

/Update

Northeast Regional Data Center

May 2003

NERDC Welcomes Tim Fitzpatrick as New Director

TIM Fitzpatrick joined NERDC on March 31 as the data center's new director. He is only the third person to hold that post in the past three decades.

Fitzpatrick comes to the data center from the Twin Cities campus of the University of Minnesota. His experiences as Deputy CIO for Technology Infrastructure Operations had him directing Enterprise System Projects (similar to the ERP/Bridges project now at UF), e-mail, authentication, directory, data network and telephones.

"I am pleased to be here. There are many exciting computing and networking initiatives in progress here at UF, including the ERP system. I hope I can hit the ground running and help to focus the data center's attention to these important initiatives," Fitzpatrick said.

He worked for 14 years in various positions at UM, including Cross-Project Integration Manager and Technical Infrastructure sub-Project manager for the PeopleSoft-powered Enterprise System Project, Interim Assistant Vice President for UM Central Computing Operations, Director of Planning and Architecture and others.

Even though recently he's been in Minnesota, he's no stranger to Florida or warmer climates. Fitzpatrick received his Bachelor of Arts from the University of California, Los Angeles in Mathematics and grew up in Miami.

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Tim Fitzpatrick, NERDC's newest director, stands in front of the sign welcoming him to the data center.

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"We are very fortunate to have Mr. Fitzpatrick join our Office of Information Technology and the University of Florida. He comes with the high quality experience, exceptional skills, and perspective necessary to manage computing and network services at a major research university. Tim will play a key role in the large team of UF IT professionals charged with providing state-of-the-art information technology services to our faculty, students and staff," said Dr. Chuck Frazier, vice provost for Information Technology at UF.

Welcome back to Florida, Tim!
And welcome to NERDC! □

"Tim will play a key role in the large team of UF IT professionals charged with providing state-of-the-art information technology services to our faculty, students and staff."

—Dr. Chuck Frazier,
vice provost for Information
Technology at UF

Training

NETg Courses See Rise in Usage

MORE UF students, faculty, and staff have been accessing the online computing courses from NETg. These courses, which are funded by UF Academic Affairs, allow those at UF the opportunity to increase their Information Technology IQ in topics that cover the gamut from Microsoft Office applications to eCommerce and C++ programming without cost to the end user. Since the courses are online, they are easy to access.

The number of registered NETg course users has increased from 1,621 during the 2000-2001 fiscal year to 1,883 in the 2001-2002 fiscal year. This represents a 16 percent increase.

During the past two fiscal years, there has also been an increase in specific course offerings. When NETg courses were initiated here, we had 491 courses. That number grew to 524 during FY00-01 and then increased to 802 courses in FY01-02.

These figures do not include usage of copies of the courses, which are distributed via the UF Software CD or UF Professor Raymond Issa's usage. Issa, director of Graduate and Distance Education Programs at the M.E. Rinker Sr. School of Building Construction, maintains his own server which has about 20 courses loaded on it.

These courses are free, convenient, and easy to use. All you need to get started is your GatorLink ID and password. Go to <http://netg.ufl.edu> to begin learning with NETg. □

UF Bridges

New Reporting Tools and Data Warehouse To Be Introduced This Summer

UF Bridges will be introducing new reporting tools and a new data warehouse this summer. Reporting tools from Cognos (www.cognos.com) will be used to access a new data warehouse.



The data warehouse will contain data from existing legacy systems, including human resource data, financial data and student data. Authorized users will be able to use Cognos tools to produce pre-packaged reports as well as to define new ones.

Cognos Impromptu Web Reports is a Web-based reporting tool. Using a standard Web browser, users will be able to select reports and make PDF files which can then be stored for future use, downloaded, and/or printed. Users can customize their reports to get the data they need.

Cognos PowerPlay is a Web-based analytic tool for viewing and summarizing data. Using PowerPlay, users will be able to “slice and dice” data, creating summaries, graphics and reports.

Impromptu Web Reports and Cognos PowerPlay will be available through myUFL (<http://my.ufl.edu>), the new university Web portal, which debuted on March 31. Once logged in using GatorLink, authorized users will be able to select Cognos Tools and use Impromptu Web Reports and Cognos PowerPlay from the portal.

Training on these new tools and the data warehouse will be available in July and the tools and warehouse will be available in August.

Cognos is part of an overall reporting strategy. The strategy is described in a white paper available at the UF Bridges Web site (see below). Using the warehouse and the new tools, many more people can get access to the data they need to make decisions and manage their resources.

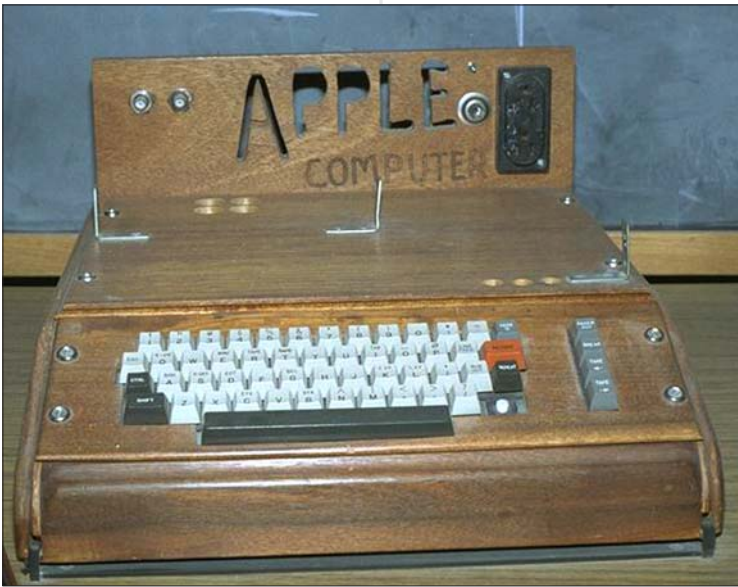
Other tools in the reporting strategy include PeopleSoft’s Enterprise Performance Management (EPM) product. EPM provides many summaries of PeopleSoft transactional data in the financial, human resource and student systems. As these systems are brought on-line in 2004 and beyond, EPM will be used in addition to Cognos to generate reports. As with Cognos, EPM will be accessed through the portal following logon with a GatorLink username and password. Authorization can be done by role, eliminating many of the current procedures for making specific requests to access specific data. Users can be pre-authorized by role to access appropriate subsets and summaries of data.

An Advisory User Council has been created to develop recommendations for UF Bridges regarding these tools and the data warehouse. You can learn more about the work of this group by visiting the UF Bridges Web site at www.bridges.ufl.edu/auc-epm. □

History

Computing History, 1975-1980: The Advent of the Personal Computer

IN the last half of the 1970s, the idea of the home computer as strictly a toy for the electronic hobbyist began to fall by the wayside as thousands began to buy the non-kit machines produced by Apple, Radio Shack, and Commodore. This budding infrastructure of home-based machines offered fertile ground for the seedling Internet in the decade to follow.



1976: Steve Wozniak and Steve Jobs formed the Apple Computer Company and began to sell personal computers, also known as microcomputers. Radio Shack and Commodore sold their own versions. Radio Shack's TRS-80s outsold the competition, representing 50% of the personal computer market. Commodore was second, followed by Apple.

1979: Software Arts, Inc., released VisiCalc, the first commercial spreadsheet program for personal computers. VisiCalc is generally credited as being the program that paved the way for the personal computer in the business world. That same year, MicroPro International introduced WordStar, the first commercially successful word-processing program for personal computers.

1980: IBM chose Microsoft (co-founded by Bill Gates and Paul Allen) to provide the operating system for its upcoming PC, then under wraps as top secret "Project Acorn." The Commodore VIC-20 edged out rival models from Apple and Radio Shack to become the first million-seller model in the history of computer industry. It had 5 Kb RAM, BASIC in ROM, color display, a modem interface, and sold for about \$300.

Steve Wozniak and Steve Jobs showed the prototype Apple I at a meeting of a local computer hobbyist group in Palo Alto, California. A local computer dealer saw it and ordered 100 units. About 200 Apple Is were built and sold over a 10-month period, for the superstitious price of \$666.66.

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Meanwhile, at UF

Personal computers were all the rage, but mainframes were still the backbone of the computing industry, at UF and elsewhere.

- 1976**
 - A 4th megabyte of memory was added to the /165.
 - SWAP was installed to provide interactive processing (/EXEC).
 - 1200-baud modems were installed.
 - The College of Fine Arts was established.

- 1977**
 - The /165 was replaced by an Amdahl 470/V6 (2.2 MIPS).
 - The 1401 system was removed.
 - Tape drives were upgraded to support 6250 bpi.

- 1978**
 - Facilities were added to produce Computer Output Microfiche (COM).
 - The Operating system was converted from MVT to MVS.
 - /*RELAY services were announced to allow jobs to be submitted from one data center and run at another.
 - The Florida Computer Crimes Act was passed.
 - The College of Arts & Sciences and University College merged to form the College of Liberal Arts and Sciences.

- 1979**
 - The 3330 disks were replaced by 3350s (625 mb/unit).

- 1980**
 - NERDC's Front Office, Accounting, and User Services staffs moved temporarily to Peabody Hall so the SSRB could be renovated.
 - The NERDC Policy Board began approving minicomputers for terminal data centers to support distributed data processing.

Sources:

<http://www.nerdc.ufl.edu/info-services/history>

<http://www.dbbs.gr/dbbs/pclhistory.html>

<http://mbinfo.digitalrice.com/1976-80.htm>

[http://web.uflib.ufl.edu/spec/archome/
Timeline.htm](http://web.uflib.ufl.edu/spec/archome/Timeline.htm)

[http://inventors.about.com/library/weekly/
aa121598.htm](http://inventors.about.com/library/weekly/aa121598.htm)

[http://inventors.about.com/library/inventors/
blapcomputer.htm](http://inventors.about.com/library/inventors/blapcomputer.htm) □

Training

Peer2Peer Workshop Discusses UF Web Portal, Directory, Other Topics



Training Manager Bryan Garey, UF Division of Human Resources, discussed the Computer Challenge during the March 25 Peer2Peer session.

THE UF IT community is packed with talented people who know their stuff. The Peer2Peer training session on March 25, 2003, turned out to be a great showcase for that knowledge. The relaxed afternoon of seminars, sponsored by the Information Technology Training Committee, provided updates on the UF Web Portal, the UF Directory, the Computer Challenge series, and secure installation of IT resources. This was the third in an ongoing series of peer training to supplement vendor-sponsored training in an effort to share knowledge and to reduce travel and other costs.

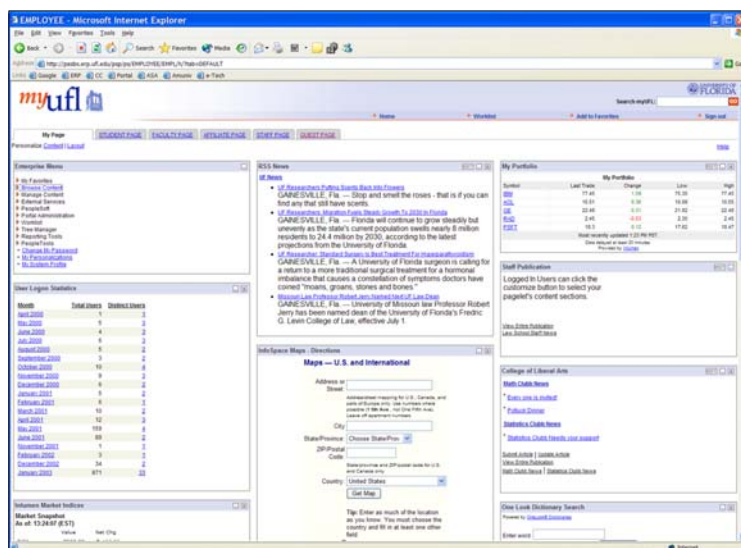
For complete information on these sessions, see <http://www.it.ufl.edu/training/peer2peer>, or e-mail it-training@lists.ufl.edu.

Director of Data Infrastructure Dr. Michael Conlon spoke about the new UF Web Portal (<http://my.ufl.edu>), which launched on March 31 as one of the first parts of the UF Bridges implementation. The portal will facilitate communication about university events and provide a single point of entry to university Web-based services, using GatorLink authentication. For additional information about the portal see <http://www.erp.ufl.edu/portal>.

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Director of Data Infrastructure Dr. Michael Conlon demonstrated the new UF Web Portal (<http://my.ufl.edu>). An example of the UF Web Portal page is shown.



Directory Administrators Warren Curry and Karen Navitsky talked to the group about the UF Directory Project. Curry explained that the design of the Directory emphasizes a single source of data to support UF applications such as registration, vendors, payroll, travel and student finance. This presentation covered an update on the people, systems and software, as well as benefits of the new UF Directory. For more information, see www.it.ufl.edu/projects/directory.

Jordan K. Wiens, UF Network Incident Response Team, offered ways to secure new computers. With the introduction of worms like Nimda and Code-Red to the Internet, Wiens said, compromises of network resources have begun to occur extremely rapidly. Depending on the vulnerability, it is common to see compromises within minutes of connecting the machine to a network or the Internet. Wiens presented best practices for secure installation of IT resources, recommendations meant to guide the IT worker through the process of securing new hosts and services before, during, and after installation. For additional information, see <http://net-services.ufl.edu/security/admins/build.shtml>.



IT Training Coordinator Vicki Kitts-Turner oversaw the Peer2Peer event.



About 80 UF faculty and staff members attended the March 25, 2003, Peer2Peer workshop sessions.

Charges

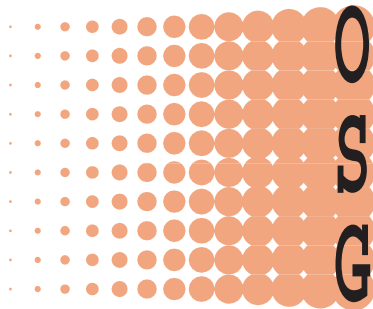
NERDC Lowers Rates as of April 1, 2003

EFFECTIVE April 1, 2003, NERDC rates will be reduced for selected CPU, memory, and disk storage charges. Vice Provost for Information Technologies Dr. Chuck Frazier has approved these reductions due to recent capacity and demand conditions related to the UF Directory conversion project and to ERP (Enterprise Resource Planning) preparation. Each reduced charge listed below represents a general 25 percent price decrease (with the actual number being rounded to three decimal places). The rate reductions are listed by NERDC service.

<u>SERVICE</u>	<u>OLD RATE</u>	<u>NEW RATE</u>
AIX/6000 (NERSP) CPU	\$0.07/second	\$0.053/second
Batch (OS/390-Class A) CPU	\$0.83/second	\$0.623/second
Disk I/O	0.10 per 1000	0.075 per 1000
CICS/ESA CPU	\$0.93/second	\$0.698/second
Disk I/O	0.22 per 1000	0.165 per 1000
Memory use	0.014/2K byte-minute	0.011/2K byte-minute
DB2 CPU	\$0.93/second	\$0.698/second
Disk I/O	0.05 per 1000	0.038 per 1000
TSO CPU	\$0.83/second	\$0.623/second
Disk I/O	0.10 per 1000	0.075 per 1000

We are happy to pass these savings on to you and hope that they will help you meet your computing needs. If you have any questions about these changes in NERDC rates, please call Dr. Dick Elnicki, NERDC associate director at (352) 392-2061, SUNCOM 622-2061, or write him at dicke@ufl.edu. □

AS many of you know, we have experienced intermittent problems with the GatorLink mail server recently. During this time, we have worked closely with our vendor to try various suggested solutions to increase GatorLink's reliability. While progress was made, it was determined that it would be best to approach the problem differently.



The Open Systems Group is currently working on a major upgrade to the UF GatorLink mail service. This upgrade will replace the single, existing server with two IBM P630 servers. Each of these servers has four CPUs and runs at 1.4GHz with 8GB of RAM, representing a significant increase in speed and other resources. The new servers will run AIX 5.2, making GatorLink the first UF service to be deployed on this latest version of the AIX (IBM's UNIX)

operating system.

Another feature of this upgrade is that the servers will be configured to use the CYRUS IMAP Aggregator software. CYRUS is the name of the mail server packages we use that were developed at Carnegie Mellon University.

The CYRUS IMAP Aggregator is commonly referred to as a "murder of IMAP servers." The Cyrus Web page notes that, "It sounded cool for crows so we decided to use it for IMAP servers as well." The superstition that inspired this term is that a flock of crows would punish (murder) offending group members to protect the group's physical integrity and continuity.

IMAP Aggregator distributes mailboxes across multiple servers to improve performance, storage and availability issues. At the same time, end users see a single entry point to the system, or one large virtual IMAP server. And, when a server failure does occur, only a portion of the system will be "down."

For GatorLink, this means that if a server fails, only the mailboxes on the failed server will be unavailable. Mailboxes that reside on the functioning server(s) will continue to be available. This is a definite improvement over the entire system shutting down. Unfortunately, there is currently not a way to propagate all mailboxes over all servers so that server malfunctions could be transparent. Other high-availability features will be investigated as funding becomes available.

At this time, our schedule includes configuring the software for the new system, running some initial tests to make sure all of the system components are available and working, running load tests, and beginning the move of mailboxes and related resources to the new servers. Please watch for a NERDC News item announcing the availability of this GatorLink service upgrade. □

Q&A

Just Ask the Consultants

How do I Allow Someone Outside to Send Mail to my LISTSERV List?

Q I am an owner of a LISTSERV list. I would like this list to remain private but would like to allow one or more individuals that are not members of the list to be able to post messages to the list but not receive messages from the list. What is the best way to do this?

In reading the LISTSERV Owner's manual (lists.ufl.edu), I noticed that it is allowable to use a literal with the send keyword. For example: Send=joe@foo.bar.com. Should I add send keywords to the header for each member of the list and as many additional send keywords as I need for outside people I want to be able to post to the list to solve my problem? Thank you. (TK)

A There are several ways to accomplish what you want to do. You can choose the method that you think will work best for you.

Method 1:

You can add these people to your list and set their privileges to **NOMAIL**. As members, they would be able to post to the list and they would be able to use the **REVIEW** command to see the list header and the membership list. They would not receive mail once you set them to **NOMAIL**. You can do this from the Web management interface.

Method 2:

You can make your list a moderated list and make every list member an editor. List members would be able to post to the list without approval; non-listmembers' posts would be sent to the editor for approval.

```
Send=Editor, Hold
```

```
Editor=joe@foo.bar.com, (listname-1)
```

If messages were sent to you (or whomever is assigned as editor) that you did not wish to approve, you would just delete them.

Method 3:

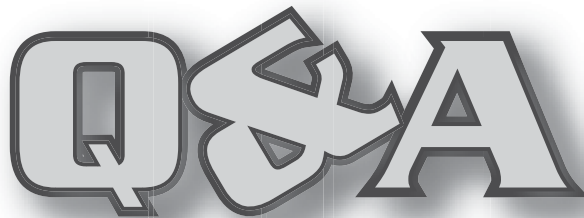
Or, you can just add **Send=user@address** lines for the individuals you want to be able to post to the list. This would be in addition to the **Send=Private** that allows all list members to post.

```
Send=Private
```

```
Send=joe1@foo.bar.com
```

```
Send=joe2@foo.bar.com
```

I hope this information helps. (tlvh)



What is the DD Command in Bulk LISTSERV Commands?

Q What is the DD command in bulk LISTSERV commands? I'm trying to add a number of users to my LISTSERV list via the e-mail bulk method. I'm not very UNIX savvy, and I would like to know what the DD command is, if it is necessary, and what it does. (HW)

A When you send a bulk command to add or delete users from a LISTSERV, you are actually sending a batch job to the server. You are bundling a group of commands to be processed. The system needs instructions about your job and how to run it.

```
ADD listname DD=ddname PW=yourpassword
//ddname DD *
userid1@host1.com
userid2@host2.com
...more users, one per line...
useridn@hostn.com
/*
```

The **DD** construct performs this function by telling the system what to expect. It stands for data definition.

Normally, the **ADD** and **DELETE** commands are one-line commands and take only one argument (one subscriber's info). When we want to expand the use of the **ADD** or **DELETE** command, we must provide more information.

In the first line, **DD=ddname** tells the system that more than one name will be added or deleted. It says to look for the list of names the next time the word **ddname** appears. This is a variable for which you substitute a value. For example, you could substitute **MYDD** or you could substitute **SOUP** for your ddname.

In the second line, the repetition of the **ddname** (in this case, **MYDD** or **SOUP**) signals to the system that the data (list of names) is about to follow. Then the **DD** keyword says that we are defining the data to be acted upon and the ***** tells the system that the list starts "here."

The list of names follows with one name and address per line. At the end of the list, a **/*** indicates the end of the list.

Please let us know if we can help you further. (tlvh)



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University of Florida
Northeast Regional
Data Center



112 Bryant Space Sciences Research Building
Post Office Box 112050
Gainesville, FL 32611-2050
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Systems

Homepage, Hardware & Dial-Up

NERDC Home Page

<http://www.nerdc.ufl.edu>

Computer Systems

NERDC operates an IBM 9672-R46 with z/OS and JES2. NERDC also operates an IBM RS/6000 SP running AIX/6000, and a Scalable POWER Parallel Switch.

UF Computing Help Desk

<http://helpdesk.ufl.edu> • helpdesk@ufl.edu • (352) 392-HELP
E520 CSE

UNF Computing Help Desk

<http://www.unf.edu/compserv/helpdesk> • helpdesk@unf.edu •
(904) 620-3898

FACTS Help Desk

factshelp@admin.usf.edu

NERDC Support Desk

consult@lists.ufl.edu • (352) 392-2061

NERDC System Status Hotline

(352) 392-6775

Dial-Up Computing/

Internet Access Phone Numbers

v.90 (56K), dial **955-0056** (8,1,N)
For more information: <http://www.nerdc.ufl.edu/dialup>

Hours of Operation

<http://www.nerdc.ufl.edu/hours>

Directory

Who's who at NERDC

NERDC Administrative Offices

(352) 392-2061

Contacts by function/area:

<http://www.nerdc.ufl.edu/contacts>

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