



The official source of news from ITS Information & Technology Services

April 2003

Exchange 2000 and The Argument for Consolidated Services

by Dave Pecora, Operations Manager, ITS, dlpits@rit.edu

Someone once asked Henry Ford if his fledgling car company would provide customers with Model T Fords in different colors. "Sure, you can get any color you want," he said. "As long as it's black."

The world has come a long way since the dawn of the industrial age.

Henry Ford's industrial age was characterized by mass production. High start-up costs encouraged manufacturers to make as many identical "widgets" as possible to lower the average cost per unit. Choices were limited, but because the products were new, customers were generally satisfied.

As the industrial age gave way to the information age, mass production gave way to "mass customization." Flexible manufacturing techniques, combined with powerful new information technology, allowed companies to customize their products and services much more cheaply. This let them offer customers more choice. As customers, we have all grown to expect this type of service.

Services in information technology have undergone a similar evolution. In the early days of the information

age, computing power and storage was expensive. As a result, institutions sought to centralize information processing to make it more economical to provide. As processing power, storage, and software became more accessible and easier to afford, customers sought more customized solutions. Decentralized computing became more prevalent, and customers quickly grew to expect **this** type of service.

Two new pressures have recently caused institutions of all types to reexamine how they deliver technology services: rising costs and the desire for integration. Simply re-centralizing information processing would save costs and allow for integration. But getting customers to accept the drastic limitations this would place on their choices would be as challenging as getting toothpaste back into a tube, and probably be about as much fun.

Information Technology and Services (ITS) has sought to construct its services under a consolidated but flexible model. This attempts to control costs while still providing custom-

A consultant I once worked with called this type of model "physically consolidated, logically distributed." Consolidated, flexible services seek to provide many of the advantages of both centralization and decentralization. Consolidated hardware and software saves licensing, staffing, and other costs.

Information Technology and Services (ITS) has sought to construct its services under a consolidated but flexible model. This attempts to control costs while still providing custom-

continued on page 3

Focus on the Email Replacement Project:

Bringing Technology to the Institute to Support the RIT of the Future

*By Diane Barbour, Chief Information Officer, dhbcio@rit.edu and
Emilio DiLorenzo, Director, Technical Support Services, ejdits@rit.edu*

One of Dr. Simone's strategic goals for RIT is to be a "seamless university": to create an environment that fosters widespread communications and collaboration. In an effort to support that goal, ITS has partnered with colleges and divisions across campus to design and implement a new integrated electronic mail and calendaring service for RIT. The service is designed to achieve several goals:

- Implement an easier and more efficient system for communication and collaboration
- Build a robust system that brings new functionality to the desktop for all platforms
- Create a stable mail environment
- Increase availability of services
- Build a scalable environment that can accommodate future growth at RIT

ITS continually seeks to bring technologies to RIT that will help support the RIT of the future.

In This Issue

Exchange 2002 and the Argument for Consolidated Services (p. 1)

Focus on the Email Replacement Project (p. 2)

Coming Soon to a Desktop Near You (p. 4)

Customers Share Experiences with the Transition to Exchange (p. 5)

The NTID Experience with Exchange (p. 5)

Mac Support for Exchange (p. 6)

Exchange Infrastructure (p. 7)

Email Project Updates (p. 8)

Tom's Tidbits (p. 11)

Spam: It's Not Just for Breakfast Anymore (p. 13)

FAQs Regarding New Email Address Standard (p. 15)

Survey News Release

This spring ITS will be conducting a survey of students, faculty, and staff. The survey will be web based and conducted in April. The primary goal of the survey is to ask those who use ITS products and services how those products and services are meeting their needs and provide a basis for measuring improvement.

The assessment survey is part of an overall ITS strategy to work towards continuous improvement. ITS is using a variety of quantitative and qualitative assessment methods to evaluate the division's effectiveness in meeting the divisions mission, goals, and objectives. This assessment program will help ITS improve service to customers and meet the Middle States Association Outcomes Assessment requirements.

Exchange 2000 and the Argument for Consolidated Services

continued from page 1

ers with a wide variety of choices. A consultant I once worked with called this type of model “physically consolidated, logically distributed.” Consolidated, flexible services seek to provide many of the advantages of both centralization and decentralization. Consolidated hardware and software saves licensing, staffing, and other costs.

It’s easy to see how consolidating services saves cost, but how can flexibility and choice be preserved? Here, *design* is the all important factor. Flexibility must be baked into the design of the technology or service provided. ITS has taken great pains to build as much flexibility as possible into its services. For example:

Active Directory: The organizational design of directory services is probably the best example of how a service can be both consolidated and flexible at the same time. The “single forest” design allows for all computing resources of the university to be accessible under one structure. Distributed management will allow colleges and divisions to manage their own sub-section of the “tree” if they wish.

File Services: The new file services to be launched soon will provide a university-wide file sharing environment accessible from either Windows, Macintosh, or Unix/Linux clients. File shares will be stored centrally and colleges and divisions will be able to manage their own space to suit their needs.

Email: The new email system will be accessible from a wide variety of mail client programs, including Outlook, Netscape, Eudora, Macintosh OS X mail, and others. Web browser based access will also be available. A single Exchange infrastructure will be deployed, and each college and division can manage its own set of public folders within the environment.

Universities are coming under tremendous pressure these days. The ailing national economy and sagging stock market have taken a toll on many institutions. Most have faced cuts in funding, some severe. Several institutions have had to resort to overall staff reductions.

As if dealing with this is not challenge enough, the expectations that students and parents place on universities continuously rise. The challenge that current economic conditions place on universities are also being felt by all families today.

These families, in turn, increase pressure on universities to provide the best possible educational experience per dollar spent.

Consolidated services can leverage already existing infrastructure, hardware, and systems. Several applications hosted in a consolidated data center, for example, can all take advantage of the same backup and recovery technology. Such applications can also share servers, databases, and other infrastructure, not to mention operational staff. Leveraging technology in this way saves significant funds for the colleges and divisions that use them.

Consolidated services are not just about saving money; they can deliver integrated solutions for faculty, staff and students in ways that decentralized services simply cannot. Take courseware systems for students, for example. An individual college or department can implement its own courseware system, host it on its own hardware, and train its faculty and staff to use it. Such a system may even have functional advantages for the college over the university’s courseware system. Taken strictly from the perspective of its own faculty and staff, such a system’s advantages may appear to outweigh its disadvantages. Look for a moment at what such a decision means for students. Most students take courses from a variety of colleges. To most students, using multiple non-integrated courseware systems represents a hassle that far outweighs any benefits separate systems might appear to have.

Having or using consolidated services is not at odds with individual departments and colleges pursuing cutting edge information technologies in conjunction with their mission. Colleges can and should be technology “incubators,” developing and experimenting with new and innovative technologies. Consolidating information technology services can help colleges stick closer to their mission, and use their resources better.

Dr. Simone has challenged us to be a “seamless university.” ITS hopes to help with this challenge by providing information technology services that are both flexible and cost effective.

Coming Soon to a Desktop Near You: Desktop Visits by the Exchange Migration Team Ensure a Seamless Transition

by Omar Phillips, HelpDesk Analyst III, odphelp@rit.edu

What the migration to Exchange means to you

One of the last steps of your migration to RIT's new email solution is for one of the Exchange migration team members to visit your office to work on your desktop computer. This article will help you get an idea of what will take place during the visit.



Before the team member arrives, the email project team and your system administrator have already done a significant amount of work to make sure that not only the visit, but the entire migration is as unobtrusive as possible. The length of each individual visit varies based on multiple factors, including the software you are using (and the software you will be using, if you are changing email programs) and the amount of mail you will be moving to the new servers.

Anatomy of the desktop visit

The first step is to verify your computer hardware and software information; this information is gathered prior to the creation of your Active Directory and Exchange accounts. After you have been migrated to Active Directory, a member of the Exchange migration team will initially contact you for a short, informal session. This interview is to gather information on the software you are currently using to access email and which accounts you access. The team member will then schedule a desktop visit to perform the migration.

Immediately prior to the scheduled desktop visit, your Exchange mailbox is created on the server. Once it is created, the Exchange migration team member will come to your desktop and begin the migration process.

Generally, once the desktop team member arrives, they will take the following steps:

1. Set forwards from OSF and VMS to direct incoming messages to your new mailbox on the Exchange server.
2. Move address book and local mail to an Outlook client, if applicable
3. Set up the Exchange account in your client software.
4. Move your Outlook contacts to the Exchange server (if using Outlook)
5. Move your address book and local mail to the Exchange server.

If you use any email client other than Outlook 98 or Outlook 2000 (eg. Outlook XP, Outlook Express, Netscape, Eudora), then your migration is complete. The team member will give you a welcome packet that includes plenty of useful instructional and contact information. If any problems arose during the migration process, the team member will follow up as necessary to make sure your mail remains in working order. Keep in mind that though you can use other software, clients other than Outlook 98, 2000, and XP will not be able to take full advantage of Exchange features.

Because Outlook 98 and 2000 do not allow the coexistence of Exchange and Internet mail accounts (IMAP or POP) in the same client, the process is slightly different (assuming you have mail currently saved on the IMAP server that you would like to move over to Exchange). When your Exchange account is set up in your client, it is initially set up as an IMAP account. This allows you to view both your old IMAP account and your Exchange account together, making it easy to drag and drop messages (not folders) from one account to the other. The migration team member will then schedule another visit with you in approximately two weeks. In that time, you will need to move any messages you would like to save from your IMAP account to your Exchange account or locally on your computer. Once the two weeks have passed, the team member will return to remove your IMAP accounts and create your Exchange account exclusively.

...the email project team and your department have already done a significant amount of work to make sure that the entire migration is as unobtrusive as possible.

Email and Directory Services: Customers Share Their Experiences with Transition to Exchange



The following is an interview with customers who have recently made or are in the process of making the transition to the Microsoft Exchange 2000 and Directory Services. Featured here are: Lo-Yi Chung, Admissions; Scott Hancock, Golisano College of Computer and Information Sciences, Dean's Office; Steve Campbell, and Rocco Saccente, both of NTID Technical Services and Operations.

These customers shared why this was an endeavor they chose to pursue, the benefits to their business functions and what advice they might give those who are preparing to migrate to the Exchange solution. Our peers at NTID had several unique applications that illustrate how versatile and flexible the Exchange solution is for departments and colleges at RIT. (See side bar article.)

We appreciate the candor and insights of all who were interviewed, as well as their enthusiasm in sharing their experiences with Exchange.

ITS News: What made you consider the centralized Microsoft Exchange solution?

Lo-Yi Chung: The Undergraduate Admissions Office and part of the Graduate Enrollment Services, and Part-time Enrollment Services have used MS Exchange for several years. We had some serious problems with outside invasion on our server in the past year.

Scott Hancock: We needed to replace our aging email server [in the GCCIS dean's office]. We decided that it would save us money to let ITS handle our email rather than doing it in-house.

ITS News: When your group was migrating to Exchange – tell us about the actual migration process – what occurs? Who is involved? What was the impact to your staff, faculty and students?

LYC: The actual migration process was taken care of by the ITS migration team. The team leader and the consultant had explained ahead of time steps and activities. The migration was not without surprises, but the migration team was there, day and night, until the problem was solved. The migration team also worked off-hours and during weekends to accommodate our work schedule. The impact to our staff is minimal primarily because of the dedication of the migration team. When the migration was completed, our staff was given specific instructions to log in and the transition is truly transparent.

SH: ITS will create the user accounts ahead of time. I will install and configure Netscape Mail on all the users' machines and show them how to use it. On the switchover date ITS will make a change in the DNS servers that will cause all the email destined to go to our old email server to begin going to the Exchange server instead. This will allow us to keep our old email server up and accessible even after the migration to Exchange. Using an IMAP client, users will be able to copy their email from the old server to the Exchange server.

ITS News: How did you prepare your group for the migration process? What were the special challenges in your area and how were

The NTID Experience With Exchange

Why Exchange?

For the NTID staff, they have been using Exchange for several years noting its flexibility and applications that served a large customer base on their own server within NTID, said Steve Campbell.

Campbell shared his early experiences with Exchange, recalling that he had "moonlighted" for Universal Studios and had participated in one of their major Exchange upgrades. The upgrade went smoothly, and provided a useful electronic resource for the Universal group. At that time, more than 10,000 users were upgraded, including staff in the United States as well as other countries. Upon arriving at RIT five years ago, Campbell participated in early discussions about an improved email system and recommended looking at Exchange.

All current NTID leadership is on Exchange. The migration to Exchange 2000 is for those support staff who are based in other colleges and departments across campus. This group of staff will migrate to the RIT system [this is currently happening and may be completed by the time ITS News is published].

Planning for the Migration to Exchange

In preparing the staff for the transition, Campbell and Saccente dem-

continued on page 10

continued on page 10

Mac Support for Exchange



by Jeremy Reichman, jrracc@rit.edu

There are several options for Microsoft Exchange support on Macintosh computers, whether you are using Mac OS X or Mac OS 9. Exchange provides e-mail, certainly, but can also be used for networked calendaring and file sharing (with public folders).

Any mail clients that use the standard IMAP or POP protocols to retrieve mail — including Macintosh programs, even the only one you are using today — should work with Microsoft Exchange. Sending mail with SMTP should likewise work just as it does today.

Looking up addresses in the online RIT Directory should work with any mail client that supports LDAP, and you may be able to get added functionality by searching through Exchange's Global Address List (GAL) — expect more on this in later articles. On top of that, *all* users should benefit from the reliability and performance of the scalable infrastructure that RIT is building for Microsoft Exchange.

The key issues then, become whether you can connect to Exchange calendars and public folders, as well as synchronize Exchange data to a Palm handheld device. Different mail clients will allow you to perform these functions, but no Mac application currently exists that meets all of these needs on both Mac OS X and Mac OS 9.

As we move forward toward Mac OS X, Microsoft Entourage v.X (and later) will probably become the preferred Exchange client program. Microsoft is putting its resources behind Mac OS X-only programs. In fact, they recently announced a free update to Entourage v.X coming this summer (see <http://www.microsoft.com/presspass/press/2003/Feb03/02-11ExchangeSolutionPR.asp>), specifically to improve Exchange support.

The following table summarizes the key issues for mail clients on Mac OS X and Mac OS 9.

Application	E-mail	Directory Lookups	Calendar	Public Folders	Palm HotSync	Platform
Microsoft Entourage v.X	Yes, IMAP or POP	Yes, LDAP	Coming in Summer 2003 Update	Expected in Future Revision	Coming in Summer 2003 Update	Mac OS X Only
Apple Mail	Yes, IMAP or POP	Yes, LDAP	No	No	Local Data Only	Mac OS X Only
Microsoft Outlook Express 5	Yes, IMAP or POP	Yes, LDAP	No	No	No	Mac OS 9 Only
Microsoft Outlook 2001	Yes, MAPI only	Yes, Exchange GAL only	Yes	Yes	No	Mac OS 9 Only
Microsoft Entourage 2001	Yes, IMAP or POP	Yes, LDAP	No, Personal Only	No	Local Data Only	Mac OS 9 Only
Netscape Messenger 4.8	Yes, IMAP or POP	Yes, LDAP	No	No	No	Mac OS 9 Only

Exchange Infrastructure: Built for Security, Scalability and Integration



by Shannon Robinson, Project Manager, smrits@rit.edu

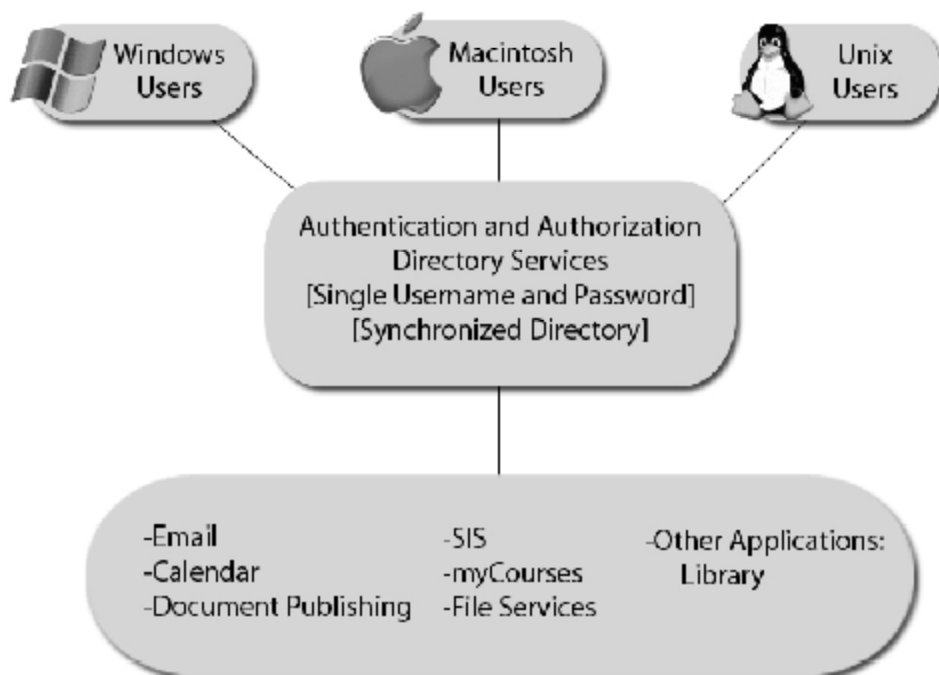
ITS is providing a highly available core infrastructure for the Exchange 2000 email project. This includes cross-platform authentication, authorization and directory services that can be leveraged by applications using open standards over RIT's high-speed network. This includes the email solution, which allows for the consolidation of disparate systems into one multi-purpose application. The application includes integrated email, calendaring and document publishing.

What does this mean for the end user? There are many benefits to the end user. For example, this infrastructure provides a single user name and password for the end user across multiple applications. This includes email, calendaring, myRIT and my Courses and many others. In addition, for integrated Windows, Macintosh or UNIX desktops, some applications will not require an additional logon – less typing of your username and passwords!

What does this mean to application administrators? Applications connected to the infrastructure take less time to manage, which allows the administrator time to provide additional services to their customers. For applications hosted by ITS, *back up and disaster recovery services are also provided.*

As part of providing a high availability infrastructure, ITS has invested in market-leading administrative tools to achieve the following goals:

- Ease of use and management
- High availability
- Infrastructure integrity
- Secured propagation of information



The Windows and Macintosh logos are registered trademarks of the Microsoft Corporation and Apple Computers, respectively.

Email Project Updates

by Shannon Robinson, Project Manager, smrits@rit.edu

New Email Address Standards for Faculty and Staff

As part of the email replacement project RIT will be implementing new standard email addresses. The project team, consisting of representatives from college and division throughout RIT, reached a decision on a standard email address that best meets the need of the Institute. The decision took into account the diverse computing environment, ease of use, collision avoidance, as well as flexibility. The standard follows a general trend at other organizations to use an individual's real name as their email address: `firstname.lastname@rit.edu`. As this is a recent decision from the project team, the development will begin shortly and look to implement in May. More information will be available through the revised email site which will be available soon.

Here are some examples to illustrate the new email address standards:

Display Name: Michael Young (ITS)
Email Address: Michael.Young@rit.edu

Display Name: John Doe (COB)
Email Address: John.Doe@rit.edu

You can find frequently asked questions regarding the new email address standards on page 15.

Student Affairs Learning Development Center Transition to New Email Solution

As you can see from the schedule on the following page, the project is starting to pick up the pace. Multiple areas are beginning to transition to the new Directory Services as well as to the new Exchange 2000 email solution. Within Student Affairs, the Learning Development Center is an early adopter of the new messaging system. Strategically, this group made prior decisions to move their environment to Exchange in order to allow employees to engage in "spring cleaning" of their email accounts.

"LDC was one of the first departments to migrate to Active Directory and Exchange. The migration to Active Directory was painless and, for the most part, unnoticeable. The migration to Exchange (and to Outlook as an email client) was certainly noticeable (we were all using Netscape Mail), but far less painful than anticipated. We did, however, make a decision to move all of our desktops to Office XP and Outlook XP prior to the migration. I think this allowed for a quicker and smoother transition of our existing email." – Wick Smith

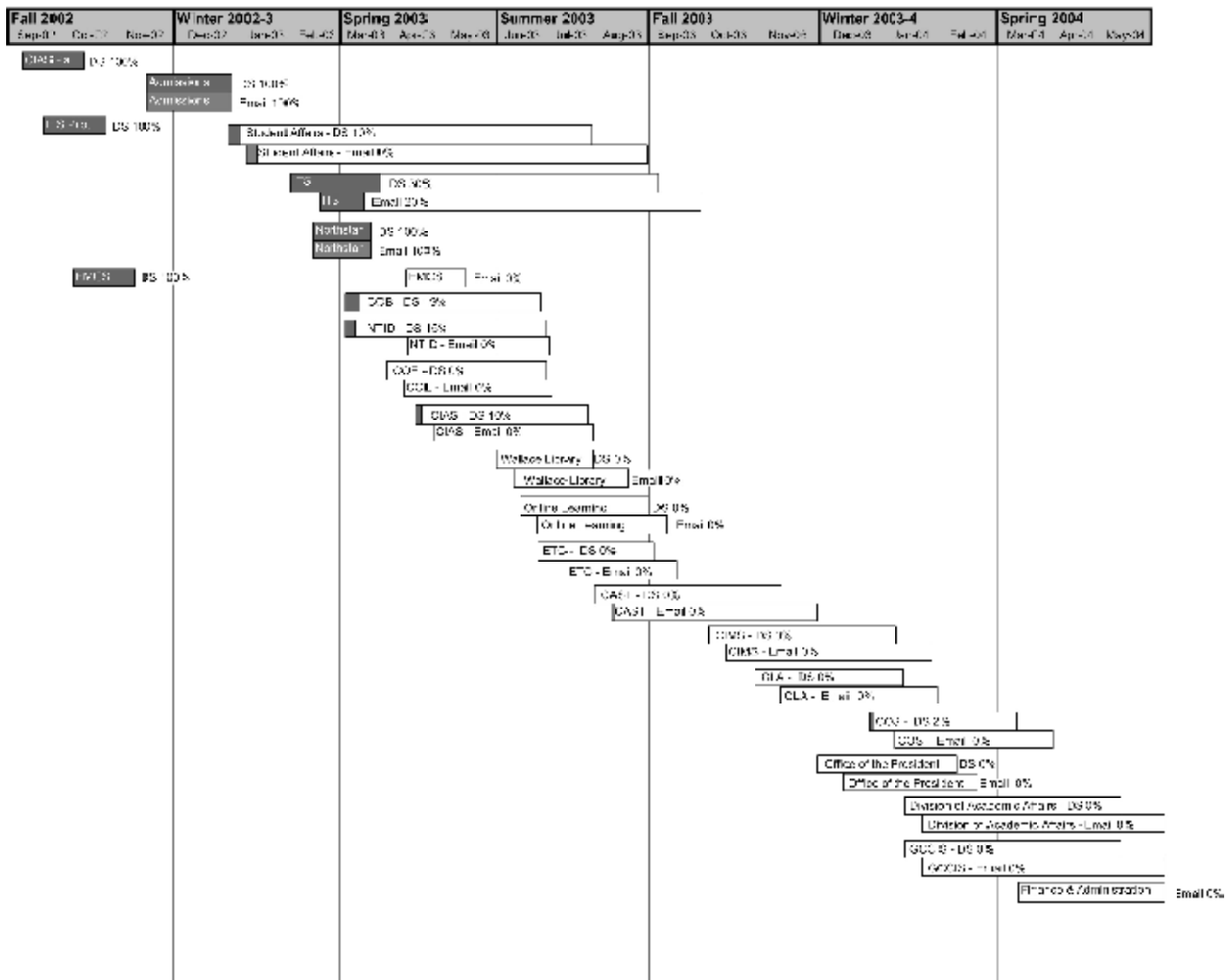
Development Updates – mymail.rit.edu

With the implementation of the new email solution comes a new way to access email via a Web browser. Outlook Web Access (OWA) allows accessing basic email features, public folders, and personal calendar through one interface. OWA is a tightly integrated component of Exchange 2000 where using special active Web pages, users can be authenticated and get access to their mailboxes and other mail system features. ITS introduces mymail.rit.edu as the new web email access for Exchange 2000.

continued on page 12

ITS News

Directory Services (DS) and Email Replacement Implementation Plan 2002-2004



ITS will be updating the existing Email Support web pages to include information on the new solution such as client documentation, frequently asked questions, notes from the field, and much more. Stay tuned!

NTID Experience with Exchange *continued from page 5*

onstrated the system to individuals, groups and center teams so that they had a “good idea of what’s available to them,” Saccente said. They also discussed mailbox capacity with their users to ensure that special applications could be supported.

“Our philosophy is open communication,” Campbell said when referring to how a migration to a new network system can be successful. “We set up trainings before our faculty and staff changed, worked with them either one-to-one, in small groups or presented to an entire NTID Center. We worked with them through the migration and stayed with them for as long as needed afterward.”

The IT group at NTID has dedicated technicians for specific areas within the college. There are several technicians for each area and all are cross-trained to work with both Mac computers and PC’s. “It’s always a team effort,” Saccente said. “There are multiple people responsible for areas, so that if one cannot participate for whatever reason, another will be able to.” They work closely with the ITS HelpDesk staff to troubleshoot problems and will continue to do so if their peers have difficulties with any Exchange application.

For any upgrade or new migration to the Exchange system, he emphasized again the need for communication. “Make people aware of what they’ll see of what will change and how you’ll work with them.” Training users about the technology very well at the outset is key, he said so that “they

continued on page 12

Customers Share Their Experiences with Transition to Exchange

continued from page 5

they addressed? What role did ITS staff play in the support effort?

LYC: To prepare our staff for the migration process, we announced the migration schedule, people (the migration team members) they would see working on their workstations, and how and to whom to report problems. The [ITS] migration team and the Helpdesk staff were very responsive and informative.

SH: The biggest hurdle is replacing our electronic forms solution. Previously we used the forms technology built into our email server, we will be replacing that with PDF forms. The next step is to configure the email client on each machine, recreate mailing lists, and train the users.

ITS News: What special applications did you need for Exchange to work for you and your team? How were they incorporated into the project plan for your area?

LYC: We have public folders, and different groups with different privileges. ITS staff helped to set up various user groups and set up privileges. We also have a scripted page in Exchange for setting up appointments at the front desk. It is helpful that the migration team had the knowledge of the specifics prior to the actual migration. We also have staff reading/sending email with a router at home, so VPN also was incorporated into the solution.

ITS News: The outcomes – were they what you expected? Have you seen positive results as yet? What are your expectations for support from ITS going forward?

LYC: We are pleased to see the success of the migration and diligent follow-up activities. The campus Exchange solution not only takes care of the security issue, it also takes care of back-up routine. The support from ITS going forward should advance as we become more knowledgeable of MS Exchange. Users [such] as us ought to be involved in continuous conversation regarding policy and guidelines. ITS needs to be in tune with the needs of departments and users.

ITS News: What would your advice be to your peers? What are some “best practices” you can share now with the benefit of hindsight?

LYC: Communicate well with the migration team, and work out a schedule that is least disruptive to the office operation.

SH: Preparation and training are crucial. It’s also important to meet with people to discover what impact the change will have on how they work. You may find that there are consequences to the migration that you are not aware of.



by HelpDesk Analyst Tom Dixon

Welcome to Tom's Tidbits for April. Do you have a question regarding computing, home networking, the Internet, or other technology based problems? Drop me an email at tomsbits@rit.edu I'd love to answer them for you!

ITS Procedures:

Why do all calls go through the HelpDesk?

Tom, I have called the HelpDesk in the past for assistance with a problem. The HelpDesk staff was not able to solve the problem immediately, so they logged a call ticket. When the support person returned my call, I was given the HelpDesk number to return the call. I asked for a direct number but was told to go through the HelpDesk. This seems like a run around. Why not just have me call directly?

There are good reasons for calling the HelpDesk first. The most reason important reason is you. The HelpDesk solves 75% of all calls on first contact. Out of every 100 calls, 25 are passed to another team. Just having one third of the calls the HelpDesk now answers (25) go directly to another team would double the number of calls that team addressed. The goal of getting back to you within two business days, could slip to more days.

Calling a specific person can introduce delays. ITS has cross trained its staff on many of the issues customers present. Calling the HelpDesk often provides you with an immediate answer or immediate access to a person that can help you – even when your favorite staff person is not available. Simply put, you are likely to get better service by contacting the HelpDesk first.

The HelpDesk provides some services that other ITS teams are not equipped to provide. This includes creation and maintenance of accounts, changing of the PIN for student access to SIS and review of your myCourses account.

An important side benefit of routing customers through the HelpDesk is that the physical layout of the HelpDesk provides us with the opportunity to spot trends in customer requests. This allows us to alert support staff that a department or campus-wide problem is occurring. It also allows us to notice that a current solution is not meeting customer needs.

Simply put, calling the HelpDesk is your best method of access to ITS services.

Online Security: Is it safe to buy online?

I have a question about providing personal information online. I would like to buy things online but with the horror stories I hear about identity theft, and people stealing credit card numbers, I am scared. Is it safe to buy online? What are some security measures I should look for when I buy online?

Identity theft is a real issue. However, rather than online use of credit, it is the general careless use of credit card and personal information that is the root of the problem. Did you know that many stores, restaurants and gas stations print the type of card, your entire credit card number, date of expiration and name on their receipt? Without much effort, a criminal can obtain your information from the receipts you toss in your trash or leave with the tip at your favorite restaurant. The theft of your information can be prevented if you are just a bit more careful.

This premise is also true for online purchases. If you plan to buy something online there are a few important things to keep in mind.

First, is the company reputable? You wouldn't give your credit card information to a street vendor, so don't give it to someone online you think might be shady.

Second, is the transaction secure? Good online companies use what is called Secure Socket Layering or SSL. SSL is a

continued on page 14

Student Affairs Learning Development Center Transition to New Email Solution

continued from page 8

Once you are transitioned to the new Exchange 2000, you will be able to access *mymail.rit.edu* through Exchange 2000 OWA. Enhanced functionality of the new web email access includes:

- OWA closely resembles the full Outlook client interface.
- It is more efficient as it does not require communication with the OWA server for every mouse click in the interface.
- OWA supports embedded items such as messages, appointments, and meeting requests, as well as contacts and posts.
- Support for public folders that contain contact and calendar items.
- Support for named URLs that reference items.
- OWA offers significantly increased scalability and functionality for web delivery.

NTID Experience with Exchange

continued from page 10

can do it many times for themselves after you leave.”

“We tried to make this process as seamless as possible,” Saccente added.

Outcomes and Benefits of Exchange

Both Campbell and Saccente spoke to the benefits of Exchange 2000 – calendaring options, sharing department folders, Out of Office Assistant and auto feedback mechanisms, auto forwarding as well as Web access and advanced security measures are the strongest features for the group.

“There are many international schools for the deaf that we work with,” Campbell said. He related that faculty and staff travel to other countries and sometimes this has been a challenge especially if those countries have less secure networks and increased security risks. Use of Exchange and VPN provides NTID travelers with a secure system to minimize problems that would have compromised other systems.

Another feature of the Exchange system is mail management. Some NTID users determine “rules” where a phrase, receiver or message is flagged and the email is then auto-forwarded to cut certain folders. Exchange also allows users to auto-delete certain messages as well, similar to protections in other systems.

With the increase in the use of pagers, Saccente recalled that the Exchange solution is also capable of updating calendars and auto forwarding email to the users’ pager. “Can you imagine, faculty and staff and no syncing?” like they would do with a Palm Pilot application currently.

NTID with its special needs has provided impetus for network solutions that can benefit many users. Both Campbell and Saccente are looking forward to “stretching” the system, awaiting TTY capabilities and even better video integration. Both agreed that the Exchange solution would benefit both NTID and RIT in the long run.

Both Steve Campbell and Rocco Saccente are available to further discuss Exchange possibilities with those interested.

Interviews conducted and compiled by Michelle Cometa, macits@rit.edu.

Spam: It's Not Just for Breakfast Anymore



by Jason Polito, Systems Administrator, jmpdss@rit.edu

Customers may have noticed a significant reduction in the amount of SPAM they are receiving. It is a result of the blocking efforts by ITS technical support staff whose primary aim is to examine the spam that enters the Institute, as well as the spam examples that are forwarded to us from you.

Studying these spam messages enables us to pinpoint the biggest offenders, and minimize their impact on our inboxes and our mail servers. And in light of the migration to the Microsoft Exchange 2000 email system, ITS wants to ensure that spam is further reduced for customer convenience. "Spammers" cost everyone time and money by slowing productivity and pulling resources. – J. P.

One of the biggest challenges we face today involves processing the constant presence of new information. Information comes streaming at us from all directions: TV, radio, television, postal mail, web sites, and e-mail. While we may change the channel from Jerry Springer, or turn the dial on the radio, the last two on the list (web sites and e-mail) are the most prone to unwanted solicitation. This article will focus on the abuse of e-mail as a delivery system for **unwanted marketing material, or what is better known as Spam.**

Herein lies the biggest problem. These lists are available to anyone claiming to be an entity. Companies (and "spammers", as the purveyors of spam are called) will send mail based on these lists, but by law they must offer an "opt out" alternative. Your best defense is to opt out of these mailings.

Legitimate companies will add your name to their own block list, crosscheck it with the purchased master list, and cease sending you e-mail (this can be considered solicited).

What is considered Spam?

Spam falls into two categories - solicited and unsolicited. If you sign up for a service or trial through a web site, chances are you were prompted somewhere to sign up for a company newsletter or third party offers. Usually such offers are checked by default,

so be wary when signing up. Often you can uncheck this box, which will reduce your overall junk mail. If you leave the box checked, your name is placed on a list that is available for purchase.



Are there laws in place to stop spam?

There are laws from state to state, but mail received in New York could originate from as far away as India. There are calls for international laws regarding spam, but governments are a long way off from reaching the point of actually drafting legislation. California requires that all marketing related e-mail be prefaced by ADV: in the address. This would allow filtering before the mail even entered your inbox. This is problematic:

- Much mail comes from out-of-state
- If stopped at the server, it could block legitimate marketing material people wish to view
- The server is also processing a huge volume of mail that may be unwanted by customers.

continued on page 14

There might be some terminology in the text with which you might not be familiar. If you would like to learn more, I encourage you to visit <http://whatis.techtarget.com/>. You will find brief descriptions of almost any acronym the IT field throws at you.

ITS new partnership with the Gartner group also provides some excellent content on the subject of spam. The Gartner web site may be accessed through <http://www.rit.edu/~wwwits/services/gartner/>. You will need to log in with your RIT computer account and password. The article "Why Am I Getting All This Spam," by Joyce Graff is recommended reading.

Spam: It's not just for breakfast anymore

continued from page 13

What is RIT doing to combat Spam?

When ITS can isolate a piece of mail as spam, it can block it; identification, however, is often difficult. Spam often originates from people abusing ISPs and servers, which are distributed throughout the world. Domains targeted as abusers are banned from honest ISPs, but there is always a new one to take its place. This makes blocking by name very difficult, as it usually changes from ISP to ISP. Sending addresses can also be spoofed, (meaning the name in the FROM area of an email address is NOT actually the sender but the spammer impersonating that sender). Blocking by content could also be difficult as it might filter out much legitimate research information.

ITS is currently looking at solutions that will help reduce the amount of spam. Possible solutions involve products that work in conjunction with our gateways, mail servers, desktop products, and filters. We will give continual updates about solutions to benefit those who are challenged with unwanted spam.

Remember, you can always forward troublesome e-mail to abuse@rit.edu - don't forget to include the header, the ITS HelpDesk, at 5-4357, can help you get it).

This article is reprinted from the ITS News December 2002 issue about network security.

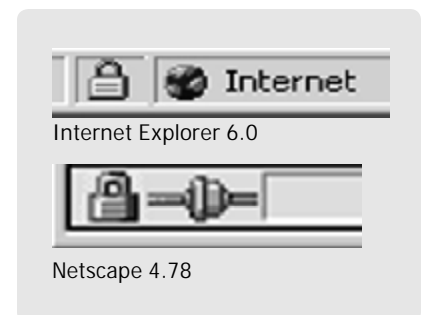
Tom's Tidbits

continued from page 11

way to encrypt information during transit over the Internet. Many online companies provide you with their security information and a chance to ask questions about it. You can tell if a page is using SSL by looking in your browser's toolbar. A secure web page displays a locked padlock.

Third, be vigilant! Don't leave your information in a place where others can access it. Store forms and reports that have your credit and personal information or destroy the forms when you no longer need them.

The convenience and cost effectiveness of e-commerce is likely to make buying online more popular with vendors and customers. For some retailers, buying online is your only choice. Learning the ins and outs of using secure sites is preparation for your current and future purchasing needs.



Send your questions to
tomsbits@rit.edu

ITS Flashback

Frequently Asked Questions Regarding the New Email Address Standards

What is the display name?

The display name is a representation of an individual's name that appears in the directory. This is generally a commonly used form of an individual's name. For example: "Jonathan Pierce" may choose to go by "Jon Pierce". The display name would use the "Jon Pierce" name.

What will I need to change?

Initially, you don't need to change anything. Your existing email address(es) will continue to work. This new address is supplemental to your existing email address(es) and will work interchangeably.

When will I be able to use the new email standard?

ITS is targeting toward the end of May for implementation of the new email standards. Communications will be sent out with more information in the near future.

Where will the new address appear?

The address will appear in the directory and the "From:" section of emails.

What if I don't like my display name or standard email address?

Flexibility will be given to allow an individual to select an appropriate representation of their name in both the display name and the email address. An individual may also opt to have only their username@rit.edu email address published in the directory.

What will happen to my current email address?

Your current email address and any other alias you have already identified will remain active and continue to work. ITS will continue to support three concurrent forms of email addresses; a) username@rit.edu; b) personalname@mail.rit.edu; c) the new standard email address.

What is happening to @mail.rit.edu?

In the future, all mail sent to @rit.edu will be delivered the same way that mail is delivered to @mail.rit.edu. Both of these forms of email addresses will continue to work in parallel.

Within the standard email address, is there a minimum number of "."?

There a minimum requirement of at least one "." within the standard email address.

Is the new standard address flexible to support multiple components?

Yes, it is. Up to six fields may appear on the left-hand side of the "@" sign. At least one is mandatory. Therefore, the e-mail address: "oscar.de.la.hoya@rit.edu" is within standard.

Additional examples that fall within the new email standard address:

"nor.arlinda.mohmed.khalid@rit.edu"

"steven.lam.kwan.kim@rit.edu"

"john.jong.ho.lee@rit.edu"

"carmen.diez.de.villegas@rit.edu"

"manuel.de.la.cruz-gutierrez@rit.edu"

"anna.maria.diaz.de.villegas-ortiz@rit.edu"

What happens if there are two people with the same name?

ITS is working on an algorithm to automatically suggest an alternative email address, possibly including middle initial.

What if there is a hyphen within the name?

The hyphen is maintained. For example: Mary-Jane Miller becomes "mary-jane.miller@rit.edu".

What about other punctuation marks within the name?

Punctuation marks, with exception to hyphens, are not supported by email. This also applies for tildes, umlats, and anything else outside of the global standard that might appear in names and cause errors in the e-mail system. For example: Mary O'Donnell becomes "mary.odonnell@rit.edu"

ITS Update

New RIT Messenger Subscribers: Training sessions

Voice/TTY messaging training sessions continue this winter for all new on-campus users. The following is a list of April training sessions available for new faculty and staff.

Date	Voice Mailbox	Dual Language Mailbox*
Apr. 8	10 a.m.	11 a.m.
Apr. 14	2 p.m.	3 p.m.
Apr. 22	2 p.m.	3 p.m.
Apr. 30	10 a.m.	11 a.m.

**Dual language mailboxes can accept voice and TTY messages*

Classes will be held in building 99, room 1285
Please call Char Ipacs at 5-5858 to register for training.

ITS Contact Information

DSS Computing Labs

Hours, locations, hardware, software, and reservations information available at:
http://www.rit.edu/its/services/computer_labs

Telecommunications Services

Located in the Facilities Mgmt. bldg. (99)
To contact the Telecommunications Services call 475-5800.

ITS HelpDesk

Located in the Gannett building, rm. 7B-1113

To contact the ITS HelpDesk

- Call 475-HELP or 475-2810 (TTY)
- Send e-mail to helpdesk@rit.edu

Regular hours

Sunday 12 p.m.–6 p.m.
Monday–Thursday 8 a.m.–8 p.m.
Friday 8 a.m.–5 p.m.

ITS News is published monthly, September–May, for RIT students, faculty, and staff. It is available in electronic form through the World Wide Web at <http://www.rit.edu/its>

ITS News is created with AdobePageMaker 6.5 on a Dell OptiPlex GX1 and is printed by RIT's HUB. Photographs taken with Nikon COOLPIX 900 digital camera.

Managing Editor: Dave Pecora, dlpits@rit.edu

Editor: Michelle Cometa, macits@rit.edu

Design/Layout: Omar Phillips, odphelp@rit.edu

Use of registered trademarks does not constitute endorsement by RIT or ITS. Rather than put a trademark symbol in every occurrence of a trademark name, we state that we are using the names only in an editorial fashion, with no intention of infringement of the trademark.

Copyright 2002, 2003 Rochester Institute of Technology, Information & Technology Services. All rights reserved.



ITS News is printed on Graphica Smooth Cool PC White recycled paper and is itself recyclable.

Rochester Institute of Technology
Information & Technology Services
135 Lomb Memorial Drive
Rochester, NY 14623-5608