**Operations & Information Technology Resources**

From the Departments of Information Technology & Operations

http://www.hsph.harvard.edu/it (Information Technology)

http://www.hsph.harvard.edu/Admins/operations (Operations)

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**FORMS**

The IT Department uses many forms in the day-to-day processing of our work. All of these forms are available on our website at:

http://www.hsph.harvard.edu/it/download/forms

Please keep in mind that these forms change on a regular basis so it is always a good idea to check the website for the latest version before filling out any form and submitting it.

**Computing Account Application:** Needed for all Email & Novell accounts. The form must be signed by your Department Administrator before submission.

**WWW Account Application:** Needed for Department Webmaster's to set up a web site for your Department, group, study, etc. You must contact Deane Eastwood, the HSPH Webmaster, before submitting the form to the IT Department.

**Media Services Request Form:** Needed to request equipment from the Media Services group (formerly Audio-Visual)

**Move Form:** Must be filled out for anyone moving computer equipment from one location to another.

**New PC Set-up Form:** Needed whenever you purchase a new PC and request assistance from the IT Department in setting it up.

Filling out these forms and submitting them to the IT Department saves all of us time by getting us the information we need up front.

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**YES – HSPH DOES RECYCLE**

In answering questions from several new employees and students, it became apparent to us that we should re-state the School’s recycling programs and procedures.

**Paper:** White, colored and cardboard (except food containers) can be mixed in all office, class and lab wastebaskets. The “white paper only” statement on the barrels now only reflects the technology of paper recycling when we purchased the baskets.

**Computers:** Please call the Help Desk at 2-HELP (4357) if you are disposing of an old computer or any computer components. We will arrange to have the items picked up at your office or lab.

**Plastic:** Currently limited to programs maintained by vendors and essentially involved laboratory items. VWR, one of our major lab product suppliers, can provide information on items they will pick up for recycling. You may contact Steve Kaufman at 1-800-947-4270 for information on this service. Please review your ordering procedures and order as few plastic items as practicable.

**Glass and Aluminum beverage containers:** Collected in specially marked containers scattered throughout the School. The Cafeteria and many conference rooms and kitchens contain barrels devoted to these items.

Please remember that all members of the School have a part in the recycling effort. Be sure that you do not contaminate a waste stream by including inappropriate items in specially marked containers. Don’t introduce food into the paper containers. Order thoughtfully to minimize plastic packaging.

We should also reiterate that the Longwood Campus is billed over $20,000 annually by our recycling contractors for these services. Additionally, short-term storage space for recycling materials severely impacts traffic patterns in our receiving area.

To these ends we are constantly working on upgrading the recycling programs within the campus. Please help us with your suggestions and compliance with the procedures now in place.

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**DID YOU KNOW…?**

The U.S produces 19% of the world's trash. The annual contribution includes 20 billion disposable diapers, 2 billion razors and 1.7 billion pens.
WHO IS CLIENT32 AND WHY IS HE USING MY DISK SPACE?

Every user who logs in to one of the Novell networks is assigned a standard amount of disk space where they can store any files they want. This space, also referred to as your quota, is currently 50mb. When you receive the error message (Client32 out of disk space), it means that you have reached or exceeded your allowed space. What you need to do at this point is move and/or delete files that are on your P: drive.

Some of you may be thinking “Wait a minute, I didn’t even know I had a P: drive, and I’ve never looked at it so how could I have put more than 50mb worth of data on it?” This is due to the fact that in the Novell environment, your Eudora files are kept on your P: drive. (I’m not lying, open your P: drive and you’ll spot the Eudora folder)

The disk-space eating culprit is most often your attachments directory. Whenever you click on an attachment you receive in Eudora, the file is downloaded from the mail server and placed on your P: drive (this happens behind the scenes, even if you do not save the attachment). Even when you delete the email and purge it from Eudora, if you ever clicked on the attachment, it’s still sitting on your P: drive.

To locate your attachments directory and have a look at what you’ve got there, you’ll need to take the following steps:

1. Double click on your “My Computer” icon
2. Double click on your P: drive (it has your name on it)
3. Double click on the “Eudora” folder
4. Double click on the “Imap” folder
5. Double click on the “Dominant” folder
6. Double click on the “Inbox” folder
7. Double click on the “Attach” folder

Now you can review your files and delete attachments you either no longer need or have saved to a location other than your P: drive.

One last note on the P: drive: it is a good location to store backups of your important files so you’re not just keeping them on your hard drive. The Novell servers perform nightly tape backups, so in the event of a hard drive crash on your computer, any files that you had saved to your P: drive would be recoverable in most cases. Just keep it under 50mb or Client32 will be knocking on your door again!

HOLIDAYS AND THE ON-CALL PROGRAM

On-Call hours for the November holidays:

Veteran’s Day, November 10: 9 a.m. - 5 p.m.

Thanksgiving Day, November 23: No technician On-Call

Day after Thanksgiving Day, November 24: 9 a.m. - 5 p.m.