

ecomunicator

Technology Partnership Brings Live C-SPAN Broadcasts to Internet2 Networks

Northwestern University and Video Furnace, in collaboration with C-SPAN and Internet2, have announced the availability of live, high-quality C-SPAN and C-SPAN2 broadcasts 24 hours a day to anyone with an Internet2 network connection that is multicast capable.

This experimental, research broadcast project is made possible through Northwestern University's high-performance networking, a cooperative partnership with C-SPAN, and Video Furnace's IP video technology.

Video Furnace's software technology and scalable IP multicast technology enable anyone with a notebook or desktop computer connected to a multicast-capable Internet2 network to watch C-SPAN and C-SPAN2 live. The live C-SPAN signals originate from Video Furnace servers located at Northwestern.

"This project showcases the capabilities and reality of converging live video to the desktop utilizing high speed, multicast-enabled IP networks," said Mort Rahimi, vice president and chief technology officer for Northwestern.

"Advanced networking makes this kind of multimedia transmission possible because it's designed to deliver large bandwidth and has a multicast backbone. It's a terrific demonstration of what can be done using the latest networking technology."

All common operating systems are supported for viewing. The only requirement is a current Java-enabled browser to accept the end-user license agreement necessary to receive the appropriate Video Furnace InStream content viewer at www.i2-multicast.northwestern.edu.

"Video Furnace's unique technology lets users watch this or any other Video Furnace-enabled streams without having to install any players, browser plug-ins or other software on their computers," said Howard Weinzimmer, Video Furnace CEO. "No other IP video solution allows computer users to enjoy a television-like experience without the encumbrance of proprietary-installed and difficult-to-maintain media players."

The C-SPAN broadcast over Internet2 networks uses the same Video Furnace technology that powers Northwestern's NUTV service. NUTV delivers 20 on-air and extended television channels to students' desktop and notebook computers in Northwestern University's undergraduate residence halls through the University's existing IP network.

C-SPAN is also continuing to work with Northwestern University's International Center for Advanced Internet Research (iCAIR) on another research project with C-SPAN, established in 2000 as part of the Internet2 Digital Video initiative.

C-SPAN (www.c-span.org), created in 1979 by the cable television industry as a public service to the nation, offers commercial-free round-the-clock coverage of public affairs via cable and satellite and on the Internet.



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NUIT Newsbytes

Major Upgrade for Course Management System

A major upgrade to Northwestern's Blackboard-based CMS (Course Management System), with a number of enhancements over the previous version, is planned for this summer.

Blackboard v.6 offers faculty considerably more flexibility in laying out course sites, gives them a more functional gradebook, and provides other tools such as an editor for mathematical symbols.

Faculty will be notified of upcoming workshops and seminars relating to the upgrade. Visit the NUIT Web site at www.it.northwestern.edu for more information.

Stay Safe! Upgrade Your Virus Definitions Regularly

NUIT provides free Symantec AntiVirus software for detecting and isolating viruses. Explore the advantages of NUIT-provided software at www.tss.northwestern.edu/virus/.

Visit the "Get Control" site at www.it.northwestern.edu/getctrl/ for details about recent viruses. If applicable, contact your UNITS representative before installing software or changing your computer configuration.

Direct general questions about virus protection to it-feedback@northwestern.edu. For technical support, e-mail consultant@northwestern.edu.

Find detailed information about Symantec AntiVirus at www.symantec.com.

E-mail Quota Equals More Storage Space

To help optimize e-mail resources and create a more predictable service environment, NUIT is implementing a 50MB inspool quota on the central e-mail servers (casbah, hecky, lulu and merle). This will result in more e-mail storage space for each NetID holder and a more efficient notification process to users exceeding e-mail quotas. Details are available at www.it.northwestern.edu/policies/email/inspool.html.

This change will affect less than 1% of current e-mail service users, and only users who regularly leave messages on the servers after reading them are likely to notice the quotas.

NU's central e-mail servers provide service to over 20,000 NetID holders. These service hosts must operate as efficiently as possible. Disk storage on the central e-mail servers is an important resource. Overall server performance, cost of operations and equipment, and performance of individual accounts are all influenced by disk storage.

The policy will not reduce the amount of e-mail storage space available to individuals. In fact, more space is being allotted. The servers will be operated with consistent limits of 50MB for pending e-mail messages within individual accounts.

As accounts approach the 50MB limit, a series of warning messages will be sent prior to archiving the pending e-mail. Accounts that exceed 100MB in pending message space will no longer receive messages until the space is reduced or the pending messages are archived. Archived messages can be restored from backup storage for a period of 120 days.

Questions can be directed to it-feedback@northwestern.edu.

Site-Licensed Software for Northwestern

Changes to Microsoft Select Program: Although Microsoft Select site licenses for several older products are no longer available, those software versions can still be obtained. For example, Office 2000 or 2000 Pro licenses are no longer sold through the Select program, but can still be obtained by using "downgrade rights" and ordering the Office XP Standard or Office XP Pro license at software.northwestern.edu. Older versions can be requested by selecting "Borrow previous version CD media from DSS" or "Install previous version from DSS server" in the Installation Method of your online order.

Similarly, Windows 2000 Pro and Windows 2000 Standard Server licenses are no longer sold, but can be obtained by purchasing the current version license and requesting to "Borrow previous version CD media from DSS."

Direct questions to questions@software.northwestern.edu.

Discounted Microsoft Software for Students: NUIT has subscribed to a Microsoft licensing program that makes selected Microsoft products (Office XP Professional for Windows, Office XP Standard for Windows, Windows XP Professional Upgrade, and Office X for Macintosh) available to all NU students at significantly discounted prices. All licensing takes place on the Web; software is shipped UPS directly to the student to U.S. locations only. Each student is limited to one copy of each product.

To purchase software, students visit a Web site, login with their NetID and password, choose the software they want, and pay online with a credit card. For details, visit aquavite.northwestern.edu/it-services/browse.cgi?s=E-Academy%20%28for%20students%29, or order directly from elms.e-academy.com/northwestern/.

New E-mail Access Option Helps Travelers

Starting in July, the NU community will be able to access e-mail with IMAP (Internet Mail Access Protocol). IMAP, a method of accessing e-mail stored on a mail server, allows users to create and manipulate folders or mailboxes on the NU mail servers, search for messages or keywords, and delete messages. IMAP uses the server as the main mail repository, but users can also download e-mail to their own computers.

"IMAP makes sense for students who may not own a computer and are dependent upon NU computing labs to access their mail, for faculty who do a great deal of traveling and use WebMail as their main mail client, or for those who may access mail from more than one computer," said Tom Board, director of NUIT Technology Support Services.

Northwestern's current e-mail system uses Post Office Protocol (POP) to access mail. With POP, mail is downloaded from the host server to an individual's computer. All University-supported applications used to access e-mail can be configured for either POP or IMAP. Each user can determine which protocol is appropriate for his/her needs.

After the July launch, users will be able to select IMAP as their e-mail protocol with the same "Mail Tools" Web page (<https://snap.it.northwestern.edu/it/mailtools/>) used to set up a vacation message. After users register, they can configure their e-mail applications to accept the new protocol. Configuration instructions will be available online.

Details will be announced this summer. Check www.it.northwestern.edu for updates.

Cisco VPN 5000 Support Being Phased Out

NUIT will no longer support the Cisco VPN 5000 client as of September 1, 2003. This only applies to Mac OS.9.x and earlier users.

NUIT is recommending that Macintosh users upgrade to Mac OS 10.2 (Jaguar) and use the built-in VPN client. Those who choose to upgrade only to Mac OS 10.1 can use the Cisco VPN 3030 client, which NUIT will continue to support. Information can be found at www.tss.northwestern.edu/vpn/mac_vpn.html.

As a reminder, support will be discontinued for Mac OS 8.x as of September 1, 2003. NUIT will also reduce support for Mac OS 9.x to "reasonable effort" at this time. NUIT will end support for Mac OS 9.x as of December 31, 2003. This is why upgrading to Mac OS 10.2 is strongly encouraged.

For Windows 2000 and XP users, the built-in VPN client is recommended. NUIT will end support for Windows 98 and Windows NT as of September 1, 2003. Support for Windows Me ends December 31, 2003. For details, see www.tss.northwestern.edu/vpn/.

Q & A session: Webmail

NUIT, in partnership with University Relations Web Communications, recently released an enhanced version of WebMail www.northwestern.edu/webmail/. Following are some of the more frequently asked questions about using WebMail.

Q: How can I change how many messages are displayed per page?

A: Go into **Account Options** and *change* the **Messages per page** setting from the default (15) to whatever number you like.

Q: How can I change the order in which messages are displayed?

A: Click the **date** header in the Inbox view to toggle between **newest messages first** and **oldest messages first**.

Q: How can I save copies of outgoing WebMail messages?

A: Click the **cc:** option in the header and *insert* your e-mail address to send yourself a copy of the outgoing message.

Q: How can I tell which messages are read and which ones are unread?

A: There is an **envelope** icon next to each message. If the envelope is closed, it is a new message. If the envelope is open, the message has been read.

Q: I received a "MIME Error parsing Header" message when viewing an attachment. What does this mean?

A: This usually means your WebMail settings should be changed to allow for certain attachments to be viewed. To do so, *click* **Options**, then *click* **Account Info**. Check "When reading mail, automatically display attachments," then *click* **Save**.

Q: Why are some WebMail features not available at this time?

A: Additional features are being integrated into WebMail and will be announced as they become available.

What's Next?

Here's a quick look what we'll be featuring in our Fall issue...

Focus on Faculty: A special section will highlight the latest technology resources available to Northwestern faculty, including innovative teaching and research tools, computing facilities and workshops.

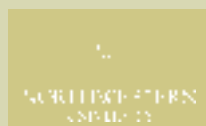
Transitions site Tracks Technology Changes

The new NUIT Transitions Timeline at www.it.northwestern.edu/transitions/index.html describes upcoming changes in NUIT support and services that will have a direct impact on the Northwestern community.

The site includes changes that may require some action on a user's part, such as operating system upgrades or replacement of obsolete software. You can preview the changes at a glance, click on a bar in the timeline to learn more about a particular topic, who is affected, and the impact on users, and to get help, view support documentation, and read FAQs.

NUIT encourages the entire University community to check this site often, so they can stay informed and plan technology-related decisions and purchases with the latest information at hand.

If you have any questions about this site, please send an e-mail to it-communications@northwestern.edu.



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