

Benchmarks

A green light to greatness.



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Benchmarks - September, 2009

[New Benchmarks Online Design](#)



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

Change has come to *Benchmarks Online*! We've moved from FrontPage to Drupal as a means of publication, partly due to the adoption of Drupal as the UNT [web content system](#).

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The Jaguars are coming!



By [John Hooper](#), Executive Director of Administrative Information Systems, CITC

Soon there will be a new addition to the EIS family! As with the earlier additions to the family, there will be labor involved and a significant gestation period.

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[Listserv Web Interface is Available!](#)



By [Bahram Paiani](#), UNT E-mail postmaster and Listserv Manager (Messaging Group)

Listserv web interface is here, making it much easier to manage your listserv lists. You can change the settings of your mailing list, add or remove subscribers from your list, and a slew of other tasks you used to do via sending e-mail commands to the listserv server. Subscribers to a list can also manage their own personal settings.

[Read more](#)

By the Numbers

Data Communications:

30,000 Managed network drops

850 Switches in wiring closets around campus

250 Wireless access points deployed around campus

5,600 phone customers

CITC Migrates Secure FTP and PGP to New Virtual Servers

we mean



By [Brian Richman](#), Programmer/Analyst, EIS Technical Services Team

Several of CITC's secure file transfer and encryption/decryption servers had a rough spring and early summer as we struggled with hardware and network failures. These failures were caused by our ongoing use of some very outdated equipment that was fast becoming unable to run the latest versions of the software involved and was also having a difficult time keeping up with a substantial increase in use.

[Read more](#)



What the Lab Managers Did This Summer - 2009 Edition



By [Dr. Elizabeth Hinkle-Turner](#), Assistant Director - Academic Computing and User Services

Ah....another September is upon us and I actually felt some crispness in the air during my jog this morning! Another September also means that it is time for another review of what the lab managers did this summer. During the summer months, the greatly reduced student population allows for the updating of the lab facilities and several of the managers were quite busy doing just this.

[Read more](#)



Today's Cartoon

Click on the link above for an information age laugh.



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New Benchmarks Online Design

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

Change has come to *Benchmarks Online*! We've moved from FrontPage to Drupal as a means of publication, partly due to the adoption of Drupal as the UNT [web content system](#). I'm sure this isn't the final "look" to the issue but it is probably pretty close. Feel free to share your comments/suggestions with us. Just drop me a line at lynch@unt.edu. I can't promise to respond to everyone individually, but I do promise to read and consider all serious comments/suggestions.



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Listserv Web Interface is Available!

By [Bahram Paiani](#), UNT E-mail postmaster and Listserv Manager (Messaging Group)

Listserv web interface is here, making it much easier to manage your listserv lists. You can change the settings of your mailing list, add or remove subscribers from your list, and a slew of other tasks you used to do via sending e-mail commands to the listserv server. Subscribers to a list can also manage their own personal settings.

To log into the listserv web interface enter listserv.unt.edu onto your browser and hit <RETURN>. You will be presented with the following (Figure 1).

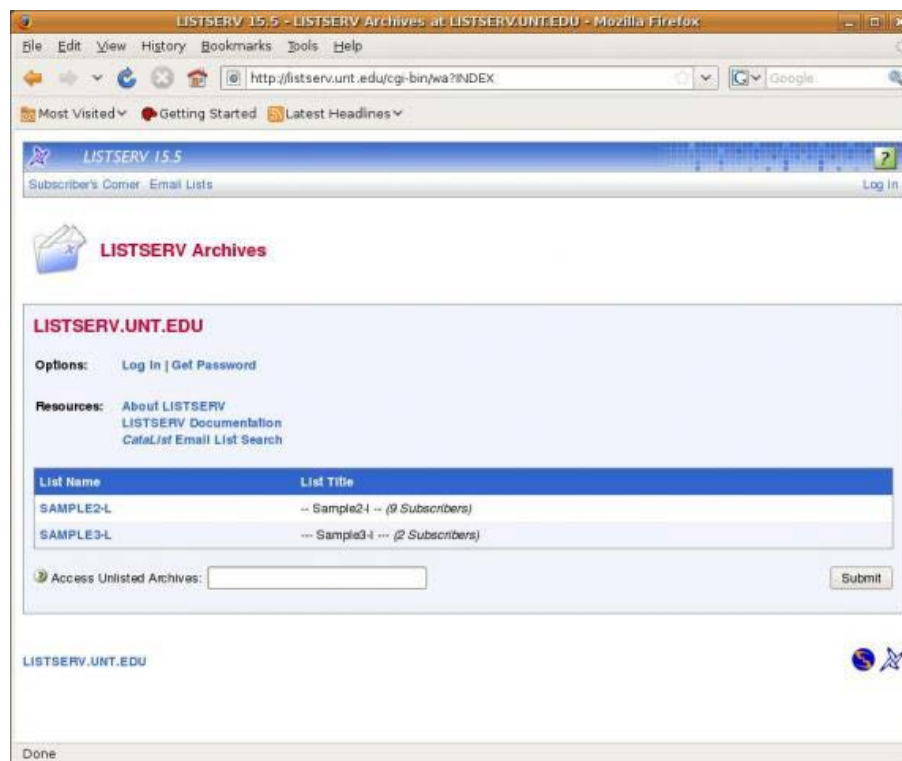


Figure 1

If this is the first time you are logging into the web interface and you do not have a password you should click on the "Get Password" option. In the new page you need to enter your E-mail address and a password of your choosing. The password is entered twice for verification. It is a good practice to use a combination of Upper and lower case letters and numbers to make your password more secure.

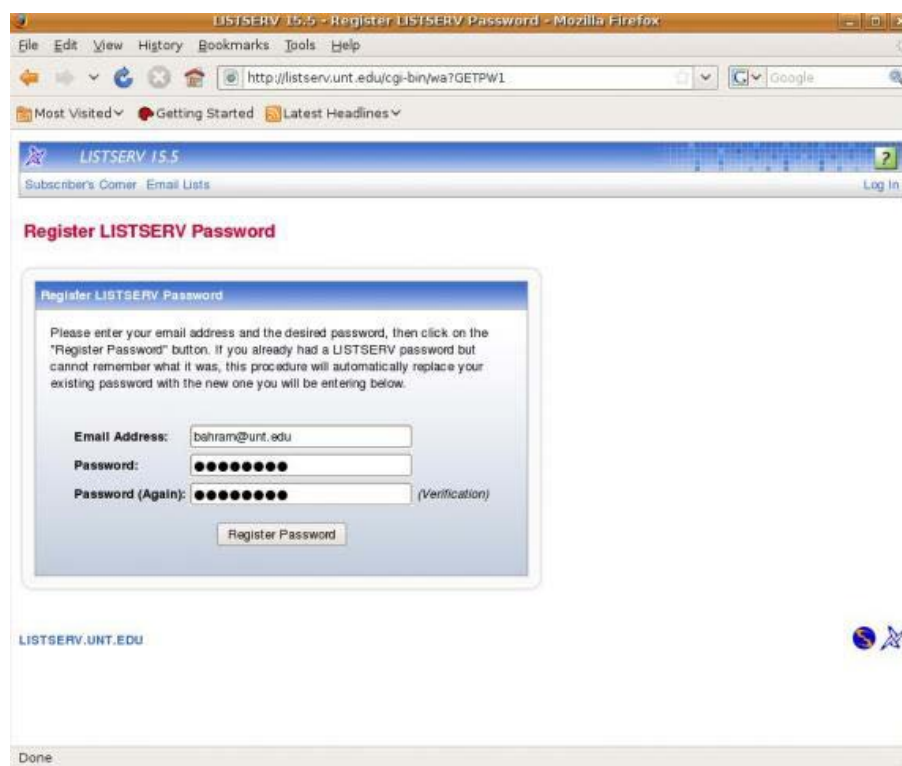


Figure 2

As soon as you click on "Register Password" you will be presented with a new page informing you that a piece of e-mail is sent to your e-mail address. You need to confirm your registration by clicking on the link provided to you in the body of the e-mail.

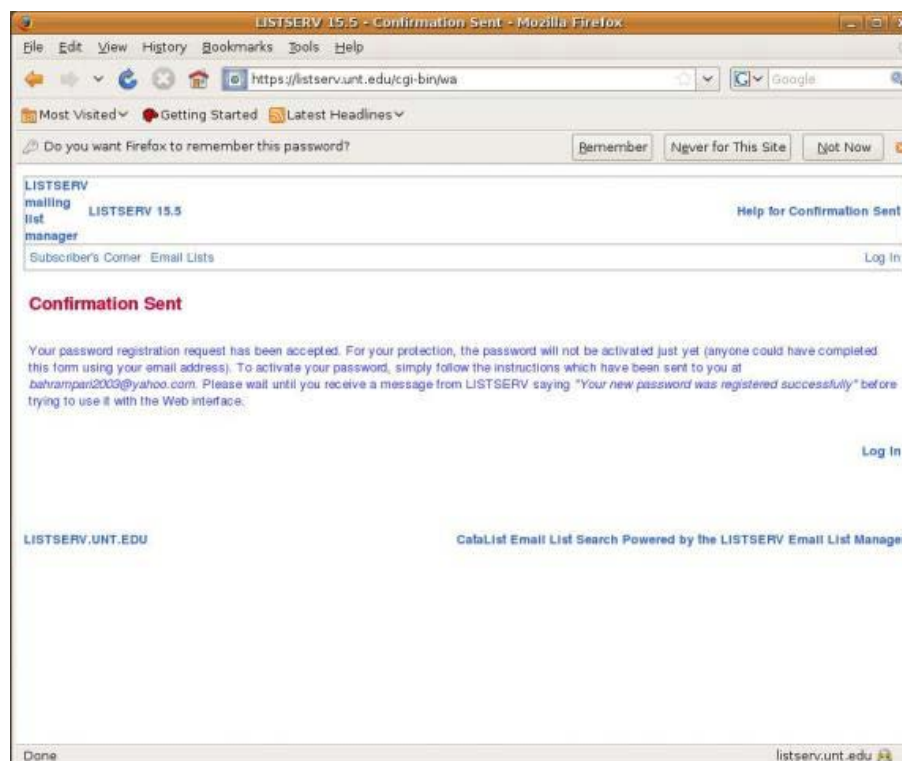


Figure 3

After successfully confirming your registration you can login into the listserv web interface and start managing your list. The following page depicts the web interface after I logged into it (Figure 4).

To manage my list, "sample3-1", I click on "List Management", "Subscriber management." I am then presented with the following page with two buttons at the top. I can add or remove one subscriber to and from my list. The following page depicts "Single Subscriber" button (Figure 4).

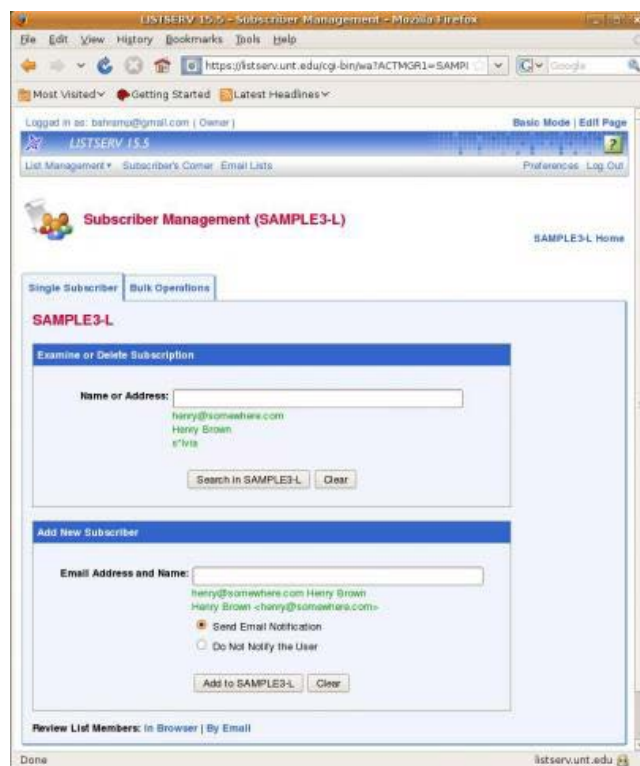


Figure 4

The "bulk Operations" button allows for adding or removing Subscribers in BULK to and from my list (sample3-l). However, I need to prepare the list in advance and read the options very carefully to make sure I am not doing anything to jeopardize the integrity of my list. To add two new subscribers to my list (sample3-l) I made a file with the following list of subscribers and named it "add-new-subs" on my computer.

bahram@gmail.com Bahram Paiani

bahram@yahoo.com Bahram Paiani

I enter the file name on the line that says "Input File", Click on the first option and press <RETURN>. The above subscribers are added to my list (sample3-l). Again **always double check** and make sure of the options before clicking on any of them.

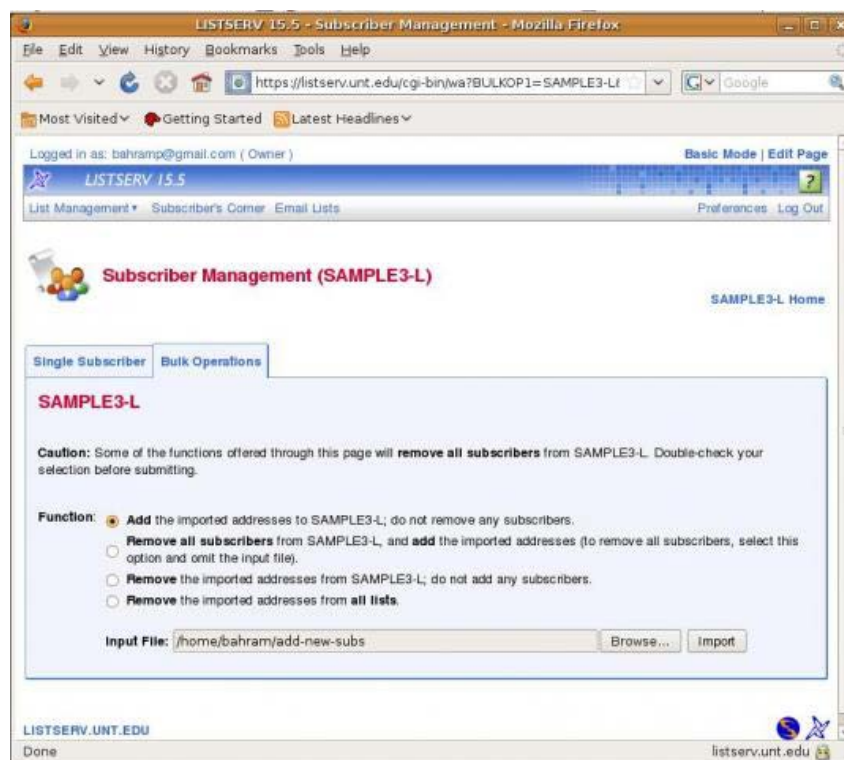


Figure 5

Subscribers to a list can also manipulate their mailing list settings by first logging into the listserv web interface (<http://listserv.unt.edu>). The following shows that bahram@triton.cc.unt.edu is logged with the two sample lists bahram is subscribed to:

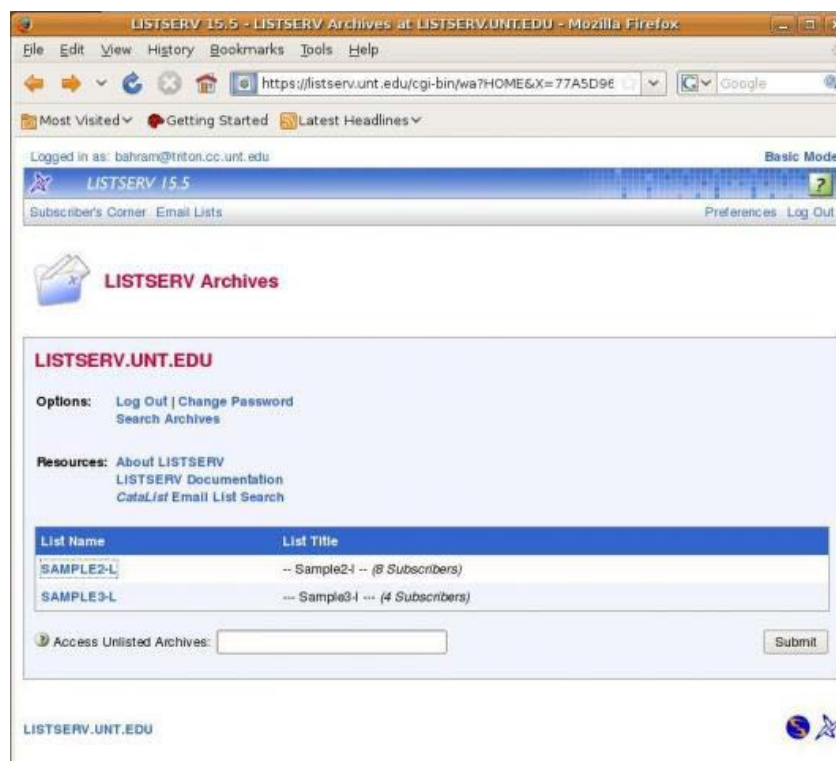


Figure 6

Clicking on “Subscriber’s Corner” will bring up the figure on the next page. Pressing on the list name “sample2-l” or typing a listname in the provided box will retrieve past postings to a list granted manager of the list allowed the archive to be visible by the public.

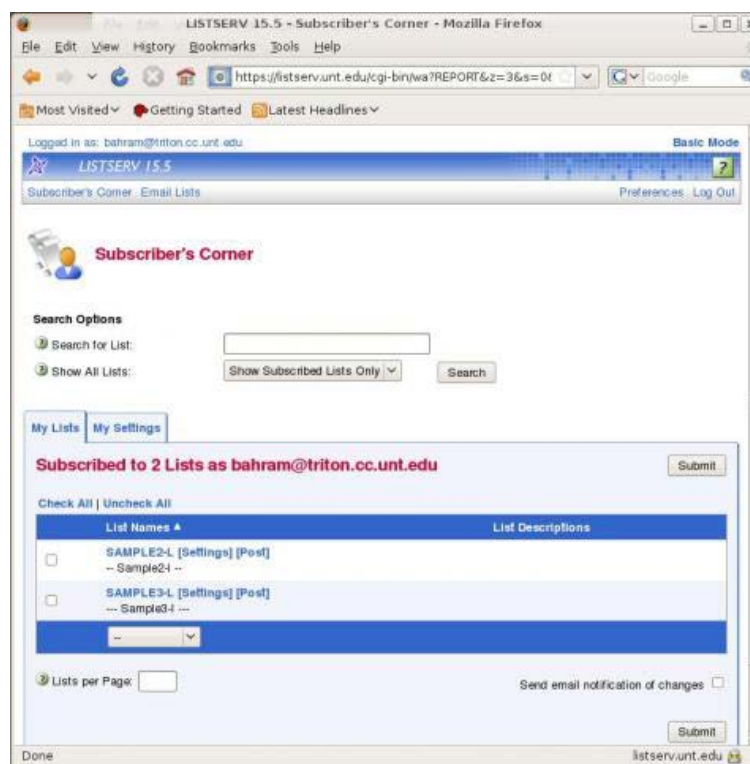


Figure 7

Subscribers to a list can change their settings by clicking on the [My Settings] tab. The following figure will appear from which you can change their settings by checking or unchecking different options and clicking on the “Submit” button. For instance you can check the “Repro” option, check the list name you are changing the the “repro” option

for and press [Submit] button. The following two pictures depict the changes that being made. The "Repro" option which is absent in Figure 8 is added to the sample2-l options in Figure 9.

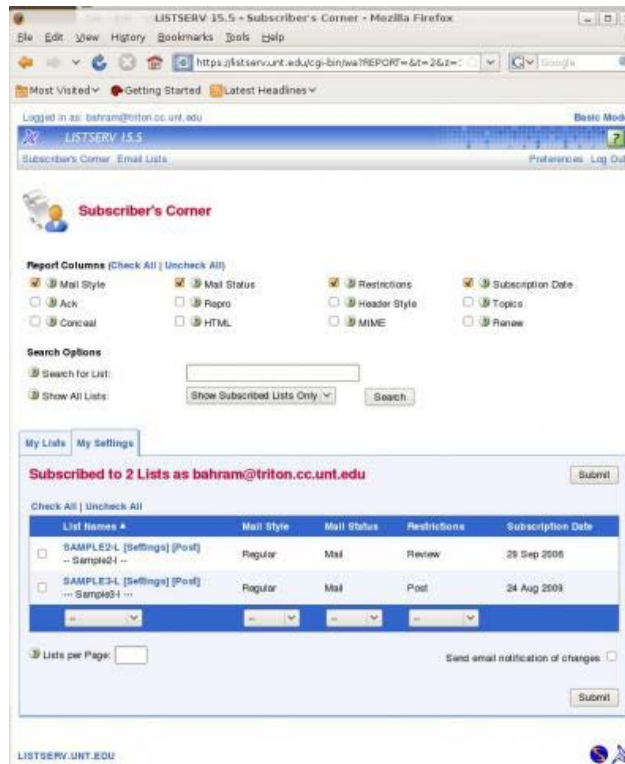


Figure 8

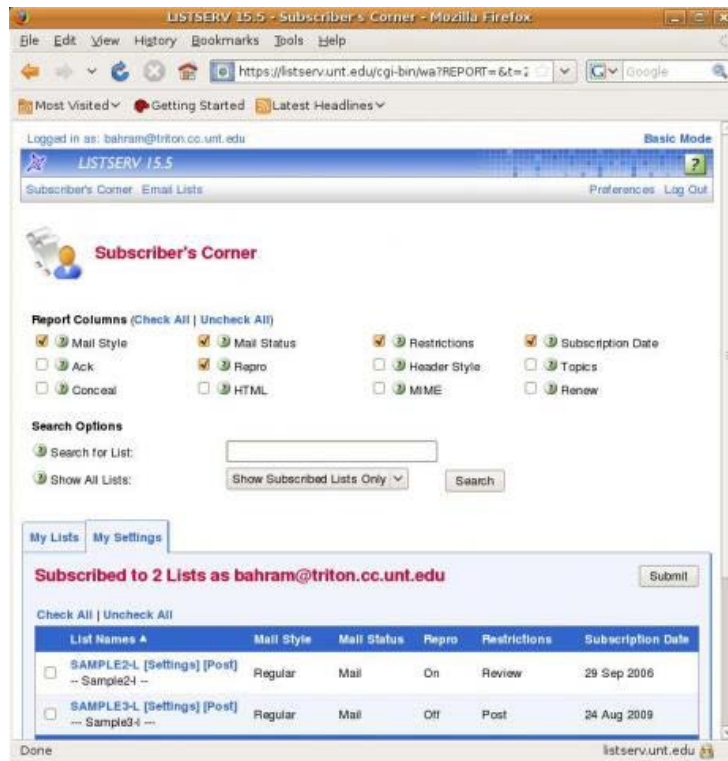


Figure 9

Mailing list subscribers should contact their list manager if they have any issues or problem regarding a particular mailing list. Help is also available at <http://messaging.unt.edu/faq>



Mailing list managers can contact me at bahram@unt.edu. They can also send their question to me by clicking on the life buoy icon

from the "List Management dashboard", as shown in Figure 10 in the next page.

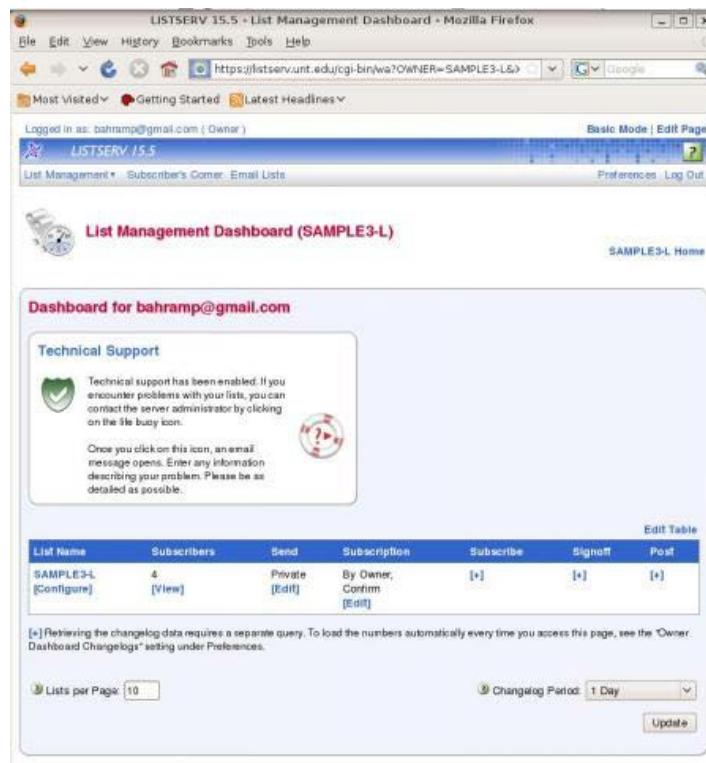


Figure 10



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The Jaguars are coming!



By [John Hooper](#), Executive Director of Administrative Information Systems, CITC

Soon there will be a new addition to the EIS family! As with the earlier additions to the family, there will be labor involved and a significant gestation period.

Seriously, UNT has had a presence in south Dallas since 2000. Under Texas state law, the UNT Dallas Campus can become a free-standing, four-year university when student full-time equivalent enrollment reaches 1,000. The UNT Dallas facility has been in operation since the spring of 2000. It has grown steadily and opened a beautiful new facility on Houston School Road in Dallas last year.

In the fall of 2008, the UNT Dallas campus reached 959 full-time equivalents, an 18 percent increase over the fall of 2007 figure of 814. John Ellis Price, Ph.D., Vice Chancellor of the UNT System and Chief Executive Officer of the UNT Dallas Campus said the upswing in enrollment illustrates the demand for a public university in Dallas. The increase also makes it clear that UNT Dallas will be opening as its own university in 2010, the target date approved by the UNT System Board of Regents last spring.

"The train has left the station," Dr. Price said. "UNT Dallas is coming and it is coming in fall 2010."

EIS is the primary administrative information system for the UNT System. We currently support the three official entities of the UNT System – the system itself, UNT in Denton and the UNT-Health Science Center in Fort Worth – that existed when EIS became live in the fall of 2003. The processing for UNT-Dallas is currently done under the umbrella of other UNT entities. UNT-Dallas employees and students are part of the other UNT entities' business units, institution ids, and setids in the PeopleSoft nomenclature. Their data is processed along with the data of the other UNT entities.

In the fall of 2010, a significant change will occur when- UNT-Dallas becomes an independent entity. It will be a new and separate state agency just like the other UNT System entities, and will have its own version of EIS within the overall EIS application. The UNT Dallas version of EIS will have its own configurations, table setups, processes, reporting requirements, gateway portal, etc. Even though UNT-Dallas will be smaller than UNT for some time to come, most of the same processes have to be established. The volume of data (students, employees, etc.) is much lower but the functional requirements to support UNT Dallas are not proportionately less.

There is an implementation project now underway to bring up the UNT-Dallas version of the major EIS applications – finance, human resources/payroll, student administration and portal. Although we plan to clone many of the decisions and processes that have been established for UNT, there will still be significant configuration, conversion, testing, interfacing and reporting efforts required to go live at UNT Dallas. Some requirements that will be unique to UNT-Dallas must be addressed through configuration and customization.

In closing, please join me in welcoming UNT-Dallas to the UNT family. They are fortunate to be joining a family that is dedicated and committed to the success and continued enhancement of EIS for the benefit of our respective institutions and the UNT System.

Staffing changes in Administrative Information Systems (AIS)

A number of changes are occurring within AIS, the last being finalized Monday, September 1.

1. The Contributor Relations Systems Development Team (CRDT) that is skillfully led by Jeri Takimoto is moving to the Finance and Administration Systems (FAST) Group. Jeri will report to Dorothy Flores, FAST Assistant Director. The CRDT has many interactions with finance and is mostly independent from the student applications. As the Student Services Group has grown explosively, I felt the need to have the Assistant Director over that group be able to concentrate exclusively on student applications. CRDT is the logical candidate to move out of the Student Services Group. I do want to thank Don Butler, Student Services Assistant Director, for his able stewardship of the CRDT team and also thank Dorothy Flores for taking on this important responsibility.

2. Multiple elements of the Data Warehousing & Reporting Infrastructure (EISDW) Team are moving outside of CITC to the Decision Support Group that is lead by Will Senn. The Decision Support Group reports to Jean Bush, Interim Senior Associate Vice President for Finance. This change reunites the EISDW resources that support and populate the data warehouse with the group that is responsible for developing business intelligence solutions for the university. AIS will continue to support the applications software, Cognos and Informatica, which support the data warehousing and business intelligence services. Kevin Cox, EISDW Team Manager, is remaining with AIS in a new role as part of the AIM team to provide the support for the applications infrastructure.

The remainder of the EISDW team (Jacob Brown, Kala Chevli and Shane Pierce) is transferring to the Decision Support Group. Speaking on behalf of AIS, we appreciate their dedicated service to AIS and to the data warehousing initiatives at UNT. Their efforts have been critical to advancing the business information services at UNT so far in a short time. I know they will continue to do great things in their new organization.

These changes are effective immediately although the EISDW Team will not physically be moving until space is secured elsewhere in their new group.



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Network Connection

By [Dr. Philip Baczewski](#), Director of Academic Computing and User Services

In the Library

When I was growing up, if you had a question and there wasn't an encyclopedia handy, then the next thing you did was pay a visit to the library. Libraries have long been the heart of universities and a university's reputation among scholars often is influenced by the scope and depth of its library's collection. Public libraries have long been a staple of American society, providing access to information regardless of one's socioeconomic status.

With the integration of the Internet into our current society, libraries appear to be becoming and afterthought. If you have a question, you just "Google" it. Google's intrinsic status as a source for information is indicated by its ascension from a noun to a verb, much like "email" and "text" before it. So in 2004, when Google announced an ambitious project to scan books from several major University libraries, you'd think it was the perfect marriage between the traditional library and the modern Internet, however, you'd think wrongly. Before the marriage has even been completed, there are some already filing for divorce.

As near as I understand it, here's what happened. Google began scanning books and making portions or simply publication and cover information available via Google searches. Some publishers and/or authors objected. Lawyers got involved. Enough objecting publishers and lawyers were found to make a class action lawsuit. Legal stuff happened. A [settlement](#) was proposed. Now some are objecting to the settlement.

The settlement proposes a one-time payment to publishers and provides authors and publishers the chance to opt out of being included in Google's online "library." The settlement also allows Google to continue its activity in providing limited or complete access to the remaining items it has scanned. It should be pointed out that providing copies of public domain works (those that have never been or have ceased to be subject to copyright) is allowed under U.S. copyright law. [Dover Publications](#) has built a business on reprinting public domain works.

Google, however, has scanned the whole library, not just the public domain items, and there's where the copyright law may be unclear. Is what Google doing just an extension of its partner libraries' rights to lend that book to the public? Is it fair use to offer limited parts of a book for examination and reference? Unfortunately, we may never know because the proposed settlement means that these issues will not be argued in a trial setting.

Some say that the settlement provides Google with a monopoly on the provision of [books online](#). It will be if other players give up as Microsoft apparently has in announcing the end of their [live book search](#). Once again, Google is being faulted for being first to market with a good idea. Google has offered to "share" their collection with other [book providers](#), but that doesn't prevent them from monopolizing the online book collection activity unless another organization steps up to provide some competition.

Competition is generally a good thing, because it helps ensure a better quality result. It's already been pointed out that Google's metadata describing their collection of online books has many [errors and inaccuracies](#). It would seem that the logical competition to Google would be existing libraries. U.S. Copyright code already provides libraries the rights to make copies of copyrighted works under [certain conditions](#). Why aren't libraries making copies of their collections at least for preservation if not for online lending? I suspect it's because it is easier to outsource that activity to Google at Google's cost.

If the proposed Google books settlement is accepted, then we can expect that Google will continue to be a growing source on online information. In an ironic twist, this may be good for book sales if you end up buying an available book that you find and sample on Google. Is this much different than Amazon.com allowing you to read part of a book as an incentive for you to buy it? On a less commercial level, the question is who will preserve those out of print and out of copyright books that line the shelves of libraries? Should that be a cultural priority or a commercial

activity? So many questions and there doesn't seem to be any place to look for a good answer.



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Link of the Month



Each month we highlight an online website or mailing list. The link is usually associated with UNT.

Reports about students with suspected cases of H1N1 flu are coming in from colleges and universities across the country. As dorms fill up and classes begin, it is very important to remember to follow safety precautions. The UNT flu updates page is the place to go for up-to-date information on anything related to this topic. Also, remember to update your Eagle Alert contact information while you're there!

<http://www.unt.edu/flu/>



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Helpdesk FYI

By [Jonathan "Mac" Edwards](#), Assistant Manager of the CITC Helpdesk

Using Mailhost as your Outgoing Mail Server (SMTP)

Lately, as more users bring notebooks and smartphones onto campus, we are seeing an upsurge in the number of people trying to connect to their mail accounts using imap or pop3 over EagleNet. While you should have no issues receiving your mail using the IMAP or POP3 server recommended by your email provider, there could potentially be issues with using the recommended SMTP server. After testing, we have found that the EagleConnect SMTP server (pod51000.outlook.com) will allow you to send over wireless, but neither Google's or Yahoo's SMTP server can be accessed. If you are unable to send mail using the SMTP server recommended by your email provider, we recommend you try using the UNT provided SMTP server mailhost.unt.edu for your outgoing mail. To set up Mailhost you will need to log into your mail-client, and go to your account settings.

- To access this in *Outlook 2007: Go to Tools > Accounts and open the account you wish to Edit. You will want to find your Outgoing Mail Server (SMTP). Make sure the name of this server is mailhost.unt.edu.
- The next thing that needs to be changed is your log-in information. Mailhost uses your EUID and Password for authentication. Often you can find this area under more settings, or advanced settings. Look for something similar to "Outgoing Server Settings." Once you find this be sure to input your correct EUID & Password.
- To access this in *Outlook 2007: Choose "More Settings" and click on the "Outgoing Server" tab.
- Finally, you will want to make sure you have the correct security settings. Mailhost requires SSL/TLS encryption. If both options exist, choose TLS. When asked to specify a port, choose 587. To access this section in Outlook 2007: Choose the Advance Tab after following the previous two *Outlook steps. For your convenience you should be able to leave mailhost.unt.edu as your Outgoing server when off campus. Some clients, such as the iPhone, allow for setting up multiple SMTP servers.



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IRC News

Minutes provided by Susan Richroath Recording Secretary*

The IRC -- unofficially now known as the INFORMATION TECHNOLOGY COUNCIL (ITC) -- is currently undergoing a reorganization, see the [May 20, 2008 minutes](#) for more information.**

July 6, 2009

Members present: Joe Adamo, Judith Adkison, Philip Baczewski, Lou Ann Bradley, Warren Burggren (chair), Cengiz Capan, Tim Christian, Renee Drabier, Katy Gallahan, Jane Himmel, Elizabeth Hinkle-Turner, Bruce Hunter, Troy Johnson, Maurice Leatherbury, Frances May, William Moen, Ramu Muthiah, Patrick Pluscht, Wil Clark for John Price, Susan Richroath (secretary), Charlotte Russell, Renee Sims for Joey Saxon, Will Senn, and Zheng Xiang **Members absent:** Joel Arredondo, Jim Byford, Jim Curry, Kelly Donahue-Wallace, Yunfei Du, Kevin Eades, Noreen Goggin, Don Grose, John Hooper, Melissa Jackson, Abraham John, Jon Nelson, Jackie Thames, and Phillip Turner **Guests:** Cathy Hartman, Adam Jensen, Bill Jones, Tom McElwee, Kenneth Moffitt, Darren Petersen, and Adrian Rollett

The minutes of the previous ITC meeting, June 16, 2009, were approved with no recommended corrections.

UNT web content management

Maurice Leatherbury provided background information on UNT web content management. UNT administration requested URCM and CITC provide suggestions to improve the UNT web sites. After a survey of the market place and site visits, an RFP was created in October 2008. There were six viable responses ranging from \$125,000 to \$872,000. Due to the limited response and developing budget concerns, UNT has been investigating an open source solution. A presentation of the Drupal product was demonstrated followed by questions and answers.

Kenn Moffitt briefed the ITC on its plans to assist the campus with the development of Web sites and content. Central administration is providing financial support for the creation of a Web Development Center which will consist of 12 new positions who will be hired to augment experts currently at UNT.

The ITC voted unanimously on the adoption of Drupal as the UNT web content system.

ITC policy

Maurice Leatherbury updated the council on the status of the ITC policy which was submitted last fiscal year. There is a recommendation at the administrative level for the ITC to function as a procedural committee instead of policy committee.

The next meeting is scheduled for September 15, 2009 at 2 p.m. in GAB 210.

Meeting adjourned.

*For a list of IRC Regular and Ex-officio Members click [here](#) (last updated 12/12/08). Warren Burggren is now the Chair.

**DCSMT Minutes can be found [here](#).



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RSS Matters

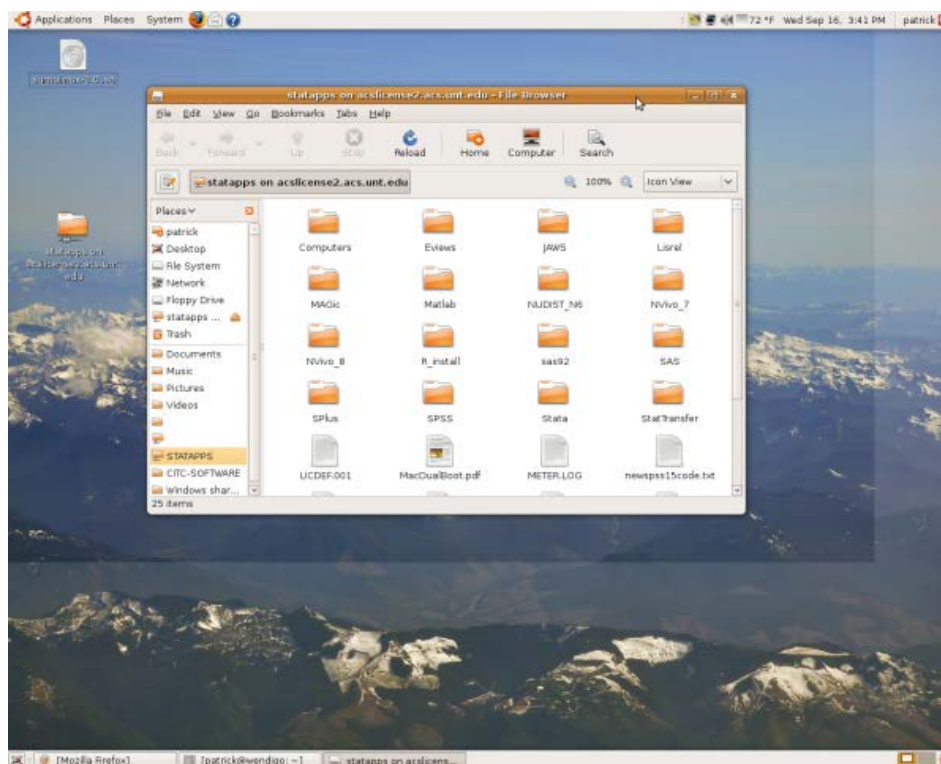
Installing MATLAB For 32 Bit and 64 Bit Processors
On Ubuntu

Link to the last RSS article here: [Moving On Up: SPSS 15 Bids Adieu, PASW Statistics 17 Waves Hello.](#) - Ed.

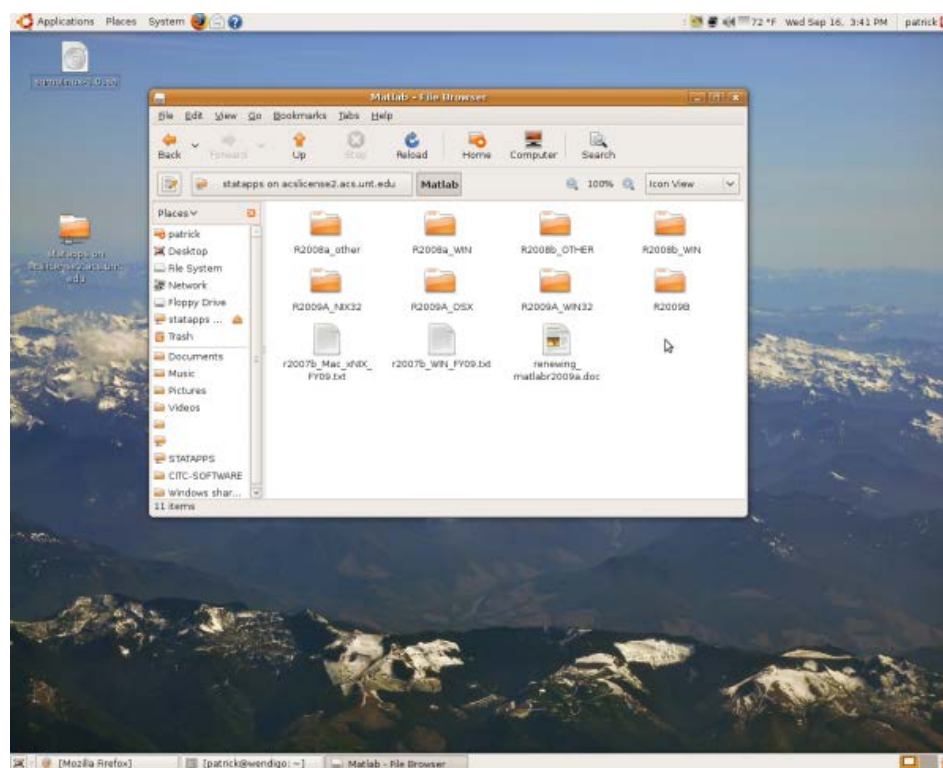
By [Patrick McLeod](#), Research and Statistical Support Services Consultant

The first steps in the installation process are for users who have access to the STATAPPS volume on acsllicense2. If you are installing MATLAB from a DVD, skip ahead to Step 5.

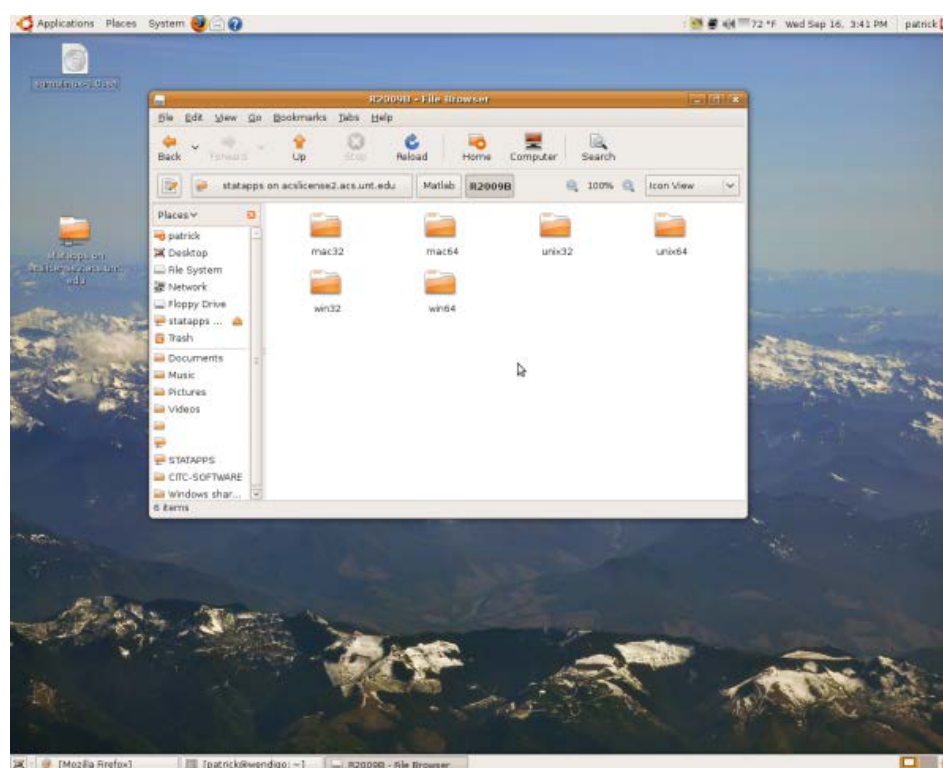
Regardless of if you are installing from acsllicense2 or from DVD, if you have your email and password from The MathWorks, have them ready to use during the activation portion of the installation. If you have not signed up for a MathWorks account, you will be prompted to do so during the installation.



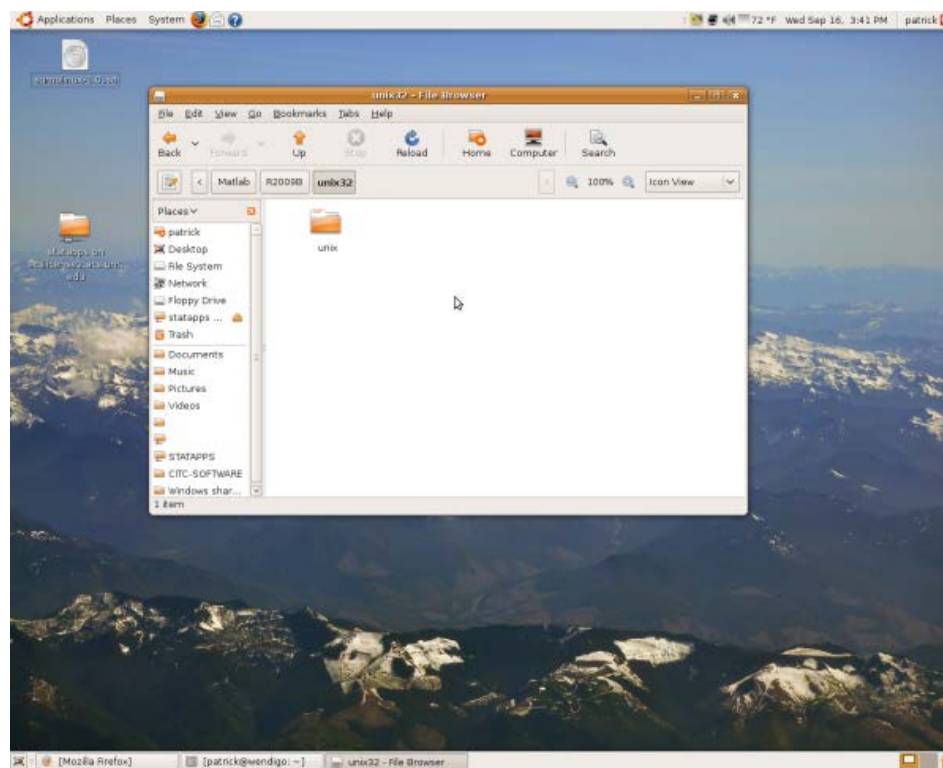
Step 1: Connect to the STATAPPS volume on acsllicense2.



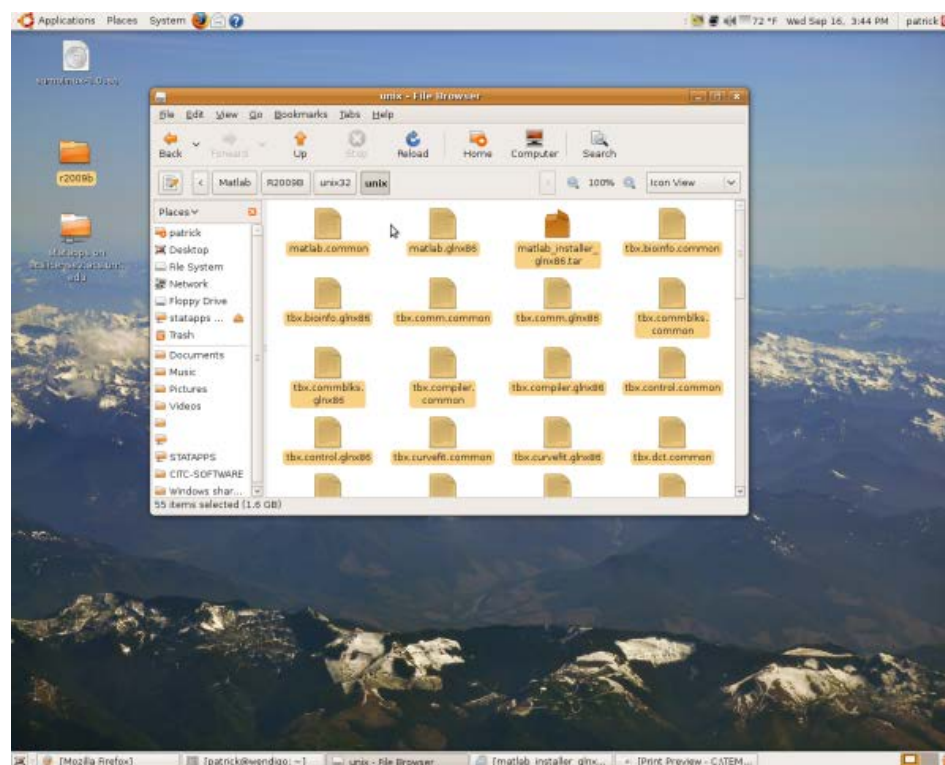
Step 2: Open the Matlab folder in the STATAPPS volume and open the R2009B folder.



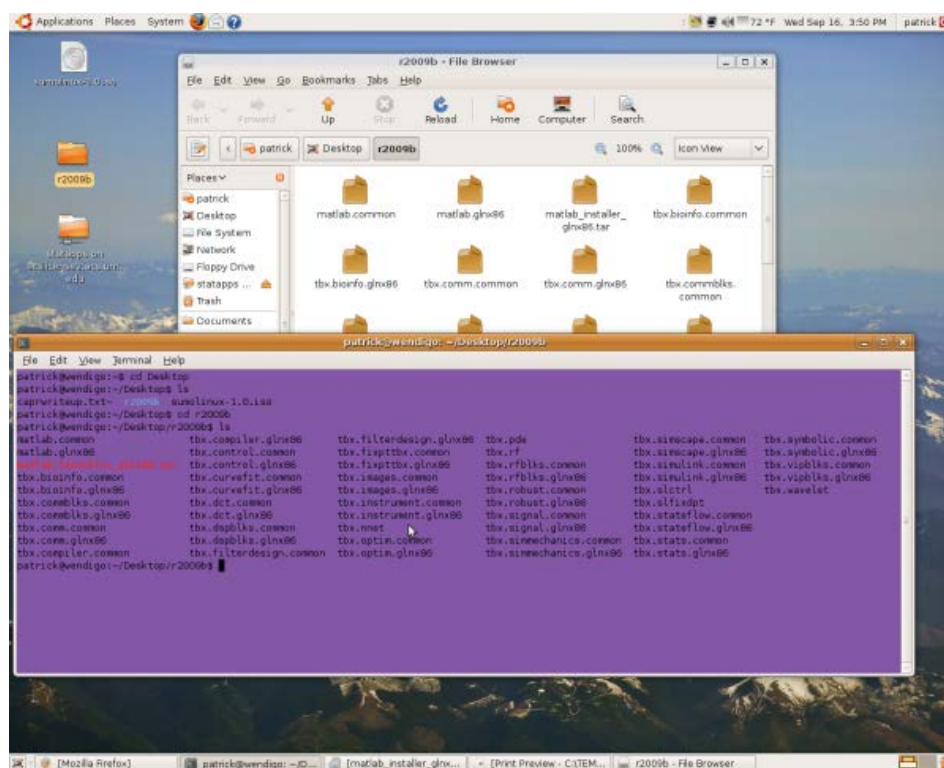
Step 3: Select the appropriate folder for your operating system and architecture. We are licensed for both 32 bit MATLAB and 64 bit MATLAB for unix.



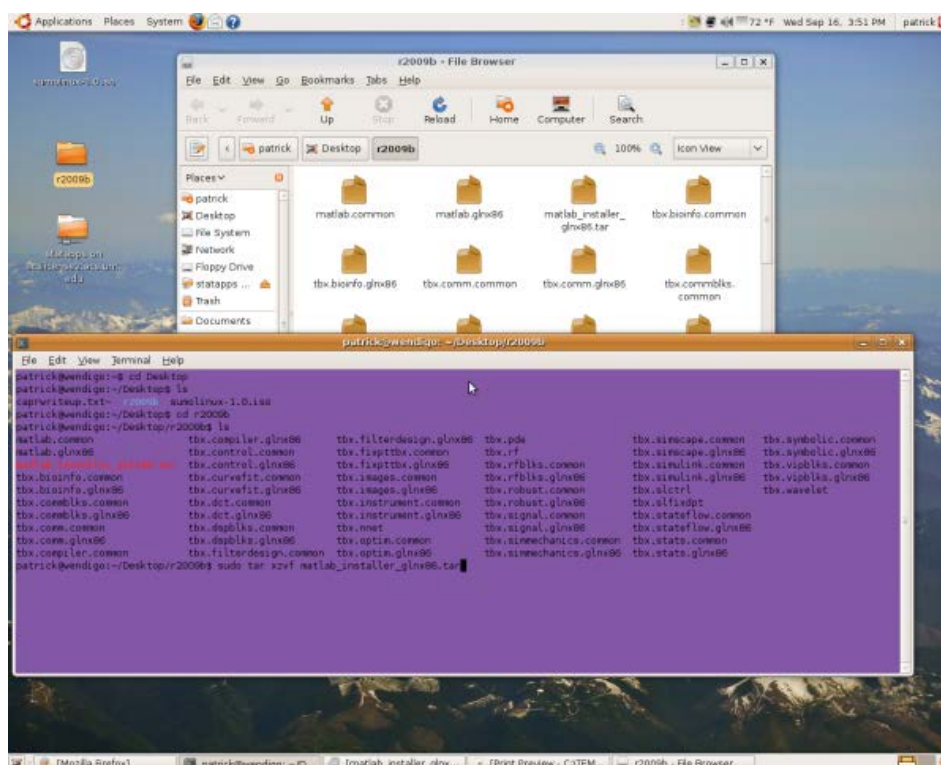
Step 4: Open the unix folder.



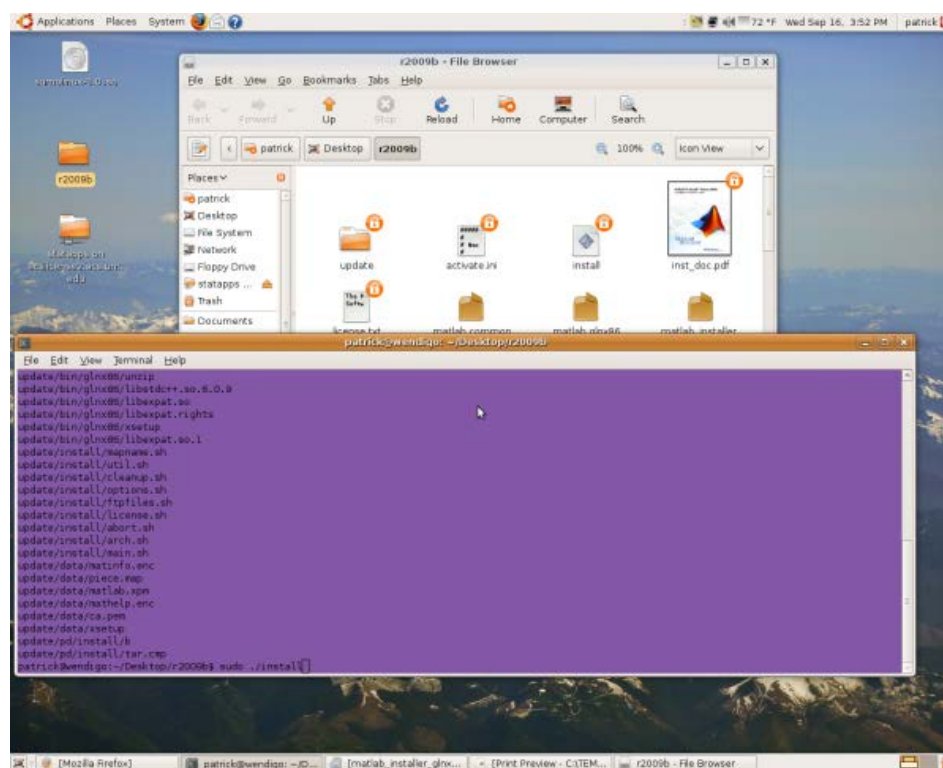
Step 5: Create a folder in an accessible place on the computer where you are installing MATLAB. You can name it anything you want; in the example, I've created a folder on my desktop called r2009b. Once you've created this folder, select all the objects in the unix folder and copy them to the folder you created.



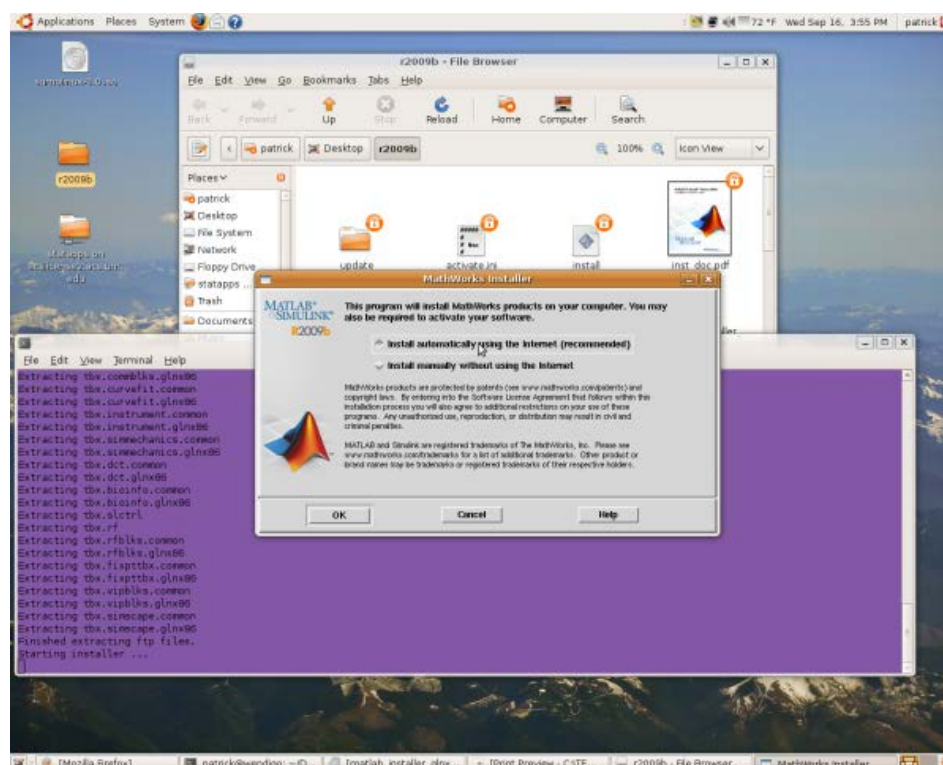
Step 6: Open a Terminal. Change directories to the file folder you created and list its contents to verify that everything was copied.



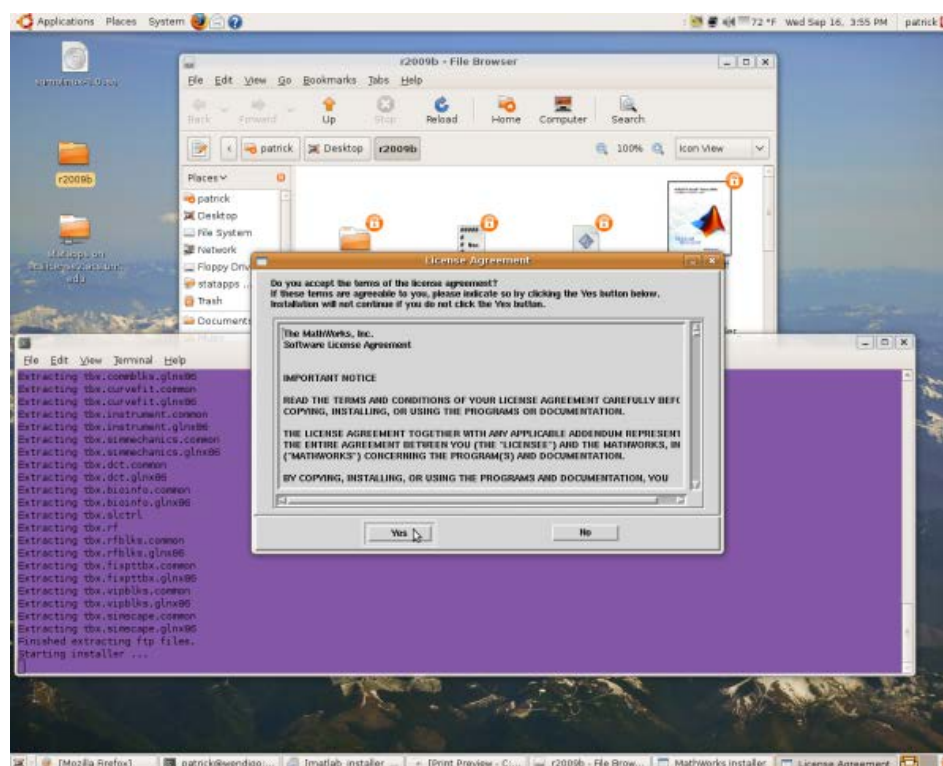
Step 7: Using `-sudo-`, issue the following command from inside the directory where you copied the MATLAB files: `sudo tar xvf matlab_installer_glnx86.tar`.



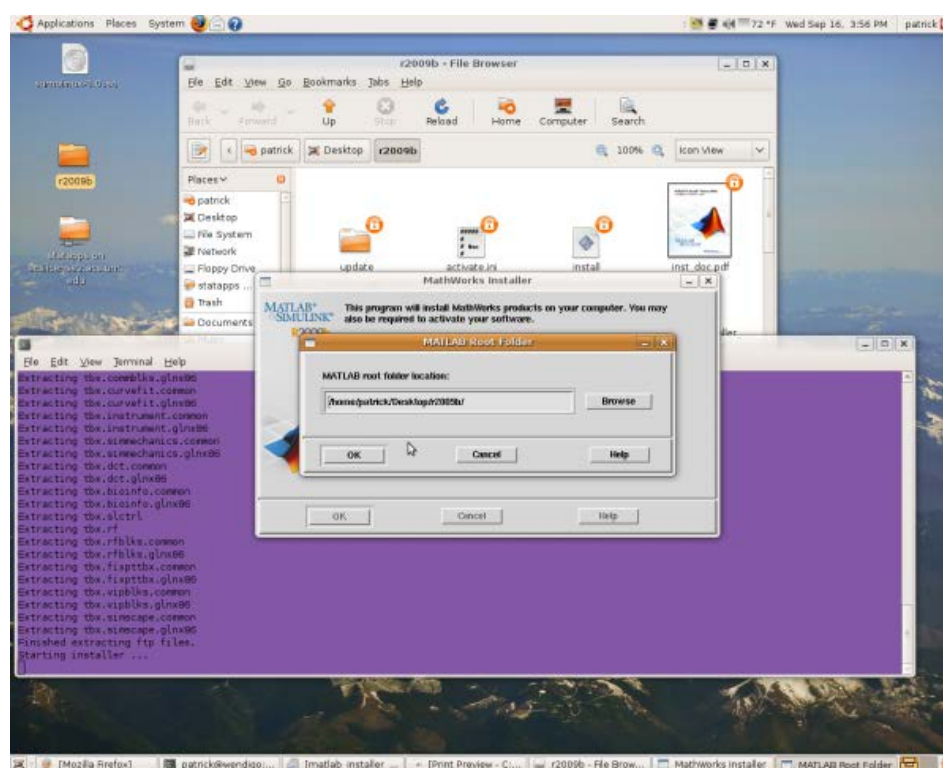
Step 8: Once you've unzipped the MATLAB files, install them by issuing the following command: `sudo ./install`.



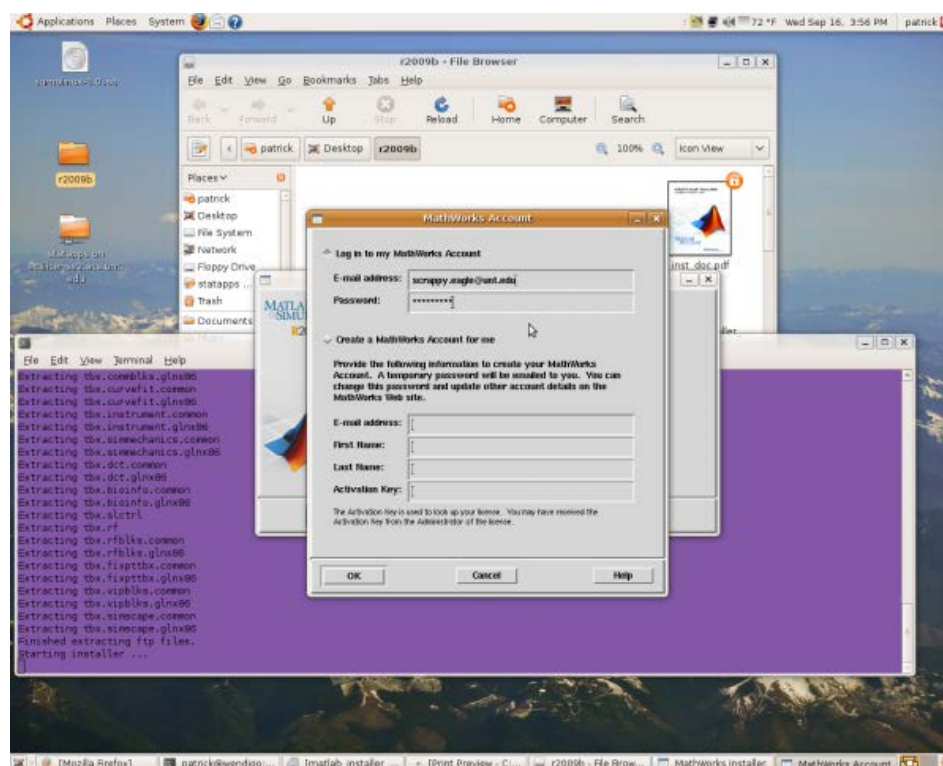
Step 9. The MATLAB installer is graphical. On the first screen, be sure to select the option for installation using the Internet.



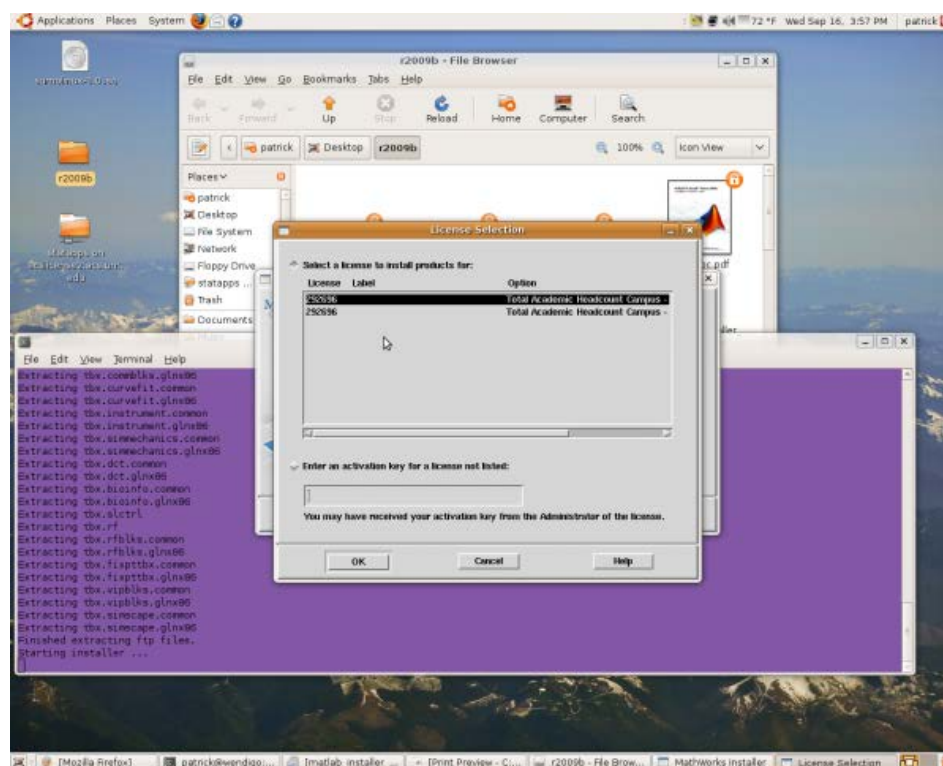
Step 10: Click on the Yes button to agree to the terms of the license.



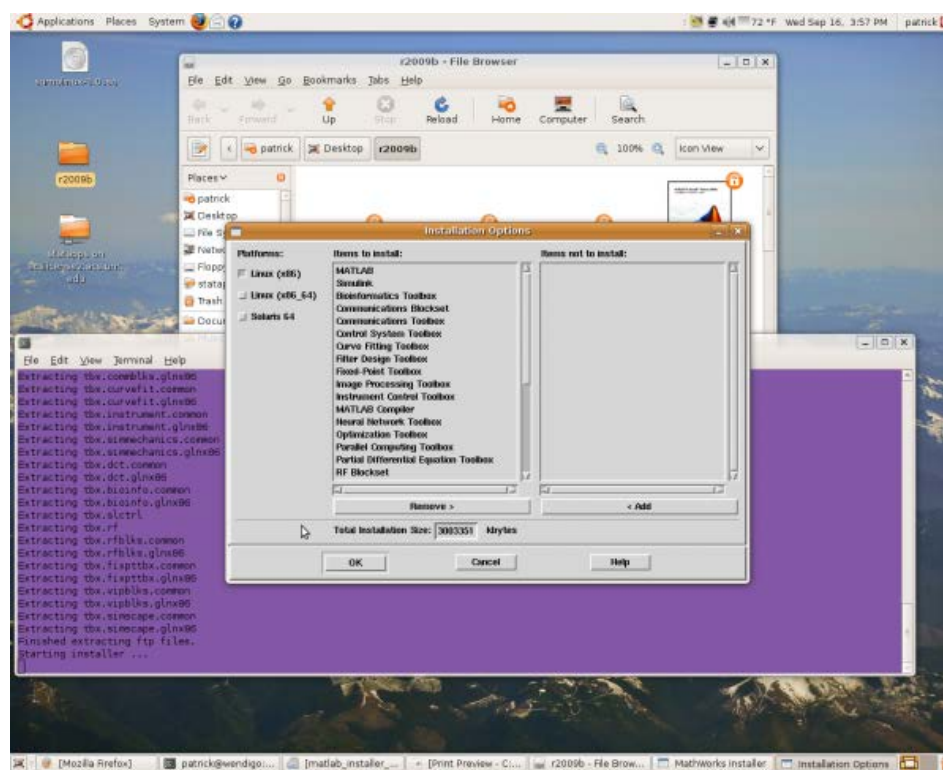
Step 11: Specify the root folder for your MATLAB installation. I've used the folder that I created to copy the MATLAB files, but you can use any folder in any directory to which the machine's user has access rights. DO NOT put the MATLAB root folder in a directory that is not accessible to the machine's user (i.e. any directory requiring `sudo` to access).



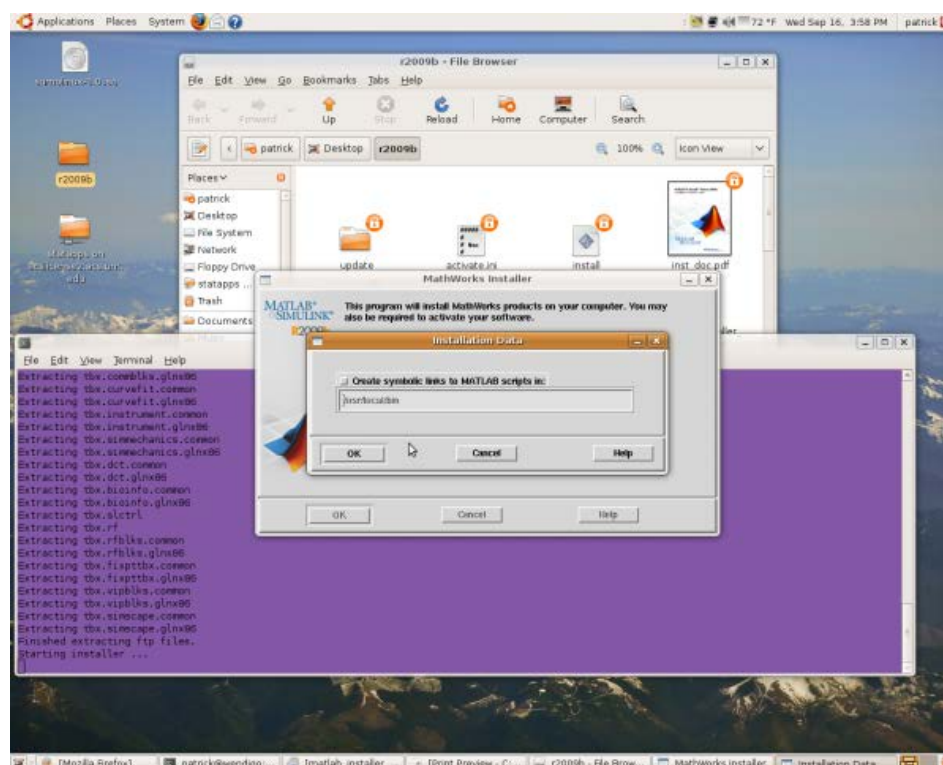
Step 12: Here is the most important piece of the MATLAB installation: Providing your MathWorks account information. If you do not already have a MathWorks account, choose the option to create a MathWorks account and provide your details. Contact Patrick McLeod (that's me) at Patrick.Mcleod@unt.edu or 940-369-8487 to let me know you are setting up a MathWorks account and need the activation key for this task. I will email it to you and I will need to verify that your account has activation privileges in the MathWorks Support Portal.



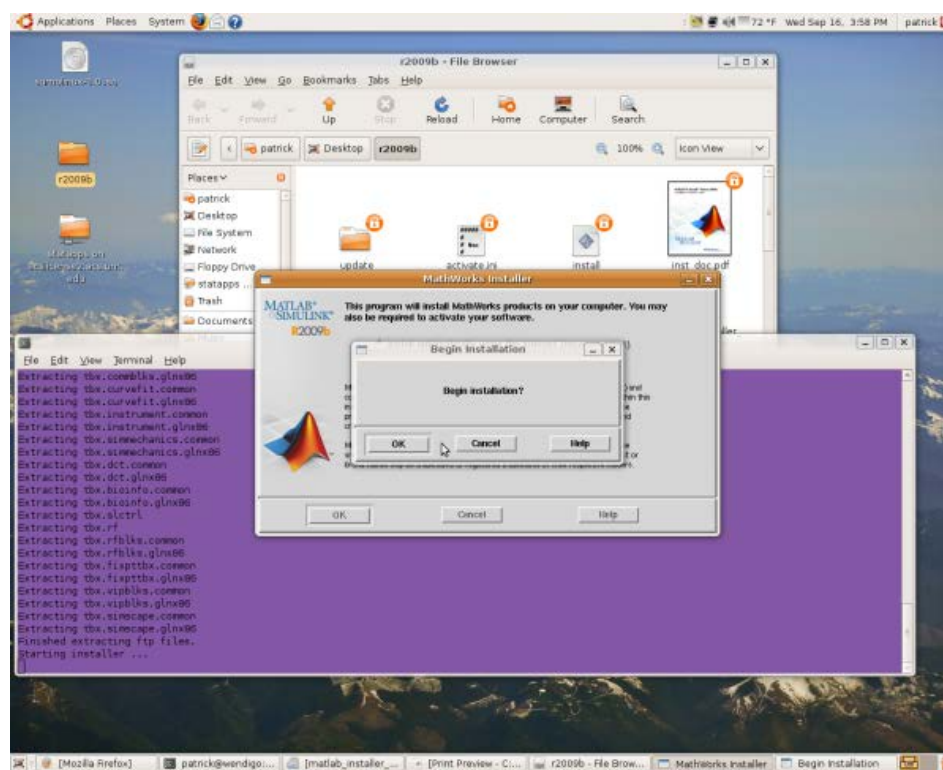
Step 13: After you have successfully logged into your MathWorks account, you should see a screen that provides you with two options to choose for licensing. You want to choose the first option at the top of the two options, the TAH Designated Computer option. We do not run a license server, so if you choose the second option from the top, you'll most likely have to restart your installation.



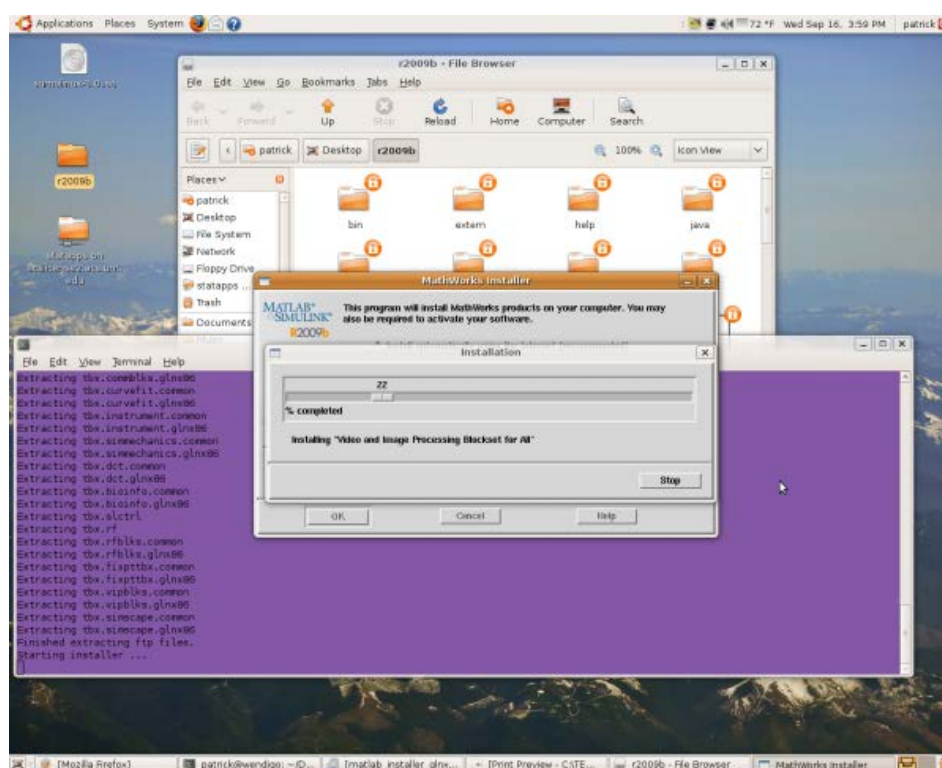
Step 14: After verifying that your appropriate platform has been selected (x86 or x86_64), click on the OK button.



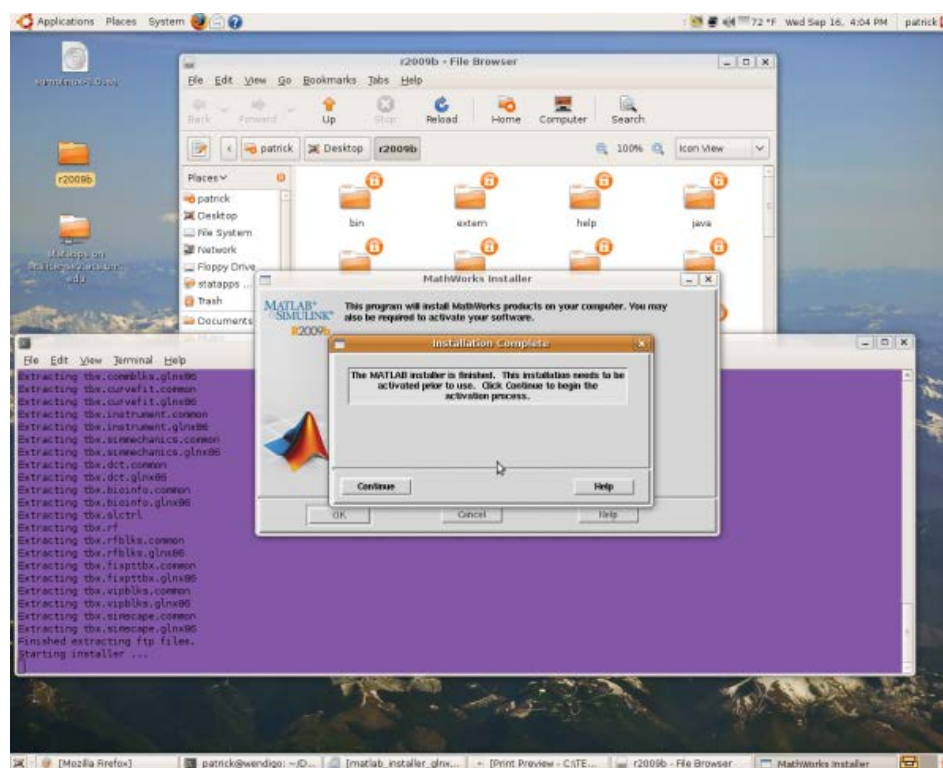
Step 15: If you choose to create symbolic links for your MATLAB scripts, check this option and specify their location.



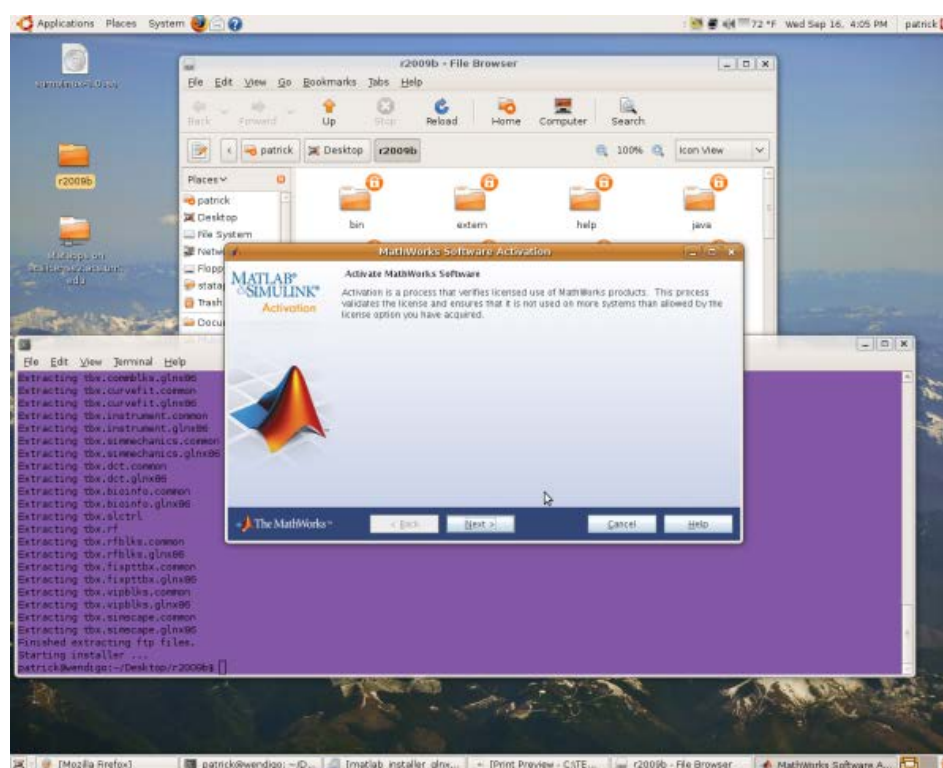
Step 16: Click on OK to begin the installation.



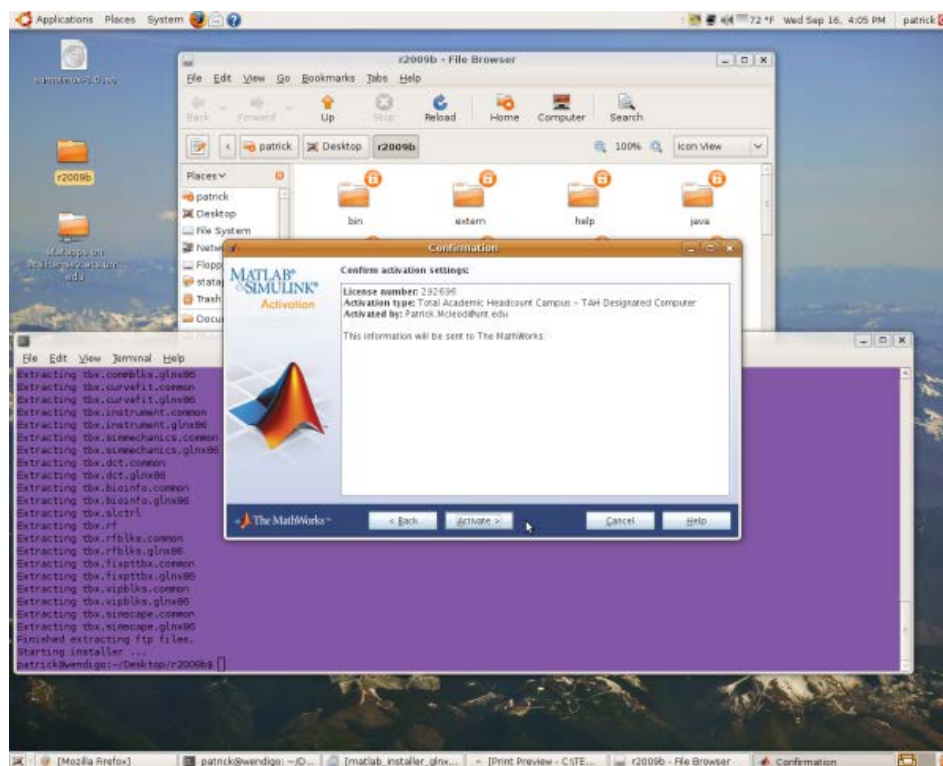
Step 17: Wait while the MATLAB installer does its work.



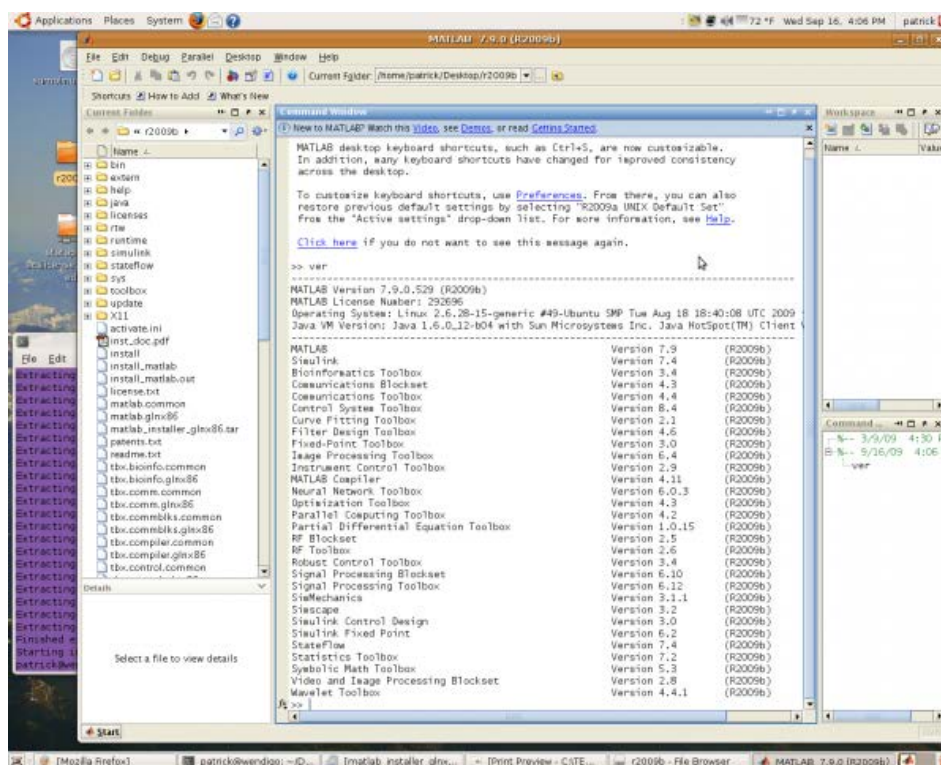
Step 18: After MATLAB is installed, click on the Continue button to activate your MATLAB software.



Step 19: Click on the Next button to start the activation process. Note that activation requires an active internet connect.



Step 20: Click on the Activate button to activate the MATLAB software.



Step 21: After you have activated your MATLAB software, you should be prompted to start MATLAB. Choose this option to verify that everything is working as it should. If it is, you should see a screen like the one above.

Happy computing!





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Short Courses

The fall Short Courses have been scheduled. Surf over to the [Short Courses](#) page to see the classes that are being offered.

Special classes can always be arranged with the RSS staff. See "Customized Short Courses" below for further information. Also, you can **always** contact the RSS staff for one-on-one [consultation](#). **Please read the [FAQ](#) before requesting an appointment though.**

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](#) (they have a new comprehensive training curriculum), and the [Center for Learning Enhancement, Assessment, and Redesign](#). Additionally, the [Center for Achievement and Lifelong Learning](#) offers a variety of courses, usually for a small fee.

EIS training is [available](#). Questions or comments relating to EIS training should be sent to EIStrn@unt.edu.

Microsoft E-Learning

Microsoft E-Learning courses are now available for **faculty and staff** via our UNT-Microsoft Campus Agreement. Please contact Claudia Lynch at lynch@unt.edu for instructions on accessing this training.

Microsoft Outlook Training and more

The Messaging Systems Group has all sorts of useful information on their website, including [training information](#).

Central Web Support

Consult Central Web Support for assistance in acquiring "Internet services and support." As described on their newly re-designed [website](#):

CWS provides Internet services and support to UNT faculty, staff and students. Services include allocating and assisting departments, campus organizations and faculty with web space and associated applications. Additionally, CWS assists web developers with databases and associated web applications, troubleshooting problems, support and service.

CLEAR (was Center for Distributed Learning)

[CLEAR](#) offers courses especially for Faculty Members. A list of topics and further information can be found [here](#).

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 [CLEAR Website](#).

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.unt.edu/minicourses/>

Information Security Awareness

The UNT Information Security team has been offering Information Security Awareness [courses](#) to all UNT faculty and staff. Topics to be covered will include workstation security, sensitive data handling, copyright infringement issues, identity theft, email security, and more.

For more information, or if you would like to request a customized course to be taught for your department, contact Gabe Marshall at x4062, or at security@unt.edu.

Also, Information Security Training is [now available](#) through Blackboard Vista (formerly known as WebCT).

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers.

See <http://www.gal.unt.edu/> for a list of labs and their locations. The Willis Library, for example, has a [list of Tutorials and Software Support](#).

The [Training Website](#) has all sorts of information about alternate forms of training. Computer Based Training (CBT) and Web-based training are some of the alternatives offered, although due to the rising costs of training, shrinking budgets and changing technology, computer-based training at UNT is in a state of transition. For up-to-date information on CBT at UNT, see the CBT [website](#).

State of Texas Department of Information Resources

Another possible source of training for staff and, perhaps, faculty members is the Texas Department of Information Resources. A look at their Education and Training [website](#) reveals some interesting possibilities. For example, under [Conferences, Briefings, and Events](#) is a "Microsoft Training Series" described as "free training classes ... delivered by Microsoft and hosted by DIR as part of the Technology Today Series (TTS)."



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Transitions

New Employees:

- **Steve Michael Borga**, Media Tech Manager, Classroom Support Services.
- **Rudd, Kaylee**, Clerical Assistant, Administrative Services (part-time).
- **Mark Evans**, Communications Manager, Data Communication Services.
- **Sravani Pallem pati**, ACS GAL Consultant (part-time).
- **Oluwaseun Kafayat Adeyemi**, Student Assistant, Data Communications (part-time).
- **Abhinav Shrivastava**, ACS GAL Consultant (part-time).
- **Revant Sati**, ACS GAL Consultant (part-time).
- **Ropbert Kuhns**, Computer Operator (part-time).
- **Jesse Hamner**, Manager, Research and Visualization Environment (RAVE), Academic Computing and User Services.
- **Elliott Eitzmann**, CSS Tech, Classroom Support Services (part-time).
- **Kevin Wade**, CSS Tech, Classroom Support Services (part-time).
- **Lauren Cater**, CSS Tech, Classroom Support Services (part-time).

No longer working in the Computing and Information Technology Center:

- **Siwaporn Chicharoen**, ACS GAL Consultant (part-time).
- **Azeem Rehman**, ACS GAL Consultant (part-time).
- **Amanda Garcia**, Student Assistant, Data Communications (part-time).
- **Hsuan Chun Chang**, ACS GAL Consultant (part-time).
- **Lakesha Clark**, Computer Operator (part-time).
- **Jose Jimenez**, CSS Tech, Classroom Support Services (part-time).
- **Tomas E Gonzalez**, CSS Tech, Classroom Support Services (part-time).

- **Sebastian Delgadillo**, CSS Tech, Classroom Support Services (part-time).

Changes, Awards, Recognition, Publications, etc.

Pahtsapong Tanaawibuonpoan, Programmer Analyst, Payroll/HR Systems (AIS), was profiled recently in the NT Daily in relation to his founding and sponsoring "a UNT organization is reaching out to give students a chance to relax." The article, "Meditation club clears away stress," can be read [here](#).

Service to UNT

Congratulations to all who were recognized for their service to UNT in the in the [September 8 InHouse](#).

15 years of service

- **Richard Anderson**, Information Technology Manager.

Five years of service

- **Kathy N. McDuffie**, Administrative Specialist, University Information Contact Center.
- **Glenn E. Thorpe III**, Information Technology Specialist, Information Security.

Gone but not forgotten ...

Mike Wright, Computer Systems Manager, Disaster Recovery and Contract Management. retired at the end of August after 15+ years of service to UNT. We wish him well.



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CITC Migrates Secure FTP and PGP to New Virtual Servers

By [Brian Richman](#), Programmer/Analyst, EIS Technical Services Team

Several of CITC's secure file transfer and encryption/decryption servers had a rough spring and early summer as we struggled with hardware and network failures. These failures were caused by our ongoing use of some very outdated equipment that was fast becoming unable to run the latest versions of the software involved and was also having a difficult time keeping up with a substantial increase in use.

We currently transfer and encrypt/decrypt files for the business side of the University several dozen times a day to and from a variety of locations. We clearly needed a solution that would deliver the stability that the business units needed as well as one that provided the technical continuity that all aspects of the operation demanded.

For some time now, CITC has been implementing Virtual Machine technology in the shape of VMware servers for departmental use around UNT. As the new semester began the switch was thrown and a new Virtual Machine came online for production use. With an updated release of the UNIX operating system that the previous system had utilized, the jump was made to virtualization as this offered a good fit of application processing demand and appropriate resource use.

By moving to a virtual environment for this suite of applications, CITC can now decommission two older servers that we no longer need to spend money on maintenance contracts – the price of which seems to go up at each renewal. These older servers used close to a thousand watts of power consumption each, while the replacement virtual system only uses a few dozen watts of power to run on a physical server that has less than 500 watts of power draw in total. This provides the university with ongoing savings in power and air conditioning costs and is also helping the environment by using fewer non-renewable resources. These gains for all involved, for the environment, for UNT – and for the bottom line, coupled with the ability to continue working within a fully supported environment means we all win as a result of this long overdue change.

“Go Mean Green.”



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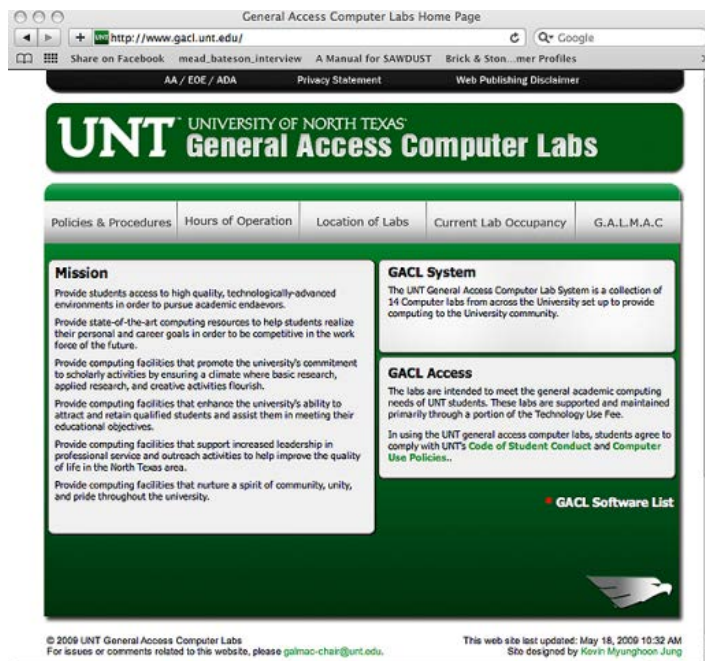
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What the Lab Managers Did This Summer - 2009 Edition

By [Dr. Elizabeth Hinkle-Turner](#), Assistant Director - Academic Computing and User Services

Ah....another September is upon us and I actually felt some crispness in the air during my jog this morning! Another September also means that it is time for another review of what the lab managers did this summer. During the summer months, the greatly reduced student population allows for the updating of the lab facilities and several of the managers were quite busy doing just this.

The General Access Computer Lab Managers began the summer with the launch of a newly-formatted website. The new clean design offers easy-to-use links to information about all of the labs:



The College of Education (COE) General Access Computer lab dramatically changed its printer setup and management and student patrons seem to be adjusting nicely to the new situation. You may recall that one of the many

technological perks that students get at UNT is the free printing of classwork in the labs. This does mean that considerable management of the service is needed to prevent waste (after all, "We Mean Green!"). COE is now using the PaperCut application to control printing. Three print stations are located in Matthews 307 and six stations are located in Matthews 309. All of these printers are Xerox Phaser 6360 color printers with a default setting for duplex color (more green paper savings!). Students send their print jobs to the PaperCut spooler and then go to one of the print stations and key in their EUID and select their documents to print. Multiple copy requests will not queue for printing (but students can take their singles to Eagle Images in the Union for xeroxing services). One of the print stations is located on a small table beside the printer to allow easy access for patrons in wheelchairs. Additionally, COE put a small printer in their hallway to handle small print jobs from the kiosks outside their door. Charlie Andrews, COE lab manager, reports, "The big task at the present is adjusting the students to requesting their own print. They are fast learners and they even instruct each other." Andrews also added that the lab is using SharePoint for a variety of administrative purposes and that discussions have begun to initiate replacement of the facilities' 12-year-old station chairs. Below is a photo of some of the new COE print stations:



The four College of Arts and Sciences (CAS) labs are all getting new machines! Lab manager, James Strawn reports that all Windows-based computers are being replaced by the new Dell small form factor (SFF) systems with the following specs:

- *Intel 2.66GHz Core2 Quad 9400 Processor*
- *4GB RAM*
- *250GB Hard Drive*
- *8X DVD +/- RW drive*
- *Headphone/speaker jacks and 2 USB ports on front of computer*

Additionally, Strawn adds, students in the GAB 330, GAB 550 and Terrill 220 labs will view their work on 24-inch Wide screen LCD monitors with built-in Smart Card readers and 2 USB ports.

Over at the Discovery Park, Sean Flowers, manager of the College of Engineering (ENG) general access computer lab worked with Facilities to pick and place furniture outside of the lab that would enhance the student work area. Sean describes the new area as follows: "We have two tables for 6 adjacent to power outlets, 3 cafe style tables for 2 students each, and 2 circular seating areas with a low coffee-table style feel. Everything was picked to match the

ascetics of the building and our space, and to take advantage of our "prime location" in the building. We are fortunate to have a green area directly across from the lab, along with a very large window, as well as a great skylight above. Students regularly congregated outside the lab, and it was my desire that we enhance that space for the students to over better looks and comfort, while keeping it functional." Sean also provided these photos of the new area outside of his lab:



The ENG lab also now has cubbies for students to park their bags while working on the lab machines:



It is to be hoped that the type of collaborative and informal study space outside the ENG lab serves as a great model for other such spaces for students at UNT.

Finally, the ACUS/Adaptive technology lab was HOPING to move into its new digs this summer but - alas - as anyone

who has dealt with remodeling before at their homes well know...delays happen. However, the new facility with its more open work area and its study rooms for students with certain types of learning disabilities should be available for move-in any day now and complete coverage of the new facility will be featured in a future (hopefully, not too FAR future!) issue of *Benchmarks Online*. For now, you can just gaze at the picture of the ACUS lab's soon-to-be new home:



Other labs were cleaned and new lab images and services updated and added. For example, the 24-hour lab located in Willis Library added Adobe Design premium to both the MacOS and Windows partitions on their dual-boot iMacs. Manager Judy Hunter further reports that bluetooth file transfer options and better foreign language accessibility were added to the machines. Willis was the first facility to offer the dual-boot iMacs and this very popular hardware option has now been deployed in several of the other computer labs as well. Be sure to visit the new lab website mentioned above for a complete review of all lab locations, hours and services.



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"We need to stop hemorrhaging cash, reinvent the company, rebuild our reputation and win back 150 million customers. Is there an app for that?"

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