



Wireless and VPN access services now available

Over the past year, the EUCS Network Development Team has worked on the problem of how to enable and administer secure access to the University's Local Area Network (EdLAN). As a result of this work two new services, the *Wireless Network Service* and the *Virtual Private Network (VPN) Service*, are now available, complementing the two existing means of accessing EdLAN – Dial-in and LapLAN.

VPN services permit secure access to EdLAN from the Internet: a computer using VPN not only appears to be located on EdLAN, but communicates with the network using an encrypted link. This secure connection is an important part of the second new service – the EUCS Wireless Network. Wireless access to EdLAN is currently available in Appleton Tower concourse and in several open Library areas, though more sites are expected to be available by the end of the year; the link at the end of this article contains an up-to-date list of sites. Because of security issues concerning wireless access, departments with a wireless network are encouraged to register them with EUCS; and departments thinking of acquiring a wireless network are

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Changes in Directory Enquiries

Most people will be aware that there will shortly be a major change to telephoning Directory Enquiries. The University telephone switch will still take calls to '192' but will force them onto the most cost-effective provider. The provider we will initially use will not offer to connect calls, but that may change.

You should be aware that, if you make a Directory Enquiries call and the operator offers to connect you, and you agree, as well as the enquiry charge there will be an additional charge (which varies but which will be about 20p per minute), *as long as the call is sustained*. If you ask to be connected by the directory enquiries operator you will not be given the number. What that means, of course, is that next time you wish to telephone the number you will have to call Directory Enquiries again, incurring further charges.

Murray Clayton (Telephones)

Wireless and VPN Access Services (contd)

encouraged to discuss their plans with EUCS.

Registration is required before using either service; this can be performed using a self-registration web page. Have your Universal User Name (UUN), Staffmail or SMS mail password, and email address available, and follow the steps at <http://www.ucs.ed.ac.uk/nsd/access/wselfreg.html>. Note that, once you have registered to use the service, you will be asked for a username and password each time you access the network using the VPN or wireless connection.

Tools are provided for School Computing Officers to administer accounts on behalf of users who are not students or staff; you should contact those support channels if you fall into that category. Computing Officers should contact EUCS in the first instance.

There are two possible means of access when using the wireless network. The simplest only requires you to authenticate using a web browser, but does not offer a full range of network services. The second, recommended route not only provides a full range of services, but offers privacy for your wireless network traffic. However, this method requires the use of VPN client software — either the client software built-in to Windows 2000 & XP, or the Cisco Systems VPN client, which is available for all platforms under a University-wide site licence. Instructions on how to download and install this client software are sent to anyone registering to use the service. From our experience, these instructions should be followed with some care.

In an effort to obtain feedback and encourage discussion, Network Development has set up a mailing list, netaccess-discuss@lists.ed.ac.uk, to discuss issues of EdLAN access. For information on how to subscribe to mailing list see <http://www.ucs.ed.ac.uk/fmd/unix/docs/mail/lists/majordomo-list-user.html#subscribing>

Support for these services is through the usual support teams, but if you need to contact the development personnel then please email netdev@lists.ed.ac.uk.

More information on these services can be found at <http://www.ucs.ed.ac.uk/nsd/access/>

Bill Byers (EUCS)

ENCompass update



The ENCompass implementation team has chosen a name for the ENCompass service: *University of Edinburgh Collections Gateway*. This name was chosen because it describes what the service will do — that is, provide a route into the University's collections, whether by linking directly to digital materials or by providing descriptions and locations of non-digital resources.

The implementation team is currently working with creators of various local databases of resources, including among others resources on church history in Nepal (from Divinity), the Scottish Traveller Education Programme (from Education), streamed videos (from MALTS and EUCS), and past exam papers online (from the Library).

Work is ongoing to add commercial databases to the Gateway, including the Grove Dictionaries of Music and Art; and progress is being made with LinkFinderPlus, the system facilitating direct links between (for example) bibliographic database records and the electronic full-text of materials.

If you have questions about the Collections Gateway, or have created a collection of resources that you would like to share via the Collections Gateway, please contact marshall.dozier@ed.ac.uk.

Marshall Dozier (Library)

ePayment update

Making Payments to the University via the Web

The University has had a facility to accept payments via the Web 24 hours per day for the last nine months. It has been developed in conjunction with MIS and is hosted on a secure server using Worldpay as the payment service provider. It provides a secure mechanism to make credit or debit card payments without the need for the University to hold any confidential card information. Payments are validated instantly and all income is credited directly to the relevant School or Administrative Department within a week. Units also have the ability to query and browse the Electronic Receipting Application (ERA) system if necessary.

Since the ERA system went live, 1,000 electronic payments worth £200K have been made to the University and 16 Schools and Administrative Departments have been registered. Over the last nine months the ERA system has been used to take payments for conferences, courses, accommodation, transcripts, gifts, CDROMs, fees, etc, and is regularly used to accept payments from overseas.

The ERA system has the ability to link directly with other University websites, as is the case with Accommodation Services and the CPA Gift shop, or it can be used independently to accept payments online using only a link from a departmental website or a URL on printed materials.

If your School or Unit is planning to run a conference or an ad hoc course, or has payments which it regularly accepts, then ERA may be a useful tool for you.

If you are interested in using the ERA system or in finding out any more please email Elizabeth.Welch@ed.ac.uk. Further information is available at <http://www.finance.ed.ac.uk/ePayment/erafrontpage.htm>

Elizabeth Welch (Finance)

Streaming Media Service

The EUCS Streaming Media Service has been substantially upgraded for the new academic year to provide a comprehensive platform for on-demand delivery of video, audio and 'rich content', in order to support the University's objectives in eLearning, research, public relations and the live broadcasting of events.

Our RealNetworks server has been upgraded to Helix Server version 9 and, in a deal negotiated with RealNetworks Europe, we now have an unlimited bandwidth licence, removing the previous limit of 100 simultaneous streams. The file system for this service has also been substantially increased to a total of 140GB of RAID10 disk. The RealONE player remains the most comprehensive implementation of the W3C's Synchronised Multimedia Integration Language (SMIL) and is included on the managed XP desktop on all EUCS-managed open-access lab PCs.

Our Windows Media service is now running Windows Media Services 9 on 2003 Enterprise Server in a network load-balancing cluster. WMS9 supports advanced features such as fast start and server-side SMIL playlists, allowing you to 'programme' the presentation of content to the end-user's player. The Windows Media player that is included in the managed XP desktop on all open-access lab PCs also supports the display of HTML pages with embedded media, including those using the SMIL timing and synchronisation features previously only available in Internet Explorer versions 5.5 and 6.

Detailed documentation on how to use the SMIL capabilities of the three predominant streaming media formats, RealNetworks, Windows Media and QuickTime, can be found at <http://webhelp.ucs.ed.ac.uk/services/media/playlists/>

In partnership with MALTS, EUCS is able to offer real-time encoding of events and their 'webcasting' over EdLAN or the Internet, in RealNetwork or Windows Media formats. Our latest facilities are able to support the simultaneous encoding of live events in either format at broadcast quality.

EUCS can provide a comprehensive one-day introduction to the SMIL language and its use in the RealNetworks, Microsoft and Apple QuickTime implementations. Later this year we will be providing a one-day 'hands on' course in authoring streaming media content for web authors.

Further details of the service, and examples in all the above streaming media formats, can be found at <http://webhelp.ucs.ed.ac.uk/services/media/> Enquiries should be sent to stream-media@ed.ac.uk



John Smith, Information Tools Team, EUCS

EUCS computing courses

EUCS is running the following courses in September and early October. Full details of EUCS IT training courses, including online booking, are available from <http://www.ucs.ed.ac.uk/usd/iss/courses/> Courses are held at 19 Buccleuch Place unless otherwise stated.

Editor

September

| | | |
|----|------|---|
| 2 | 1206 | EndNote |
| 2 | 1158 | UNIX 1: Introduction (2009a, JCMB) |
| 3 | 1240 | Dreamweaver |
| 3 | 1201 | PageMaker |
| 3 | 1170 | Word Intermediate |
| 4 | 1172 | Excel Advanced (2009a, JCMB) |
| 4 | 1152 | FileMaker Part 2 |
| 8 | 1173 | Access Intermediate (2009a, JCMB) |
| 9 | 1254 | Creating Accessible Websites |
| 9 | 1077 | Perl (2009a, JCMB) |
| 11 | 1159 | UNIX 2 (2009a, JCMB) |
| 12 | 1037 | Reference Manager (2009a, JCMB) |
| 16 | 1154 | FileMaker Part 1 |
| 17 | 1191 | PhotoShop |
| 22 | 1228 | Access Introduction (1) |
| 22 | 1166 | Excel Introduction |
| 22 | 1181 | Scanning Tutorial (GMRC, JCMB) |
| 23 | 1256 | Learn to Use a Computer |
| 23 | 1160 | UNIX 3: Shell programming (2009a, JCMB) |
| 24 | 1005 | LaTeX (2009a, JCMB) |
| 24 | 1256 | Learn to Use a Computer |
| 25 | 1174 | Access Advanced (2009a, JCMB) |
| 25 | 1256 | Learn to Use a Computer |
| 29 | 1229 | Access Introduction (2) |
| 30 | 1152 | FileMaker Part 2 |
| 30 | 1208 | Java |
| 30 | 1164 | Word Introduction |

October

| | | |
|---|------|---|
| 1 | 1000 | Introduction to Computing (2009a, JCMB) |
| 1 | 1208 | Java |
| 1 | 1204 | PowerPoint |
| 2 | 1206 | EndNote |
| 2 | 1208 | Java |

Autumn Holiday

EUCS will be observing the Autumn Holiday on **Monday 15th September**, so services such as reception and user support will be closed on that day. All Library sites will also be closed.

John Smith (EUCS)

Library appointments

Sheila Cannell



Following the appointment of Helen Hayes as Vice-Principal for Knowledge Management and Librarian to the University, and after discussions with Helen, the Principal and I are now delighted to announce that Sheila Cannell has been appointed as Director of Library Services from 1st September 2003, the date when Helen formally takes up her appointment with us.

Michael Anderson (Senior Vice-Principal & Acting Head of ISG)

John Scally

John Scally, currently Deputy Head of Rare Books at the National Library of Scotland, has been appointed to the post of Director of Collections, Edinburgh University Library. John will start in EUL on 22nd September.

Sheila Cannell (Library)

Document Insecurity

If you are concerned with the production of sensitive documents, you might be alarmed to learn that distributing documents in word processor file formats can divulge more information than you intended. The extent of the data revealed will vary depending upon the edit history of the document. However, email addresses and other sensitive contact details may be embedded inside documents.

A BBC News article (<http://news.bbc.co.uk/1/hi/technology/3154479.stm>) on the hidden dangers of documents offers a timely reminder of the importance of following the University's computing guidelines. These are given on the Web at

<http://www.ucs.ed.ac.uk/ucsinfo/cttees/citc/work/desktopwg/docdistrec.htm>

James Jarvis (EUCS)

UCISA/NeSC Managers Forum

How do I Grid-enable my University?

A workshop to be held on 23rd October 2003 at the National eScience Centre, 15 South College Street, Edinburgh

'The Grid' and 'eScience' are terms currently associated with 'hard-science' research activities in particular. However, eScience has widened to include social scientists, who are now also engaged in Grid activities. Hosted by UCISA & NeSC, this workshop is an opportunity to learn about the issues which need to be addressed in supporting this new and exciting paradigm.

For further information and a booking form please go to <http://www.ucisa.ac.uk/events/2003/forum/forum-3-intro.htm>

Mail, spam and virus activity

Graphs of mail, spam and virus activity at the University mail relays, updated weekly, can now be found at <http://www.ucs.ed.ac.uk/fmd/unix/docs/mail/graphs/>

In August the University was plagued by two viruses, *MSBlast* and *Sobig.F*. (Details of these viruses and how to deal with them are given in the EUCS website: <http://www.ucs.ed.ac.uk>) The main lessons to take from these attacks are:

- Do not open email attachments which you did not expect to receive.
- Keep your antivirus software and system patches up-to-date at all times.

Scott Larnach (EUCS)

Forthcoming events at NeSC:

| | |
|--------------|--|
| 9–10 Sep | OGSI and Microsoft.NET |
| 16–18 Sep | IMAGE: Imaging, Medical Analysis and Grid Environments |
| 22–26 Sep | SAFECOMP 2003 |
| 29 Sep–3 Oct | eScience Summer School |
| 6–8 Oct | Introduction to Bioinformatics |
| 9–10 Oct | Data Mining with Ensembl |
| 14 & 15 Oct | How to Build a Grid Service Using the Globus Toolkit |
| 16–17 Oct | Grids and Applied Language Theory (GALT'03) |

To apply to attend, or for further information on any events at NeSC, please see <http://www.nesc.ac.uk/>

Gill Maddy (NeSC)

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Contributions to *BITS* are welcomed.

Copy deadline for October *BITS*:

Wednesday 17th September