

austin peay state university computer services

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October 1997

During the past academic year, the University has seen an incredible amount of growth in the use of technology. The second phase of the campus infrastructure was completed during Fall 1996, which brought the total number of connected buildings to 11. To date, almost 800 campus PCs and Macintoshes now have access to the campus network. Most of these workstations have network access through cabling and electronics in the connected buildings. Other workstations are dialing in to PPP servers from the non-connected buildings. It is expected that there will be several hundred more workstations with access to the campus network by the end of this academic year. The new graphical e-mail system, Exchange, has been installed on almost

all of the approximately 125 workstations in the pilot group, with the next phase of the project to begin soon. The ATC committee project to upgrade faculty workstations is well under way.

With the rapid changes happening in technology across campus, the ability to support these changes has increased dramatically as well. This newsletter addresses some questions and problems that Computer Services has noticed occurring fairly frequently. Information in this newsletter will help us help you, the network user, to better understand how to manage your workstation and network connection.

How to Upgrade to Windows 95

If you want to upgrade your PC to Windows 95, there are some issues you need to be aware of and some tricks to make the installation more successful:

If your PC is on the network (you can browse the web), upgrading to Windows 95 will disconnect your PC from the network. Contact Stephanie (taylors) in Computer Services to schedule a time to reconnect your PC. You might want to wait to do the upgrade a day or two before your scheduled time to be reconnected.

If you have problems with the upgrade, contact Mayra (martinezrn) in Computer Services to help you resolve them.

To purchase a license to upgrade your PC to Windows 95 as well as the diskettes or CD-ROM disk, contact Mayra (martinezrn) in Computer Services.

Computer services recommends that ***the minimum PC required*** to run Windows 95 adequately is a 486 processor, 40 Mhz, 16 MB RAM, with 70 MB free space on the harddrive.

Recommended steps to upgrade to Windows 95:

1. If you are installing from a CD-ROM disk, make a copy of the autoexec.bat and config.sys files. If you are installing from diskettes, delete the autoexec.bat and config.sys files and go to step #4.

2. Edit the autoexec.bat file and remove all the lines except the line containing MSCDEX /D:xxx.

3. Edit the config.sys file and remove all the lines except the .SYS line for the CD-ROM drive - this will be similar to: DEVICE = C:\dir\xxx.sys /m:xx /d:xxx. The letters after the d: will be the same as the letters after the D: in the MSCDEX line in step #3.

4. Reboot your PC. You should be at the C:/> prompt. If you followed step 2 and 3, your CD-ROM drive will be at D: or E:

5. Run the WIN95 upgrade.

6. Reboot as often as necessary to complete the installation.

7. Delete your autoexec.bat and config.sys files.

8. Go to Start/Settings/Control Panel/System/Device and make sure there are no device conflicts shown by yellow exclamation points. Any device conflicts must be resolved before continuing.

9. Install Vt_spy (at least version 1.5 release 2.97).

Can I Install AOL or Compuserv on my networked PC?

Please do not install any online services on your networked PC or MAC! These services include AOL, AT&T, Compuserv and WOW. More often than not, the installation program will trash your campus network connection with the result that you won't be able to use any of your network applications, such as Netscape, Internet Explorer, Exchange or your e-mail account. This will mean that Computer Services personnel will have to reinstall the campus network connection on your PC or MAC. With many folks still waiting to have network services installed on their PCs and MACs, it may be several days (or even weeks) before Computer Services can reinstall your connection.

The new DELL PCs running Windows 95 include a folder called Online Services with setup programs for the four services listed above. Ignore this folder or, better yet, delete it! And, if you receive a diskette or CD-ROM in the mail enticing you to install an online service (often with free hours), don't install it on your networked PC or MAC either.

With very few exceptions, your campus network connection gives you more services than any commercial online service can. Also, your campus network connection does not cost you anything while the commercial services do (once you use up the free hours). If you feel that you have a compelling reason to subscribe to one of these services, please contact Stephanie (taylors) to discuss methods to install the service without trashing your campus network connection.

Update Your Departmental Web Pages!

If you maintain your departmental web page, please take a few minutes to review the web page and update any information that is no longer relevant or is out of date. It's a terrific idea to set a regular schedule to check the information maintained by your page for timeliness and accuracy. The APSU web pages are only as good as the information they present!

Whom Do I Call To...

Report that my networked PC or MAC can't access my Web browser, Telnet, FTP, or a networked printer...	Stephanie, 7113, taylors
Find out what is needed to network my PC or MAC to the campus network...	Stephanie, 7113, taylors
Connect my PC or MAC to a networked printer...	Stephanie, 7113, taylors
Find out how to transfer a file from my PC or MAC to my APSU01 or APSU02 account (or the other direction)...	Stephanie, 7113, taylors
Get help creating a Web page...	Beth, 7689, robinsonb Andrea, 6312, hosta
Get help upgrading my PC to Windows 95...	Mayra, 4083, martinezm
Report that Exchange e-mail isn't working on my PC or MAC...	Andrea, 6312, hosta
Find out if I can get Exchange e-mail installed on my PC or MAC...	Andrea, 6312, hosta
Report that my PC or MAC won't boot up or is having problems accessing my floppy drive or CD drive, printer, or other hardware problems...	In your APSU01 or APSU02 account, type: mrf1
Report problems with my APSU01 or APSU02 account...	Matt, 7146, silvam
Get an APSU01 or APSU02 account...	Matt, 7146, silvam
Get my APSU01 or APSU02 account password changed...	Matt, 7146, silvam

What Kind of Connection Do I Have?

Back in the "old days" at APSU, if you had access to e-mail, you had a VAX account connection. This connection was made through spare telephone cable from the computer room in Browning to your office, the serial port on your PC and a line driver (a 2" by 4" beige, rectangular box hanging off the back of your PC). The software that you used was called Kermit, and you accessed it by typing VAX at your PC's C:\> prompt or the VAX icon in Windows. Some folks at APSU still access their Alpha (not VAX anymore) account through this method of connection. This method is not a network connection and only allows access to your Alpha account. Access to the World Wide Web and the University's online library services is text-based (no pictures or sound...) through your Alpha account. File transfer from your Alpha account to your PC (or PC to Alpha account) is accomplished by typing Kermit in your Alpha account followed by several other typed commands.

A network connection gives you full graphical access to campus network services and the World Wide Web. If you have a network connection, you probably have a folder or window on your PC or MAC called APSU Network. Residing within the APSU network folder or window are icons to "telnet" to your APSU01 and/or APSU02 account, ftp (file transfer) and a Web browser such as Netscape or Internet Explorer. You may also have icons to access the library online system, Felix, and the library CD-ROM server. If you are a part of the pilot e-mail group, you will have another icon on your PC or MAC for Exchange.

There are two basic methods for being connected to the campus network depending on what building your PC or MAC is in. Harned, the Library, Claxton, Clement, Kimbrough, Ellington, McCord, Browning, Shasteen, King, the new Fort Campbell Education building, some areas in the University Center and one lab in Music/Mass Communications are wired for data and are part of the University's network infrastructure. Connecting your PC or MAC in these buildings requires a data drop in the wall of your office (orange jack similar to a telephone jack), a network card in your PC or MAC, and sufficient memory, harddrive space and processor speed on your PC or MAC. Once a PC or MAC is connected, the PC or MAC is "on" the network for the entire time it is turned on and has access to the network resources.

The other University buildings, not listed above, are not yet part of the campus network infrastructure. A network connection is available to PCs and MACs in these buildings if the machine has at least a 9600 baud modem, sufficient memory, harddrive space and processor speed. Access to the campus network requires you to "dial in" using your telephone line (so no phone calls while the computer is connected). Then, you can access the network services available in your APSU Network folder or icon and any other network services that have been installed on your PC or MAC.

If you are still unclear about what kind of connection your machine has, or you want to find out what is required to get your machine networked, call or e-mail Stephanie (taylors) in Computer Services.

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