

# Communiqué

The newsletter of University of Southampton Information Systems Services

26 January 2004



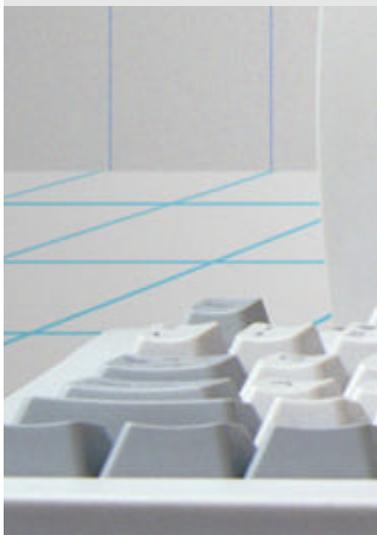
Information  
Systems  
Services

## Basement jacks for musicians...

Denizens of the subterranean regions (near the music practice rooms) of building 2 on Highfield Campus can now enjoy access to the University's data network from new self-service Ethernet points in the south end basement foyer. Many points have also been fitted at readers' desks in Hartley Library levels 1 and 3.  
[www.iss.soton.ac.uk/infra/datanet/self-service/](http://www.iss.soton.ac.uk/infra/datanet/self-service/)

## No-strings-attached networking

In case you're worried that our wireless access plans seem to be *up in the air*, we're aiming for service soon. Wireless access will be added to existing self-service Ethernet areas, allowing convenient use at desks with seats. Access will also be available in some foyers and lecture theatres.  
[www.iss.soton.ac.uk/wireless/](http://www.iss.soton.ac.uk/wireless/)



## Netware? Beware!

ISS is moving from Novell's *Netware* to Microsoft's *Active Directory*

ISS currently maintains two major 'Directory Services' which are at the heart of many services for ISS, such as access to ISS 'public' workstation areas, some School LAN (local area network) systems, *Samba* filestore access, VPN (virtual private networking) access, student access to the *Banner* system, *Exchange* mailboxes, and others.

### Novell NDS and Microsoft AD

The two systems ISS has used to provide directory service are Novell's *NetWare* operating system (NDS), and the recently established complementary service based on Microsoft's *Active Directory*. It is the Microsoft service which supports access to most of the key facilities mentioned above.

### Making the move

ISS needs to concentrate its resources in providing, maintaining and enhancing only one directory service in the future. It has been decided that ISS will schedule a phased withdrawal of Novell's NDS service and will actively promote

and resource facilities supported by *Active Directory* and *Windows 2000/2003* as the replacement server operating system.

ISS will be providing some advice. Although no dates have yet been agreed for a final withdrawal of NetWare-based services, it is important that School services linked to ISS's NetWare services are upgraded as soon as possible. Users of ISS-supported LANs will be contacted so that the implications can be discussed.

Stuart Phethean  
*Directories and Border Security*

### Further information

You can subscribe to a dedicated mailing list by sending an email to [iss-dsmigrate-request@lists.soton.ac.uk](mailto:iss-dsmigrate-request@lists.soton.ac.uk) with the word 'subscribe' in the message body. The list will cover all aspects of the service changes.

[www.iss.soton.ac.uk/dabs/](http://www.iss.soton.ac.uk/dabs/)

## Moving to a cacheless economy by proxy

Dynamic Internet developments have prompted changes...

After consultation, ISS has decided to withdraw the proxy cache service. This service provided caching for frequently requested Web pages, the theory being that pages could be loaded quickly to users' computers, while also saving on precious network capacity. In the last few years, dynamically generated Web content has increased dramatically, making the cache system less effective. At the same time, our network capacity to the Internet has increased

ten-fold and we are no longer charged a premium for traffic with the USA. The decision has therefore been taken to withdraw this costly service. Most users already bypass the cache, but some may see screen messages in the next few weeks requesting reconfiguration of their Web browsers. Instructions are available at the address below.  
Richard Webber  
*Research Services*  
[www.iss.soton.ac.uk/info/cache/](http://www.iss.soton.ac.uk/info/cache/)

# ISS-Windows98 relationship: the 5-year ditch?

Support for Windows98 on School or Service intranets maintained by ISS ends after this academic year

## Why is ISS withdrawing Windows98 support?

Microsoft has already dropped support for Windows98 and Windows98SE (no-charge support and extended hot-fix support ended on 30 June 2003, and paid support at \$35 an incident ends on 16 January 2004).

As many customers still use Windows98, ISS will continue to support Windows98 machines for this academic year. We cannot continue supporting Windows98 after this period.

## What about Microsoft's support?

This may mean that if there is a problem that ISS cannot resolve, we are unable to obtain help from Microsoft. This may result in a system or application needing to be upgraded for the problem to be resolved. If security holes are discovered in Windows98, then Microsoft will not issue any hot fixes. If this results in a system breaching the University/ISS regulations, it may need to be disconnected from the University data network.

## What about security patches for viruses?

Sophos anti-virus is still supplying updates for Windows98 as it still does for Windows 3.11. As for security vulnerabilities, Windows98 does not suffer from security holes as recently seen with Windows2000/XP in the form of viruses such as the *Nachi* virus, due to a different architecture. This does not mean that a problem will not be found in the future, in which case the last part of the previous section applies.

## Is there any change to my ISS contract?

No. Operating system upgrades are apart of the agreement (and, in this case, encouraged by us).

## Microsoft Windows98 support

Details are on the Microsoft support site at <http://support.microsoft.com/default.aspx?id=fh;en-gb;lifeprodw>

Microsoft states: "Extended hotfix support ends 30 June 2003. After 16 January 2004, this product will be obsolete and assisted support will no longer be available from Microsoft. Online self-help support will continue to be available until at least 30 June 2006."

## What about my equipment and software?

When a system moves over to WindowsXP, the School/Service will need to ensure that their equipment/software is WindowsXP-compatible. If not, it is up to the School/Service to pay for an upgrade to a compatible system.

## Will my PCs be able to run WindowsXP?

The ISS recommended spec for WindowsXP is a *Pentium III* 450MHz with 256MB (this is the minimum—but the minimal system will not cope with much more than the *Office* products!).

If a system falls below this specification, then we recommend that the system is decommissioned as it is no longer suitable for office use.

If you need to discuss any points further, please contact me.

Mark Angers  
*Desktop Computing Services*  
[www.iss.soton.ac.uk/development/dcs/](http://www.iss.soton.ac.uk/development/dcs/)

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## Contacting Information Systems Services

### Contact by telephone, fax or email—the *ServiceLine*

Telephone/fax	calling from	telephone	fax
	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
<b>Email</b>	serviceline@soton.ac.uk		

### 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.

### Contact in person

Highfield Murray Building (B58) ISS HelpDesk	Monday to Friday, 9.30am until 4.30pm (on demand in summer vac)
Winchester Campus ISS HelpDesk	Monday to Friday, 2pm until 4.30pm (closed in summer vac)
SOC IT Group HelpDesk (tel. 023 8059 6197)	Monday to Friday, 9.30am-12.30pm and 1.30pm-5pm (4.30pm Friday)