



D u k e U n i v e r s i t y

The Glove Box News

A bulletin from the Office of Information Technology
Vol. 11, No. 9, May 2005

OIT Help Desk

Call 684-2200 or visit us in 02 Bryan Center.

Hours	Mon-Thurs	8 AM to 7 PM
	Friday	8 AM to 5 PM
	Saturday	CLOSED
	Sunday	3 PM to 7 PM

Home page	www.oit.duke.edu/helpdesk
Self help	www.dunk.duke.edu
Online help	www.dunk.duke.edu/submit
Virus info.	www.oit.duke.edu/virus
Software	www.oit.duke.edu/site
Remote access	www.oit.duke.edu/remot_access
Svc. updates	www.oit.duke.edu/helpdesk/service

IT Security Office

Web www.security.duke.edu

E-mail
Report harassment, port scans or other network abuse to security@duke.edu.

Duke Video & Cable TV (DTV)

Web dtv.oit.duke.edu

DTV service:	
Department service	684-3689
Student service	684-2200
DTV Repairs	684-8020
Videoconferencing	684-3748

Duke Telephone Services

Web oit.duke.edu/oit/phone.html

Department service:	
Telephone service	684-3689
Cellular/paging svc.	684-2337
Student service	684-2200
Repair	684-8020
Teleconferencing	385-2663

Other Duke IT Resources

Computer Store	684-8956 www.dukestores.duke.edu/cpustore/
Computer Repair	684-6760 cpufix@acpub.duke.edu
Ctr for Instructional Technology (CIT)	660-5806 cit.duke.edu

About the Glove Box News

The Glove Box News is produced by the Office of Information Technology as a service to the Duke community. Archived copies are available at www.oit.duke.edu/glovebox.

To comment, correct, suggest

Please send comments, corrections, and suggestions for future articles and announcements to Editor, *Glove Box News*, Box 104106, Durham, NC 27708 or send e-mail to glovebox@duke.edu.

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Update on university VPN client, Mac OS X Tiger

Compatibility issue

If you are a Macintosh user who also uses the university virtual private network (VPN) client (currently version 4.6.00.0045) or the Health System VPN, do not upgrade your operating system to Mac OS X Tiger (version 10.4) or your VPN client will not function. OIT Network Services is working with Cisco Systems, Inc. (the VPN client author) to obtain a fix for the compatibility issue.

Tiger distribution

If you would like to upgrade to Tiger, the OIT Site License Office is distributing the software for Duke-owned computers only. To order Tiger through the Site License Office, visit <http://www.oit.duke.edu/site/software/apple.html>.

Two new Web sites available for Macintosh users

A collaboration of Macintosh system administrators, known as the Duke Mac Group, and OIT have created a forum for sharing Macintosh-specific information with the Duke community via two new Web sites that went live in April. Mac@Duke (<http://macintosh.duke.edu>) and MacAdmin@Duke (<http://macintosh.duke.edu/admin>) offer Macintosh-specific resources for general Macintosh users as well as for Duke system administrators. Both sites are community driven, relying on input and content from users who visit them.

Mac@Duke Web site resources include applications and tools, documentation, scripts, and links to related sites like the Duke Macintosh Users Group (Duke MUG), Linux@Duke, and more.

A special feature of the site is Funkintosh which highlights a specific application of Macintosh computers and software at Duke University and Health System. The current Funkintosh feature is the Human Simulation and Patient Safety Center which uses Macs to capture and record data as well

as simulate various patient conditions. The featured group or user in the Funkintosh section changes every two weeks.

The MacAdmin@Duke site is limited to systems administrators and uses NetID authentication. The site features additional information and resources not meant for the general public, such as software and system images, packages, configuration files, and other system-related documentation. Limiting the site to system administrators provides a method of distribution for specially licensed software and proprietary information through the site.

If you are a Macintosh system administrator and you would like access to the site, send a request to macadmin@duke.edu.

Duke News & Communications launches new Web site, incorporates CMS

The newly redesigned Duke News & Communications Web site (www.dukenews.duke.edu) launched in April is the first live pilot project for DukeWeb, Duke's new Content Management System (CMS).

Visitors to the site can search for news in more than 25 categories and can then request really simple syndication (RSS) feeds of the information to their own Web site. RSS lets Internet users read content on one Web site that is generated on another Web site. For example, the Duke News site RSS feeds can be viewed on many Duke sites as a "news ticker" with a particular subject like research news or police news.

OWS continues development of the CMS with work on the second pilot, which includes 20 template sites for Student Affairs and its subdivisions, and is assessing opportunities for general availability of the tool.

Duke print and bulk mail services discontinued

On April 14, Duke announced the operation of internal printing and bulk mail services through the Duke Publications Group (DPG) would cease May 13, 2005.

The decision came after an 18-month review that identified factors affecting DPG's ability to operate effectively. These included the combination of a competitive local market for DPG-type services, increased financial pressures, and changing service needs of Duke University.

Duke is using contracted vendors to provide print services to existing customers. If you have any questions, call 382-7000 and ask for either William Blackburn or Sandra Hayes.

Campus map project showcased

Duke students, faculty, and staff attended a presentation April 20 featuring a new online map of the university campus. Seven seniors enrolled in the Information Science + Information Studies (ISIS) certificate program Research Capstone class built the dynamically drawn, database-driven map complete with zooming and printing capabilities. Map detail includes parking, driving, walking, and facilities information in addition to building footprints and roads.

The ISIS class is an opportunity for students to participate in a simulated technology startup company. The student-directed, group project course, consists of an interdisciplinary team of students who proposed, designed, and built a new technology prototype in the form of the online map. The team worked with Facilities Management, Real Estate Administration, and other groups to acquire the base map and other data, and in only 12 weeks they presented

the finished map, which has the potential of being used for future projects at Duke.

View the ISIS 200 map prototype at <http://dev.jhfc.duke.edu/map/site.php>.

Cut spam this summer: set DukeMail filtering options before you leave campus

If you use DukeMail, Duke's central e-mail system (username@duke.edu), you can set mail filtering preferences to define how suspected spam is handled. Suspected spam is flagged as e-mail passes through Duke's main post office while it is scanned for viruses and suspicious content. Your filtering preferences can reduce the amount of spam that ends up in your in box.

To view or change your e-mail filtering preferences, visit www.duke.edu/online. Under **E-mail services** select **Filter your e-mail**.

E-mail filtering preferences apply only to your DukeMail account. If you use Lotus Notes or departmental e-mail systems, such as those with username@law.duke.edu, or username@div.duke.edu, check with your mail administrator about filtering preferences available in these systems.

Linux to replace Solaris in computer labs

This summer, Academic Technology Services (ATS) is replacing Sun Solaris computers, available in public computing labs at Duke University, with computers running the Linux operating system. Several SunSparc 10s and SunBlade 2000s running Solaris

version 8 will be replaced by Dell systems running a version of Centos in five labs.

The change was driven by technical considerations as well as the growing popularity of Linux and the rising availability of commercial software available for the platform.

For more information about the Solaris to Linux replacement, send e-mail to linuxconversion@duke.edu.

Departmental directory update coming in June

Requests for updating departmental listings in the online directory will be sent in mid June to each department contact. If you're responsible for your department listings, now is a good time to review the directory information at www.duke.edu/deptdir/.

If you want to make changes to the departmental listings in the online directory, go to www.duke.edu/online and click **Change your directory listing**. You will need to authenticate with your NetID and password then click **Departmental listings**.

Glove Box News moving to electronic format

This is the last issue of *Glove Box News* for the 04-05 academic year. It is also the last issue of *Glove Box News* to be printed and mailed by OIT. Beginning in the fall 2005 semester, OIT will be providing the Duke community with information technology news via the *OIT Inbox*, a new online publication currently in development. More details will be coming in the months ahead.

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