



Computing Survival Guide

Office of Information Technology
Duke University

Quick Reference

Server information

Domain	duke.edu
News	news.duke.edu
DNS	152.3.250.1 152.3.250.2
SMTP	smtp.duke.edu
IMAP/POP	mail-xx.acpub.duke.edu <i>(Replace xx with the first two letters of your userid.)</i>

Modem pool numbers

15-minute limit	681-4900
4-hour limit	681-4964

Getting help

- OIT Help Desk (help@oit.duke.edu)
www.oit.duke.edu/helpdesk
- Computing Survival Guide Online
www.oit.duke.edu/docs
- OIT Computers page
www.oit.duke.edu/oit/computer.html
- DUNK (Duke University Networked Knowledgebase)
www.dunk.duke.edu

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For a copy of this guide and the DukeNet Tools CD, contact the OIT Help Desk at (919) 684-2200 or visit us at 101 North Bldg., West Campus, Duke University.

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A complete set of help documents is available online at
www.oit.duke.edu/docs.

Useful web sites

Survival Guide online	www.oit.duke.edu/docs
OIT web site	www.oit.duke.edu
Helpdesk	www.oit.duke.edu/helpdesk
DUNK	www.dunk.duke.edu
Academic Technology Services	www.oit.duke.edu/ats
Software library	www.oit.duke.edu/site
Computer labs	www.oit.duke.edu/labs
Computer recommendations	www.oit.duke.edu/standards/ student_rec
Hardware recommendations	www.oit.duke.edu/standards
Supported software	www.oit.duke.edu/standards/ pcmac.html
OIT Computers page	www.oit.duke.edu/oit/ computer.html
Duke Computer Store	www.dukestores.duke.edu/ cpustore
Duke Computer Repair	www.dukestores.duke.edu/ cpufix

Duke Computer Repair is Duke's recommended repair center and authorized warranty service center for Apple, Dell, HP, IBM, Lexmark, and Xerox equipment. Computer Repair does out-of-warranty repairs for almost any kind of computer or printer and offers a full line of upgrade hardware, including hard drives, memory, and system boards.

Glove Box News

Web: www.oit.duke.edu/glovebox

The Glove Box News is a technology bulletin produced by OIT as a service to the Duke Community. Subscriptions are free. To subscribe, send e-mail to pubtrain@duke.edu.



Getting started



Before you begin

This booklet is designed to help you get started using DukeNet, the wide-area network for the Duke University campus, and to introduce you to some of the recommended DukeNet software.

The book addresses the following topics:

1. The ***Getting started*** section provides you with helpful information to get the DukeNet Tools CD software installed and your computer connected to DukeNet and the Internet.
2. The ***Software notes*** section explains the basics of using some of the software available on the DukeNet Tools CD.
3. The ***Services & resources*** section shows you where to look for help and more information.

DukeNet Tools installation

The DukeNet Tools CD contains Duke-supported e-mail software, anti-virus software, the latest browsers, and other important Internet software packages. OIT recommends that you install all the software from the CD on your personal computer.

OIT distributes this CD free to all students, and it is available at a small fee for faculty and staff. All members of the Duke community may also download this and other software for free from the Software Library web site at www.oit.duke.edu/site.

DukeNet Tools CD contents

PC software

- Acrobat Reader
- Netscape
- FreeAgent
- TeraTerm
- WS_FTP
- Internet Explorer
- McAfee VirusScan
- Mulberry
- WinZip

Macintosh software

- Acrobat Reader
- Netscape
- InterNews
- Internet Explorer
- Virex
- Mulberry



SWAT (Students With Access to Technology)

Web: swat.oit.duke.edu

SWAT is a service whereby a group of OIT-trained students and staff assist students in dorms with connecting their personal computers to DukeNet.

Duke University Computer Store

Web: www.dukestores.duke.edu/cpustore

E-mail: cpustore@duke.edu

Phone: 684-8956

Location: Bryan Center, ground level

As the campus source for software, hardware, and computer accessories, the Duke Computer Store offers educational discounts on equipment from a range of manufacturers.

Duke Computer Repair

Web: www.dukestores.duke.edu/cpufix

E-mail: cpufix@duke.edu

Phone: 684-6760

Location: 3161 Hillsborough Road



DUNK for self-help

Web: www.dunk.duke.edu

DUNK, Duke University Networked Knowledgebase, is a searchable database of brief computing help and reference documents that you can use for troubleshooting computer problems on your own.

Duke computer labs

Web: www.oit.duke.edu/labs

OIT manages and supports many computer labs around campus for 24-hour use by members of the Duke community. All labs are equipped with at least two printers. Locations and types of labs can be found on the web site listed above.

On-site Lab Support

Web: www.oit.duke.edu/ats/onsite

Staffed by students, the on-site lab support team offers after-hours support. These sites usually open after the end of SWAT (mid-September) and remain open until the end of the spring semester.

- NiftyTelnet
- Fetch
- Stuffit Expander

Utilities folders

PC Utils folder

- Ethernet card drivers
- How to connect
- Disk images
- XWin32 software
- F-prot

Mac Utilities folder

- How to connect
- Disk Copy
- NetBarrier
- XWindows

DukeNet Tools system requirements

Windows:

- 400 MHz processor or higher
- Win 98/ME or NT/2000 or higher
- 64 MB RAM

Macintosh:

- Power Macintosh or better
- OS 8.1 or higher
- 64 MB RAM

Installation instructions

Insert the CD in the CD drive. The DukeNet Tools CD should automatically launch an initial welcome screen.



If the CD does not automatically launch:

Windows

1. On your desktop, double-click My Computer.
2. In the new window, double-click the CD drive icon.
3. To start the DukeNet Tools CD, double-click the install.exe file.

Macintosh

1. On the desktop, double-click the CD icon.
2. To launch the DukeNet Tools CD, double-click the Start file.

To start the installation:

Windows

Choose which option you would like—Easy Install, Custom Install, or Exit. The Easy Install automatically installs all of the programs listed under “PC Software” on page 2 except McAfee VirusScan and Netscape, which must be installed separately. Custom Install allows you to pick which programs you would like to install.

Macintosh

1. Click Continue.
2. Click Accept.
3. Choose Easy Install or Custom Install.
Easy Install will automatically install all the programs listed under “Mac Software” on pages 2-3. Custom Install allows you to pick which programs you would like to install.



Services & resources

The primary source for computing services and support at Duke is the Office of Information Technology (OIT). There are also other organizations around campus that support aspects of computing not covered by OIT, such as computer sales and repair. This section provides contact information for all major computing services at Duke.

OIT Help Desk

Web:	www.oit.duke.edu/helpdesk	
E-mail:	help@duke.edu	
Phone:	684-2200	
Location:	101 North Building - West Campus	
Hours:	Mon-Thu	8:00 AM - 7:00 PM
	Fri	8:00 AM - 5:00 PM
	Sun	3:00 AM - 7:00 PM

To better understand and more quickly resolve your problem, be sure to have the following information handy when contacting the OIT Help Desk:

1. Computer make and model
2. Software version
3. Any error messages you've received
4. Steps you've taken so far



For more information on AFS, and to download the most current version of the AFS client, visit www.oit.duke.edu/AFS/.

Virus protection

There are a couple of simple things you can do to protect yourself from getting viruses through e-mail:

- Install McAfee VirusScan (Windows) or Virex Anti-Virus (Mac), and set it up to automatically scan for viruses. Regular checkups with your anti-virus program help to keep you safe.
- Update your anti-virus program with the latest DAT file. You can set up your Virex or VirusScan to do this automatically.
- Always scan any attachments or files you download for viruses BEFORE you open them.
- Turn off macros in Microsoft Word®, Excel®, or Powerpoint®. There is a widespread set of viruses known as macro viruses. These are viruses designed to run when you launch a program such as Word®. If macros are turned off, it is unlikely that a virus will be able to launch itself and do harm to your computer.

For more information, visit OIT's anti-virus web site at www.oit.duke.edu/virus.

To browse the Utilities folder for additional software and resources:

Windows

1. On your desktop, double-click My Computer.
2. In the new window, right-click on the CD drive icon and select Open from the drop-down menu.
3. Double-click the Utils folder to open it.

Macintosh

1. On the desktop, double-click the CD icon.
2. Double-click the Utilities folder.

Before you install—important information

With the recent increase in the intensity of virus attacks, it is vital that you install and frequently update anti-virus software. Included on the DukeNet Tools CD is McAfee VirusScan for Windows computers and Virex for Macintosh computers.

You can't just install the software and then forget it. You must also obtain and install the latest virus definitions. New viruses are created frequently, and may not be caught by outdated definitions. This installation will automatically configure the software to update itself via the internet each time the computer is restarted, eliminating the need for you to check the McAfee or Virex web sites.



Installing McAfee VirusScan for the PC

1. If the DukeNet Tools CD is not in the CD drive, insert the CD into the drive. If the CD is already in the CD drive, double-click My Computer and then double-click the CD drive icon.
2. When the selection screen appears, select the Custom Install option.
3. Check the box next to “McAfee VirusScan 4.5.1.”
4. Click the Start Installation button.
5. At the next screen, click Next.
6. Select “I agree” and click Next.
7. If you have a previous version of McAfee VirusScan already installed, a screen will appear to prompt you to remove it. Remove the checkmark beside “Preserve Scan Settings” and click Next.
8. If you are running Windows 2000, choose which type of security you would like (Maximum or Standard) and click Next.
9. Select “Typical Installation” and click Next.
10. On the next screen, click Install.
11. Remove the checkmarks beside these items:
 “Create Emergency Disk”
 “Run Default Scan”
and click Next.
12. If you're connected to the Internet, click Next to run the Auto Updater.
If you're not connected to the Internet, select the button next to “Wait and Run AutoUpdate Later” and click Next.



can find more details on Duke's harassment policy at www.duke.edu/web/equity_har_pol.htm.

What do I do about chain letters and spam?

Chain letters are prohibited. A chain letter is an e-mail message that asks you to forward the same message to all of your friends, who, in turn, are supposed to pass it along to all their friends. Do not forward chain mail! Report chain mail to the OIT Help Desk via e-mail at help@duke.edu

Spam is the term used to describe unsolicited e-mail messages (or newsgroup postings) that usually advertise some product or service. If you receive spam, please report it by forwarding it to help@duke.edu. Be sure to include the full headers of the e-mail.

Andrew File System (AFS)

Your acpub account includes storage space on our servers for your personal files. By installing the AFS client on your personal computer, you will have instant, easy, and most importantly, secure access to those files. When running the AFS client, your acpub directory appears to be just another directory on your hard drive—no longer will it be necessary to use cumbersome and non-secure FTP software.



How do I forward (reroute) incoming messages to another address?

1. Log in to your acpub account using SSH.
2. At the Unix prompt type start-forward.
3. Follow the instructions and prompts on the screen.
4. At the address prompt, type the entire e-mail address to which you would like your message sent.

Other forwarding commands:

Turn off forwarding	stop-forward
Check current forwarding	check-forward
Change forwarding	start-forward

Note: When you change your forwarding information, the old forwarding address will not be saved.

How do I report harassing e-mail?

Sending harassing and offensive e-mail is not acceptable at Duke. Depending on the nature and severity of the violations, perpetrators are vulnerable to a number of penalties, up to and including criminal charges. The Duke IT Security Officer recommends that you report e-mail harassment to the Duke Police. You should also consider contacting the Office of Institutional Equity (www.duke.edu/web/equity). You



13. If a dialog box appears that says "The new .DAT files are the same version as the installed .DAT files" click OK.

14. Remove the checkmark beside "Start VirusScan" and click Finish.

Macintosh users: installing Virex

Virex can be installed using either the Easy or Custom Install options. The Easy Install allows you to install Virex automatically along with all other applications. The Custom Install allows you to install Virex by itself. The installation will require you to restart your computer, and Virex will automatically update itself.

Your acpub account

New undergraduate students in Trinity College receive acpub account information in their Registrar packets. Students in other colleges (such as the graduate school and engineering) are notified by their respective dean's office.

Basic account information includes your userid, e-mail address, and an initial password.

Your acpub userid and password will give you access to the:

- e-mail system
- SISS/ACES Web Registration system
- Duke computer labs



- DukeNet modem pool terminal server
- proxy server (if you use a non-Duke Internet service provider)

In addition, you will receive:

- 30 MB of e-mail storage space on the mail server
- 70 MB of Web or file storage space in your AFS home directory (see the AFS section on page 11 for more information)

Keep it confidential!

It is Duke policy not to share your password with others. Sharing your password allows access to your private information. Violation of this policy can lead to you losing your account.

Responsible computer use

All computing resources available through OIT are for Duke faculty, staff, and students only. Sharing your account or site-licensed software is not permitted. For more information on responsible computer use, visit www.oit.duke.edu/docs/account/1-acct-resp.html.

Changing your password

1. Use an SSH (secure shell) client such as TeraTerm (on the DukeNet Tools CD) to access your account.
2. Log in with your username and password.
3. Type: passwd
4. Follow the prompts

SSH has replaced telnet because telnet transmits data, including userids and passwords, in readable text, which is readily intercepted by hackers. You can use SSH to do anything you might typically do with telnet but with the assurance that your password and other sensitive information are secure.

Several SSH clients are available free of charge to Duke users for Windows, Macintosh, and various Unix operating systems. There is also a Java-based version you can use via any Java capable browser. For more information, visit www.oit.duke.edu/security/encryption.

General e-mail questions

How do I find someone's e-mail address?

- To search for someone at Duke, go to www.oit.duke.edu/phonebook
- To search outside Duke, try:
 - www.555-1212.com
 - www.switchboard.com
 - www.yahoo.com/search/people



Using Mulberry for e-mail

Mulberry is Duke University's recommended e-mail client. It offers the same features found in most popular e-mail clients, but with a lower than average risk of virus infection.

Mulberry features include:

- A secure way to connect to Duke's mail servers
- The ability to save your personal e-mail preferences to the server, so they can be retrieved anytime you use Mulberry
- The ability to use the same address books in Mulberry and in Duke Web Mail (<https://www.mail.duke.edu>)
- The option of "working offline", so you can access your existing e-mail without being connected to the Internet
- Outgoing mail is automatically saved.

For more information, visit the OIT Software Library web site at www.oit.duke.edu/site.

SSH (Secure shell client)

A secure shell client (SSH) makes it possible for you to log into a remote computer, execute commands on a remote computer, and move files from one machine to another. SSH has replaced telnet, another client enabling access to remote computers.



Additional tips for managing your account can be found at www.oit.duke.edu/docs/account/1-acct-manage.html.

Getting connected

The first step in getting access to the Internet is to connect to DukeNet. In order to do this, your computer will need:

- **An Ethernet card or adapter**—Duke supported Ethernet cards can be purchased from the Duke Computer store. A list of supported cards is available at www.oit.duke.edu/oit/standards/ethermodem.html.
- **An Ethernet cable**—RJ-45 Ethernet cables give your computer a high-speed connection to DukeNet. Plug one end into the Ethernet port on your computer and the other end into the data port in your room or office.

How to connect your computer to DukeNet

On the following pages are the instructions for connecting your computer to DukeNet. Instructions are given for Windows 98, Windows 2000, and Macintosh OS. Instructions also appear online at www.oit.duke.edu/docs/connectivity.html. For more advanced users, basic server information is listed inside the back cover of this booklet.



If you need help, call the OIT Help Desk at 684-2200, send e-mail to help@oit.duke.edu, or visit the Help Desk web site at www.oit.duke.edu/helpdesk.

If you are connecting from off-campus, see www.oit.duke.edu/remote-access.

Windows 98

Before you begin

Make sure you have an Ethernet adapter/card installed and an Ethernet cable connected to an Ethernet port.

Checking to see if TCP/IP is installed

1. Select Start —> Settings —> Control Panel.
2. Double-click the Network control panel. The Network window appears.
3. On the Configuration tab, scroll down the list of network components that are installed on your computer. If you see TCP/IP listed for your Ethernet adapter/card, skip to *Configuring TCP/IP*. Otherwise, you'll need to go to the next step to add it.

Adding TCP/IP

1. Click the Add button on the Configuration tab.
2. From the components list, select Protocol, and click the Add button. The Select Network Protocol window appears.
3. From the Manufacturers list select Microsoft. From the Network



Software notes



This section outlines other software resources available at Duke and some of the major software packages included on the DukeNet Tools CD.

Software resources at Duke

Most computers sold in the last few years come Internet-ready with pre-installed software. However, not all software that comes with your personal computer is fully supported by the OIT Help Desk. For a list of supported software, see www.oit.duke.edu/oit/standards/pcmac.html.

Besides the DukeNet Tools CD, Duke has several ways that you can obtain or update software. It will depend upon the type of software you require and whether it is site-licensed.

Many software programs can be purchased at a discounted price from the Duke Computer Store (www.dukestores.duke.edu/cpustore). Additionally, free and site-licensed software can be downloaded from the OIT Software Library (www.oit.duke.edu/site) and the Campus FTP (<ftp://campus-ftp.duke.edu>).



Protocol list select TCP/IP. Then click OK. You should now see the TCP/IP icon in your network components window.

Configuring the TCP/IP protocol

1. After adding the TCP/IP Protocol, you need to configure it in order to connect to DukeNet successfully.
2. In the Network control panel window, click TCP/IP.
3. Click the Properties button. The Properties window appears.
4. Click the IP Address tab. Select Obtain an IP address automatically.
5. While still in the Properties window, click the WINS Configuration tab. Select the Use DHCP for WINS Resolution radio button. (Located at the bottom of the window.)
6. Click the DNS Configuration tab. Fill in the following fields:
Host: fill in your name
Domain: duke.edu
7. In the first box under DNS Server Search Order type in 152.3.250.1. To move between the dots, press the period key. Click Add. In the same box, type in 152.3.250.2. Click Add again.
8. In the first box under Domain Suffix Search Order, type in duke.edu. Click Add.
9. Click OK to close the TCP/IP Properties window.
10. Click OK to close the Network control panel. A window appears asking if you want to restart your computer.
11. Click yes to restart your computer.

Windows 2000

Before you begin

Make sure you have an Ethernet adapter/card installed and an Ethernet cable connected to an Ethernet port.

Configuring the TCP/IP protocol

1. Select Start —> Settings —> Network and Dial-up Connections.
2. Double-click the Local Area Connection icon. The Local Area Connection window appears.
3. Select Internet Protocol TCP/IP.
4. Click the Properties button. The Properties window appears.
5. Click the Advanced button.
6. Select the DNS tab.
7. Uncheck Register this connections address in DNS.
8. Click OK to close the Advanced (TCP/IP) Properties window.
9. Click OK to close the Internet Protocol (TCP/IP) Properties window.
10. Click OK to close the Local Area Connection window.

Macintosh

Before you begin

Make sure your Macintosh is running System Software 8.1 or later, and that TCP/IP is installed in the control panel.

Connecting to the network

1. Click the apple menu at the top left corner of your screen. Select Chooser.
2. Locate the AppleTalk options in the bottom right corner of the Chooser window. If Active is selected, close the Chooser by clicking on the square at the top left corner of the window and continue. If Inactive is selected, select the Active radio button, close the Chooser and restart your Macintosh before continuing.

Configuring TCP/IP

1. Select Apple Menu —> Control Panels —> AppleTalk control panel.
2. From the Edit menu at the top of the screen, select usermode.
3. Select the Basic option if not already selected and click OK.
4. While still in the AppleTalk control panel, select Ethernet or Ethernet Alternative in the Connect via: field. If a message box appears, click Save.
5. Close the AppleTalk control panel window.
6. Open the TCP/IP control panel.
7. In the Configure: field, select Using DHCP Server.
8. In the Search domains: box, type duke.edu.
9. Close the TCP/IP control panel, click Save.