word matches or of broadening the search to also include similar-sounding words. For those wishing to find out more about the search engine and its features, full documentation can be found at: http://www.york.ac.uk/Server Support/SearchPage/index.html.

The Computing Service Home Page has been amended slightly to give users a clearer idea of which section to access in order to find the information they require. In view of its current importance, a direct link has been created to the extensive information on the Millennium Date change problem, our testing programme and compliance.

The Purchasing Hardware section has been re-organised and updated. This is where users can obtain useful advice on the buying of PCs, UNIX machines, printers and peripherals - whether for home or departmental use.

Help and Advice has also undergone some recent changes with several parts completely updated, including the Computing Service Guides. Many of the old Quick Reference Guides are now on-line in PDF format, to give users the option of printing out their own hard copy. There are also a number of user guides on topics such as using the specialist classroom hardware, such as the digitiser and scanners. Finally, an increasing number of self-help tutorial guides also appear, many of which have been adapted from Computing Service course notes.

A useful glossary of Computing Terms has been added, with brief descriptions of many of the jargon words and initials used in modern computing. Whilst by no means exhaustive, it provides clarification of many terms.

The ever-popular Hints and Tips section has undergone considerable rationalisation to make topics easier to find. New items are constantly being added, with recent additions including a section on Audio software and considerable expansion of the Graphics area. If users have a problem with an application or operating system, it is well worth looking at the relevant section of Hints and Tips to see if there is an easy fix before reporting it to the Computing Service. In many cases the problems have been encountered before and the recommended solutions posted in this area.

In the Software section - as a direct response to the Computing Committee's 1999 Software Survey - a wish list of applications requested by various departments can be seen. This page contains a mail-to link, allowing users to add their own recommendations which will be collated by the Department and considered by the Committee when new network software is purchased.

The Computing Service Web area is provided for the benefit of the user. It is dynamically managed with frequent additions being made and its contents regularly updated. However, it is a large area to manage and the ever changing nature of computing means that information becomes dated very quickly. Therefore, the Computing Service welcomes any recommendations and feedback on its web area, including informing us of any errors or outdated information.

Please email:information_ officer @york.ac.uk.

Withdrawal of the supported Windows 3.1 service
Doug Moncur

If you are still using the Windows 3.1 service you need to do something about it today, as this service will be withdrawn on Friday 24 September 1999.

You have three choices:
(a) upgrading to a supported Windows 95 connection
(b) converting to an unsupported Windows 3.1 connection
(c) converting to an unsupported Windows 95 connection

A supported Windows 95 connection gives you access to: centrally provided, regularly backed up filestore (M:\ drive), to centrally provided applications software and to networked printers. You need to have a minimum of a 486dx2-66 with 16Mb of memory and a 200Mb hard disk, of which at least 120 Mb is free space on the disk. Obviously the faster your machine, the more memory and, the bigger the disk, the more you will benefit from the service. Converting from a supported 3.1 connection to a supported Windows 95 connection costs £35 and you will also be charged £100 per annum for the use of the centrally provided software.

An unsupported connection is similar to a home dialup connection via an ISP but should be faster as you are connected directly to the campus network. However, like a home connection you are responsible for buying and installing all your own software and you do not have access to central filestore or to networked printers.

Converting to an unsupported connection costs £50, if you require the conversion to be carried out by the Computing Service. Some departments have made arrangements to carry out

their own conversions, in which case the cost will depend on the charging arrangements within your department. If you have the conversion carried out by the Computing Service, it will consist of establishing a working network connection and setting up a web browser on your PC. If you require other software you will have to obtain, install and configure it yourself. For more details on setting up an unsupported connection, please see: http://www.york.ac.uk/services/cserv/docs/guides.yrk/unsupported_conn.htm.

If your PC is scheduled to be replaced before 24 September you can safely do nothing, for - if it has been ordered via the Computing Service - it will be pre-configured for the connection type specified on the order.

In all other cases you should talk to whoever looks after computing in your department as soon as possible, and make arrangements to upgrade or convert.

Computing Service Training Schedule for Autumn 1999
John Illingworth

The Computing Service Training Schedule for Staff & Graduates will be distributed towards the end of August. We hope to re-orient the course structure to reflect current concerns with the use and production of materials for the World Wide Web. The other areas covered will be:

Application development
New development environments are bringing the possibility of program development back within reach of the University computer user.

Use of Specialist Software
Training is available in software for graphics, mathematics, statistics and other specialist areas.

Migration to Windows 95
For those whose Windows 3.1 service has finally been closed down.

Basic use of Windows 95
For new staff.

Basic use of Office software
Wordprocessing, Spreadsheets and Databases. Although Wordprocessing, Spreadsheets and Databases are often lumped together as "office software" the first two are relatively easy compared to the use of database management systems, which is conceptually more complex. This is why we separate the use of existing databases from the creation and management of new ones.

Microsoft Office 2000
John Illingworth

MS Office 2000 is now part of the Select deal and is to be sold at the Information Desk. Note that we have now abandoned the CD-ROM loan scheme and are providing a CD-ROM for each copy purchased, at £5 per CD-ROM. The prices below *include* VAT but *exclude* the cost of the CDROM(s). They are taken from the Microsoft pricelist, http://ww.york.ac.uk/services/cserv/sw/selprice.htm, which came into effect on the 1st July 1999. The price list absolutely defines what can be supplied under the Select 4 deal. Remember, if it isn't on the price list, we can't supply it.

There are a number of versions of Office 2000 as detailed below:

Office 2000 Product line

Small business version - not in Select
Premium version - not in Select

Standard version

Including:
Internet Explorer 5
Word
Excel
Outlook
PowerPoint

Prices:
Office 2000 Win32 Licence - £70
Office 2000 Win32 Version Upgrade from Previous Version of Office or 1 MS Application (eg Word, Excel) - £56

Professional version

Including:
Internet Explorer 5
Word
Excel
Outlook
PowerPoint
Publisher
Small Business Tools
Access

Prices:
Office Pro 2000 Win32 English Licence - £104
Office Pro 2000 Win32 Version Upgrade from Previous Version or 1 MS Application - £181

Developers' version

Including:
Internet Explorer 5
Word
Excel
Outlook
PowerPoint
Publisher
Small Business Tools
Access
FrontPage
PhotoDraw
Tools
Database Runtimes

Prices:
Office Dev Edtn 2000 Win32 Licence - £181
Office Dev Edtn 2000 Win32 Version upgrade from Previous Version or 1 MS Application - £145

Compatibility:

Microsoft claim full file compatibility between Office 97 and Office 2000, with one exception. Access 2000 will read and convert Access 97 files, which cannot then be read by Access 97.

Whose Licence?

Like all Microsoft Select products purchased within the University, the licence belongs to the University, not to the individual for whose use it was purchased. If a member of a department who has been making use of such a licence leaves the University, they *definitely* cannot take the software with them!

Home Use:

We are often asked about the home use clause. This only operates if the product is mounted permanently on the computer of a member of staff for their sole use. If that is the case, then "The primary user of the computer on which the software runs may make a second copy for his or her exclusive use on a portable computer." - Addendum A to Microsoft Select Master Agreement dated 1st June 1999, with effect from 1st July 1999.

Old Versions:

We always supply you with a licence for the very latest version of a product, even if you wish to install an earlier one for the moment. This is because of the "downgrade" feature of the Microsoft Select agreement. However, you can only have one version at a time on your PC, and you can't have one version on your work PC and a different one on your laptop.

Searching for aliens
Joanne Casey

The Search for Extraterrestrial Intelligence At Home aims to harness the spare power of Internet Connected Computers with the SETI At Home project.

Visit http://setiathome.ssl.berkeley.edu for a little summer diversion. A look at the site's statistics shows how much time York users have donated already, in comparison to other UK Universities.

Computing Service Address

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Fax: (01904) 433740
Email: *username*@york.ac.uk

Also, try the World Wide Web: http://www.york.ac.uk/services/cserv/

Information Desk

Telephone: ext 3838
Email: *infodesk*

The Information Desk is open from 9am to 5.15pm Monday to Thursday, and 9am to 4.15pm Friday (*closed for training Wednesdays 2pm-3pm*), for problem solving, advice and information, fault reporting, network connections, file conversion, sales, course bookings, registration and documentation. Printed output can be collected from the lobby entrance which is open from 8am to midnight.

Computing Service Staff:

Role	Name	Ext	Username
Director:	Mike Jinks	3801	*kmj1*
Deputy Director:	Peter Roberts	3802	*pdr1*
Departmental Secretary:	Lorraine Moor	3801	*lsm1*
Head of Technical Services:	Dave Atkin	3804	*dla1*
Head of User Services:	John Illingworth	3803	*jji1*
Head of Personal Systems:	Doug Moncur	3815	*dgm1*
Head of MIS:	Kay Robinson	2101	*kr7*
Operations Manager:	Brian Souter	3814	*bs1*
Information Officer:	Joanne Casey	3805	*jmc8*

Name	Ext	Username	Name	Ext	Username
Sue Bolton	2102	*sjb28*	Sue Hodges	3839	*sh32*
Mike Brudenell	3811	*pmb1*	Paul Hodgson	4347	*ph25*
John Byrne	3812	*jcb1*	Jenny Jackson	4455	*jj5*
David Chambers	4347	*dac6*	Bob Marriott	4454	*bdm2*
Paul Conacher	4346	*pac1*	John Marsden	3832	*jpm1*
Mark Cook	3897	*rmc12*	John Mason	3813	*jrm13*
Robert Demaine	3808	*rld1*	Darren Munday	3821	*dam6*
Steve Downes	3741	*sd21*	Helen Parker	3800	*hp7*
Debra Fayter	3839	*daf3*	Colin Rea	3817	*cr9*
Ken Finch	4452	*kf1*	John Robinson	3833	*jsr1*
Rob Fletcher	3816	*rpf1*	Sam Scott	3817	*svs2*
Kevin Gardner	3739	*pkg4*	Andrew Smith	3809	*abs4*
Chris Gowland	3823	*cg1*	Timothy Willson	2123	*ftmw1*
Peter Halls	3806	*pjh1*	Michael Woodhead	3825	*mw28*
Vivienne Hemingway	3818	*vwh1*			