

University of Cambridge Computing Service Newsletter

Number 236
April 2008

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Documentation and Courses

University of Cambridge
Computing Service
New Museums Site
Pembroke Street
Cambridge
CB2 3QH

tel: 01223 334600
fax: 01223 334679

Price £1 where sold

Diary

Monday 5 May	Service closed: no Reception, Sales or Help Desk. All services running unattended
Monday 26 May	Service closed: no Reception, Sales or Help Desk. All services running unattended
Thursday 5 June	Information Strategy and Services Syndicate meeting
Thursday 31 July	Athens passwords withdrawn
Wednesday 1 October	CUS closes down

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This edition went to press on 21 April 2008

In this edition

The Managed Web Server service has been significantly upgraded; see Mail, News and Information Services.

Hermes Webmail now provides better support for languages; see Mail, News and Information Services.

Students finishing their courses this year please see the section on cancellation of student accounts.

The Help Desk is now using new call-logging software, which will be extended to other parts of the service: see Help Desk News.

The Computing Service is renting rack space offsite, to improve the resilience of major services; see General News.

See the article on the Photographic and Illustration Service for a tailored year planner and other services.

The University web cache is to be replaced by a NAT (Network Address Translation) system; see Mail, News and Information Services.

The Computing Service and a few other Departments have now switched over to using the new IP phones; see Network News.

Changes to the CS Newsletter

With the advent of the Computing Service News Service at <http://ucsnews.csx.cam.ac.uk/>, we are currently reviewing the purpose and style of the Computing Service Newsletter. We plan to circulate those who are on the mailing list for notification of new Newsletters, and to invite comments before final decisions are made.

Gerald Foster

The Computing Service regrets to announce the death on April 2nd 2008 of Gerald Foster, Manager of the Small Systems Workstation Group. Gerald was well-known to the IT community within the University as manager of the PWF Managed Cluster Service.

The new ISSS

Information about the Information Strategy and Services Syndicate (which has taken over responsibility for the Computing Service from the IT Syndicate) is now available at <http://www.admin.cam.ac.uk/committee/iss/>

The Chair of the new Syndicate is Professor Steve Young, Engineering Department (sjy@eng.cam.ac.uk), and the Secretary (from 1 May) is Mr. Ian Troupe, Senior Assistant Registrary, Secretariat (idt21@admin.cam.ac.uk). The full membership is listed at <http://www.admin.cam.ac.uk/committee/iss/about/members.html>

Increasing the resilience of UCS services

The Computing Service has entered into an agreement with Redstone, a networking company that has a base of operations in Cambridge, to co-locate some UCS equipment in order to improve the resilience of our major services.

We are now renting 6 racks worth of space (or more relevantly 18KW of power) from them, as well as 4 diversely routed fibre pairs for networking between their data centre and the CUDN. The intention is to move the redundant half of most major services out there. A 10 Gbit connection was installed over the Easter Vacation, and servers are now being moved.

We hope to see improved resilience in some services this term; further work will take place over the summer.

General News

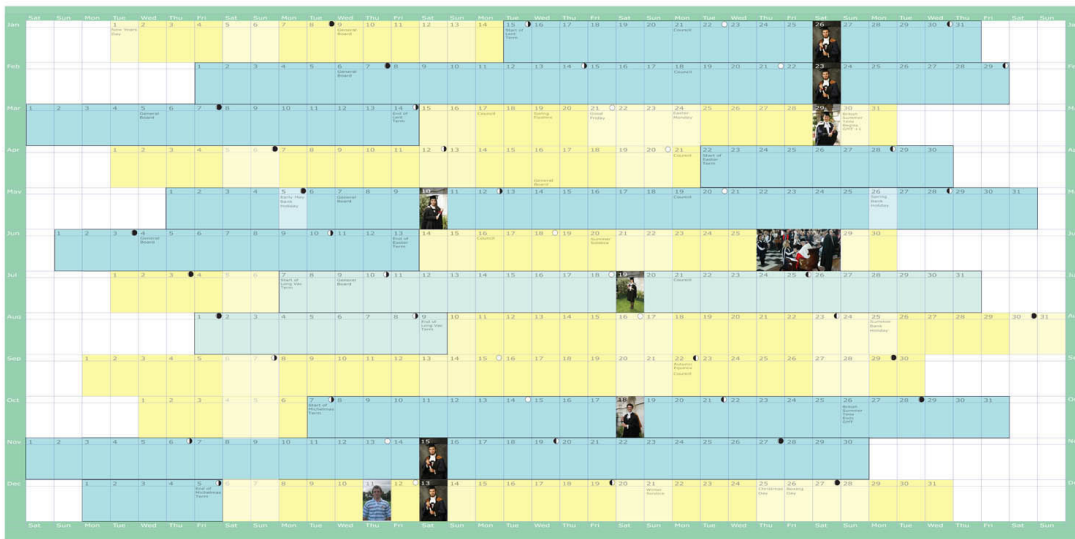
Photography and Illustration Service

Philip Ball took over the management of PandIS on 2nd January 2008, following Don Manning's move to the University Library. Philip comes from Medical Photography on the Addenbrooke's site where he was Senior Medical Artist to the Clinical School for nearly 19 years, and he looks forward to the challenge that his new position brings.

PandIS has designed a 2008 year planner, including University terms and other important dates, which can be tailored to your departmental needs and produced in short runs for the same cost as a basic off-the-shelf wall planner. Contact Philip on 34393 if you would like to see a sample.



The University of Cambridge Year Planner 2008



Photography and Illustration (PandIS) offers a range of services to staff and students of the University and Colleges. These primarily include

- Processing and/or developing of film, for prints, slides and/or CD
- The sale of graduation photographs and frames at Senate House

- The production (and design as required) of posters and other display material
- The use of a self-access copy camera suite
- Photography for occasions such as graduation days, balls, club and society events
- Hiring out of display boards

The department is open from 9am to 5pm, Monday to Friday, closing for lunch between 1 and 2pm.

Apple Store

Apple have opened a new Apple Store in the Grand Arcade. See <http://www.apple.com/uk/retail/grandarcade> for details of the support services that they provide including Genius Bar, Workshops, One to One and ProCare. Some of these services are free and some charged: they sometimes require reservations.

The prices displayed in the Apple Store are their retail prices, not their Education or HE prices. They will normally sell to educational customers at the standard education price. On production of a University card they can choose to meet the pricing of the HE contract if asked, but this is not automatic. The recommendation is to print out a proposal from the HE webstore at <http://www.apple.com/uk/education/hied> and see if the shop will then match the HE price. They will however not be able to match the 3 year extended warranty that is available from the HE webstore.

Videoconferencing

The UCS Videoconferencing Suite recently hosted fifteen pupils from Years 4 and 5 at Swavesey Village College, with their teachers. They were taking part in a multiway conference with other UK schools as part of the Festival of Social Science, the topic being sustainable food resources. The conference was technically interesting in that it included H.323 (standard IP videoconferencing) links and also bridge-links to Access Grid videoconferencing.

Backing up your files

The Hardware Support section of the Computing Service sees a regular flow of users with dead or partially-dead laptops. A number of these users report that the laptop contains their only copy of work in progress: thesis, paper or book. Some also report that

the laptop has been showing signs of trouble for weeks or months, and it still has not occurred to them to make a backup copy of their work. One recent example was an student who lost nearly two years'-worth of work; specialists quoted £800 to recover the information, but in the event were unable to recover any of it.

With the advent of USB storage devices, backup is easier than it has ever been, and takes only a few mouse-clicks. Documents or data you are actively working on need to be copied to backup devices at least once a day, depending how much time you can afford to lose having to reconstruct your changes from scratch. Backup devices need to be stored separately (i.e. not in a laptop case - laptops can be stolen). See leaflet G81: *CDs and other removable storage media* for advice on the different removable media you can use.

Another recommended method is to keep backup copies on the PWF filestore. You can connect to this from your own machine very easily; if you are a Windows or Linux user, see <http://www.cam.ac.uk/cs/pwf/cifs.html> - for a Macintosh see <http://www.cam.ac.uk/cs/pwf/macafp.html> This route doesn't work through wireless (Lapwing) at present, nor does it work from outside Cambridge. See <http://www.cam.ac.uk/cs/pwf/fsaccess.html> for alternative ways to get at your PWF filespace in these cases.

Beware of backing up so automatically after every change that you corrupt your working copy of a file and then backup the corrupt copy before realising. To avoid this problem, some people use one of the above methods for frequent backups and the other (or a second device) for a safety copy every few days.

Cancellation of student accounts

This notice is addressed to all students expected to complete their studies this summer, and describes the timetable for cancelling student accounts. Students believed to be continuing to a further course are

General News

excluded; however, the data we collect is inevitably incomplete, particularly concerning certain one-year courses. See below for what to do if you are on the cancellation list and should not be.

Students cannot keep their University computing accounts after the cancellation date below; the University's email forwarding service for alumni, set up jointly by the Development Office and Management Information Services Division, may be of interest. See <http://cantab.net/> for details.

Students affected

Cancellation date 14 July 2008:

- third and fourth year undergraduates, unless they are known to be following longer courses (e.g. clinical medicine and veterinary medicine, MML, MEng, MSci and some Oriental Studies students), or known to hold a conditional or unconditional offer of a postgraduate place in Cambridge.
- affiliated students completing their second year (entered the University in 2006)
- LLM and Part III Mathematics students
- final year clinical veterinary medicine students
- final year clinical medicine students
- single term and single year students who have completed their Cambridge course

Cancellation date 18 August 2008:

- students following one-year postgraduate courses scheduled to be completed by 31 July. This includes a number of MPhil courses and all Diploma courses.
- fourth year MET students
- PGCE students
- MPhil and one year students following later-finishing courses will be cancelled at a later date in the Michaelmas term.

On or shortly after the dates shown, all computing accounts belonging to students in the categories mentioned above will be cancelled on the PWF, Hermes, Raven, CUS, CUDN Dial-up service (Magpie) and VPDN. The students concerned will be notified by email to their @cam addresses during May 2008. Those who have applied to continue to a further degree will receive a message confirming that we are aware of their

application and that accounts will not be cancelled, as long as the application is live at the cancellation date.

Before you leave

If you are not intending to return to Cambridge next year, please clear your filespace(s) before the dates given above, first ensuring that you have copies of any files you want to keep. Also, if you have subscribed to any mailing lists, please remember to cancel the subscription before you leave.

If you will have another email address after you leave the University (for instance the cantab.net forwarding service for alumni), you are advised to set up your new account and notify your regular correspondents of your change of address soon. You may forward mail from your Cambridge account to your new account, but this will only work until the Cambridge account is cancelled. It is regretted that mail cannot be forwarded after accounts are closed. See <http://www.cam.ac.uk/cs/docs/backup.html> for how to make copies of your data to take away.

University Society computing resources

Please remember to arrange to transfer ownership of any society resources to the person who will be looking after them in the next academic year. See <http://www.cam.ac.uk/societies/socinfo/> for instructions.

Information for alumni

The following has been received from the University Development Office:

To make sure that you receive CAM, the University's alumni magazine, when you leave Cambridge please visit <http://www.foundation.cam.ac.uk/> and register your details. You will also find information on the Alumni Travel Programme, the Alumni Weekend and other benefits available to alumni on the web site.

If you are staying in Cambridge

If you are going to be away during the summer vacation, please unsubscribe or suspend mail from mailing lists; see Information Sheet IS12: *Hermes Email: Forwarding (redirection) and vacation messages*. You may also like to consult IS13: *Reading and sending email when away from Cambridge*, and see <http://www.cam.ac.uk/cs/away/> which describes actions you should consider taking before you leave Cambridge for the summer. If you are a CUS user, make sure you have moved everything you need from CUS before it closes down at the beginning of October.

If you expect to return to the University in October but are not on our list of continuing

students (and therefore receive a message warning you about cancellation), then when you receive the message about cancellation, please fill in the web form at the appropriate page:

If you have not yet finished your degree: <http://www.cam.ac.uk/cs/request/contstud.html>

If you are returning to the University for further study: <http://www.cam.ac.uk/cs/request/newpg.html>

If you are joining the University or a College as a member of staff: <http://www.cam.ac.uk/cs/request/stud2staff.html>

Help Desk News

New Help Desk software

The UCS Help Desk's new call logging software went live on 1 April. RT is an open source, multi-platform, web-accessible ticketing system which is ideal for call logging and project work. The launch came after more than a year's technical and design input from the UCS Help Desk, Unix Support and Development Group staff.

Over the medium term (summer 2008) it is expected to roll RT out across the rest of the UCS for call logging. It is hoped to widen the service to the rest of the University in some form or another during the year 2009/10. The exact form and scope of the service will depend critically on our experiences with RT internally over the remainder of this year.

Help Desk figures

The following table shows the number of calls completed by the Help Desk, together with other parts of the Computing Service, in December 2007 to February 2008. The second column shows the number of calls received that could not be answered as they concerned systems not supported by the Help Desk; those calls were referred to local support staff.

December	317	4
January	579	8
February	555	5

FAQs

The Help Desk Frequently Asked Questions can be found at <http://www.cam.ac.uk/cs/docs/faqslist.html>

The FAQs have recently been streamlined and updated.

Mail, News and Information Services

Managed Web Server

In Newsletter 233 (July 2007) we reported that work was proceeding on the upgrade for the Managed Web Server. MWS2 is now in service and we are in the process of migrating sites. Just over half the MWS sites are now on the new server. We are grateful to the webmasters of several sites who have fixed anomalies we have identified in their pages prior to migration, and also to Philosophy's webmaster who helped us solve a CGI/mail-related problem.

The new system is more maintainable and scalable than its predecessor and should last well into the future.

For further information on Managed Web Servers see <http://www.cam.ac.uk/cs/instadmin/mws/>

Status of Eudora

Users of Eudora may wish to note that Qualcomm is no longer selling or providing technical support for Eudora. The Paid mode commercial versions of Eudora are no longer available; the Sponsored mode versions of Eudora continue to be available for download. An open source version of Eudora is being developed by Mozilla and will be free of charge.

For more details see <http://www.eudora.com/>

Improvements to Hermes

We have made two significant changes to Hermes over the Easter Vacation.

Multilingual Hermes Webmail

Since it was created, the webmail service has only supported the ISO 8859 Latin-1 (Western European) repertoire of characters.

Users who needed support for languages outside that scope had to use an MUA such as Thunderbird or Outlook. In the intervening time UTF-8 has become the standard representation of the universal character set (Unicode) in network applications. The webmail service has been upgraded to use UTF-8 instead of Latin-1, so it now supports many languages including Chinese, Japanese, Greek, Russian, Arabic, Hebrew, etc.

Further increase to Hermes quotas

We have increased the standard storage quota on Hermes to 1GB. Anyone who previously had a quota less than the new limit has been upgraded.

At the same time we have increased the maximum size of an individual message from 25MB to 50MB. This allows for attachments up to about 35MB plus space for the encoding overhead. The message size limit is the same for all Hermes users. You should be aware that many other organizations on the Internet have lower limits than Cambridge, for example, Yahoo! 31MB, GMail 28MB, Hotmail 10MB. This means that while a large message may be handled without problems by our email systems, it may be rejected when they try to transfer it to another organization.

Withdrawal of old mailing list system

The old mailing list system, managed via the Hermes terminal-based menu system, has now been disabled entirely. Since January the management interface has been disabled, though the lists continued to work. This allowed us to monitor which of the remaining 1975 old-style lists were still in use. Fourteen lists were migrated to Mailman, leaving the rest to be disabled when the old system was turned off. The total number of lists managed by the new web-based Mailman service is over 4800.

Mail, News and Information Services

Changes to the web cache

The current hardware providing the web cache is nearing the end of its expected life. The UCS has considered replacing it, but feels that the needs of the University would be better met by replacing it with a more general service. When the web cache was introduced a decade ago, the University's network capacity was considerably smaller, and the cost to the University of network access was based on the quantity of transatlantic traffic. At that time the web cache reduced the charges significantly and improved browsing speed. Technology has moved on since then. Our network capacity has increased dramatically and much web content is not cacheable with the result that the cache makes very little difference to the University's total traffic or browsing speed. This, together with the increased use of private, CUDN-only IP addresses by the University, has led us to the decision to replace the web cache by a NAT (Network Address Translation) system.

A NAT system will enable machines on the CUDN to access a wider range of Internet services from private, CUDN-only IP addresses. At present, these systems must proxy through the web cache to access the outside world and are limited to web traffic.

The web cache has already been reconfigured so that it no longer caches content, though it continues to provide a proxying service, and the centrally provided configuration files have been modified so that requests from user systems with global IP addresses will go directly to their destination.

The remaining steps currently have no time estimates:

We will implement a NAT system, and further alter the centrally provided configurations so that those with CUDN-only private IP addresses (beginning with 172) are routed via the NAT system. Before finally decommissioning the web cache, we will attempt to contact all users with manually configured browsers still using the web

cache (where individually identifiable) or their computing support staff, so that they can update their configurations. Note that "browsers" includes any programs that use HTTP to download material, for example some media players and software update systems.

These changes will provide a better service to users of private CUDN-only IP addresses as described above. Apart from that, they should only affect users who have configured their browsers manually to use the web cache (rather than using the recommended automatic configuration URL at `http://www.cam.ac.uk/proxyconfig.pac` or WPAD, the "automatic configuration" method supported by some browsers). Users whose browsers do use the recommended automatic configuration URL or WPAD will be handled automatically as we modify those services appropriately.

Change to Raven

We are proposing to change the default behaviour of Raven when users who have already identified themselves go to another Raven-protected site.

Up to now, the Raven server has been configured by default to ask users before releasing their identity to each site visited. This behaviour makes it difficult to implement web applications that integrate content from multiple Raven-protected servers. We therefore propose to implement a new behaviour and to make this the default. In future, Raven's default behaviour will be to release an already-established identity without further interaction to University web sites (that is, those using URLs containing host names ending `cam.ac.uk`). For other sites Raven will still require confirmation, to prevent a user's identity being disclosed, without their knowledge or consent, to third-party web sites not operated by the University.

Users will, as at present, be able to select how they actually want Raven to behave (on a

Mail, News and Information Services

session-by-session basis, or by default). They will be able either to select the new behaviour explicitly, to select the old default of asking each time before releasing an identity, to allow their identity to be released to any site without further interaction, or to suppress Raven's 'Single Sign On' functions completely.

The new behaviour will become available during the coming months, and the change to the default behaviour will follow at a later date.

Athens passwords

Users of Athens passwords (for access to University Library electronic resources) are reminded that these will cease to work at the end of July 2008. They are replaced by Raven (supporting the Shibboleth protocol). No new Athens passwords are being issued.

Existing unexpired classic Athens accounts will continue to work until the end of July 2008, but the Library would like to encourage people using such accounts to move to Raven as soon as possible. The transition is simple and means that you need to remember fewer passwords. Further information and guidance is provided at the University Library website at: <http://www.lib.cam.ac.uk/electronicresources/athenschanges.html>

Usability testing

The Information Provision Group within the Computing Service has been carrying out usability tests for the new University pages. The group is now equipped to carry out similar tests for other sites, and has started to do this on a trial basis, having already done some work for the Fitzwilliam Museum. We envisage this running alongside a redevelopment plan for all or a discrete part of a website.

We have a limited amount of effort we can offer, but anyone within the University interested in having a study carried out for them should contact Helen.Sargan@ucs.cam.ac.uk to discuss it.

Streaming Media Service

Work has started on the next version of the SMS, which will be a fully-supported service, following the current pilot.

The throughput for jobs has been increased six fold since the pilot was launched.

Mail, News and Information Services

Condor

The Computing Service regrets the unavailability of the PWF Condor service (<http://www.cam.ac.uk/cs/compsoft/condor.html>) since the Michaelmas Term. The software is now believed to be working again, but there will be some further delay because of a shortage of power in the main server room.

Users of the system will be contacted when it is once more available.

CUS closure

Users are reminded that, as announced in previous Newsletters, the Central Unix Service will close down on 1 October 2008.

The Service has already ceased to issue new CUS accounts. All the users of the service who had not used it in the past year and who were not using it for web pages or email forwarding have been contacted and notified that their accounts would shortly be cancelled. Only three requested an extension and the others (over 250 of them) were cancelled. The remaining schedule will be as follows:

- 1 October 2008: CUS will be closed down. Email addressed to `CRSid@cus.cam.ac.uk` will be redirected to `CRSid@cam.ac.uk`, and web requests to `http://www.cus.cam.ac.uk/~CRSid/` will be redirected to `http://people.pwf.cam.ac.uk/CRSid/`
- 1 October 2010: mail and web forwarding will cease.

Mail users with `.forward` files should note that these will not be effective once CUS has closed down; the mail forwarding to `@cam` addresses after 1 October 2008 will be all-or-nothing, and any filtering will have to be done at the destination. Users will be able to request to have their forwarding turned off.

Advice on migrating from CUS has been published at <http://www.cam.ac.uk/cs/unix/cusmigration.html> and includes sections on

- Mail
- Files and filenames
- File permissions
- Personal web pages
- Unix systems and utilities
- Applications

Any CUS user who no longer needs their CUS account (and does not require any mail forwarding) should contact `ids@ucs.cam.ac.uk` asking for the account to be cancelled.

PWF passwords

As announced in the last Newsletter, changes to the password mechanisms on the PWF have now been completed, with the effect that at login on a Macintosh the PWF password is now case-sensitive, and no longer limited to eight characters. Login to the CIFS service (remote access to PWF filesystem) also treats the password as case-sensitive; login to the Windows and Linux services is unaffected.

Changes to the PWF eCredit system

Since early April, the PWF eCredit facility, like other online purchasing systems, has been required to be subject to the extra protection given by card-providers through systems such as "Verified by VISA" and "MasterCard SecureCode".

Users will see there is an additional interaction required when using PWF eCredit, due to the presentation of the card-provider's verification page.

Central Services News

PWF software for 2008-09

The requests for changes to PWF application provision for the next academic year (2008-2009), received following publication of the annual Reporter Notice in January, have been collated. There are nearly 60 requests, most being for applications to support teaching; some are cross-platform. The requests are about to be reviewed in preparation for the publication in May of the list of planned changes.

The list of planned updates will be published at <http://www.cam.ac.uk/cs/pwf/upgrades.html> by the Division of the Easter Term (21st May 2008).

The Office suite on the PWF Windows service will remain on Office 2003 for the next academic year, but provision will be made for courses on Office 2007 within Computing Service public rooms.

Unix Support mirror additions

The Unix Support mirror <http://www-uxsup.csx.cam.ac.uk/nfs-server/> has added Centos (<http://www.centos.org/>) and Scientific Linux (<https://www.scientificlinux.org/>) to the set of Internet resources that are mirrors locally. Access to these should be significantly faster than from other mirrors on the internet.

Network News

Netnews

As previously announced, the Netnews service closed down on April 7th 2008.

Telephone Replacement Project

As announced in previous Newsletters, the University Telephone Network (UTN) is being replaced. The central components of the new system have now been installed, configured and tested, and system acceptance testing has been completed.

The first live users (the University Computing Service) were switched over to the new system in mid-March, and rollout to user Departments and Colleges is now under way.

At the time of writing (11 April), four user Departments are on the new system, with a total of 374 handsets; it is intended that at least 25 Departments will be completed by the end of June. A number of Departments and Colleges already have scheduled dates for rollout, and others are being encouraged to commit to dates from May onwards. So far the transition has been smooth and feedback from the early adopters has been good.

The Progress Report made by the Computing Service to the ISSS in March 2008 included the following items not covered elsewhere in this or earlier Newsletters:

Institution Strategy

A portal for University and College IT staff giving access to a number of peer support tools has been made available

Networks and Small Systems

The Service has selected the Cisco 3560G-24PS as the new institutional Point-of-Presence (PoP) switches. These will be accompanied by a Redundant Power Supply (RPS) unit and Uninterruptible Power Supply (UPS) for resilience.

Over the coming year or so, all existing PoP switches will be replaced with this new equipment and connections to the CUDN upgraded to 1Gbit/s where possible. The core of the CUDN will be upgraded to support the additional redundant links to institutional PoP switches. In addition, a new Quality of Service model across the CUDN will be gradually implemented to better support VoIP and other potential QoS requirements. Also, the backbone of the CUDN will be reconfigured to support more optimal traffic flows, better support for IPv6 deployments and handle additional resilience. The annual maintenance charges for this improved provision will necessarily have to rise to support this increased provision to departments and Colleges.

The University's ingress traffic from JANET / Eastnet is peaking near its link speed of 1Gbit/s. A second 1Gbit/s link will be brought on-line in the coming months and traffic balanced across them.

A new wireless delivery system has been purchased as the Lapwing service moves from a Cisco product to an Aruba product. The advantage of the new system is in increased resilience and a much better management system to enable future growth across the University. The UCS will be making an effort to seed Institutions with wireless access points at various high-impact locations across the University and its colleges to accelerate the growth of the service.

Currently there are 43 Institutions using the service.

It is proposed that the PWF Managed Cluster charges for the period 1 August 2008 to 31 July 2009 be increased by 3% on the this year's charges. The rise is necessary for the coming year to help cover increased overhead costs resulting from recent pay increases and the effects of the grading assimilation exercise.

Payments for print credit totalling about £30,000 per year are being made using the PWF eCredit system, which enables online payment by debit or credit card and depends on the MISD eSales hub.

Unix Systems

A considerable amount of time has been taken this last two months working for the University's Web Review. The designer's proposals have needed to be translated in to the Mason components required for content on the main web server. Similar amounts of work have been required to integrate their plans with the (commercial, black box) search engine.

The on-line University map (which is the master data source for CUP's printed edition) has been brought up to date.

Another major web development has been the integration of Raven and the University house style into the popular bulletin board system phpBB v3. An early version of this was adopted by MISD's web team for their use. This has been released to the Cambridge IT community as news of its development led to widespread interest. The Service's plans are to integrate it with Lookup.

The DSpace system continues to be the largest DSpace repository in the world. The project has now refilled the Dspace developer position and extensive work has been done on a web services interface, vastly improved logging and fixing many of the more serious bugs. Work has now started on integrating Raven (and ultimately Shibboleth) authentication into DSpace to avoid having to maintain yet another user account system.

PWF Condor, unfortunately, remains switched off pending availability of extra current and cooling in the Service's central machine room.

Technical User Support

The post-Michaelmas period has been particularly busy for Hardware Support. A large number of repairs and data recovery jobs

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were carried out on PC and Apple Mac laptops and desktops for students across the Colleges. External hard disk drives are increasingly used as data backup devices, and had failed for some owners, making the need for data recovery essential.

The AVA facilities in the Phoenix Teaching Room have been revamped: the room now boasts two interactive panels (monitors with electronic whiteboard capability) which it is expected will considerably enhance presentations and demonstrations.

As a measure to reduce network traffic, a new dedicated Macintosh Software Update Server is in pilot with the UCS. This is intended for eventual deployment more widely within the University.

User Services

A great deal of work has gone into producing draft University webpages for comment using the proposed new templates.

Sales, Documentation and Courses

Performance Figures

Percentage of orders completed, in working days:

	< 5	5-10	10-15	15-20	>20
Dec	94.7%	2.3%	2.0%	1.0%	0.0%
Jan	98.1%	1.1%	0.4%	0.4%	0.0%
Feb	97.0%	2.0%	0.8%	0.2%	0.0%
March	99.2%	0.8%	0.0%	0.0%	0.0%

Products

Available now:

Microsoft Exchange Server Enterprise 2007
Microsoft Exchange Server Standard 2007
Microsoft Office 2008/MacOS X
Microsoft Visual Studio Pro 2008

Available shortly:

Origin Pro 8/Windows
ESRI ArcGIS 9.3/Windows
Hummingbird eXceed 2008/Windows (with Connectivity Secure Shell 2008)
Microsoft SharePoint Designer 2007

Leaflets

The following leaflets have been updated since the last Newsletter:

U5 Thirty useful Unix commands
IS45 The Lapwing wireless service

Courses

Computing Service courses are free to current members of staff and students of the University. All details are available at <http://www.cam.ac.uk/cs/courses/> There is also an additional software training programme for departmental support staff, administered by the Staff Development Office - see <http://www.admin.cam.ac.uk/offices/personnel/staffdev/computing/> for details.

The most convenient way to register for Computing Service courses is to complete the booking form on the Web at <http://www.cam.ac.uk/cs/courses/> Apart from being more efficient to process, an advantage to using this method of booking is that it is possible to check the availability of places. If it is not possible to book via the Web, please email course-admin@ucs.cam.ac.uk, ring (3)34662 or come to Computing Service Reception.

If necessary, please cancel your booking, preferably via the Web or else by email or phone, giving as much notice as possible. This is important as it enables the place to be allocated to someone else, and avoids waste of resources.

Contact points

Director of the Computing Service	Director@ucs.cam.ac.uk (334702)
Course Bookings	Course-Admin@ucs.cam.ac.uk (334662)
DNS Registrations	Hostmaster@ucs.cam.ac.uk
Data Protection Act (DPA) registration	Help-Desk@ucs.cam.ac.uk (334681)
Documentation	Documentation@ucs.cam.ac.uk
Electronic Mail Administration	Mail-Support@ucs.cam.ac.uk
Electronic Mail Information (addressing problems)	Postmaster@ucs.cam.ac.uk
Hardware Support	Hardware-Support@ucs.cam.ac.uk (334610)
Help Desk	Help-Desk@ucs.cam.ac.uk (334681)
Information Service (World Wide Web)	Webmaster@ucs.cam.ac.uk
Institution Liaison	Institution-Liaison@ucs.cam.ac.uk (336060)
IP Registration	IP-Register@ucs.cam.ac.uk
Macintosh Support	Mac-Support@ucs.cam.ac.uk
Managed Web server	webserver-admin@ucs.cam.ac.uk
MIMAS national dataset service	Joe.Gluza@ucs.cam.ac.uk (334701)
Network Support	Network-Support@ucs.cam.ac.uk
Network faults	331899
Newsletter editor	Newsletter-editor@ucs.cam.ac.uk
Newsletter notification of new issues	Newsletter-circ@ucs.cam.ac.uk
Operations Staff	Operator@ucs.cam.ac.uk
Photographic and Illustration Service	pandis@ucs.cam.ac.uk (334390)
Reception	Reception@ucs.cam.ac.uk (334600)
Sales	Sales@ucs.cam.ac.uk (334695)
Secretarial Staff	Secretary@ucs.cam.ac.uk
Security reports	cert@cam.ac.uk
Sidgwick Computing Facility	335029
Small institution support	small-inst-support@ucs.cam.ac.uk
Speech-assisted computing	voice-support@ucs.cam.ac.uk
TCP/IP network address allocation	IP-Register@ucs.cam.ac.uk
Unix Support	Unix-Support@ucs.cam.ac.uk (334728)
Usenet News Administration	Newsmaster@ucs.cam.ac.uk
User Administration	User-Admin@ucs.cam.ac.uk (334680)
User Library	User-Librarian@ucs.cam.ac.uk
Web Support	web-support@ucs.cam.ac.uk
Windows Support	NT-Support@ucs.cam.ac.uk
WWW server administration	Webmaster@ucs.cam.ac.uk
Suggestions and announcements	Usenet Newsgroups ucam.comp-serv.announce, ucam.comp-serv.suggest, ucam.cus.suggest, ucam.pwf.suggest
Computing Service News Service	http://ucsnews.csx.cam.ac.uk/

This newsletter, and back issues, are available on the World Wide Web (including a PDF copy for printing) at URL <http://www.cam.ac.uk/cs/newsletter/>. If you wish to be notified by email when a new Newsletter is published, send email to newsletter-circ@ucs.cam.ac.uk, giving your name and the email address to which you want notification to be sent.