"Technology Touches You" is a quarterly e-publication of NU Information Technology (NUIT) with technology-related announcements, updates and news of interest. Here are some resources to make your digital life easier and safer.

IN THIS ISSUE:

--NUIT Support Center/Support Office
--Problems Accessing northwestern.edu from China
--NUIT Datacenter Service
--Windows Me, MacOS 9.X Support Ends
--"Get Control" Site Awarded
--Goodbye Kerberos, Hello SSL
--More News You Can Use

NUIT SUPPORT CENTER/SUPPORT OFFICE: The NUIT Information Center in Evanston and the Abbott Hall Convenience Center in Chicago have new names effective December 1, 2003. NUIT's continuous effort to better identify the central technology services it delivers to the Northwestern community has led to the name changes. The Information Center has been renamed the "NUIT Support Center," and the Abbott Hall Convenience Center has been renamed the "NUIT Support Office."

The NUIT Support Center (Kresge Hall room 1-435) provides phone and e-mail consulting on all NUIT-supported software and services. Walk-in services are available when self-service methods are unable to offer the appropriate solution to a technical inquiry.

The NUIT Support Office (Abbott Hall room 600) provides walk-in services for faculty, staff, and students on the Chicago campus when in-person consultation is required. Hours of operation are Mondays between 8:30 a.m.-12:00 noon and 1:00-5:00 p.m., or by appointment.

For NUIT software and services support for both the Evanston and Chicago campuses, please phone 1-HELP (4357), e-mail consultant@northwestern.edu, and/or seek online support through the NUIT Web site, http://www.it.northwestern.edu.

PROBLEMS ACCESSING NORTHWESTERN.EDU FROM CHINA: It has been brought to the attention of NUIT that Internet users in China are unable to send e-mail to Northwestern addresses or access the Northwestern Web site. Restricting access to northwestern.edu from China may be the intentional or unintentional result of Internet
filtering practices performed by the People's Republic of China in an attempt to block
certain Web content from being accessed by its citizens.

Although there are no solutions to this dilemma at the present time, NU is not alone.
MIT, Harvard, and other major universities are also experiencing similar filtering
problems from users in China. More detailed information and related links on this
particular subject can be found at the following Harvard Law Web site:
http://cyber.law.harvard.edu/filtering/china/.

DATACENTER SERVICE: A new file server housing and system support service for
departments and schools has been announced by NUIT. The for-fee options include
location of servers to NUIT Datacenter facilities on the Evanston or Chicago campus, and
varying levels of technical support.

Options include data backup and restore services, with backup media securely stored off-
site; and system engineer support including operating system upgrades, patches, hardware
troubleshooting, component replacement, virus definition updates, and firewall
protection. Find details and prices at
http://www.it.northwestern.edu/introductions/datacenter-lite.html.

WINDOWS ME, MAC OS 9.X SUPPORT ENDING: As previously announced, this is a
final reminder that December 31, 2003 is the cutoff date for official NUIT support of
Windows Me and MacOS 9.x.

For details, see http://www.it.northwestern.edu/transitions/end_winosme.html.

"GET CONTROL" SITE AWARDED: The Association for Communications
Technology Professionals in Higher Education (ACUTA) Web Site Recognition Task
Force selected NUIT's "Get Control" site at http://www.it.northwestern.edu/getctrl/
as an
"ACUTA Member Site to See" for the fourth quarter of 2003. Haven't visited this site in a
while? Now's a great time to learn about the latest in spam control, anti-virus software,
and more.

GOODBYE KERBEROS, HELLO SSL: In the interest of creating a more secure and
convenient e-mail environment at Northwestern, NUIT has implemented SSL (Secure
Sockets Layer) encryption technology on its main e-mail servers, and is phasing out
Kerberos, Kerberized POP (Post Office Protocol) and plain-text password processing. For
details, see http://www.it.northwestern.edu/news/archive/jul03/ssl.pdf.

NUIT recommends upgrading your e-mail software as soon as possible to assure
compatibility with SSL. Configuration instructions are available at
http://www.it.northwestern.edu/email/config/.
If you need assistance, contact your departmental tech support person or call the NUIT Help Line at 1-HELP.

MORE NEWS YOU CAN USE:

--Who do I contact with a technical question or problem? NUIT Help Line, 847-491-HELP (1-4357)

--How can I speed up off-campus access to the Northwestern network? http://www.it.northwestern.edu/dsl-and-cable/

--Where can I get tips on avoiding viruses, spam and other problems? http://www.it.northwestern.edu/getctrl/

For more NUIT news, visit our Web site at http://www.it.northwestern.edu.

Northwestern University
Information Technology

This message was sent using the NU Bulkmail service to Staff with normal priority.