

# Cursor\_

<http://www.cmu.edu/computing/>  
January 2012

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# Cursor\_

The newsletter of Carnegie Mellon's  
Computing Services division

Email: [documentation@andrew.cmu.edu](mailto:documentation@andrew.cmu.edu)

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## Computing Services Vision

Computing Services will meet the changing needs of Carnegie Mellon by combining the best of industry-standard information technology (IT) services, innovative solutions and best practices.

## Computing Services Mission

Computing Services enables and advances an information technology (IT) environment that supports the research and education missions and the associated administrative functions of Carnegie Mellon.

**Carnegie Mellon University**  
Computing Services

## Connan Room Upgraded with Self-Service Capabilities

MediaTech, in coordination with the University Center (UC) has upgraded the audio-visual system in the UC's Connan Room with some new features. These features include resident projection, a 16-foot screen to replace a 10-foot screen and self-service functionality. The self-service model increases access to services at a lower cost to the campus community, permitting individuals to operate their own technology without the aid of a MediaTech professional.

Beginning in 2008 with McConomy Auditorium, then Schatz Dining in 2010, MediaTech has been working with the UC and various stakeholders to upgrade UC AV facilities. These upgrades not only update the equipment and technologies, but also improve their usability. Feedback from Student Senate and various departments clearly demonstrated the need for a self-service model, especially for situations in which individuals only require the use of projection with connection for a laptop.

The full-service model is still available, in which a MediaTech professional is available during the entire event and will operate and support all technology for the individuals using the room. This is ideal for high-profile or complex events that require particular attention.

This new self-service model lowers costs while maintaining ease of use and efficiency; the process has three easy steps:

1. Place an order with MediaTech to receive a passcode.
2. Pick up the appropriate cables from the University Center information desk or bring your own.
3. Connect, power up and present.

For additional information, visit <http://www.cmu.edu/computing/class-event/events/self-serv/>. Feedback or comments can be addressed to [mediatech@andrew.cmu.edu](mailto:mediatech@andrew.cmu.edu) or call 412-268-8855.

### Students! Mark Your Calendar

Student Information Exchange  
February 28 3:30 - 6:00 p.m.  
University Center, Connan Room  
Food · Prizes · Discussion



Facility-Service Update

## Heinz College: Room Upgrades

### Distance-Learning Classroom

MediaTech in collaboration with Heinz College, has completed the highly anticipated Hamburg Hall distance-learning classroom. The collaborative work between MediaTech and Heinz College is highlighted in this second state-of-

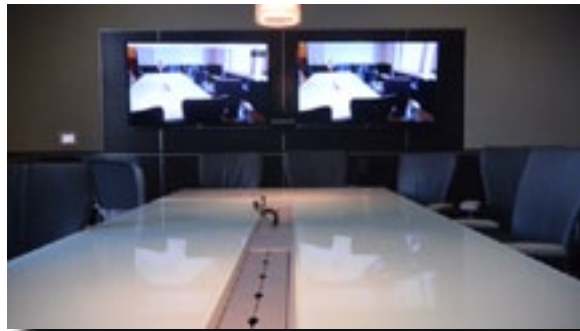


*Heinz College Distance-Learning Classroom*

the-art classroom that offers multiple monitors, an HD videoconference solution, multiple HD video cameras, integrated course capture and audio conference capabilities with a quality microphone array for clear audio transmission. This classroom will be used to support Heinz College's global academic programs.

### Conference Room

In another collaboration with Heinz College, Media Technology has completed its video and teleconferencing upgrade to the dean's conference room. This upgrade includes two LED displays, an HD camera, a quality microphone array for clear audio transmission and a wireless control pad for operating the audio and visual technologies in the room.



*Heinz College Conference Room*

## Telepresence Service Pilot Program

MediaTech is piloting a telepresence service during the 2011-2012 academic year. The new telepresence system, a collaborative project with the University Libraries, the Office of the President and the Qatar Foundation, has been installed in Posner Center.

Telepresence systems go beyond traditional videoconferencing, allowing participants to have the sensation of sitting across the table from one another, rather than in separate rooms.

The system is available for use by any member of the campus community. A new access process is in place to accommodate 24/7 access. For more information on the Posner Center Telepresence Conference Room or to request a reservation, visit <http://www.cmu.edu/computing/mediatech/videoconference/telepresence/>.



*Posner Telepresence Room*

## Videoconferencing and HDMI: Wean Hall 5328

During the Winter Break, Wean Hall 5328 was upgraded to include videoconferencing and High-Definition Multimedia Interface (HDMI) capabilities. Faculty members will find this classroom experience to be similar to that in other University Registrar-controlled classrooms, with additional functionality for enriching the teaching and learning experience and a high-quality microphone array for clear audio transmission.

## Enterprise Videoconference Service

MediaTech has an enterprise videoconferencing management infrastructure; and is currently working with departments interested in registering their videoconference systems with this infrastructure.

There are several benefits to registering with Computing Services enterprise videoconference management infrastructure: shared phonebooks, standardized dialing, automated updates and technology interoperability. Interested departments should contact MediaTech at 412-268-8855 or email [mediatech@andrew.cmu.edu](mailto:mediatech@andrew.cmu.edu) for more information.

## Desktop Videoconferencing Software Evaluation

In early 2012, MediaTech will conduct a formal evaluation of desktop videoconferencing software. This includes investigating available technologies, campus needs and practical options. Such software would provide opportunities for guest lecturers that do not have videoconferencing equipment to join a class remotely or make it possible to stay connected while traveling. For more information regarding this technology evaluation, contact [mediatech@andrew.cmu.edu](mailto:mediatech@andrew.cmu.edu).

### IBM Cable Replacement

Since 2001, the Computing Services Cable Plant group has been converting communications wiring in campus buildings from IBM to Category 5E and now, Category 6. The next chapter of this project will focus on updating the Software Engineering Institute (SEI), Hamerschlag, Smith and Scaife Halls. This phase began in December 2011 and is scheduled to conclude in May 2012.

The IBM Cabling Replacement projects are an ongoing initiative to update our wired network infrastructure. Over the past several years, network wiring has been modernized independently or in conjunction with other building renovation projects. Among other benefits, newer cabling offers faster speeds, requires no adapters (baluns), and supports Power over Ethernet (PoE)—the ability to pass electrical power safely through Ethernet cabling. The switch to Category 5E and Category 6 promises to serve us well into the future.

#### Buildings Converted to Category 5E/Category 6 Cabling

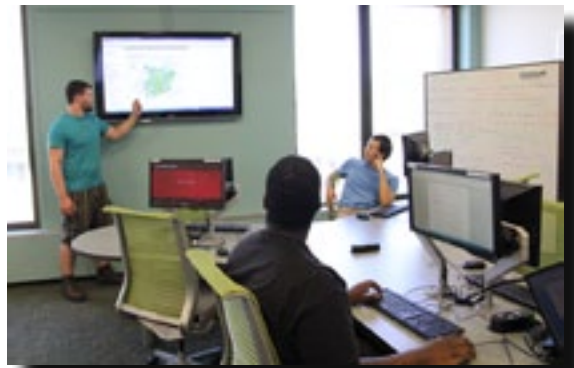
407 S. Craig St.  
Baker Hall  
Bramer  
Cyert  
East Campus Garage  
FMS  
Hunt Library  
Mellon Institute  
Porter Hall  
Roselawn Terrace  
Wean Hall

## Cluster Improvements

In addition to the major cluster improvements that were made throughout the summer, the following updates occurred over winter break:

- Webstations – In early December, hardware in the nine Web Station areas was upgraded. Also, the Web Stations are now running Windows 7 and offer Web Login as their sign-on method.
- Virtual Andrew – Adobe Illustrator and InDesign are now available through this pilot service and security to the service has been improved.
- AFS Access – Clusters is piloting OpenAFS on the Windows cluster computers. This will give cluster users the ability to mount AFS drives in the Windows clusters. SFTP access to AFS will also remain available.
- CFA RhinoCam Plug-in - The RhinoCam plug-in to the Rhino software has been installed on the CFA Windows machines in the multimedia cluster. This plug-in enables students to design projects for the FUTURE Art and existing Architecture CNC (Computer Numerical Control) routers.

- Baker Printer Area – To improve performance, a second release station has been installed, resulting in a release station for each of the two printers.
- Wean Webstation/Printer area and Cluster Corridor entrance – These areas underwent an aesthetic face lift to help improve its overall look and usability.
- Collaborative Teaching Cluster (CTC) – The new CTC cluster will get upgraded lighting to allow dimming. This space continues to be very popular; we are currently managing a surplus of spring reservations for this cluster.



*Collaborative Teaching Cluster (CTC)*

## Collaborative Teaching Cluster The Word on Campus

“ I love the space! The new Collaborative Teaching Cluster has had a big impact on my teaching in general, I could do things I couldn't do before and it is a big time saver for my classes. No longer do students have to relocate or reconnect to present their projects to the class or group. It is much more efficient and has improved interaction with my students. ”

- Jacobo Carrasquel

“ With 26 years experience teaching on this campus, we need a dozen more of these Collaborative Teaching Clusters! ”

- Jim Roberts

## Leopard Support Discontinued

With the release of Mac OS X 10.7 (Lion), Computing Services has discontinued support of the Mac OS X 10.5 (Leopard) operating system effective December 31, 2011.

Individuals using Leopard are encouraged to upgrade to Mac OS X 10.6 (Snow Leopard) or Mac OS X 10.7 (Lion). The statement of support for Mac OS X is available at <http://www.cmu.edu/computing/doc/os/mac.html>.

### Licensing and Software download

- Administrative Departments with Apple Maintenance (Faculty and Staff) may acquire Lion through the Computing Services site license. Through this purchase, you will also have access to Mac OS X 10.6 (Snow Leopard) for the upgrade. Visit <http://www.cmu.edu/computing/software/all/mac-lion/> for software licensing information. If your department would like to subscribe, please send email to [software@andrew.cmu.edu](mailto:software@andrew.cmu.edu).
- Individuals who are not covered by the campus site license can purchase Snow Leopard or Lion through the Apple Store at <http://store.apple.com>.

DSP customers should contact their DSP consultant via email to [dsp@andrew.cmu.edu](mailto:dsp@andrew.cmu.edu) or by phone at 412-268-6959.

## DecisionCast Available Virtually

If you use DecisionCast you will soon have a new way to access the application. Through the MyApps site at <https://myapps.andrew.cmu.edu>, the DecisionCast application will run remotely from a secure location to your computer or mobile device. The application will continue to have the same look and feel as if it was running on your computer, but with these added benefits:

- Easy access to the DecisionCast application through [myapps.andrew.cmu.edu](https://myapps.andrew.cmu.edu).
- A consistent look and feel across different operating systems and mobile devices.
- Improved performance on slow internet connections and older hardware.
- No VPN connection required for wireless OR off-campus connections.
- No installation of the application on your computer.
- Automatic application updates.
- Enhanced security and management for application administrators. Application updates are not dependent on operating system, browser and other software (e.g., MS Office, Oracle Java, Adobe Flash, etc.) versions.

The production version of DecisionCast on MyApps is currently being quality tested

by those in central Finance. Please look for additional communications regarding its availability and that of other applications.

## New Look for Webmail

The Andrew Webmail service at <https://webmail.andrew.cmu.edu> has a new look! Computing Services staff members have upgraded the service to a more streamlined, up-to-date interface that is similar to popular third-party mail accounts such as Gmail or Yahoo.

Documentation on using the updated Andrew Webmail service is available at <http://www.cmu.edu/computing/email/cyrus/webmail/>.

The new interface includes all of the functionality familiar to individuals who used the previous version, with the following additions:

- Mobile access - the new interface is mobile-compatible through any smartphone Web browser
- Address messages more easily - turn address auto-completion on or off, or create address groups to make sending easier.
- Set notifications - set your account to play a sound or display a pop-up notification when you've received new email.

# Software Update

## NetNotify to NISC

In the past, Computing Services used the NetNotify system to email those whose computers were found to be vulnerable to attack and/or causing problems on the campus network.

Over the past several months, various aspects of the NetNotify functionality were replaced with the Network Incident System Console (NISC). Following are differences that you will notice:

- Email will come from “advisor” rather than from “abuse”
- Responses will go to “advisor” rather than to “abuse”
- Subject lines will include a “NISC - ID” instead of an “NN ID”

Please be sure to white list and pay close attention to messages from NISC; direct questions to [advisor@andrew.cmu.edu](mailto:advisor@andrew.cmu.edu).

## Fight Phish Together

Phishing emails are designed to trick recipients into divulging their personal information (e.g., social security or credit card number, ids, passwords, etc.). When the Information Security Office receives a report of phishing, especially one that impersonates Carnegie Mellon and/or asks recipients to provide their login id and password, we take immediate steps to assess and reduce the impact. Thus, the

sooner we know about a phishing attempt the better.

### A Word of Appreciation

Thanks to the increased awareness and participation of our campus community, ISO has been alerted to a number of phishing attempts minutes after they occur. Continue to help us to help you! ISO asks that you remain vigilant and report suspected phishing attempts as soon as possible.

### How to Report Suspected Phishing

To report a suspected phishing email, forward a copy of the message to ISO’s response team at [iso-ir@andrew.cmu.edu](mailto:iso-ir@andrew.cmu.edu). It

is extremely helpful to include the email header (sender’s name, email address, IP address, etc.) in your message. By default, email headers are hidden; for more information and steps to display the header, please visit <http://www.cmu.edu/iso/aware/headers/email-headers.html>. Remember! If you think you were victimized by a Phishing attempt and have provided your Andrew ID and password, change your password IMMEDIATELY; to do so, visit <https://identity.andrew.cmu.edu/idmEndUserApp/protected/index.action>



## My New Year Security Resolutions

- Use a strong password or passphrase
- Never leave my computer unattended in public locations
- Keep my computer’s software up-to-date
- Safeguard my computer with antivirus software and a personal firewall
- Safeguard institutional data and my own personal data
- Think before I click
- Use caution when dealing with email and other forms of electronic communication
- Treat my mobile device like any other computer
- Report suspected security concerns immediately
- Help promote cybersecurity awareness on campus
- Not share copyright protected materials without authorization

For more information, refer to the ISO security pledge at <http://www.cmu.edu/iso/aware/pledge.html>.

## Refresh Your Computing Skills

If you'd like to reacquaint yourself with the available resources in preparation for the spring semester, we suggest you visit an open and free version of the Computing@Carnegie Mellon (C@CM) course. Even if you've already taken the course, you'll find new learning activities that will help you strengthen your existing skills as well as instruction on new resources that will be available this year, including:

- Education on accessing, navigating and operating the new Blackboard 9 course management system. Given the significant changes in the interface, students and instructors alike should find this information to be quite helpful.
- Directions on how to use the Virtual Andrew service to remotely access academic software free-of-charge from your home or office. No more traveling to a computer cluster for specialized applications!
- Simplified naming conventions to help with selecting the best Andrew Printing station for your print job.
- Extensive instruction on academic integrity issues related to finding and using information from the Web and the University Libraries collections.
- Details on computing policies and regulations that all campus affiliates are required to follow.



## Accessing C@CM

To access the C@CM course, visit <http://oli.web.cmu.edu> and enter the course key **ccmoliopen**. Be sure to select the Carnegie Mellon Users Login option and authenticate with your Andrew ID and password.

All students, faculty and staff are encouraged to bookmark the course website as it will serve as an excellent reference source during your time at Carnegie Mellon.

The screenshot shows a web interface with a blue header "Sign In". Below it, there are two input fields: "OLI Account ID" and "OLI Password". A link "Forgot your password?" is next to the password field. A "Sign In" button is below the fields. Below the sign-in section, there is a link "Need an account? Sign Up Now!". A large red and white box contains the text "Carnegie Mellon USERS LOGIN HERE" and "(Carnegie Mellon ID and Password required)". Below this is a blue header "Register Now!". There is an input field for "Course Key:" with the value "ccmoliopen" and a "Register" button. At the bottom, there is a link "What is a course key?".