

## *In Touch*

Vol. 13 No. 1

Fall 2006

ISSN 1198-8673

### In this issue:

Extended Hours	1
10-Digit Local Dialling	1
WebCT Fall 2006 News	3
New ITS Web Site	5
MyVLab Applications	5
Secure Remote Access With Network Connect	6
Private versus Public IP Addresses	6
IITRC News	7
ITS <i>In Touch</i> Index to Volume 12 (2005-2006)	9

### Extended Support Centre Hours

*Ellen Smout <esmout@uwo.ca>*

The ITS Customer Support Centre has added additional hours to telephone support. The extended hours are as follows:

Monday-Friday, 4:30-11:00pm  
Sunday, 12:00noon-11:00pm

The hours have been extended to provide support for WebCT related questions particularly.

### How to Contact the Customer Support Centre

#### By Webform:

*<http://www.uwo.ca/its/helpdesk/question.html>*

#### By Phone:

519 661-3800 or ext.83800

#### In Person:

Monday-Friday, 8:30am-4:30pm  
Natural Sciences, 2nd Floor

### Mandatory 10-Digit Local Dialing

Between October 14 and 21, 2006, mandatory 10-digit dialing came into effect in area code 519. Seven digit numbers will no longer be connected and the courtesy message will no longer be given. You must dial the area code followed by the seven digit phone number for all local communications For example: 519 123-5555.

Details about this change are available at  
*<http://www.uwo.ca/its/telecom/10digit.html>*



## Scheduled System Maintenance

Sundays  
6:00am - 12:00 noon

Need help, have a question?

Call the ITS Support Centre  
661-3800 or ext.83800

## About *In Touch*:

Published quarterly by  
Information Technology Services,  
The University of Western Ontario.

Editor: Merran Neville

Printed by Graphic Services,  
The University of Western Ontario.

The purpose of *In Touch* is to inform  
our users about activities and events  
of Information Technology Services.

Copyright ©2006 The University of  
Western Ontario. Permission is  
granted to copy in whole or in part  
provided that due credit is given to  
the author(s), the Division of  
Information Technology Services,  
and The University of Western  
Ontario.

We welcome your comments,  
suggestions, and articles.

The Editor, *In Touch*,  
Information Technology Services,  
Natural Sciences Centre,  
The University of Western Ontario,  
London, Ontario, N6A 5B7

Phone: 519-661-2151  
FAX: 519-661-3486  
Internet: [in.touch@uwo.ca](mailto:in.touch@uwo.ca)  
WWW: <http://www.uwo.ca/its/>



## ITS Mission

We are committed to  
delivering the best information  
technology services and solutions  
in support of the teaching and  
research missions of the  
University.

## ITS Vision

To be recognized as the  
preferred source of information  
technology services and solutions  
within the campus community  
and recognized as one of the  
leaders in the North American  
university community.

## Network Backup Service

For network backup and  
recovery service please contact  
the ITS Legato Group, e-mail:  
[legato@uwo.ca](mailto:legato@uwo.ca) For details see:  
[http://www.uwo.ca/its/network/  
backup.html](http://www.uwo.ca/its/network/backup.html)

## ITS OPEN HOURS

Building hours and hours of  
opening for the various areas of  
ITS are listed on the web at  
[http://www.uwo.ca/its/reach/  
contactus.html#hours](http://www.uwo.ca/its/reach/contactus.html#hours)

## *In Touch* Mailing List

Additions, deletions, and  
changes to the mailing list can be  
made using the form on the web  
at [http://www.uwo.ca/its/doc/  
newsletters/InTouch/  
subscription.html](http://www.uwo.ca/its/doc/newsletters/InTouch/subscription.html)

## ITS Services 2006-2007

<http://www.uwo.ca/its/services.pdf>

## WebCT Fall 2006 - Important News

Instructional Support Team <itrc-admin@uwo.ca>

Registrarial Services and ITS have streamlined and simplified the setup and use of WebCT for this September. Through programming, WebCT is now more directly linked to Registrarial Services data. As a result, WebCT areas were available automatically for all courses in September, eliminating the need for individual instructors to request areas and wait for manual setup and loading of students.

If an instructor is associated with a course in Registrarial Services data (PeopleSoft HE), then the instructor's account will automatically be added to the appropriate section in WebCT giving them access to the area.

Student enrollment is also automatically loaded to WebCT from Registrarial Services data. All students are now automatically granted access to the appropriate course areas the first day of term. During the Add/Drop period of each term, enrollment information is updated from Registrarial Services data to WebCT twice daily.

These changes have greatly simplified the process for instructors wishing to use WebCT for the delivery of course content and/or grades to students.

**Please Note:** An instructor never needs to log into WebCT if they do not wish to use it! The default page indicates that the course is not using WebCT.

**To begin using WebCT, an instructor simply needs to log in:**

1. Go to <http://webct.uwo.ca/>
2. Select **The University of Western Ontario** institution and log in using your Western username and password. (If you have more than one account, please ensure that you are using your staff / faculty account so that you are logging in as an instructor.)
3. You will be presented with your personalized **MyWebCT** page where you will see all of the courses that you have been associated with in the Registrarial Services data. If a course you are teaching is not listed, the information may not yet be available in the Registrarial Services

The screenshot shows the WebCT interface for a course. At the top, there is a navigation bar with 'Western' logo and 'My WebCT | Help | Log Out'. Below this is a course-specific header for 'ANTHR 625 - ANTHRO 625P 801 Fall-Winter 2006'. The main content area is titled 'Important Notice for Students' and contains the following text:

This is just a placeholder for course content. Please refer to your course outline to determine if your course will be using WebCT.

If you have been directed to check grades in WebCT, click on the "My Grades" tool above.

**Instructors**

If you would like to adopt this WebCT section, you may edit this page by clicking on the pencil to the right. If you would like to request content from a previously taught course or need assistance, please submit a request at <http://webct.uwo.ca/course/request.html> and ITS would be happy to help you.

The interface also shows a 'Go to' section with 'You are currently on: Home Page' and a sidebar with 'Add to Home Page' options including Assessments, Assignments, Chat and Whiteboard, Content File, Discussions, Learning Module, Media Library Collection, Organizer Page, SCORM Module, Syllabus, URL, and More Tools. There is also a 'Tool Overview' section with Course Customization and Selective Release Map.

data. You may request a course to be manually assigned to you by filling out and submitting the Course Request form located at: <http://webct.uwo.ca/courseRequest.html>

4. To view or change your course, click on the appropriate section link. For example:

**ANTHRO 026F 001 Fall-Winter 2006**

5. If you have not previously added course content or requested that ITS copy content (from last year or another source) to your section, you will see a default course area similar to the image on the previous page.

6. If you wish to adopt this course area and add course material to this section or change the wording on this page, simply click on the pencil icon (✎) to begin editing. If you wish to use the Grade Book, click on the **Teach tab** (in the upper

left corner of the screen) and select **Grade Book** from the Course Management Tools toolbar. For tutorials on getting started with WebCT for course delivery and/or grades, please see <http://www.uwo.ca/its/itrc/resources/manualettes/index.html>

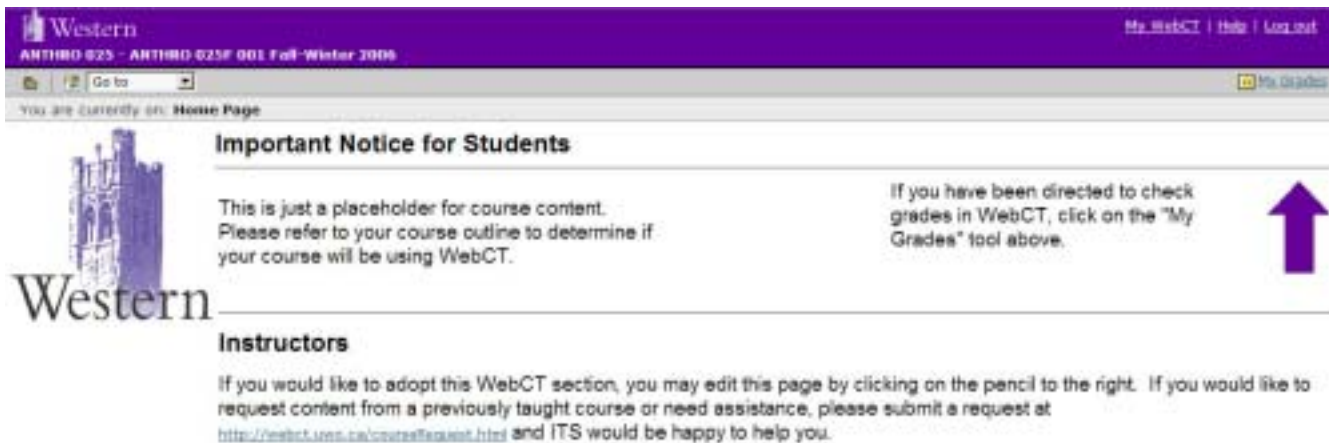
**Please Note:** If an instructor never logs into WebCT and/or never makes changes to the default template, then the student will see the page below:

### About the WebCT Grade Book

The WebCT Grade Book is an easy and convenient way for instructors to manage and distribute grades to students securely. The Grade Book is automatically populated with all of your students' names and is ready to

use. Although you can see all of the students, each student can only see the appropriate information about their own grades. From within the Grade Book, instructors can enter grades, calculate grades, view reports and import data from other sources such as the newest version of MMS (Marks Management System) or spreadsheets. If you use WebCT for grades, it also simplifies the submission of grades to Registrarial Services at the end of term as the final grades can be securely submitted directly from within WebCT.

Further information, and assistance for using WebCT, is available through ITS and the Instructional Technology Resource Centre. Scheduled courses, on-line tutorials, and drop-in support, as well as help desk e-mail and phone assistance is available. For more information, please see: <http://webct.uwo.ca/>.



## New ITS Web Site

ITS Documentation Team <doc-team@uwo.ca>

The content is much the same but the look is new and makes use of the design, look and feel of the Western home page.

The new ITS web site was launched August 23, 2006. The organization of files remains much the same as on the old site so your bookmarks should continue to work as before. Meta tags for "description" and "keywords" have been added to all pages to improve the search function.

Please complete the **Feedback Form** at <http://www.uwo.ca/its/reach/feedback.html> to send us your comments about the new site.

**Information Technology Services** The University of Western Ontario

About ITS | Services | Student | Faculty | Staff | Department | Site Map | Contact Us | Get Help | Quick Links

**Integrate Technology into Courses @ ITRC**

**Services**

- Access
- Campus Phone Systems
- Computer Wellness
- Documentation
- E-mail
- Instructional Support
- Self Serve
- Web
- Western Identity
- Other Services

**What's Going On**

**10-Digit Local Dialling**  
After October 14, 2006, seven digit numbers will not be connected and the courtesy message will no longer be given. ... [read more]

**In Touch Newsletter**

WebCT Courses  
ITS Courses  
News Archive

**Of Interest**

- Access My WebCT Courses
- Customer Support Centre
- Find My Friend
- myUWO
- Read My Mail
- Problem with Password
- Western Directory

Information Technology Services, Natural Sciences Centre, The University of Western Ontario, London, Ontario, Canada.  
N6A 5B6 • Ph: 519 661-2151 • Fax: 519 661-3486  
See our policies on Privacy, and Web Standards.

Maintained 10/05/2006 07:04:01 by Documentation Team

## MyVLab - Applications on demand anywhere anytime

MyVLab Support Team <myvlab@uwo.ca>

MyVLab extends the traditional way of accessing the Genlab applications by delivering these applications to your computer through a web browser interface connected to the Internet. Applications available through MyVLab are SPSS, Matlab, Maple, ArcGIS, Mathematica, PhotoShop CS2, and Dreamweaver. The applications run locally and are available 24/7, which means you will have access to these applications while working from on or off campus.

To use MyVLab, you need to install the MyVLab client from the website at <http://myvlab.uwo.ca/>

## Secure Remote Access With Network Connect

Michael Hulko <mihulko@uwo.ca>

Juniper Network's SSL VPN (IVE) enables users access to the corporate network and applications from any standard Web browser. The IVE uses SSL, the security protocol found in all standard web browsers, as a secure access transport mechanism. The use of SSL eliminates the need for client-software deployment, changes to internal servers, and costly ongoing maintenance. This also allows secure access to the corporate intranet, so that administrators can restrict access to different employees, contractors, or visitor, based on the resources that they need.

### Network Connect Option

The Network Connect option provides secure, SSL-based network-level remote access to all enterprise application resources.

The Network Connect access option provides a clientless VPN user experience, serving as an additional remote access mechanism to corporate resources using an IVE appliance. When Network Connect runs, the client's machine effectively becomes a node on the remote (corporate) LAN and becomes invisible on the user's local LAN; the IVE appliance serves as the Domain Name Service (DNS) gateway for the client and knows nothing about the user's local LAN. Users may define static routes on their PCs, however, to continue to access the local LAN while simultaneously connecting to the remote LAN.

### Secure Meeting

Secure Meeting allows IVE users to securely schedule and hold online meetings between both IVE users and non-IVE users. In meetings, users can

share their desktops and applications with one another over a secure connection, allowing everyone in the meeting to instantaneously share electronic data on-screen. Meeting attendees can also securely collaborate online by remote-controlling one another's desktops and through text chatting using a separate application window that does not interfere with the presentation.

### How Can I Use Network Connect

If you would like to use this service, you can request access via your local System Administrator to the ITS Computer Accounts Office. A request for services document must be completed.

## Private versus Public IP Addresses

Ed Gibson <egibson@uwo.ca>

The Internet has a special range of IP numbers that are not allowed to be routed within the "global cloud". These ranges, which we refer to as Private IPs, have the benefit of not being visible from a global (outside campus) perspective. That is, anything addressed with a private IP could be completely functional within the campus network but invisible to the outside world.

If a computer asset does not require global visibility, it is safer to give that device a private IP address to avoid undesired scanning and attacks.

Conversely, Public IPs are globally visible and have full Internet connectivity. Devices that require

consistent global (Internet) connectivity should be addressed within the Public IP ranges.

At present, there are four general types of address structures available to the campus:

- 1 Registration** space is allocated IPs within the 192.168.x.y address space and is primarily used by ReZnet for the initial student registration.
- 2 Quarantine** - this is a special private range of numbers, 172.17.x.y, which are routed through a very restricted gateway that essentially only provides access to cleanup resources like Microsoft

patches and anti-virus signatures. The intent of this range is to provide a controlled environment for infected computers to get network access to inoculations. The **Western Quarantine Network** was featured in an article in *In Touch* Winter 2005 Vol. 12 No. 2. [<http://www.uwo.ca/its/doc/newsletters/InTouch/vol12-0506/win2005.pdf>]

- 3 Intranet** - In this private range, assets are completely functional but with visibility limited to the campus network. The network range, in most cases, is allocated from within

(continued on page 8)

## Instructional Technology Resource Centre News

Merran Neville <mneville@uwo.ca>

### Imagine Cup 2006

In the last newsletter, we announced that four Western students were heading to Delhi, India to compete as finalists in the **Imagine Cup 2006 - Short Film category**. Their movie "Paper Heart" gained them a place in the finals but it was the documentary they produced in a marathon 36 hours in the finals of the competition that won them first place and \$8,000. (See picture on page 8.) Nick Haffie-Emslie and Sam Chow are both student developers in the ITRC and are in their fourth year of Film Studies. Nick has competed twice before in this competition. Congratulations to the team!

### MIC 2006

Several Western faculty and staff attended the Merlot International Conference in Ottawa in August. MERLOT - "the Multimedia Education Resource for Learning and Online Teaching, is a free and open resource designed for faculty and students in higher education. MERLOT helps faculty enhance instruction with a continually growing collection of online, reviewed learning materials and assignments. MERLOT is also a community of educators who strive to enrich teaching and learning." Dr. Melvyn A. Goodale from the departments of Physiology & Pharmacology, and Psychology, was a keynote speaker at the Conference. His speech can be heard on the web at <http://conference.merlot.org/2006/index.html>

### Teaching Support Centre

The ITRC participated in Fall Perspectives on August 31, organized by the Teaching Support Centre. Presentations throughout the day were filmed by ITRC students and will be made available online as for the Spring Perspectives. See <http://www.uwo.ca/tsc/perspectives.html> for details.

Did you know that ITRC student developers also work in the Teaching Support Centre, Weldon Library, room 122 from 10:00am - 4:00pm Monday through Friday? They offer the same assistance as they give in the ITRC located in Natural Sciences room 118. If you need to meet with an ITRC student, you can schedule your meeting in either location.

### ITRC Student Developers

The flow of students in and out of the ITRC continued at the end of the summer. Andrew deWaard, Michelle Bauer, and Bryce Hunter have graduated and have left Western to continue their studies elsewhere. Aiden Amri and David Malcolm have joined the student team and Jason Vandebogaard has returned after completing an internship in Guelph.



*Paper Heart Team - Meg Majewski, Sam Chow (ITRC), Nick Haffie-Emslie (ITRC), and Ryan Marr standing in front of the Taj Mahal.*



... and the winner is! **Paper Heart** filmmakers win the \$8,000 first prize award in the Imagine Cup 2006.

---

(continued from page 6)

172.18.x.y. Devices within this range have the added protection of invisibility from a global perspective. Devices like printers, photocopiers, microscopes, cash registers, network cameras, etc. fall within this range. These devices can also be protected further by a network policy, if warranted.

- 4 **Internet** - this public network range is assigned IPs from within 129.100.x.y and is the legacy address structure utilized here on campus. Devices within this range can have full Internet connectivity, if desired. Similar to the Intranet range, these devices can also be protected further using a network policy, if warranted.

### Outbound and Inbound Requests

A couple of additional points on the Intranet or Private IP space. Connectivity outside campus for Intranet assets is sometimes required. We need to analyze these connections from the perspective of the direction of the initial request; outbound or inbound. A requirement for the Intranet device to make contact with an outside Internet resource, is referred to as **outbound**. Conversely, an Internet device attempting to connect to an Intranet device inside our campus is referred to as an **inbound** connection.

If the requirement for outbound connectivity is very infrequent then this can be accomplished by temporarily renumbering the device such that it transitions from the Intranet to a Public (Internet) address. The device must have a public IP to complete the required conversation. Once the conversation is complete you can then move the device back to the Intranet

address. The ease of registration via the RAMP client makes this an acceptable solution. However, if this practice is impractical, then the device should be permanently moved into the Internet network structure.

If the connection is inbound, e.g. a home user attempting to connect to an intranet computer, this type of connection can be accomplished by the use of the ITS VPN appliance. The article, **Secure Remote Access With Network Connect** on page 6 discusses this device's functionality.

## ITS *In Touch* Index to Volume 12 (2005-2006)

The titles of all articles appearing in Volume 12 of *In Touch* (2005-2006) are listed in six categories: Instructional Technology, Network News & Networking, PC/MAC-related News, Systems News, Telecommunications, and General.

ARTICLE	Issue	Page
<b>Instructional Technology</b>		
Instructional Technology Resource Centre News .....	4	10
ITS Instructional Support Team .....	2	7
ITS Instructional Support.....	3	5
WebCT_CE Shutdown .....	4	1
<b>Network News &amp; Networking</b>		
Anonymous FTP Update.....	3	3
CanIt-PRO: Filtering Spam .....	3	4
CanIt-PRO: Spam Filtering System .....	2	5
Change to Off-Campus E-mail.....	4	6
Computer Wellness .....	1	9
Computer Wellness Campaign.....	2	1
Managing E-mail at Western .....	4	3
Passwords - Don't Share Them! .....	4	6
Protect Your Computer Against Viruses .....	3	3
Western Quarantine Network .....	2	3
Western Wireless - Outdoor Coverage .....	4	7
<b>PC/Mac-related News</b>		
Anonymous FTP Update.....	3	3
MyVlab .....	3	1
Support Ending for Windows 98/ME, Windows XP (SP1).....	4	1
<b>Systems News</b>		
Changes to Disk and Backup Pricing .....	1	7
Application Hosting Service .....	1	7
<b>Telecommunications</b>		
10-Digit Local Dialing .....	4	5
International Country Calling Codes, Time Zone Information .....	4	6
<b>General</b>		
Event Calendar Service .....	1	4
Freedom of Information and Protection of Privacy Act (FIPPA) .....	4	9
Home Improvements .....	1	1
ITS <i>In Touch</i> Index to Volume 11 (2004-2005).....	1	10
ITS Support Centre Team .....	2	4
New ITS Survey Tool .....	1	5
ITS Extended Hours for Exam Scanning .....	3	1
Open for Business information Forum .....	4	4
OUC 2006 .....	3	6
Shopping Online for the Holidays .....	2	6
Staff Recognition .....	3	4
Survey Tool Upgrade .....	4	7



## Commonly Used Numbers

ITS Support Centre	NSC237	661-3800 ext.83800	<i>helpdesk@uwo.ca</i>
Voice & Data	NSC237	661-3800 ext.83800	<i>helpdesk@uwo.ca</i>
General Office	NSC108	661-2151 ext.82151	FAX No. 661-3486 ext.83486
Computer Accounts Office	NSC229	661-3800 ext.83800	<i>accting@uwo.ca</i>
Computer & Network Operators		661-3525 ext.83525	<i>operator@uwo.ca</i>
ITRC	NSC118	661-2111 ext.85513	<i>itrc-admin@uwo.ca</i>
ITS Non-Credit Courses		661-2151 ext.82151	<i>its-courses@uwo.ca</i>
Dial-in Line (all modem speeds)		640-5305	
E-mail Postmaster		661-2151 ext.82151	<i>postmaster@uwo.ca</i>

## Facilities

ITS Support Centre	NSC237	General Purpose Labs	UC2, NSC110, SH1310
PC Lab	NSC101		NCB105, SVB13, SVB14,
ITRC	NSC118		SVB16



## Mailing List

If you wish to have your name and/or address added, changed, or deleted from the *In Touch* mailing list, please provide the following information.

**Category:**

UWO \_\_\_ faculty, \_\_\_ staff, or \_\_\_ graduate student (Please give campus address below.)

**Request following action:**

\_\_\_ ADD      \_\_\_ CHANGE      \_\_\_ DELETE

Last Name \_\_\_\_\_ First Name and Initials \_\_\_\_\_

Department \_\_\_\_\_

Address of department (Building on campus or affiliate) \_\_\_\_\_

Previous label information (if varies from above, or include previous label)

Return to: *In Touch* Mailing List, Information Technology Services, Natural Sciences Centre, The University of Western Ontario, London, Ontario, Canada, N6A 5B7