

Communiqué

The newsletter of University of Southampton Information Systems Services

15 March 2004



ISS pulls an agreement out of the hat

ISS has agreed a three-year deal with RedHat to provide RedHat Enterprise Workstation and Advanced Server (education editions) to the University community. Every member of the University will be entitled to run the workstation edition on both University and personally owned machines, while Advanced Server will be available to staff to run on University-owned servers.
www.iss.soton.ac.uk/research/

Software To Go... ... goes large

ISS has redesigned its Web-based software delivery service to make it easier for staff and students to get access to the software to which they are entitled. You can access the site at the address below.
www.software.soton.ac.uk/

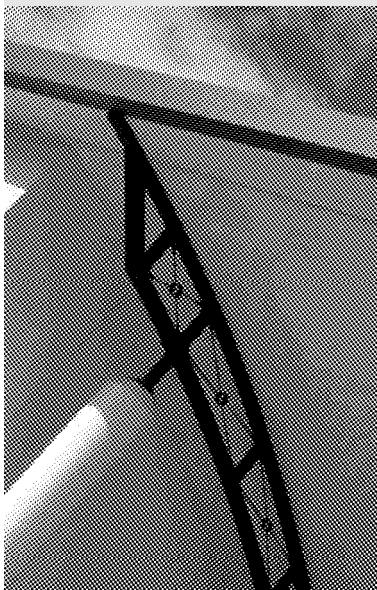


Photo: Steve Shrimpton

Postman delivers new email service

The ISS email service will be based on Microsoft's *Exchange Server*

In ISS we have been promoting *Outlook* and *Exchange* as the preferred mail service and we currently have nearly 2000 staff using this service. We are now developing the next phase of this project with investment in new hardware to support our aims of getting all staff and students to use this service.

New features

Moving to Exchange 2003 will give us the chance to offer improved performance and resilience and will also give greater storage capacity for Outlook services such as email. There will be no changes to the user interface for Outlook 2002 users while those moving to Outlook 2003 will notice that Microsoft have redesigned the screen layout. The Web interface to Exchange through Outlook Web Access is much improved.

Mail forwarding changes

Other changes to the way we plan to

route email will mean that there is no need for having .forward files to route mail to Exchange; instead, it will be delivered directly.

The Outlook/Exchange 'roadshow'

We are keen that this service is adopted throughout the University and we will be contacting Schools to promote Outlook and Exchange over the coming months.

Andy Cotton

Primary Services Manager

Broaden your outlook

More details on the Outlook service can be found on our Web site at

www.iss.soton.ac.uk/email/outlook/

Mighty mouse click slays spam ogre

You'll be able to request deletion of spam with one click...

Using filters to dispose of spam is sometimes difficult especially for *Outlook Express* users. We are developing a simple-to-use option on our *Subscribe* Web site which will enable you to declare whether you want spam delivered or deleted when it arrives.

We hope this new service will be available in the summer.

Andy Cotton

Primary Services Manager

www.iss.soton.ac.uk/email/spam/

And don't forget viruses...

See our Web site for:

- current issues
- a virus information news-feed
- security advice
- how to deal with an infection
- advice about viruses in emails
- anti-virus software advice

www.iss.soton.ac.uk/security/

ISS wireless service: experience the unplugged Internet

The new ISS wireless service is available at Highfield, Avenue Campus, and Boldrewood

What's it about?

Self-service wireless allows you to connect your own computer, or other similar device equipped with a suitable 802.11 wireless network card, to the Internet while on campus. Wireless access has been added to existing self-service Ethernet areas, allowing convenient use at desks with seats. It is also available in some foyers and lecture theatres. Further details are on the Web—see the address given at the end of this article.

Setting up your computer

To use ISS wireless your computer must:

- support DHCP ('Dynamic Host Configuration Protocol') — this enables your computer to obtain an Internet address
- set the SSID ('Service Set Identifier') to 'ISS' — this is the name which distinguishes the ISS service from others
- not use WEP ('Wired Equivalent Privacy') encryption.

Authenticating to use the service

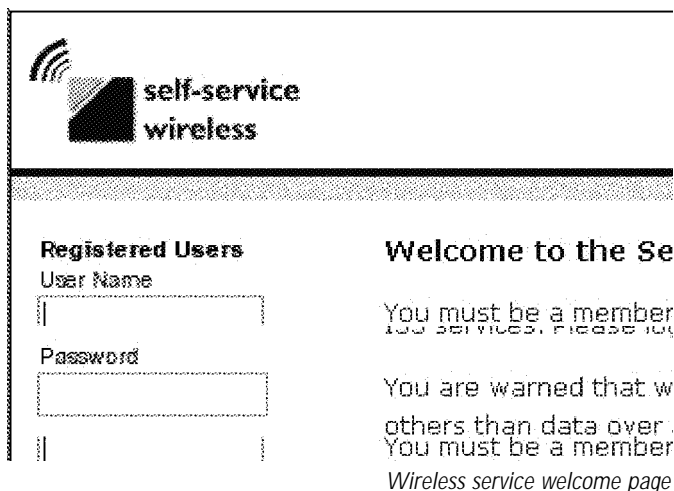
You must be authenticated to use the service, by one of two methods:

- via **Web browser** — this is the simplest method. You start up a Web browser and log into the ISS wireless network. Access is not secure, and there are some restrictions.
- via the **VPN service** ('virtual private networking') — this method requires more set-up, but the resulting connection is more secure, and has fewer restrictions.

Guidance for WindowsXP is available initially.

About 802.11 and Wi-Fi

ISS self-service offers wireless connection to the University data network and the Internet from mobile systems using either the IEEE 802.11b or IEEE 802.11g standard. Products that conform to these standards may also be certified by the Wi-Fi Alliance and be marked with the 'Wi-Fi Certified' logo. Note however that there are also other standards in the



802.11 and 'Wi-Fi Certified' families that are not compatible with the ISS service. There are also proprietary versions of the standards which again are not compatible with the ISS service. See Web for more details.

Isn't wireless insecure?

Since wireless is a broadcast medium, the signal transmitted by your system is also available to other devices in the vicinity, and could therefore be intercepted and used to monitor your communications. You should not transmit passwords, credit card details or other sensitive data unless your communication is otherwise secured, for example, by using the VPN service, as described earlier.

Simon Lane

Data Networking Manager

www.iss.soton.ac.uk/wireless/

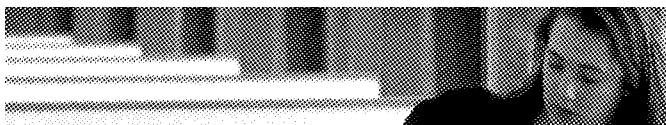


Photo: Steve Shrimpton

Contacting Information Systems Services

Contact by telephone, fax or email—the ServiceLine

Telephone/fax	<i>calling from</i>	<i>telephone</i>	<i>fax</i>
	most internal phones	25656	25657
	General Hospital	73-25656	73-25657
	Royal South Hants	7173-25656	7173-25657
	New College	77-25656	77-25657
	halls of residence	78-25656	78-25657
	outside the University	023 8059 5656	023 8059 5657
Email	serviceline@soton.ac.uk		

Contact in person

Highfield Murray Building (B58) ISS HelpDesk
Winchester Campus ISS HelpDesk
SOC IT Group HelpDesk (tel. 023 8059 6197)

Monday to Friday, 9.30am until 4.30pm (on demand in summer vac)
Monday to Friday, 2pm until 4.30pm (closed in summer vac)
Monday to Friday, 9.30am-12.30pm and 1.30pm-5pm (4.30pm Friday)

ServiceLine opening hours

Monday to Friday
8.30am until 5pm
except for University closures such as bank holidays, Christmas, and Easter.

Messages can be left on voicemail outside these times.