Where to find computing help on campus

In a large institution with a rich array of support resources, such as the University, finding the right resource is not always easy. This is particularly true in the volatile computing and networking area. Support organizations are simultaneously assimilating recent developments and anticipating new ones, and no single organization can answer every question. Where then should you turn?

The School-based support organizations described below are often the best place to start. Their staffs are attuned to the needs of their constituents and their services have been tailored to meet those needs. Even if they don’t have an immediate answer, they usually know where to find it.

Complementing School support services are the central services offered by the Office of Information Systems and Computing (ISC). Turn to the back cover for a listing of the main ISC services and phone numbers. Many of the campus labs listed on page 14 also offer assistance to users. PennInfo, the campus-wide information system, and Gopher, a tool for searching the worldwide Internet, are other alternatives (see page 16). The FAQ (frequently asked questions) files and other documents available via these systems provide a wealth of useful information. Finally, hardware and software vendors are often the best source of information for product-related queries. Many of them have 800 numbers, fax response services, and electronic mail addresses. Contact information for the vendors of many ISC-supported products appears on page 8. Good luck!

Graduate School of Education

The School provides support and facilities for students through the computer lab, as well as problem-solving and consultation to faculty and administrators. Instructional support is provided as needed, but is limited to technical help in setting up hardware and software. The computer lab has a Mac with a PennNet connection, dedicated to network access. Currently an internal electronic mail system is being implemented on (continued on page 4)
Penn Printout is published by the office of Information Systems and Computing University of Pennsylvania 3401 Walnut Street, Suite 230A Philadelphia, PA 19104-6228 Send electronic mail to: printout@al.relay.upenn.edu

Penn Printout articles are accessible via telnet at penninfo.upenn.edu (search using the keyword “printout”) and via Gopher at gopher.upenn.edu (path: Penninfo via the Gopher->PennInfo Gateway/PennInfo/Computing/ Penn Printout).

Penn Printout is composed on Apple Macintosh computers using Aldus PageMaker. PostScript files are transferred over PennNet using FTP to the Reprographics unit of the Wharton School’s Department of Academic Technology Services (ATS), where they are output directly to film negatives on a Linotronic L100P Imagesetter. Offset printing is done by Alesi Graphics on 60-lb. Cross Pointe Halopaque paper.

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Calculus for the rest of us
Penn's Maple initiative uses software to put calculus in context

BY DONNA MILICI

Starting this fall, freshmen enrolled in calculus courses will be spending less time learning rules and more time solving real problems, with the help of Maple software. The intent of Penn's Maple initiative, according to its prime mover, undergraduate chair of mathematics Dennis DeTurck, is to make learning calculus easier and more interesting by providing exposure to real situations drawn from disciplines such as engineering, business, and veterinary medicine. The Penn program is one of the most ambitious curricular implementations of Maple in the country, involving 1,400 students in five different courses, 15 faculty members, and 30 teaching assistants.

Thanks in part to a grant from the National Science Foundation, Maple software from Waterloo Maple is available for use in public access labs in residence halls, libraries, and Schools across campus (for a listing, see page 14). Dr. DeTurck credits much of the early success of the program to the willingness of faculty, students, and staff across the University to work together to make the software accessible. He's been especially impressed by the level of cooperation and enthusiasm from computer center directors and lab managers.

Why Maple and why now?

In recent years, the computational power of machines in campus labs, as well as on students' desktops, has increased significantly, making it feasible to standardize on a learning tool that will be generally accessible. At the same time, mathematics software has improved substantially, both in power and in ease of use. A common analogy equates using Maple for mathematics to using a word processor for writing.

Maple is a powerful application used for sophisticated symbolic manipulations and numerical calculation and for displaying complex graphics. Versions are available for DOS, Windows, Macintosh, NeXT, and a variety of UNIX platforms. Under Waterloo Maple's campus-wide software licensing program, Penn was able to purchase the software at a greatly discounted flat fee for use on all institutionally owned machines. The student version for DOS/Windows or Macintosh systems, published by Brooks/Cole, can be purchased from The Book Store at a discounted price. The user interface of the student version is consistent with that of the full version, and provides all the basic functionality students will need.

Anticipated benefits

Through the Maple initiative, Dr. DeTurck hopes to introduce a new framework that will encourage students not only to do, but also to think about, mathematics. Students typically spend a lot of time learning rules and mechanics in math class but don’t often understand when or how to apply them in other areas (engineering, for example). The use of computers in calculus instruction will reduce some of the drudgery, and allow students the freedom to explore, in an interactive environment, the best way to solve problems.

Some of the specific goals of the program are:

- To heighten students’ awareness regarding the efficacy of using symbolic manipulation and graphics software to assist in the solution of complicated mathematical problems
- To enhance the students’ understanding of calculus
- To heighten students’ interest in their calculus classes by enabling them to solve more meaningful (real-world) example problems
- To improve the pedagogy in calculus classes by providing a vehicle for collaborative learning efforts and for the use of writing to enhance understanding
- To provide students with a skill (using symbolic computation software) that will be useful in their later academic and professional careers

(continued on page 21)
Supporting cast (from page 1)

the school network for administrative use. Student e-mail will be phased in this fall for those requesting it.
Consulting is available in the computer lab Monday through Friday, 9:30 AM-5 PM, for supported platforms—Mac OS, DOS, and Windows. Other services include file conversion between DOS and Macintosh. The School is in the process of assembling equipment for developing multimedia presentations—a service intended primarily for faculty instructional use. Currently there are three classroom video projection systems and a PennNet connection for instructional use.

Director of Computing Services: John Irwin, 898-2514
Lab Supervisor: David Jiang, 898-1847

Graduate School of Fine Arts

Support is provided to all School faculty, students, and administrators, as well as to non-GSFA students in GSFA courses. The GSFA Computing Center supports educational and research computing for all departments. The Center houses approximately forty IBM PC/compatible microcomputers. Most of the systems are networked and provide Ethernet access to PennNet. Support is provided for a set of standard desktop applications, as well as various analysis and graphics packages. A monochrome VGA LCD data projection panel is available to School faculty and students for teaching and presentations.

Basic support is provided by work-study students; more specialized software applications are generally supported by teaching assistants and faculty as part of the regular curriculum. A limited number of introductory classes for beginners are offered in the early fall, and specialized training classes for faculty and administrative staff are provided as needed. Electronic mail is available to faculty and staff, and will become available to students this fall.

Administrative and faculty computing support:
Persephone Braham, Information Management Specialist, 898-3005,
braham@al.mscf.upenn.edu
Academic computing support for faculty and students:
Mark Aseltine, Director of Computing, 898-3160,
aseltine@al.mscf.upenn.edu

School of Arts and Sciences

The School of Arts and Sciences offers a single point of contact for faculty, staff, and students who have a computing question or problem. They call one number—573-HELP. The question will either be answered then or referred to the appropriate SAS Computing staff member.

The School supports several computer labs. They include Macintosh labs (DRL 2N40, DRL MMETS, Williams Hall 438, McNeil 104), PC labs (DRL 4N16, DRL MMETS, McNeil 108 & 109), and a NeXT lab (DRL 4E1). Electronic mail is provided to all SAS faculty, students, and staff on mail.sas.

Humanities Computing offers image and text scanning services; access to its electronic text library through gopher; specialized Internet services, including gopher, WAIS and IRC; and electronic seminars on the Internet and electronic publishing.

The Multi-Media & Educational Technology Services (MMETS) facility provides ongoing support to faculty, students, and staff in acquisition of materials on VHS tape, video disc, CD, computer diskette, and other media, for use in undergraduate classes. Faculty may use the audio studio to record lectures, interviews, and other course-related events. Limited duplication of audio and video tapes is also available.

The Social Science Computing Facility provides computing services to the faculty and graduate students in the social sciences (McNeil 303).

Social Science Consulting Services provides consulting support on operating systems (Unix, CMS, and DOS), and software packages (SAS, SPSS, Limdep, TSP, Gauss, GAMS, Aremos, etc.).

Technology Integration Services provides SAS departments with assistance in reviewing their current business practices and technologies and provides appropriate database and office automation tools. This group also provides computer and software application training.

Communication and Networking Services provides support to the SAS community for the acquisition, use, and upgrade of networking connections and equipment.

Workstation Services manages the support for operation, maintenance, and networking of SAS Unix workstation facilities including mail.sas.

Computing questions: 573-HELP

School of Dental Medicine

The School’s Audio/Visual-Computer Learning Lab is a comprehensive computer and audiovisual support center offering a variety of services and training opportunities. The lab is equipped with IBM and Macintosh computers, laser and dot-matrix printers, scanners, file conversion facilities, and video and slide production systems.

The lab offers training and software support to students and faculty in all major application areas. Computer literacy is achieved through direct one-on-one support from the small (1.5 FTEs) full-time support staff or from self-paced, online software tutorials. The lab also has many PennNet-connected computers for student use.

Faculty members use the lab for incorporating computer-based instruction into their curricula, for electronic communications with students and other faculty, and for their individual computing needs.
The lab also serves as the central hub for Spin, the Student and Patient Information Network, which permits authorized students and faculty access to clinical and academic records and to a bulletin board to post messages and announcements. Spin is accessible through PennNet.

Charles Canby, Learning Lab Supervisor, 898-8957, canby@al.relay.upenn.edu

School of Engineering and Applied Science

Computing and Educational Technology Services (CETS) provides computing support for instructional and administrative activities within the School. Some individual departments administer research and instructional computing in support of departmental activities. The SEAS Ethernet provides access to all computing facilities within the School and on PennNet.

CETS operates ENIAC, a SUN 690MP, the principal time-sharing machine used to support course work, electronic mail, and news. Accounts are available to SEAS students, faculty, staff, and those taking SEAS courses requiring the use of ENIAC. Portable computer displays are available, by advance reservation, to SEAS faculty for use within most rooms of the engineering buildings, and fixed displays are available in two classrooms.

CETS also maintains seven microcomputer labs for instructional computing, all of which are networked into SEASNet. They include a Mac lab, 3 IBM PC/compatible labs, and 4 SPARCstation/X terminal labs (reserved for SEAS students only). A typical student will use Macs, PCs, and Suns, as well as a variety of application software, during his or her undergraduate years. A multimedia student orientation show, “The Computer Bowl,” will be given at scheduled times during September.

Hotline: 898-4707
Help Desk: 169 Moore (M-F, 9-5)
General Information: cets@eniac.seas.upenn.edu
Accounts, Quota: accounts@eniac.seas.upenn.edu

School of Medicine

The Offices of Computing and Information Technology provide centralized academic and academic administrative (i.e., non-health care) computing support for the Medical Center. Staff members assist Medical Center faculty, staff, and students with the installation, use, and upgrading of computer hardware and software (primarily Macintosh and IBM PC/compatible machines). Phone consultations and brief visits to the office are free; however, there is an hourly fee for on-site consultations, depending on the service required.

Information Technology also administers the Microcomputer Center, located in the Biomedical Library, as well as a number of satellite centers. All machines have access to PennNet. In addition, the staff provides technical assistance to the Biomedical Library in support of Penn’s implementation of MEDLINE, hosts a medical informatics seminar series, supports vendor demonstrations, coordinates connections to the campus network, provides contract programming, assists students and professors in locating existing and developing educational software, and produces a bimonthly newsletter, “InfoTech News.”

The Medical School Computer Facility provides a platform for InforMED, a growing suite of online services, including: ALL-IN-1 electronic mail and calendaring; MEDINFO; PennInfo; NetNews; electronic interlibrary loan/journal photocopy requests; and, for medical students, access to MARC, a clinical course evaluation system. Additionally, VMS mail and POP mail are available. Also available is a resource center that provides special-purpose equipment and services (such as scanning services and computer projection equipment). Fee-based accounts for InforMED, for nonaffiliates of the Medical Center, are available by contacting the Facility.

Offices of Computing & Information Technology: 898-9755
Medical School Computer Facility: 898-7158

School of Nursing

Computing support is divided into two spheres—faculty/administrative support and student support. In addition, the undergraduate curriculum supports an instructor who is responsible, half time, for computer content integration in the curriculum. The School has two computer labs devoted to student use and a facility devoted to research computing. All computer labs are wired to the PennNet network for e-mail, library, and Internet access. Faculty and administrative users are on a Novell network, which provides full PennNet access, shared software and hardware, and electronic mail.

Consulting support for students who have course-related computer assignments is provided by staff in the Microcomputer Lab. Training for students is provided in structured sessions scheduled by the course instructor. The lab staff also assist faculty with the integration of computer technology into the curriculum and with the creation of computer-assisted audiovisual materials. Data projection devices, as well as other audiovisual equipment, are available upon request through the Audio-Visual Service Center. Software development in areas of computer-aided instruction and multimedia production is available through the Instructional Technology Service Center. Administrative and faculty consulting is provided on an as-needed basis and includes the acquisition and use of computer equipment as well as network-related functions.

(continued on next page)
The University Policy on Ethical Behavior

The University’s new Policy on Ethical Behavior with Respect to the Electronic Information Environment, promulgated by the Office of the President, is effective as of July 13, 1993.

The University by its very nature values openness and promotes access to a wide range of information. Campus information systems have been designed to be as open as possible, and as such the University insists on responsible use of these systems. The use of computers, electronic information, and computer networks is essential for research, instruction, and administration within the academic community. Because the electronic environment is easily disrupted and electronic information is readily reproduced, respect for the work and rights of others is especially important.

Any intentional behavior with respect to the electronic environment that interferes with the missions or activities of the University or members of the University community will be regarded as unethical and may lead to disciplinary action under standard University rules for misconduct and existing judicial, disciplinary or personnel processes. In particular, the University publication Policies and Procedures, the Handbook for Faculty and Academic Administrators, and the University’s Human Resources Policy Manual include several policies defining the principles and standards of ethical conduct whose violation with respect to the electronic environment is exemplified below. Foremost among these are the University’s General Code of Conduct, Code of Academic Integrity, Policy on the Confidentiality of Student Records and Information, Policy Regarding Faculty Misconduct in Research, Patent Policy, and Audit Policy.

The following activities are examples, but not an exhaustive list, of unethical behaviors with respect to the electronic environment:

a) intentionally damaging or destroying the integrity of electronic information;

b) intentionally compromising the privacy of electronic networks or information systems;

c) intentionally disrupting the use of electronic networks or information systems;

d) intentionally infringing upon the intellectual property rights of others in computer programs or electronic information, including plagiarism and unauthorized use or reproduction; or

e) wasting resources (human or electronic) through such actions.

University Policy on Ethical Behavior

School of Social Work

The School currently has no structured computing support services. A computer lab with a limited number of IBM PC/compatible computers is available to School of Social Work students when it is not being used for teaching.

The Wharton School

Wharton’s two computing units—Academic Technology Services (ATS) and Information Technology Services (ITS)—provide computing services and support for the faculty, students, and staff of the Wharton School. Some services are available to other members of the University community based on availability or, in some cases, on a cost-recovery basis. Wharton ATS Short Courses are available to all University affiliates at a nominal charge. Wharton’s microcomputer labs include DOS/Windows and Macintosh systems. Consulting support is available on a walk-in basis, by telephone hotline, and electronically. Supported platforms include MS-DOS, Microsoft Windows, Apple Macintosh, VAX VMS, and Unix. Electronic mail is available to all students, faculty, and staff.

Wharton’s School-wide network provides access to host systems, file servers, and to PennNet. All computer lab stations have access to Wharton’s local area network and PennNet. Electronic courseware, exercises, and class notes are available for download from the labs and by dialing in.

The Reprographics unit of ATS provides duplicating and publishing services. Electronic output services provide hard copy from user-prepared files on a wide range of output devices, including 300 and 600 dot-per-inch laser printers, a digital typesetter, and color printers.

Classroom Support Services provides AV equipment and services for conferences, instruction, and research.

Consulting: 898-8600, 212 Vance Hall, or 
consultant@wharton.upenn.edu
ATS Short Course registration: 400 SH-DH, 898-2667
Electronic mail and VAX accounts: 212 Vance Hall, 898-0750
Audio-visual services: 320 SH-DH, 898-5300
Reprographics and output services: 898-7600

[Ed. note: The Annenberg, Law, and Veterinary Schools also provide computing support.]
A campus-wide task force on electronic mail recommended in 1992 that all students, faculty, and staff be provided with e-mail and NetNews services. This fall, students in seven additional schools—Dental, Education, Fine Arts, Law, Nursing, Social Work, and Veterinary Medicine—will be given e-mail and News accounts (at a rate consistent with each School’s ability to train and support its students). These new services feature the popular Elm software for e-mail, which can be accessed from PCs, Macintoshes, and Unix workstations.

Elm is also the recommended software for students in Arts and Sciences and Engineering; other systems are supported in the Annenberg School, Medicine, and Wharton, but all systems communicate with each other using an Internet standard protocol (SMTP). Elm was one of two e-mail systems introduced last year; the second, Eudora, requires an Ethernet/IP-connected Macintosh and is popular with staff and faculty in some schools.

ARE WE THERE YET?

Providing e-mail and News for all students is a major step forward, but more remains to be done. Many faculty and staff lack e-mail services, and the multiplicity of supported (and unsupported) software on campus impedes interchange of formatted text, spreadsheets, and other binary documents. Standards are also needed for better e-mail security and for “e-mail–enabled” applications, such as forms processing (purchase orders, travel expense vouchers, et al.).

These and other challenges are the focus of the reconvened e-mail task force. For more information about its work, contact the co-chairs, Michael Eleey (eleey@crc) or Daniel Updegrove (updegrove@dccs).

Alfred C.D’Souza is Director of Program Management for Data Communications and Computing Services and Information Systems and Computing.

UPDATING YOUR ADDRESS

Penn’s online E-mail Directory has been expanded to include student listings, and many faculty and staff listings have changed, reflecting migrations to Elm and Eudora. Please check your listing in the whois database by telnet to whois.upenn.edu, using gopher, or using the address lookup features of Elm and Eudora. To add to or update the directory, please do the following:

Students: Contact the e-mail system administrator in your School.
Faculty and staff: Send e-mail to directory@dccs. Be sure to include:
• Your name, including honorific (e.g. Dr)
• Your department or office
• Your electronic mail address
• Your PENNCard ID number

SEPTEMBER 1993
Who ya gonna call?

A brief list of vendor support numbers

By Roni Pressley

Computer hardware and software companies have numerous support services you can use to supplement the support available on campus. Many of the services are targeted to specific products, and many operate 24 hours a day.

Here are some support options open to you. Phone numbers, hours, and services are subject to change. Unless noted, bulletin boards accept settings of 8 data bits, 1 stop bit, no parity, and up to 9600 baud.

Aldus Corporation (Persuasion, PageMaker)
Customer Services (800) 685-3652
(M-F 7 AM - 5 PM PT)
24-Hour AutoTech (800) 288-6832
Answers to frequently asked questions (FAQs).
Technical Support
PageMaker (Mac) (206) 628-4501
Persuasion (Mac) (206) 628-4503
PageMaker (Windows) (206) 628-4531
Persuasion (Windows) (206) 628-4533
Technical Support Fax (206) 343-4259
Include your product serial number.
FaxYI (206) 628-5737
Customer service and product information.

Alpha Software Corporation (Alpha Four)
Customer Service (800) 451-1018
(M-F 9 AM - 7 PM ET)
Technical Support (617) 272-3680
(M-Th 9:15 AM - 7 PM ET/Fri 10-7 PM ET)
Technical Support Fax (617) 273-1507
Bulletin Board (617) 229-2915
Recorded FAQs ($2 per minute) (900) 555-2574

Apple Computer (Macintoshes and printers)
Apple Customer Assistance Center (800) 776-2333
(M-F 9 AM - 5 PM PT) Non-technical assistance.
User Assistance Center (800) 767-2775
Technical support for hardware and software.

Asanté (Ethernet cards for Macintosh)
Customer Service & Sales (800) 662-9686
(M-F 8 AM - 5 PM PT)
Technical Support (800) 622-7464
Technical Support Fax (408) 432-6018

Claris Corporation (FileMaker Pro, MacWrite)
Customer Relations (800) 325-2747
(M-Th 8 AM - 5 PM, F 8 AM - 2 PM PT)

Technical Support for Mac (408) 727-9054
Technical Support for Windows (408) 727-9004
(M-Th 6 AM - 6 PM, F 6 AM - 2 PM PT)
Technical Support Fax (408) 987-7447
(24 hours M 6 AM - F 2 PM)
24 hour Auto Answerline (800) 735-7393
FileMaker Pro FAQs.

Automated Fax Answerline (800) 800-8954
Technical documents and product information.

Dell Computer Corporation
Customer Service (800) 289-3355
(Daily 7:30 AM - 7 PM CT)
24-hour Technical Support (800) 624-9896
Dell Techfax (800) 950-1329

Dataport Technologies (ProComm)
Technical Support (314) 875-0530
(M-F 8:30 AM - 5 PM CT)
Bulletin Board (314) 875-0503
File and program distribution; user conferencing.

FTP Software, Inc. (Network software for PCs)
Sales Support/Customer Service (800) 382-4387
(M-F 9AM - 5 PM ET)
Technical Support (800) 382-4387
(M-F 8 AM - 8 PM ET) Site license number required.
Technical Support Fax (508) 794-4484
Bulletin Board (19,200) (508) 659-6101
(2,400) (508) 559-6102

Hewlett Packard (Printers)
Customer Information Center (800) 752-0900
Product information via fax and recorded info.
(Representatives available (M-F 6 AM - 5 PM PT)
Technical Support Center (208) 323-2551
(M-F 7 AM - 5 PM, W 7 AM - 4 PM MT)
For technical assistance.
HP First (24-hr. fax) (800) 333-1917
IBM Corporation
Help Center (800) 772-2227
(M-F 9 AM - 5 PM ET)
Fax Product Information Service (800) 426-4329
IBM National Support Center Bulletin Board System
(404) 835-6600
Information, download service, and conferences.

Lotus Development Corporation (Lotus 1-2-3)
Customer Service (800) 343-5414
(M-F 8:30 AM - 8 PM ET)
PROMPT Hotline (800) 223-1662
($129 per year fee) (24-hour support)
900 Support Hotline (900) 454-9009
($2 per minute) (M-F 9 AM - 8 PM ET)
Lotus Automated Support Center (617) 253-9150
Recorded answers to FAQs; technical bulletins and upgrade information via fax.
CD PROMPT Dial-In (2,400) (617) 693-7000
(9,600) (617) 693-7001
Direct access to the Lotus Technical Library.

Microsoft Corporation (Word, Windows, Excel, DOS)
Customer Service (800) 426-9400
(M-F 6 AM - 6 PM PT)
General Support (206) 454-2030
Each Microsoft number has Fast Tips, which provide recorded answers to FAQs and information via fax.
Windows Support (206) 637-7098
Word (Windows & OS/2) (206) 462-9673
Word (Macintosh) (206) 635-7200
Word (DOS) (206) 635-7210
Excel (Windows & OS/2) (206) 635-7070
Excel (Macintosh) (206) 635-7080
MS-DOS 5.0 & MS-DOS 6.0 (206) 646-5104
MS-DOS ($2 per minute) (900) 555-2000
Fast Tips for MS-DOS 5.0 & MS-DOS 6.0 upgrade
(206) 646-5103
Microsoft Download Service (206) 936-6735
Application notes, printer drivers, technical notes.

Practical Peripherals, Inc. (Modems)
Customer Service & Sales (800) 442-4774
(M-F 8 AM - 5 PM PT)
Technical Support (805) 496-7707
(M-F 6 AM - 11 PM PT)
Technical Support Fax (805) 374-7216
Practifax (product info.) (800) 225-4774
Bulletin Board (805) 496-4445

Standard Microsystems Corp. (SMC) (Ethernet cards for PCs)
Customer Service & Sales (516) 435-6254
(M-F 8:30 AM - 5 PM ET)
Technical Support (800) 992-4762
(M-F 8:30 AM - 7 PM ET)

Technical Support Fax (516) 434-9314
Bulletin Board (714) 707-2481

Software Ventures Corporation (MicroPhone)
Customer Service (MicroPhone) (510) 644-3232
(M-F 9 AM - 4:30 PM PT)
Technical Support (510) 644-1325
Technical Support Fax (510) 848-0885
Bulletin Board (510) 849-1912

U.S. Robotics, Inc. (Modems)
Customer Service/Tech Support (800) 982-5151
(M-F 8 AM - 6 PM CT)
Technical Support Fax (708) 933-5552
Bulletin Board (708) 982-5092

WordPerfect Corporation (WordPerfect)
Information Services (800) 451-5151
(M-F 6:30 AM - 5:30 PM MT)
After-hours Support (801) 222-9010
Customer Support Fax (801) 222-4377
For technical questions.
InfoShare Fax Service (FAQs) (800) 228-9960
Hearing Impaired (TDD) (800) 321-3256
WordPerfect for DOS 6.0
Installation (800) 228-9012
General features (800) 228-9038
Graphics, tables, equations (800) 228-9006
Macros, merge (800) 228-9013
Networks (800) 228-9019
Laser/PostScript printer support (800) 228-9027
Dot-matrix/other printer support (800) 228-9032
WordPerfect for DOS 5.1 & previous
Installation (800) 533-9605
WordPerfect for DOS Features (800) 541-5096
Macros, merge (800) 541-5129
Graphics, tables, equations (800) 321-3383
Laser printer support (800) 541-5170
Dot-matrix printer support (800) 541-5160
WordPerfect for Macintosh (800) 336-3614
WordPerfect for Windows
Features (800) 228-1029
Graphics, tables, equations (800) 228-6013
Macros, merge, labels (800) 228-1032
Installation (800) 228-6076
Dot-matrix printer support (800) 228-1017
Laser printer support (800) 228-1023
Customer Support Bulletin Boards
DOS printer drivers, technical notes, conferences.
DOS (1,200-2,400 baud) (801) 225-4414
DOS (9,600 baud) (801) 225-4444
Macintosh (1,200-2,400 baud) (801) 226-1605

Roni Pressley is on temporary assignment at the Computing Resource Center.
Staying up-to-date with the Library’s newest database

BY BOB WALThER

The CTOC file of tables of contents

A search by journal title (t=) in CTOC will display a list of records, each containing the entire table of contents for one issue of the journal. Each journal is also assigned to at least one “Journal Category” by ISI. This allows users to do a keyword search (k=) using these categories to retrieve records not just for a single journal but for a broad subject area. There are 225 journal categories in Current Contents ranging from classics and dance to computer science and clinical neurology. You can access the entire list of categories online in CTOC by using the explain keyword screens (exp=k).

The CART file of article citations

The search capabilities of the CART file go far beyond anything possible in the printed editions of Current Contents. Citations to journal articles can be retrieved by author (a=) or keyword (k=) searches and limited, for example, by journal category or subfile (each of the subfiles corresponds to one of the eight printed Current Contents “editions”). Approximately 70 percent of the records in CART also have author-supplied abstracts. For journals in the sciences and social sciences, ISI adds the abstracts that have been published with the article. These abstracts make the article more retrievable; help the researcher establish the potential usefulness of the article; and, in some cases, may themselves supply all the information the researcher needs. Author-supplied descriptors are also included when available for an article in the sciences or social sciences. However, in most cases they are not available, so ISI also uses a computer algorithm to derive descriptor terms from the most frequently occurring words and phrases in the titles of the papers cited by authors. Since these are generated independently of the article titles or abstracts, they improve the retrieval power of the database.
As its name suggests, currency is one of the most important features of CC. ISI claims a three to ten day processing time for all the journals it covers. The Library’s CART and CTOC files are updated weekly. To give some examples of the timeliness this schedule produces, the July 2 file update covered the New York Review of Books dated June 24, and the July 9 update had the June 24 issue of Nature. This focus on turn-around time does come at a price, however. The subject indexing is minimal (and computer-generated), and authors have no first names, only initials. Both CART and CTOC will be rolling files; that is, old data will be dropped to make room for newer data. The files currently extend coverage back to October 1992. The plan is to allow the files to grow so that the Library has at least one year’s backfile at all times.

CC and the humanities

Although much more familiar to people in sci-tech fields, the Current Contents files have much to offer humanists. The extensive coverage of foreign-language journals is especially useful in history, philosophy, literature, classics, and religion. Reflecting the continued importance of book publishing for scholarship in the humanities, about half of the arts and humanities subfile of CART consists of journal citations to book reviews. It also has large numbers of other reviews: film, theater, music, art, etc. It is important to note that ISI has made the decision to translate into English all journal article titles and to invert personal names (thus one searches for “joyce james” or “joyce j” rather than “james joyce”).

Finding authors

For many researchers, authors and not subjects will be their primary route into Current Contents. To facilitate author searching, the Library has retained in CART the familiar a= search command from the Franklin system. The new twist with CART is that only last names and first (or first and second) initials are used for authors. The remarkable currency of the file allows a researcher to keep an eye on the most recent publications of colleagues. Also useful is the author’s institutional address, which is entered into the citation when given in the journal article. This address information is searchable with the keyword (k=) search command and can be useful for quickly locating research done at a particular facility. Abbreviations are often used with these addresses so some experimenting should be done to determine the best search strategy (University of Pennsylvania, for example, usually appears as “Univ Penn”).

Finding out more

Obviously for a database of this breadth and versatility, an overview can only skim the surface of its features and possible uses. Readers can learn more by consulting the Current Contents Quick Guide available at Library service desks, by attending one of the Library instructional sessions (see the schedule on page 23), or simply by asking a librarian for more information.

BOB WALTHER is Online Services Coordinator in the Reference Department of Van Pelt Library.
Support for research or instructional initiatives
• reduction in the use of illegal copies of software
• increased prominence among strategic vendors

Proposed changes to the program

In order to maximize these benefits, ISC has committed itself to reorganizing and improving the site agreement program. The process began with the formation of a task force made up of individuals currently administering one or more agreements. This task force has accepted the challenge of completely redesigning the way site agreements are selected, negotiated, priced, distributed, and supported. In its preliminary report to the Vice Provost for Information Systems and Computing the task force has proposed:

• the designation of certain agreements and licenses as strategic. Agreements and licenses are designated as strategic when they are central to the University’s evolving technical and instructional infrastructure.
• the identification of a pool of funds to underwrite the acquisition of strategic agreements and licenses in order to minimize their cost to the end user and promote their deployment on campus.
• the establishment of an advisory group made up of representatives from both academic and administrative units, which will identify and prioritize strategic agreements and determine the allocation of resources to support these agreements.
• the organization of a steering committee to implement the recommendations of the advisory group, to negotiate individual licenses, and to identify support mechanisms.
• the formation of several product-evaluation groups made up of users with expertise in particular areas (e.g., statistics, utilities, communications) to test and evaluate comparable products from competing vendors and recommend the ones to be offered through the program.
• the development of a consistent pricing structure for non-strategic agreements, designed to recover the direct cost of the software and documentation and the indirect costs associated with the administration of the agreement, including ordering, billing, distribution, and support.
• the use of network and security technology, whenever possible, to minimize distribution costs.

The task force believes that adoption of these proposals will move Penn toward a coordinated site agreement program that ensures efficiency and responsiveness. After review and comment by ISC’s Academic and Administrative Advisory Committees, the site agreement task force will present the final plan to the Vice Provost and begin to implement it.

BONNIE GIBSON is Director of Finance and Administration for ISC. DONNA MILICI is Director of Academic Computing Services.
The site agreements currently in effect are listed below. Because of the variations in terms and conditions negotiated with different vendors, each site agreement is unique. If you have a PennNet connection, refer to PennInfo for detailed information regarding contact information, definition of a “site,” cost and ordering procedures, distribution process, access to documentation, and conditions for updates, renewals, and support. If you don’t have a PennNet connection, contact the Computing Resource Center at 898-9085 so that you can be routed to the appropriate contact person for each licensed product.

Communications and networking

- AppleShare from Apple Computer
- LAN Workplace for DOS from Novell
- MacSLIP from Hyde Park Software
- MacTCP from Apple Computer
- MacX from Apple Computer
- MicroPhone for Macintosh from Software Ventures (available from Computer Connection at volume discount)
- PC/TCP for DOS from FTP Software, Inc.
- ProComm for DOS (shareware version) from DataStorm Technologies

Database

- INGRES RDBMS for Macintosh, DOS, Windows, and a variety of workstations, from ASK/Ingres Corporation

Mathematics

- Maple for Macintosh, DOS, Windows, NeXT, and a variety of workstation platforms, from Waterloo Maple (see Maple article on page 3)
- Mathematica for Macintosh, DOS, Windows, NeXT, and a variety of workstation platforms, from Wolfram Research, Inc.

Research

- IDL for a variety of workstation platforms from Research Systems, Inc.

Security and Virus Protection

- Disinfectant for Macintosh from John Norstad (public domain software)
- FolderBolt for Macintosh from Kent-Marsh Ltd.
- IronClad for DOS/Windows from Silver Oak Systems
- Vi-Spy for DOS/Windows from R.G. Software Systems

Statistics

- PC SAS from SAS Institute
- SAS for RISC Workstations from SAS Institute
- Systat for Macintosh, DOS and Windows from Systat, Inc.

Workstation-specific agreements

- DEC Campus Software License Grant (CSLG) from Digital Equipment Corp.
- DEC Hardware Maintenance Agreement from Digital Equipment Corp.
- HP Hardware Volume Discount Agreement from Hewlett-Packard
- IBM Higher Education Software Consortium (HESC) Agreement from International Business Machines
- SGI Varsity Agreement from Silicon Graphics, Inc.
- SGI Varsity Hardware Maintenance Agreement from Silicon Graphics, Inc.
- SUN-4/SPARC Software Maintenance Agreement from SUN Microsystems

Agreements in PennInfo

There are several ways to access information about site agreements on PennInfo. (If you haven’t used PennInfo before, see page 16 for instructions on accessing the system.) If you simply want to see a list of available site agreements, select the “Computing” item from the PennInfo main menu. Then select “Site Licenses and Other Vendor Relationships.” You may also use keyword searching to find what you need.

- For a broad search of all products covered by site agreements, use the keyword “site agreements” or “site licenses.” This will present a list of existing site agreements.
- To find out whether a site agreement exists for a particular type of package, search on the category of software you’re interested in, such as “database.”
- To find out whether a site agreement exists for a particular product, search on its name, for example, “Ingres.”

If you find that no site agreement exists for the product you’re interested in, send a request electronically to sal@isc.upenn.edu. Any additional information you can include about the product will be useful, such as the purpose of the product, the number of copies needed, potential need outside your own organization, and vendor contact information. Your request will be forwarded to the advisory group mentioned in the main article for consideration.
A Grad Tower A (residence)  
3600 Chestnut Street  
Macs and PCs

Especially equipped for individuals with disabilities

B Kings Court/English House (residence)  
3446 Chestnut Street  
Macs and PCs

C Rosengarten Computer Lab  
Ground Floor, Van Pelt-Dietrich Library Center  
3420 Walnut Street, 573-2846  
Macs and PCs

D Class of 1937 Computer Lab  
Fifth Floor West, Van Pelt-Dietrich Library Center  
3420 Walnut Street  
Macs and PCs

E Writing Lab  
Room 413, Bennett Hall  
3340 Walnut Street, 898-8525  
Macs

F Hill House (residence)  
3333 Walnut Street  
Macs and PCs

G Towne Library Mac Lab  
217 Towne Building  
220 South 33rd Street, 898-7266  
Macs

H M62 PC Lab  
Towne Building  
220 South 33rd Street

I SAS DOS (PC) Micro Lab  
Room 4N16, David Rittenhouse Labs  
33rd and Walnut Streets, 898-8199

J School of Nursing Microcomputer Center  
Room 210, Nursing Education Building  
420 Guardian Drive  
Macs and PCs

K Medical School Microcomputer Center  
First Floor, Biomedical Library, Johnson Pavilion  
37th & Hamilton Walk, 898-9249  
Macs and PCs

L 438 Williams Hall (CCAT)  
36th and Spruce Streets  
Macs and PCs

M Provost Tower Computer Lab (residence)  
Third Floor, Provost Tower, The Quad  
3700 Spruce Street, 898-4014  
Macs and PCs

N Community House Computer Lab (residence)  
Room 105, Ash Hurst  
The Quad  
3700 Spruce Street, 573-3382  
Macs and PCs

O Ware College House (residence)  
The Quad, 3700 Spruce Street  
Macs and PCs

P Bodine Computer Lab (residence)  
The Quad, 3700 Spruce Street, 573-3261  
Macs and PCs

Q Butcher-Speakman/Class of ‘28 (residence)  
The Quad, 3700 Spruce St.  
Macs and PCs

R Stouffer Lab (residence)  
Stouffer Triangle, 3702 Spruce St.  
Macs and PCs

S MS-DOS (PC) Training Lab  
Room 116, Steinberg Hall-Dietrich Hall  
3620 Locust Walk

T Self-service printing facility  
Room 202, Steinberg Hall-Dietrich Hall  
3620 Locust Walk  
Macs and PCs

U Macintosh Training Lab  
Room 310, Steinberg Hall-Dietrich Hall  
3620 Locust Walk

V Undergraduate Data Analysis Lab (UDAL)  
Rooms 104, 108, 109 & 110, McNeil Building  
3718 Locust Walk  
Macs and PCs

W Graduate Data Analysis Lab (GDAL) (PCs)  
Rooms 303 & 308, McNeil Building  
3718 Locust Walk

X International Project, High Rise East (residence)  
3820 Locust Walk, 573-7777  
Macs and PCs

Y Van Pelt College House Lab (residence)  
3809 Spruce Street, 573-5069  
Macs and PCs

Z WEB DuBois College House (residence)  
3900 Walnut Street, 898-4014  
Macs and PCs
PennInfo is
Surfing the Internet with Gopher!

BY GAYLE BELFORD

PennInfo, the University’s campus-wide information system, and Gopher, a tool for searching and retrieving information from hundreds of sources on the worldwide Internet, are sophisticated resources that complement traditional means of accessing information at Penn. We invite you to explore these state-of-the-art systems and discover their usefulness in all spheres of activity, from research to recreation.

What’s in PennInfo for me?

PennInfo contains a wealth of information for students, faculty, staff, and alumni, all keyword searchable. More than 50 Schools, organizations, and departments at Penn provide information to the system. As of July 1993, the number of items in PennInfo was nearly 4,000.

Here’s just a sample of what’s available:
• Entire course roster, course timetable, and final examination schedule
• Campus events
• Graphics
• Articles from the campus publications Almanac and Penn Printout
• Daily weather forecast
• Computer Connection price lists
• Student job opportunities—New in PennInfo!
• Fellowship and grant resources
• Full-year academic calendar
• Job opportunities at Penn
• Penn’s financial and human resources policies
• List of parking lots and special transportation services (plus a map of public parking lots near the campus)

How do I use PennInfo?

PennInfo’s menu hierarchy invites browsing: Simply select a topic of interest from the main menu, then explore the subtopics beneath. Once you’re hooked on PennInfo, however, you’ll probably want to find information faster. A quick way to locate information is to search on a logical keyword, which, in turn, produces a menu of items that have been assigned that keyword. For example, searching on the keyword “labs” produces listings of campus computing labs. Search instructions can be found under the “About PennInfo” main menu topic, or in PennInfo Quick Guides, available from the CRC. For additional commands to help you navigate PennInfo, search on the keyword “help” or refer to the list of commands in the Quick Guides.

PennInfo’s Worldwide command takes you outside of PennInfo to a menu listing sites that use software similar to PennInfo—and to the PennInfo-Gopher Gateway, which links the PennInfo and Gopher systems. Traversing the menus beneath “PennInfo-Gopher Gateway” ultimately leads you to various network navigation tools and to information repositories on campus and around the world.

What’s in Gopher for me?

The Internet Gopher is a document delivery service and network navigational tool that connects hundreds of information sites worldwide. Once in Gopher, you can search, access, and retrieve data residing on six continents in such a manner that everything appears to come from the same source.

Gopher has the potential to provide information on any conceivable topic—from a recipe for African stew to references on the greenhouse effect to United Nations
press releases. If your computer has the right graphics capabilities, you can access graphic images through Gopher. Many of the images in PennInfo came from Gopher sites around the world.

Here are some examples of what Gopher offers:

• U.S. and foreign library catalogs
• Phone/e-mail directories of other universities
• Glossaries and thesauruses
• Public-domain software
• Worldwide weather forecasts
• Assorted works of literature (from the complete poems of Yeats to Aesop’s Fables to the Oedipus Trilogy)
• Electronic magazines, newspapers, and newsletters
• Worldwide job opportunities
• Presidential speeches
• Recipes—from beef to beer
• Lyrics and musical scores
• Kidsnet—information about and for children
And much, much more.

**How do I use Gopher?**

For a sense of the richness and sheer volume of information available via Gopher, start out by exploring the menus of Gopher servers at Penn and around the world. You can also search for specific information you need by using one of several resources available via Gopher. For more information on searching, refer to PennInfo’s Network Navigation menu, under Computing/PennNet.

The office of Data Communications and Computing Services welcomes suggestions for new topics of interest to the Penn community that are appropriate for posting in PennInfo or Gopher. Send suggestions via electronic mail to penninfo-admin@dccs.upenn.edu, or call 898-3424.

**GAYLE BELFORD** is a Technical Writer for the Office of Data Communications and Computing Services and Administrator of PennInfo.

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**Accessing PennInfo and Gopher**

**PennInfo**

Most people will access PennInfo from a computer with a VT100 interface (usually an IBM PC/compatible running ProComm or an asynchronously connected Macintosh running MicroPhone). At the PennNet annex: prompt, type t penninfo and press <Return>. At the DIAL: prompt, type penninfo and press <Return>.

Those with Ethernet/IP-connected Macintoshes, including Macs that use SLIP protocol, can get PennInfo “client” software via FTP from ftp.upenn.edu (/pub/mac/penninfo). If you don’t know how to use FTP, obtain the software from the CRC (take two formatted disks with you). Quick Guides with complete access instructions are also available from the CRC.

Those who don’t have PennNet access from their desktop can visit one of the computing labs listed on page 14, or a PennInfo kiosk on campus.

**Gopher**

To access Gopher from a computer with a VT100 interface, type t gopher and press <Return> at the PennNet annex: prompt. (If necessary, type telnet to get from a DIAL: to an annex: prompt and enter your PAS ID and password before trying to access gopher.)

Those with Ethernet/IP-connected computers, including Macs that use the SLIP protocol, can get Gopher client software via FTP from ftp.upenn.edu. Clients for Mac, NeXT, and Unix appear under /pub/gopher. If you don’t know how to use FTP, ask your local computer support provider.

**NOTE:** Gopher servers are distributed worldwide and individually maintained and controlled. Therefore, Gopher response can occasionally be slow or nonexistent. However, patience and perseverance pay off: If you don’t receive a response initially, try again later.

**PennInfo/Gopher from kiosks**

If you don’t have access to a computer, drop by one of the following kiosks equipped with PCs or Macs that provide access to PennInfo and to Gopher (via the Worldwide command). Those locations using the point-and-click Macintosh PennInfo software are marked with an asterisk (*). Check PennInfo for updated kiosk locations.

Bennett Hall, Room 133, 3340 Walnut St.
Bookstore, 3729 Locust Walk
College Office, Mezzanine, 133 S. 36th St.
College of General Studies, 3440 Market St.
Computing Resource Center, Locust Walk at 38th St.
DCCS*, Suite 221A, 3401 Walnut St.
Faculty Club*, 200 S. 36th St.
Franklin Building, Room 100, 3451 Walnut St.
Greenfield Intercultural Center library, 3708 Chestnut St.
Hayden Hall, Room 310, 240 S. 33rd St.
Hill College House, 3333 Walnut St.
Houston Hall lobby, 3417 Spruce St.
McClelland Hall, The Quad, 3700 Spruce St.
Nichols House lobby, 3600 Chestnut St.
Penntrex Office, 3606B Chestnut St.
Student Health, Penn Tower, 34th & Civic Center Blvd.
Towne Building*, Room 109, 220 S. 33rd St.
If you’re looking for a competitively priced store that sells computer equipment, software, and supplies, visit Penn’s on-campus retail outlet, the Computer Connection. Located in The Book Store, the Computer Connection is owned by the University, and therefore receives educational discounts that are passed along to the University community including HUP, the Clinical Practices, and the Wistar Institute.

PRODUCTS

The Computer Connection carries Apple Macintosh, IBM PS/2, and Dell computers, as well as Hewlett-Packard, Apple, and Panasonic printers. They also stock a variety of related peripherals (Macintosh and selected IBM-compatible external hard drives, removable-cartridge SyQuest drives), networking and communication supplies (Ethernet cards, modems), ergonomic products (document holders, wrist rests), and other accessories (ranging from cables to security devices). Software includes word processing, spreadsheet, graphics, drawing, and database packages from vendors like Microsoft, WordPerfect, Claris, and Aldus, to name a few. Much of the software is supported by the Computing Resource Center (CRC), located on Locust Walk, just across from The Book Store.

The Computer Connection can also place special orders for software and selected hardware if you provide the manufacturer’s information and phone number. Some out-of-stock items can be supplied within 24 hours from the Computer Connection’s local warehouse.

SERVICES

Services currently provided by the Computer Connection are
• Repair service for Macintosh and IBM PS/2 computers and Apple printers
• Free delivery to on-campus departments using a Penn purchase order
• Software and selected hardware special orders
• Apple printer upgrades
• Macintosh and IBM PS/2 computer processor upgrades
• Toner cartridge recycling program
• Fall Truckload Sale (annual sale of selected computers at discount prices)

The Computer Connection also provides pre-sale advice, but they do not provide general consulting services or extensive demonstrations of hardware and software. However, the CRC offers the Penn community additional technically oriented advice on hardware options; technical support for selected software and hardware; and seminars, tutorials, and hands-on instruction for selected software. To make the most informed decisions about hardware and software purchases, you can consult with the CRC, your School, or your department, or read the product literature available at the Computer Connection.

REQUIREMENTS

All University faculty, full-time staff, and students enrolled in a course of study leading to a degree or certificate may purchase hardware and software at the Computer Connection. When purchasing, you must present a valid Penn ID, a requirement set by vendors in return for the educational discounts they offer.

Eligible members of the Penn community may purchase one notebook and one desktop machine from Apple, Dell, and IBM per year; one Apple laser and one non-laser printer per year; and one of each model of Hewlett-Packard printer during their affiliation with Penn.

INFORMATION

Computer Connection hours are Monday through Thursday, 8:30 AM-5:30 PM; Friday, 9 AM-5 PM; and Saturday, 10 AM to 5 PM. Because of daily inventory, hardware and software sales must be completed 30 minutes before closing. Current prices for the Computer Connection are posted on PennInfo under Computing/Computer Connection.

For additional information, contact the Computer Connection at 898-3282 or the CRC at 898-9085.
ISC’s five-year plan: feedback invited

ISC’s draft five-year plan is circulating for feedback and comment. The plan focuses on integration, interconnection, and access—information technology in service of academic and administrative excellence and a University that is greater than the sum of its parts.

Major thrusts include a new generation of administrative systems that share data and work together. ResNet—wiring all on-campus residence halls for PennNet access, cable TV, and phone services—will help change the way students interact with faculty, with each other, and with Penn administrators. Support initiatives are aimed at leveraging resources campus-wide and developing systems and services that are easier to use in the first place.

Your feedback is invited. For a copy of the draft plan, contact Linda May, Director of Planning (may@al.relay or 898-0005).

PennNet Authentication System

The PennNet Authentication System (PAS) is an ID and password system designed to limit use of PennNet—and our connections to the Internet—to bona fide members of the Penn community. A PAS ID and password are required in two situations: If you dial in via modem to the annex: prompt, and if you enter telnet at the DIAL: prompt to get the annex: prompt. Users with direct Ethernet connections or those who only access services such as PennLIN or UMIS directly from the DIAL: prompt currently do not require a PAS ID. It should be noted that the PAS ID and password are separate from any accounts used for e-mail, UMIS, etc.

How to get an account

All members of the Penn community are entitled to PAS IDs and passwords at no charge. To use the automated signup procedure, take your PennCard to one of the stations listed below and follow the self-explanatory instructions. Members of the Penn community without valid PennCards must go to the PennNet Services Center (Suite 221A, 3401 Walnut St., 898-8171, Monday through Friday, 9 AM–5 PM) to receive network IDs and passwords.

To ensure maximum security, PAS requires passwords that are difficult to guess. If possible, review in advance the password selection rules outlined in PennInfo (use keyword “pas”). Finally, remember that your PAS ID and password are for you alone; do not disclose or share them under any circumstances.

PAS ID issue stations

- PENNcard Identification Center, Suite 323A, 3401 Walnut St., 9 AM–noon & 1 PM–4 PM
- CRC, Locust Walk at 38th St., 9 AM–4 PM
- Engineering CETS, Room 164, Moore School Graduate Wing, 9 AM–4 PM
- Biomedical Library, Johnson Pavilion, 9 AM–5 PM

In addition, there will be a network ID/password issue station at CUPID.

For further information, contact the PennNet Services Center at 898-8171 (PSC@DCCS), or the CRC at 898-9085 (CRC@A1.RELAY).

Antiviral software: Install and use it!

As the new academic year begins, we remind you of the importance of installing and using software that protects against computer viruses, which can damage software and data. Viruses spread when an infected floppy disk is used in a “clean” system. Any floppy disk except an unformatted one can potentially harbor a virus, so it’s important that you check any disk that has been used in a system other than your own. That includes new commercial software, shareware, your friends’ diskettes, and diskettes that you have used on machines other than your own.

Because virus software is updated several times a year to combat newly developed viruses, it’s necessary to have the latest version installed on your system. To make this as easy as possible for you, the Computing Resource Center distributes the most recent versions of recommended antiviral software free of charge to members of the Penn community holding a valid PennCard or HUP ID. The software may be obtained (continued on next page)
at the CRC at 38th and Locust Walk, Monday through Friday, 9 AM to 4:30 PM. For information call the CRC at 898-9085 or send e-mail to CRC@A1.RELAY.

DOS/Windows. The recommended antiviral package for DOS/Windows systems is Vi-Spy (the current version is 11). The main program detects and eliminates the most common DOS viruses. In addition, Vi-Spy has a memory-resident portion known as a TSR, which checks floppy disks for viruses when they are inserted.

To obtain Vi-Spy, bring one 3.5-inch high-density disk (1.4 Mbytes); one 5.25-inch high-density disk (1.2 Mbytes); or three 5.25-inch double-sided, double-density disks (360 Kbytes); to the CRC.

Macintosh. The recommended antiviral package for the Macintosh is Disinfectant (the current version is 3.2). The main program detects and removes all currently known Macintosh viruses from hard and floppy disks. Like Vi-Spy, Disinfectant also has a memory-resident portion, the Disinfectant INIT, which notifies you if a virus is present on a disk you insert or if a virus attempts to infect a disk.

To obtain Disinfectant, bring an unformatted disk (either one high-density disk or one double-sided, double-density disk) to the CRC.

Multimedia text/image computing

Faculty, staff, and students with current work in this area are invited to identify themselves to Prof. James O'Donnell, coordinator of the Center for Computer Analysis of Texts (jod@ccat.sas.upenn.edu or 898-8734), or to Vice Provost Peter Patton (patton@vpisc.upenn.edu or 898-1787). The inventory thus compiled will help the University attract outside funding, which can then be passed along to individual researchers.

PennNet Passport: networking guide

Confused about networking? Don’t know an annex: prompt from a DIAL: prompt? Or what telnet penninfo.upenn.edu means? How about ftp ftp.upenn.edu? Ever wonder what the comic book characters Archie, Veronica, and Jughead have to do with the net? What’s an Internet Gopher? What is Whois, and who is Kermit?

PennNet Passport, the new beginners’ guide to networking at Penn, takes you on a whirlwind tour through this jargon jungle. The guide, published by the office that operates and maintains the campus network—Data Communications and Computing Services (DCCS)—explains a variety of networking topics:

- How to access and navigate PennNet
- How to use the network security system
- How to dial in to PennNet via modem
- What you should know about your rights and responsibilities
- What e-mail, telnet, ftp, netnews, whois, archie, veronica, gopher, WAIS, and World-Wide Web are
- What services are provided by DCCS

And more!

You can pick up a copy of the PennNet Passport from Wharton Reprographics (Room 400 SH-DH) or via ftp to ftp.upenn.edu, path pub/dccs. A plain text version will also be available in PennInfo (keyword “PennNet Passport”).

Resnet is here!

A new era in computing and residential living begins at Penn this fall, as 1,469 students move into “wired” rooms. Over the summer, construction and wiring crews worked swiftly on Phase I of ResNet. Five residence halls—High Rise North, Ware College House, Kings Court, English House, and Modern Languages/Class of 1925 House—were outfitted with PennNet Ethernet, cable TV, and private telephone service. These residences house both first year and upperclass students from all four undergraduate schools: Nursing, Arts and Sciences, Engineering, and Wharton.

Via PennNet Ethernet, students have high-speed access to PennLin, PennInfo, e-mail, NetNews, and other University resources, as well as the resources of the worldwide Internet. For those without Ethernet-capable computers, slower-speed modem access is also available. Private telephone service (an extra-cost option) and cable TV enhance the quality and the attractiveness of on-campus living. ResNet cable television offers not only conventional channels but also the suite of public affairs and international programming available on the Academic Video Network (AVN). Several cable channels set aside for Penn programming could increase the demand for video-based instructional tools. With this integrated set of electronic capabilities—voice, video, and data—ResNet is expected to change how students communicate, learn, and interact with University administration.

ResNet is a joint program administered by the departments of University Life, Information Systems and Computing, and Business Services. Scheduled for completion by 1996, it will provide 7,100 students in all 16 student residences with state-of-the-art multimedia.
information access. Currently, planning is underway for Phase II of ResNet; however, a schedule identifying the order in which remaining residences will be wired has yet to be announced.

If you have questions, comments, or suggestions about ResNet, call 898-4336 or send e-mail to resnet@pobox. Additional information and announcements about ResNet are posted in PennInfo; do a keyword search using “resnet.” To access the latest campus discussion about ResNet, check the newsgroup upenn.resnet. More information about ResNet will be forthcoming in Penn Printout.

**New: campus-wide AppleTalk**

One of the strengths of the Apple Macintosh line of desktop and laptop computers is built-in networking using Apple’s proprietary AppleTalk protocol. For years, Macintosh users in local work groups have routinely shared laser printers and file servers, while DOS users have had to pay extra—in dollars and complexity—for similar local networking solutions (from Novell, for example). Although comparatively slow using Apple’s own cabling (LocalTalk), AppleTalk performs quite well with Ethernet cards and cabling (EtherTalk).

Until this year, however, Mac users wishing to share files and printers outside their local work groups have had to invest in specialized routers to encapsulate the Apple-Talk protocol within IP, the primary protocol supported on the PennNet backbone. Such encapsulation is costly, complex to administer, and comparatively slow.

At the urging of the AppleTalk Network Administrators group, Data Communications and Computing Services (DCCS) has decided to enable direct routing of AppleTalk campus-wide. Routing AppleTalk will make it possible for Macintoshes connected to PennNet to “see” all other AppleTalk-connected devices, such as servers and printers, regardless of which campus IP subnet they are connected to. This capability will make it possible to:

- Do AppleShare file sharing and printing campus-wide.
- Be in the same AppleTalk zone but in a different subnet.
- Share applications across subnets using key servers, wherein users have direct access to a crippled version of commercial software that can only be run when permission (a “key”) is obtained over the network. If all keys are in use, users can request to receive the next one available.

The plan is to have AppleTalk routing implemented before September 1. Consult your local network administrator or PennInfo for updates and implications of this major change in campus networking for Macintoshes.

**Calculus (from page 1)**

**Supporting infrastructure**

Paramount to the success of any effort that affects curriculum is faculty commitment. According to Dr. DeTurck, faculty members are enthusiastic and motivated, and many spent time during the summer working with Maple and participating in group discussions, demonstrations, and workshops. The following activities will further support the program:

- Teaching assistants and undergraduate assistants have been trained to assist students working on assignments.
- Math Center tutorials to assist students in the evenings will be held on a rotating basis in Hill House, the Quad, English House, Ware, and DuBois.
- Electronic newsgroups for information sharing have been established for each freshman calculus class.
- A gopher server for mathematics has been set up, and includes such items as the text of demonstrations, homework assignments, and general information.

A followup article will discuss the progress of the calculus instructional initiative, and you’ll hear from faculty, students, and staff about the impact of the program.

DONNA MILICI is Director of Academic Computing Services.
Electronic Calendar

**ISC hands-on courses**

*These courses meet at the CRC’s Resource Center, Locust Walk at 38th St.*

**Prerequisites:** A knowledge of elementary PC-DOS commands is required for all training courses on application software for IBM/compatible systems. To fulfill the requirement you may complete a CRC DOS seminar or tutorial, or have equivalent experience.

**Cancellation:** If you cannot attend a course, you must cancel 48 hours in advance. Failure to do so will exclude you from registering for other CRC courses that semester.

**Late Arrival:** If you are more than five minutes late, your seat will be given to someone on the waiting list. No one will be admitted later than 10 minutes after the start of class.

**Registration & Information:** Registration is required. Registrants must complete prerequisites before registering for a course. Individuals must register themselves; we will not accept registrations by a third party. Call 573-3102.

Registration for all ISC classes listed here begins Monday, September 20. Registration is required.

**Courses for IBM/compatible users**

**Introduction to WordPerfect 5.1 (FLS)**

*October 6, 9:30 AM–12:30 PM*

*This is a facilitated learning session (FLS). A facilitator is present, but attendees work at their own pace. Covers the basic elements of word processing on a microcomputer. Experience in creating, saving, retrieving, editing, and printing files. Prerequisite: Introduction to DOS or a DOS tutorial.*

**Introduction to Lotus 1-2-3 Spreadsheets**

*October 28, 9:30 AM–12:30 PM*

Covers creation and basic use of Lotus spreadsheets: entering data, formatting ranges, using Lotus functions, writing formulas, and printing. Prerequisite: Introduction to DOS or a DOS tutorial.

*Courses for Macintosh users***

**Introduction to Microsoft Word 5.0 (FLS)**

*October 14, 9:30 AM–12:30 PM*

*This is a facilitated learning session (FLS). A facilitator is present, but attendees work at their own pace. Covers the basic elements of word processing on a microcomputer. Experience in creating, saving, retrieving, editing, and printing files.*

**Excel 4 Spreadsheets**

*October 22, 9:30 AM–12:30 PM*

Covers the basic functions of an electronic spreadsheet. Includes entering, editing, and formatting data; using functions; writing formulas; and printing spreadsheets.

**Mainframe course**

**Electronic Data Retrieval and Download**

*Scheduled on demand*

Developed and taught by UMIS staff; covers data retrieval from the administrative mainframe using TableTalk. Call ISC Training, 573-3102, for details.

**ISC B&P seminars**

**Bits & Pieces seminars meet for one hour at the CRC, Locust Walk at 38th St., unless otherwise noted. Registration is required for asterisked seminars only. Registration begins Monday, September 20. Call 573-3102.**

**How to Choose a Microcomputer**

*September 2, 1 PM; September 7, noon*

A discussion of the criteria to consider before you buy a personal computer, with an emphasis on choosing among the systems offered in the Fall Truckload Sale.

**Introduction to PennNet**

*September 22, noon*

An explanation of local area networking and description of PennNet services.

**File Management (Mac)**

*September 29, noon; October 21, noon*

Techniques for effective file and disk organization. Topics include copying and storing files and updating system files and print drivers.

**What You Really Need to Know about DOS**

*September 30, noon–1:30 PM; October 27, noon–1:30 PM*

Covers basic system parts, terms, and commands needed to get started using DOS. Includes a 1/2-hour practice session. Fulfills DOS prerequisite. Registration required.

**Communications Using MicroPhone II**

*October 7, noon*

An introduction to communications concepts; demonstration of connection to PennNet.

**Communications Using ProComm**

*October 13, noon*

An introduction to communications concepts; demonstration of connection to PennNet.
Van Pelt Library courses

All courses except the online training course meet in Room 502, Van Pelt-Dietrich Library Center. Registration is required. Sign up at Van Pelt Reference or call 898-8118.

Electronic Library I: Computerized Resources at Penn
September 13, 10–11:30 AM; September 13, 2–3:30 PM; September 14, 10–11:30 AM; September 14, 3–4:30 PM; September 14, 7–8:30 PM; September 20, 3–4:30 PM; September 20, 7–8:30 PM; September 28, 5–6:30 PM; September 30, 7–8:30 PM; October 11, 2–3:30 PM; October 25, 10–11:30 AM

Learn how to find your way through the halls of Penn’s electronic library. We’ll look at Franklin, the online catalog; PennData journal article indexes; and other electronic tools to help you locate what’s where in the libraries at Penn. And you can access all these electronic resources from your dorm, office, or computer lab.

Electronic Library II: Accessing Databases Beyond Penn
September 15, 10–11:30 AM; September 15, 2–3:30 PM; September 16, 10–11:30 AM; September 16, 2–3:30 PM; September 16, 7–8:30 PM; September 22, 3–4:30 PM; September 22, 7–8:30 PM; September 28, 5–6:30 PM; October 14, 10 AM–noon; October 28, 10–11:30 AM

Learn how to access specialized systems including RLIN/Eureka, a database listing more than 40 million books, journals, and manuscripts in over 50 research libraries; the Internet; and LEXIS/NEXIS, which includes full-text newspaper files.

Internet Training
September 17, noon; October 6, noon; October 20, noon

A one-hour session focusing on information resources such as library online catalogs and electronic bulletin boards, journals, and other resources accessible through the Internet.

LEXIS/NEXIS Training
September 24, noon; October 5, noon; October 12, noon; October 29, noon

A one-hour session devoted to issues related to searching the full-text files in LEXIS/NEXIS.

RLIN/Eureka Training
October 1, noon; October 15, noon; October 26, noon

A one-hour introduction to RLIN/Eureka, a database listing 50 million books, journals, and manuscripts in over 50 research libraries.

CR-ROM Demonstrations
Philadelphia Inquirer on CD, October 8
U.S. 1990 Census on CD, October 13
United Nations Index on CD, October 19
MLA Bibliography on CD, October 22
GeoRef CD, October 27

One-hour noontime demonstrations of various CD-ROM products housed in Van Pelt Reference.

Van Pelt Online Training
Monday through Friday, 9–10 AM, Moelis Online Search Room

For students, faculty, or staff who wish to search computerized databases on fee-based systems or free CD-ROM databases. Covers DIALOG, BRS, NEXIS/LEXIS, or CDs as needed.

Biomedical Library courses

These courses meet at the Biomedical Library. Registration is required.

MEDLINE on the PennData System: An Introduction
September 2, 9–11 AM; September 8, 1–3 PM; September 10, noon–2 PM; September 14, 4–6 PM; September 16, 11 AM–1 PM; September 20, 5–7 PM; September 22, 10 AM–noon; September 28, 9–11 AM; September 30, 5–7 PM; October 6, 1–3 PM; October 8, 9–11 AM; October 12, 3–5 PM; October 14, 11 AM–1 PM; October 18, 10 AM–noon; October 20, noon–2 PM; October 26, 5–7 PM; October 28, 9–11 AM

A subfile of MEDLINE is searchable via PennNet by anyone affiliated with the University. Topics include basic search techniques, including searching for medical subject headings using the keyword command, and remote access to the MEDLINE database. Registration: 898-5817/5818.

MEDLINE on the PennData System: Advanced
By appointment at the Biomedical Library. Call 898-9905. Advanced PennData searching techniques. Each attendee will be asked to bring a search problem.

Introduction to the Franklin Online Catalog
By appointment at the Biomedical Library. Call 898-9905. Franklin, the online catalog of the Penn Libraries, includes over 1.6 million titles, more than half of the Libraries’ collections. All material housed in the Biomedical Library is listed in the catalog. This 30-minute informal session will cover searching by author, title, subject heading, and keyword.

Current Contents on the PennData System
September 14, 1–2 PM; September 30, 9–10 AM; October 18, 1–2 PM

Current Contents is searchable via PennNet by anyone affiliated with the University. Current Contents indexes over 6,500 journals in all areas of the sciences, including clinical medicine and life sciences. Topics include limiting by subfile, limiting by latest entry month, and basic keyword searching. Registration: 898-5817/5818.

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Electronic Calendar

Internet
Mac—September 24, 10–AM–noon; October 11, 1–3–PM
This introduction presents an overview of basic Internet applications and touches on activities such as email, discussion groups, telnet, file transfer protocol and gopher servers, as they relate to the Biomedical Community. Registration: 898-5817/5818.

End-user Searching Using BRS Colleague Software
October 1, 10 AM–noon
BRS Colleague, a fee-based end-user search system, provides access to numerous databases, including MEDLINE. Topics include searching techniques for BRS Colleague, basic medical subject heading searching, and a discussion of the databases accessible using BRS Colleague. Registration: 898-5817/5818.

End-user Searching Using Grateful Med Software
PC/compatible—October 4, 3–5 PM; Macintosh—October 22, 9–11 AM
Grateful Med, a fee-based end-user search system, provides access to the numerous National Library of Medicine (NLM) databases. Topics include searching MEDLINE with offline screens, basic medical subject heading searching, using Lonesome Doc for Interlibrary Loan requests, and accessing other NLM databases. Registration: 898-5817/5818.

Introduction to Personal File Management
October 5, 10 AM–noon
Introduction to the principles of manual file management, emphasizing the organization of personal reprints. Concepts covered include assessment and planning, possible alternative file arrangements, and the use of the personal computer in organizing and retrieving files. Registration: 898-5817/5818.

Reference Manager/Endnote Plus Software
PC/compatible—October 13, 1–3 PM; Macintosh—September 29, 1–3 PM; October 25, 9–11 AM
Demonstration of these two personal file management systems. Topics include creating a database, entering references from the keyboard, importing references from database services, and editing and retrieving information. Registration: 898-5817/5818.

Lippincott Library courses

These one-hour courses meet in Room 121 West, Van Pelt-Dietrich Library Center, unless another location is indicated. Registration is required except for the Friday Online Training course. Sign up at the Lippincott Reference Desk., send e-mail to lippincott@wharton, or call 898-5924.

Reference Desk., send e-mail to lippincott@wharton, or call 898-5924.

Business Research
September 10, 1 PM; September 17, 10 AM; September 24, noon; September 28, 4:30 PM; October 1, 11 AM

Market Research
October 1, 3 PM

Multinational Research
September 24, 11 AM; October 1, 1:30 PM

Job Search
October 4, 1:15 PM; October 15, 1 PM; October 29, noon

Financial Research
September 30, 3 PM; Room 502, Van Pelt-Dietrich Library Center

Entrepreneurial Research
October 15, noon

Real Estate Research
October 22, 1 PM

Lippincott Online Training
Fridays, 9 AM, Room 502, Van Pelt-Dietrich Library Center; no registration required.
Monday through Thursday, 9 AM, Computer Services Room, second Floor, Lippincott; one day advance registration required.

Wharton ATS hands-on PC courses

These courses are offered by Wharton Academic Technology Services (ATS). They meet in ATS’s Computer Training Lab, 116 Steinberg Hall-Dietrich Hall. Registration begins on September 9 for September classes and October 1 for October classes. Call 898-2667 for information concerning ATS’s SAS (statistics) and VAX courses.

Eligibility: Courses are free with a Wharton ID. There is a $25 fee for other faculty, staff, and students affiliated with the University. Course fees can be paid in cash or by check, or billed to a department budget code. If a budget code is used, the registration form should be embossed and signed by the departmental administrator. Wharton ATS will fax the registration form to anyone using a budget code.

Registration & Information: In-person registration with a University ID is required. Registration is held in suite 400 Steinberg Hall-Dietrich Hall, at the Computing Services window, from 9 AM–noon and 1–5 PM. Info: 898-2667.
Introduction to DOS
September 20 & 27, 4:30–6:30 PM; October 11, 4:30–6:30 PM
Covers the basics of the IBM-compatible microcomputer and its operating system (MS-DOS).

Introduction to WordPerfect, version 5.1
September 22 & 28, 4:30–6:30 PM; October 13, 4:30–6:30 PM
Covers the basics, including using functions keys; moving the cursor; margins, tabs, and indents; saving/retrieving files; printing; and online help. Prerequisite: Introduction to DOS.

Intermediate WordPerfect, version 5.1
September 30, 4:30–6:30 PM; October 21, 26 & 28, 4:30–6:30 PM
Covers formatting, the speller, the thesaurus, cutting and pasting, deleting, and revealing codes. Prerequisite: Introduction to WordPerfect.

Introduction to PC Excel, version 4.0
September 21 & 23, 4:30–6:30 PM; October 12 & 14, 4:30–6:30 PM
Covers Excel basics and goes through a hands-on practice worksheet. Prerequisite: Introduction to DOS.

Intermediate PC Excel
September 29, 4:30–6:30 PM; October 20 & 25, 4:30–6:30 PM
Covers data editing, formula creation, absolute and relative references. The cut, copy, and paste features and the built-in functions will also be explored. Prerequisite: Introduction to Excel.

Excel Graphics and Printing
October 27, 4:30–6:30 PM
Covers making graphs and charts using data from a spreadsheet in Excel for Windows. Topics include graphing features and printing graphs and spreadsheets. Prerequisite: Intermediate PC Excel.

Hot Dates

September
3 Fall Truckload Sale—first equipment distribution
8 AM–5 PM. Class of 1923 Ice Rink

9 NeXT User Group meeting
7 PM. Place to be announced
Info: Shumon Huque, shuque@sas.

10 Fall Truckload Sale—second equipment distribution
9 AM–4 PM. Class of 1923 Ice Rink

11 Fall Truckload Sale—sale pricing expires/unused deposits forfeited

13 Super User Group meeting
Noon–1:30 PM. 285-6 McNeil Building
Info: Donna Milici, 898-0426 or milici@al.relay.

14 PREPnet annual meeting
9 AM. Penn Tower Hotel
Info: Cathy DiBonaventura, 898-2883 or cathy@dccs.

18 Philadelphia Area Computer Society meeting
9 AM–4 PM. Drexel U. Main Bldg., 32 & Chestnut
PACS and its 56 special interest groups (SIGs) meet monthly. Info: Stephen Longo, 951-1255.

28 DTP Special Interest Group meeting
Noon. CRC, 3732 Locust Walk
Info: Randall Couch, 898-6243. Look for flyers and check PennInfo as well.

October

11 Super User Group meeting
Noon–1:30 PM. 285-6 McNeil Building
Info: Donna Milici, 898-0426 or milici@al.relay.

16 Philadelphia Area Computer Society meeting
9 AM–4 PM. Drexel U. Main Bldg., 32 & Chestnut
Info: Stephen Longo, 951-1255.

19 DTP Special Interest Group meeting
Noon. CRC, 3732 Locust Walk
Info: Randall Couch, 898-6243. Look for flyers and check PennInfo as well.

28 MacFest
Bodek Lounge, Houston Hall
MacFest is sponsored by Apple Computer and the Macintosh User Group. New Macintoshes and software will be featured. Look for flyers and notices in campus publications.

Human Resources computing courses
Registration is required. Call 898-6176.

Overview of the Personnel/Payroll System
September 13 & October 4, 3–5 PM
5th Floor Conference Room, 3401 Walnut St.

Online Personnel Processing
September 14 & October 5, 9 AM–noon
UMIS, Suite 265C, 3401 Walnut St.

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The Penn Library Gopher will debut in early September. Its goal is to provide subject-organized access to Internet resources and to minimize some common Gopher weaknesses: blind alleys, inaccurate data, confusing menus. It will provide easy access to RLIN/Eureka, Franklin, and other library catalogs in the Philadelphia area and worldwide. Most resources will be accompanied by source and location information, making them easier to find again and/or to cite. You can access the gopher by telnet or with a gopher client at gopher.library.upenn.edu.

For data recovery, Chris Heister of SAS Humanities Computing highly recommends Computer Shoppe (619/384-4500) for price, speed, and quality of service.

Planning to trade in your old Mac? MacWorld publishes the weekly average sale price of used Macs. Their information comes from the American Computer Exchange of Atlanta, GA (800/786-0717).

Stacker for the Macintosh has been released by Stac Electronics Inc., makers of one of the most popular disk compression applications for DOS-based machines. It works on a full disk at one time, not file by file.

Turn it off! According to PC World, the EPA estimates that 30 to 40 percent of all PC equipment is left running 24 hours a day, seven days a week. The energy consumed is enough to keep at least 12 power plants running year-round.

The AV series of desktop Macintoshes features telecommunications, video, and speech capabilities. Users can access voice mail, e-mail, and faxes; videoconference; use speech to control, command, and navigate; and use the Mac as a hands-free speaker phone and answering machine.

To limit your Current Contents search to the most recent articles or journal titles in the database, use the entry week label with your keyword search, e.g., k=9320.ew. and hyperactivity. The latest entry week is listed at the top right of the CTOC (Table of Contents) and CART (journal articles) introductory screens.

WordPerfect 6.0 lets you superimpose text over a graphic. This will allow for the watermark effect you see on some professionally designed letterheads.

Penn Net’s modem pool can be reached by dialing 898-0834. Data rates of 300-14,400 bps, error correction (v.42), and compression (v.42bis) are supported. Note that dial-up access requires a PAS ID (see page 19).

Computer security devices approved for campus use by the Office of Risk Management are listed in PennInfo under Computing/Site Licenses and other Vendor Relationships/University-Approved Vendors for Hardware Security.

Academe This Week, an electronic service of The Chronicle of Higher Education, offers portions of the paper’s editorial contents along with extensive listings of job openings. Published each Tuesday at noon, it is available on many Gopher servers under “All the Gopher Servers in the World.” or by pointing your Gopher client to chronicle.merit.edu.

No. That’s not my credit card—that’s War and Peace. Franklin Electronic Publishers has introduced the Franklin Digital Book System, a 4.6 ounce palmtop computer that accepts .4-ounce credit card-sized “books.” Contact Franklin at 609/261-4800.

How fast is fast? On May 7, Penn researchers sent data to Morristown, NJ, at the record-setting speed of 2.4 billion bits per second—fast enough to send the Encyclopædia Britannica from Philadelphia to Boston in a quarter of a second.
I notice that Microsoft DOS 6.0 includes a utility, Microsoft Anti-Virus (MSAV), which detects and removes viruses. Should I stop using Vi-Spy?

No, you should continue to use Vi-Spy, for several reasons. First, Vi-Spy and all program updates are free to members of the University community holding a valid Penn or HUP I.D. You must, however, pay for updates to the Microsoft program. Secondly, Vi-Spy has a smaller memory “footprint,” taking up only 16 Kbytes of conventional memory, while MSAV takes up 44 Kbytes. Thirdly, and most importantly, MSAV and the program it is based upon, Central Point Software’s Anti-Virus (CPAV), are not considered as reliable as Vi-Spy by the computer virus research community. —Caroline Ferguson, CRC

I would like to be able to locate specific messages in my Elm folder without scrolling through a few hundred to find the one I want. Is there a way to search for a particular message in a folder?

Sure! Elm has a pattern-matching feature that lets you search for words in the subject line and words in the text of messages. It only searches for messages after the current message, so you must set the current message to 1 if you want to search an entire folder.

To search the subject lines of all the messages in the current folder, enter / at the command line. At the Match pattern: prompt, enter the word(s) you want to search on and press <RETURN> or <ENTER>. For example, typing / then modem and <RETURN> at the Match pattern: prompt will take you to the first message after the current message that contains the word “modem” in its subject line. It doesn’t matter whether “modem” is capitalized or not. To search for additional matches, type / again and then simply press <RETURN>.

To search for word(s) within messages, first enter /// (two slashes in a row). At the Match pattern (in entire folder): prompt, type the word(s) you want to search for followed by a <RETURN>. Elm will find the first message containing the specified word(s) and take you to that message in the index, where it will wait for you to press <RETURN> to read the message or do something else. To continue searching, move to the next message, then type /// and <RETURN>. —Joseph Harris, CRC

I’m typing a paper using Microsoft Word on the Macintosh. I want to number the pages in this way: The first page is the title page and not numbered; the second page is page one and not numbered either; and the third page is numbered page two. How do I do this?

Here’s how. Move your cursor to a position immediately after the text of your title page. Insert a section break by holding the command key and pressing the enter key on the numeric keypad. You should see a double-dotted line (section break) separating the title page from page one. Click anywhere within the text of page one and select Section from the Format menu. Make sure the Start box lists New Page so page one starts on a new page. In the Page Numbers area, check the box labeled Restart at 1 to make Word start counting the pages in this section from one. In the Header/Footer area check the box labeled Different First Page so that page one will have a different header or footer from the rest of the document. Click OK to return to the document. Choose Header or Footer from the View menu. Within the header or footer window, click on the page number icon to insert the page number code and every page of your document but the title page and page one will be numbered. —Kristin Nelson, CRC

I’m using Excel 4 to keep track of temperatures for my research project. I would like to format the cells in the worksheet to display a degree symbol (e.g., 98.6°). Since that’s not one of Excel’s standard formats, can I do this?

Yes, you can create a custom format. After you select the cells you want to format, choose Number from the Format menu. You can either select and modify one of the existing format codes, or you can replace what is in the Codes box with your own formatting code. For the example you gave, you may want to use a code that looks something like 0.0°. This forces Excel to display a minimum of one digit to the left of the decimal point and exactly one digit to the right. The degree symbol is created by typing <Shift-Option-8> in most Mac fonts. Excel adds any format you create to the list of format codes so you can use it again. —Kristin Nelson, CRC
In Penn’s decentralized computing environment, the Office of Information Systems and Computing provides technology leadership for administrative computing, active brokering and advocacy for academic computing, and critical computing infrastructure and services in both areas.

ISC has eight divisions:

• **Academic Computing Services**—ACS (573-3587) serves users of information technology in the academic community. It advises on “open systems” technologies including Unix, negotiates volume purchase agreements and site licenses, and provides referrals to electronic resources for instruction.

• **Computing Resource Center**—CRC (898-9085) provides computing support to supplement the services offered by Schools and departments, including consulting, disk conversion, antiviral software distribution, and contract services for systems integration and on-site support.

• **Data Administration** (898-2171) promotes standards for data access, data security, and the University data dictionary; develops the University Data Model, a high-level blueprint of data relationships; provides business continuity planning; and assists in investigations of information security violations.

• **Data Communications and Computing Services**—DCCS (898-2883) operates PennNet and a set of network-based services, including electronic mail and PennInfo, a campus-wide online information resource.

• **ISC Communications Group** (898-6243) produces print and electronic documents, including Penn Printout, and works with other ISC units to make new services easier to learn and use.

• **Learning Services Group**—(898-9090) coordinates ISC’s training programs and other resources for learning computer skills, monitors technology skills needs across campus, and develops learning programs for and with Schools and other University units.

• **University Data Center**—UDC (898-6449) provides mainframe services for academic and administrative clients, as well as selected Unix-based services.

• **University Management Information Services**—UMIS (898-4961) consults with administrative clients to identify information needs and acquires, implements, operates, and maintains administrative systems.

If you’re interested in:       Contact:

Academic mainframe services (VM) ......................... 898-6449
Ad hoc reporting, FOCUS tools .............................. 8-9946
Administrative applications planning, development & maintenance ............................................. 8-7581
Administrative systems security ............................. 8-5045
Business continuity planning ................................. 8-2172
CRC consulting .................................................... 8-9085
crc@al.relay

Data architecture, data dictionary .......................... 8-2171
e-mail services ...................................................... 8-8171
Information security .............................................. 8-3029
Ingres information ............................................... 8-2172
isc@al.relay

data architecture, data dictionary .......................... 8-2171
e-mail services ...................................................... 8-8171
Information security .............................................. 8-3029
Ingres information ............................................... 8-2172

ISC training ......................................................... 8-9090
Local area network consultation ......................... 8-6424
lan@dccs

PennInfo and Gopher (online info services) ............. 8-3424
gopher-support@dccs

PennNet ............................................................. 8-8171
psc@dccs

Site licenses—research & instructional software ......... 573-3587
ssl@isc

Super User Group ............................................... 8-0426
UMIS training facility ......................................... 8-4961
UMIS billing ..................................................... 8-4961
UMIS operations hotline .................................... 8-1099
Vice Provost ...................................................... 8-1787

Not sure? CRC at 898-9085 or crc@al.relay.