New MIT Home Page Innovates on a Very Good Thing

• Susan Curran

"eci n’est pas un hack," proclaimed the debut of the new MIT home page on April 1.
“This is not a hack.”

Very true. The redesigned home page reflects a great deal of thoughtful work, based on data gathering through surveys and focus groups, work with a professional design firm, and usability testing. The redesign team, led by IS Web Communications Services (WCS), worked to achieve a sense of dynamism and community, and to communicate that MIT, the institution, relies on the collective strength of its many diverse parts.

The More Things Change

One of the best-loved features of the site was the surprise and creativity of the changing home page graphic. Since 1997, the home page has featured hundreds of graphics contributed by students, alumni, outside artists, and even prospective students and parents.

Recognizing that the changing graphic mirrors MIT’s tradition of hacks and “open source” initiatives, the redesign team made sure it remained the centerpiece of the new site.

The graphic will continue to play on the Institute initials much of the time; the main difference is that it can now fill a larger canvas.

Further, as the home page images change, the border containing the MIT logo remains consistent to show the integration of MIT the institution and MIT the community.

As before, members of the community and the public are invited to submit images or designs. This spirit of collaboration celebrates the diversity of MIT and its freewheeling spirit, and reinforces the idea that we’re all here to learn from one another.

Fostering Community

Through its changing graphic and spotlight, the MIT home page has fostered a very organic kind of community. The spotlight provides an important way for groups and departments to share news and activities with the MIT community and the outside world. And it continues to showcase the vibrancy and creativity of MIT. It can feature anything from the announcement of a Nobel Prize to men's gymnastics, from new nanotechnology research to a spectacular new hack.

Where the previous home page offered only one or two spotlights, the new site features eight, one on the home page and one or more on each of the second-level pages. The new home page creates a connection to these second-level pages through color (which changes daily), typography, grid and layout, and the white bar at the top.

continued on page 2
NEW MIT HOME PAGE
continued from page 1

One Level Down
Each of the five second-level pages (Education, Research, Offices+Services, Community, and About MIT) uses an enlarged and cropped logo as a background to bring together the categories of life at MIT. For the graphical key to the background designs, see the About This Site page at http://web.mit.edu/site/aboutsite.html

Navigation for the second-level pages has also been revamped. Now, when you look under “Research,” you can search by topic, not just by lab or department name. This makes the site easier to get around – and highlights the interdisciplinary work going on at MIT.

Other enhancements to the second-level pages include merging “Administration” and “Resources” into “Offices+Services,” renaming “Campus Life” to “Community” to reflect the diversity of clubs and interests, and renaming “Academics” to “Education.” These pages have also made long lists easier to navigate with a user interface that expands and contracts the lists of links.

Usability Testing
To ensure the usability and accessibility of the new site, WCS worked with the IS Usability Team and the ATIC (Adaptive Technology for Information and Computing) Lab.

Usability testing was conducted in phases, to validate the work at each stage. Each round of testing provided valuable insight – often in unexpected ways. For example, in one design, several users could not locate the campus map, even though it was visible on the page. At the same time, users readily understood some complex elements that the redesign team thought might go unobserved.

The first phase of testing focused on the menus and site architecture. As the original navigation was found to work well, it was retained with only minor modifications. The second phase presented a preliminary design to a variety of users, and identified the need for more vibrant color. The third and final phase was a heuristic review of the chosen design direction in order to identify any unforeseen problems.

Working with the ATIC Lab was very helpful in creating a site that users with disabilities could navigate easily. The site was tested using JAWS, a screen reader for the blind; voice recognition software, used by people with repetitive strain injuries; and the World Wide Web Consortium’s validator. Minor changes in the way the web pages were coded significantly improved accessibility for users with disabilities, without detracting from the experience for non-disabled users.

The Team Behind the Scenes
The redesign was led by WCS in close collaboration with designers from Pentagram. Pentagram understood right away that the site’s greatest strength was its “un-institutional” feel – that it wasn’t the result of a Madison Avenue branding campaign. In fact, it is the opposite: a natural extension of the open, creative culture that exults in hacks and invented OpenCourseWare.

Now that the new web site has been launched, feel free to send your feedback to <web-comments@mit.edu>. And don’t forget that you’re invited to play! Design contributions, visual puns, and clever Photoshop images can be sent to <spotlight@mit.edu>. For full details about submitting a design or requesting a spotlight, see http://web.mit.edu/site/proposal.html

Graphics that are used receive a credit on the home page.

Coming Soon: Tap into Tuition Assistance via the Web
The employee self-service function on the Web will expand in May with the introduction of tuition assistance (TA) tools. These will let eligible employees:

• Determine if a course qualifies for tuition assistance
• Check their TA balance for the calendar year
• Check the status of reimbursement requests
• Submit course data for reimbursement (although paper forms will still be accepted).

Instead of submitting course information on paper before taking a class, employees can verify that their course qualifies for tuition assistance using an online tool at http://web.mit.edu/hr/careers/taplan.html

This tool asks eight or so questions about the course to determine whether it is eligible for reimbursement. The process takes only minutes to complete and displays a confirmation screen that tells whether the course is eligible for reimbursement.

Employees can review their TA account or submit data for course reimbursement by going to http://web.mit.edu/sapwebbs/ and clicking on the Benefits tab. Employees still need to submit (in paper) proof of payment for a course as well as proof of successful completion. Employees can also use this link to see when a reimbursement check was issued.

You can send questions about the new tuition assistance process to <tuition-assist@mit.edu>. At Lincoln Laboratory, call the Benefits Office at (781) 981-7072.

This service is part of collaborative work among Human Resources, Payroll, the HR-Payroll Project, Financial Systems Services, and Information Systems to improve MIT business processes and services.

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TSM Backups Can Save the Day, So Schedule Them Now

• Janet Littell

Being able to recover recently lost files contributes significantly to the security of your information. The MIT TSM backup service, maintained by IS, provides members of the community with an application for backing up files from their computer over the network to a secure server. This application, Tivoli Storage Manager (TSM), was called ADSM in an earlier incarnation.

Note: In TSM lingo, you “restore” backed-up files from the TSM Server. The “archive/retrieve” is for selected files only.

The TSM at MIT web site at http://web.mit.edu/is/help/tsm/ provides details about who’s eligible to use TSM and about how to obtain, register, and use TSM on Windows, Macintosh, Athena, and non-Athena Unix systems.

You can back up files manually using TSM, but the best way to ensure the security of your files is to arrange for scheduled backups. Follow the instructions below to schedule weekly backups of your computer, at a time (6 pm or midnight) and weeknight of your choice.

Sign Up for Scheduled Backups
You can sign up for scheduled backups when you register for the TSM Backup Service or, if you like, sign up later using the Update form on the TSM web site.

Windows: Set Up the TSM Scheduler Service
You can configure the TSM Scheduler Service during installation or later, using the Setup Wizard on the TSM Backup Utilities menu.

Start the Scheduler Service using the Services Control Panel. Follow one of these directory paths, depending on your flavor of Windows:

• Windows XP (category view)
  Performance and Maintenance>Administrative Tools>Services
• Windows XP/2000
  Administrative Tools>Services
• Windows NT
  Control Panels>Services

Macintosh: Keep the TSM Scheduler Running

Mac OS X
• Ensure that the TSM Mac X Scheduler is always running by adding it to your System Preferences>Startup Items list.

• In the Energy Saver System Preferences, set the timing for Put the computer to sleep… to Never. You can, however, set times for the display and hard disk to sleep.

At the time of a scheduled backup, you or another user of your computer must be logged on with Administrator privileges. Secure your computer using a screensaver with a password.

Mac OS 9
• Ensure that the TSM Scheduler application is always running by putting an alias to it in your System>Startup Items folder.

• On the expanded Energy Saver Control Panel, set a time for the display sleep only.

When you restart Mac OS X or OS 9, a Schedule Information window on the desktop shows the time of the next check-in between your computer and its assigned TSM server. The window disappears when you click on the desktop.

Confirm Scheduled Backups
The day after a scheduled backup, check the last section of your TSM schedule log for statistics with the most recent backup date and “number of objects inspected,” etc., to confirm a successful backup. For quick access, you can create a shortcut for the log on your desktop. Here’s the path to the log, based on your operating system:

• Windows
  Program Files\Tivoli\TSM\client\dsmsched.log
• Mac OS X
  Applications->TSM 5.1.5> TSM Schedule Log
• Mac OS 9
  Applications (OS 9)->Tivoli Storage Manager v4.1->TSM Schedule Log

Your schedule log may open in Word or some other text processor. If it gets too large, you can delete it. The next scheduled backup will generate a new log. You can adjust how often your schedule log is “pruned” using TSM’s Preferences.

Getting Help
If you have questions about TSM or scheduled backups, contact the Computing Help Desk at <computing-help@mit.edu> or x3-1101.

New TSM Servers Coming This Summer

The MIT TSM backup service will soon be using new servers dedicated entirely to backup, restore, archive, and retrieval. This should improve backup services and provide increased functionality.

To keep server and network loads within bounds, each new server will become available to assigned subscribers in a designated month – tentatively in the June to September time frame. To view the migration schedule, go to http://web.mit.edu/is/help/tsm/server-upgrade.html

If you are a TSM subscriber, you will have a window of at least four weeks to complete several steps:

1. Link TSM on your computer to the new server, by modifying your TSM Preferences or by running a script that will be provided.
2. Back up your files to the new server, manually or via a scheduled backup.
3. Verify that backups are running successfully, to ensure that all your files are copied to the new server. (This should be done by the time your current TSM server is decommissioned.)

Users of the TSM Archive service will be notified of several additional steps that may be needed to preserve archived files.

Server assignments, detailed instructions, and dates will be sent to subscribers, as well as being provided on the TSM Server Upgrade web page. The TSM backup service has 3600 subscribers, so it’s important that anyone with scheduling issues or questions contact the Computing Help Desk as soon as possible at <computing-help@mit.edu> or x3-1101.

http://web.mit.edu/is/isnews/  •  March / April 2003  •  i/s
SecureFX and SecureCRT: More Options for Good Connections
• Bill Bards and Tim Brennan

Windows users can help improve network security at MIT and protect their account information, data, and systems by using secure connection software. Information Systems now supports a new application for file transfer, SecureFX 2.1.3, as well as a new version of a Windows terminal emulation program, SecureCRT 4.0.3.

Alternatives to Kerberized Connections
Most of the Windows connectivity programs that IS currently supports, such as FileZilla and HostExplorer, rely on Kerberos for security. SecureFX and SecureCRT instead use the SSH (Secure Shell) protocol for secure connectivity and work without Kerberos. SSH also works well from behind the Network Address Translation (NAT) boxes commonly used in home networks. MIT does not allow NAT boxes on the campus network, and while IS does not support home networks, it is offering SecureFX and SecureCRT to community members to ensure that they can connect securely regardless of their network setup.

IS has developed custom installers for both applications. These installers provide a preconfigured Athena connection and a quick launch option. They also include the vendor license key, so users won’t need to enter it manually.

SecureFX for Secure File Transfer
SecureFX is offered as an alternative to FileZilla for the secure transfer of files such as web pages, images, and software. SecureFX lets you
• Securely connect to SFTP servers (e.g., Athena)
• Upload and download files
• Remotely rename, move, delete, and change the permissions of files
• Synchronize a local folder and a server folder

It also provides “relentless” file transfer, reconnecting and continuing a transfer should a connection be lost.

For more information about installing and using SecureFX, see http://web.mit.edu/is/help/securefx/

SecureCRT, a Secure Shell Terminal Emulator
SecureCRT provides the SSH alternative to HostExplorer, which is Kerberized. If you have been using an earlier version of SecureCRT, IS recommends that you upgrade to 4.0.3.

You can use SecureCRT to protect your terminal sessions when you connect to Athena – either via MITnet or through an Internet service provider. IS recommends this program if you prefer the SSH2 protocol or if you are having trouble connecting securely to Athena with HostExplorer. SecureCRT does not offer TN3270 support for connecting to the mainframe.

SecureCRT offers users
• Support for SSH1 and SSH2 protocols
• Increased performance on slow connections through variable compression
• Easy configuration of settings via the Session Options dialog
• The ability to store different preferences for different hosts
• The ability to log a session to a file

For known issues and more information about this application, go to http://web.mit.edu/is/help/securecrt/

System Requirements
System requirements are the same for both applications:
• Windows XP Professional, 2000 Professional, NT Workstation, or Windows 98 operating system

Note: IS will discontinue support for Windows NT Workstation and Windows 98 in June 2003.
• At least 10MB of available hard disk space (for each application)

How to Obtain
To download the custom installers for SecureFX or SecureCRT, go to the MIT Software: Windows page at http://web.mit.edu/software/win.html

Valid MIT certificates are required.

Getting Help
For assistance with SecureFX or SecureCRT, contact the Computing Help Desk at <computing-help@mit.edu> or x3-1102.

Advice about End User License Agreements and Readme Files
Almost any time you install software on your computer, you will first see an end user license agreement (EULA), which you are asked to accept. This is often a long, boring, jargon-filled document. Most people don’t read it; they just click the Accept button so they can proceed with installing the software.

Some software vendors are taking advantage of this by having you agree to licenses that you would never agree to if you read them. For example, one vendor’s license agreement stated that by installing this software, you agreed to have your computer send unsolicited commercial e-mail (i.e., spam). Another license agreement gave the connections and redirect referral bonuses away from intended recipients to itself. (Retailers such as Amazon.com typically give these bonuses to web sites, including charities such as The Hunger Site, that link to them: the bonuses are generated when visitors click the retailer’s link.)

MIT reviews the licenses of IS-distributed software such as Eudora to make sure that the licenses are acceptable. When there are license restrictions to convey, IS includes them in an accompanying readme file.

These readme files also report any issues discovered by the IS Software Release Team when testing the software – along with helpful instructions. For example, even with improved tools for creating installers, new versions of some commercial software perform much better when you first uninstall all previous versions. A recent case in point is VirusScan Enterprise: with more than one version installed, you may get multiple error messages and be unsure which features are actually enabled.

The Bottom Line
Given these software snafus, what should you do? IS strongly recommends that you read at least the readme file for IS-distributed software, and read the end user license agreement for software you acquire elsewhere.
The Changing Role of the MIT Computer Connection

• Kathleen Moriarty

The MIT Computer Connection (MCC) has had many roles since it first opened as a computer store in the mid-80’s. The business expanded dramatically when the store moved to the Student Center in 1988, and changed again when the MCC selected an online vendor for sales – at that time, NECX.

Today the MCC partners with Gov-Connection and Dell, and continues to help MIT students, faculty, and staff who are buying computers, software, and accessories. Services include pre-sales support, on-site visits for departmental customers, and demonstrations of recommended products.

Pre-Sales Support

MCC staff offer computer pre-sales support for the GovConnection and Dell catalogs, available from the ECAT page at http://web.mit.edu/ecat/

This includes help in selecting new equipment and upgrades, with a focus on MIT-recommended products. The recommended list includes desktop and laptop systems, displays, printers, software, modems, and network interface cards. You can view it online at http://web.mit.edu/is/products/

The MIT-recommended products have been tested by IS and are known to work well on campus. The IS Computing Help Desk staff are familiar with these items, and many of the systems and printers can be repaired by MIT Hardware Services.

Beyond the recommended list, MCC consultants can help you find other products, including memory upgrades and internal devices that are appropriate for your system.

Getting to Know the Catalogs

If you are new to online shopping, you may appreciate some guidance in getting around the GovConnection and Dell sites. MCC consultants can show you how to navigate the catalogs, including the best methods to find the products you want and the features that make the experience easier.

Customers placing personal orders may come to the MCC for needs analysis, help with obtaining certificates, and placing and tracking orders. Departmental customers can make an appointment for a consultant to come to their office and evaluate their needs and assist with ECAT purchasing.

If you are shopping for an item that is not listed in the GovConnection catalog, an MCC consultant will work with a product manager to see if the item can be sourced through one of its vendors. For best results, you should provide the MCC with the manufacturer’s name and product part number.

Business Basics

The MCC showroom in W20-021 is open on Monday from noon to 4:30 pm and Tuesday through Friday from 10 am to 4:30 pm. For general inquiries, just walk in or call during business hours. To arrange an appointment for an on-site visit, contact the MCC at x3-7686 or via e-mail at <mcc@mit.edu>.

It’s Here, So You Can Go: IS Offers E-mail Vacation Reply

• Mark Van Dyke

Picture this – your long-awaited, well-deserved vacation has arrived. You’ve set your voice mail extended absence greeting, left a note on the whiteboard, and are just about to walk out the door when your manager cuts you off at the pass.

“I’ll need you to check your e-mail while you’re away. Your address is listed on our web site and we don’t want incoming mail to go unacknowledged.”

Before you can protest, he hands you a laptop (circa 1993), a 9600-baud modem with an instruction manual (450 pages long), and a knotted jumble of cables.

Auto-Responder to the Rescue

With the introduction of an e-mail auto-responder service (also known as e-mail vacation reply), IS now offers a solution to this scenario. It lets you set a customized “away message” and notifies people sending you e-mail that you are not actively checking e-mail.

Members of the community have requested this service for some time, but in the past there were issues related to network traffic, since auto-responders at different locations can end up sending a barrage of messages back and forth. However, IS recently upgraded its mail servers, and the more sophisticated software on board can stop the loop of back-and-forth responses before it begins.

Activation

Activating the auto-responder is simple, but it does require an MIT personal certificate. If you don’t have a certificate already, you can get one at http://web.mit.edu/is/help/cert/

To set up an e-mail vacation reply, go to http://web.mit.edu/mail/auto-responder/

Enter your “away message,” select the on, send auto-response radio button, click the Update button, and you’re done. Any time your <username@mit.edu> appears in a To: or Cc: field of a message, IS will receive an automatic response saying that you are away. You can tailor this message to inform recipients that you are not actively checking your e-mail for a specified period of time and to provide a contact in your absence.

How It Works

The auto-responder replies only to messages that are addressed directly to your <username@mit.edu> in the To: or Cc: field of a message. It will not respond to messages posted to mailing lists of which you are a member.

A great feature of this service is that users don’t get a response every time they send you a message. The auto-responder sends only one message to each sender per designated “wait” period. People who send you e-mail more than once will receive the initial auto-response and won’t get another one until they send you a message after the “wait” period has passed. The default is one day, but you can set the “wait” period for anywhere from one to 31 days.

So leave that laptop at home and take a vacation. Just remember to set the auto-responder before you go.
This column presents answers to frequently asked technology questions. For more Q&As, check the IS Stock Answers database at http://hdstock.mit.edu/stockanswers/

Back up your data! Here are answers to some common questions regarding MIT’s backup service, TSM – provided by Information Systems. (See also the Software Spotlight on page 3.) For an overview of the service and links to the specifics for Windows, Macintosh, Unix, and other machines, go to http://web.mit.edu/is/help/tsm/

If privacy of sensitive data is an issue, review the TSM Security page; you can get to it from the web site listed above.

**Q** How much does the TSM backup service cost?

**A** MIT currently charges $5 a month per machine. In 2004, the rate will increase to $7.50 a month.

**Q** How much data can I back up using TSM?

**A** There is no hard limit on the size of drive that may be backed up by this service, but some other means should be used for large amounts of data (around 200GB or more) that need to be restored within just a few hours after a crash. Restore of a larger drive via the network could take a few days.

**Q** How do I manage my TSM backups?

**A** Some TSM subscribers prefer to run a backup session infrequently, after making important changes or before leaving for several days. Many choose to put their machines on a schedule to run on particular nights. These subscribers should still examine the Schedule Log every few weeks to be sure that TSM has not run into problems with particular files, or with the backup process itself.

**Q** What can I recover through a TSM restoral?

**A** You can restore a few lost files, a whole folder of files and subfolders, even a whole drive. If you are restoring after a system crash, complete your restorals before you do any kind of backup, scheduled or manual. The reason is that when you do your first backup, the TSM server will mark all unrestored files as deleted and delete them from the server 30 days after that.

**Q** How do I use TSM to restore my files?

**A** If you need to restore files, use the Restore button on the main TSM Backup window. If you are restoring after a system crash and are prompted for a login password that you don’t know, contact the Computing Help Desk at <computing-help@mit.edu> or x3-1101. Help Desk staff can give you a new password during business hours.

**Q** Can I use TSM to transfer documents from my old computer to my new one?

**A** If both computers belong to the same family of operating systems, you can do the following:
1. Back up the desired documents on your old computer.
2. Set up your new computer and install TSM.
3. Restore all the documents you want to keep from your old computer before doing any backups on your new computer.

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**Sorry, Wrong Number: And This One Has Consequences**

• Lee Ridgway

Making an international phone call from the U.S. can take a lot of numbers! Between carrier access codes, country codes, city codes, and the phone number itself, the possibility for error is high. And if you are calling from an MIT business phone, you may need to include an MIT cost object.

Errors in pressing all those numbers usually result in a simple wrong number, or no connection at all. One country and city code combination, however, presents a special problem.

The country code for India is 91, and the city code for New Delhi is 11. If you try to call New Delhi and forget to start with the international access code of 011 or 01, you might dial 9 (to access an outside line), then 91-11-etc. You may already see where this is going: right to the local 911 Cambridge Fire and Police emergency center.

In recent months, Cambridge Fire and Police have been getting calls such as this, where people placing calls to New Delhi realize they’ve misdialed, and hang up when the emergency operator answers. A “hang up” on Cambridge Fire and Police sets the Emergency Response in motion. Such calling errors tie up 911 lines and personnel time, which could interfere with legitimate emergency calls.

If you mistakenly dial 9-911 and reach Cambridge Fire and Police, do not hang up. Identify yourself as a caller from MIT, and tell them that there is no emergency and that you have misdialed. Wait for them to acknowledge and then hang up.

**Swiss Miss**

Another combination, though less troublesome, is for Switzerland (country code, 41) and Zurich (city code, 1). Without the preliminary 011 or 01, this combination will get you directory assistance (411).

**International Calling Procedures**

To review procedures for placing international calls, check any of these sources:
• The front of your local white-pages directory
• The instructions provided by your long-distance carrier
• The front of MIT’s printed telephone directories
• MIT’s dialing instructions at http://web.mit.edu/is/tele/dialing-int.html
Update on Windows 2000 Delivery Project
• Kerem Limon and John Welch

Information Systems is committed to providing a coherent array of client services for the Microsoft Windows platform at MIT. One major initiative, the Windows 2000 Domains, Workgroups, and Servers (DWS) Delivery Project, is creating the framework for implementing and supporting Windows 2000 Server environments at MIT.

Current Pilots
The delivery team for this project has been involved in three Windows 2000 pilots. The planning behind these pilots has helped in developing the design assistance process to be used by departments, labs, and centers (DLCs) implementing Windows 2000. The pilots are also providing real experience in the issues involved in migrating to Windows 2000 from Windows NT 4.0 network environments.

Office of Sponsored Programs (OSP)
OSP began moving its administrative systems into the win.mit.edu Active Directory domain – centrally managed by IS – in the second half of 2002. About 30 Windows 2000 machines are now in the OSP “container” (a Windows term for an organizational unit of computers) under win.mit.edu. OSP's remaining workstations are scheduled for hardware replacement; the new systems will be delivered with Windows XP Professional and added to the win.mit.edu domain as they are deployed.

When users log into one of the new machines, their roaming profile is copied from the local Windows NT 4.0 server to the workstation. (“Roaming profile” is the Windows term for saving users’ settings and preferences in such a way that they can log onto different Windows machines, and still have access to those settings and preferences.) On logout, the roaming profile is written to their AFS home directory, and their Windows NT 4.0 profile is deleted. Once the new workstations have been placed in the win.mit.edu domain, OSP will demote its Windows NT 4.0 domain controllers and upgrade to Windows 2000 member servers in that domain.

MIT Professional Learning Center (PLC)
PLC began its planning in late 2002, and opted to move its administrative systems into the win.mit.edu domain. PLC also chose to deploy an independent Windows 2000 Active Directory domain to address its training needs: a variety of computer courses are taught at its facility in W89.

The PLC's administrative users are a small group using a Windows server to share data and some applications, along with server-based printing. Users’ POP e-mail and bookmark data are kept on local server shares.

PLC has migrated all of its Windows 2000 workstations into the win.mit.edu domain. The users’ Windows profiles are stored in their AFS lockers. PLC also plans to migrate the data from its remaining local Windows NT 4.0 server to a Windows 2000 server that is a member of the win.mit.edu domain. PLC will use local user accounts on this server to provide access to its data for colleagues in other MIT departments who are not part of the win.mit.edu domain.

PLC successfully tested a laptop running Windows 2000 Professional (and part of the win.mit.edu domain) for the ability to remotely access applications, AFS lockers, and other shared resources on its Windows 2000 member server. This test shows that laptops can participate in a central domain along with desktop computers, albeit with some additional preparation.

Finally, PLC – with help from the Delivery Team – is in negotiations with Microsoft and Dell to initiate an exploratory project for the design and implementation of its independent Windows 2000 domain.

Building 37 Windows Cluster
IS maintains a Windows cluster in 37-312 with high-end workstations running Windows 2000 and selected applications for MIT students and faculty. These machines are members of the win.mit.edu domain and allow users access to AFS and other central services.

The cluster has been available to faculty for teaching since Thanksgiving 2002, and has been open to the MIT community for off-schedule use since January 2003. MIT classes are being taught in 37-312 this semester, and the facility sees heavy off-schedule use by students engaged in course work and other projects.

For more information or to contact the project team, go to http://mit.edu/windows/cluster/

IS Windows Vision Statement
The IS Windows vision statement is an important development at MIT. This high-level commitment paves the way for client services that are consistent with MIT’s dynamic balance of centralized and distributed environments.

To read the statement, go to http://web.mit.edu/windows/winadminvision.html

The Windows 2000 DWS Delivery Web Site
IS recently launched a Windows 2000 Delivery Project web site at http://web.mit.edu/windows-delivery/ with up-to-date project information. The Products & Services section showcases the framework for documentation, resources, and interfaces for Windows 2000. To follow the project's progress, check the Recent Changes section. Suggestions are welcome; send them to <windows-delivery-web@mit.edu>.

Design Assistance and Review Team (DART) Now in Pilot Phase

The Windows 2000 DWS Delivery Team recently announced the pilot phase of the Design Assistance and Review Team (DART). DART addresses the need to assist departments, labs, and centers (DLCs) in making the best choices across a wide variety of products and services for Windows. DART will help DLCs evaluate their options and fit their Windows 2000 deployments to their needs.

The Discovery effort preceding the Windows DWS Delivery project recognized the different needs and circumstances of DLCs. It recommended a number of options for migrating from Windows NT 4.0 domains to Windows 2000-based environments on MITnet. These options include joining the central win.mit.edu domain, deploying an independent Windows 2000 domain, or moving to a Windows workgroup. The Discovery effort noted many factors in this process, including the greater complexity of Windows 2000 compared to Windows NT 4.0, the number of different migration paths, the constraints imposed by MITnet’s infrastructure, MIT resource interoperability issues, and Microsoft’s deadline to drop support for Windows NT 4.0.

DART is a standing, volunteer committee, with members from the DLCs and IS. It draws upon the skills and expertise of teams and groups already supporting Windows. The Delivery Team will provide more details about DART in ongoing announcements.

http://web.mit.edu/is/isnews/ • March / April 2003 • i/s
### Getting Help

If you don’t know where to get help for your computer, network, or telephone problems, dial one of the help lines listed to the right.

If you prefer to use e-mail, you can send your questions to the corresponding e-mail addresses on the far right. (When logged into Athena, you can also use the `olc` command to send questions to Athena’s online consultants.)

For a complete list of services offered by Information Systems, see [http://web.mit.edu/is/services/](http://web.mit.edu/is/services/)

<table>
<thead>
<tr>
<th>For help with…</th>
<th>Dial…</th>
<th>Or send a message to…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative applications</td>
<td>2-1177</td>
<td><a href="mailto:business-help@mit.edu">business-help@mit.edu</a></td>
</tr>
<tr>
<td>Athena Computing Environment</td>
<td>3-4435</td>
<td><a href="mailto:olc@mit.edu">olc@mit.edu</a></td>
</tr>
<tr>
<td>Computer and printer repairs</td>
<td>3-0815</td>
<td><a href="mailto:hardserv@mit.edu">hardserv@mit.edu</a></td>
</tr>
<tr>
<td>Computer pre-sales consulting</td>
<td>3-7686</td>
<td><a href="mailto:mcc@mit.edu">mcc@mit.edu</a></td>
</tr>
<tr>
<td>Disabilities and computing</td>
<td>3-7808</td>
<td><a href="mailto:atic@mit.edu">atic@mit.edu</a></td>
</tr>
<tr>
<td>Macintosh computers</td>
<td>3-1101</td>
<td><a href="mailto:mac-help@mit.edu">mac-help@mit.edu</a></td>
</tr>
<tr>
<td>(including network problems)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC computers</td>
<td>3-1102</td>
<td><a href="mailto:pc-help@mit.edu">pc-help@mit.edu</a></td>
</tr>
<tr>
<td>(including network problems)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone repairs</td>
<td>3-4357</td>
<td><a href="mailto:5help@mit.edu">5help@mit.edu</a></td>
</tr>
<tr>
<td>UNIX/VMS (by subscription)</td>
<td>3-1103</td>
<td><a href="mailto:unix-vms-help@mit.edu">unix-vms-help@mit.edu</a></td>
</tr>
<tr>
<td>Voice mail</td>
<td>3-3677</td>
<td><a href="mailto:vmail@mit.edu">vmail@mit.edu</a></td>
</tr>
</tbody>
</table>

### Surf Sites: Resources for Developing a Web Site

Creating or redesigning a web site is not for the faint of heart. As the lead article on the MIT home page redesign suggests, developing a site involves long hours and the interplay of many specialties: information architecture, graphic design, editorial insight, familiarity with standards, and knowledge of web technologies.

IS Web Communications Services (WCS) can help you evaluate your web publishing needs and budget. To set up an appointment, call x3-3500 or write to <web-consult@mit.edu>.

You may also want to check out some of the key online resources listed on the right.

Guidelines for MIT Web Sites

IS Web Communications Services
[http://web.mit.edu/services.html](http://web.mit.edu/services.html)

MIT Web Accessibility Guidelines

Usable Web

Web Page Design for Designers

World Wide Web Consortium’s Markup Validation Service
[http://validator.w3.org/](http://validator.w3.org/)

Writing for the Web: Guidelines for MIT Libraries