



News about information systems throughout

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Privacy on the Line: The Politics of Wiretapping and Encryption

Lee Ridgway

Privacy of information is a hot topic. Pick up any major news publication and almost weekly you will find some article having to do with breaches of privacy. Pharmacies sell individuals' prescription records to drug companies. Sensitive information in credit-record databases is readily obtained by anyone knowing just a few facts about a person. Passwords and credit-card numbers are stolen from an insecure Internet. Hackers testify before Congress that they could cut this country's connection to the Internet in less than 30 minutes.

Periodically, calls for action are put forward to protect personal information, as well as to make systems more secure. In mid-May, Vice President Al Gore announced a legislative initiative for an "electronic bill of rights" that would ensure the privacy of a person's medical records, Internet transactions, and other computerized personal data. In publications and at conferences, experts discuss the need for effective encryption products for businesses and individuals.

What we have here is something as old as recorded history: privacy and security of information vs. unauthorized access (as in eavesdropping and spying). What is new is the ubiquitousness of telecommunications, including

computer networks, and the ease of tapping into and transferring data.

Encryption as the Key

A new book by Whitfield Diffie and Susan Landau, *Privacy on the Line* (The MIT Press), reminds us that our privacy concerns should extend to all forms of telecommunications, from telephones (especially cellular and cordless), to e-mail, to electronic transactions. Their conclusion is that we can best protect our communications through encryption. They carry their argument further by insisting that government and law-enforcement agencies be barred from automatic access to those encrypted communications through "back doors" – and therein lies much of the tale in this book.

Diffie and Landau have written a book that touches on the technology of cryptography (also known by its newer synonym, encryption), but is more focused on the history and politics of cryptography in the United States. As such, it is a brief but comprehensive summary of the debates, conflicts, legal actions, and legislation related to U.S. cryptographic policies, especially in recent years.

"What does this have to do with me?" you may ask. After all, it sounds like this book is aimed at the specialist in technology and policy – and it is. However, entwined in the authors' rather academic presentation are significant concerns about the privacy and security of everyday communications

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carried over electronic media. These issues directly affect all of us, and they raise questions as to the future of our democratic society.

Invasions of Privacy

The heart of *Privacy on the Line* is what the authors see as the U.S. government's invasions of privacy. Their discussion pulls together several threads:

- Wiretapping and other electronic surveillance by law-enforcement agencies
- Recent cryptographic schemes, such as public keys (encode data with one key, decrypt it with another)
- Government attempts to require access to encrypted data through key escrow (storage of cryptographic keys)
- Attempts to limit the quality of cryptography available to businesses and the general public.

The points Diffie and Landau want to get across can be summarized as follows. Businesses and individuals realize that, to protect confidential or private information in electronic forms,

high-quality encryption is needed. This means that cryptography, until recently mostly of concern only to the government, moves from the highly secret realms of national security agencies into a more public arena – and becomes a consumer product.

Law-enforcement agencies contend that, if cryptographic tools become readily available, criminals will be able to hide their electronic activities, especially by encrypting phone calls, making wiretaps practically useless. Perceiving a threat to their ability to fight crime, these agencies – the FBI in particular – have engaged in intense lobbying of Congress and other agencies that make law and policy around cryptography. The intent is two-pronged: to limit development of and access to privacy-protection technology; and to require “back doors” by which law-enforcement agencies can decipher any coded messages.

When statistical studies are made of how effective wiretaps are in fighting crime, as Diffie and Landau have done, the evidence shows that wiretaps are expensive to implement, but have been only modestly effective in criminal convictions, even of major organized crime leaders. In fairness, the authors did find that other forms of

electronic surveillance (such as “bugs”) in which encryption would not be applicable do contribute significantly to convictions.

The U.S. government's record of respecting its citizens' privacy is not exemplary. One need only recall how census data were used to round up Americans of Japanese descent for detention during World War II, or the FBI's almost wholesale gathering of personal information on civil rights leaders in the 1960s, or the CIA's monitoring of research requests in libraries in the 1970s.

U.S. citizens tend to place a high value on privacy – even though it is not specifically covered in our Constitution. Diffie and Landau share this value and support its strengthening, especially where electronic media are concerned.

Online Reading

Privacy on the Line is the MIT Press Book of the Month. For more information, including interviews with the authors, go to

<http://mitpress.mit.edu/news/diffie/index.html>

For a list of sites that focus on privacy issues in the electronic age, see “Privacy Online” on p. 8 of this issue. ☉

Switch to Virex as Anti-Virus Software for the Macintosh

The MIT Information Security Office has long recommended Dr Solomon's Toolkit as anti-virus software for PCs and Macintoshes, and has made this software available to the community for free from its Web site at

<http://web.mit.edu/security/www/>

Recently, Dr Solomon's bought Virex for the Macintosh, another anti-virus program. For now, Dr Solomon's is maintaining both programs for the Macintosh. Even so, the Information Security Office recommends that Macintosh users switch to Virex. In addition to being an excellent program, it offers more flexibility in terms of distribution and administration.

MIT has a site license for Virex. To download the current version, go to

<http://web.mit.edu/security/www/drsvir.htm>

Keeping Current

Once you've installed Virex, you can download updates directly from

<http://www.drsolomon.com/products/virex/updateno.cfm>

Plan to visit this site often, since anti-virus software needs to be up-to-date to be effective against new viruses. Even better, sign up at the Web site for the Virex News mailing list. You will then be notified by e-mail whenever an update has been posted.

Administrator Option

Virex offers a package for people administering a Macintosh network. Virex Administrator provides for remote distribution of updates and scheduling of virus scans during off-peak hours. It's available for free from the Information Security Office Web site.

Questions?

If you have questions about Virex, contact Jerry Isaacson, Information Security Officer, at x3-1440 or <gi@mit.edu>. ☉



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Navigator 4 Offers Style Sheets and Enhanced User Interface

Albert Willis

Netscape Communications Corporation continues its quest to create the ultimate Web browser. With Navigator 4, the company is closing in on its goal.

Navigator 4 supports just about every important Internet standard and runs on 17 different platforms, including Windows 3.x, 95, and NT, Mac OS (68K and PowerPC) and several flavors of Unix, including Solaris, SunOS, IRIX, and Linux for Intel and PowerPC machines. This translates into a consistent user experience regardless of platform.

New Options for Developers

Navigator 4 supports several new technologies that provide a lot more flexibility for Web page developers. Cascading style sheets (CSS) are similar in concept to templates in word processors or page layout programs. They enable a designer to create a consistent look for Web pages on a site. For example, the designer can specify that every <H1> tag be displayed as 24-point Helvetica Bold.

CSS level 1 was developed by the World Wide Web Consortium (W3C), the standards-setting body for the Web. The W3C recently released a recommendation for CSS level 2, which is backwards compatible with CSS1. However, CSS2 isn't supported in Navigator 4. Netscape says that Navigator 5, due for release by the end of this year, will support CSS1 and CSS2.

Navigator also supports Dynamic HTML (DHTML). DHTML is a combination of technologies: CSS1, JavaScript, Document Object Model, and HTML positioning. It lets Web developers add interactivity to their pages, and gives designers more flexibility in placing page elements.

Right now, DHTML isn't standardized. Navigator and Internet Explorer have competing versions, so what works in one may not work in the other. To find out more about what DHTML has to offer, check out Webmonkey at

<http://www.hotwired.com/webmonkey/>

Usability Changes

While Navigator 4 doesn't look much different than version 3, Net-



Navigator 4 for Windows offers custom icons and toolbars for handling bookmarks.

scape has made a few key changes to the user interface. Preferences are now all in one location – the Edit menu. Support for multiuser profiles enables people to share a machine, but keep their bookmarks and preferences separate. It also enables a single user to create different profiles for home, work, or school.

Toolbars have been enhanced. They now have open/close tabs so that you can close them easily to see more of the screen. If you press the back or forward buttons and hold down the mouse button, you get a list of recently visited Web sites that you can return to.

Windows-Only Enhancements

The Windows version of Navigator 4 has several new features that enhance bookmark management.

- A custom toolbar provides immediate access to favorite Web sites.
- The Bookmark Quickfile, on the location bar, allows for drag-and-drop filing of bookmarks.
- The Bookmark menu, accessible from the location bar, lets you file and edit bookmarks easily.

The Windows version also supports auto-completion of URLs: if you start to type a URL in the location field and it's one you've visited before, Navigator automatically completes it for you.

Security

Navigator 4 supports certificates, an electronic document used to identify an individual, server, company, or some other entity. The browser also supports Secure Sockets Layer (SSL), versions 2 and 3. SSL is a set of rules governing server authentication, client authentication, and encrypted communications between servers and clients.

When it comes to encryption, Navigator 4 offers support for 40-bit-long keys and stronger 128-bit-long keys. The stronger version is available only to citizens and permanent residents of the U.S. and Canada.

More about Netscape Versions

You can get Navigator in a stand-alone edition (Web browser only) or as part of the Communicator suite, which also has newsgroup and e-mail capabilities. The newsgroup functions work fine at MIT; the e-mail program does not, though it does work with Internet service providers who use the POP or IMAP protocols.

The current version of Navigator, 4.05, is free. You can download it directly from Netscape at

<http://home.netscape.com/download/>

(If you are using Navigator 4.04 or 4.04.1, you should upgrade to version 4.05, which fixes assorted bugs.)

By August 1, Navigator 4.05 should be the default browser on Athena.

As this issue was going to press, Netscape announced Communicator 4.5. A beta version is due in July, with a full release expected by the fall.

In addition to improved reliability and filtering capabilities, Communicator 4.5 will offer

- *Smart browsing.* This feature adds intelligence to navigation. Users can type search terms in the location bar and be taken to relevant Web sites.
- *Flexible roaming access.* Users can access the same Netscape environment at work, home, or on the road – from computers, laptops, or PalmPilots.

For an overview of 4.5 features, see

<http://home.netscape.com/communicator/v4.5/index.html>

Support

Navigator 4 comes with online release notes. If you need help downloading or using Navigator, contact the Computing Help Desk (x3-1101 for Macintosh users; x3-1102 for PC users).

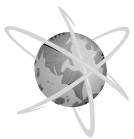
IS offers basic and intermediate courses on Navigator. For course descriptions and schedules, go to

<http://web.mit.edu/is/training/list.html> ☺

Network Access via Tether and Other ISPs: A Comparison

Chris Murphy

For the past few years Tether, MIT's dialup IP service, has met the remote access needs of over 2000 users. However, there are times when people may need or want to use alternate methods to access the network, because of toll-call charges, traveling, or a desire for higher bandwidth. This article looks into some alternatives for network access, and discusses their pros and cons relative to Tether.



From a Distance

For users doing a lot of traveling or living outside the local calling area, getting an account

with a nationwide or local Internet service provider (ISP) may make sense. There are a few potential problems with this approach, however.

First of all, some services at MIT are restricted to computers with MIT network addresses. Tether is part of the MIT network, and so these services work with no problem for Tether users. Users coming in from other ISPs, however, will not be able to access these services, which include software installers for packages such as Mac OS and Eudora, and commercial services such as *Britannica Online*. With some of these services (e.g., some installers), IS is working on ways to control access that would let MIT people from other networks install the software, when appropriate. For other installers and services, access restrictions may be beyond our control.

Another issue to be aware of when using an ISP is its connectivity to the Internet at large and MIT in particular. The path that traffic takes from an ISP to get to MIT may not perform well, resulting in poor response from services on campus. Unfortunately, this

can be hard to quantify before subscribing to an ISP.

For travelers, having an account with a nationwide ISP can be quite useful when on the road. While the above comments still apply, they may not be of great concern. For example, not many users are likely to install software while on the road.

Most nationwide ISPs provide local numbers for much of the country, but you may find yourself needing to use an 800 number from time to time. ISPs often add a surcharge for the use of 800 numbers, which can be more expensive than a long-distance call into Tether. This is something to keep in mind as you weigh your options.

An alternative to a nationwide ISP account, especially for people doing less travel, is to get an MIT Calling Card (call x3-0122 for details). Calls are billed to an MIT account, which can be very convenient for the occasional traveller.

Cable Modems

A new connection option – cable modems – has appeared on the scene in the Boston area. Currently Media-One is the only company offering cable modem access in the area, though it will likely be joined by RCN and Time Warner in the near future.

Cable modem service offers far higher speeds than analog modems (or ISDN): 1.5Mbps download and 300kbps uploads vs. approximately 45kbps downloads and 33.6kbps uploads for the newer V.90 modems. The previously mentioned issues about reaching some MIT services still apply. However, the extremely high speed and low cost (\$40/month for current cable subscribers) make this a very attractive alternative.

There are other technologies on the horizon, such as ADSL, for high-speed access. It remains to be seen, however, how well these are deployed in this area, and what the costs will be. ☺

A Word about Expired Certificates

Web certificates came to MIT about a year ago. Personal certificates expire, by default, after 365 days, which means many MIT users may begin to see “expired certificate” warnings. When this happens, you must delete the existing certificate and obtain a new one. For details, go to

<http://web.mit.edu/is/help/cert>



This column presents news and tips from the consultants who staff the Computing Help Desk. Check out their Web site at

<http://web.mit.edu/helpdesk/>



I use Netscape Navigator as my Web browser and have encountered a problem. Some Web pages have links for sending e-mail – for example, to contact the maintainer of a page. When I click on this type of link, I get an e-mail window. But then, when I type in my message and try to send it, I get an error message. Why doesn't this work?



The version of Navigator distributed at MIT doesn't have a built-in e-mail program. When Navigator encounters a “mailto” link, it doesn't know which e-mail program to launch to send the message. You need to configure Navigator so that “mailto” links are mapped to your e-mail program. For most users at MIT, that e-mail program is Eudora.

If you use a Macintosh with Mac OS 7.5 or higher, you can run an applet that tells Navigator to use Eudora for mailto links. This applet is on the Mac OS 8 CD distributed by IS. To get this free CD, present your MIT ID at the MIT Computer Connection in W20-021.

Once you have the Mac OS CD, open the Netscape folder, then the Netscape Extras folder, and finally the Tell Netscape to use Eudora folder. Within it is an About file with installation instructions, as well as the applet itself. Once you've run the applet, you won't need to run it again unless you install a new version of Navigator.

If you work on a Windows machine running Eudora 3, you may not encounter the Navigator mailto link problem. Eudora 3 for Windows has a default setting – “Intercept Netscape mailto URLs” that sets up a link between Eudora and Navigator. (You can find this setting by going to the Tools menu, selecting Options, then choosing Miscellaneous.) In order for this default to work, Eudora 3 must be open at the time you click the mailto link.

If you use Eudora 2 on a Windows machine, there is no way to set Eudora to launch automatically when you click on a Web mailto link. ☺



Apple Opens Online Store for Education

Robyn Fizz

In May, Apple introduced its Online Store for Education. This adds a new channel for MIT departments buying Apple computers – the other avenue being the MCC/Online-NECX Catalog. Please note that the Apple Store for Education handles departmental purchases only. Apple is pursuing plans for an Apple Store for Education Individuals (i.e., faculty, staff, and students at higher-education institutions).

There has been some confusion about whether departments can order through the Apple Store for Education or should continue to place orders through MCC/Online. This article points out the differences between the two and summarizes procedures for using both.

Custom vs. Preconfigured

The Apple Store lets you configure Macintoshes that are custom-built to your specifications. Hundreds of con-



figurations are available, and a built-in configurator lets you explore every option and compare pricing.

MCC/Online features preconfigured models, including those recommended by Information Systems. If you don't need custom configurations, MCC/Online offers the simplest route.

Pricing is the same for products offered by both channels – though there were some differences initially.

Placing Orders

Now here's the part that can cause confusion. Whether your department wants custom computers or preconfigured ones, the order should be sent to the MCC (W20-021) or MIT Purchasing (E18-360). The MCC, NECX, and Purchasing have all been authorized to place orders through the Apple Store.

Procedures are as follows:

- *The Apple Store.* To get started, go to <http://store.apple.com/> and click on the link at the bottom of the page for "The Apple Store

for Education." The interface makes it very easy to view product information and configure a purchase. When you are done, make a copy of "Your Proposal," attach it to an MIT requisition, and send it to the MCC or Purchasing for processing.

- *MCC/Online.* Set your browser to <http://web.mit.edu/ecat/mcc/> and click on the link at the bottom of the page for "Making an MIT Departmental Purchase." Follow the detailed instructions given there.

Delivery

Another difference between the two channels relates to delivery. Systems from the Apple Store are built to order and have a delivery lead time of two to three weeks, as long as no components are back-ordered. NECX has many items in stock, and so can usually ship items more quickly. There is a small additional shipping charge for in-stock items.

If you have special time constraints, check with an MCC consultant before you place an order.

Need Help?

If you have questions about placing a departmental order for Apple products, call the MCC at x3-7686. ☺

Windows Recommendations for Administrative Users at MIT

Mary Ellen Bushnell

As a result of new administrative systems at MIT and rapid developments in the computing industry, Information Systems now recommends and supports the Windows NT operating system on PCs used for administrative computing. MIT departments still using Windows 3.x will need to upgrade their administrative computing equipment to Windows NT. For some, this will entail buying new equipment. A document outlining an upgrade path is available online at

<http://web.mit.edu/desktop/win31phaseout.html>

The Phasing Out of Windows 3.x

Declining support for Windows 3.x and increasing support for Windows NT is being driven by the industry. Finding third-party software or development tools for Windows 3.x is increasingly

difficult. New applications and development tools most likely will not run on Windows 3.x.

IS will continue to provide Help Desk support for administrative applications running on Windows 3.x until at least January 1, 1999. However, IS is no longer buying or developing applications for Windows 3.x systems nor offering training on the system.

If you need to run Windows 3.x for software that is not available on Windows NT, consider "freezing" the software on your Windows 3.x machine, and buying a recommended computer for new applications.

In summary, IS recommends that you transition all Windows 3.x applications and users to Windows NT no later than December 31, 1998.

Support for Windows NT

To ease the transition, MIT has purchased 2500 licenses for Windows NT 4 and 2500 Upgrade Advantage licenses, which includes two years of maintenance and upgrades. IS is negotiating

with Microsoft to obtain a CD that will contain Windows NT, Service Pack 3 (SP3), and several post-SP3 fixes. IS will let Windows users in the MIT community know when the CD is ready, and outline steps for getting it.

IS offers the following support for Windows NT users:

- Computing Help Desk support via e-mail (pc-help@mit.edu), phone (x3-1102), and walk-in service (N42).
- Training classes for individual users and system administrators.
- Documentation on the Web at <http://web.mit.edu/is/help/winnt/>

What About Windows 95?

Windows 95 is not supported in the administrative environment, although it may be the right choice for personal and laptop computers. Windows 95 users can call the Help Desk with questions. Consultants will make a best effort to solve problems, but there are no guarantees. ☺

New Paths to Computing Help from Information Systems

Barbara Goguen

In November, the Computing Help Desk moved to a new suite of help tools, now called CaseTracker. The e-mail help tool was featured in the last issue of *i/s*; this article focuses on CaseTracker Web at

<http://casetracker.mit.edu/>

Getting Help via the Web

CaseTracker Web lets you submit computing problems to the Computing Help Desk and an expanding number of other groups in IS, and review and update your existing cases.

CaseTracker Web uses certificates. You may already be familiar with or have certificates. If not, go to the "Getting Started" section of CaseTracker Web to read about and obtain them.

Clicking the button next to "Submit New Question" lets you enter information on a new computing problem. Your contact information is automatically filled in based on your certificate. Use the case history field to describe the problem as accurately as possible. Providing a one-line summary of the problem facilitates its speedy review.

You can view your cases by number or status (Any, Open, Closed). Pressing "Go" produces a list that includes case number, date of last activity, status,

category, and a summary. To view the full description of a case, click on the case number. By selecting "Update Case," you can note additional information and steps you have tried.

Advantages

CaseTracker Web has some advantages over using the phone to contact the Help Desk.

- You don't have to wait in a phone queue during business hours.
- You can enter information exactly as you like and review it later.
- You can check on the status of your case and read any new annotations made by consultants.

Guidelines

If you use CaseTracker Web, you can help in resolving your cases by following these guidelines:

1. Make sure you have Web certificates before using CaseTracker Web.
2. Describe your problem accurately, including any troubleshooting you have done. Use CaseTracker Web to keep the case record current and to monitor your outstanding cases.
3. If you resolve a problem on your own that still appears in the database, use CaseTracker Web to close the case. This will keep Help Desk staff from contacting you about a problem you've already solved. ☺

New Media Center Update: Lab Open, Classroom Due This Fall

Katie Livingston

The New Media Center Development Lab in N42-013 has been up and running since February. The purpose of the Development Lab is to provide tools for faculty, staff, or students who need to create multimedia materials related to instruction. Individuals can work here on projects such as converting course notes into Portable Document Format (PDF files), frame-grabbing images from videotape to use in a report, archiving class projects on CD-ROM, or digitizing and editing photographs or VHS video for a Web page. Use of the Lab is free, and staff provide training on the hardware and software.

The Development Lab has four Power Macintoshes and an assortment of equipment for multimedia creation. Facilities include a scanner, video digitizing system, CD-ROM recorder, and a digital still camera, plus software for image editing, movie producing, audio editing, and 3D drafting. The Lab is available during business hours by appointment only.

For more information about the Lab, check the MIT New Media Center home page at

<http://web.mit.edu/nmc>

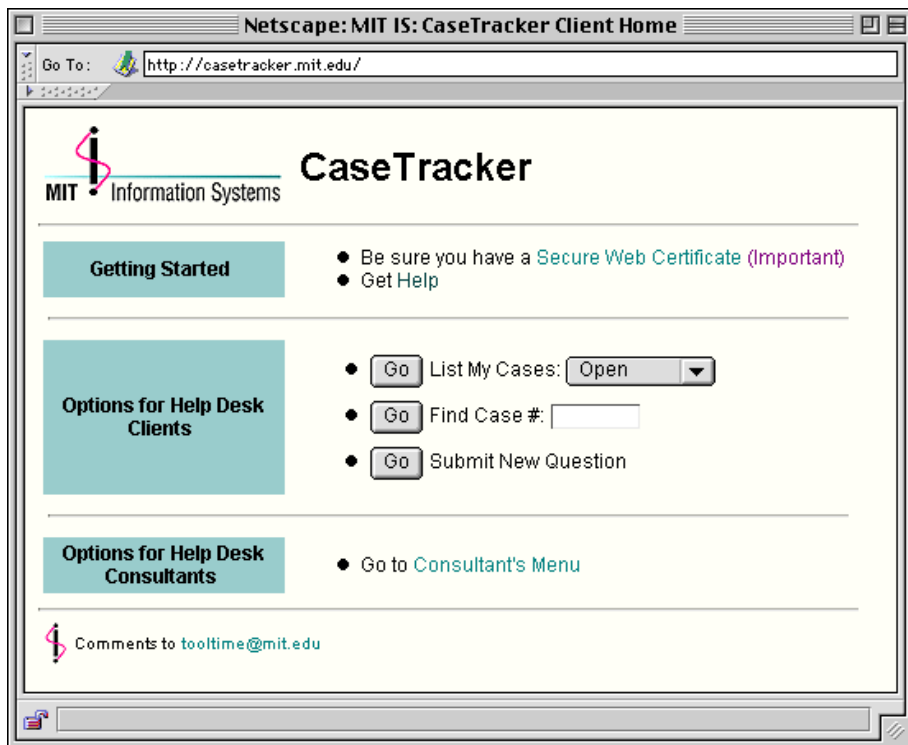
New Media Center Classroom

A New Media Center classroom is being built in Room 26-139, and should be open by fall. This room will contain 13 computers (with CD-ROM and Zip drives), a scanner, video digitizing equipment, and a large-screen monitor for displaying material from the instructor's station. Faculty who would like to teach in this facility should contact Katie Livingston at x3-6690 or <katiel@mit.edu>. Watch for the grand opening this fall.

Summer Conference

The New Media Centers Summer Conference was held at MIT, Wellesley, and Emerson College from June 17-20. Session topics included streaming media, use of the Web for distance learning, new development tools from Macromedia and Adobe, and an introduction to the Apple iMac computer. You can view the full conference program online at

<http://www.csulb.edu/~newmedia/SumConfMain.html> ☺





Planning for Changes in Phone or Voice Mail Service

Valerie Hartt

The end of the academic and fiscal years often rings in change. This can include changes in telephone service – whether a person is leaving MIT, going away for the summer, or just changing offices. This article summarizes the various situations in which phone or voice mail changes are needed, and the procedures involved.

First, Who to Contact

Every MIT department has an authorized telephone administrator – in almost all cases, it is the department’s Administrative Officer (AO). The AO handles requests for telephone service changes, including those for voice mail. Funneling requests through one person in each department streamlines the process and simplifies billing.

In some instances, noted below, there are things you should do yourself or information you should gather for your AO.

Telephone Changes

If you are changing offices, talk to your AO about telephone changes as far in advance as possible. This applies whether you are keeping your phone number or getting a new one. Most changes take about five working days from the day the request is received.

The request should be as specific as possible. This will prevent misinterpretations that could cause delays. For example, if a room has multiple jacks, it helps if you can specify the number on the jack where you want the phone installed.

Also, try to include all changes in one request to save on expenses. It costs nothing, for example, to add another line to your phone if it is done during a move. After a phone move is completed, each additional change generates extra charges.

Updating Your Listing

When you change your office location and/or phone number, you should complete a Personal Change Notice card (in the back of the *MIT Faculty and Staff Directory*). This updates records maintained by the following MIT offices: Personnel, Payroll, Telecommunications,

the Information Center, and Medical. It also updates your listing in the electronic Online Directory and the yearly printed directory.

If your entire department, lab, or center is moving, your AO may coordinate the Personal Change Notice for everyone in the group.

Voice Mail Changes

If you are changing offices but keeping the same phone number, your voice mail service remains intact.

If you are leaving MIT or moving to another office and not keeping your phone number, your voice mailbox should either be deleted or reassigned to another person (who must be registered as the new voice mail subscriber). For either deletion or reassignment of a voice mailbox, your AO must send a written request to a Customer Service Representative in E19-741.

If the mailbox is to be reassigned, be sure to provide your AO with the voice mail password so that it can be passed on to the new subscriber.

If you are leaving a voice mailbox, remember to delete all your messages, including archived ones.



Going Away for the Summer?

If you are going to be away from campus for extended periods, there are a few important things to do with respect to your voice mail service. Before you leave, you should record an extended absence greeting, request an extended class of service, and decide whether or not you want to assign an attendant extension. Read on for explanations of what these are.

Extended Absence Greeting

An extended absence greeting tells callers you are away from MIT and will not be checking messages. Here is how to record one:

1. From the main menu of your voice mailbox, press 4-3-2. The system will prompt you to record your greeting at the tone.
2. After you have finished recording, press #-1 to review the greeting. If you are satisfied, press # to save it. If you’re not satisfied, press * and record a new greeting.

3. Once you’ve recorded a satisfactory greeting, follow the prompts to return to the main menu and exit voice mail.

To restore your regular greeting, call your voice mailbox. A prompt will give you the choice of retaining your extended absence greeting (press 1) or restoring your regular greeting (press 2).

Extended Class of Service

Voice mail keeps messages for a limited time. Class A service stores new messages for 30 days, Class B for 14 days. (If you are unsure what class of service you have, ask your AO.) If you will be away longer than your class of service saves messages, call your AO to coordinate an extension.

Attendant Extension

If, while you’re away, you want callers to have the option of speaking to someone in your department (not the MIT operator), ask your AO to request an attendant extension. This service forwards a call to a designated attendant when the caller presses zero. Be sure to tell your AO the name and phone number of the person who has agreed to take your calls, as well as your departure and return dates.

For More Information

IS publishes three guides related to phone and voice mail use at MIT:

- *User’s Guide to the MIT 5ESS Digital Telephone*
- *MIT 5ESS Analog Telephone Guide*
- *User’s Guide to the MIT Voice Mail System*

You can get any of these guides by calling x3-3670 or stopping by E19-741.

If you have questions about voice mail, you can contact Voice Mail Help at x3-3677 or <vmail@mit.edu>. Another resource is the “Voice Mail at a Glance” chart on page 5 of the *MIT Faculty and Staff Directory*. ☺

Cellular Phone and Pager Services

IS offers assorted discounted packages for cellular phones and pagers. If you are interested in these services – for summer travel or year-round use – contact the Telecommunications Customer Service Center at x3-3690.



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 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 the Web page at

<http://web.mit.edu/is/>

For help with...

Athena Computing Environment
Athena hardware repairs
Computer and printer repairs
Computer sales
Disabilities and computing
Macintosh computers
PC computers
Telephone repairs
UNIX/VMS (by subscription)
Voice mail

Dial...

3-4435
3-1410
3-0815
3-7686
3-7808
3-1101
3-1102
3-4357
3-1103
3-3677

Or send a message to...

olc@mit.edu
hotline@athena.mit.edu
pcservice@mit.edu
mcc@mit.edu
atic@mit.edu
mac-help@mit.edu
pc-help@mit.edu
5help@mit.edu
unix-vms-help@mit.edu
vmail@mit.edu



Privacy Online

The review of *Privacy on the Line* in this issue summarizes the ongoing debate about the role of encryption in ensuring the privacy of electronic communications. If you would like to dig deeper into the controversy, several key players offer their views online – along with information about related privacy concerns. Other sites offer advice for consumers or proposed solutions. To immerse yourself in these issues, take a tour of the sites listed on the right.

The Center for Democracy and Technology

<http://www.cdt.org/>

Electronic Frontier Foundation

<http://www.eff.org/>

Electronic Privacy Information Center

<http://epic.org/>

FBI Report – *Encryption: Impact on Law Enforcement*

<http://www.fbi.gov/publish/encrypt/encrypt.htm>

Federal Trade Commission: About Privacy

<http://www.ftc.gov/privacy/index.html>

Platform for Privacy Preference Project (P3P)

<http://www.w3.org/Press/1998/P3P>



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