

CERN COMPUTER NEWSLETTER

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Coinciding with the 100th anniversary of Albert Einstein's *annus mirabilis*, the events of the World Year of Physics 2005 aim to raise public awareness of physics and of the physical sciences in general. For more information see www.wyp2005.org/overview.html.

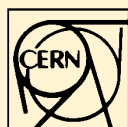
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We can reach more readers with your help

Welcome to the third issue of the new-style *CERN Computer Newsletter* (CNL). In last issue's editorial we launched an informal survey of the readership. This resulted in disappointingly little feedback, and so we took the questions to the potential readers by approaching people in CERN's coffee areas (in Restaurant 1, Building 40) and Web bars. The results fall far short of anything statistically significant, but provide some useful hints of what we can do better.

One common response from CERN staff and CERN users was "never heard of CNL". After perusing an issue, these people often expressed genuine interest in receiving an e-mail announcement when a new issue appears (you can do this at <http://cern.ch/cnl>). Few people had noticed the different points around the CERN site where piles of CNL are now available (B31, B40, the Computer Centre, the Users Office and Central Library). This suggests that better visibility is needed for these pick-up copies.

Some of those interviewed used to receive CNL in their post-boxes, but since the inception of the new CNL, which is not distributed by mail, they had lost track of the newsletter. This certainly gives us some food for thought concerning our new distribution strategy.

On a more positive note, and with more statistical significance, we have been keeping track of how many copies are picked up from the various sites, and for each of the first two issues the number topped 1000. This means in particular that it is not just the staff of the IT Department (400 people) that is reading CNL – a concern expressed by some!

The Institute of Physics, which now produces CNL, informs us that the Web-based CNL was accessed by more than 2000 people in September, when the first issue was launched, and by more than 900 in October and November. December only registered about 300 hits, but this may be because it was the holiday season. The PDF of the first two issues was downloaded 168 and 87 times respectively. For comparison, before the introduction of the new CNL, about 750 hard copies were distributed within CERN and 350 outside.

Given that CERN has a staff of about 2500, and CERN users are estimated at about 6500, there is clearly room for improvement. The pervasiveness of IT in people's work means that a significant fraction of staff and users ought to be interested in at least some of the articles carried by CNL. We will keep you informed of efforts to improve our outreach to the potential readership.

In the meantime, for those readers who know and appreciate CNL, the best thing you can do is to introduce colleagues to it – word of mouth is often the most powerful communication tool. And, as ever, we keenly solicit contributions to future issues, in the form of articles or suggestions for article topics.

Nicole Crémel, IT/UDS, and Hannelore Hämmerle, IT/DI, CNL Editors

Computing featured in this month's CERN Courier

The articles listed below have been published in the January/February 2005 issue of *CERN Courier*. Full-text articles can also be found on the *CERN Courier* website at www.cerncourier.com, together with the rest of the issue's contents.

Computing News

● European Grid community hails progress at meeting in The Hague

A series of Grid meetings were held at the end of November. The second conference of the Enabling Grids for E-Science project was the main event.

● ATHENA tests the digital logbook

Combining digital technology with the advantages of traditional pen and paper.

● CERN honours INFN for Grid development

Recognizing contributions in developing Grids and promoting Grid technology.

● ARDA celebrates prototype success

Milestone reached with end-to-end prototypes for LHC tests.

● Speed records tumble as networks get faster

High-energy physics team wins Supercomputing Bandwidth Challenge.

● UNESCO asks cyber-volunteers to aid developing nations

Programme launched to help reduce the digital divide.

● German project set up to help scientific communication

eSciDoc will serve as a platform



to improve all aspects of scientific collaboration.

Feature articles

Computing conference goes to the Swiss Alps

CHEP '04 was a chance to review progress in Grid technology, discuss experience gained from experiments and look to the future. By John Harvey.

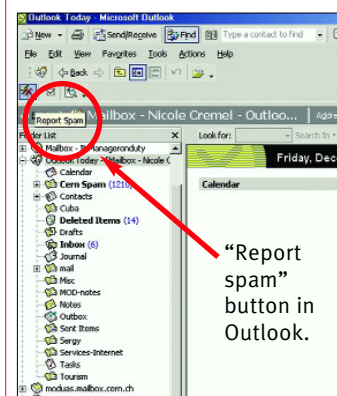
The GATE opens in nuclear medicine

The Geant4 package for Monte Carlo simulations has found application in nuclear medicine, with the GATE toolkit. Christian Morel explains.

Calendar of Events

New IT products

CERN needs your help to tackle spam onslaught



The problem of spam mail continues to increase in severity. About 90% of e-mails now received by CERN Mail servers are unsolicited, and spammers are doing their best to bypass anti-spam filters.

In these conditions, feedback from users is priceless. It enables the CERN Mail Service to improve the fight against spam and to reduce the amount of unwanted mail that is received. Outlook users should note the following anti-spam buttons: "Check spam classification of an e-mail", "Update personal whitelist" and "Report spam".

The "Report spam" button is particularly important because it removes a selected unwanted message from your Inbox and sends a copy to the CERN Mail Service. These reports are used to build new filters in almost real time, so that a new spam might be blocked in less than 15 minutes.

Every Outlook user is therefore encouraged to get rid of spam messages by using the "Report spam" button, and not by just deleting them.

Non-Outlook users are invited to report spam by forwarding unsolicited messages to: abuse@cern.ch.

See also the article "CERN has some new recipes for fighting growing volume of spam" in the September–October 2004 CNL, available at www.cerncourier.com/articles/cnl/1/9/11/1.

Thank you for your co-operation.

CERN Mail Service

Automatic Call Back service reaches the end of the line

The Automatic Call Back (ACB) service closed finally on 10 December 2004. This followed an announcement in the *CERN Bulletin* issue 18/2004 (April 2004), and a discussion at the Desktop Forum on 28 October.

If the ACB number is dialled

now over plain telephone or ISDN, the call will remain unanswered. Therefore, people still using ACB are encouraged to switch as soon as possible to an Internet service provider (ISP), which will provide an equivalent or better service.

Suggestions on how to make

alternative arrangements are available on the Remote Access website: www.cern.ch/ras, and in the article "Accessing NICE from outside CERN", which appeared in the September–October 2004 issue of CNL, available at: www.cerncourier.com/articles/cnl/1/9/9/1.

Desktop Support moves to IT/UDS

The new Desktop Support contract has got off to a good start, thanks to internal IT co-operation and a considerable effort on behalf of Serco, which has held the contract since 1 July 2004.

The centralization of services and the passage of the majority of problems through the Helpdesk meant that contract management would be easier and more rational through the UDS (User Services and Documentation) Group, which already looked after Helpdesk and user relations matters. We thank both Alan Silverman and Matthias Schroeder for their previous work on the desktop contract, and we are sure they will continue to follow closely

the progress of the work.

Our first priority is continuity and user satisfaction. We have already highlighted three areas where we feel improvements can be made. First, the Desktop Support meeting for managers held on Tuesdays has been modified to reflect the new arrangement, and some points have been changed. What is important is that all managers can provide input even in their absence. We are establishing a procedure whereby managers can send Remedy ticket numbers or comments on case handling in advance. We can then review these comments and modify procedures if necessary.

Second, a drawback with the previous contract was a lack of

training for procedures that are specific to CERN. Although new staff may have been well qualified in areas of PC support, they knew little or nothing about the CERN installations and environment. We have now requested IT Group leaders to provide weekly training on specific topics so that levels of knowledge are increased in scope and depth.

Third, the topic of transport has not yet been completely solved, especially for broken machines. We will be studying this closely in the coming months and taking the necessary steps to ensure that machines are collected and delivered promptly, so that users experiencing hardware

problems do not have their work interrupted for too long.

Since the start of this year the AIS helpdesk has also been manned by Serco staff. Following a short training period, the new support area is being closely monitored and will be integrated completely into the general Helpdesk configuration in the coming months.

Please remember that if you have problems with Remedy tickets passing through the Helpdesk, you may at any time contact the IT manager on duty (mod@cern.ch) or send an e-mail to user.relations@cern.ch with any comments you have on the desktop service.

Mick Draper and Roger Woolnough, IT/UDS

GridCafé expo wows the crowds at CERN open day

CERN's open day, on 16 October 2004, was a huge success, with 32 000 people visiting the various CERN sites. CERN's IT Department contributed two of the 50 visits that the public could choose from: a tour of CERN's Computer Centre, and the GridCafé, the latter being a combination of exhibition, Web bar and Café Scientifique held in Restaurant 2.

The tour of the Computer Centre was extremely popular, and despite careful preparation to ensure a throughput of 30 people every 10 minutes – the maximum compatible with security rules – many people had to be redirected to other sites. Having the GridCafé just across the road proved to be a good consolation.

About 1000 people visited the Computer Centre, and a clear conclusion from the experience is that this tour should become a standard part of CERN's Visits Service in future. With the arrival of more and more impressive hardware for the LHC Computing Grid, the centre will become one of the most awe-inspiring places on the CERN site, especially once the LHC experiments are closed to the public.

The GridCafé included nine stands, manned primarily by enthusiastic IT staff. The stands



A Grid game called Amalthea proved a hit with the younger generation.

covered CERN's main Grid projects – LCG, EGEE and CERN openlab – as well as examples of Grid technology and Grid for society. In these categories, the MonaLisa monitoring system, which provides a rotatable 3D image of the high-speed communication links around the globe, was a big hit.

Another success was a public Grid demo by UNOSAT, the UN

Satellite Image provider based at CERN, which illustrated how Grid technology could speed the provision of vital satellite images to natural disaster and post-conflict zones.

An “edutainment” Grid game called Amalthea proved particularly popular with the younger generation and is now available on sourceforge. With the support of HP, a digital pen

guestbook was available for people to write their anniversary wishes to CERN – and immediately post these on the Web. LHC@home, the screensaver that simulates particle trajectories in the LHC for the AB Department, was also on show.

All these applications, and a set of Flash animations to explain various aspects of the Grid, are available on the GridCafé website, www.gridcafe.org.

DSR, the company running CERN's Restaurant 2, deserves special thanks for their efforts during the open day. Special items on the menu, from cyber sandwiches and peta pizzas to the mega and giga menus, were appreciated by many. Demand far exceeded supply, however, and by the early afternoon the restaurant resembled more the scene of a rock concert, with dishes and cups strewn all over the floor.

For 2005, the plan is to investigate whether a permanent GridCafé expo for visitors can be integrated near the entrance of the Computer Centre, and to encourage and help others to run similar GridCafé events at conferences and in suitable venues.

Rosy Mondardini, Hannelore Hämmerle and François Grey, IT/DI

INDiCO: top software for conference management

Within the framework of the EU Integrated Digital Conferencing (InDiCo) project, the CERN Document Server (CDS) team has developed a new Web application for organizing conferences. Following the tradition of CDS Agenda, the tool allows users to schedule conferences, from single talks to complex meetings with sessions and contributions. The software includes an advanced user delegation mechanism, and allows paper reviewing, archiving of conference information, electronic proceedings, and much more.

At the end of 2003, the Programme and Local Organizing Committees of the Computing in High Energy and Nuclear Physics conference 2004 (CHEP '04) decided to use InDiCo as the computing support for the event. In this article we will explain some details of the InDiCo software, how it was conceived, and how it has been validated throughout the organization of CHEP '04.

A European project

Some software already exists to help manage a conference on the Internet, and many event organizers are developing their own temporary set of pages and scripts. A thorough study of these solutions was carried out before we became convinced of the need for a new solution to cover the following issues:

- managing all parts of the organization of an event, from its announcement to archiving;
- supporting simple meetings as well as many-weeks workshops;
- offering facilities to record and keep multimedia material (video);
- organizing, classifying and retrieving multiple conferences, re-using past events;
- ensuring all of the conference description and attached material can be transferred to electronic archives designed for long-term preservation.

InDiCo was therefore mandated and financed by the European Commission to provide a scalable solution to the new challenges posed by the management of electronic documents at the beginning of the 21st century: the electronic preservation and the handling of multimedia content for the ever-increasing number of scientific conferences.

Some features of InDiCo

The main features of the system are described below. These features were tested, refined and validated during the process of organizing CHEP '04, and are now used by many other conference organizers.

Reusability

The designers and developers of InDiCo have built the requested options in a generic way, to guarantee the usefulness of these tools for all future conferences using the system. The software itself, delivered as Open Source, has already been installed in institutes other than CERN, like the Technical Knowledge Center of Denmark (DTV) or the Ecole d'Ingenieur de Fribourg (EIF) in Switzerland and by a private company (FontisMedia) that supports conferences where needs for similar features are emerging.

Display multiple views

Different views can be proposed for each event stored in the system. This is particularly useful when different groups of users share the same InDiCo server and want to display their own meetings in different ways. For the administrator, adding a new view is as simple as writing an XSL style sheet.

Show overview and calendar

A single installation of the software can host several meetings. The meetings can be classified in a tree of categories. The information can be found by

navigating the categories or through time-driven displays. A calendar display shows the list of meetings taking place over one or several months in different categories. An overview display shows the list of meetings taking place on a precise day, week or month under one specific category. This is particularly useful to avoid schedule conflicts when deciding dates of meetings.

Call for material

The conference organizers can set up a "Call for abstract", which allows authors to directly submit abstracts in InDiCo. Once an abstract has been approved the author can upload material files (for example, paper and slides), which are then attached to the talk.

Manage timetable

InDiCo delivers a complete timetable management module. Various tools help the organizers to set up a fully detailed conference programme.

Create personal accounts

Personal accounts are created using a simple log-in mechanism (which can be based on a local authentication solution). Each user can then be presented with customized interfaces, thus facilitating interaction with the system. The personal accounts are also used to grant each user access or modification rights, and some specific roles (such as speaker, session convener or conference organizer).

Protect and delegate access rights

InDiCo provides an easy way of protecting each item in a conference (ranging from the conference as a whole to a single file). This fine-grained protection mechanism can be password, user or domain-based.

Select contributions

A full reviewing process has

been integrated in InDiCo. The powerful user-delegation mechanism enables conference managers to nominate reviewers for each track in the conference. Submitted abstracts can then be commented on, judged and proposed for acceptance/rejection or for a change of track. Accepted abstracts are then transformed into actual contributions and they can be inserted in the timetable of the conference.

Produce printable outputs

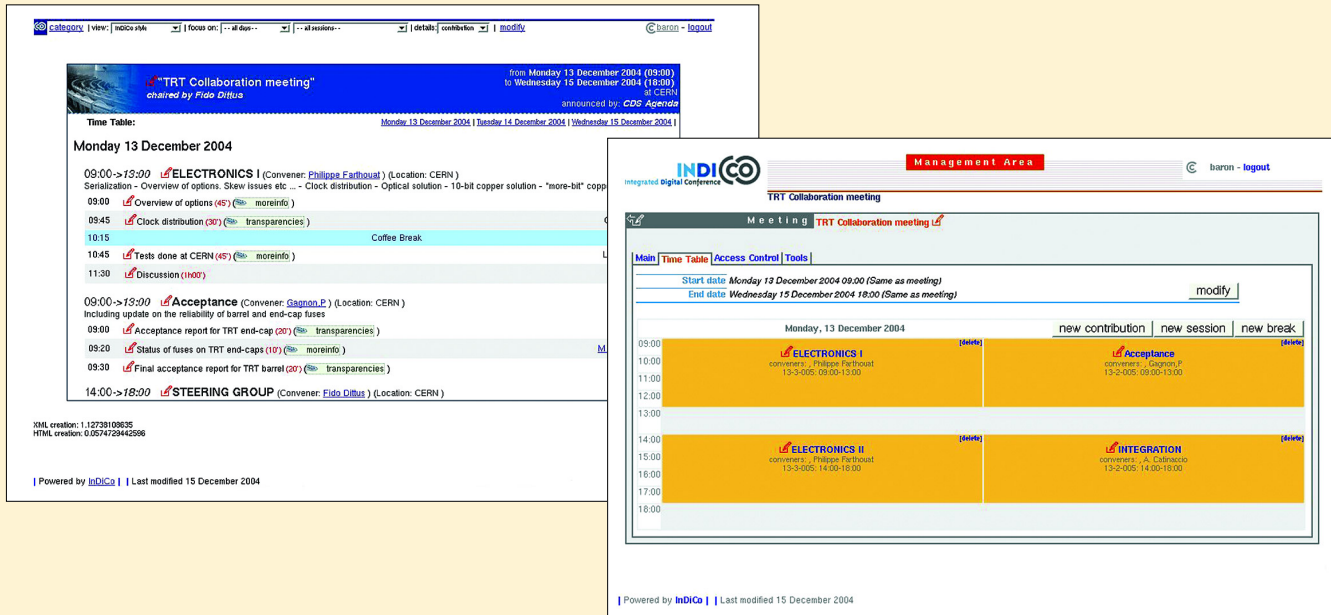
PDFs can be created at different stages of the conference organization (such as a list of submitted abstracts, a list of speakers, a final book of contributions, and daily schedules). XML is another available export format that allows easier inter-software exchanges. An export in iCal format provides the users with a convenient way of automatically feeding their own personal scheduler tool.

Declare content as open archive

InDiCo is compliant with the standard OAI-PMH (Open Archives Initiative – Protocol for Metadata Harvesting) protocol. It provides a native OAI gateway for exporting conference data. Conference managers are free to choose whether to expose their conference data or not. OAI service providers, like digital libraries, can then harvest the InDiCo server and retrieve the exposed conference data.

Software technology

InDiCo's development has been fully based on the object-oriented (OO) paradigm, using technologies related to this field. The final product therefore benefits from all the advantages of the OO approach. Besides, we have set up and followed a light-weighted software development process based on RUP (Rational Unified Process), which enables software to be developed and



Example of simple meeting display (left) together with an example of the management interface for a simple meeting.

released with good quality control. Standards have been used as much as possible in all parts of the development cycle.

One of the requirements of InDiCo was that it should be released under an open-source compatible licence, and, therefore, most of the products and standards chosen to develop it have been selected according to this requirement. Today InDiCo is released under GPL (GNU General Public Licence) and it has been installed and tested successfully on different platforms (Linux and Windows).

Software architecture overview

InDiCo uses a classical multi-layered architecture where dependencies go only in one direction, allowing logical separation of components and reusability of "lower" layers.

- The interfaces layer hosts the different interfaces the system supports; the layered architecture enables the system to be extended easily, by adding new interfaces if needed.
- The business layer contains machinery that is directly related to the problem domain.
- The system layer provides an abstraction for object persistence and multimedia repository.

The result is an architecture that can be extended without affecting other parts of the

system, and any layer could eventually be redesigned or replaced with very little impact on the others.

Python-powered

Python was selected as the InDiCo development platform because it has unique features, such as its high-level, dynamic data typing and a reduced learning curve that fit well into the project requirements and development process.

The core system runs in Python using few third-party modules (other than aspects the standard library could not cope with) and following an OO approach. One peculiarity of this system is that the persistence machinery is true OO, as it relies on ZODB (Zope Object Database). This database is fully developed in Python too, so that it provides at the same time a unique integration with the programming language and complete compliance with the OO paradigm. It has enabled us to reduce the development time and adapt to the constant changes to the requirements in a smooth way.

Web-based part of InDiCo

The main problem we faced when building the Web-based part of InDiCo was the lack of a standard application server for developing Python-based Web



The EU's Integrated Digital Conferencing (InDiCo) project.

applications. Therefore, we evaluated different possibilities and decided to deploy InDiCo over a combination of Apache HTTP server (see <http://httpd.apache.org>) and Mod Python (see <http://modpython.org>), which allows high performance and multiplatform support.

However, the architecture is designed in such a way that the system could be deployed in any other application server with little effort. The Web interface has been developed following latest HTML standards, avoiding dynamic technologies to keep the maximum compatibility with all browsers.

To generate reports and printable lists, InDiCo uses ReportLab (see <http://reportlab.org>). This is deployed as a Python package and it generates PDF documents simply and efficiently.

Conclusion

With more than 100 conferences, workshops and seminars organized each month in HEP and HEP-related areas, centralizing the electronic management of conferences is

an obvious direction to follow. This will guarantee the quality of e-conferences, the long-term availability of their content, easy retrieval of information, and considerable financial savings related to computing.

The use of InDiCo for CHEP '04 was the first step in this direction, and we thank the Programme Committee for selecting it and contributing to its user-friendliness.

In 2005 the InDiCo platform will replace the CDS Agenda System, which at the moment keeps track of about 65 000 talks. At the same time, InDiCo will provide to large conference organizers a solid background for running future conferences.

Further information

- The InDiCo website is at: <http://indico.cern.ch>.
- The website for the InDiCo project at CERN is at: <http://cern.ch/indico>.

This article is more or less a reproduction of a paper published in the CHEP '04 proceedings. The paper is available from the InDiCo website or directly at: <http://indico.cern.ch/contributionDisplay.py?contribId=282&sessionId=24&confId=0>.

The InDiCo team: indico-project@cern.ch

HEPiX members share their knowledge of HENP platforms

HEPiX is a global organization of service managers and support staff that provides computing facilities for the high-energy and nuclear physics (HENP) community. All operating systems used by HENP are covered, including Unix, Linux and Windows. HEPiX holds regular meetings that allow participants to present recent work and future plans, and to share experiences.

The latest HEPiX meeting was held at Brookhaven National Laboratory (BNL) on 18–22 October 2004. The meeting was well organized by Tom Throwe and, apart from a small glitch with a beamer on Day 4, ran smoothly with lots of time for discussion, good wireless access and a nicely structured agenda. It was attended by some 70 people from HENP sites across the US and Europe.

Meeting highlights

The following are some of the highlights of this meeting. The list is not exhaustive and is in no specific order.

- The adoption of Scientific Linux (SL or SLC3) is increasing rapidly; it was mentioned in the site reports of NERSC, BNL, TRIUMF, NIKHEF, CCIN2P3, INFN (at least some sites), DESY, LAL and RAL. Although DESY is rolling out the latest SuSE version of Linux, it is actively preparing to move to SL, based on Redhat Linux. Evaluations have shown the first incompatibilities between the two distributions but DESY does not expect major problems. In summary, the HENP world is going to SL. It is being taken up rapidly everywhere, which is a major success for FNAL (and HEPiX).
- It is encouraging that more and more software packages are being shared and reused by some labs, especially in Europe. For example, Quattor from EDG/CERN for node management, and dCache from DESY.



HEPiX participants attend a talk at Brookhaven National Laboratory.

- The introduction or building-up of support of MacOS is still pretty slow except in some laboratories, for example in SLAC for a particular batch farm and in JLab for desktop use.
- The HEPiX organizers noticed that as usual there were very few talks about Windows, and most of those were from CERN. This can probably be explained by the fact that CERN is one of the few labs to build other services on Windows, such as groupware, Web services and mail lists. However, it was felt that at least the most important sites (CERN, FNAL and SLAC) had a moral obligation to support HEPiX and tell users what they were working on, because other labs often look to them for guidance.
- Mainly owing to cost reasons, NERSC is migrating from LSF to SUN Grid Engine, starting with newly installed nodes.
- More and more OpenAFS sites are moving to Kerberos 5.
- A number of interesting performance tests were reported, as usual. Among them, tests at DESY to compare Opteron with Xeon seemed to indicate that (a) Opteron almost always came out on top, (b) they are binary compatible so it matters little if they are mixed in a cluster, and (c) it is worth adapting application code for 64-bit operation because there is as much as a 25% performance boost.

- At SLAC, BaBar has decided to adopt xrootd format rather than Objectivity and will gradually run down the latter.

HENP architectures

The HEPiX meeting itself took place on the first three days, and on the following two days a workshop was held on the topic Large Systems SIG/Platforms for Physics. The aim of this workshop was to present talks about different architectures that are used in HENP today. After an informal, interactive discussion, the following consensus views on Platforms for Physics emerged:

- At present, AMD's Opteron systems outperform Intel's price-comparable Xeon systems. The percentage depends on the application but can be as much as 30%.
- Since they appear to be binary compatible, it is not a significant risk to buy whichever system is ahead at the time of purchase.
- Adding price/performance to the comparison appears to make little difference.
- More and more purchases will be of 64-bit capable systems, and running applications in 64-bit mode can increase performance by 25%. However, physics groups are likely to need some persuasion (or an incentive) to switch, and some people complained that they require a 64-bit CERNLIB.

- The Tier 0 sites should lead by offering such 64-bit platforms.
- Only a few sites represented are seriously considering Itanium. SLAC has a request from its astrophysicists, and several LCG sites not represented are seriously considering Itanium.
- There is some pressure for MacOS support but mostly for desktop use, the major exception being from the astrophysicists at SLAC.
- It is unlikely that MacOS will overtake or replace PCs in our environment in the foreseeable future, although it may become the preferred second platform for physicists.

Grid discussion

A series of talks was also held about Grid operations. The talks, which were organized and led by Ian Bird (CERN), discussed operational issues that were discovered in the recent data challenges in both LCG and Grid3. The aim was to use the HEPiX meeting to get input from sites that might not be represented at the Grid operations workshop to be held a month later at CERN.

We should also report that the International High Energy Physics Computing Coordination Committee (IHEPCCC) asked HEPiX if it could provide technical input and feedback on specific issues. After an open discussion by the delegates present and a discussion among the HEPiX Board, a positive reply was drafted and is now in circulation. In passing, HEPiX is encouraging IHEPCCC, especially certain sites and regions represented in IHEPCCC, to send more representatives to HEPiX events.

For more details on the HEPiX meeting, and a summary of all the talks and site reports, please see www.rhic.bnl.gov/hepix/agenda.shtml, where most of the slides as well as videos of the talks are available.

Alan Silverman, IT/DI

Questions and answers from the Helpdesk

Edited by Nicole Crémel

The User Assistance Team in IT/UDS maintains a database for Questions and Answers that have been dealt with by the Computing Helpdesk. This provides many tips on daily computing issues. You can search the database at <http://cern.ch/qa>.

Below is one example of a Question and Answer (Q&A) that is frequently asked at the Helpdesk (<http://consult.cern.ch/qa/3463>).

Pine: From address seen by the mail recipient is wrong (PEM instead of GEM).

Question

When I send a mail with Pine the recipient gets a mail: "From: Albert Einstein <einstein@mail.cern.ch>" instead of: "From: Albert Einstein <Albert.Einstein@cern.ch>" (i.e. using the PEM address "account-name@mail.cern.ch" instead of "Firstname.Lastname@cern.ch").

What has changed, and how can I modify this?

Answer

This is a known problem since the migration to mmm.cern.ch as a mail gateway.

The default CERN configuration for Pine is to send mails with a FROM message header being "account-name@mail.cern.ch" (your PEM address). In the past (Unix mail servers), when these mails were directed to smtp.cern.ch as the SMTP gateway, the FROM header was automatically rewritten according to the CERN user tables to: "Firstname.

Lastname@cern.ch" (the GEM address). Today, when using the new Exchange service mmm.cern.ch as a gateway, it is not done any more.

The mail team at CERN is working on the problem, which can be troublesome for your recipients or with some programs, for example when doing mail filtering or sorting.

A workaround is to "force" Pine to send messages with the correct GEM address in the FROM header. To do so, go to "Setup" (type "S") in the Pine main menu, go to "Configure" (type "C"), then scroll down to the field "Customized-hdrs". Type "A" ("Add value") to edit the field, then enter: "From: <Albert.Einstein@cern.ch>" (i.e. your GEM address of the form: "<Firstname.Lastname@cern.ch>"). Remember that the syntax is strict; do not forget the

colon ":" just after "From"! Type "Enter" to validate, then "Exit" (type "E"), "Yes" (type "Y").

Please note

After this change it is possible that the message index for the folder "Sent-mail" shows the "From:" address (i.e. always your address) instead of the "To:" address. To correct this:

- add your PEM in the list of addresses defined in "alt-addresses". Most probably the "alt-addresses" line (in the file ".pinerc") is empty, and you have to set it to: "alt-addresses=Albert.Einstein@cern.ch";
- or you can go to "Setup" (type "S") in the Pine main menu, go to "Configure" (type "C"), then scroll down to the field "alt-addresses". Type "A" ("Add value") to edit the field, then enter: "Albert.Einstein@

cern.ch" (i.e. your GEM address of the form "<Firstname.

Lastname@cern.ch>"). Type "Enter" to validate, then "Exit" (type "E"), "Yes" (type "Y").

- Outlook XP is mapping by itself the PEM address to the GEM address. Hence mails viewed from Outlook XP appear correctly even if the wrong address is shown with Pine or any other IMAP client.

Related links:

- My mails sent through Pine have an incorrect FROM address (<http://mmmservices.web.cern.ch/mmmservices/Help/?kbid=121030>).
- CERN MMM Pine information (Configuration...) (<http://mmmservices.web.cern.ch/mmmservices/Help/?fdid=16>).
- Pine FAQs (<http://www.washington.edu/pine/faq/index.html>).

Other general-interest Q&As and their corresponding websites

Windows (NICE – Office) related

- <http://consult.cern.ch/qa/3662>
- <http://consult.cern.ch/qa/3699>
- <http://consult.cern.ch/qa/3700>
- <http://consult.cern.ch/qa/3701>
- <http://consult.cern.ch/qa/3168>

Direct connection via Remote Desktop from PC to PC
Excel: calculate – don't calculate
Disable CapsLock key on Windows
Transmit the CTRL-ALT-DEL function from one PC to another
Outgoing VPNs from CERN to remote sites

UNIX (AFS–Lxplus/Lxbatch) related

- <http://consult.cern.ch/qa/3717>
- <http://consult.cern.ch/qa/3715>
- <http://consult.cern.ch/qa/3710>
- <http://consult.cern.ch/qa/3695>

Linux SLC3 FAQs
AFS scratch space quota
SLC3: Star Office (soffice) replaced with OpenOffice.org (ooffice)
ssh connection from Lxplus to private Linux PC refused

Mail (Outlook–Pine–mail services) related

- <http://consult.cern.ch/qa/3720>
- <http://consult.cern.ch/qa/3718>
- <http://consult.cern.ch/qa/3709>
- <http://consult.cern.ch/qa/3734>

Remove large attachment in Outlook
Outlook: Add-in Symantec Antivirus could not be installed/loaded
Pine configuration for Linux SLC3
Mozilla and mailbox problem – imap server cannot be found

Web-related

- <http://consult.cern.ch/qa/3539>
- <http://consult.cern.ch/qa/3671>
- <http://consult.cern.ch/qa/3733>

FTP access to CERN website
Favorites lost in Internet Explorer
Opening the e-payslip or pdf files in a Web browser

Recent changes to IT services

Changes to services in the IT department are published on the Service Status Board (SSB) at <http://cern.ch/it-servicestatus>. The most recent changes and their dates of posting are shown on the right. The SSB also includes service incidents, scheduled interventions, power cuts and the current status of most services.

7 January 2005
17 December 2004
16 December
9 December
9 December
2 December
2 December
29 November
25 November
24 November
19 November
2 November
1 November

AFS authentication servers to be migrated to Kerberos 5
Shadow Copy Client deployment
Lxplus and Lxbatch News
Lxplus DNS alias switched to Lxslc3
ACB closure on 10 December
Symantec AntiVirus 9.0 deployment
UDP Ports 1026 to 1030 blocked in Firewall
WACDR service discontinued and replaced by GridFTP
AFS authentication servers to be migrated to Kerberos 5
Web Security Scan Update
Removal of Roaming profile
Closure of FTP Access to CERN Web Servers
Scientific Linux CERN 3 (SLC3) – default supported CERN Linux version

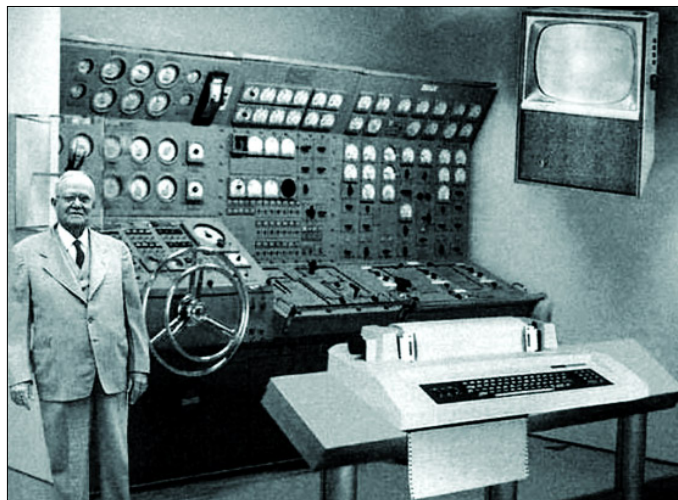
The deadline for submissions to the next issue of CNL is 18 February

E-mail your contributions to **cnl.editor@cern.ch**

If you would like to be informed by e-mail when a new issue of CNL is available, subscribe to the mailing list **cern-cnl-info**. You can do this from the CERN CNL website at **<http://cern.ch/cnl>**

Comedy corner: computer mock-up is urban legend

Since October 2004, an e-mail has been doing the rounds purporting to show a 1954 vision of what a home computer in 2004 might look like, according to the RAND Corporation. "With teletype interface and the Fortran language, the computer will be easy to use" states the caption. In fact the picture is a hoax, based on a doctored image of the control room of a nuclear submarine. As urban legends, about.com points out, 50 years ago no-one would have thought that we would ever need a computer in the home, let alone pictured what it would be like.



Recent acquisitions at IT bookshop

The shop is situated in Building 513 R-047. CERN users can buy books and CDs there at discount prices. The service is open on weekdays from 8.30 a.m. to 12.30 p.m. and it can also be contacted by e-mail (**Bookshop@cern.ch**) or phone (74050).

Books are purchased from some 15 publishing houses, and the bookshop's catalogue offers documentation aimed at the computing utilities that are

available at CERN. The service welcomes suggestions from the user community for acquisitions.

The most recent acquisitions in the physics field are:

- **Learning about Physics** by Jack Steinberger
- **Enrico Fermi: His Work and Legacy**
- **Understanding the Universe from Quarks to the Cosmos**
- **Particle Physics** (soft cover)

In the computing field:

- **Object Oriented Analysis and Design** by John Deacon
- **Patterns for Parallel Programming**
- **The MATHEMATICA Guidebook for Programming** by Trott
- A second edition of **Unix Shells by Example**.

The complete list is integrated into the CERN library system. It is compiled regularly and is made available on the CERN network at **<http://cdsweb/tools/itbook.py>**.

A big thank you to all who

Calendar

February

7–11 **GlobusWORLD 2005**
Boston, MA, US, **www.globusworld.org**

9–11 First EGEE EU Review Meeting

CERN (IT Auditorium), Switzerland, **<http://agenda.cern.ch/fullAgenda.php?ida=a043803>**

14–16 **European Grid Conference**
Amsterdam, The Netherlands, **<http://genias.biz/egc2005>**

21–25 **Tridentcom 2005 – First International Conference on Testbeds and Research Infrastructures for the Development of Networks and Communities**
Trento, Italy, **www.tridentcom.org**

March

14–17 **GGF13**
Seoul, South Korea, **www.gridforum.org**

April

2–8 **High Performance Computing Symposium (HPC 2005)**
San Diego, CA, US, **www.caip.rutgers.edu/hpc2005**

7–9 HealthGRID 2005

Oxford, UK, **<http://oxford2005.healthgrid.org>**

18–22 Third EGEE conference

Athens, Greece, **<http://eu-egge.org>**

May

9–12 **Cluster Computing and Grid 2005** Cardiff, UK, **www.cs.cf.ac.uk/ccgrid2005**

came to the first CERN book fair in October. We see that there are areas where we can improve the service, and apologize to those who had to wait for books to be ordered – we hadn't expected such a large demand for this service.

In the future we will work with the central library to ensure that we can order popular physics books at bookshop rates.

Roger Woolnough and Jutta Megies, IT/UDS