

# William James Hall



## NETWORK UPGRADE:

The FAS Network Team recently completed the conversion of our network architecture. As a result of these efforts, our workstations can now communicate with various network resources at a rate of 100 mbps (*note*: your network interface card must support this speed). If you would like to upgrade your connection, please contact [help@wjh](mailto:help@wjh).

## MAC CLASSROOM:



During the months of July and August, we will be installing Apple G4s with 17" Studio Display Flat Panels in the classroom on the 13<sup>th</sup> floor. These computers will have the ability to operate with both Mac OSX and OS9 operating systems. This configuration also includes 256 MB of RAM and CD-RW drives.

Following is a list of installed software in the classroom:

Office 2001  
SPSS  
StatView  
Matlab  
Director  
Photoshop  
Canvas  
Supercollider  
HyperCard  
PsyScope

If you would like to teach or present in the classroom, please schedule your date(s) and time with the WJH Bldg Center Office at 5-3850. The LCD projector will be included with your reservation. If you have any questions or concerns regarding the workstation configuration, please contact [help@wjh](mailto:help@wjh).

*Note*: the classroom will be unavailable this summer due to the installation and testing of the new equipment.

## NEW TECHNOLOGIES:

WJHCS is currently reviewing and piloting new technologies that we hope will aid our user community. Some of these efforts include:

- 1) NAS (Network Area Storage) - A Dell NAS will be installed at WJH. This appliance will provide an additional storage location

for electronic data. This is an ideal solution for labs to centrally store and share files.

- 2) Operating Systems – Microsoft, Apple, and other companies continue to release improved platforms for their customers. WJHCS has been piloting and supporting Windows 2000 and Mac OSX. We will continue to keep abreast of the major operating systems to be released, such as Windows XP.
- 3) Wireless - The FAS Network Team has implemented wireless connectivity at various campus locations. When WJH has an installation target date established, it will be communicated to our users.
- 4) Web-based E-Mail – The FAS Unix Team is currently testing a web-based e-mail client application. This program will allow our users to access their e-mail through a web browser (i.e. Netscape or Internet Explorer). Once testing is complete and security concerns have been addressed, we will announce an installation date and user documentation.

# Computer Services

## PUBLIC LABS:

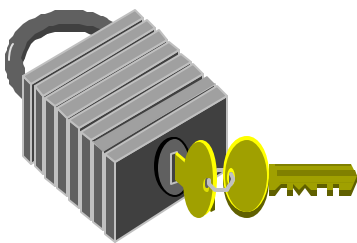
Efforts have been made to improve computing in the public labs at WJH. In terms of software, the Harvard supported applications are installed and some specialized packages have also been added to assist our user community. They include:

SPSS for Windows  
SAS for Windows  
EndNote for Windows  
Adobe Acrobat PDF Writer  
SPSS for Macintosh (Target 8/01)  
Director for Macintosh

*Scanning* (Adobe Photoshop) and *CD Writing* (Toast) is also available through our Multimedia computer on the 13<sup>th</sup> Floor.

New network printers will be installed this month in the public labs and four new iMacs will be installed in the new library this fall.

## REMOTE USERS:



Over the last year, a number of controls and configurations have been established to ensure a secure electronic environment at Wm James Hall. In this regard, we implemented a mandatory protocol (SSH) for all connections outside the Harvard.edu domain. By using this protocol, the user is encrypting their communications with the server, and thus securing

the integrity and safety of their data.

Recommended applications:

- 1) *PC Users* – Secure/CRT for Telnet. SecureFX for FTP. Both of these applications are available through the FAS Get\_Connected Server.
- 2) *Mac Users* – Nifty Telnet provides a secure Telnet session and also provides a secure FTP session through the “scp” function. This program is available on the FAS Dial-Up CD or as a free download at <http://www.lysator.liu.se/~jonasw/freeware/niftyssh/>

If you use a graphical program, such as Eurdora, please contact [help@wjh.harvard.edu](mailto:help@wjh.harvard.edu) for assistance with your configuration.

## BUYING A NEW COMPUTER:

If you need help deciding what equipment to purchase, check out

<http://www.fas.harvard.edu/computing/hascsc/recommend.html>

## VIRUS PROTECTION:

Unfortunately electronic viruses continue to threaten our user community. Please make sure you have the latest virus scanning software installed on your computer. Both Mac (Virex) and PC (McAfee) applications are available on the Get\_Connected server. In addition, never open messages with attachments from unknown sources. Delete these

messages immediately. Please direct any concerns or reports of viruses to [help@wjh](mailto:help@wjh).

## PREVENTIVE MAINTENANCE:



To optimize the performance and prolong the life cycle of your computer, both Mac and PC's have built-in utility programs to assist the users with these efforts. WJH Computer Services also has additional software and “tips” to assist you. Learn more about this by contacting [help@wjh](mailto:help@wjh) or by scheduling time with our staff to have your computer inspected.

## COMPUTER SUPPORT:

WJH Computer Services can be contacted by:

Phone: 495-3811  
E-Mail: [help@wjh.harvard.edu](mailto:help@wjh.harvard.edu)  
Support Desk: 13<sup>th</sup> Floor  
Internet: [www.wjh.harvard.edu](http://www.wjh.harvard.edu)

## RELATED CONTACTS:



Hardware Disposal: 495-3042  
Tech Product Center: 495-5450  
LCD Projector: 495-5357  
SITE License: 496-7483