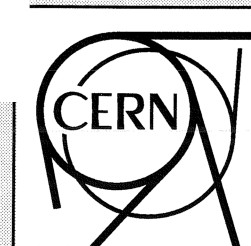


CERN COMPUTER NEWSLETTER



CERN - IT Division
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Contents

If you need Help	i
Editorial	iv
1 Physics Computing	1
1.1 European DataGrid: a Successful 2nd EU Review	1
1.2 DataTAG Contributing to LCG-0 Pilot Startup	2
2 Desktop Computing	3
2.1 Zephyr, a Wind of Change	3
2.2 15 Years Novell at CERN and the Phase-out of NICE95-NT4	3
2.3 Upgrade of the Printer Service Servers	4
2.4 End-of-Life for CERN Linux 6.1.1 and 7.2.1	5
3 Internet Services and Network	6
3.1 Restrictions on Running KaZaA and Similar Peer-to-Peer (P2P) File-Sharing Applications at CERN	6
3.2 New Improved SPAM Fight Available on CERN Mail Service	6
4 Technical Computing	8
4.1 New CENTRAL CVS Service at CERN	8
4.2 Change of Procedures for the CAE Cluster	8
4.3 Latest News from Software Development Tools Service	9
5 The Learning Zone	10
5.1 Questions and Answers from the Computing Helpdesk	10
6 User Documentation	17
6.1 User Services Book Catalogue	17
7 Just For Fun ...	18
7.1 Computer Haikus	18

Editorial Information

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The opinions expressed in this newsletter are those of the contributors and are not necessarily those of the CERN Management. The Editors reserve the right to edit or omit articles, or hold-over copy due to lack of space.

General Information

The CNL Web home page is at URL: <http://cern.ch/cnl>

The policy is to have between two and four CNL editions per year.

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Information for contributors

The CNL is processed using XML technology and templates. Articles marked up in HTML are preferred, but plain text is also acceptable. A Web form to be used for article submission (contributions) is provided at the CNL Home page (<http://cern.ch/cnl>) as a link "Submitting an Article".

Distribution

- An electronic mail is sent to the "CNL Announcement Distribution List" as soon as a new issue of the CNL is available on the Web.
- A paper version is sent to the users who have subscribed to the "CNL Paper Version Registration" list.

All *subscriptions to our distribution lists* can be made through the "Help&Info" link on the CNL home page.

You can also cancel your subscription in either case by filling in the appropriate form.

The compressed *PostScript file* containing the complete printable version of this CNL is available via the Web at the URL <http://cern.ch/ref/cnl-2003-001/main.ps.gz>. It is possible that, in order to optimize typesetting, the PostScript printable version differs slightly from the master HTML version. In any case the HTML version on the Web must be considered as the reference.

If you need Help

FRONT LINE Services

	Phone	Location	E-mail Address
Computing Help Desk	78888		Helpdesk@cern.ch
Opening hours: 8:30-17:30 (Monday-Friday)			
Administrative Applications (EDH, CET, etc.)	79933	5/R-021	Ais.Support@cern.ch
Opening hours: 8.30-12:30 and 13:30-17.30			
Central Computer Operators	75011	513/R-049	Computer.Operations@cern.ch
24/24 hours on call			
General Network (Operational Problems)	74927		Network.Support@cern.ch

Contacts at CERN

The "Computing Help Desk" is the call center for help on IT services related issues. Following is a non-exhaustive list of services that are provided by the IT division, and the people responsible for it.

Please note:

- In the Web version of this page the "Service Definition" can be a link to the Welcome page of this service: we invite you to read carefully all the information given in this page before submitting a question/problem.
- In addition you might find it useful to search in the "Questions&Answers" (<http://cern.ch/consult/qas>) database for possible answers to your query.
- Many generic e-mail addresses for support lines are just an automatic re-direction to the Computing Helpdesk (this is the case, for instance, for Mail.Support or Www.Support). Those addresses have been kept mainly for backward compatibility, and also to help the Helpdesk to escalate the query towards the right specialist whenever this is needed.

USER SERVICES

Service Definition	Name	E-mail Address
User Relations and Service Manager	L.Pregernig	Ludwig.Pregernig@cern.ch
Help Desk Managers	R.Woolnough	User.Relations@cern.ch
	N. Crémel	User.Relations@cern.ch
User Registration		User.Registration@cern.ch
Computing Bookshop	J.Megies	Bookshop@cern.ch

CENTRAL SERVICES

Service Definition	Name	E-mail Address
CORE Operations	M.Vergari	Mario.Vergari@cern.ch
Distributed File Services (incl. AFS)		Afs.Support@cern.ch
NAP and Parallel Applications	E.Mcintosh	Eric.Mcintosh@cern.ch
Central Data Recording (CDR)		Cdr.Support@cern.ch
CASTOR HSM software		Castor.Support@cern.ch
Print Service	J.L.Vosdey	Printer.Support@cern.ch

IT-Experiment Coordination

Information about IT/experiments/accelerator coordination is at the URL:
<http://cern.ch/it-exp-coordination>

DESKTOP COMPUTING

Service Definition	Name	E-mail Address
NICE (CERN Windows Services)		Nice.Support@cern.ch
PC Desktop (Repairs and Sales)	C.Ball	PC.Admin@cern.ch
MACintosh Support	F. Ovett	Mac.Support@cern.ch
MACintosh Sales	W.Hug	Waltraud.Hug@cern.ch
X Terminals Support		Xterminal.Support@cern.ch
ASIS Support		Asis.Support@cern.ch

Operating System Support:

Service Definition	Name	E-mail Address
HP 700 s/w		Hp.Support@cern.ch
SUN s/w		Sun.Support@cern.ch
Solaris s/w		Solaris.Support@cern.ch
RS/6000 s/w		Aix.Support@cern.ch
Digital Unix s/w		Dunix.Support@cern.ch
Linux		Linux.Support@cern.ch

SCIENTIFIC APPLICATIONS & SOFTWARE ENGINEERING

Service Definition	Name	E-mail Address
CERN Program Library	L.Besson	HepLib.Support@cern.ch
PAW Support	O.Couet	Paw.Support@cern.ch
Anaphe		HepLib.Support@cern.ch
Oracle Databases	N.Segura	Oracle.Support@cern.ch
Objectivity DB Service		Objectivity.Support@cern.ch
Software Development Tools		SDT.Support@cern.ch
Adobe FrameMaker		Docsys.Support@cern.ch
IT Controls		ITControls.Support@cern.ch

COMPUTING FOR ENGINEERING

These activities are now in the Product Support (PS) group.

Index of tools: http://cern.ch/product-support/support_index.html

COMMUNICATIONS AND NETWORKS

See the "Communications Systems Group" web pages, at URL <http://cern.ch/it-div-cs/public/help/> and <http://cern.ch/it-div-cs/>

INTERNET SERVICES

Service Definition	Name	E-mail Address
Web Services		Www.Support@cern.ch
Mail Support		Mail.Support@cern.ch
MMM (Exchange 2000)		Mail.Support@cern.ch

In addition to this generic address, the normal support lines are listed at URL:
<http://cern.ch/mailservices/Support/>

COMPUTER SECURITY

Computer Security Information	Computer.Security@cern.ch
Security Alert Reports	cert@cern.ch

Other Newsletters

Administrative Information Services: CERN/AS AIS Newsletter (<http://ais.cern.ch/newsletter>)
 Contact: AIS.Newsletter@cern.ch

Some Useful Web Pages

IT Home Page	http://cern.ch/it-div
TvScreen (Systems Status)	http://tvscreen.cern.ch
Network Connection Request Form	http://network.cern.ch/register
Remote/Mobile Computing	http://cern.ch/it-div-cs/public/services/mobile/
User-Oriented Catalogue	http://cern.ch/consult
User-Oriented Service Directory (*)	http://cern.ch/services
FrameMaker Support	http://cern.ch/docsys/framemaker/
L ^A T _E X at CERN	http://wwwinfo.cern.ch/asdoc/textproc.html
NICE (CERN Windows Services)	http://cern.ch/winservices/
PC Hardware	http://pcwww.cern.ch/
CASTOR Query Report	http://wwwinfo.cern.ch/htbin/pdp/castor/castor_report.pl
GEANT4	http://cern.ch/geant4/
MAD	http://cern.ch/mad/
Software Development Tools	http://cern.ch/sdt
Joint Controls Project (LHC Experiments)	http://itcowww.cern.ch/ITC0/jcop/
PVSS Service	http://cern.ch/itcobe/Services/Pvss/
Mail Services	http://cern.ch/mailservices/
MMM Services (Exchange)	http://cern.ch/MMM/
Web Services	http://cern.ch/WebServices
Computer Security Information	http://cern.ch/security

(*) Useful service entry points at this page include the Computing Helpdesk, User Registration, Computing Bookshop, Mail, Netscape, Listbox, etc.

Seminars and Presentations

Designation	Usual Location	Organizer(s)	E-mail Address
Computing Colloquia	Auditorium / bldg 500 see http://cern.ch/computing-colloquia	J.Shiers, IT	Jamie.Shiers@cern.ch
Computing Seminars	IT Auditorium 31/3-005 see http://wwwinfo.cern.ch/seminars/	J. Blake, IT	computing.seminar@cern.ch
Technical Presentations	IT Auditorium 31/3-005	S. Cannon, IT	stanley.cannon@cern.ch

Computer Resources Allocation and Divisional Contacts

Computer Resources Allocation Committee (COCOTIME):

Chairman: H. Hoffmann/DG 60/5-006 75458 Hans.Falk.Hoffmann@cern.ch

Secretary: A. Morsch/EP 160/R-018 78617 Andreas.Morsch@cern.ch

Divisional Representatives for Computing (Desktop Forum)

Contact person for your division for computing issues (resource allocation, divisional servers, licenses matters).

The list of contact persons is at the URL: <http://cern.ch/mgt-desktop-forum/Members.htm>.

Divisional Representatives for Networking

For questions about new installations, testing, local coordination, etc., please ask the contact person for your division (or, if you are an experimental physicist, the networking contact person within your experimental group).

See list of Divisional contacts at URL: <http://cern.ch/it-div-cs/public/di/divreps.html>

Editorial

Dear CNL readers,

It is time for the Spring edition of the Computer Newsletter, and first issue for Year 2003.

You will notice a small change in the structure of the CNL, with the removal of the chapter “Scientific Software”, replaced by a new chapter “Technical Computing”. This change is linked to some IT reorganisation, and the move of all activities related to Software development for Physics into EP division, where all application people will be grouped geographically and work in one team, in a group called “SoFTware Development for Experiments”.

The suppression of a “Scientific Software” chapter in the CNL does not mean that we will not have any more any contributions in this area. On the contrary, as CNL editor, I will welcome articles from our ex- and future colleagues in EP which communicate information on their latest and new developments. Such articles will find their place in the “Physics Computing” chapter, for which I have extended the original scope in order to include such contributions.

The new “Technical Computing” chapter is grouping information and news related to:

- Products support for:
 - Engineering Computing (Mechanical CAE, Electronics Design Automation, Mathematics Tools, etc.),
 - software development environment (tools, CVS servers),
 - documentation services.
- Data Management and databases (Oracle).
- Accelerator and Controls Computing.

Apart from this small structural change, you will find in this edition, among other things:

- Two articles related to Grid projects: a review of the European DataGrid project (EDG) project with the latest results, and the contribution of the DataTAG project to the LCG-0 pilot software to be used by LCG early deployment sites.
- Various changes and announcements in the area of “Desktop Computing” (end of Novell and Windows 95/NT, renewal of the printer servers, end of support for Linux 6 and 7.2, etc.).
- An important announcement concerning the possibility of reducing the amount of SPAM (unsolicited emails) you receive in your mailbox.
- Various “Technical Computing” information on the new CVS Service, changes in the CAE Cluster, and latest news from the Software Development Tools Service.

I hope you enjoy reading this new edition of the CERN Computer NewsLetter.

Best regards,

Nicole Crémel, CNL Editor, IT/User Services

1. Physics Computing

Functional description of all the Central Public Services, specifically oriented to use by the Research sector, either for interactive (central and CPU intensive) or batch processing. The main physics-computing services consist of providing computer farms, central data recording facilities and central data storage facilities. We also include in this chapter articles on Scientific Software, such as DataGrid related information, or software for the physics experiments.

1.1 European DataGrid: a Successful 2nd EU Review

DataGrid Project Office, CERN

The European DataGrid project (EDG) is now entering its third year of activities. Thanks to the achievements in 2002, it successfully passed its second year review at the beginning of February, when a team of four European Union experts came to CERN for two days to carefully evaluate the latest progress of the project. And progress was, indeed, quite considerable.

A series of successively more sophisticated and reliable versions of Grid middleware, the software that enables computers to work together in a transparent manner, has been deployed on a production style testbed covering major European sites. The three application groups designated to test the system - high energy physics, earth observations and bio-informatics - have been given access to the testbed in a continuous manner through-out the year. They have tested their applications and explored the system's various possibilities, and their feedback has been used to improve the software and define the priorities for the development work.

Within the physics application group, task forces for the ATLAS and CMS experiments were set up to determine whether the existing system could be used at production level. Initial results have been successful and helped to identify a number of improvements that can be made to the DataGrid software and the way the experiments applications are managed. This work allowed improvements to be identified and will serve as a basis for the LHC Computing Grid (LCG). The pilot project LCG-0 is based in fact on the current release of the EDG software, and the next release of the software (version 2.0, being built now) will be used for the LCG-1 initial deployment.

The collaboration with DANTE and EU DataTAG projects has been particularly successful. Numerous National research and Education Networks have been upgraded and inter-connected with the European GEANT network. In particular, the testbed sites have been linked by high-speed

networks, enabling the project to face the users needs and perform advanced networking functionality investigations. On several links, high throughput has been demonstrated as well as network Quality Of Service benefits. The collaboration with DataTAG on the GLUE (Grid Laboratory Uniform Environment) activities has increased the level of interoperability between European and US testbeds for the benefit of all users.

DataGrid has also made important contributions to international standardization activities (e.g. GGF), as demonstrated by the significant number of members involved in organizational activities (e.g. chairing working groups) and the number of papers and presentations (see EDG website for the list of publication).

To allow the test users to make use of the prototype grid, the DataGrid team has developed a "DataGrid tutorial", a two days event which includes practical hands on exercises where participants connect to production testbed. During 2002 the tutorials have been repeated in 9 sessions held in 7 different cities for approximately 200 people. This activity has turned out to be a major success and an important instrument to train a wider community of users to the use of the project middleware and testbed and also to learn Grid technology in a more general sense.

The project is now ready to get on with its third and last year, which foresees an extension of the testbed to more sites and a new major release of the middleware software, intended to provide new functionality and higher levels of reliability and scalability.

For more information on the DataGRID project see the website:

<http://eu-datagrid.web.cern.ch/eu-datagrid/>.

The tutorial road show could be found at: <http://eu-datagrid.web.cern.ch/eu-datagrid/Tutorial/tutorial.htm>.

1.2 DataTAG Contributing to LCG-0 Pilot Startup

F. Donno, IT/GD

Abstract

The DataTAG project has contributed to the creation of the middleware distribution constituting the base of the LCG-0 pilot. This distribution has demonstrated the possibility of building an EDG release based on iVDGL/VDT, integrating the GLUE schema and early components of the EDG middleware.

On February 28th 2003, the LCG Grid Deployment Group has announced the availability of the first release of the LCG-0 Pilot software to be used by LCG early deployment sites in order to start building the LCG infrastructure and exercise the Grid deployment process.

This release of the software has also been used to test the feasibility of a middleware based on components coming from the iVDGL-VDT distribution and from the EDG middleware and it runs on Linux RedHat 7.3 with version 2.95.2 of the gcc compiler.

The great experience gained during the effort of setting up the WorldGrid testbed together with the American companion project iVDGL, to test interoperability solutions between two different Grid Infrastructures such as EDG and iVDGL/VDT and the success of the demonstrations carried out at IST2002 in Copenhagen and SuperComputing 2002 in Baltimore, has allowed DataTAG to lead the effort of creating the middleware distribution constituting the base of LCG-0 Pilot.

During the week of January 20th 2003, 5 people from the DataTAG WP4 Interoperability Team have met at CERN together with representatives of the VDT team to work closely with the LCG Deployment Group in order to provide a middleware solution which integrates most of the features already experimented with in the WorldGrid testbed, together with some early integration of new components part of the EDG release 2.0 due to come by the end of April 2003.

Among the features supported by the LCG-0 Pilot, the middleware integrates the first release of the *GLUE schema*. Through this schema Grid resources, their status and monitoring information are published to the Information Service for use by the matchmaking mechanism of the EDG Resource Broker, the monitoring systems and end-user applications. DataTAG WP4 has participated in the effort of defining common resource schema together with iVDGL in the context of the GLUE program. At CERN the DataTAG WP4 team has extended the default schema included in VDT to include new descriptions needed for the new edt-monitor monitoring package based on Nagios.

The EDG 1.4 *Resource Broker* has also been modified to make it GLUE-schema aware. EDG will adopt the GLUE schema with the new release of the software due at the end of April 2003. The experience gained exercising the matchmaking mechanism of this release of the Resource Broker

that takes advantage of the new GLUE schema will be fed back to EDG for the future release.

Together with the Resource Broker, another component of the EDG WorkLoad Management has been readapted: the *Job Description Language* (JDL). Through the new JDL, more possibilities are given to the user to specify Requirements that need to be satisfied in order for the job to run correctly.

The DataTAG version of the EDG *Data Management Tools* contains support for the old Globus Replica Management Tools as well as for the new Replica Location Service, designed in a joint project by EDG and Globus. This new interface has allowed the LCG Grid Deployment Group to exercise those components before the deployment in EDG, execute stress tests and find potential problems for a production environment.

DataTAG is also participating in a joint project with LCG for the design and implementation of a new *Grid monitoring tool* based on Nagios to identify deployment problems and general Grid malfunctioning sites or components. Such tools should be used at operation centers for problems spotting. The edt-monitor tool will be deployed on LCG-0 Pilot only for testing purposes. A production release will be available for the LCG-1 Prototype Service.

DataTAG is planning on demonstrating the functionality provided by the LCG-0 release together with an early integration of the Virtual Organization Management Services (VOMS) at the first project review that has taken place the 19th of March 2003.

For more information on the DataTAG project see:

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

For more information on the DataTAG/WorldGrid project see: <http://datatag-demo.pi.infn.it>.

Other references:

<http://lcg.web.cern.ch/lcg/>

<http://eu-datagrid.web.cern.ch>

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

The complete list of authors of this article, participating in the DataTAG project is: Flavia Donno⁽¹⁾, Sergio Andreozzi⁽⁵⁾, Vincenzo Ciaschini⁽⁵⁾, Sergio Fantinel⁽²⁾, David Rebatto⁽³⁾, Elisabetta Ronchieri⁽⁶⁾, Gennaro Tortone⁽⁴⁾, Luca Vaccarossa⁽³⁾, Marco Verlatto⁽²⁾, Cristina Vistoli⁽⁵⁾

(1) CERN, IT/GD, (2) DataTAG, INFN Padova, (3) DataTAG, INFN Milano, (4) DataTAG, INFN Napoli, (5) DataTAG, CNAF Bologna, (6) DataGrid, CNAF Bologna.

About the author(s): *Flavia Donno is Section Leader of the Experiment Integration and Support team in the IT Grid Deployment Group.*

2. Desktop Computing

Description and news concerning the CERN desktop environment centrally provided on UNIX and NICE/PCs (Windows-95, -NT or -2000), and providing the "general-purpose computing" environment. It consists of the hardware, software strategy, and services for the basic applications, which one expects to be generally available on desktops. This environment presents the basic computing infrastructure of the laboratory.

2.1 Zephyr, a Wind of Change

Maria Dimou, IT / User Services

The Zephyr Messaging Service, for real time message passing and service notifications, has been in use at CERN for quite some time to communicate unexpected and temporary failures to users of the Computer Center, such as Mail or AFS server problems. You may have noticed some small changes in these messages popping up on your screen, informing you of operational problems and changes. These messages are now sent and signed by the IT support person responsible for the follow-up of all queries sent to the Helpdesk, the Manager on Duty (MoD), whose tasks were described in the previous CNL (<http://ref.cern.ch/CERN/CNL/2002/003/helpdesk/>).

It is part of the mandate of the User Assistance team in the User Services group to ensure that the communication between all IT services and the users is effective and that users are aware of possible problems that might prevent them from working correctly. We have been evaluating the possibility to target relevant persons or services only, when disseminating information via Zephyr messages. We summarize in this article the decisions taken as a result of this project (<http://cern.ch/dimou/it-us/zephyr.shtml>)

Zephyr will continue to be one of the communication channels with the users as there is no easily deployable cross-platform alternative today for real time message passing (displaying a small window on your Desktop). Please note that Zephyr is used to communicate short and urgent information as quickly as possible, in addition to other communication channels to provide more detailed information, and to address the external community who cannot receive Zephyr messages.

The idea of targeting specific communities (e.g., MAIL, NICE and AFS server users) will not be pursued, as it is considered too difficult to identify precisely the users who may be interested in knowing about a specific problem. Instead,

a method is included in Zephyr message templates so that users can determine, when possible, if they are affected by the announcement.

An automatically populated web-viewable archive (<http://wwwlistbox.cern.ch/earchive/service-zephyr-messages/>) for Zephyr messages posted by the IT Manager on Duty was created during the project. For users this is a reference of information broadcasted (and a way to retrieve them if needed). In future, it is intended to provide a "Status Board" for all IT services (complementing the current TVScreen (<http://tvscreen.cern.ch/>)) in the IT Division Web site, and the "Zephyr archives" will be integrated there.

In addition here are the solutions to two questions that are frequently asked by users:

- at the URL <http://consult/qa/3106> a technique is given to copy/paste text from a Zephyr message appearing on the desktop,
- at the URL <http://consult.cern.ch/qa/3090> there is a recipe for users who fail to receive Zephyr messages on their NICE (Windows) PCs.

In conclusion:

Zephyr is a good and simple tool to get information to users quickly. However, it is like the radio news: it has to be switched on to get it and it may contain data that does not concern you or that you already know.

We are aware that users outside CERN (maybe a large percentage of the community) do not see Zephyr messages. This is why the other information channels (newsgroups, TVScreen, mailing lists) are systematically used in addition.

We would very much welcome your feedback on your experience as Zephyr recipients to User.Relations@cern.ch.

2.2 15 Years Novell at CERN and the Phase-out of NICE95-NT4

Ivan Deloose, Alberto Pace, IT/IS, and Bruce Flockhart, IT/CO

Abstract

This article summarises the history of 15 years of Novell in the context of desktop services at CERN.

The switch-off of the last 2 Novell servers on January 31st 2003 and the progressive phase-out of NICE95 and NICENT4 marked the end of the Novell era at CERN which

lasted some 15 years. It was initially introduced in the SPS Division to link three or four PCs working on electronics design tasks, but was rapidly expanded to cover other applications as well, when the benefits of networking were realised.

With the arrival of Ethernet (the thin coaxial cable at that time) in 1988, the first local area networks were created almost simultaneously in PS and SPS divisions. The first servers ran Novell Netware 2.10, while the desktop PCs were equipped with a MS-DOS 3.2, and Windows 2.11 operating system. The typical memory of these machines was 640Kb and the hard disks had a capacity of 40Mb!

Rapidly the user community reached a few hundred users and additional servers were installed. A major improvement came with Netware 2.15 where AppleTalk support was introduced allowing file and printer sharing with the Macintoshes. NFS support was added in a later upgrade from Netware 2.15 to version 3.10.

In 1991, a collaboration between several divisions produced a common CERN wide desktop service, centrally managed by the CN division. NICE was born, based on a core team in CN division and supported by divisional collaborators and representatives.

The initial NICE infrastructure was built around Netware 3 servers and Windows 3.1 desktops, but was rapidly migrated to Netware 4 servers. A Directory Service for the whole of CERN, containing all global objects (servers, printers, users, groups) was designed and implemented.

The server infrastructure grew quickly to more than 20 high-end machines and an update of the Netware Directory Service tree was required to face the constantly growing number of objects. In addition, and several procedures were designed to automate the creation and maintenance of user objects in this new environment, like user accounts, home directories, divisional volumes, and printers.

In 1996, Windows 3.1 was replaced by Windows 95, the first operating system locally installed on the user's machine (Windows 3.1 was actually running from the network servers). This was the start of the NICE 95 service as known today.

In 1998, Windows NT 4 (NICE-NT) was deployed in parallel to NICE95. The CERN Windows NT domain infrastructure to support the new NT4 desktops was deployed. After several software upgrades, this initial CERN domain is still the basic layer of today's Active Directory in NICE2000. The NICE95 clients were also upgraded to enable connectivity to the NT server environment.

A mirror of the NICE infrastructure with its CERN domain was implemented in various divisions for specific needs and to provide a redundancy in case of unavailability of the central services. For example, mirrors were made in EP and PS divisions for the ISOLDE and ATLAS experiments as well as in the main accelerator control room.

In the year 2000, the mixed Netware-Windows infrastructure was merged into a single homogeneous environment based on Windows 2000 and Active Directory which implemented single sign-on for all Windows services.

A mammoth server-side migration was launched in June 2000 to replace all Novell servers with their Windows 2000 equivalents whilst migrating the Novell Directory Service to the CERN Active Directory. When this process was completed, the Windows 2000 desktop service (NICE2000) was launched and roughly 6000 PCs NICE 2000 PCs were deployed to the end users over the next 2 years.

The Novell infrastructure was dismantled and reduced to the strict minimum (2 servers) just for the installation of NICE95 and NT4. Connectivity to Novell was disabled on all NICE95-NT4 desktops, which resulted in the end of a double logon and no need anymore for password synchronisation.

With the switch-off of the 2 remaining Novell servers on January 31st 2003, a final point was marked on the 15 years history of Novell at CERN.

The next important milestone is the phase-out of the support for NICE95-NT4 as of April 1st 2003, and the introduction of NICEEXP to be announced soon. Users who still need to install Windows 95 or Windows NT 4 can find more information on this subject at the URL:

<http://cern.ch/win/services/installation/cdimages>.

2.3 Upgrade of the Printer Service Servers

Samuel Lown, IT/PS

During the last few months work has been done on replacing the servers print1, print2 and print3 which are now beginning to show their age. The new servers, print4 through to print7, are considerably faster and run the latest stable version of the CERN RedHat Linux distribution.

Currently around 33% of all the printers at CERN are running on the new servers, leaving around 800 printers on the old servers. The migration is continuing at a steady rate and we would expect all the printers to have been ported within

the next two months. Most printers work seamlessly on the new servers and can be moved very easily. However, there are many special cases that require more testing and hence a longer migration period.

Other than the improvements listed below, the change over is transparent to the end user. All current versions of Printer Wizard and xprint work with the new system without change.

Some of the key changes to the system, other than specific hardware and software changes, are listed below.

Improved Management System for the Printer Support Team

A Web interface system allows administrators to quickly add and update printer configurations. Changes are then automatically performed on each of the running servers using the data obtained directly from the database servers. Facilities for status monitoring and accounting are also supplied, hopefully minimising the time required to solve problems related to queueing and printers.

Accounting Improved

Accounting details are stored for each job sent to the servers. Details include: user name, host name, data size, pages, job name, and date. Data is expected to be stored for several months and collated to generate printer usage reports. The report generation is still under development, however job data is already being recorded. It should also be noted that accounting is based on printer hardware counters and is not always available for every printer.

Improved Filters

The latest versions of the printer communications programs are used that provide more accurate accounting and addi-

tional tray support for new printers.

ASCII to PostScript Conversion Filters Replaced

The new version of the “a2ps” program for converting text documents to PostScript pages has been included in the system. A lot of effort was spent to replace the old and now unsupported text conversion utilities to provide a near transparent replacement. The new converter has improved font support (including support for accents) and properly supports A4 paper. All the original form codes and ‘xprint’ formatting options are supported, including support for Fortran layout codes.

For more detailed information and presentations on the evolution of the print service please visit our web pages at the URL: <http://cern.ch/product-support/UI/Docs/PrintService/> (These pages are still under construction).

Also, please do not hesitate to contact the print service team directly or by sending mail to Printer.Support@cern.ch should there be any faults, suggestions, or for further information.

2.4 End-of-Life for CERN Linux 6.1.1 and 7.2.1

Jan Iven, IT/ADC

As from January 16th 2003, the now obsolete CERN Linux 6.1.1 and 7.2.1 distributions are “frozen”. Support for both will stop on 1st of July 2003. This has been agreed on in the December 5th FOCUS meeting, and no objections were raised at the Desktop Forum on January 16th.

Note that the original proposal to the Desktop Forum and FOCUS was a freeze on January 1st, but that has been shifted to match the next Desktop Forum meeting.

In order to avoid confusion, a short glossary:

- “Freeze”: no more updates for applications software, e.g. through ASIS. Preferred solution to error reports is an upgrade to the next supported version, 7.3.1 in this case. Security updates will still be provided.
- “End of support”: no more installations, no more user support, no more security updates. Remaining machines have to be secured individually or risk being turned off in case of security problems.

3. Internet Services and Network

Everything related to Internet in a large sense: i.e., network issues and performances, all technical Web issues, electronic mail, Internet news, home access to CERN facilities, video conferencing and multi-media, network security, etc.

3.1 Restrictions on Running KaZaA and Similar Peer-to-Peer (P2P) File-Sharing Applications at CERN

Denise Heagerty, IT/DI

Abstract

Personal use of Peer-to-Peer file sharing applications is not permitted at CERN. This article explains the security risk they create for CERN.

Peer-to-Peer (P2P) file sharing applications are a popular way of exchanging files directly between end users across the Internet. A non-exhaustive list of such applications is: *KaZaA, Napster, Gnutella, Edonkey2000, Napigator, Limewire, Bearshare, WinMX, Aimster, Morpheus*, etc. The first, and perhaps best known, *Napster*, was intended for the exchange of MP3 (music) files; more recent applications support a range of file types.

Peer-to-Peer file sharing applications violate CERN's Computing Rules (<http://cern.ch/ComputingRules>) *on file services* in most configurations. File access must be protected from unauthorised use. Exchanging files with partners requires sufficient access controls to avoid exposing CERN to viruses or involving the organisation in illicit use, such as unauthorised storage or distribution of commercial software or copyright music. If the content of a file is not known in advance then some prior trust must have been established with the serving partner.

Personal use of Peer-to-Peer file sharing applications is not permitted at CERN. If Peer-to-Peer file sharing applications have been installed on CERN computers then *they must be completely removed and the system secured*. Peer-to-peer applications are known to be targets for viruses and some install spyware (<http://www.spychecker.com/>

[spyware.html](http://www.spychecker.com/spyware.html)), software which can *spy* on your activity. Spyware is not removed by anti-virus nor by removing the peer-to-peer application. Unless you are sure that the computer has no viruses, spyware, or other intruder software likely to have been introduced by the peer-to-peer application, then you need to secure it by re-installing the system from scratch (<http://cern.ch/it-div/need-help/FAQs/InstallingOperatingSystems.asp>).

Users of privately owned computers connected via VPN (<http://cern.ch/vpn>), ACB (http://cern.ch/it-div-cs/public/services/acb/acb_contents.html) or directly on the CERN network *must prevent Peer-to-Peer file sharing applications from using the CERN network* and ensure that their computers do not expose CERN to security or privacy risks. This normally requires actions such as disabling non-essential applications, installing latest security patches and anti-virus updates and preventing exposures caused by spyware (<http://www.spychecker.com/spyware.html>).

If professional use is being considered then a prior security check is required *before* installation of the software. For this you must contact computer.security@cern.ch with details of your professional requirement, an endorsement from your group leader or experiment computing responsible, and details of how you will secure the software and ensure it complies with CERN's Computing Rules.

CERN's Computing Rules are available at the URL: <http://cern.ch/ComputingRules>.

3.2 New Improved SPAM Fight Available on CERN Mail Service

Emmanuel Ormancey, IT/IS

For users who have migrated to the Mail Exchange servers, the MMM Mail Service provides a new way to reduce the amount of SPAM (unsolicited emails) you receive in your Inbox. This improved filter will run in addition to the old filters which run on the SMTP gateway. Some of these old filters will be lifted for MMM users in the near future to reduce mistakes, so we encourage you to activate the improved filter. It will catch almost all spams.

How can you reduce the amount of SPAM (unsolicited emails) you receive in your Inbox?

Activate the Anti-Spam filter

- Configure MMM Enhanced Spam filter:
 - From the MMM Homepage
 - Services ->
 - CERN Tools ->
 - Spam Fight
 - From Outlook Web Access
 - CERN Tools ->
 - Spam Fight

– Directly from Outlook XP

Menu Tools ->

CERN Tools ->

Spam Fight.

- You have to choose a level of aggressiveness for the filter: we recommend to set this level to *High*, then decrease if necessary.
- Use the *Whitelist* feature to allow mis-identified commercial mails to pass through instead of decreasing the filtering level.

How does it work?

- All identified Spam mails will be automatically moved to a new folder named *CERN Spam* in your mailbox.

- Check from time to time that no “good mail” has been moved to CERN Spam folder.
- On the other hand, in case some Spams are still not filtered, you can report them:

- From Outlook XP: select the Spam mail and click button *CERN Report Spam*, it will be deleted and a copy will be sent to our Anti-Spam team.
- From any other mail client: forward the Spam mail to abuse@cern.ch and delete it.

For more information, please go to MMM Homepage: (<http://cern.ch/mmm>).

4. Technical Computing

This includes: Products support for Engineering applications (Mechanical CAE, Electronics Design Automation, Mathematics Tools, etc.), software development (tools, CVS servers) and documentation (FrameMaker); Data Management and databases (Oracle); Accelerator and Controls Computing.

4.1 New CENTRAL CVS Service at CERN

Manuel Guijarro, IT/PS

A new central CVS service is in production at CERN since last September. The service is fully described at the URL: <http://cern.ch/product-support/UI/Docs/cvs.html>.

It is already hosting over 15 projects, including:

- Anaphe
- NA48 Analysis Software
- MammoGrid project
- MACSy (The Modular Accelerator Control System)
- MCSM (The Machine Component State Manager)
- The Java Api for Parameter Control (AB Division)
- The Java Data Viewer (AB Division)
- CCDB Software
- FIO Software
- ... and many more.

Some of the main features of this service are:

- Several access schemes implemented: `kserver` (Kerberos), SSH and `pserver`.
- Data integrity: all CVS repositories are hourly mirrored and daily archived in Castor HSM.
- Transparent fail-over and scalability via an ISS DNS alias that distributes the CVS transactions among several farm PCs.
- Automatic CVS lock monitoring.
- Several WEB interfaces to CVS: `CVSWEB` and `ViewCVS`. *Bonsai* and *Savannah* like *Web Portal* will be available before summer.
- ... and many more.

We encourage CVS Librarians currently hosting their projects in private CVS servers at CERN to try the Central CVS service.

4.2 Change of Procedures for the CAE Cluster

Michel Manent, IT-PS

Overview of the Service

The CAE service provides digital and analogical electronic simulation tools for engineers at CERN. The tools include:

- Cadence with two possibilities to prepare a design:
 - *design-tool* suite for digital designs
 - textual (hardware description language) using *Altera*, *Xilinx*, *Lattice*, *PLD Tools*, *Visual HDL*, etc.
- logic simulation PCB layout for production
- P-CAD for design
- Pspice and Saber for analogue simulation
- Maxwell for high-speed designs

The index of the computing for Engineering Software at CERN is available at the URL: http://cern.ch/product-support/support_index.html.

The specific page for Electronics design at the URL: <http://cern.ch/product-support/electronicscae.html>.

The current user population of the service is 400, mostly in EP, AB and EST divisions. It consists of 5 Sun servers and 85 client workstations.

New Procedures

After the creation of PS group at the beginning of last year, considerable effort has been made to structure and streamline the support for the CAE service in order to free personnel for other tasks while keeping a good quality of service. The idea is to use the Desktop Support Contract for the first and second level support for hardware and system questions. In order to specify what the contract has to do and clarify the scope of the service, a "Support Procedures For the CAE Service" document has been written. You may find it at the URL: http://cern.ch/product-support/UI/Docs/CAE_procedure.html.

The general procedure for problem determination is to contact the Computing Helpdesk (Helpdesk@cern.ch or phone 78888). The Helpdesk has been given instructions on how to register in the Problem Tracking System all possible types of problem that Electronic CAE Service users may encounter. It will open a Remedy ticket for the problem and dispatch it to the right support category then will route the call to the concerned person.

Problems known to belong to specific fields can be routed directly to the right support category by sending them to one of the e-mail addresses below:

- for System & Hardware Problems to:
Cae-Sun.Support@cern.ch
- for problem with Applications:

Select the e-mail corresponding to the relevant product as described at the URL: http://cern.ch/product-support/support_index.html.

We encourage CAE users to use these communication channels and report any problems to the CAE Service support team (IT-PS-UI).

4.3 Latest News from Software Development Tools Service

Pete Jones, IT/PS

Abstract

Latest news concerning licensing, Sniff, Insure and Logiscope.

Since the beginning of this year the Software Development Tools service is part of the DTS section of IT/PS. Details of all supported tools can still be found at the URL: <http://sdt.cern.ch/>.

Contact to this service should be made using the usual email address Sdt.Support@cern.ch.

Latest news

During the course of 2003 we will continue with the migration of all licenses onto the IT central licensing machines. This change should be transparent to all users once the relevant .csh and .sh files have been resourced. Users will be notified in good time of these changes.

Insure++ is a tool for error detection in C/C++ programs. Version 6.1 is now available and will be put into production during March.

Refer to the URL <http://sdt.cern.ch/Insure> for more

information.

Logiscope is a code analyser and test coverage for C/C++/Fortran. The current version is 5.0.02 and is available on Solaris and Windows platforms. Version 5.1 has been acquired and was put into production in March.

Refer to the URL <http://sdt.cern.ch/Logiscope/> for further information.

Sniff is an Integrated development environment for C, C++, Java, Fortran and CORBA IDL. Version 4 of Sniff has been available for some time. Due to some major changes with the software, version 3 is still the production version. However, people starting a new project should use the new version 4.0.2p1.

Refer to the URL <http://sdt.cern.ch/Sniff/> for further information.

XMLSpy is the industry-standard XML development environment. IT/PS has coordinated the purchase of several licenses for XMLSpy. Access to this software is restricted for the time being to those groups that have made purchase contributions. Anyone interested in this product are advised to visit first the Altova web site (<http://www.xmlspy.com/>) before making contact with Sdt.Support@cern.ch.

5. The Learning Zone

All kinds of "educational" computing issues, not necessarily directly CERN-related, such as computing news from the Press and tutorials on various subjects.

5.1 Questions and Answers from the Computing Helpdesk

Nicole Crémel (Editor), IT/User Services

Abstract

This is a collection of Questions & Answers that have been treated by the Computing Helpdesk managed by the User Assistance Team in the User Services group.

N.B. The number in parentheses refers to its relative numbering in the "Question-Answer" database, which is available at the URL: <http://cern.ch/consult/qa/NNN>, where NNN is the problem identifier (number).

Windows Support

Question [3185] – NICE homeserver root directory

Examining my NICE homeserver root directory on the trustee manager, I discover that it is set to "Everyone - Read Only - This folder only". From another account, I discovered that I can see the names of my files!

I certainly don't want everyone to be able to read my root folder, so:

- *how can I know who has set this access right?*
- *can I safely remove it, using the trustee's "remove - apply" options?*

Answer

Don't remove it! This setting is essential and is the system default for all NICE root home directories. It is meant to be a traverse permission. Here is an extract of the user documentation on <http://winservices.cern.ch> (book "Windows 2000 at CERN"):

Traverse Folder allows or denies moving through folders to reach other files or folders, even if the user has no permissions for the traversed folders (applies to folders only). Traverse folder takes effect only when the group or user is not granted the Bypass traverse checking user right in the Group Policy snap-in. (By default, the Everyone group is given the Bypass traverse checking user right.)

Sounds very theoretical, so here is a practical example:

- you are user JOE on home server \\cernhome04
- you have granted everyone access to your PUBLIC subfolder
- another user tries to access it from 'start - run' by typing \\cernhome04\joe, or by going from "My network places" into the relevant DFS folder, hoping (s)he will then be presented with the "public" clickable subfolder location.

Here is where above "everyone" permission is essential: it is only used to traverse your root folder, but does *not* mean another user can read the *contents* of it.

So, if you delete this permission, the user gets "access denied" and will not be able to go further down the tree, unless (s)he uses the direct UNC \\cernhome04\joe\public.

Note that some users have "NT authority/authenticated users" Read/Only rights to their home folder instead of the "Everyone" one. Both are equivalent in this respect.

Question [3196] – Do I have to reinstall W2000 when told so by support people?

I have quite some non-CERN applications installed on my NICE2000 PC. When I try to install CERN standard software on top of it from DFS (in my case Exceed), the installation fails regularly.

Support people suggest to re-install W2000 after having checked my PC. Do I have to follow their advice, or can I insist in having anything else tried? Uninstalling the OS would mean that I would lose my dozens of 3rd party applications and a long time to reinstall them again...

Answer

The User Support of central applications on the Windows platform is limited to personal computers owned by CERN, purchased via the PC-SHOP, installed with NICE2000, and for which the configuration has not been tampered.

If additional unsupported third party products installed by the user (in particular communication programs, internet browsers, mail clients, ISP disks) are suspected to be the origin of the problem reported to the helpdesk, the user may be requested to uninstall the third party products or reinstall the operating system before further investigation of the support staff can take place.

Related Links:

- CERN PC-SHOP: <http://cern.ch/pcdesktop>
 - NICE installation documentations at:
<http://cern.ch/Win/docs/Installation>
-

Question [3202] – Zephyr icon crossed out in red

It seems that the "Zephyr Notification Service" is not working properly on my Windows 2000 PC: when someone tries to send a Zephyr message to this PC it does not work and displays a red cross above the icon.

Answer

You get the "red cross" over a Zephyr icon typically when you are:

- *neither main user nor responsible*, i.e., administrator of the W2000 machine. In this case either register the user as one of them in the network database or ask the main user/responsible to add him/her to the list of local administrators.
- *working offline*.

Related links:

- LIRegister a user in the network database (LANDB);
 - LIADD a user in the list of local PC Administrators.
-

Question [3228] – Licences for applications on non-CERN computers

I have a PC that belongs to my home institute, and not to CERN. How shall I proceed to get applications installed from NICE?

Answer

Only computers which belong to and connect to the CERN Domain can receive software deployed by NICE group policy. The kind of installation you want is not only unsupported, but you will have to install whatever application you need at your home institute, as your PC belongs to them and not to CERN.

Therefore, a CERN licence for your computer will be refused.

Question [3230] – How can I see which application opens which file type on W2000?

How can I see which application opens which file type on my W2000 machine? For instance, which one opens my gif, jpeg, etc. files?

Answer

Select: My computer -> Control panel -> Folder Options and then "File Types".

This contains a list of all file types known to your computer. To see which application opens which type, just click on the latter. The "Opens with:" field contains the associated application.

Related links:

- Change default PS viewer
 - Change default JPEG viewer
 - Open file with another application
-

UNIX Support

Question [2374] – bin directory on Lxplus

It seems that my bin directory on Lxplus has disappeared and I can no longer execute commands which I have put there.

Answer

The “bin” directory on Lxplus (or all central machines based on AFS) is normally set up as a link to “@sys/bin” where the “@sys” variable is substitute by the OS value. You can check it with `ls -l bin` and you should get `bin -> .@sys/bin`.

Note: you can see the value of “@sys” on your system with the AFS command `fs sysname`.

With the migration from Lxplus to lxplus7 (OS changed from Redhat 6 to Redhat 7.3) the AFS @sys variable has changed from `i386_linux22` to `i386_linux24`. This means that under RedHat7 (and Lxplus) the “bin” directory points to:

```
bin -> .@sys/bin i.e., bin -> .i386_linux24/bin
```

However, with Linux Red Hat 7 (e.g. on Lxplus), the `./@sys/...` sub-directories (`bin`, `lib`, `man`, `include`, etc.) are not created by the CERN login scripts and you have to create them yourself with, for instance, the command:

```
mkdir -p $HOME/.i386_linux24/bin (for bin)
```

and copy the files that were in `$HOME/.i386_linux22/bin` into this new sub-directory.

Note: in case you have removed (by mistake) the file `HOME/bin` you can re-create the link with the command:

```
ln -s @sys/bin $HOME/bin
```

Question [3197] – Tools (or software) missing on Lxplus (compared to lxplus6)

Since the migration of Lxplus to lxplus7 (with redhat 7) it seems that some tools (or software) are missing. Is it possible to put them back? Whom shall I contact?

Answer

With the new Redhat version on Lxplus only the tools and products that are part of the RedHat Linux 7.3 distribution are available. This means that some tools/commands that can be accessed on lxplus6 are not available anymore.

The Unix managers will add tools/commands only when there is a clear support. If you find a tool missing which is not included in the list below, please send a mail to `it-div-fio-lxplus7@cern.ch` (as suggested in the “message of the day” or MOTD at login). If the support can be defined the tool will be added. Otherwise it will be included in the list of “missing commands” with an explanation and possibly a replacement tool.

The Web page <http://cern.ch/plus/issues.html> contains known issues which are being worked on.

Question [3269] – Exceed on Lxplus - login panel re-appears

Trying, on a Windows PC, to connect to Lxplus via Exceed

Start -> Program -> Hummingbird... -> CERN Settings -> Predefined X Connections -> Lxplus

I get the login panel, manage to login with my usual password, but nothing happens and after a few seconds the login panel re-appears again.

Answer

Since the migration of Lxplus to Redhat 7 we have seen many users with similar problem, linked to their environment and due to the much stricter checking of user settings with the new Operating System.

Most probably the problem is linked with one of your shell login files (c.g. `.tcshrc` or `.login`) and the solution is to reset these files to something “cleaner”. You can do it by opening a connection (with `ssh` or `Exceed`) on lxplus6 instead of lxplus. From there you can reset your environment by executing the command `uco` and answer: `1` (Setting your shell environment) and then once again `1` (Reset environment of your default shell). This will save a copy of your configuration files, and generate new files for your shell (you may then have to look in your old files to put back what is needed for you).

Related links:

- Known RedHat 7 issues at: <http://cern.ch/plus/issues.html>.
 - Exceed non-predefined connections (e.g., lxplus6), at: <http://consult.cern.ch/qa/0649>.
-

Question [3295] – The ~ character for AFS home directory does not work

I expect the command `cd ~ttttt/public` to put me in the directory `/afs/cern.ch/user/t/ttttt` but I get instead the following error messages:

```
zsh: no such user or named directory: ttttt
or
ksh: cd: /afs/cern.ch/user/.../~ttttt/public - No such file or directory
```

I am on a private Linux PC.

Answer

In order to have the ~ character recognised, and have, for instance, the command `ls ~ttttt/public` to work, the login `ttttt` must be included in the local `/etc/passwd` file on your Linux PC.

Question [3276] – scp (for file transfer) - Write failed flushing stdout buffer

I try to transfer files from and to CERN from my external institute (outside CERN) using the secure command `scp` e.g., `scp xxxx@lxplus.cern.ch`, but it fails with the following error:

Write failed flushing stdout buffer.

write stdout: Broken pipe

N.B. I have no problem to open a remote connection with `ssh`.

Answer

Most probably it is a problem with your environment and login scripts (`.tcshrc`, `.bashrc`, `.cshrc`, `.login`, `.profile`, or similar files, depending on your shell). Any message generated from your shell startup scripts can confuse `scp` (which uses `ssh` for the control channel) and it will usually abort. Please note: before any message is generated in your login files, it should be (inside the script) surrounded by a check whether the shell is “interactive” or not.

In order to check whether this is the problem, and whether some messages are wrongly generated from your login scripts, try to execute the following command and see whether you get anything as output.

```
ssh xxxx@lxplus.cern.ch /bin/true
```

If yes, you should look from which login files this output comes, and comment the lines that generate it (or put a test to check whether the shell is “interactive” or not). For instance you should comment the lines starting with `echo` or `env` that generate some output.

Remark: if the above command is indeed silent, then it means the problem is something else, and you should provide the output from the command `scp -v -v -v ...` and `nslookup lxplus.cern.ch` for more debugging from the Unix system managers.

Related links:

- “scp or sftp problem (Received message too long)” (qa/27) at URL: <http://consult.cern.ch/qa/27>

Mail and Web Support

Question [3254] – After the migration to Exchange

What is new after the migration to Exchange? What do users have to know?

Answer

After migrating to Exchange the main advantages are the provided services, e.g. the improved SPAM fighting, the new mail web interface, the collaborative environment with the possibility to share the calendar and mail folders, and much more.

Other services provided are:

- The “Out of office assistance”;
- E-mail forwarding;
- send of behalf of someone;
- instant messenger.

This and more can be found at the MMM Services page.

When running *Nice 2000 on Windows 2000*, you have two choices (for supported clients):

1. use Outlook 2000 in Internet mode (IMAP connection);
2. install Office XP instead of Office 2000 and use Outlook XP (2002) (in MAPI connection).

For more information please have a look at this page:

http://cern.ch/mmmservices/Help/contents/0_1_outlook_advice.asp

If you decide to use Outlook 2000 then the only thing you will have to do (unless you filled it out during the migration) is to change the IMAP folder path under:

Tools -> Accounts -> Properties -> Advanced -> Remove the \mail root folder path.

For more information on how to configure Outlook 2000 please have a look at the URL:

http://cern.ch/mailservices/docs/clients/outlook/settings/mail_manual.htm

If you decide to install Outlook XP then follow this link on how to configure the client at the URL:

http://cern.ch/mmmservices/Help/contents/0_1_outlook2002.asp

When running *on Unix (Linux, Solaris)* you can:

1. use Pine: then you have to use Pine 4.x (http://cern.ch/mmmservices/Help/contents/0_1_pine4.asp);
2. use a web mail client such as Mozilla.

Concerning different e-mail clients see the Web page (e.g. Mozilla, http://cern.ch/mmmservices/Help/contents/0_1_clients2.asp).

Please have a look at the MMM Service Web site at the URL: <http://cern.ch/mmmservices/Services> if you want to access Exchange services such as: out of office assistance, E-mail forwarding, send on behalf of someone, set permissions, instant messenger, spam fight (here you set your own Spam tolerance level).

Related Exchange migration FAQ's

- Folders have disappeared after migrating to Exchange
http://cern.ch/mmmservices/Faq/contents/0_0_rootfolder.asp.
- Folders have disappeared using Pine 4.21
http://cern.ch/mmmservices/Faq/contents/0_1_Pine421.asp.

Question [3070] – How do I find out what is my mail server?

We sometimes are informed that one out of the many mail servers has problems, or will be down for some time.

How can I find out which of the CERN mail servers I am served by?

Answer

You can go to the web site <http://cern.ch/mmms> and open the link

Where is my mailbox? (under "Services").

Just type your mail login, and the information will be returned (this only works inside CERN).

Supposing xxx to be your mail loginid you can also use the command `nslookup xxx.mailbox`.

On a Windows PC, you can access this command by opening a `cmd.exe` (located in C:\WINNT\System32) window with:

Start -> Run... -> `cmd`

Once in the `cmd` window use `nslookup xxx.mailbox`.

Question [3084] – Pine on Redhat 7 (Lxplus) - mail pre-authentication (password)

With the migration of Linux to Redhat7 it seems that I cannot open pine without being asked for the password.

Answer

This is a problem for people who have migrated to the Exchange mail servers (MMM service)—and it will be the case for all users in the future. A solution to that problem (to avoid to have to type the passwords for all your pine sessions) is the following sequence of actions:

1. `touch $HOME/.pine.pwd`
2. `chmod 600 $HOME/.pine.pwd`
3. start pine and enter you NICE password for the last time
4. say yes to the question “Preserve password on DISK for next login?”

Related links:

- Colors of the terminal with Putty (qa/3232) at: <http://consult.cern.ch/qa/3232>.
 - Redhat7 known issues, at: <http://cern.ch/plus/issues.html>.
 - IMAP PREAUTH as used by "pine" is broken FAQ, at: <http://cern.ch/linux/redhat7/documentation/faq/index.shtml#rsh>.
 - pre-authentication when using pine (qa/456) at: <http://consult.cern.ch/qa/0456>.
-

Question [3227] – Exchange migration - Moving AFS local folders

I have been migrated to the new Exchange mail servers, but I am still using pine (pine4) on Unix. How can I move my local AFS folders on the new Exchange servers?

Answer

This is explained in the web page “Pine 4 configuration” and section “Moving your local folders ...” (at the end). You can access it:

- either from the cern.ch/mmmservices web page, clicking on the link Pine 4 configuration
- or directly, at the URL: http://cern.ch/mmmservices/Help/contents/0_1_pine4.asp.

Please note: even after migration to Exchange, you can continue to use Pine with the new system as before, e.g., storing some mails in folders of the mail server, and some other mails in local folders. You will need to move all your local folders to the mail server if you want to get rid of Pine and use, for instance, Outlook XP on NICE (e.g., to benefit from the new calendaring feature).

Question [3151] – Restore Internet Explorer’s Favorites

How do I recover my Internet Explorer (IE) favorites after they have been reloaded from backup onto a NICE scratch location? Which local folder/path do I have to put them into?

Answer

You can do one of two things:

- Stop the browser (all its windows).
- Move the contents of `C:\Documents and Settings\userlogin\Favorites` to a temporary folder or directly to the recycle bin (you should be logged in as Administrator!).
- Move the contents of the recovered Favorites folder to `C:\Documents and Settings\userlogin\Favorites`.
- Restart the browser.

. or alternatively:

- Stop the browser.
 - Drag the recovered Favorites folder directly with the mouse onto IE’s Favorites field.
 - Restart IE.
-

Computer Security

Question [3166] – Access CERN account from outside

I am outside CERN and I would like to know how can I login to CERN (either to access my NICE account from a Windows PC, or my Lxplus account from a Unix/Linux machine).

Answer

1. Connection to Lxplus from outside CERN from a Unix machine: use ssh to open a remote and secure connection.
2. Connection from a Windows PC:
 - either use PUTTy (which is equivalent to SSH for Windows).
 - or use the VPN service (Virtual Private Network),
 - the last solution would be to connect the same way as you do from home, i.e., using the ACB service (Automatic Call Back).

Related links:

- On SSH:
 - “Closure of Off-Site Telnet” (article in CERN-CNLS-2002-003).
 - “SSH at CERN” web page provided by the Computer Security team.
- On PUTTy:
 - “SSH on PC Windows and installation at CERN” (qa/893) and “secure ftp client for NICE” (qa/484).
 - “Installing SSH on Windows”
- on VPN:
 - See the VPN web site (<http://cern.ch/vpn/>).
- on ACB: Details are provided in the network/acb Web page. However, to do this you need to register your telephone number and also have a modem for your PC.

Question [2436] – Are you aware of this virus?

I have received a mail warning me about a virus that is not detected by Norton 2002 and McAfee.

Are you aware of this virus at CERN?

Answer

Most probably the mail you have received is a *hoax*, i.e., wrong information. Never send such mail to anybody but delete it immediately.

All NICE 2000 machines at CERN are protected against viruses, and if a new virus would appear by accident you would get news and information from IT and the Computer.Security team.

We expect that real viruses are either already in our anti-virus software or they make it to prime time TV/radio news...

Related links:

- From the CERN Security page (<http://cern.ch/security>) you can select the up-to-date list of hoax and viruses.
- You can consult the Hoax reference site at <http://www.hoaxbuster.com>.
- You can also check some definitions and lists of known hoaxes at Symantec, the makers of Norton Antivirus.

Question [3296] – Error from Norton anti virus about LiveUpdate packages

Since a few days I am receiving a pop-up window on my Win2k system with an error from Norton AntiVirus:

"Unable to determine which LiveUpdate packages to request"

What is the recommended action?

Answer

For LiveUpdate problems, it is not necessary to uninstall NAV. Try simply rebooting the PC. Often the problem disappears afterwards.

If it does not go away go to Control Panel, then add/remove programs and uninstall live update. Then go to `\\cern.ch\dfs\Applications\Symantec\liveupdate` and install `lusetup.exe`

6. User Documentation

Everything related to "computer documentation": updates to computer documentation distributed by IT, offerings of the Computing Bookshop, etc.

6.1 User Services Book Catalogue

Jutta Megies and Roger Woolnough, IT/User Services

Situated in Building 513 1-022 (tel. 74050) is the Computing Bookshop (<http://consult.cern.ch/xwho/people/67659>) provided by the *IT / User Services* group, where CERN users can find computer books and CDs at discount prices. The service is open weekdays from 8.30 to 12.30 or contactable by e-mail to Bookshop@cern.ch. Books are purchased from some 15 publishing houses and

the catalogue offers a selection of documentation aimed at the range of computing utilities available at CERN. The service welcomes suggestions from the user community for new acquisitions. Purchasing may be done internally via EDH or TID or alternatively cash payments via the CERN Bank.

The list, with all the relevant information, is compiled regularly at URL: <http://cern.ch/consult/books>.

7. Just For Fun ...

Some jokes to end this CNL, and make more fun ... for those who did not read them already, somewhere else!

7.1 Computer Haikus

From the Internet, combining two lists of uncertain date and origin (<http://www.rakkav.com/homeworlds/funnybones/pages/haiku.htm>)

Abstract

What about replacing the impersonal and unhelpful Microsoft error messages with Haiku poetry messages? Instead of making you want to throw your computer out the window, they have a calming effect.

In Japan, they have replaced the impersonal and unhelpful Microsoft error messages with Haiku poetry messages.

Haiku poetry has strict construction rules. Each poem has only 17 syllables: 5 syllables in the first line, 7 in the second, 5 in the third. It is used to communicate a pithy, timeless message, often achieving a wistful, yearning and powerful insight through extreme brevity (the essence of Zen).

Some examples:

Your file was so big.
It must have been quite useful.
But now it is gone.

The Web site you seek
Cannot be located, but
Countless more exist.

Chaos reigns within.
Reflect, repent, and reboot.
Order shall return.

Program aborting:
Close all that you have worked on.
You ask far too much.

Windows NT crashed.
I am the Blue Screen of Death.
No one hears your screams.

Yesterday it worked.
Today it is not working.
Windows is like that.

First snow, then silence.
This thousand-dollar screen dies
So beautifully.

With searching comes loss

And the presence of absence:
"My Novel" not found.

The Tao that is seen
Is not the true Tao — until
You bring fresh toner.

Stay the patient course.
Of little worth is your ire.
The network is down.

A crash reduces
Your expensive computer
To a simple stone.

Three things are certain:
Death, taxes and lost data.
Guess which has occurred.

You step in the stream,
But the water has moved on.
This page is not here.

Out of memory.
We wish to hold the whole sky,
But we never will.

Having been erased,
The document you're seeking
Must now be retyped.

Serious error.
All shortcuts have disappeared.
Screen. Mind. All is blank.

I ate your Web page.
Forgive me; it was tasty
And tart on my tongue.