key*notes*

You've got mail!

Tips on using Netscape Messenger

Also in this Issue:

PowerPlay PowerCubes

YIMS

PC Procurement

keynotes

Volume 26, Number 4

contents

feature articles:

Netscape Messenger: Useful Tips

Keynotes on the web

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

From the Editor

In response to reader requests, we are now including in Keynotes useful software tips; see page 3 for help on Netscape Messenger and page 7 for a solution to a common Paradox problem.

❖❖❖

Our aim for Keynotes is to provide a newsletter which is informative and useful; I am always interested to receive reader feedback and keen to act on your suggestions, where possible. Please send these to *jmc8@york.ac.uk*.

❖❖❖

Joanne Casey

After Y2K
Mike Jinks

The University's preparations for the millennium date change enabled us to face the 'new millennium' with nothing more than minor inconveniences. All the major central computer systems and administrative processes continued to operate normally and no problems were experienced with buildings and their services.

With such a smooth transition it is inevitable that some people have questioned whether it was necessary to devote any effort to the millennium bug. The reports to the University's Working Group in preparation for the date change and our own experience within the Computing Service - work we've undertaken and requests for help – indicated that there were notable problems in some areas which would have caused serious difficulties had they not been addressed. The fact that no significant problems occurred is a tribute to all those – whether in departments or at the centre – who methodically assessed possible problems and devised solutions. In addition, the University has gained valuable knowledge of its major business processes and its vulnerability to failure of individual components or tasks; it is hoped to build on this knowledge in the coming year to generate more wide-ranging business continuity plans.

Although the millennium date change itself has passed successfully, Y2K issues can continue to arise, particularly when seasonal activities are undertaken or specialised functions of software are utilised; in addition the fact that this year is a leap year is alleged to cause problems in some systems, though we have yet to see any evidence of this. It is thus important to remain vigilant during the coming year and to scrutinise the results of computer systems to assess whether they are reasonable and hence whether they indicate potential Y2K problems.

Happy New Year to you all!

Reference Manager
John Illingworth

First of all we must apologise for the inaccuracy in the last edition of *Keynotes* which stated that Reference Manager was available on the campus network. Unfortunately the licence negotiations took longer than expected. We were hoping to provide a fully site-licensed version so that it would be freely available both on supported and unsupported PCs. The cost of doing this has proved to be too great and the conditions too restrictive. As a result we have decided to install a limited number of licences on the central systems only. Anyone requiring individual copies will have to purchase them separately.

Building Works
Brian Souter

Work started on Monday 14 February to refurbish the old part of the Computing Service building which houses the original Computer Room and air conditioning plant built in 1968. The work is designed to provide workshop and development areas for the technicians and Personal Systems Group, as well as some additional offices. We do not anticipate any disruption to services during the refurbishment.

Network and System Shutdown
Brian Souter

The entire campus network and all related systems will be shut down on Saturday 22 July 2000 to allow the central Computer Room to be electrically safety tested and other essential maintenance work to be carried out. We anticipate turning the power off at 8am on Saturday and restoring the systems gradually over the weekend, with normal service resumed by 9am on Monday 24 July.

Easter and May Day Holidays
Brian Souter

The Computing Service building, including the Information Desk and entrance lobby, will be closed on Good Friday (21 April), Easter Monday (24 April), the Early May Bank Holiday (1 May) and the Late May Bank Holiday (29 May). All computer systems, including the PCs and printers in the colleges, will be available as for a normal weekend.

PC Procurement
Doug Moncur

It's that time again! The Computing Service, on behalf of the University, is asking manufacturers and distributors to tender for the supply of PCs to the University from 1 December 2000 onwards.

As a public body, the University is required under EU law to put out to tender the supply arrangements for items where the annual spend is in excess of €200,000.00 per annum, in order to ensure that competition takes place. The Computing Service is asking suppliers to tender for a period of two years from 1 December 2000, when the current arrangements expire, with a possible extension for a further year.

As with any major exercise it's impossible to predict the precise timescale, but the current planning outline looks something like this:

7 February 2000 – release tender document and formally lodge tender

15 March 2000 – deadline for requests of tender documents

5 May 2000 – deadline for receipt of submissions

June 2000 – shortlist compiled and supplemental negotiations and hardware evaluation, as necessary

July/August 2000 – informal selection of suppliers

October 2000 – formal announcement and appointment of suppliers

1 December 2000 – start of new arrangement

The intention is to be able to indicate to departments which, if any, of the incumbents were not having their supplier agreements renewed before the major August spending round. Departments will, via the DCOs, be consulted during the selection process.

Student Satisfaction Survey
Joanne Casey

The user satisfaction survey of taught course students took place earlier this term, with surveys being distributed to a stratified sample of 2500 students, with extras available for people to pick up in the Computing Service and at Porters' Lodges. Return boxes were placed at Porters' Lodges and the Computing Service. As an incentive, all those returning surveys were entered in a draw to win two cash prizes of £25.

Focus groups were held last term to identify ways in which students felt we could better support them in their studies. Those completing the survey were asked to prioritise these issues and to indicate their satisfaction with the service currently provided – in other words the survey is both retrospective and forward looking. As with the recent survey of staff and research graduates, the information will be analysed and results published shortly. The information thus garnered will be used to inform future developments.

Departmental Computing Officers
Joanne Casey

The training programme for Departmental Computing Officers began in January with a well received session on Network Awareness presented by Robert Demaine and John Mason.

The next meeting of the Departmental Computing Officers' Forum is on 8 March, followed by a training session on Viruses on 15 March.

The Computing Service has set up a mailing list, enabling us to pass information to DCOs and allowing them to share problems and solutions. This has proved both popular and effective so far.

For a current list of DCOs and list of forthcoming events, please access the web page at *www.york.ac.uk/services/cserv/offdcos/dcos*.

Staff News
Mike Jinks

Mark Cook, one of our Computing Assistants, is leaving us from 25 February to take up a new post where he will be involved in web design for Shopcreator, an on-line shopping consultancy. Mark has been a well-known face and voice on the Information Desk, and will be missed by us all. We wish him well in his new role.

Our first attempt to recruit a replacement for Vivienne Hemingway as Database Advisor was unsuccessful, with only one applicant replying by the closing date. The post has subsequently been readvertised and we have attracted a much stronger field. Interviews will take place early in March, when we hope to make an appointment. Nonetheless, we are likely to be without a Database Advisor for a longer period than was hoped and hence will be unable to respond as rapidly as usual to queries, or to undertake work in this area.

Useful Tips
Sue Hodges

This is a new column that we hope to feature regularly in forthcoming editions of Keynotes. It is designed to be kept for easy reference, so simply cut round the dotted lines and stick it up on your noticeboard!

This issue's tips concentrate on some commonly asked questions about Netscape Messenger.

✂

Netscape Messenger Tips

Q: Messenger fails to save all outgoing messages to my sent mail folder. What should I do?

A: If you are experiencing this problem – which happens occasionally for no apparent reason – try saving your sent mail to a folder in Netscape's Local Mail box. From the top taskbar select **Edit|Preferences|Copies and Folders**. Click so that a tick appears in the **BCC Other Addresses** box. Select **Choose Folder**. The window that appears will show that your 'Sent' Mail folder is saved on imap.york.ac.uk. Either click on the arrow next to this and change it to Local Mail or if you wish to create a new folder click on **New Folder**. Name your folder, click on the arrow next to the box below and select it to be a sub-folder of Local Mail. You will find, however, that you will not be able to access this folder from Pine.

Q: Why can't I receive any emails?

A: Your mailstore quota may be almost full. To check your quota click on the **Information** icon on your desktop. Choose **The Electronic InfoDesk|Disk Quota**. If an incoming message exceeds the quota remaining it will be returned to the sender. To free up Inbox quota delete some messages or move some of your Inbox mail into other folders.

Q: What can I do if Netscape Messenger is not working?

A: To reset your application, choose **Programs|Utilities & Extras|Systems & Supported Utilities**. Click on **Reset Applications**. From the pull down menu on the **Please select the Application to Reinstall Dialogue Box** select **Netscape Communicator**. Click **OK**.

Q: What should I do when my edit preferences keep getting wiped?

A: Load Netscape Messenger and from the toolbar choose **Edit|Preferences..|Mail & Newsgroups**. Select **Mail Servers**. If, as sometimes happens, the Incoming Mail Server box reads as 'mail', highlight and replace with **imap.york.ac.uk**. The Outgoing Mail (SMTP) box should read **smtp.york.ac.uk**.

Q: How do I set up an auto reply email message to let people know when I am away?

A: Click on the **Information** icon on your Desktop. Select **The Electronic Infodesk** and click on **email management**. Type in your user name and password. Choose **Delivery options (Diversion and Automatic Replies) for current accounts**. Scroll down to **Auto-reply**. Type your message in the **Set an auto-reply message** box. Click **Set auto-reply.** Also on this page is the facility to set up an automatic email diversion on your active email account. Remember that the Forwarding option is solely for when your account has closed after your have left.

For more handy hints and tips about Netscape Messenger visit:
http://www.york.ac.uk/services/cserv/help/win95/w95netscape/

Next issue's tips will centre on commonly asked questions about Wordperfect 8. If you have any useful tips that you would like to share, please email me on *sh32@york.ac.uk*

For more useful tips in this issue, see John Illingworth's hints on sorting existing tables in Paradox on page 7.

PowerPlay PowerCubes
Kevin Gardner

PowerPlay, the Business Intelligence tool from Cognos, is now being used to access University of York PowerCubes across the campus network. A mixture of Student, Research and Personnel PowerCubes are being built on a regular basis from data extracted out of the MAC system, in a similar process to the DWH builds.

PowerPlay is a user friendly data analysis and reporting tool which allows you to quickly and easily explore data from various viewpoints to identify trends and factors which are not easily found using other tools. From summary level data you can "Drill-down" to explore increasingly detailed levels of data. You can "Slice and Dice" a PowerCube to focus on a specific area of data. The path through the data is not predefined, so you are free to explore and investigate the data in the way you want to, not in the way someone thinks you may want to. Finally, you can change the display of your data from a simple 2-D table to something graphical that illustrates the information more meaningfully, whether it is a Bar, Line or Pie display.

For more information on the University of York Powercubes and how to register for access, please see: *http://www.york.ac.uk/services/cserv/admin.yrk/qbix_howtoaccess.htm* or contact MIS in Computing Service.
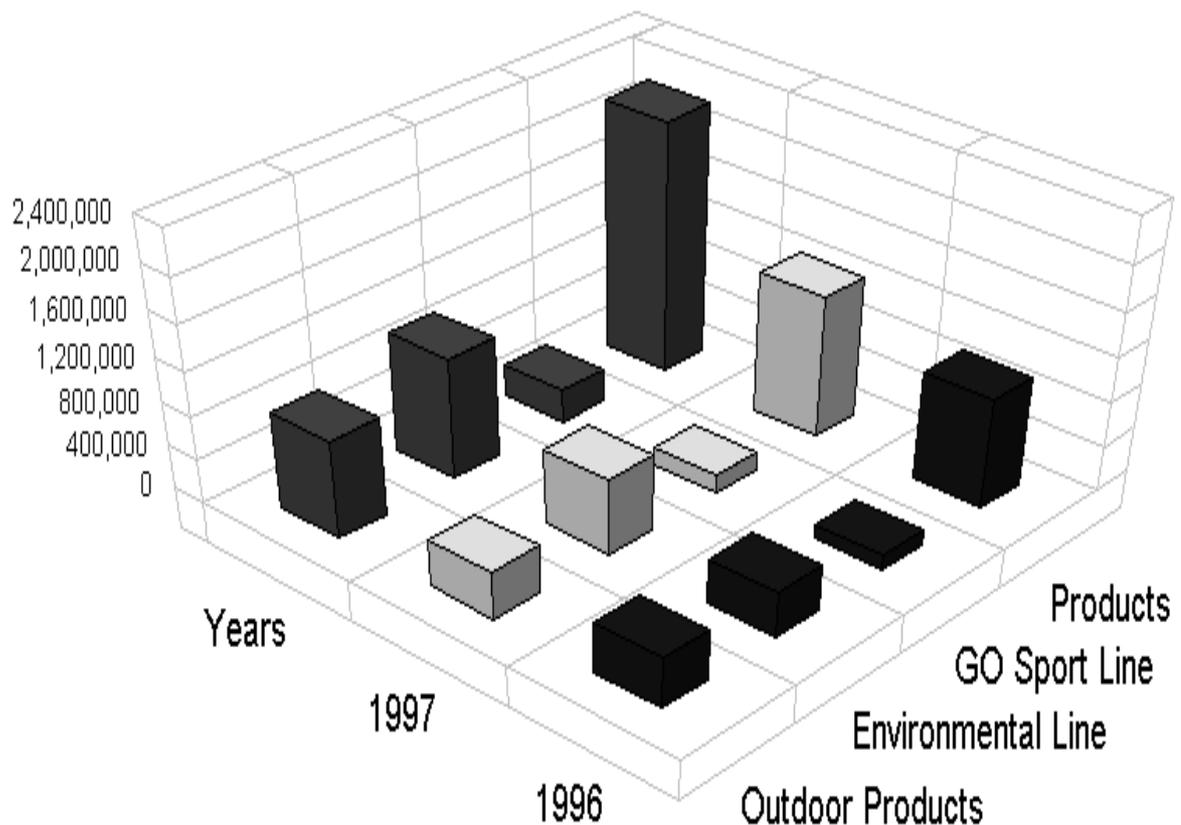
Databases and the Web
Geoff Houlton

YIMS update
Kay Robinson

In the last edition of *Keynotes* we reported the imminent arrival of a new service to enable web pages to become more dynamic, using a software product called ColdFusion.

ColdFusion Service
The ColdFusion Service is now available, initially for official web account holders who can register for ColdFusion on the Electronic InfoDesk. Once registered, the ColdFusion software can be accessed by selecting **Start| Programs| Programming| ColdFusion Development.** Additional facilities become available on the Electronic InfoDesk to allow databases to be registered with the Service. A Computing Service Guide for ColdFusion is also now available at: *http://www.york.ac.uk/services/cserv/docs/guides.yrk/coldfusion.htm* and a course is scheduled for the Summer term. Please contact the Information Desk early if you are interested in the course, as demand is expected to be high.

MIS Projects
The MIS Group have already started work on a number of applications using ColdFusion. Examples include:
International Links – a web enquiry facility to provide information on links with overseas institutions, eg for research.
Undergraduate Prospectus – a web facility allowing potential students to request a prospectus over the Internet.
DoFM Help Desk – a web-based service which will enable Facilities Management to deal with enquiries, requests etc at reception points around campus.
Stationery Requisitions – on-line requisitions over the web.
Booking Self-Catering Holidays – a web booking form for

The consultant who was appointed to conduct a scoping study for the YIMS project, Dr Mark Cartwright of Curtis and Cartwright Consulting, is in the process of preparing his final report. Over 60 members of staff were interviewed by him during December 1999, over half of whom were from academic departments. Information from his report will be made available on the YIMS web site.

The post of YIMS Programme Manager will be advertised in the national press shortly. The post-holder will play a key role in ensuring that the requirements of all departments in the University are considered during the programme. S/he will also be responsible for ensuring that the risk associated with the programme is managed and that resources, particularly staff resources, are available at the right time and with the right skills.

A Student Records Review Team (SRRT) has been established to commence a review of processes that involve student information. As part of the review, the SRRT will be looking for ways of improving processes through better use of our current technology and by piloting the use of newer technology – such as the Web – in particular areas. The long term goal of the SRRT is to define the requirements for a new central student record system.

A review of information needs relating to staff data is in progress. This review will be used to construct the specification for new personnel and payroll systems. Several staff from academic departments have already been interviewed and further interviews are planned. The YIMS web site contains more information.

The Directorate of Facilities Management is continuing to seek information systems solutions for three key areas: hospitality management, CAD/Facilities Management and a Facilities Management Helpdesk. The MIS Group has developed a pilot version of the Helpdesk using the new Cold Fusion software which the Computing Service has recently implemented. The Helpdesk provides a portal to other systems and information sources accessible from the Web and will be used by porters and other college staff to assist and improve customer service for students, staff and visitors to the campus.

For the most up-to-date information on the progress with this project please refer to the YIMS web pages which may be found at: *www.york.ac.uk/univ/org/yims/local.yrk/*

holidays in Halifax Court over the summer vacation.

Several sub-groups within the YIMS Project are also considering how best to exploit web technology, in pursuit of more flexible and efficient administrative processes. For example, a group is working on making basic student and course details available on YorkWeb, as a quick and easy reference point for departments. Please feel free to contact me (*gph2@york.ac.uk*) if you have other applications you feel would benefit from ColdFusion technology.

Computing Service Web Area
Mark Cook

The Computing Service web area continues to expand. Since my last update, the Service's home page at: *http://www.york.ac.uk/services/cserv/* has been redesigned making use of javascript to produce a clearer, cleaner, more compact page. A number of further additions, improvements and updates to the site have also been made.

Telnet is a useful program with which to access the central UNIX machines like Tower and Ebor, administrative systems such as the Alphas, as well as contacting external sites and using UNIX Pine mail from a PC. The Hints and Tips section of Help now includes advice on how to set up a Telnet session and how to configure the settings. See: *http://www.york.ac.uk/services/cserv/help/telnet*

Users of the World Wide Web are often frustrated by coded error messages when a page they are trying to access fails to load. These error messages are usually accompanied by a three digit status code beginning with a 4 or 5. Knowing the meaning of these codes is useful when deciding whether it is worthwhile re-trying to access the problem page. A guide to the meaning of these messages can be found at: *http://www.york.ac.uk/services/cserv/help/web/weberrors.htm*

The MIS section on administrative computing has been completely re-organised by Geoff Houlton with a new, clearer layout providing easy access to all of the relevant information. See: *http://www.york.ac.uk/services/cserv/admin/*

In the Software section, John Illingworth has recently updated the list of applications available on the University network with details of the version, operating platform, site licence restrictions and the level of support offered by the Computing Service. See: *http://www.york.ac.uk/services/cserv/sw/swibw02.htm*

For those members of staff who wish to install Microsoft software on their University machines, a regularly updated list of the items available under the CHEST agreement can be found at: *http://www.york.ac.uk/services.cserv/sw/selprice.htm*

A useful guide to transferring files between computers over the Internet using File Transfer Protocol has been produced by Doug Moncur and can be found at: *http://www.york.ac.uk/services/cserv/docs/guides.yrk/ftp.htm*

Finally, for those needing to find a telephone number or the postcode of an address, quick access to BT's Directory Enquiries online and the Royal Mail Postcode Finder has been provided. Simply click on the *Information* icon on the desktop and choose which service you require from *Useful External Links*.

The Computing Service welcomes any feedback regarding the information contained on its web pages. This can be given by clicking on 'Comment' on the taskbar at the foot of most pages and completing the form which appears. Alternatively, use one of the 'mail-to' links on the pages or send an e-mail to: *information-officer@york.ac.uk*

First Post-Millennium PC Network Upgrade
John Illingworth

As well as Cold Fusion, the software that forms the basis of our new 'Databases and the Web' course and a new version of 'Prospect' for the Careers Service, there is now a new feature that allows the setting of Unix type permissions for files and folders held on central file servers. These are seen by all supported PC users as M: and N: and any group or departmental drives residing on the servers called 'crypt...'. To use this feature, right click the file name in Windows Explorer and select Properties from the bottom of the resulting menu.

The Properties dialogue box has a new tab called SecureShare in which are the facilities to set group and world file permissions. A Help button gives access to details.

Useful web addresses
Joanne Casey

This is a new feature where we highlight web sites of interest.

If there are any web sites you'd like to share with the world at large please let me know by email at: *jmc8@york.ac.uk.*

We begin with sources of local information.

The Evening Press:
www.thisisyork.co.uk/
The Yorkshire Post:
www.ypn.co.uk/
Fibbers:
www.fibbers.co.uk/fibbers/index.html
York Schools:
www.yorkschools.org.uk/
York Minster:
www.yorkminster.org/index1.htm
York Millennium Mystery Plays:
www.mysteryplays2000.org/

Computing Classroom Usage – Autumn Term
John Illingworth

We have compiled figures for the booking ratio of Computing Service classrooms during the Autumn Term – normally the busiest. These figures represent the amount of classroom booking for each of the 5 bookable rooms as a percentage of the total teaching hours, ie from 09.15 to 18.15, 5 days per week for 10 weeks.

Bookable Room	D/104	D/114	G/169	L/117	W/218	Total
Booking Ratio	9.33%	32.78%	65.33%	61.39%	21.44%	38.06
No of Seats	20	24	69	21	21	155
Type of Machine	Unix	PC	PC	PC	PC	

The bookings outside teaching hours are very small, less than 1% of the time available.

Set against complaints from students who wish to use spare seats during booked classes, it begins to look as though future PC provision should concentrate on non-bookable rooms.

For the present though the message is that the rooms are hardly booked outside teaching hours and that within teaching hours W/218 is booked the least.

Paradox Problems
John Illingworth

As you may be aware, the Computing Service is temporarily without a database specialist, so the database problems have been spread around those who might not be quite as conversant with database matters. We hope that this has not caused too much pain!

Here is one of the problems we have had to solve – we believe it might occur fairly widely.

Sorting existing tables in Paradox

Problem: When attempting to sort an existing table in Paradox an error message complaining about the lack of a directory (it doesn't say which one!) appears and the sort is not performed.

Solution: Paradox has two important Alias names that must both be pointing to the correct folders. In order for the sort to succeed, WORK must be pointing to the folder containing the table to be sorted and PRIV to a private writeable folder where temporary files may be stored. The default is C:\Win95\temp. To check that PRIV is ok, select the Databases tab in the Edit|Preferences dialogue box and check the value of PRIV, changing it if necessary. To check that WORK is okay, select File|Working Directory.

Hint: SQL tables, like all those held centrally as Interbase tables, cannot be sorted.
Keyed Paradox tables can only be sorted into a new table.
Only unkeyed Paradox tables can be sorted in place.

Computing Service Address

```
Computing Service            Telephone:   Switchboard (01904) 430000
University of York                        Direct dialling (01904) 43 followed by ext no.
Heslington                   Fax:         (01904) 433740
YORK YO10 5DD                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 (*may be 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:

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*

Sue Bolton	2102	*sjb28*		Susanne Hodges	3839	*sh32*
Mike Brudenell	3811	*pmb1*		Paul Hodgson	4347	*ph25*
John Byrne	3812	*jcb1*		Geoff Houlton	2100	*gph2*
David Chambers	4347	*dac6*		Jenny Jackson	4455	*jj5*
Mike Clarke	3745	*mpc3*		John Marsden	3832	*jpm1*
Paul Conacher	4346	*pac1*		John Mason	3813	*jrm13*
Sue Dekker	3800	*spd2*		Darren Munday	3821	*dam6*
Robert Demaine	3808	*rld1*		Colin Rea	3817	*cr9*
Steve Downes	3741	*sd21*		Chris Reece	3807	*car7*
Debra Fayter	3839	*daf3*		John Robinson	3833	*jar1*
Ken Finch	4452	*kf1*		Sam Scott	3817	*svs2*
Rob Fletcher	3816	*rpf1*		Andrew Smith	3809	*abs4*
Kevin Gardner	3739	*pkg4*		Timothy Willson	2123	*ftmw1*
Chris Gowland	3823	*cg1*		Michael Woodhead	3825	*mw28*
Peter Halls	3806	*pjh1*				