# Benchmarks Online

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- **128** - Moves, adds or changes to the telephones per month.

- **103** - Average number of trouble calls per month.

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Questions, comments and corrections for this site: [lynch@unt.edu](mailto:lynch@unt.edu)
Site was last updated or revised : June 15, 2007

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# Campus Computing News

## Office 2007 Available to UNT Employees at a Reduced Price

By **Dr. Maurice Leatherbury**, Associate Vice President for Computing and Chief Technology Officer, Computing and Information Technology Center

Under the Microsoft Campus Agreement that the Computing and Information Technology Center purchases for the campus each year, UNT is able to distribute Microsoft Office 2007 for home use by *employees* of the University. That product is now available in the general books section of the UNT Bookstore for a cost of $14.00.

The version of Office 2007 that we are allowed to distribute is the Enterprise version, which contains:

- Access 2007
- Word 2007
- Excel 2007
- Outlook 2007
- PowerPoint 2007
- Groove 2007
- InfoPath 2007
- OneNote 2007
- Communicator 2007 (this product isn't on the distribution disk, but Microsoft says it will be available some time soon)

### A few caveats about Office 2007 for home use:

- The software is on a DVD disk, so you'll have to have a DVD drive in your computer to install the suite.

- Colleges and departments are planning their rollouts of the Office 2007 suite to occur at various times over the next year or even longer. That means that you might not have any support in your department for that version of the common applications you use for some time.

- Some of the applications on the disk (Groove, InfoPath, OneNote, and Communicator) aren't used on campus at this time and computer support personnel on campus probably won't be able to provide any help to you if you want to try them out.

- The campus will be using Outlook 2007 as our e-mail interface by this Fall, and we're investigating how to "unbundle" Outlook from the whole suite so that we can distribute it without cost to those of you who want to put it on your home machine but

don't want to purchase the suite. We haven't solved that problem yet, but I'm pretty confident that we can do so.

- There are file format differences between some of these products and earlier versions, particularly Word. While Word 2007 can write files in Word 2003 format, you have to change the settings on Word 2007 to make that happen.

- You don't need Windows Vista to run Office 2007, but you have to have at least Windows XP. See http://office.microsoft.com/en-us/suites/HA101668651033.aspx for the system requirements.

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Originally published, May 2007 -- Please note that information published in *Benchmarks Online* is likely to degrade over time, especially links to various Websites. To make sure you have the most current information on a specific topic, it may be best to search the UNT Website - http://www.unt.edu . You can also search *Benchmarks Online* - http://www.unt.edu/benchmarks/archives/back.htm as well as consult the UNT Helpdesk - http://www.unt.edu/helpdesk/ Questions and comments should be directed to benchmarks@unt.edu

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# Summer Hours

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

**T**he spring semester has ended and [SUM , 3WK1, 8WK1](#) classes[*](#)  began on Monday, May 14. Following are the hours for Computing and Information Technology Center-managed facilities during this time period and, in some cases, the summer. The [Helpdesk](#) plans, at this point, to be open their normal hours. The University is [officially closed](#)  for Memorial Day, May 28 and Independence Day, July 4.

Following are the hours for Computing and Information Technology Center-managed facilities during the break.

The **ACS General Access/Adaptive Lab** ([ISB 110](#)):

**May 14 - June 3:**

Monday - Thursday: 8 a.m. - 10 p.m.
Friday: 8 a.m. - 9 p.m.
Saturday - Sunday: CLOSED

Monday, May 28 (Memorial Day): 9 a.m. - 5 p.m.

**June 4 - August 10:**

Sunday: 1 p.m. - 10 p.m.
Monday-Friday: 8 a.m. - 10 p.m.
Saturday: 10 a.m. - 9 p.m.

## Hours for Other Campus Facilities

### General Access Labs

[WILLIS](#):

**Retain 24 hour schedule** *except*:

May 13-31**:**

Monday -Thursday: 7:30 a.m. - 9:50 p.m.
Friday: 7:30 a.m. - 8:50 p.m.
Saturday: 9 a.m. - 8:50 p.m.
Sunday: 1 p.m. - 9:50 p.m.

June 1-3**:**

Friday, June 1: **Closed**

Saturday, June 2: 9 a.m. - 5:50 p.m.
Sunday, June 3: 1 p.m. - Resume 24 hour schedule

July 3-5:

Tuesday, July 3: Close at 9:50 p.m.
Wednesday, July 4: **Closed**
Thursday, July 5:  7:30 a.m. - Resume 24 hour schedule

**SLIS**:

Sunday: Noon - Midnight
Monday - Thursday: 10 a.m. - 2 a.m.
Friday & Saturday: 8 a.m. - 10:00 p.m.

**MUSIC**:

**3WK1 (May 14-June 1):**

Monday - Thursday: 8 a.m. - 5 p.m.
Friday: 8 a.m. - 5 p.m.
Saturday: **Closed**
Sunday: **Closed**

**5WK1 & 5WK2 (June 4 - August 10):**

Monday - Thursday: 8 a.m. - 9 p.m.
Friday:  8 a.m. - 5 p.m.
Saturday: 10 a.m. - 5 p.m.
Sunday: 1 p.m. - 8 p.m.

**PACS Computing Center** (formerly SCS & SMHM):

**May 14 - Aug 10**:

Monday - Thursday:  8 a.m. - 10 p.m
Friday - Saturday:  8 a.m. - 5 p.m.
Sunday: Noon - 10 p.m.

**SOVA**:

**May Hours:**

Monday-Thursday: 8 a.m.- 8 p.m.
Friday: 8 a.m. - 5 p. m.
Saturday: Noon - 5 p.m.
Sunday: Noon - 8 pm.

**June 4 - August 10:**

Monday-Thursday: 8 a.m.- 10 p.m.
Friday: 8 a.m. - 5 p. m.
Saturday: 10 a.m. - 5 p.m.
Sunday: Noon - 8 pm.

**COE**:

**May 14 - Aug 10**:

Monday- Thursday: 7 a.m. - Midnight
Friday: 7 a.m. - 5 p.m.
Saturday: Noon-8 p.m.
Sunday: **Closed**

**COBA**:

**May 14 - Aug 10**:

Monday - Thursday: 8 a.m. - 7:50 p.m.
Friday - Saturday: 8 a.m. - 7:50 p.m.
Sunday: Noon - 7:50 p.m.

**CAS**:

**3WK1 - May 14-June 1:**

**GAB 330**
Monday-Thursday: 8 a.m. - 10 p.m.
Friday: 8 a.m. - 5 p.m.
Saturday: Noon - 8 p.m.
Sunday: Noon - 10 p.m.

Monday, May 28 (Memorial Day): **Open**
Friday June 1: **Close** 5 p.m.

**GAB 550** : **Closed**

**Terrill Hall 220** : **Closed**

**Wooten Hall 120**:
Monday-Thursday: 8 a.m. - 6 p.m.
Friday: 8 a.m. - 5 p.m.
Saturday, Sunday: **Closed**

Monday, May 28 (Memorial Day): **Closed**
Friday, June 1: **Close** 5 p.m.

**5WK1 & 5WK2 (June 4 - August 10):**

**GAB 330**:
Monday-Thursday: 8 a.m. - Midnight
Friday: 8 a.m. - 5 p.m.
Saturday: Noon - 8 p.m.
Sunday: Noon - Midnight
Wednesday, July 4 (Independence Day): **Open**
Friday August 10: **Close** 5 p.m.

**GAB 550**: **Closed**

**Terrill Hall 220**:
Monday-Thursday: 8 a.m. - 8 p.m.
Friday: 8 a.m. - 5 p.m.
Saturday, Sunday: **Closed**

Wednesday, July 4 (Independence Day): **Closed**<

Friday August 10: **Close** 5 p.m.

**Wooten Hall 120**:
Monday-Thursday: 8 a.m. - 10 p.m.
Friday: 8 a.m. - 5 p.m.
Saturday, Sunday: **Closed**

Wednesday, July 4 (Independence Day): **Closed**
Friday August 10: **Close** 5 p.m.

| | |
|---|---|
| **UNT Dallas Campus - 155A** | Monday - Thursday: 7 a.m. - 10 p.m.<br>Friday: 7 a.m. - 6 p.m.<br>Saturday: 8 a.m. - 5 p.m.<br>Sunday: **Closed** |
| **Engineering General Access Lab (englab@unt.edu, Research Park, B129, 891-6733)**: | Monday, May 14 - Sunday, June 3: **Closed**<br><br>**Beginning Monday, June 4**:<br>Monday- Friday: 9 a.m. - 6 p.m. |

* Terminology and schedules for classes offered in the summer has changed in recent years:

SUMmer=Entire Summer Session, 3WK1 = 3-week 1, 8WK1=8-week 1, 5WK1= 5-week 1, 10WK1= 10-week, 5WK2= 5-week 2. All summer sessions end on August 10 this year.

- Summer Session 3W1**:** formerly May Minimester
- Summer Session 5W1: formerly Summer I
- Summer Session 5W2: formerly Summer II.

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# No More KnowledgeNet: KnowledgeNet Server to be Retired

By **Dr. Elizabeth Hinkle-Turner**, **Student Computing Services Manager**

**F**or several years, UNT offered computer-based training from two companies: SkillSoft and Thomson NETg (KnowledgeNet). With the acquisition of Thomson NETg by SkillSoft, we are now back to a single vendor. The Thomson NETg/KnowledgeNet server which was providing training on Office 2003 materials will be officially retired at the end of the month and a new computer-based training website will be created to reflect this change. Stay tuned for next month's *Benchmarks Online* for the unveiling of the new site.

UNT community members should not mourn this loss, however, (well, were any of you REALLY mourning this loss?!) because since the Thomson NETg learning materials have been acquired by SkillSoft, their contents appear on our SkillSoft website.

Anyone wishing to have a report run of their KnowledgeNet training before the server goes away forever, can contact me at ehinkle@unt.edu.
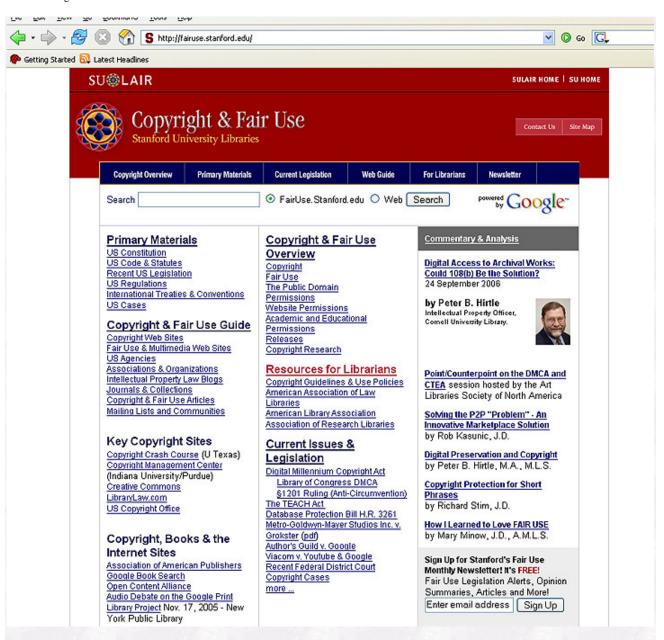
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# Benchmarks Online

# Free and Legal: Copyright Advice and Training Online

By **Dr. Elizabeth Hinkle-Turner, Student Computing Services Manager**

**I**n my capacity of manager of computer-based training here at UNT, I do not only administer our SkillSoft training but also seek out other online training resources for a variety of topics relevant to the UNT community which are not available through our SkillSoft service. This article which features online offerings about copyright, is a continuation of my series on 'free CBT' which also includes past articles about Adobe Education Online here and here) and the many online titles available at the UNT Library.

Personally, I encounter and deal with copyright and 'fair use' issues nearly every day, not only in my job here at UNT but also in my 'other life' as an author and composer. One of the final things I did when completing my book was run it through turnitin.com to make absolutely sure that I had not unwittingly paraphrased content in my field without proper acknowledgement. I have also had to ask permission of record companies before in order to use samples from existing entertainment in my music and video work. A recent story on National Public Radio about fair use recommended the Stanford Copyright and Fair Use Center as an important resource about copyright issues.

I went to this website and found a wealth of materials providing background, training, commentary, and advice on copyright and fair use of copyrighted materials. The site provides valuable core documentation such as the U.S. Constitution and the full contents of the Digital Millennium Copyright Act and the Technology, Education, and Copyright Harmonization Act (TEACH) which should form the foundation of any research on copyright and fair use that a UNT community member is doing in connection with his or her work here at the university. Other helpful links from the home page include the Copyright Crash Course originating from the University of Texas which explains a lot of confusing copyright issues in 'plain English'.

So, next time you have questions about anything regarding copyrighted materials especially as they relate to 'fair use' in education, this is definitely the site to check out! Consider it an important part of your 'free CBT' resources!

# Benchmarks Online

# *InHouse* Series on Information Security

**By Claudia Lynch**, *Benchmarks Online* Editor

*I*nHouse, UNT's faculty/staff online newsletter, has been running a series of articles on information security. The latest article is Handling unsolicited e-mails. Additionally, *InHouse* is looking for data protection anecdotes. See Tell us how you protect data? for more information.

Previous articles in the series are:

- Everyone is responsible for preventing security breaches

- Three tips to help prevent internet attacks and data theft

- Successful pilot Defensive Computing course may become mandatory training for all employees

Charlotte Russell, CITC Director of Administration and Compliance and Dr. Maurice Leatherbury, Associate Vice President for Computing and UNT's Chief Technology Officer, were interviewed for some of the articles. Jason Gutierrez, Network Computing Services, and Richard Anderson, Information Security Coordinator, were interviewed for the latest article.

The Information Security website is listed as a valuable resource for keeping up-to-date on various information security issues and practices. Check *InHouse* frequently for more articles in this series.

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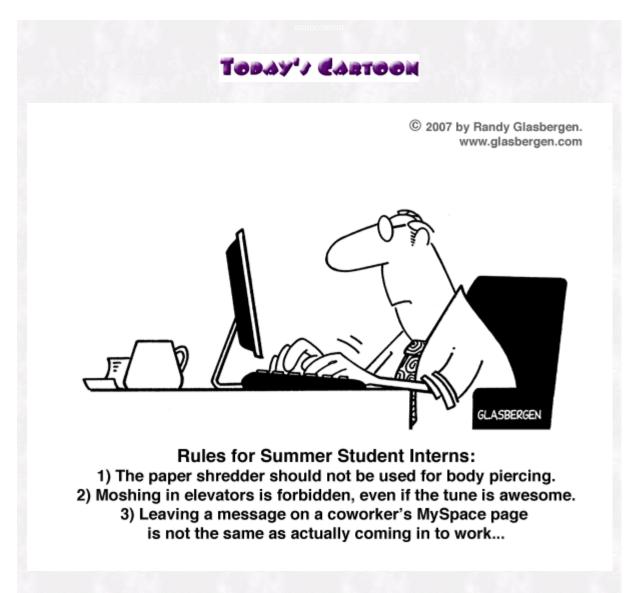 The Network Connection

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## Today's Cartoon

© 2007 by Randy Glasbergen.
www.glasbergen.com

GLASBERGEN

**Rules for Summer Student Interns:**
1) The paper shredder should not be used for body piercing.
2) Moshing in elevators is forbidden, even if the tune is awesome.
3) Leaving a message on a coworker's MySpace page is not the same as actually coming in to work...

**From "Today's Cartoon by Randy Glasbergen", posted with special permission. For many more cartoons, please visit www.glasbergen.com.**

Originally published, May 2007 -- Please note that information published in *Benchmarks Online* is likely to degrade over time, especially links to various Websites. To make sure you have the most current information on a specific topic, it may be best to search the UNT Website - http://www.unt.edu . You can also search *Benchmarks Online* - http://www.unt.edu/benchmarks/archives/back.htm as well as consult the UNT Helpdesk - http://www.unt.edu/helpdesk/ Questions and comments should be directed to benchmarks@unt.edu

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# Benchmarks Online

# 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:

- **By the Numbers** - Not really a column, but a new feature, giving you a glimpse behind the scenes of the volumes of data, spam, etc. processed, managed, and otherwise handled here at UNT.

- **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, Mike Clark gives you the scoop on "SPSS' Hotfix for Windows Vista."**

- **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 gives you a behind the scenes look at your day-to-day communications in "Deconstructing E-mail." 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. **Just in time for the migration, this month's link is "Frequently Asked Migration Questions." Click on the link above and check it out.**

- **Helpdesk FYI** - A new monthly feature from the CITC Helpdesk. Each month they will tackle a topic that has been of particular interest to callers/visitors to the Helpdesk. **This month Jonathan "Mac" Edwards talks about "Publishing to People.unt.edu."**

- **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. **Short Courses are over for the semester. Other training opportunities still exist. Check it out!**

- **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. **The minutes for April 17, 2007 are available this month.**

- **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.

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benchmarks@unt.edu

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# Benchmarks Online

## Network Connection

By **Dr. Philip Baczewski**, Director of  Academic Computing and User Services

## Deconstructing E-mail

E-mail was one of the first applications to be used with the Internet and other wide-area networks. It is a staple of Internet communication and something we take for granted. At least we take it for granted until something changes, such as our e-mail service, our e-mail client or our e-mail address.

Getting a new e-mail address these days has the kind of impact that getting a new phone number used to have. In the old days, you'd have to phone up the people you wanted to keep in touch with or send out post cards with your new contact information via the U.S. mail. Of course, you can still do so, but today you'd probably just send out e-mail.

Most people tend to define their e-mail service by the program they use to receive and send their messages. In the bigger e-mail picture, however, that program is only one part of the system. There are a couple of other key components that accept your messages and send them to their intended destination as well as accept messages for your address and route those messages to your e-mail mailbox. Your mailbox is stored on another part of the system. Still another part of the e-mail picture lets your client program retrieve and store messages in your mailbox. It all seemed so simple when e-mail was just your favorite client program.

### Behind the scenes ...

As an attempt to explain things and understand a bit more about how e-mail works, let's start at the top and work our way down to your client. Mail received from the Internet comes to a mail transfer agent, or MTA. There are a number of MTAs that can be run to send and receive e-mail between Internet sites, and interestingly enough some of the most popular ones are open source or licensed for public use. Some people think that there's some Internet mail sorting location, like they have at the U.S. Post Office, where e-mail is sent and then routed on to its final destination. In actuality, the MTA connects directly with other MTAs once it's determined where the e-mail should be sent.

When someone sends a message to an address at unt.edu, their client drops off that message with their MTA (usually an SMTP server). The remote MTA consults DNS (Domain Name Service) to find out what server handles e-mail for unt.edu. In our case, that server is mailhost.unt.edu. The remote MTA then opens an Internet connection directly to Mailhost and transmits the message. Mailhost (UNT's MTA) then sends the message on to the mailbox server associated with the recipient e-mail's address usually by sending it to another MTA which provides mail service for a department or application.

So, if there is an e-mail sorting station, your local MTA comes closest to being one, since it accepts many messages, both incoming and outgoing, and transfers them to the right destination. The MTA also handles mail alias translation for incoming and outgoing messages. If you have an address of "name@unt.edu" any messages coming in for that address will be routed to the correct mailbox server. Any message going out from an on-campus mail system will have the from address "rewritten" using the "@unt.edu" address.

Before you can get an incoming e-mail message, it must be delivered to a server that maintains your e-mail mailbox, sometimes known as your "inbox." GroupWise and Exchange are both examples of such a server. They also allow you to create mail folders on the server to let you store or organize your e-mail. While GroupWise and Exchange are both commercial e-mail servers, there are a number of freely available open source mailbox servers, such as the Cyrus IMAP server used for UNT student e-mail service, EagleMail.

E-mail clients must connect to mailbox servers using a predefined communication method known as a protocol. For example the GroupWise client, which is a separate piece of software from the GroupWise server, and the Outlook client which is used to access an Exchange server both use the MAPI protocol for transmitting messages from server to client. MAPI is a proprietary (i.e. closed) protocol developed by Microsoft. Some commonly used Internet protocols are POP (Post Office Protocol) and IMAP (Internet Message Access Protocol) which may be familiar if you have Internet service at home. Both GroupWise and Exchange include or make available IMAP and POP servers that allow IMAP or POP clients to access those systems' mailboxes.

As you can see by now, much has been done behind the scenes before you read a message in your e-mail client. Your e-mail client is most familiar to you, but what it really is doing is interacting with your mailbox server to allow you to read, store, reply to, or delete messages. A flexible mailbox server will allow you to access e-mail via different protocols. This means you can use different clients if you need to, such as a web-based client, or a PDA-based one.

It's easy to take Internet e-mail for granted, but it is somewhat amazing that it works as well as it does (SPAM notwithstanding.) The reason that Internet e-mail works is because the standards and protocols for e-mail communication were established long ago, were defined by the Internet community, and openly documented for all to use. That's something to think about the next time you click on the "send" button.

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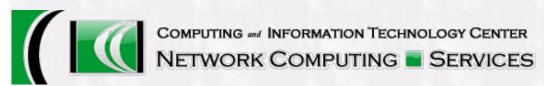
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# Link of the Month

*Each month we highlight an online mailing list or website. Frequently the link is associated with UNT.*

## COMPUTING and INFORMATION TECHNOLOGY CENTER
## NETWORK COMPUTING ■ SERVICES

## Frequently Asked Migration Questions

The Great E-mail Migration project is progressing, and Jason Gutierrez, Exchange System Administrator, Outlook/Entourage Instructor in the Network Computing Services group, continues to add to the *Frequently Asked Migration Questions* webpage.

If there is a question you have regarding the migration to Exchange and/or Outlook 2007, and they are not on the FAQ site (please check before submitting questions), you can send your question(s) to Jason Gutierrez.

Originally published, May 2007 -- Please note that information published in *Benchmarks Online* is likely to degrade over time, especially links to various Websites. To make sure you have the most current information on a specific topic, it may be best to search the UNT Website - http://www.unt.edu . You can also search **Benchmarks Online** - http://www.unt.edu/benchmarks/archives/back.htm as well as consult the UNT Helpdesk - http://www.unt.edu/helpdesk/ Questions and comments should be directed to benchmarks@unt.edu

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# Helpdesk FYI

By **Jonathan "Mac" Edwards**, Assistant Manager of the CITC Helpdesk

## Publishing to People.unt.edu

**T**he University provides all students, faculty, and staff with 10mb of web space for personal use. To be granted access to people.unt.edu you must have activated your UNT Eaglemail account. To activate your People.unt.edu webspace go to https://people.unt.edu, and log-in using your EUID and Password. Then click on "Create Your New Web Page." You will be allowed to select a few basic options such as your Major, Current Job, and enter a message for your default index page.

The simplest way to update and publish your new webpage is to use WebDAV. In Internet Explorer go to File and then click on Open. Next, select the "Open as Internet Folder" option, and type in your people.unt.edu address, which will be in the form **https://people.unt.edu/your_euid**. You will then be prompted to enter your EUID and password. Once your Web Folder opens you can simply drag and drop new files, or download existing files for updating. More information on publishing your webpage can be found at
 http://www.unt.edu/helpdesk/publishing.htm.

Some important things to keep in mind when using People.unt.edu:

To view pages on this site, you need to know the username for the person you're looking for.

- The URL will then be **http://people.unt.edu/*username***.

- This server is provided as a courtesy to students, faculty, and staff, and is not intended for use as official UNT information or coursework.

- Outside linkage to documents on this server is prohibited.

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# Benchmarks Online

# IRC News

**Minutes provided by Sue Ellen Richey,
Recording Secretary***

## April 17, 2007

**VOTING MEMBERS PRESENT**:  PHILIP TURNER, CHAIR, PATRICK PLUSCHT, TIM CHRISTIAN, ELIZABETH HINKLE-TURNER, JOHN HOOPER, ERIN MURRELL (for CHRISTY CRUTSINGER), UWE ROSSBACH, MARGARET AMBUEHL, LOU ANN BRADLEY, PAUL HONS (for JUDITH ADKISON), RAMU MUTHIAH, SARA WILSON MCKAY **NON-VOTING MEMBERS PRESENT**:  JOE ADAMO, CHARLIE ANDREWS, MAURICE LEATHERBURY, PHILIP BACZEWSKI, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT**:  JOHN PRICE, BRUCE HUNTER, ROBERT NIMOCKS, CENGIZ CAPAN, JIM CURRY, GUILLERMO OYARCE, STEVEN KING, SCOTT WINDHAM, DON GROSE, GINNY ANDERSON, JON NELSON, RAY BANKS, BOBBY CARTER, ABRAHAM JOHN **GUESTS PRESENT**:  JIM BYFORD, CHARLOTTE RUSSELL, TROY JOHNSON

**T**he minutes of the March 13, 2007 meeting were approved as distributed.

## Distributed Computing Support Management Team**

Philip Baczewski reported for the Distributed Computing Support Management Team that they met on March 16 and again on April 6. On March 16, a scheduled demo of the Horizon Wimba service was postponed due to technical difficulties.  Elizabeth Hinkle-Turner gave a presentation on SkillPort CBT offerings. KnowledgeNet will be available through May. Office 2007 and Vista CBT will be available by the end of the 2nd quarter. CBT is available to students, faculty, staff and HSC at www.unt.edu/cbt. Philip Baczewski provided an update on the AD/Exchange migration project. DCSMT members unanimously expressed support for using the existing EUID values for primary login for Active Directory and Exchange. Uwe Rossbach, reporting for an ad hoc subcommittee on coordinating the Office 2007 rollout, related that there was no agreed-upon coordinated date for implementing Office 2007 on campus computers. Different areas have different requirements for their rollout time frame, so efforts need to be concentrated on supporting import or export of appropriate file formats. It was noted that new and returning students in the Fall of 2007 will likely have Office 2007 on their computers.

At the April 6 meeting of DCSMT, Rich Anderson of the CITC Security Team discussed security incident reporting, asking members what information was requested and how should it be delivered. DCSMT members expressed that they would like to know the number and nature of security incidents on a monthly basis, perhaps as a summary version of the report UNT supplies to the DIR. Rich related that there has been a decline in the number of incidents since August of 2005, with the current average being about 5 incidents per month on the campus network and 20 per month on ResNet. Tim Christian, at the request of the DCSMT chair, relayed a status update regarding the Microsoft Active Directory and Exchange migration project. DCSMT is next scheduled to meet on April 20.

# UNT Learning Management System Evaluation Project

Patrick Pluscht distributed a UNT Learning Management System Evaluation Project Update, which lists the four products that will be demonstrated during April and May of 2007. This Evaluation Project is a result of the new charge by the IRC for the Learning Enhancement Planning Group to evaluate learning management systems. Patrick asked members to note how they can participate in this process of evaluation. Patrick stated that a faculty member of the College of Engineering, as well as a member of the Health Science Center, has been added to the Planning Group's membership. They have completed the design of a survey and plan to send this out to students and faculty.

## Communications Planning Group

Lou Ann Bradley reported for the Communications Planning Group that they have met and discussed the firewall, and then deferred to Joe Adamo to make the report. Joe explained that they will be looking at three issues revolving around the firewall: 1) implementation of VPN access to campus; 2) how they will block existing locations (staff and faculty computers); and 3) creating a DMZ (area where you put computers that have to be seen by the outside world, such as research machines). The committee discussed various options and came up with priorities: 1) looking at a VPN solution; Datacomm will be taking responsibility for polling the campus and the network managers to find out requirements for a VPN solution; 2) looking at the blocking issue – are there any places where we can say, with the agreement of the network managers, that do not need to be seen by the outside the world – and trying to lower UNT's profile; and 3) DMZ, which is a lot more complicated as to how it can be developed. This last is the most difficult and will be taken up last. Tim Christian asked, just for clarification, if the firewall is up and running, and Joe replied that it is. Joe added that in actuality the firewall has been running for the last two weeks without any problems. They have made some minor configuration changes in what we were logging and also how many simultaneous sessions were allowed, and it appears that this is either masking the problem, or has fixed it. In the meantime, they have stopped having to re-boot the firewall every morning. They are, however, still working on a permanent fix.

## EIS Planning Group

John Hooper reported for the EIS Planning Group that the PeopleSoft V. 8.9 upgrade is underway; therefore, no new development activities can take place at this time. They plan to move over to the new version in November of 2007. A lot of testing will take place before then, including the use of the previously acquired load-runner testing software. The group is also looking at refreshing the EIS hardware with a goal of purchasing fewer hardware devices with more capacity and lower support costs. In addition, they have kicked off the budget preparation project, for which they bought a Cognos Enterprise Planning System to use for the budget preparation system. Another project is the CRM project for Graduate Admissions; this is to go on line the first of May. They are getting good data on this project thus far. Troy Johnson commented that those students who have tested the system have given very positive feedback. In response to a question about the cost of the planned hardware refresh, John Hooper estimated the cost to be around $1 million, funding for which was included as a budget line item in this year's budget.

## Standards & Policy Planning Group

Tim Christian presented a revised Computer Use Policy for the Standards & Policy Planning Group and pointed out the changes and additions that have been made. Tim also distributed

a Computer Access Matrix as a reference document associated with the Computer Use Policy. Tim pointed out that this is a first reading of the revised policy and a vote will be called for at the May IRC meeting. Members were urged to send comments regarding the proposed policy to Tim.

## Student Computing Planning Group

Elizabeth Hinkle-Turner reported for the Student Computing Planning Group that they have been meeting via email regarding a proposal from a gentleman from College Station who wished to set up a computer hardware repair store on campus that would repair students' personal computers. Their proposal included a student fee to be charged along with their tuition and other fees. Although the proposal was not feasible, since the company has not actually formed yet, Elizabeth said it brought to hers and others' attention that there indeed is a need for a repair service for students and she is pursuing this for the future. It seems that RESNET used to have just such a service for students that was much more reasonably priced than what is now available to students.

The other issue Elizabeth has been dealing with is upcoming student orientation sessions, and possible improvements to the format, along with the possible production of a video of FAQs and by making information available electronically. Both Dr. Turner and Troy Johnson encouraged Elizabeth to pursue more innovative means of providing orientations to new students, such as interactive, computer-oriented sessions.

Dr. Turner announced that there will be a QEP Faculty Forum at 2:00 pm, on May 11, 2007, in Union 411. Three of the faculty fellows, from Chemistry, World Literature, and Business Communications, will present their courses, as developed over the last 8 months.

Dr. Turner also announced that he has had a meeting with the Provost regarding the development of a Testing Center and the new Provost is favorably disposed to the ideas presented. In addition, 2 course redesign projects were approved to propose, and they are: Algebra I - Developmental Math, and US History II - Developmental Writing, as combined classes. Awards of up to $ ¼ million each are available.

## Microsoft Active Directory conversion

Philip Baczewski announced that he has an article in the current issue of *Benchmarks* in which he reports the status of the Microsoft Active Directory conversion. There will be a regular feature in *Benchmarks* to keep the campus updated on the progress of this project.

Maurice Leatherbury passed around a sample of a visual aid that will be provided to all computer users at UNT when the conversion is made to Microsoft Outlook.

Uwe Rossbach asked about the possibility of cutting back on the large number of emails sent out by the Registrar's office. He also inquired if there was further status available on the compatibility of our computer systems with ie7. John Hooper stated that Oracle probably will not certify that until UNT has completed the upgrade to EIS.

Elizabeth Hinkle-Turner announced that she has an article in *Benchmarks* concerning recommendations to students and their parents as to what computer software and hardware configurations to buy when they enroll at UNT.

## CopySense

Patrick Pluscht asked if there was any update in the use of CopySense to detect the illegal use of copyrighted materials. Charlotte Russell responded stating that they are working out technical issues.CopySense is already being used to monitor systems, but the feature that would actually block the transfer of illegal files has not yet been enabled. The first area to have that policing feature turned on will be ResNet. The product will be configured so that it will not cut off something without authority from the Security Team.  The Security Team will be working with Student Development to set up some rules for implementation before CopySense is made fully functioning.

There being no further business, the meeting was adjourned at 3:00 p.m.

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

\*\*DCSMT Minutes can be found [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. The schedule can be found [here](#). All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

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# Benchmarks Online

## Research and Statistical Support
## University of North Texas

# RSS Matters

*You can link to the last RSS article here: [Can Somebody Give Me Some Help Here? R: A Short Guide For The Uninitiated](#) - Ed.*

## SPSS' Hotfix for Windows Vista

**By [Dr. Mike Clark](#), Research Consultant, Academic Computing and User Services, CITC**

SPSS Inc. has recently released a hotfix for Windows Vista. [SPSS' support page indicates](#): **"This hotfix will enable all English and non-English versions of SPSS 15 and Amos 7.0 to run on Windows Vista."**. SPSS support page lists 18 issues that the hotfix addresses.

The following are known issues with SPSS 15 on Windows Vista:

### Vista accounts and permissions

The following problems can occur when you are running SPSS after logging into Vista with a standard user account.

- When saving an SPSS example file which was installed with the application, you may get a file contention alert message which reports an incorrect path. To avoid this problem, specify a non-default location to which you have write permission.

- When exporting an output file to the default location, Vista saves it to a different location. To avoid this problem, specify a non-default location to which you have write permission.

- SPSS Production Facility and Visual Basic OLE Example Applications may not run. You may be able to work around this problem by logging in as an administrator and running the applications.

- From the Help menu, the Register Product item may not work. You can visit http://www.spss.com/registration/login.cfm to directly to register your product.

- You may not be able to open an SPSS document by double clicking it. To work around the problem, open the file from within the SPSS application (**"File -> Open"**).

## Printing

- Print Preview can crash SPSS. To avoid the problem, print directly without using Print Preview.

- If you set up a printer and then restart SPSS, selecting Print from the File menu may cause an alert message to be displayed. The message will ask you to install the printer. You can ignore the message.

## Dialogs

- You cannot retrieve or store from/to Predictive Enterprise Services using the dialog boxes. To work around the problem, paste the syntax from the dialog and then run it.

- In the Output Management System, you may not be able to select the output location 'Folder - Based on object names'. To work around the problem select another output location.

- In Complex Samples, the **"main effects"** in the type dropdown is chopped off. This is a cosmetic problem that can be ignored.

- In Custom Tables, the **"Summary Statistics --> Hide"** checkbox is garbled. This is a cosmetic problem that can be ignored.

- In Custom Tables, the **"Test Statistics"** tab has layout problems. This is a cosmetic problem that can be ignored.

## Licensing

- In the License Authorization Wizard, you may not be able to enter a license from a file. If this happens, open the license file in a text editor, copy the license code, and paste it into the License Authorization Wizard.

- Commuter licenses are currently per-user on Vista, whereas on other Windows OS' they are available to all local users. Each user on the machine needs to check out a commuter license.

## Other

- When you start SPSS, you may get alert that the color scheme has been changed to Vista Windows Basic. You can ignore the message as it does not affect the way that SPSS functions.

- The "Microsoft Jet 4.0 OLE DB Provider" driver may fail to get data. You can work around the problem by selecting another driver. In the Export to Database Wizard, some drivers may fail to "Add new fields" and "Replace Values". You can work around the problem by loading

all of the data you need the first time.

- The Database Wizard and Export to Database Wizard may not appear when no data sources are defined. To work around the problem, define the data source in the Windows ODBC Data Source Administrator.

[ACS](#)/[RSS](#) will not support issues arising from the installation and operation of software that manufacturers do not support on Windows Vista.  If you have any other questions about ACS-supported statistical software and Microsoft Windows Vista, please feel free to contact RSS by email or by phone **(940) 565- x2140, x2044; (940)-369-8487.**

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Originally published, May 2007 -- Please note that information published in *Benchmarks Online* is likely to degrade over time, especially links to various Websites. To make sure you have the most current information on a specific topic, it may be best to search the UNT Website - http://www.unt.edu . You can also search *Benchmarks Online* - http://www.unt.edu/benchmarks/archives/back.htm as well as consult the UNT Helpdesk - http://www.unt.edu/helpdesk/ Questions and comments should be directed to benchmarks@unt.edu

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# Benchmarks Online

# Short Courses

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

Short courses are over for the semester. Surf over to the [Short Courses](#) page to register to see the sorts of courses that will probably be offered this summer, starting in June.

Due to staff changes, courses offered in the past under the "Wide Area Network & Information Systems Courses" subheading such as "Getting Started with Dreamweaver" and "Moving from FrontPage to Dreamweaver" will not be taught – at this point – this spring. We hope to be able to offer courses like these soon. In the meantime, please consult the new computer based training website to see what offerings that are available: [http://www.unt.edu/cbt/](http://www.unt.edu/cbt/)

## 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, and the [Center for Distributed Learning](#). 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

Questions or comments relating to EIS training should be sent to the EISTRN GroupWise account. Upcoming EIS training events may be found at the links below:

- [Learning to Use EIS](#)

- [EIS Timekeeper Training Schedule](#):

- [EIS ePro Training Calendar](#)

- [Ongoing training is available on WebCT](#)

## Moving from GroupWise to Microsoft Outlook Training

The article "E-Mail Migration Project Update" in this issue discusses plans and **lists resources** for preparing the campus community for this transition.

## 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 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 Center for Distributed Learning Website.

## Center for Teaching, Learning, and Assessment

The Center for Teaching, Learning and Assessment describes itself as offering "a range of services to faculty and Teaching Fellows and Assistants to facilitate teaching and the measurement of learning at the class, department, and college level."

## 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.unt.edu/minicourses/

## Center for Media Production (CMP)

According to their website:

### CMP Certified Software Training

Affordable software training is available at the Center for Media Production on the UNT-Denton campus. Upon completion, participants will receive a certificate as "CMP Certified" in that particular course. In addition, UNT students may record this activity on their Eagle Transcript (through the Student Activities office) and UNT Faculty and Staff can receive training credit on their HR training record.

All training classes provide 12 hours of instruction over 4 class meeting days and conclude with the certification exam. Training is hands-on, and

class sizes are small.

**E-mail inquiries to [cmptraining@unt.edu](mailto:cmptraining@unt.edu)**

Recently, courses have been offered in Adobe Creative Suite (CS2) software, including InDesign and Illustrator (at both Introductory and Advanced levels). Dreamweaver introductory courses are also being offered.

# Alternate Forms of Training

Many of the [General Access Labs](#) around campus have tutorials installed on their computers. The Library has a [Computer Training Resources](#) webpage with lots of resources listed. The [Training](#) website also 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 the CBT [website](#). Note, also, the article in the March issue of *Benchmarks Online*, ["New SkillPort Training Site Loaded and Catalogued."](#) See also, ["Free and Legal: Copyright Advice and Training Online."](#)

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# Benchmarks Online

# Staff Activities

## Transitions

**New Employees:**

- **Olukayode Sodipe**, Student Assistant**,** Data Communications (part-time).

- **Pravi Ponnaiah**, Student Assistant**,** Data Communications (part-time).

- **Kismet Iheke**, Student Assistant**,** Data Communications (part-time).

- **Peter Gabriel Marshall (Gabe)**, Computer Systems Manager, Information Security.

- **Kaley Box**, Administrative Services Student Assistant (part-time).

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

- **Vincent Santa Maria**, Security Intern, Information Security (part-time).

- **Natalie Rippa**, Administrative Services Student Assistant (part-time).

- **James Nunn**, Student Assistant, EIS Training, Communication, and Administration (part-time).

## Awards, Recognition, Publications, etc.

### Wedding Bells

**Natalie Rippa**, Administrative Services Student Assistant (part-time), and **Graham Pocta**, Distributed Computing and Imaging Services Student Computer Technican (part-time) are getting married in June. Rippa graduated recently with a degree in General Business and has just left CITC to take a full-time position in the Dallas area.

### Graduates

A number of ACS General Access Lab employees, all part-time, graduated this May:

- **Diane Sleiman** - Bachelor of Science in Accounting.

- **Jakkrit Wajavuth** - MBA, Logistics and Supply Chain Management.

- **Rahul Parey** - Master of Science, CSCE.

- **Srinivasa Kommineni** - Master of Science, CSCE.

- **Vishal Marda** - Master of Science, CSCE.

## Awards and Commissions

**Dr. Elizabeth Hinkle-Turner**, Student Computing Services Manager, has received a music commission from the Experimental Music Studios of the University of Illinois in celebration of the studios' 50th anniversary. Hinkle-Turner is an alumni of the University of Illinois. The piece - a work of computer music - will be recorded and distributed on compact disc as well as featured in anniversary concert venues taking place spring of 2008.

Dr. Hinkle-Turner's book *Women Composers and Music Technology in the United States* (Ashgate) received the Certificate of Merit in the category of "Best Research in Recorded Classical Music" from the Association for Recorded Sound Collections. The 2007 award winners were announced at the association's [conference](#) this month.

## *InHouse* Prizewinners

Some CITC employees were pretty lucky the week of [April 4](#). The winners were:

- **Masha Aziz**, Programmer, Student Records Data Systems, won tickets to see the Chamber and Symphony Orchestra April 18.

- **Phillip Brooks**, Production Control Supervisor, Production Control Services (AIS), won a pair of tickets to see Lab Band Madness April 17.

- **Claudia Lynch**, Documentation Services Manager (ACS), won tickets to the Wind Symphony and Symphonic Band April 19.

- **Jesse White**, Programmer/Analyst, Student Records Data Systems, won a random drawing for a UNT T-shirt Prize Pack.

Previous Prizewinners:

- **Lip Yew Sim**, Programmer, Student Finance Team (AIS), won a pair of tickets back in February to see the One O'Clock Lab Band, featuring Bassist Rufus Reid, perform March 1.

- **Claudia Lynch**, Documentation Services Manager (ACS), won tickets to see the Collegium Singers perform with guest artists Ensemble Lipzodes on March 28.

- **Steven McKay**, Assistant Director EIS Infrastructure (AIS), won a certificate for a pair of tickets to the Mean Green football home opener Sept. 22.

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