

Essentials

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Email: TLS, Authentication Coming Be Prepared

Summary: CSS is upgrading the college email service to provide security when you login to read mail or send mail and to make it more difficult for non-engineering users to send email with a false sending address. To provide this increased email security, CSS will require TLS/SSL security to connect to read mail, add TLS/SSL security to the server that sends email, and require authentication to that server.



Security for Sending Mail

CSS has always required that you provide a login ID and password to read mail. On 1 November 2004 you'll be required to log in using a secure method. We are adding that same security for sending email. To provide a secure way of sending email, the College purchased a digital certificate for the server that sends mail. When we install this certificate, the SMTP email server that your email client specifies must match the name on the certificate. Having the certificate means that you will be able (and are encouraged) to use TLS (or SSL) to send mail. You will be required to authenticate to the

SMTP email server to send email. In addition, you must use a valid From/Reply to email address.

What You Must Do

You must verify or make five settings: 1. use TLS/SSL to connect to the mail server `imap.engineering.uiowa.edu` to read mail; 2. SMTP server = `smtp.engineering.uiowa.edu`; 3. use TLS/SSL to send mail; 4. authenticate to the SMTP server; 5. use a valid return address.

Before 25 October

1. If you use Eudora, set (or verify) that it is configured to use TLS/SSL to connect to the mail server `imap.engineering.uiowa.edu`
2. Set (or verify) that your email client (Eudora, Mozilla, and Outlook) is configured to use the SMTP server: `smtp.engineering.uiowa.edu` (you must use the entire word "engineering"). The certificate mentioned above is issued for `css.engineering.uiowa.edu`, so the mail client information must match

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Meet Sarah. Come to the Open House.

In July Sarah Williams began working in CSS as the desktop support consultant, replacing Dan Mentzer in that position. Dan is now a Windows system administrator. Sarah was working as the computer support person for Kirkwood College in Iowa City before starting in her position here. She is in 1253 SC, the same office used by the consultants and Chris Fomon. If you have questions about using or problems with software, call Sarah, 335-5753, for help.

After a couple years of being in temporary offices, the CSS main office is now in its final resting place. Room 1256 has the offices of Doug Eltoft, Sheila Britton, the student assistants, Diana Harris, Susan Beckett, and Jim Cramer. Dan Mentzer, Dave Funk, and Matt McLaughlin are next door in 1248 SC. The student consultants, Chris Fomon, and Sarah Williams are across the hall from the CSS main office in 1253 SC.

Open House...continued on page 4

Outlook for Scheduling



Because ITS replaced campus-wide electronic scheduling with Outlook* and Exchange**, the College of Engineering did the same. Outlook accounts are available to any faculty or staff who wants one. Outlook has calendar and email components. You must use the Outlook email to accept or reject meetings. The Engineering College Outlook accounts are created so that only items about meetings must be read with Outlook; all other email goes to your engineering account as usual.

All the conference room scheduling that had been done with CorporateTime is now done on Outlook. If you need to schedule only conference rooms in SC but do not want or need a personal calendar, ask your department staff to schedule those meetings. The web version of Outlook is called Outlook Web Access or OWA. Though not as capable as the Outlook client, the OWA is sufficient for viewing other's free/busy time, scheduling meetings, and to accept or reject invitations.

If you want an Outlook account, please tell Diana Harris, 335-5121. Direct Outlook questions to Sarah Williams, 335-5753.

*Outlook is the client software that you use to look at your calendar, set meetings, track attendance, and read messages to accept or reject meetings.

**Exchange is the server that handles the transactions you initiate with Outlook.

Campus Software Program

Where can you buy Red Hat Linux for \$10? From the IMU Bookstore. The Campus Software Program includes several items of popular software for not a lot of money. Read about the program, which coordinates software licensing on campus; details are at <http://www.its.uiowa.edu/cs/software/aboutprogram.html>

Students, departments, and faculty and staff can purchase software provided to the University through the program. Connect to <http://www.its.uiowa.edu/cs/software/softwarelistingstudents.htm> you'll see that you can buy Red Hat Linux on CD for \$10 or StarOffice on CD for \$3. Norton Anti-Virus, WS_FTP Pro, and SecureCRT can be downloaded. Special student pricing is available from Apple, IDL, Maple, Mathematica, and Minitab.

Faculty and staff (<http://www.its.uiowa.edu/cs/software/softwarelistingfshomeuse.htm>) will find similar lists of software that can be purchased cheaply or downloaded for free.

One function of the Campus Software Program is to review software needs and funding. Read their web pages often to see what new offerings are added.

The ITS Software Download Area, <http://helpdesk.its.uiowa.edu/software>, is the place to find

software that UI students, staff, and faculty can download. The IMU Bookstore, <http://www.book.uiowa.edu/> then click on **Electronics**, stocks media and manuals for software purchased through the Campus Software Program.

If you don't remember all those links, go to the CSS Software page, <http://css.engineering.uiowa.edu/sware/index.html>, then scroll down to the link Available Software (http://css.engineering.uiowa.edu/sware/sware_available.html); that page has links to the CSS download page, ITS download page, and the Campus Software Program.

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Articles have a density factor. Very dense articles may be harder to read but no less important. The more layers in the cake, the dense the article.



CSS Password Tools

This summer CSS installed the same password tools that ITS uses for users to manage the Hawk ID password. With these tools you can 1) change your password if you know your current password; 2) enroll by providing answers to questions you choose from an available list; 3) reset your password if you have enrolled and don't remember your current password; and 4) if you have enrolled, unlock your account when it is locked because the wrong password has been given too many times when attempting to log in.

Go to <http://password.engineering.uiowa.edu> to use the CSS password tools, including enrolling. General information about using these tools is at http://css.engineering.uiowa.edu/tools/password_tools.html

As a reminder, all engineering account passwords follow the same basic rules as ITS requires for account passwords. Passwords:

- must include 2 numbers and 2 letters.
- cannot include any 4 consecutive characters of the user name, Hawk ID, or current password.
- cannot match any of the 10 previous passwords.
- are valid for 180 days, but may be changed more often. You can use either the reset or the change function of the CSS password tools to change your password.

Engineering account passwords must be at least 9 characters long; ITS requires only 6 characters.

Look on the Web

CSS tries to keep on-line most of the information about the services, hardware, and software we provide the college. The CSS web pages are organized by topic – tools, email, software, etc., — but just because they are organized does not mean that you know all of what is published. You can use the Google search on the home page (<http://css.engineering.uiowa.edu>) to find information. But you are not likely to search for what you don't know is available. Here are a few pages with information you may not have known about:

Backup cost calculator

CSS will back up your local hard drive for \$5 per gigabyte backed up to tape. Read about the back up service at http://css.engineering.uiowa.edu/account_pol/css_services.html#localback and see examples for calculating what it would cost you at http://css.engineering.uiowa.edu/account_pol/backup_examples.html

Windows Security Patches

If you have a Windows computer, you should know that Microsoft provides patches for the Windows operating systems with some regularity. If you use a college-

Back issues and the current issue of this newsletter are on-line:

<http://css.engineering.uiowa.edu/news/essentials>

administered computer, CSS keeps track of those patches and installs them regularly. If you administer your own computer or you have a Windows computer at home, you need to pay attention to such updates. The CSS page http://css.engineering.uiowa.edu/news/windows_security_patches.html has links to the Microsoft update information page, the update page, and the ITS Security Office page or recent notices; that page contains all security notices sent to campus network contacts.

Software

The software information page (http://css.engineering.uiowa.edu/sware/software_info.html) lists alphabetically software, platform (Unix or Windows), version number, type of program, and local notes. Programs that have a link from their name, like ABAQUS, Interactive Thermodynamics, and Matlab, have additional information including a description, what it is and how it is used; these descriptions were written by students who work in the Center for Technical Communication (<http://www.engineering.uiowa.edu/~ctc/>). — Diana Harris

Lab Hardware Updated

Over the summer, CSS replaced the oldest Windows computers in the labs. The Henry Electronic Classroom, 1245 SC, now has 33 Hewlett Packard XW4100 computers, which use a 2.8 GHz Pentium IV processor and all of which are equipped with a DVD/CD ROM drive.



In the Elder and Hering labs, 1220 SC and 1231 SC, you'll find 14 more HP XW4100 computers, the newest and fastest computers we have, for a total of 55 XW4100s in the Elder and Hering labs. Also, further upgrades were made to extend the life of the HP Visualize computers. CSS consolidated hardware creating dual Pentium III processor computers running either dual 800Mhz or dual 1Ghz processors in all 17 of the P class Visualize computers.

Other changes in the labs include the continued replacement of CRTs with flat panel monitors. The flat panel display frees up room on the desks, gives a comfortable viewing angle, reduces eyestrain, and is energy efficient, thus saving the university operating costs.



— Christopher Fomon

Use Skillsoft with Mozilla

UI Learning and Development has made over 370 Skillsoft courses available to UI faculty and staff. The courses are free and available on the web any time from most Windows computers. You can use Skillsoft using Mozilla in the Seamans Center. For information and course listing, go to: <http://skillsoft.uiowa.edu/>

As an example of the variety of courses available with Skillsoft, I searched on "web" and found 29 courses including ones on Dreamweaver, HTML, Flash, asp.net, Fireworks, Powerpoint, Visio, Acrobat, and many more.



Open House, continued from page 1...

CSS will be holding an open house on Thursday, 30 September, so that you can come meet Sarah, appreciate our office space, and eat cookies. The event will be held from 9:00am-3:00pm in 1256 SC and 1253 SC.

Hard Drive Backups

CSS has provided a local hard drive backup service for several years. This article is a reminder that the service is available. Go to the web page http://css.engineering.uiowa.edu/account_pol/css_services.html#localback for details about how backups are done and what they cost. CSS has refined its backup procedure to minimize the data (and so the cost) written to tape while making recovery fairly simple. CSS charges \$.50/100MB or \$5/GB backed up. You pay only for the data written to tape.

When the college purchases new computers for faculty, the computer comes with a large, local hard drive that is intended to store personal and research files and data. (The College also provides, at no cost to the user, network file space for educational support. The network file space is backed up daily.) If you have data on non-network drives that you want backed up, call Sheila Britton, 5-5751, to discuss the options, or send her email (<mailto:sbritton@engineering.uiowa.edu>) and include the account MFK to charge for the service and the name of the directory or drive to be backed up.

For information about the backup schedule and to estimate the cost of backup service, see the Hard Drive Backup Examples web page at http://css.engineering.uiowa.edu/account_pol/backup_examples.html

Local Email Delivery Sped Up

FYI: Spam & Viruses

The College blocks a huge amount of spam email. Ask someone who receives their email at an ITS account how much spam they get daily; they will be astonished to learn how little you get if you read your mail from the engineering mail server imap.engineering.uiowa.edu. Beyond blocking, you can create a Spam folder into which we deliver questionable email. Mail delivered to the Spam folder is deleted in 7 days, just like mail in the Trash.



In addition we block email that includes a virus. Recently we started scanning outgoing email for viruses as well. Outgoing email that contains a virus is returned to the sender.

Local Delivery

You get your engineering email delivered to login@engineering.uiowa.edu. The University supports an email alias usually of the form first-last@uiowa.edu. That email alias service means that you can tell people your email address is bea-greene@uiowa.edu, for example, rather than bgreene@engineering.uiowa.edu. Many people choose to publish their alias rather than the actual address because it is easy for people to remember and spell correctly.

Email sent from one Engineering account holder (bgreene@engineering.uiowa.edu)

directly to another engineering account holder (gblack@engineering.uiowa.edu) would stay within our email system and be delivered very quickly. But email sent from one Engineering account holder to another Engineering account holder's University alias address (to gail-black@uiowa.edu, for example) would be sent out of our system for processing at ITS before being delivered back to the College email server as outside email. This process can delay mail delivery because of backlogs at ITS. Now we have updated the College email system such that outbound email being sent to a University alias that has an Engineering College target address stays within the Engineering College email system, thus minimizing the delivery time. This is accomplished by adding a campus email target directory lookup routine in the email sending process.

To summarize, internal Engineering College email will now stay local even though the sender uses the recipient's University alias address.
— Doug Eltoft

Hours

Computer Labs — The Hering (1220 SC) and Elder (1231 SC) labs are open 24 hours/day, 7 days/week except for maintenance. With an access card, you can enter the building and the labs after the building closes.

Consulting, 1253 SC — M-Th 8am – 9pm; F 8am – 5pm; Sun 5pm – 9pm

CSS Main Office, 1256 SC — M-F 8am – noon, 1-5pm

Web Sites

This newsletter is published first to the CSS web pages at

<http://css.engineering.uiowa.edu/news/essentials>

The CSS pages are found at <http://css.engineering.uiowa.edu>

The College of Engineering pages are at

<http://www.engineering.uiowa.edu>

The University of Iowa pages are at

<http://www.uiowa.edu>

Smart Reader's Guide to the Newsletter

If you use email, do not fail to read and understand the first article in this issue about TLS and Authentication. These changes will affect everyone who uses email.

If you like to eat, don't miss the CSS open house, announced on page 1.

If you don't want to have to come to CSS to have your password reset, read about the password tools on page 3.

TLS, continued from page 1...

the certificate exactly for mail to be sent.

3. Set (or verify) that your email client (Eudora, Mozilla, Outlook, and Webmail) specifies a valid From/Reply to email address. Valid From and Reply to email addresses are of the form **loginID@engineering.uiowa.edu** (or **loginID@ihr.uiowa.edu**) or **first-last@uiowa.edu**.

While you are configuring either Eudora, do the other things described in the section “Eudora” below.

On Monday, 25 October

On Monday, 25 October 2004 CSS will reconfigure the email sending process on the SMTP email server to allow using Transport Layer Security (TLS). Using TLS, which includes SSL, means that email sent using TLS will be encrypted and so not readable. By this date you must have the correct SMTP server and a valid email return address specified.

On Monday, 1 November

On Monday, 1 November 2004 CSS will require that you authenticate to the SMTP mail server to send messages.

Eudora

On or before Monday, 25 October, go to **Tools | Options | Checking Mail** to set Secure Sockets when Receiving to **If Available, STARTTLS**. Go to **Tools | Options | Sending Mail** to make or verify the other 4 settings. Check **Allow authentication**, then set Secure Sockets when Sending to **If Available, STARTTLS**. See the

web page http://css.engineering.uiowa.edu/email/secure_sendmail.html for screen capture illustration.

Mozilla

On Monday, 25 October, or before Monday, 1 November, go to **Edit | Mail & Newsgroups Account Settings...** to set your email address. Go to **Server Settings** and check **Use secure authentication**. Next go to **Outgoing Server (SMTP)**. Verify that the SMTP server is correctly name and change the port to 587. Turn on authentication by checking “Use name and password” and enter your login ID. Finally select **TLS, if available** under “Use secure connection.” See also the web page http://css.engineering.uiowa.edu/email/secure_sendmail.html for screen capture illustration.

Outlook

You need to make changes to Outlook only if you are using it to read and send email you’re your engineering IMAP mail account. If you use the OWA, the web version, there are no changes to make.

Select **Tools | E-mail Accounts...**

and select “View or change existing e-mail accounts”. On the next screen, select the IMAP/SMTP account to **Change** to verify that your email address and the SMTP server name are valid. On or after 25 October and before 1 November, click the **More Settings...** tab to set SSL and authorization. See the web page http://css.engineering.uiowa.edu/email/secure_sendmail.html for screen capture illustration.

Webmail

If you use Webmail, the only thing you must verify is that your From and Reply to addresses fit one of the three acceptable forms. Go to **Options | Personal Information**, then **Edit your identities**. You can specify the From address (e.g., **loginID@engineering.uiowa.edu**) be different from the Reply-to address (e.g., **first-last@uiowa.edu**). See the web page http://css.engineering.uiowa.edu/email/secure_sendmail.html for screen capture illustration.

Summary

What: Service change to use digital certificate, TLS, and authentication for outbound email.

When: The digital certificate, TLS, and authentication services will be enabled on Monday, 25 October 2004; authentication will be required on Monday, 1 Nov. 2004.

Who: Every one using the Engineering College email system to send email.

Action items before 25 October 2004 Eudora users can make all the settings listed above. Webmail users should verify their From address.

Action items on or after 25 October 2004 and before 1 November 2004 For all email clients, verify or set your connection to the IMAP mail server to use TLS/SSL. Verify that your outbound SMTP host name for all of your email clients is set to smtp.engineering.uiowa.edu and that the From address is valid; set your client to use TLS, if available; and allow authentication to the SMTP server.

— Doug Eltoft