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**TODAY'S CARTOON**



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## Campus Computing News

### **jove.acs.unt.edu FQDN to be Retired**

By [Dr. Philip Baczewski](#), Associate Director of Academic Computing

**I**t's time to close a chapter in UNT Internet history. Jove.acs.unt.edu was the first generally accessible Internet-connected computer at UNT. Jove operated from 1993 to 2002. When we finally shut down [jove](#) in May of 2002, we continued to accept mail to the jove.acs.unt.edu address, even though all IDs at that point had a unt.edu alias and routed instead to eaglemail.unt.edu.

After two years, we are still receiving tens of thousands of E-mail messages per day for jove.acs.unt.edu, many of which (possibly 90% or more) are either SPAM and/or addressed to obsolete IDs. As a way to cut down on SPAM sent to UNT and to finalize use of the jove fully qualified domain name (FQDN), plans are to stop accepting E-mail for the jove FQDN as of September 1, 2004.

For one month, we will deny acceptance of E-mail addressed to jove.acs.unt.edu with an automated reply to use <ID>@unt.edu instead. As of October 1, the jove.acs.unt.edu FQDN will be totally eliminated and any attempts to send E-mail to a jove address will fail.

If you are still receiving mail addressed to an ID at jove.acs.unt.edu, please change any mailing list subscriptions or notify your E-mail correspondents to use <ID>@unt.edu instead. If you have questions or comments about the jove.acs.unt.edu FQDN, please direct them to me via E-mail ([baczewski@unt.edu](mailto:baczewski@unt.edu)).

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## Summer Hours

By [Claudia Lynch](#), Benchmarks Online Editor

Following are the hours for Computing Center-managed facilities for Summer I & II (May 31-August 6) and beyond. All staff offices will maintain their normal hours during this time. Additionally:

- **Print Services** will maintain their normal hours.
- The [Helpdesk](#) will be **open their normal hours**.
- The **ACS General Access Lab** (ISB 110):

### May 31 - August 6:

Monday - Thursday: 9 am - 9:45 pm

Friday & Saturday: 9 am - 7 pm

Sunday: 1 pm - 9:45 pm

### Special Closings

Sunday July 4: **Closed**

## Hours for Other Campus Facilities

### General Access Labs

- [WILLIS](#):

### May 31 - August 6:

Open 24hrs/day

### August 6-8:

August 6 - Close at 5:50 p.m.

August 7 - 9 a.m. to 5:50 p.m.

August 8 - **Closed**

### August 9-26:

Monday - Friday: 8 a.m. to 5:50 p.m.

Saturday and Sunday: **Closed**

### August 27-29:

August 27 - 8 a.m. to 1:50 p.m.

August 28 - 9 a.m. to 5:50 p.m.

August 29 - Open at 1 p.m. and return to 24 Hour Schedule.

- [SLIS](#):

**May 31 - August 6:**

Monday - Thursday: 8 a.m. - 11 p.m.

Friday & Saturday: 8 a.m. - 10 p.m.

Sunday: Noon - 10 p.m.

**Exceptions/Special Closings**

Semester Break, August 7 - 15: **Closed**

Monday, August 16 - Sunday, August 22: 10 a.m. - 8 p.m.

- [MUSIC:](#)

**May 31 - August 6:**

Monday - Thursday: 8 a.m. - 9 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: 10 a.m. - 5 p.m.

Sunday: 1 - 10 p.m.

**Special Closings**

Sunday July 4: **Closed**

Semester Break: August 7 - 29

- [SCS:](#)

**May 31 - August 6:**

Monday - Thursday: 8 a.m. - 10 p.m.

Friday & Saturday: 8 a.m. - 5 p.m.

Sunday: Noon - 10 p.m.

**Special Closings**

Semester Break: August 7 - 22

- [SOVA:](#)

**May 31 - August 6:**

Monday-Thursday: 10 a.m. - 10 p.m.

Friday: 10 a.m. - 5 p.m.

Saturday: 10 a.m. - 5 p.m.

Sunday: 1 p.m. - 10 p.m.

**Exceptions/Special Closings**

Saturday July 3, Sunday July 4: **Closed**

Semester Break: August 7 - 22: **Closed**

- [COE:](#)

**May 31 - August 6:**

Monday-Thursday: 7 a.m. - Midnight

Friday: 7 a.m. - 6 p.m.

Saturday: Noon - 8 p.m.

Sunday: **Closed**

- [COBA:](#)

**May 31 - August 6:**

Monday-Thursday: 8 a.m. - 11:50 p.m.

Friday-Saturday: 8 a.m. - 7:50 p.m.

Sunday: Noon - 11:50 p.m.

**Exceptions:**

Friday July 2: 8 a.m. - 4:00 p.m.

Saturday July 3, Sunday July 4: **Closed**

Friday, August 6: 8 a.m. 4 p.m.

Saturday August 7 - Sunday August 29: **Closed**

• **CAS:**

**GAB 330:**

**May 31 - August 6:**

Monday - Thursday: 8 a.m. - Midnight

Friday: 8 a.m. - 5 p.m.

Saturday: Noon - 8 p.m.

Sunday: Noon - Midnight

**Special Closings**

Sunday July 4

Semester Break: August 7 - 22

**GAB 550:**

**May 31 - August 6:**

Monday - Thursday: 8 a.m. - 5 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: **Closed**

Sunday: **Closed**

**Special Closings**

Sunday July 4

Semester Break: August 7 - 22

**Terrill 220:**

**May 31 - August 6:**

Monday - Thursday: 8 a.m. - 8 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: **Closed**

Sunday: **Closed**

### **Special Closings**

Semester Break: August 7 - 22

- **Wooten 120:**

**May 31 - August 6:**

Monday - Thursday: 8 a.m. - 10 p.m.

Friday: 8 a.m. - 5 p.m.

Saturday: **Closed**

Sunday: **Closed**

### **Special Closings**

Semester Break: August 7 - 22

- **UNT Dallas Campus- 155A**

**May 31 - August 6:**

Monday - Thursday: 8:30 a.m. - 10 p.m.

Friday: 8:30 a.m. - 6 p.m.

Saturday: 9 a.m. - 5 p.m.

Sunday: **Closed**

- **Engineering General Access Lab ([englab@unt.edu](mailto:englab@unt.edu), Research Park, B129, 891-6733)**

**May 31 - August 6:**

Monday - Thursday: 9 a.m. - 5 p.m.

Friday: **Closed**

Saturday: **Closed**

Sunday: **Closed**

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## EIS News

By [Cathy Gonzalez](#), EIS Training/Computing Administration Manager

### Load Testing During July 2004

One important phase of the EIS project is the system load testing that is being conducted during the month of July. Since EIS is expected to support thousands of users across multiple environments, all system components must be adequately tested for system, user, and network scalability before fall 2004 Student Registration conducted in EIS. The goal for EIS is to deliver 99.9 percent uptime and availability (besides scheduled maintenance windows) in the face of both unpredictable user loads and a never-ending stream of product patches and upgrades.

The tool selected to conduct load testing is Mercury LoadRunner. LoadRunner is a recognized industry-standard performance testing product for predicting system behavior and performance. LoadRunner emulates hundreds or thousands of concurrent users to put EIS through the demands of real-life user loads. Scripts are created using EIS specific data in consultation with functional users and system developers. After the first load test period, the data is analyzed, and changes are made to the system based on the findings. A second load test is then conducted to verify the new changes solve any deficits noted.

The first load test was conducted the first weekend in July. Two significant changes made the week of July 5 are added processor power to the Database server and the addition of another Application server. The second phase of load testing will take place July 10. The final analysis will give EIS technical staff an accurate picture of end-to-end system performance. The primary load test goals are to verify EIS meets specified performance requirements in addition to identifying and eliminating performance bottlenecks.

Questions regarding the load testing should be directed to Robert Jones, Computing and Information Technology Center.

### EIS Training Update

The training effort for the implementation of EIS and the my.unt.edu portal has been and continues to be a major undertaking. All the training coordinators and training coaches both at UNT and HSC deserve credit for the tremendous effort that goes into producing a quality training program. The dedication to excellence and hours of preparation of these often "unsung" heroes of the



project has been very inspiring to witness.

I have compiled a summary of the EIS training effort through the end of May 2004. The numbers in the summary will give you a better understanding what it takes to train faculty and staff for a project of this magnitude. Click [here](#) to see the summary file.

## **EIS Training Schedule**

### **Electronic Procurement (ePro) Training Classes**

The following dates have been set for training. Note there are two classes given on each date - an Approver's class and an ePro Coordinator's class. Please e-mail Traci Carter at [tcarter@unt.edu](mailto:tcarter@unt.edu), indicating the date you plan to attend and for which class. Because seats are limited, please respond early to assure a spot in the training session of your choice.

\*\*\* All classes will be conducted in the Gateway Center, Room 52.

### **EPro Coordinator Class Dates/Times**

- July 20 - 8:00 AM to 12:00 Noon
- July 27 - 1:00 PM to 5:00 PM
- Aug 03 - 8:00 AM to 12:00 Noon
- Aug 10 - 1:00 PM to 5:00 PM
- Aug 17 - 8:00 AM to 12:00 Noon
- Aug 26 - 1:00 PM to 5:00 PM

### **Approver's Class Dates/Times**

- July 20 - 2:00 PM to 3:00 PM
- July 27 - 10:00 AM to 11:00 AM
- Aug 03 - 2:00 PM to 3:00 PM
- Aug 10 - 10:00 AM to 11:00 AM
- Aug 17 - 2:00 PM to 3:00 PM
- Aug 26 - 10:00 AM to 11:00 AM

### **Timekeeper Training**

All Timekeeper Training sessions are held in ESSC 152 from 9:00am-Noon. You can register online (<https://home.unt.edu/hr/training/treg.htm>) or by calling (940) 565-4246.

### **Timekeeper Session Dates**

- Wednesday, Aug 11
- Wednesday, Sept 8
- Wednesday, Oct 6
- Wednesday, Nov 3
- Wednesday, Dec 1

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## Writing in Water

By [Duane Gustavus](#), UNIX Research Analyst

The promise of technology has always been double-edged. Implicit in the power to acquire and manipulate ever more information at the click of a mouse is the power to decimate a career's worth of data just as easily. In every computer-dominated discipline are tragic tales of the person who lost irreplaceable data, a freshly completed dissertation or critical spreadsheet due to "computer failure". Closer to home, most of us have lost a piece of E-mail or maybe a URL or address we now want. At times like these, the need for backups is not a bone of contention, but it is still often the case that a useful copy of the missing data is simply not available.

Given that situation, you might presume that a discussion of the value of backups is unnecessary; one must simply have them. While I agree, statements like this are rather like unfunded federal mandates; they assume the only relevant question is desirability, and thus avoid entirely the thorny issues of implementability which are, of course, at the root the problem. Let's pretend we're not the federal government, and are therefore willing to examine some of those icky implementation details.

### When you assume . . .

Perhaps you feel that implementation issues are only for technical folks; that you may assume your backup requirements are already adequately addressed because you once heard the phrase "you are backed up". I certainly have no intention of questioning the competence of your support group, but would ask you to consider who values your data most highly? Who actually owns your data (we are a State institution remember)? Where will the inconvenience (or worse) fall if your data are irrecoverable? Is it possible that something you don't know about backups might bring grief, more specifically avoidable grief? Stick with me a few paragraphs and see if you don't at least come up with some useful questions concerning the persistence of your notoriously ephemeral digital data.

### A backup Q&A

The first question to ask should be "Is my system being backed up?". If the answer to this question is no, then I hope you have no reason to consider the system "your" computer. This is not a question of property ownership, but rather the observation that any computer you can access should serve you equally well because there should be no hint of personalization on the system. When the current machine dies, you can conveniently move to another one. If, on the other hand, you do have some reason to prefer one computer over others,

perhaps it is time to consider how you will recover what makes it uniquely valuable when it breaks. If you don't have access to a departmental backup service (or perhaps, as I will strongly hint later, even if you do), you might consider accepting the ultimate responsibility for your own data. Forgive me if this proposal sounds a bit radical.

If you answered in the affirmative to the first question, the next useful question would be "What is on the backups?". For instance, is that vital piece of E-mail you just read on backups? Possibly, but more probably the answer is "Not yet." Any backup policy has a window of exposure to loss of new data that is at least the period of time it takes to make the backup. In most cases, the exposure window is considerably longer than that because the facility must service several users in rotation. In addition, backups read virtually the entire disk, and so thrash the system quite a bit while they run, degrading interactive performance noticeably and possibly chewing up significant chunks of precious network bandwidth. For these reasons, at UNT most backups are made during the wee hours of the morning when users are few, and there is less contention for network bandwidth. In other words, that vital piece of E-mail is probably not on backups until the next day. If you accidentally remove it before then (through no fault of your own of course), it is probably gone.

Given these niggling details, however, my vital E-mail is on backups in the next day or so, right?" Perhaps, if the E-mail is stored in one of the areas on a system that is backed up. That's right; not all the disk space on every system is backed up. While you may not be aware of it, many systems are configured to have "scratch" areas on them which are intended for temporary storage of temporary data; other areas are assumed to be static where data never changes. It is quite common to avoid backing these areas up in order to reduce the burden on the backup systems. While you are probably not greatly concerned about burdening the backup hardware, the reality is that the folks who manage it have to be.

This is a recipe for real tragedy, but an example of those implementation details referred to above. There is no argument that an optimal backup strategy would store every bit of data the instant it appears in perpetuity, but that is rather like saying world peace can be achieved if everybody would stop shooting and just be nice to each other. These "solutions" ignore the axiomatic principal of competition for limited resources. This does not render them less desirable as goals, but serves to focus our attention on the compromises required by our current context.

## **What does "backup" mean, anyway?**

To further roil already muddy waters, the term backup is subject to interpretations which are rarely compared for commonality. To most users a backup system means if you lose a file, be it vital E-mail or the results of your latest three-month calculation, it can be restored to pristine condition rapidly and with a minimum of hassle. That is, after all, what backups are for isn't it? Well, kind of. To your system administrator, backups are what will be used to restore your system if there are problems. In other words, a snapshot of the disk drive which will be used to rebuild the entire system after catastrophic failures, which are generally rare occurrences. It may seem that while these goals are a little different, they both require restoring data from backups, so in reality the same solution fits both requirements equally well.

Consider that the files on your computer system will number in the thousands to tens of thousands, including files that are years old to the ones you made yesterday (the ones you made today will not be on backups remember). If your system is backed up nightly, there will have been hundreds of copies made of some of the files; if the file was static, all copies will be the same, but if you changed things, there might well be many versions of that file, all using the same name. To restore the single version you want, your support folks will have to know precisely where on the file system that file was located, exactly what it's name was and the last date (to the day) that it was on the system before it disappeared. Remember, you are probably asking them to wade through hundreds of thousands of files, quite possibly millions (you share the backup system with other users whose files are on the same backup). Given the size of the job, it will not seem unreasonable to them to expect you to know exactly what you want.

Certainly, not all file restores are this complicated, but the point is the required resolution of information to retrieve the file you need may exceed your knowledge of it. Contrast this with the system administrator's use of backups when they need to rebuild your system. They only need to know the name of the system, and will recover everything from the latest snapshot they have. These two modes of use are often differentiated as backup systems and archive systems. Backup systems are optimized for recovery at the system level. Archive systems are optimized for recovery at the file level. Why aren't all systems designed for archive purposes since entire systems could be recovered file at a time? As you might expect, archive systems are much more complicated and expensive (they must check the haystack straw at a time to find your needle, and it's a really big haystack). Therefore, archive systems generally require special purpose hardware, high density removable storage media and specially trained personnel.

## Archive Systems

Take, for example, the CITC archive system. It is comprised of two tape silos which contain six tape drives each and robotic arms to move tape cartridges to and from the drives as needed. The library of tapes used in rotation for backups contains 300 volumes, and services 200 hosts nightly with an average data flow in the range of 5 terabytes weekly. If the required tape is in the library and a tape drive available (i.e. not busy doing backups), this system can access a specific file from it's backlog of two to three weeks worth of files in a matter of minutes to a few tens of minutes. The hardware and software costs for such a system (not including the costs of a machine room environment in which it can operate) will scare \$500,000 dollars.

Currently there are approximately 12,000 hosts on the UNT network (the number is quite dynamic). You won't need statistics help you realize that a similar archive system for that many hosts would be difficult to fund. The College of Arts and Sciences Computing Support Services group takes a different approach to backups. They provide a "network drive" (a convenient way of mapping disk space from another machine into a drive letter on your Windows machine) to which you copy files you want backed up. They then take care of making tape backups of the server system that actually contains your copied data. [Go to <http://www.cas.unt.edu/committees/cc/policies/backup/> to learn more about this implementation.]

Other areas no doubt have similar services optimized to their context. The vital point here is not which type of implementation is best, but rather that implementations differ, so *you must query your network manager to understand the specifics of the available services.*

## **What strategies can a single user deploy to "backup the backups"?**

Given this volume of data, complexity of technology and division of labor between management domains, what strategies can a single user deploy to "backup the backups" and perhaps be able to sleep at night? In most cases, redundancy is your friend. When the library at Alexandria was burned to the ground by religious zealots, many important texts were irretrievably lost, now known only by their acknowledgement in texts that survived. The ones that survived were most often copies of the originals made painfully by amanuenses, a task even then unpalatable enough that it was generally accomplished only through an act of pious devotion. Copies are the thing.

If you are fortunate enough to have access to multiple networked computers, you could copy important files from one system to the other. This form of backup is especially useful for single files (that vital piece of E-mail). Your computer probably has (or certainly could have at moderate cost) a removable medium storage device. In olden times there was the floppy disk; you can amuse young people by descriptions of this precarious device, answering questions like "Why was it called a disc when it was square?" or "Why was it called a floppy when it was rigid?". Currently the writable CD-ROM is the backup medium of choice. You can store ~700 megabytes of data for up to a few years with reasonable success on these devices. The CD-R is cheap (currently about a quarter a piece in bulk quantities), ubiquitous, reasonably rugged and an international standard (ISO-9660) that can cross boundaries between operating systems and different vendor hardware.

Most operating environments have applications that make "burning" a CD simple enough for anyone concerned about their data to employ successfully. If you are unwilling to expend the effort to learn how to use such an application, perhaps you have an assistant who will not find the chore unapproachable (the use of an amanuensis historically led to errors creeping into the text unbeknownst to the author, but them's the breaks). Despite the RIAA's insistence that the public is not trustworthy enough to have access to technology that can easily and cheaply make perfect copies of digital information, you will rest much easier if you can take a CD copy home with you to store off-site in a safe place. If the data is irreplaceable, make a few and spread them around in case the zealots storm your offices.

There are other media which can be used for backup purposes that may be better adapted to your situation. If a proprietary format is employed, provided by a limited number of suppliers, you should be aware of "bit rot". Large data management operations like NASA have rooms full of 6250 BPI round tapes full of data. If you don't know what one of these looks like, check out a 1960's vintage science fiction movie where an evil computer is the villain represented as panels of blinking lights and a row of drives the size of your average refrigerator on which tapes spin malevolently from time to time. Much of the

data gathered from the early satellite programs is stored on this type of media. While we expended huge amounts of effort to collect this data, some of it will doubtless be lost because the tapes are reaching end-of-life, and the tape devices have become difficult to come by. I have a bookshelf on one wall of my home occupied by 33 1/3 rpm albums which I can no longer play; you can probably still buy a cassette tape drive somewhere, but your eight track tapes are information storage detritus.

Maintaining access to your data will sooner or later depend on the ability to copy it to a newer storage medium. If you cannot do this cheaply and easily, and the "content providers" are trying to convince Congress that only "pirates" require this ability, your data will be exposed to the ravages of technological decay. The best bet is the most open, common format available; at all costs avoid coolness, avoid cutting edge, avoid new and improved, avoid proprietary. You need to be able to make lots of copies of the fruits of your labor cheaply and easily, and propagate those copies to the extent you feel the probability of loss is overwhelmed by your favorite end-of-the world scenario.

Finally, I should mention that redundancy has a dark side. In point of fact, security and redundancy are at odds with each other. The more copies of anything to be secured, the bigger the job becomes. Often the increased security risk is considered acceptable to obtain the decreased probability of loss, but not always. You are the only one that can make this call. In addition, multiple copies of data which are not identical can lead to the problem of determining which is the "real" copy. Version control systems are beyond the scope of this discussion, but are of great importance if your methodology involves successive refinement (developing software or writing documents for instance).

## **Postscript: "What did he say? What did he say?"**

My editorial review board opined that a succinct summary of this advice might be useful if not particularly engaging:

- 1) Information is perishable; digital information doubly so.
- 2) Accept ultimate responsibility for your own data.
- 3) Make copies of all critical data.
- 4) In most cases, the more copies the better.
- 5) The best copies are trivially portable between computers.

See "[Safeguarding Research Data](#)" in this issue of *Benchmarks Online* for further information on this topic.

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## Safeguarding Research Data

By [Dr. Philip Baczewski](#), Associate Director of Academic Computing

A June 2004 [report](#) from the Texas State Auditor's Office (SAO) concluded that higher education institutions should do more to protect research data. The findings of their report included the following observation:

Security of research data at the institutions we audited was inconsistent and sometimes inadequate. Although we identified instances in which research data was very well protected, we identified inconsistent security measures at each of the three institutions we audited that expose other research data to the risk of loss or misuse. This could significantly impede researchers' progress or, ultimately, result in the loss of research funding.

The report goes on to detail data losses due to inadequate backup and disaster recovery, as well as productivity losses resulting from the introduction of a computer worm via a laptop computer attached to the campus network.

### Hazards to research data

Hazards to research data fall into three categories: loss of data because of inadequate backup can impede completion of a research project and possibly result in a loss of intellectual property which could be patented and licensed for commercial development; unauthorized access to research data can result in the violation of research participants' privacy or in the theft of intellectual property; operational interference to computer systems (virus or worm outbreaks, or inadequate disaster recovery) can delay or prevent completion of funded projects or impede delivery of research related services.

The SAO audit report offers the following recommendations to safeguard research data.

Institutions should:

Establish and enforce a policy regarding sharing data stored on individual workstation hard drives. If users are permitted to share data on their hard drives, institutions should instruct them on how to share this data securely. Institutions should also consider conducting regular scans to identify instances in which users are sharing their hard drives to monitor compliance with established policies.

Ensure that users are made aware of the importance of securing their workstations and servers by changing default accounts and ensuring that all accounts have passwords.

Where possible, ensure that password policies for research departments are

strengthened to follow the Department of Information Resources' guidelines for length, complexity, reuse, and aging.

Ensure that server administrators review security logs.

Where possible and appropriate, ensure that workstations use password-protected screen savers when users are away from their workstations.

UNT has a number of policies which support the achievement of the standards recommended above. The "[University of North Texas Computer Use Policy](#)" defines standards for password management and system access security. The "[UNT Information Resources Security Policy](#)" provides guidelines for controlling access to information resources and preserving data integrity.

Policies on their own, however, will not secure systems or data, so it is necessary for both the central technical departments and the researcher to take actions to protect research data. Research systems managed by ACS are backed up for purposes of disaster recovery, with a three-week retention period on backed-up files. Backups happen once per day and are not intended as an archive. Data archiving remains the responsibility of the individual researcher (for more about backups, see "[Writing in Water](#)" in this issue of *Benchmarks Online*).

## What is being done?

The Computing and Information Technology Center (CITC) Security Team does regular scans of the campus network to identify vulnerable systems which could compromise the security or operation of the campus network. It is particularly important that users of MS Windows workstations protect not only their UNT-owned systems, but their personally-owned systems as well, since data is often share between them both. The CITC provides access to current versions of virus protection software to campus as well as personal systems. More information can be found at the UNT Virus [Webpage](#).

Practices are being developed to enforce use of more secure password strings and password aging for central systems, especially those which use an EUID and enterprise password for login. Those practices will be phased in during the Fall 2004 semester, but in the mean time, it is important for researchers to use secure passwords which are not names or dictionary words. In addition the College of Arts and Sciences has begun using password-protected screen savers on their College-supported Windows systems.

If you are managing your own workstation, it is important to keep up with application of security updates. Windows, Mac OS, and most Linux distributions have methods for downloading and applying the latest updates. Unpatched systems have historically been most vulnerable to the compromise or loss of data.

***While the CITC provides support and guidelines for safeguarding data, it is ultimately the responsibility of the individual researcher to safeguard their data.*** Research data should be backed up and archived at its primary storage location, which is usually the faculty research workstation. But backup of data is not the only responsibility of researchers. Being mindful of password and operational security issues will promote a computing environment which safeguards data and ensures continuity of the research process.



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## Check Out the CBT Website for all Your Online Training Needs

By [Dr. Elizabeth Hinkle-Turner](#), Student Computing Services Manager

Our CBT Website - <http://www.unt.edu/cbt/> has been completely updated to showcase online training solutions for faculty, staff, and students at UNT. Also provided is a direct link to the [CBT Login Page](#). Please note that on the homepage of the Website are links to all the tutorials for using Microsoft e-learning, SkillPort, and KnowledgeNet.



## Welcome to Computer-Based Training at UNT!

This is the home of the new website for computer-based training at the University of North Texas. Click on the links below for information and tutorials about the new services and to login to these elearning resources:

### Faculty and Staff - [Go to](#)

<http://www.unt.edu/benchmarks/archives/2004/february04/cbt.htm> to learn about accessing Windows and Office Training from Microsoft. (description and tutorial)

### Faculty, Staff, Students - [Go to](#)

<http://www.unt.edu/benchmarks/archives/2004/may04/skillport.htm> to learn about accessing Skillsoft's online training in UNIX, Linux, Adobe, and Macromedia products. (description and tutorial and training table of contents). An ADA-compliant version of this information is found at <http://www.unt.edu/cbt/ada/adanewskillssoft.html>.

### Faculty, Staff, Students - [Go to](#)

<http://www.unt.edu/benchmarks/archives/2004/june04/cbtupdate.htm> to learn more about Knowledgenet's online training in Microsoft Windows and Office products. This article also describes the new logon procedure and the software and hardware requirements for all the online training. (description and tutorial - ADA compliant)

### [Login to Knowledgenet and Skillport at](https://cbt.acs.unt.edu/logon.htm)

[https://cbt.acs.unt.edu/logon.htm"](https://cbt.acs.unt.edu/logon.htm)

### Hardware and Software Requirements for Skillport and Knowledgenet:

Skillport - Windows 2000 or XP; Internet Explorer 5.x-and-above (does not work with any other browsers); Flash 7

Knowledgenet - Certified to work with Windows 2000 or XP; Internet Explorer 5.x-and-above or Netscape 7.x; Flash 7. We have also found that it seems to work fine with Macintosh OS 9.x or OS X and Internet Explorer and Netscape (Flash 7) and also (!) on Linux workstations with Mozilla 1.6 (Flash 7). *Knowledgenet's Flash implementation seems to be a bit of a CPU hog. Please report any problems/errors to the cbt administrator (listed below).*

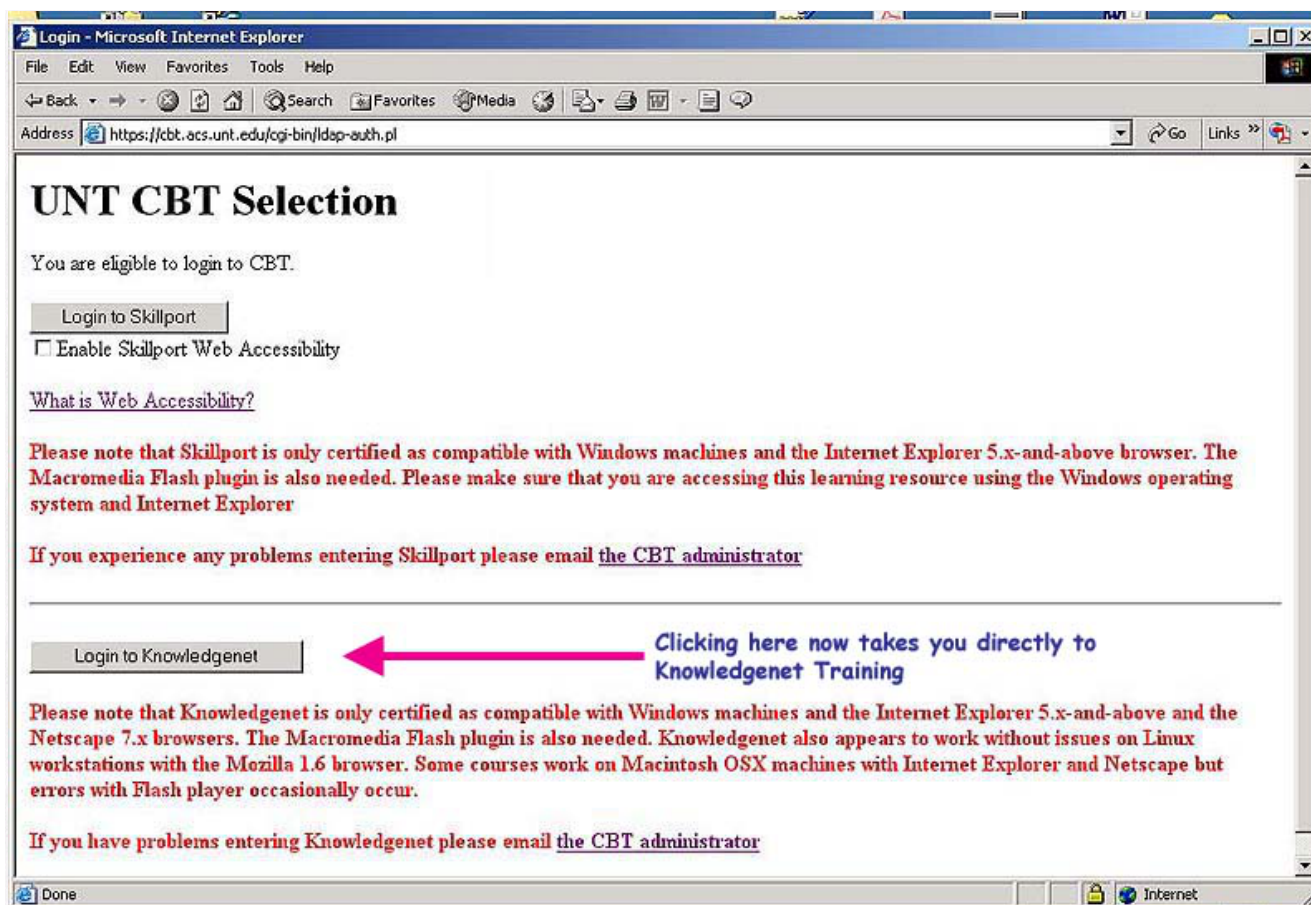
**Questions or Problems** - Email the cbt administrator (Elizabeth Hinkle-Turner) at [ehinkle@unt.edu](mailto:ehinkle@unt.edu) or call her at 940-565-4808.

*The CBT Homepage with links to software tutorials and the CBT Login Page*

## Update on KnowledgeNet Login procedures

My brilliant supervisor Dr. Philip Baczewski (brown nose...brown nose...) devised a workaround so that now clicking on the "Login to KnowledgeNet" button now takes you directly to the KnowledgeNet training (it now works like the SkillPort login). So, you no longer need to contact me for temporary login passwords to KnowledgeNet - the login is now seamless. Thanks Philip!





Remember, SkillPort provides all university training for Adobe and Macromedia products as well as lessons in Linux and UNIX administration and Oracle database structures and applications. KnowledgeNet provides training in all Microsoft operating system and Office products. If you have questions or comments about computer-based training at UNT, please email me at [chinkle@unt.edu](mailto:chinkle@unt.edu).

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maincontent

## Today's Cartoon

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"THERE'S NO MULTIMEDIA, NO WIRELESS TECHNOLOGY, NOTHING DIGITAL. THESE DAYS I EXPECT MORE FROM A PIZZA!"

From "Today's Cartoon by Randy Glasbergen", posted with special permission. For many more cartoons, please visit [www.glasbergen.com](http://www.glasbergen.com).

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## Network Connection

By [Dr. Philip Baczewski](#), Associate Director of Academic Computing

### No Will to Fight SPAM

For eight days in June and July 2004, UNT tried another experiment in SPAM prevention. Well, it was more like an experiment in the denial of SPAM, but it turns out that denial has another meaning.

From June 29 until July 7, UNT employed one of the more stringent measures that can be used to deny acceptance of SPAM E-mail. We enforced the SMTP standard (at least part of it.) [RFC821](#) defines the Simple Mail Transfer Protocol. It provides the methodology used by all systems on the Internet to transfer E-mail. The first message exchanged when opening an E-mail transfer session is to transmit the "HELO" command. As RFC821 defines it, "HELO <domain> . . . may be interpreted as saying 'Hello, I am <domain>'". The purpose of the HELO command is "to ensure that the hosts are communicating with the hosts they think they are."

Of course, SPAMmers don't want you to know what host from which they are communicating, so often SPAM message transmission starts with a HELO command and a non-existent domain. During the eight day period, the UNT mail exchange systems checked the value of the HELO domain and rejected acceptance of the E-mail message if the domain provided did not exist. Whether or not the domain provided was the originating domain or not was not checked -- just whether or not it existed.

Now, you would think that "legitimate" mail servers would have no problem providing you a legitimate domain which represents their Internet presence. You would be wrong. It turns out that lots of E-mail transmitted for legitimate business purposes comes from mail servers which are not configured to honor RFC821. Most of the problems probably come from poorly configured software or software which does not support good configuration. Either someone has just filled in a arbitrary value in their E-mail transfer configuration or the software is taking some arbitrary value such as the machine name or machine IP (which may be on a private network or such).

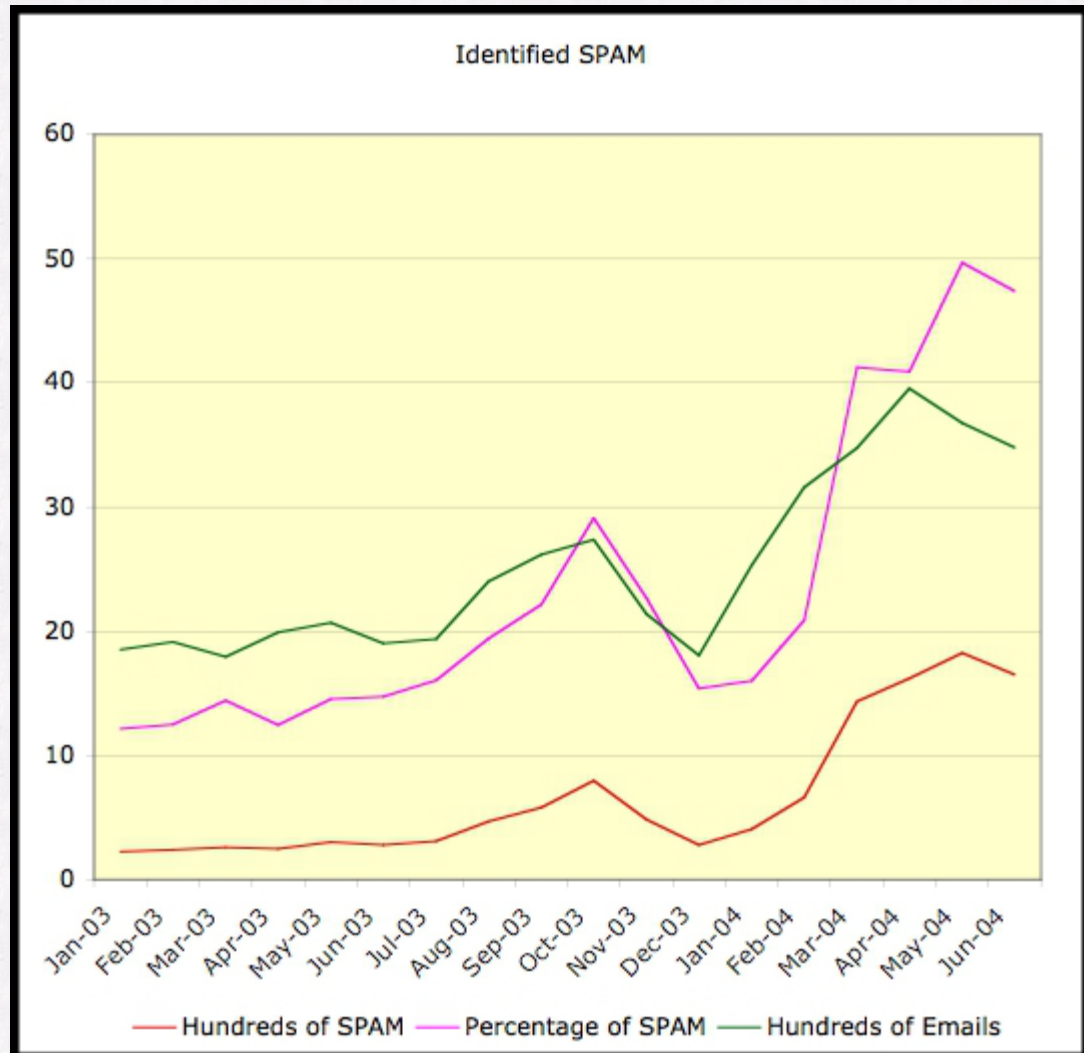
Did the measure work to cut down on SPAM? Definitely. Did we get a lot of complaints about mail that was undeliverable. Definitely! More about both of these topics later, but first an observation about SPAM volumes.

### SPAM takes a quantum leap

For several years, I have been using [SpamAssassin](#) to filter as much SPAM as possible out of my incoming mail stream. From the logs of my mail system, I can tell how much of the E-mail I receive has been identified as SPAM. In the last year and a half, the amount of identifiable SPAM I receive has gone from 12% of all my E-mail to around 50%. In January

of 2003, 225 messages were identified as SPAM. In May of 2004, 1826 messages were identified as SPAM.

In November of 2003, UNT instituted some other anti-SPAM [measures](#) on our mail hosts. Identified SPAM had grown to a level of almost 30% of my E-mail by October of 2003, but the anti-SPAM measures seemed to have an effect, with identified SPAM levels dropping to 15-16% for December and January. This respite was short-lived, however, and in March 2004 my amount of identified SPAM took a quantum leap up to 41%, on it's way to the peak of 50% in May. (For you visual types out there, I've included a graph of this activity).



Did blocking invalid "Helo" domains work? It seemed to. This would explain the drop from 50% SPAM in May to 47% spam in June. But also, for the 8 day period preceding the "Helo" experiment, my percentage of SPAM was 47%. For the 8 day period during the blocking of invalid "Helo" domains, my identified SPAM was 37%. That's a 21% decrease in the proportion of identified SPAM (I know, that's a 10% decrease in identified SPAM, but it is a 21% decrease in the amount of SPAM versus the total amount of E-mail messages.) So, while denying invalid "Helo" domains didn't eliminate all SPAM, it was a start.

Unfortunately, we also found out that there are many mail servers on the Internet which are poorly configured. Whether it was a Dean expecting an E-mail from a government agency, or a University business office expecting an E-mail from a vendor, there turned out to be numerous cases where someone just could not do without a particular piece of E-mail, whether or not that E-mail could just as easily look like a piece of SPAM. In spite of our E-

mail administrator's best attempts to keep up with the situation by creating an exceptions list where necessary and communicating about configuration issues when possible, the situation became overwhelming and our bold attempt to control SPAM turned into a short-lived experiment in Internet sociology.

### **Why is Internet E-mail in such a state?**

Some (I won't name names) would say that it is because of the "Microsoft Effect" -- that is, you don't need to know any technical stuff to use this technology -- just point and click and our software will do the rest and you don't have to worry your pretty little head about it. Regardless of whether that's true, you have to wonder about such lack of adherence to standards on an internetwork based upon standards. Standards are in place so that we can all get along in a diverse environment and accomplish our activity with minimal conflict. If you don't follow the standards, whether it be RFC821 or the Geneva Convention, you are just making it easier for the "bad guys" out there to take advantage of your laxity.

I'd love to see the elimination of SPAM so I wouldn't have to filter out half my E-mail, but I don't see any general will to do so, either Internet-wide or in individual organizations. The will to do so means that an organization would embrace the idea of being a "SPAM-free zone" and expect to have to educate their E-mail correspondents about the standards used to judge acceptable E-mail. Rather than making exceptions for those who refuse to follow the "rules" it would mean standing firm in our belief in those rules as they have been defined by the Internet community. It means being able to enforce the idea that we just want to know our "hosts are communicating with the hosts they think they are."

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## Link of the Month

*Each month we highlight an Internet, USENET Special Interest Group (SIG), or similar mailing list(s) or Website(s).*



### MyUNT - For Students

We announced the MyUNT portal this past [May](#). Now the Student portal portion of MyUNT has been launched. Students can use this for advance fall registration (July 14-30) and much more.

#### How Do I Need to Access MyUNT?

- 1) Go to <http://my.unt.edu>.
- 2) Sign in with your EUID and password.

If you are uncertain as to what your EUID is, click the "What's My EUID" link on the MyUNT login page.

- 3) Click on the "For students" tab.
- 4) To register or revise your schedule, Click on "Register for Fall 2004."

You can also check on your financial aid, pay your tuition and fees and lots more. More features will be added to the student portal in the coming months.

#### What if I need Help?

- 1) See <http://essc.unt.edu/eis>.
- 2) For further assistance in logging in and/or personalizing your MyUNT page, contact the Computing & Information Technology Center's Helpdesk at 940-565-2324, via e-mail at [helpdesk@unt.edu](mailto:helpdesk@unt.edu) or <http://www.unt.edu/helpdesk>.

#### More information?



See the [WWW@UNT.EDU](http://www.unt.edu) column in this issue for more information on the entire MyUNT portal rollout.

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## IRC News



Minutes provided by Sue Ellen Richey,  
Recording Secretary

### June 15, 2004

**VOTING MEMBERS PRESENT:** PHILIP TURNER, Chair, ELIZABETH HINKLE-TURNER, LOU ANN BRADLEY, JONEEL HARRIS, JIM CURRY, CHUCK FULLER, RAMU MUTHIAH, DON GROSE, ABRAHAM JOHN, CENGIZ CAPAN, BRUCE HUNTER, JUDITH ADKISON, WIL CLARK (for JOHN PRICE) **NON-VOTING MEMBERS PRESENT:** COY HOGGARD, RICHARD HARRIS, MAURICE LEATHERBURY, PATRICK PLUSCHT, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT:** ERUM SHAIKH, JOE ADAMO, KENN MOFFITT, ROBERT NIMOCKS, JON NELSON, KATHY SWIGGER, CHRISTY CRUTSINGER, MAX KAZEMZADEH, DONNA ASHER, DOUG MAINS, ARMIN MIKLER, BOBBY CARTER

The council approved the minutes of the April 20, 2004 and the May 18, 2004 meetings.

### IR Steering Committee

Dr. Turner announced that the IR Steering Committee has not met since the last IRC meeting, so there was no report.

### DCSMT

Maurice Leatherbury reported that the DCSMT met and discussed Novell's Instant Messaging product and are investigating the question of whether or not there should be a campus-wide standard for this type of product. A group of network managers has been appointed to look into that question further.

### Merger of the Distributed Learning Team with the Instruction Planning Group

The Chair asked the Council to consider the merger of the Distributed Learning Team with the now inactive Instruction Planning Group, making the current Chair of the Distributed Learning Team the Chair of the new group. He explained that the section of the IRC Charge dealing with its composition would be changed accordingly. Cengiz Capan commented that the Instruction Planning Group was charged with what Jim Curry's Classroom Support Services group has now taken over, so there has been no charge for the group in quite some time. The Chair called for the vote and the result was 11 for and 1 opposed.

### Communications Planning Group

Lou Ann Bradley reported that the Communications Planning Group will meet this Thursday and go out to the Research Park if anyone wishes to join them.

## **EIS Planning Group**

Joneel Harris reported for the EIS Planning Group that they recently saved two bobcat babies out at the Research Park. Pertaining to the EIS Project, she reported that they are in the midst of a load testing initiative with Mercury-Interactive and are preparing to do heavy load testing on the weekends of July 3<sup>rd</sup> and July 10<sup>th</sup> including all major administrative components. They believe this will be very beneficial to the project. They have moved advanced registration from July 9<sup>th</sup> to the 14<sup>th</sup> and will be sending out a post-card mailing to all students to inform them of this change combined with an announcement about the portal. The group continues to deal with post-production issues and work on continuing tasks. They find they are spending more time than expected in production support which has resulted in their not being able to progress as fast as they would like on post-production tasks. She announced that the Health Science Center is about to launch self-service in their H-R and Student module and will soon have their own portal site up. Joneel pointed out that the load testing they are conducting will include the Health Science Center transactions as well as the pipeline to HSC.

Joneel explained that they are still visiting PeopleSoft Services regarding reporting issues. One of the biggest challenges for all modules has been with the lack of reports in the new system.

Coy Hoggard added that the State auditors are on campus looking at the EIS system and the legacy system to determine how cash flows through the system.

Joneel added that UNT has spent considerably less than other Universities, particularly Stanford, in implementing PeopleSoft in their institutions. Coy pointed out that it is difficult to compare institutions, since others may have had to do a lot more to get to the level of technology UNT was already at when the implementation began.

Maurice Leatherbury added that the State Auditors recently conducted network scans for security vulnerabilities. Their findings showed that they did not find any serious issues at UNT.

Joneel Harris stated that early registration for Fall will be July 14 through 30. In response to a question, Joneel explained that when a student applies for admission a notification is sent to that student giving them an EUID and an EMPL ID. Joneel suggested that Robert Jones should be contacted with further questions about this.

Cengiz Capan asked if the EIS project group is looking at the homegrown administrative applications that his and other academic departments have developed to see how they can be converted into the EIS system. He also expressed his concern about his department receiving downloads of information for their existing applications. Joneel replied that the EIS project team is working to make information available to academic departments and they are aware of the administrative needs that exist in academic departments.

## **Standards & Policy Planning Group**

There was no report from the Standards & Policy Planning Group, and the Chair announced that Paul Dworak would be invited to make a presentation on Email Archiving at the July IRC meeting.

## Student Computing Survey

Elizabeth Hinkle-Turner distributed a June Benchmarks article, pointing out that results of the Student Computing Survey revealed that the issue of most interest to students is printing in labs. Elizabeth addressed this issue in detail in the Benchmarks article and stated that “most negative remarks can be answered by more communication from the computing service areas and more education about the public nature of UNT computing services and the rights and responsibilities of all regarding their use.” Elizabeth expressed the importance of conducting this survey regularly, as its results have been very useful.

## Distributed Learning Team

Patrick Pluscht announced that the Distributed Learning Team will meet again in July. He suggested the name of Learning Enhancement Team for the new name of the merged planning group. A question was raised about whether or not there are any foreign language or literature courses scheduled through the distributed learning system. Patrick stated that he would get an answer to that question.

## Meeting adjourned

There being no further business, the meeting adjourned at 2:50 p.m.

\* For a list of IRC Regular and Ex-officio Members click [here](#).

## IRC Meeting Schedule

The [IRC](#) generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. From time to time there are planned exceptions to this schedule. All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

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## Research and Statistical Support University of North Texas

### RSS Matters

Link to the last RSS article here: [Delivering Results to the End User: Three Stata 8.0 Examples, Part 2 - Ed.](#)

#### Installing SAS 9.1 From A 4-Disc CD Archive

By [Patrick McLeod](#), ACS Research Consultant

After several years of supporting SAS 8.2 for the University of North Texas computing and research community, Academic Computing Services Research and Statistical Support is in the process of rolling out the latest SAS product, SAS 9.1, for use by the faculty, staff, and students of UNT. While much of SAS 9.1's look and feel is identical to SAS 8.2 and prior versions of SAS, the number of discs that it is necessary to install in order to have a properly functioning SAS installation are now 7 in total. For efficiency's sake, Academic Computing Services Research and Statistical Support has created a 4-disc executable archive of SAS 9.1 for purchase by students at the UNT Union Bookstore.

#### Executable Archiving

The WinZip utility allows a user to create executable compressed archives from standard file systems. This archiving capability allows users to save their compressed files in a format that does not require WinZip or any other compressing utility to open and "unzip" or otherwise decompress the files to a directory on a computer.

Step-by-Step Installation

Installation Instructions for Student Version of SAS 9

UNT Academic Computing Services Research and Statistical Support, June 2004

940-565-4066 and 940-565-2140

**Before you begin:** To install SAS 9 from this four disc set, you will need approximately 2.07 GB of temporary space on your hard drive and 1.0 GB of space for the installed SAS 9 on your hard drive. This CD set is for computers running Windows 2000 and Windows XP only; you may try to install this with older versions of Windows, but you

may encounter compatibility issues that will prevent you from using the software. Both Win2000 and WinXP MUST BE UPDATED with the most current Service Pack releases in order for SAS to install properly. The minimum hardware requirements for running SAS 9 on Win2000 or WinXP machines is a Pentium II (or comparable AMD) processor and 128 MB of RAM. If you are on a machine with multiple user accounts, you will most likely need Administrator privileges to install SAS 9. Do not attempt to install SAS 9 without administrator privileges as it will not work.

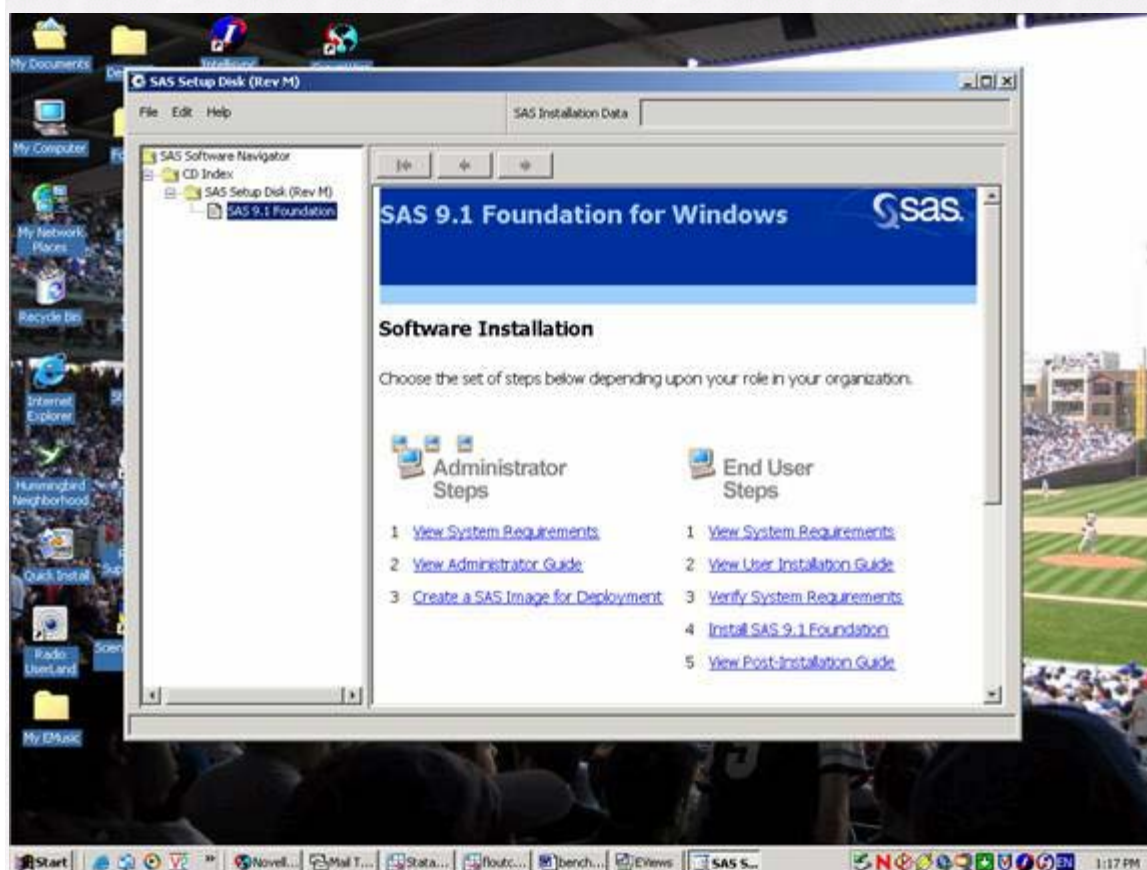
The student version of SAS 9 you have purchased will operate until the expiration date in the SAS license. The current expiration date for your student version of SAS 9 is October 31, 2004. In order to continue using SAS 9 after that date, you will need to purchase a new copy.

The executable files contained on these CDs will copy all the relevant SAS files and folders to your C:\temp directory from where you will install SAS 9 on your computer. If you do not have 1.5 GB of space on your hard drive, you will need the full 6 disc SAS CD set. If you bring your receipt from the UNT Bookstore showing your proof of purchase of the 4 disc set along with the 4 disc set to ISB Rm. 122 or ISB Rm. 124 to Dr. Richard Herrington, Mike Clark, or Patrick McLeod, we will provide you with the 6 disc set in exchange for your 4 disc set. YOU MUST PROVIDE PROOF OF PURCHASE FOR THIS EXCHANGE!

#### **Installing SAS 9 from the 4 CD Set:**

1. Place the SAS CD "Disc 1" in your computer's CD-ROM drive. After it has spun up, open your CD-ROM drive by double-clicking on "My Computer" on your Desktop and then double-clicking on your CD-ROM drive (typically this is drive D:\).
2. Double-click on the file disc1.exe. You will be prompted to provide a location for the files contained on the CDs to be unzipped to. The default is C:\temp which is the correct location. If you are provided with a location other than C:\temp, change this to C:\temp.
3. After you disc1.exe has unzipped its contents to your temp directory, repeat the same procedures in #1 and #2 with Discs 2, 3, and 4. Each .exe file will be named according to the disc it is on (so for Disc 2, you would follow all directions for Disc 1 in #1 and #2 replacing Disc 2 wherever it reads Disc 1 above). This step may take some time; closing all other active programs will possibly make this step run faster.
4. After you have run ALL 4 EXECUTABLE FILES FROM ALL 4 DISCS, you will need to go into your C:\temp directory. Double click on "My Computer" then double click on your C:\ drive. Double click on the temp folder. In that folder you should see the following folders: **SAS V9.1 TS1M2 M, Software Disk 1, Software Disk 2, Software Disk 3, Software Disk 4, SAS Shared Compo, and SAS SECURE.**

5. Double click on the folder **SAS V9.1 TS1M2 M**. When this folder is open, you should see a file named **setup.exe**. Before you double click on this file you should make sure that all other programs are closed as they may interfere with SAS 9's installation if they are open. Once you have closed down any other open programs, then double click on **setup.exe** and SAS 9 will begin installation. You only need to utilize two of the steps under the End User Steps and none of the steps under the Administrator steps. The two key steps of the installation process are #3, Verify System Requirements, and #4 Install SAS 9.1 Foundation. **BEFORE YOU BEGIN INSTALLING SAS 9, RUN THE VERIFY SYSTEM REQUIREMENTS WIZARD!** After running the verify system requirements wizard, progress to Install SAS 9.1 Foundation.



**Picture 1: You should see the SAS 9.1 Foundation for Windows Software Installation Screen after double-clicking on the setup.exe file mentioned in 5. above. You will need to select both #3 (Verify System Requirements) and #4 (Install SAS 9.1 Foundation) from the End User Steps menu.**

6. Once you have begun #4, Install SAS 9.1 Foundation, you will be prompted to choose either retrieve installation data from the internet or for a file containing installation data. You **MUST** choose the FILE option. In the file path box on the next screen, you want to type in the following path:

**C:\temp\SAS V9.1 TS1M2 M\SAS Installation Data\sas91\_857918.txt**

And click the NEXT button to continue with the installation. When you are prompted for SAS the different folders (referred to as “discs” during the install), browse your C:\temp directory for the appropriate folder and select it.

7. When SAS prompts you for different disks during the installation process, re-

direct SAS to the appropriate disk folder in your C:\temp directory. At the end of the SAS 9.1 Foundation Installation process, SAS will ask for a disk called "Setup." While the individual disk in the 7 disk set is labeled Setup, the actual disk as unpacked from the executable archive is the folder **C:\temp\SAS V9.1 TS1M2 M**. When SAS asks for the Setup disk, re-direct SAS to this folder.

Once installation is complete, remove any CDs that you might have in your CD-ROM drive and reboot your computer. You should be able to access SAS 9 from your START menu at this time. Once you have verified that SAS 9 starts up and operates as you expect, delete the SAS folders from your C:\temp directory. This will free up 2.07 GB of space on your hard drive.



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# WWW@UNT.EDU

## It's here and it's ready!

By [Misty Wells](#), UNT Central Web Support

It's here...and ready.

What is, you say? The Portal, the MyUNT Portal has finally made its way to the forefront of the University of North Texas.

The MyUNT portal branches off EIS (Enterprise Information System) while at the same time working hand in hand with it. The really great part about the portal is that it provides information targeted at individuals. In respect to the portal and EIS working together, the portal will give faculty and staff the advantage of using PeopleSoft applications specific to their role, address students when necessary, access personal information, as well as conduct University business. For students, the portal will serve as an integrated Website to register for classes, check academic progress, interact with classmates, access their EagleMail account and manage your UNT finances, all with a single sign-on.

Once the MyUNT portal is fully developed, in addition to the features that are available now, the following features will be included:

- **Calendar:** Manage your time by adding your class schedule, set important reminders, post notes and meetings and different events on a calendar that will be accessible from any PC.
- **Instant Messaging:** Access to instant communication with other students, faculty, and staff both on and off campus, using Yahoo, MSN or AOL.
- **Academic/Research:** Access to UNT Libraries and other online research tools will allow you to effortlessly access articles and other essential information for your classes.
- **Links:** Create a list of your favorite Web sites that you can access from any browser.
- **Campus Life:** Get news about campus lectures, athletic events and other community activities.

MyUNT will not be limited to just these features. Our goal is to continuously improve upon and add features to the portal beyond this initial release.

The MyUNT portal can be found at <http://my.unt.edu/>. If you have any recommendations or suggestions please feel free to send an e-mail to [portal@unt.edu](mailto:portal@unt.edu).

*Note – The portal is not replacing the UNT Website, the two systems are different, but compliment each other. At times there will be certain information that will be available both on the UNT Website as well as the portal, but*

*for the most part, content will vary from one to the other.*

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## Short Courses

By [Claudia Lynch](#), *Benchmarks Online* Editor

The Summer Short Courses are just about over. We will be offering similar classes this fall. See the [Short Courses](#) page for information on the courses we offered this summer.

### Customized Short Courses

Faculty members can request customized short courses from ACS, geared to their class needs. Other groups can request special courses also. Contact ACS for more information (ISB 119, 565-4068, [lynch@unt.edu](mailto:lynch@unt.edu)).

### Especially for Faculty and Staff Members

In addition to the [ACS Short Courses](#), which are available to students, faculty and staff, staff and faculty members can take courses offered through the [Human Resources](#) Department, the [Center for Distributed Learning](#), and the UNT Libraries' [Multimedia Development Lab](#). Additionally, the Center for Continuing Education and Conference Management offers a variety of [courses](#) to both UNT and the general community, usually for a small fee.

### EIS Training

See [EIS News](#) in this issue of *Benchmarks Online* for the training schedule on various aspects of the EIS system.

### GroupWise Training

Information about GroupWise training can be found at the GroupWise course [site](#).

If you would like to have a Basic GroupWise seminar for your area, please contact Jason Gutierrez, Network Computing Services, [jasong@unt.edu](mailto:jasong@unt.edu).

**GroupWise SPAM class:** A class on using GroupWise to Combat Unsolicited Email (a.k.a SPAM) was offered on March 25th, 2004. If you were unable to participate in this class, it will be offered again. Until then, the class materials are available online in PDF format (Acrobat) at [http://ncs.unt.edu/gw/basicgroupwise/downloads/PDF/Dealing\\_with\\_SPAM.pdf](http://ncs.unt.edu/gw/basicgroupwise/downloads/PDF/Dealing_with_SPAM.pdf).

### Center for Distributed Learning

The Center for Distributed Learning offers courses especially for Faculty Members. A list of topics and further information can be found at [http://www.unt.edu/cdl/training\\_events/index.htm](http://www.unt.edu/cdl/training_events/index.htm)

The center also offers a "Brown Bag" series which meets for lunch the first Thursday of each month at Noon in Chilton 245. The purpose of this group is to bring faculty members together to share their experiences with distributed learning. One demonstration will be made at each meeting by a faculty member with experience in distributed learning. More information on these activities can be found at the [Center for Distributed Learning](#) Website.

## **Technical Training**

Technical Training for campus network managers is available, from time to time, through the Network Computing Services (NCS) division of the Computing and Information Technology Center. Check the NCS [site](#) to see if and when they are offering any training.

## **UNT Mini-Courses**

There are a variety of courses offered, for a fee, to UNT faculty, staff and students as well as the general public. For additional information surf over to <http://www.pware.com/index.cfm?clientid=2694a>

## **Alternate Forms of Training**

Many of the [General Access Labs](#) around campus have tutorials installed on their computers. For example, the College of Education has Macromedia Tutorials for DreamWeaver 4.0, Flash 5.0 and Fireworks 4.0.

The [Training](#) Web site has all sorts of information about alternate forms of training. Computer Based Training (CBT) is one of the alternatives offered.

For further information on CBT at UNT, see [Check Out the CBT Website for all Your Online Training Needs](#) in this issue of *Benchmarks Online*.

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**Staff Activities**

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## Staff Activities

### Transitions

#### New Employees:

- **John Leidel** , ACS Checkin Developer (part-time).
- **Shane Pierce**, ACS/Adaptive Tech Support (part-time).
- **David Ross**, I/O Operator, Printing Services, MTS (part-time).
- **Edward Patterson** , I/O Operator, Printing Services, MTS (part-time).

#### No longer working in the Computing and Information Technology Center:

- **Jared Saxon**, I/O Operator, Printing Services, MTS (part-time).

### Awards, Recognition, Publications, etc.

**Sue Ellen Richey**, Administrative Services, was recognized as a "Soaring Eagle" in the July 2004 *Human Resources Newsletter*. She was praised for going out of her way to help with all the details of a very large and complicated situation.

**Brenda Kirk**, CITC Network Manager, received a Star Performer Award, according to the July 2004 *Human Resources Newsletter*.

Congratulations to **Mike Clark**, Research and Statistical Support Services Consultant, who successfully defended his dissertation on July 6th 2004. He will be awarded his PhD in Experimental Psychology at Summer Commencement.

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## Don't Forget Our Monthly Columns!

By [Claudia Lynch](#), *Benchmarks Online* Editor

In addition to our feature articles, *Benchmarks Online* publishes monthly columns that are focused on specific aspects of computing here at UNT (and beyond, in some cases). Check out what is waiting for you this month:

- [RSS Matters](#) - "RSS Matters" is the monthly column written by the Research and Statistical Support [Group](#) in Academic Computing Services. Their articles focus on topics of a statistical and/or research methods nature. **This month's article is by Patrick McLeod and is titled "Installing SAS 9.1 From A 4-Disc CD Archive."**
- [The Network Connection](#) - "The Network Connection" may well be the longest running column in computer publishing history. Certainly in University of North Texas computer [publishing history](#).

**This month Dr. Baczewski talks about UNT's valiant SPAM fighting efforts in "No Will to Fight SPAM." Read all about it!**

- [Link of the Month](#) - As it says on the top of the "Link of the Month" page, "each month we highlight an Internet, USENET Special Interest Group (SIG), or similar mailing list(s) or Website(s)." Lately we have been confining ourselves to featuring UNT specific sites. **This month we focus on MyUNT - for Students.**
- [WWW@UNT.EDU](#) - "WWW@UNT.EDU" is a monthly column written by the Central Web Support [Group](#) in Academic Computing Services. The topics usually focus, in some way, on World-Wide-Web-related issues. **This month, Misty Wells further explores portals here at UNT in "It's here and it's ready!"**
- [Short Courses](#) - Every semester, Academic Computing Services (ACS) offers short courses on computer-related topics, many of them having to do with statistical research. This column keeps you up-to-date on what is being offered and when as well as other training opportunities.
- [IRC News](#) - As their Webpage [says](#), "the IRC is an advisory and oversight body created to foster communication and cooperation between and among UNT information resources providers and users." We publish the minutes of the IRC meetings each month, when they are available. This month you can read the June IRC minutes.
- [Staff Activities](#) - This column focuses on new employees, people who are no longer employed at the Computing and Information Technology

Center, awards and recognitions and other items of interest featured here.