Rise of the Oracle
by Dwight Fischer, ECG Director

As UNH and the University System convert their large administrative systems to Banner, Oracle has become the primary underlying database.

While databases have always required a degree of database administration, that function with Oracle products is much more pronounced and complex. Prior to the formation of the Enterprise Computing Group in 1999, much of the database administrator function was performed by an individual in the Systems Administrator group. The first major application to hop on the Oracle bandwagon was the Banner SIS system. With the implementation of Banner Finance, Banner HR, Management Reporting, Facilities’ PRISM, and a host of other integrated applications written in Oracle, ECG has transformed to an Oracle-centric organization.

Oracle is an industry standard among large and complex enterprise data management systems. It is a robust database and requires significant training and experience. To manage the influx of Oracle applications in Enterprise Computing, a DBA team was formed for Project FRESH. Led by Richard Dockery, the team consists of Carol Bugbee, Deirdra Baldwin and Joe Poulin. They manage the Oracle databases for finance, HR and the management reporting project. They work closely with Mario Malizia, the Oracle DBA manager for the SIS Banner application. Mario has lent his years of experience and expertise to help guide a unified structure and approach to managing all Oracle databases for Banner.

The role of the Oracle DBA is vital to proper management of data and hardware resources. Of paramount importance among the many roles of the DBA group is the responsibility to maintain vigilance

(continued on page 8)
The CIS Tip of the Month

by Jennifer DelGrosso
CIS Training and Publications

This month, we would like to share tips on resolving two of the most frequently asked questions asked by callers to the CIS Help Desk (862-4242).

I. Resetting an IP address on a PC

For Windows 95, 98, or ME:

1. Click the START button.
2. Click RUN.
3. Type WINIPCFG in the text box.
4. Click OK.
5. The “IP Configuration” screen should display. In the text box, you should see your NIC listed. If not, click the [down arrow] to the right of the text box and select your NIC.
6. If the IP address starts with 132.177, you have successfully connected to the network; click OK.
7. If the IP address does NOT start with 132.177, go to step 8.

For Windows 2000 or XP:

1. Click the START button.
2. Select PROGRAMS.
3. Select ACCESSORIES.
4. Click COMMAND PROMPT.
5. Type IPCONFIG and press ENTER.
6. If the IP address starts with 132.177, you have successfully connected to the network; click OK.
7. If the IP address does NOT start with 132.177, go to step 8.

8. At the prompt, type: IPCONFIG /RELEASE and press ENTER.
   (Note: Include one space between “IPCONFIG” and the forward slash (/).
9. Click OK.
10. When the prompt returns, type: IPCONFIG /RENEW and press ENTER.
    (Note: Include one space between “IPCONFIG” and the forward slash (/).
11. Click OK.
12. The IP address displayed should now start with 132.177.

If the steps above do not result in an IP address starting with 132.177, or you receive an error message, contact the CIS Help Desk at 862-4242 for assistance.

II. Canceling a telephone forwarding directly to voicemail

Occasionally, telephones are accidentally set to forward calls directly to voicemail. Indicators are: the telephone does not ring on an incoming call (or rings once briefly), and when you answer, you receive a dial tone, then the voicemail message light appears if a message has been left. Use the following steps to cancel your telephone from forwarding directly to voicemail:

1. Pick up the telephone to get a dial tone.
2. Push # (pound key), then push 3.

The forwarding feature should now be canceled. If these steps do not successfully cancel the forwarding feature, contact the Telecommunications Office at 862-1030 for assistance.

Software News

Price Changes

The price on Office XP Standard 2002 is now $149.95, Office 2001 for Mac OS 8.1–9.x is $199.95, and Adobe Design Collection 6.0 is now $349.95.

Adobe

Adobe has replaced several of its titles with newer versions, and all are available now (in both Mac and PC platforms): Digital Video Collection 7.0, Design Collection 6.0, Publishing Collection 12.0, and Web Collection 5.0. The most current upgrade information can be obtained by visiting the Adobe website.

Other Adobe news: Streaming Media Collection 1.0 has been discontinued with no replacement; and Dynamic Media Collection 4.0 has been replaced by Digital Video Collection 7.0.

Macromedia

Macromedia has announced its new line of MX software products, all due out in mid June. The new products include Studio MX, Fireworks MX, Dreamweaver MX, eLearning Suite (Win only), ColdFusion MX Server Enterprise (Win only) and ColdFusion MX Server Pro (Win only). Flash MX is currently available. Visit the Macromedia website for details on free upgrades (pay shipping & handling) for these products.

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Stuart Williams is a filmmaker, storyteller and travel guide of sorts. “We take audiences to places they wouldn’t otherwise be able to go,” says Williams. “Abroad, space, or the bottom of the ocean. That is the true magic of video.”

As Manager of CIS Video Services, he has helped transport audiences to the top of Mount Washington, to the outer reaches of the galaxy through footage obtained from NASA, and to Saskatchewan, Canada to view the Northern Lights.

Stuart has been a member of the UNH community for over 20 years. He graduated from UNH on a Saturday (with a BA in Communications), and began work as a Videographer on the following Monday after completing an internship as an undergrad. He has worked many parts of the Video Services spectrum: television director, producer director and now manages other producers.

Thanks to a technical revolution, he is no longer limited to the linear confines of tape. In the digital age, Stuart now produces projects on DVD, interactive CD-Rom, and streaming video. “The great thing for us right now is that video is shaking free of being exclusively tape,” he said. Stuart also says the Internet has made his job much more interesting. “When the Web came along, there was a lot more excitement. We have a strong sense of community for over 20 years. He graduated from UNH on a Saturday (with a BA in Communications), and began work as a Videographer on the following Monday after completing an internship as an undergrad. He has worked many parts of the Video Services spectrum: television director, producer director and now manages other producers.

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<thead>
<tr>
<th>Date</th>
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<tr>
<td>3 - Mon</td>
<td>Computing at UNH: An Introduction 2:30 p.m. - 4:30 p.m.</td>
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<td>4 - Tues</td>
<td>Outlook at UNH: An Introduction to Outlook XP 1:30 p.m. - 3:30 p.m.</td>
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<td>5 - Wed</td>
<td>PowerPoint 2002 XP: Level 1 9:00 a.m. - 4:00 p.m.</td>
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<td>6 - Thurs</td>
<td>Computing at UNH: Troubleshooting Your PC 10:30 a.m. - 12 noon</td>
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<td>7 - Fri</td>
<td>Banner: Finance - Navigation 8:30 a.m. - 12 noon</td>
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<td>Banner: Finance - Req/POs/Change Orders 1:00 p.m. - 4:00 p.m.</td>
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<td>Banner: Finance - Navigation 8:30 a.m. - 12 noon</td>
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<td>Banner: Finance - Direct Pay Invoicing 8:30 a.m. - 12 noon</td>
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<td>Banner: Finance - Regular Invoicing 1:00 p.m. - 4:00 p.m.</td>
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<td>Banner: Finance - Buy/Pay Query 8:30 a.m. - 12 noon</td>
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<td>14</td>
<td>Banner: Student - An Introduction 1:30 p.m. - 4:30 p.m.</td>
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<td>15</td>
<td>Excel 2002 XP: Level 2 9:00 a.m. - 4:00 p.m.</td>
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<td>WebIntelligence: Accessing Reports 9:00 a.m. - 11:00 a.m.</td>
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<td>17</td>
<td>Blackboard QuickStart 5 9:00 a.m. - 12 noon</td>
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<td>18</td>
<td>HRIS: An Intro. 9:30 a.m. - 11:00 a.m.</td>
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<td>19</td>
<td>HRIS: Introduction to Doc. Processing 1:30 - 3:30 p.m.</td>
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<td>Blackboard QuickStart 5 1:00 p.m. - 4:00 p.m.</td>
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Banner: Finance
The course descriptions for the Banner: Finance sessions can be found on the Training Resources web site at http://training.unh.edu.

Banner: Student - An Introduction
An introductory look at the Banner Student Information System (SIS). Navigating through the system will be emphasized. This will be hands-on training. (Room 125 - 1 Leavitt Lane) Prerequisite: None

Blackboard QuickStart 5
Blackboard QuickStart 5 will get you up and running in the new version of Blackboard—fast! At this hands-on session, you will learn what you need to do to get ready to use Blackboard, how to build a Blackboard course site, and how to manage the site once it is built. QuickStart 5 is intended for faculty, graduate students, and staff who are new to Blackboard. (Room 521 - Dimond Library) Prerequisite: None

Computing at UNH: An Introduction
Whether you are a new employee or new to computers, you will benefit from this seminar. Topics include learning more about your computer account and what the account can do, how to work in a networked environment, what services are available to you through CIS and more. (Room 125 - 1 Leavitt Lane)

Computing at UNH: Protecting Your Computer
Everyone knows they should do it, yet recent surveys confirmed most of us do not take the precautions we should to protect our computers or our information from becoming lost, damaged or insecure. Join us for a workshop on what YOU should do to protect your computer from common problems and how to avoid them. (Room 125 - 1 Leavitt Lane)

Computing at UNH: Troubleshooting Your PC
This workshop will address some common problems encountered when using a PC and what you can do to avoid them. (Room 125 - 1 Leavitt Lane)

Excel 2002 (XP): Level 2 ($79)
In this course you will create templates, sort and filter data, import and export data, analyze data, and collaborate on the Web. (Room 125 - 1 Leavitt Lane)

HRIS: An Introduction
Provides a general introduction to the USNH Human Resources Information System and specifically covers the HUM (Human Resources and Financial Update and Inquiry Mechanism)—a controlled interface to HRIS for data update and inquiry. Includes a review of HUM services, sample tables, table navigation and data inquiry (no update). (Room 125 - 1 Leavitt Lane) Prerequisite: None

HRIS: Document Processing
Introduces the concepts and use of electronic documents within the USNH Human Resource Information System. Lecture and hands-on practice covers MTI ‘document actions’ to create, modify and approve documents in the NSPTRX table. (Rm. 125 - 1 Leavitt Lane) Prerequisite: HRIS: An Introduction

Outlook at UNH: An Introduction to Outlook XP
This class will present an overview of the various modules in Outlook including sending/receiving mail, calendaring, keeping track of contacts, creating distribution lists, organizing tasks, retrieving mail from a remote location using the web, and more. (Room 125 - 1 Leavitt Lane) Prerequisite: None

PowerPoint 2002 (XP): Level 1 ($79)
In this course you will learn the basic skills necessary to begin effectively creating presentations in Microsoft PowerPoint. (Room 125 - 1 Leavitt Lane)

Word 2002 (XP): Level 2 ($79)
In this course you will learn intermediate Word 2002 skills including how to create templates, manage table data, create a newsletter, send form letters, create a Web page, and manage document changes. (Room 125 - 1 Leavitt Lane) Prerequisite: Word, Level 1 or equivalent experience.

Classes to look for this summer...

JULY
- Flash 5: Level Access 2002 XP Level 2
- Access 2002 XP: Level 2
- Firworks 4: Level 1

AUGUST
- Powerpoint 2002: Level 2
- Dreamweaver 4: Levels 1 and 2
- Freehand 10: Level 1
Choosing Your PDA

(continued from page 1)

Armed with this knowledge, glance through the most common reasons for getting a PDA and options for each category. Keep in mind that CIS does not recommend or support any particular brand or model. The UNH Computer Store carries the Palm Pilot line. Prices and models are listed on their Website at: http://www.computerstore.unh.edu

Reason #1: “I want to keep track of my appointment, clients/contacts and tasks.”

If organization is a priority, most PDA’s will fit your needs. Entry-level Palm or Visor models meet or exceed this requirement. There are a myriad of models to pick from, including models that allow email send/receive functionality and Internet browsing through a special wireless service (similar to cell phones). Such services do, however, require an additional subscription per month.

Reason #2: “I’m tired of carrying both a PDA and a cell phone.”

And speaking cell phones, perhaps the most remarkable breakthrough in PDAs is the hybrid cell phone that also functions as a PDA. Almost every cell phone manufacturer has or will soon develop units that perform both functions.

Reason #3: “I want to stay organized, by I’m also interested in gaming, playing MP3’s, digital photography and more.”

The Sony Clie line stores and plays MP3s and other multi-media files. Sony recently announced two new PDA models, the Sony PEG-NR70 and PEG-NR70V, and U.S availability is expected within the next few months. Both models feature a keyboard, built into the clamshell design. Separate keyboards for most PDAs run as high as $100. Additional features include a built-in digital camera, MP3 player and standard Clie software.

The Sony Clie is also unique in its ability to share images, MPEGs and MP3s with other Sony devices using their patented proprietary memory sticks, such as a the Sony Cyber-Shot digital camera.

The Clie has a high resolution screen which allows the user to view images and movies (.jpgs, .gifs and .mov clips) stored on memory sticks. Users can review digital images with clients, or share the latest pictures of a new puppy or child with coworkers. Memory Sticks can be used to transfer or store computer information to a PDA or digital camera.

Reason #4: “I want a handheld that functions just like my PC.”

Many consumers crave the functionality of a PC laptop, without the heady price tag. Pocket PCs running Windows CE system are an affordable option to laptops, with the Compaq iPaq as the front-runner in this niche. It offers similar computer functionality, and although the most expensive PDA option, it is with good reason.

Windows CE closely emulates other Windows operating systems, therefore reducing the learning curve for windows users. As with other models, collapsible keyboards make usability easy, without relying on letter punching or having to learn a new handwriting alphabet. It allows users to store and transport emails, Word documents, pictures, spreadsheets, and Powerpoint presentations.

The Final Decision

Regardless of the functions you seek, questions are bound to arise before a selection process is complete. Browsing dedicated PDA-info Websites remains the best alternative. Listed below are a few Websites containing information on current models, sneak previews of future models, reviews, and available software:

www.pdastreet.com
www.pdabuzz.com
www.pdabuyersguide.com

So, what is the bottom line? Which one should you choose? Unfortunately, selecting a PDA is similar to choosing a car. Ultimately, they all do the same thing, it’s how you get there that matters. Check out on-line reviews. Visit stores allowing in-store trials. Talk to people who own one and get their opinions. And then choose one that fits your needs and budget. No matter what brand or model is you choose, the benefit of staying organized and having valuable information at your fingertips is priceless. ❖

Kathi Derby works in CIS Training & Publications.
Windows XP: Pros and Cons
by Martin England

Microsoft’s latest version of the Windows family has been met with both guarded optimism, and staunch criticism. Now supported by CIS, Windows XP Pro provides the kind of network security previously offered by Windows 2000, and features a modern look-and-feel that is easy on the eyes, with many singing its praises. On the flipside, XP contains some problematic features and requirements that have many questioning the need to upgrade. Here are a few favorable XP features…and a few that may discourage the quick switch.

Pros

User Accounts

Similar to Windows 2000, XP allows users to set up password-protected accounts, each with different levels of access. “Computer Administrators” are granted full-rights to install programs and change hardware settings, while “Limited” accounts have restricted rights. Users can quickly switch from one account to another without closing programs or saving documents before exiting. Each password-protected account is also allowed its own My Documents folder and personalized desktop.

Smart Folders

Pictures in XP now appear automatically as thumbnails, making it far easier to recognize files without the time-consuming practicing of opening and closing files. Sound files are also displayed with a Preview button, making it easier for users to recognize MP3s, WAVs and RAs.

Automatic System Updates

Similar to its predecessors (and all software programs), XP has its share of bugs. With previous versions of Windows, users had the options of visiting Microsoft’s Website or clicking on an icon in the Start menu to check for updates and patches. Windows XP automatically displays a dialog box whenever updates are available. The downside is users must be connected to the Internet in order for the system to detect these updates.

System Restore

XP allows users to remove system changes by the use of the System Restore feature. In essence, System Restore takes a snapshot of the hard-drive, and then recalls that snapshot should the need to reinstate a previous system state arise. This feature is especially useful when loading new software, installing a new hardware device, or downloading a file from the Internet. Before this feature can be enabled, users must first establish a Restore Point. Use the following instructions to create a restore point (Source: Microsoft.com):

1. Access the System Restore Wizard through Help and Support Center. (Click START, and then click HELP and SUPPORT. Click PERFORMANCE AND MAINTENANCE, click USING SYSTEM RESTORE to undo changes, and then click RUN THE SYSTEM RESTORE WIZARD.

2. Click CREATE A RESTORE POINT, and then click NEXT.

3. In the “Restore point description” box, type a name to identify this restore point. System Restore automatically adds to this name the date and time that this Restore Point is created.

• To finish creating this restore point, click CREATE.

• To cancel restore point creation and return to the Welcome to System Restore screen, click BACK.

• To cancel restore point creation and exit the System Restore Wizard, click CANCEL.

To view or to return to this restore point, from the “Welcome to System Restore” screen of the System Restore Wizard select RESTORE MY COMPUTER TO AN EARLIER TIME. Then select the date when the restore point was created from the calendar in the SELECT A RESTORE POINT screen. All of the restore points that were created on the selected date are listed by name in the list box to the right of the calendar.

Cons

Hardware Requirements

At present, many campus departments are choosing to stick with Windows 2000, if only for the heavy XP hardware requirements. Before purchasing XP, make certain your system can handle its steep requirements. Computers age two years and above should be checked to ensure hardware requirements are met. CIS recommends the following minimum hardware requirements:

• Pentium III or higher processor (450 to 500 MHz in speed)
• A minimum 256MB RAM
• At least 1.5 GB of free hard drive space

Software and Hardware Compatibility

Many hardware devices are not compatible with Windows XP. Compatibility is also an issue with many older applications, which may or may not work with XP. Microsoft’s Website contains a downloadable “Upgrade Advisor,” which will determine system upgrade readiness. Ideally, the Upgrade Advisor should be downloaded and installed before upgrading to Windows XP, but at 31.7 MB, it requires a robust network connection, and takes hours with a dial-up connection. The Upgrade Advisor is available at:


After downloading and installing the Upgrade Advisor, Microsoft performs a system check, and lists all hardware and software that is not compatible with Windows XP.

www.unh.edu/signals
Rise of the Oracle
(continued from page 1)

over the integrity and reliability of the data housed in a database. They establish and reinforce appropriate database procedures, standards, and practices to ensure that data integrity, security, and availability are not compromised. They also perform a variety of backup procedures that protect our data right down to the keystroke. When problems arise, and they do, the DBA’s work closely with the system administrators to diagnose and correct the problems.

Enterprise Resource Planning (ERP) applications are designed to integrate major applications. Like new automobiles, they are coming with more and more complexity that requires highly skilled technical staff. Our DBAs are those ace mechanics. They keep our ERP vehicle optimized, protected and safe for the variety of passengers who now ride together.

Oracle DBAs are part of a well-oiled team that supports the ERP from Banner that include: Functional Experts; MIS Developers & Programmers; Oracle DBAs; System Administrators.

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Photo by Martin England