

ecomcommunicator

Say Goodbye to your "nwu.edu" E-mail Address

It's really going to happen. The nwu.edu e-mail address is being retired. If this is news to you, please read on for a brief summary of the project and information about what you can do to prepare for the change.

In March 2000, Northwestern University Information Technology (NUIT) introduced a new Internet address (domain name) for the University: "northwestern.edu." In brief, the University has made this change to standardize its identity on the Internet. By solidifying its Internet "identity" Northwestern can be prominently accessible to users seeking information on the Web.

On June 20, 2004, e-mail delivery to addresses in the "nwu.edu" domain will end. This includes the following sub-domains:

- nwu.edu
- md.nwu.edu
- law.nwu.edu
- kellogg.nwu.edu
- alum.kellogg.nwu.edu

This means that any user whose published e-mail address is within the "nwu.edu" domain or its sub-domains will not be able to send or receive e-mail. If you joined Northwestern University on or after September 2000, you do not have to worry about this change.

What you can do

There are several actions you can take so you are not caught with an empty e-mail box. First, you need to opt out of the nwu.edu domain name. You can do this by going to the Mail Tools page at <<https://snap.it.northwestern.edu/it/snaps/remove-domains.cgi>>. On this page, you can immediately remove yourself from the "nwu.edu" domain name, leaving only the northwestern.edu domain as functional. There is an added advantage to this. It is expected that this will also eliminate much of the junk-mail that you receive. This is because about 35% of junk-mail continues to flood the nwu.edu domain.

Users subscribed to a listserv under the old domain should unsubscribe from the list and re-subscribe using the new domain address before using this tool. For information on how to unsubscribe and re-subscribe, go to <www.tss.northwestern.edu/conferencing/listserv/>. Next, you will have to change your e-mail address in your e-mail software from "xxx@nwu.edu" to "xxx@northwestern.edu." For instructions on how to do this, go to the E-Mail Configuration pages at <www.it.northwestern.edu/e-mail/config/index.html>.

So in with "northwestern" and out with the "nwu." If you have any questions or need additional information, call the Help Desk at (847) 491-HELP (4357) or e-mail <consultant@northwestern.edu>.

Welcome to our first staff-focused issue. NUIT provides services to staff interested in using technology that impacts their work environment. Find out more about new staff-related technology initiatives on pages 4-5.

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NUInfo's Greatest "Hits"

Ever wondered which NU Web pages are accessed most often? Here's our "top ten list" for the months of July-December 2003.

The top ten home pages:

1. HereAndNow
<hereandnow.northwestern.edu>
2. Northwestern University
<www.northwestern.edu>
3. NUTV Help
<www.tss.northwestern.edu/nutv/helpguide/>
4. WebMail
<www.northwestern.edu/webmail/>
5. CAESAR
<www.northwestern.edu/caesar/>
6. Academics Top-Level Page
<www.northwestern.edu/academics/>
7. Student Top-Level Page
<www.northwestern.edu/student/>
8. Admissions Top-Level Page
<www.northwestern.edu/admissions/>
9. Athletics Top-Level Page
<www.northwestern.edu/athletics/>
10. Faculty/Staff top-level page
<www.northwestern.edu/staff-fac/>

Thanks to Adam Finlayson of University Relations' Web Communications department for providing these statistics. On the whole, traffic to NUInfo was up over 20% from the same period last year.

Charting Your Course

Charting Your Course is a new Web site profiling various faculty members who use Northwestern University's Course Management System (<course-management.northwestern.edu/index.html>) along with other instructional technologies to enhance students' learning experiences and expand their interactions beyond the confines of the classroom.

The site profiles David Van Zandt and Peter Wentz of the Law School, Jillana Enteen of Weinberg College of Arts and Sciences, and Cynthia McGregor of the School of Music. Short interview clips with each instructor are featured, along with descriptions of the way they integrate technology into their courses.

To view the site, please visit <course-management.northwestern.edu/charting/>.

New Instructional Lab Developed for School of Music

For the first time at Northwestern, music students and faculty have access to a cross-platform computer lab for class work. The School of Music and NUIT Academic Technologies partnered in the development of a teaching lab with both Windows and Macintosh workstations, unique among the School of Music's computer labs.

Located on the lower level of University Library, the music lab, which opened fall quarter, is using an existing PC/Mac lab with 15 iMacs and 15 Dell computers. It also features 15 two-octave music keyboards and sound modules that can be connected to individual workstations by music students. Many new music software applications have been installed to create and manipulate digital audio.

"This is an excellent facility for beginning-level music technology instruction," said Professor Peter Webster, whose graduate-level introduction to music technology class is being taught in the new lab for the first time this quarter. "It's a tremendous step forward, because now students can understand the way this software works on both computer platforms."

Free Technology Seminars

NUIT's TechTalks

Each quarter, NUIT presents a variety of free "TechTalk" seminars open to the entire University community. TechTalks cover new technology offerings and technology-related issues that improve the every day work environment at Northwestern.

A Look at Northwestern's New Online Directory Service - LDAP

Wednesday, March 10, 3:00 p.m. – 4:30 p.m.
Do you use Northwestern's online directory to find someone's phone number, e-mail address or office address? Then you may be interested in Northwestern's migration to LDAP (Lightweight Directory Access Protocol). Find out more about LDAP and how it will affect Northwestern.

Get Control: Be safe, not sorry

Wednesday, April 7, 3:00 p.m. – 4:30 p.m.
Could you afford to lose your files, research, confidential data, e-mail, or network connection? Junk e-mail making you crazy? Get a handle on how to protect yourself against computer viruses, how to secure your desktop against hackers, and what to do about unwanted e-mail.

Future topics include:

Introduction to NUIT Computing Resources (April 22)
A Mobile World: From Tablet Computers to PDAs (May 5)
Buying Software and Computer Equipment at NU (June 2)

For detailed descriptions of future TechTalks and registration information, please visit <www.it.northwestern.edu/events/index.html>.

2East: New Technology Series

In partnership with the University Library, the 2EAST: New Technology Series is specifically intended for Northwestern faculty who want to take advantage of the teaching and research capabilities of digital media, course management systems, online archives, advanced visualization technologies, electronic journals, and other emerging technologies.

Writing Chicago: From Idea to Internet by way of the Book

Tuesday, March 9, 12:00 p.m. – 1:00 p.m.
The Encyclopedia of Chicago was conceived as a hypertext product that would have both a print and digital format. A look at the relationship between these goals and the products, the advantages and disadvantages of designing for two different formats at the same time, and the ways in which the digital environment opened up new possibilities.

Future 2East presentations include:

Exploring AyeWare: An Online Group Decision-Making Tool (March 4)
Geographic Information Systems @ NU (April 6)
Oyez: Bringing the Supreme Court into the 21st Century (April 20)

For detailed descriptions of future 2East presentations and workshops, please visit <2east.northwestern.edu>.

NUIT Launches Datacenter Service for Schools and Departments

New file server housing and system support for departments and schools is now available through NUIT's Datacenter service.

"We have over 200 servers housed at the Datacenter today. This new program is designed to meet the needs of those who desire Datacenter-level service and security," said Dana Nielsen, director of NUIT Computing Services.

The for-fee options include location of servers to Datacenter facilities on the Evanston campus along with varying levels of technical support. In the future, the Chicago campus will also be able to house servers and offer similar support.

"We're pleased to offer these services to the University community," said Patricia Todus, associate vice president and deputy CIO. "This is a direct response to feedback from Program Review and the Board of Trustees that indicates Northwestern needs to work collectively to ensure data and networking resources are protected in a secure and reliable manner."

Detailed information, including a price list, can be found at www.it.northwestern.edu/introductions/datacenter-lite.html. To determine which NUIT Datacenter services may be right for your department, contact Dana Nielsen, director of NUIT Computing Services, at (847) 491-3350 or e-mail d-nielsen@northwestern.edu.

Rollout of Centrally Managed Pull Technology Helps Fight Computer Viruses

University administrative staff at Rebecca Crown Center and faculty and staff at the School of Communication (SOC) are enjoying the benefits of receiving the newest virus definitions from Symantec AntiVirus (SAV) and the latest Microsoft critical updates automatically, thanks to centrally managed "pull technology" provided by NUIT. Deployment of centrally managed pull technology at Northwestern arose from the need to keep computers safe from viruses and other security threats in a timely and controlled manner.

Pull technology allows user machines to automatically request services or data at regular intervals, set by central administrators. Distributed Support Services (DSS), part of NUIT's Technology Support Services group, supplies desktop support to contracted schools and departments. Michael Satut, DSS support specialist at Crown, realized that the process of checking individual machines and verifying the latest virus definitions and critical software updates was too labor-intensive. In fact, viruses would often hit before the definitions could be updated.

Satut recognized that automatically updating machines would benefit the University, and began to research pull technology. In September 2003, it was tested at SOC and was rolled out to Crown in December. With the correct hardware in place, the central systems can be set up in hours. "There are definite advantages," said Satut. "We weren't even touched by the Beagle virus. This technology has really saved us."

To learn more about this project or about the support that DSS offers, contact DSS manager Charlie Jensen at charlie@northwestern.edu.

Martin Luther King Day Webcast from Pick-Staiger

On January 19, Pick-Staiger Concert Hall was filled with faculty, staff and students who came to celebrate and remember the life of Dr. Martin Luther King, Jr., but the words and music of the day's commemoration went far beyond the walls of the concert hall. The 2004 Martin Luther King Jr. Day observance was made available over the Internet for viewing.

"The logistics of the project were huge," said Bob Davis, associate director of NUIT Academic Technologies (AT). AT captured and broadcasted the event using state-of-the-art technology and a team of media specialists headed by Harlan Wallach, digital media architect, and Larry Amiot, senior engineer. The Webcast viewed at the remote venues (Owen L. Coon Forum in Leverone Hall and Ryan Family Auditorium in the Technological Institute) utilized the same technology used to broadcast NUTV to the residence halls. In each location, 50 to 100 people viewed high quality, high bandwidth video.

NUIT will be working to fine-tune this technology so that it can offer high bandwidth streaming to the University community for special events. If your school or department is interested in Webcasting services, check out the Webcasting site at www.northwestern.edu/webcasting/.

Northwestern University Center of Historic Global Research and Education Network

As part of a historic cooperative endeavor among three major economies, the United States, Russia, and China have announced the development of "Little GLORIAD" (Global Ring Network for Advanced Applications Development). This network project marks the first round-the-world computer network ring, which will be used for multiple joint scientific and educational projects using fast, secure data connections. The network will begin and end at the StarLight optical access point (www.startap.net/starlight/) on Northwestern's Chicago campus. For more information about the Little GLORIAD project, visit the iCAIR Web site at www.icair.org/pr/dec03/gloriad.html.

What's New and What's Changing: Technology at Northwestern University

What's New?

- NUIT has announced the formation of a new group, Information Systems Architecture (ISA) which will focus primarily on designs and strategies leading to an integrated self-service environment for the University. <www.it.northwestern.edu/isa/>
- NUIT is offering a new online tool that will allow faculty, staff, and students a way to reset forgotten or expired University NetID passwords. (See related article, page 5.)

For more information about new NUIT announcements, please visit <www.it.northwestern.edu/introductions/index.html>.

What's Changing?

- In June, NUIT will retire the nwu.edu domain name. (See related article, page 1.)
- Coming at the end of June 2004, NUIT will implement a new Lightweight Directory Application Protocol (LDAP) directory. The migration to LDAP will allow for more information than is currently retained in the current online campus directory (the "Ph directory" or the "white pages service").
- Make sure to change your e-mail client to prepare for the new password security measures. Effective January 11, 2005, SSL (Secure Sockets Layer) encryption technology will be implemented on NUIT's main e-mail servers being implemented on the main e-mail servers (casbah, hecky, lulu, and merle). SSL encrypts passwords in a way that makes them extremely difficult to decode.
- MacOS X 10 and OS X 10.1.x will no longer be supported for faculty and staff computers by NUIT after January 11, 2005.

For more information about NUIT changes, please visit <www.it.northwestern.edu/transitions/index.html>.

Desktop Computing Support to the Rescue!

What's wrong with my computer? HELP!!!!!!

Sound familiar? If it does, call on NUIT's Distributed Support Services group (DSS). DSS offers computer support services for all faculty and staff ranging from operating system and NUIT-distributed software installation and troubleshooting, to basic desktop hardware and peripheral installation and troubleshooting. Support is available for PCs running Windows 2000 or XP, and Macintosh computers running all versions of OS X.

DSS offers an assortment of pricing depending on the range of services that are requested. The first level of service is the least inexpensive option and can be ordered on an ad-hoc basis. However, Charlie Jensen, manager of DSS, encourages schools and departments to look at other options. "We are able to offer an even broader range of services to departments that sign on for one of our annual service agreements," said Jensen.

These agreements allow DSS to focus on a department's computing needs, providing for a

more secure and stable work environment. Annual service agreements are available at affordable prices, with a four-hour per week minimum commitment.

DSS also offers annual Partner agreements. These agreements allow larger departments to contract for 30 hours per week of at least one full-time, dedicated Support Specialist. Additional services are also provided with this top-level agreement, such as a specialized Web site that allows users to request service as well as receive specialized information about their specific department.

For more information about any of these offerings or to place a request for DSS services, contact 847-491-HELP (4357) or place your own request online at <www.tss.northwestern.edu/DSS/help/>. Response time is a maximum of 24 hours.

Contract Service: **Affordable**

Knowing your computer is safe: **Priceless**

CONDUITS Project: New NUIT Technology Management System

The CONDUITS (Customer-Oriented Network Delivering University Information Technology Services) project began in the summer of 2001 with the realization that NUIT needed to improve the tools available to its staff and customers. A need was identified for an integrated system that would easily accommodate all products and services that NUIT offers – not just the traditional phone or data port installations. It was determined that the new system must be able to integrate service ordering, processing, tracking, and billing plus be a Web-based product for both the NUIT back-office users and NUIT customers. After an extensive vendor search, the Pinnacle application was chosen for its business process solutions. The Pinnacle Technology Management System is used by many of Northwestern's peer institutions including Stanford University, Cornell University, University of Michigan, Southern Illinois University, and the University of Chicago.

Since July 2003, NUIT Administration and Finance personnel have been working with the various University departmental contacts to establish the departmental organizational structure, contacts, and appropriate CUFS accounts. Working with the departmental contacts, they are able to ensure that the data brought from the legacy systems to Pinnacle will be accurate.

As the timeframe for rollout of the Pinnacle implementation approaches, we will continue to keep the Northwestern University community up to date. NUIT personnel will work with the University departmental contacts to ensure they are properly trained and the many benefits of the functionality of the Pinnacle product will improve and enhance their relationships with NUIT. The work to-date with the departmental contacts has shown that we are "on the right track." The enthusiasm for "doing it right" from both our customers and the NUIT personnel has exemplified the need for this project.

Do IT Yourself: Self Service at Northwestern

These days, you need access to information at just the right time and in a way that creates value for what you are trying to accomplish at a particular moment. You need the latest information on virus and security threats. You need the answers to e-mail questions at your fingertips. Because we realize you have a job to do, NUIT wants to make sure you know about all the self-service online resources that are available for you. Below are just two of the many self-service functions that can be found at <https://snap.it.northwestern.edu>.

Resetting your forgotten or expired password

If you're like most people, you have passwords for everything from your e-mail account to your bank account... and remembering them all can be confusing! However, resetting your Northwestern NetID password has been made easier thanks to a new, online self-service tool. In addition to the option of setting up a personal question and answer (Q&A) for identity verification, you now can create a personal identification number (PIN) in order to reset your forgotten or expired NetID password online, at anytime.

Now if you need to reset your password, this new online service will prompt you for your NetID, PIN, Emplid/Student ID (located on pay stubs or updated WildCARDS), and birth date. You will have three chances per day to complete this process correctly. Once the required information has been entered, you may then reset your password.

For security and convenience, NUIT strongly recommends that users visit the NetID Services Web site (<https://snap.it.northwestern.edu>) to change their password and set up a PIN.

Other services for managing you NetID and password include:

- Checking the status of your NetID
- Checking your password
- Change your password
- Setting up a Question and Answer (Q&A) hint

In addition to managing your NetID, there are also services online that will allow you to manage your e-mail.

Set a vacation message

You've worked hard and you are looking forward to starting that vacation as soon as the clock strikes 5:00. Suddenly, it dawns on you. What about my e-mail? People will still be e-mailing me and they need to know that I'm away. No worries! All you have to do is set up a vacation message to let people know that you are away from your mail and when you will be returning. So relax, set up a vacation message, and have a good time.

Other services allow you to:

- Change your e-mail address
- Forward your e-mail
- Notify those you correspond with via e-mail about the nwu.edu domain name change (See related article, page 1.)

More information and links to NetID and E-mail Services can be found at <https://snap.it.northwestern.edu>. Questions? Please contact the NUIT Support Center at 847-491-HELP (4357) or consultant@northwestern.edu.

Featured Web site: E-mail Services

Everything You Wanted to Know About E-Mail, But Were Afraid to Ask

How do I change my password? What is a NetID, anyway? What in the world are IMAP and POP? We have these answers and more for you all in one place at NUIT's improved e-mail Web site (www.it.northwestern.edu/e-mail/index.html). This Web site was created in order to provide the answers to commonly (and not so commonly) asked questions regarding e-mail at Northwestern. Check it out, and tell us what you think at it-communications@northwestern.edu. If you need assistance, please contact the Help Desk at 847-491-HELP (4357) or e-mail consultant@northwestern.edu.

Q&A: Junk mail is driving me crazy. What can I do? Help!

We all had such high hopes for the *Controlling the Assault of Non-Solicited Pornography and Marketing Act of 2003* (CAN-SPAM Act) that President George Bush signed into law on December 16, 2003. Unfortunately, the law does very little to combat the daily flood of unwanted e-mails. Although there is no silver bullet here, the latest Eudora 6.0 e-mail client, available for download from NUIT-Services (see E-mail Services, page 5), comes with SpamWatch. On its own, SpamWatch works well as an anti-spam tool, but *you* can fine-tune it with the **Junk** and **Not Junk** commands to recognize what you do and don't consider junk mail and also set a **Junk Threshold** to help control excessive amounts of mail being junked when it should not be.

For instructions on how to implement these options, go to Eudora's site at: eudora.com/techsupport/tutorials/spamwatch.html.

For more help regarding junk e-mail, please visit the Get Control Web site at www.it.northwestern.edu/getcontrol/index.html.

NUIT Software CD Image is Now Available for Download

The NUIT Software CD Image for Winter Quarter is now available online. An image is a file containing software that you can download and burn to a CD.

Changes to the Software CD include:

- Updated Eudora for Windows from 6.0 to 6.0.1
- Updated Eudora for Macintosh from 6.0 to 6.0.2
- Updated the Intelligent Updater for Windows to contain Virus Definitions as of February 13
- Updated Symantec Norton Antivirus for Macintosh from 8.0.3 to 9.0

This file should be readable by most CD burning applications.

The file can be downloaded from the NUIT Software Installer Information Web site at: www.tss.northwestern.edu/installer/.



NORTHWESTERN
UNIVERSITY

Published by the Northwestern University
Information Technology,
NUIT Communications Department,
Technology Support Services (TSS).

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Computer Safety at Northwestern

The latest computer virus threats shouldn't leave you wondering if you're safe. All computers that access the Northwestern network must have a current version of anti-virus software installed and activated. NUIT distributes **free** Symantec Norton AntiVirus software for all faculty, staff, and students on its "Get Control" Web site at www.it.northwestern.edu/getcontrol/index.html. Once you install the software, don't forget to set "Live Update" to run on a regular basis in order to provide the latest virus protection. When the general media highlight the emergence of a new threat, we recommend that you run "Live Update" on a daily basis. This type of support can be set up using automated pull technology in your department. (See Pull Technology, page 3.)

Current virus writers are using creative methods to disguise their attacks. The recent outbreaks are designed to entice the recipient of an e-mail to open .exe, .scr, .zip or .pif attachments by using e-mail addresses or subject lines that seem to be legitimate. Once clicked upon, these attachments release a program that can allow attackers unauthorized access to the computer. If you receive an e-mail that appears to be suspicious, you should not be afraid to contact the sender to verify its legitimacy before clicking on the attachment. In most cases, deleting the infected message without opening the attachment will ensure the containment of the virus.

NUIT always has the latest information regarding network threats available on the "Get Control" Web site. In the event a computer is infected you will also find infection removal tools and other information on the site. We suggest that you bookmark this Web site in your Web browser for future reference.

For additional information or assistance with handling network threats contact your local technical support person, call the NUIT Support Center at 847-491-HELP (4357), or e-mail consultant@northwestern.edu.

