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Clear Water Bay Road, Kowloon, Hong Kong
channel@usthk.ust.hk
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Editor's Notes

Channel is a bi-monthly publication of the Centre of Computing Services and Telecommunications (CCST) of HKUST. Prepared by the Computing Information Centre (CIC), Channel provides valuable information about CCST plans, developments and services. Topics on new trends in computing technology or other related topics of interest are also included. User contributions to Channel are welcome and should be sent to the Editor along with the author's name and department.

Channel is distributed to all University members who are registered users of the CCST services. Other parties who would like to have their names added to our mailing list for Channel may complete and return the form on the last page to the Computing Information Centre.

Esther Chan, Editor of Channel
CIC
ccesther@usthk.ust.hk

CCST Hot-line 6200
Mon - Fri : 9:00 a.m. - 12:45 p.m.  2:00 p.m. - 5:00 p.m.
Sat : 9:00 a.m. - 11:45 a.m.

Computer Barn (Rm 4382)
Opening hours :
Mon - Fri : 8:15 a.m. - 10:45 p.m.
Sat : 8:45 a.m. - 4:15 p.m.
Consultation hours :
Mon - Fri : 9:00 a.m. - 12:45 p.m.  2:00 p.m. - 5:00 p.m.
Sat : 9:00 a.m. - 11:45 a.m.

Business Computing Laboratory (Rm 4334)
Opening hours/Consultation hours :
Mon - Fri : 9:00 a.m. - 12:45 p.m.  2:00 p.m. - 5:00 p.m.
Sat : 9:00 a.m. - 11:45 a.m.
Message to Students From the Director

Dr. William Max Ivey
Director of Centre of Computing Services
& Telecommunications
ccmax@usthk.ust.hk

Welcome - new students of the Hong Kong University of Science & Technology. Also a special welcome to our returning second year students. We staff members in the Centre of Computing Services & Telecommunications have been hard at work over the past three years to develop a world-class computing environment as modern as any to be found. We believe that we have been successful in implementing the first stage of this advanced environment and we look forward to extending and enhancing it over the next few years.

Our computing environment is based on evolutionary developments in computing technology and the computer industry which seem to have accelerated over the past several years. The computing environment of the future will consist of networked collections of small but powerful computing machines communicating with each other and often working cooperatively on a single problem. The key component to make this futuristic computing environment viable is a very fast computing network. Related components of nearly equal importance are the "network computing software systems" which control and regulate network access and manage the sharing of resources and components. On our campus, you will utilize one of the largest FDDI computing networks which exists in the world today. FDDI, the Fibre Distributed Data Interface, is the acronym for the 100MB optic fibre data network which promises to revolutionize computing and become the accepted standard for the decade of the 90’s. It is very fast! Around the end of the year CCST will undertake a major expansion of the FDDI network which will result in more than doubling of its size. Also while at HKUST you will become acquainted with systems such as ATHENA and the Distributed Computing Environment (DCE) of the Open Software Foundation (OSF). These are the network computing software systems mentioned above. They will allow you to do such things as obtain supercomputer-class performance from the workstation or PC at your fingertips by recruiting other available systems on the network to work on your computing problems.

Everyone knows that the world is being revolutionized by information technology, but the transformations which will take place over the next several decades will be much more revolutionary still. Just think about it! Purpose-built microprocessors will alter many of our lifestyles and eliminate many problems. In about 15 years, microprocessors (i.e. computers) will be available which will be sufficiently powerful (about 1000 MIPS) and sufficiently small (the size of a pack of cigarettes or maybe even a very large button) to clip on your shirt lapel (with an earplug in one ear) and translate any one of the world’s languages into any other. Of course, with this technology it will be very easy to speak Cantonese into the telephone and have good (but perhaps not perfect) Japanese come out the other end. In the future, many information systems will be voice directed. Upon arising in the morning we will command the computer to fix...
the coffee, get our sister on the telephone, and bring up any messages (which might be in voice, written, or full motion video format) for consideration. We will direct the computer to formulate a reply perhaps asking it for advice on some business strategy. The computer will then bring forward the news events which happened worldwide during your sleep carefully ordering the items to suit your personal preference. Business news or sports first?

What does all this have to do with you? You are the people whom we believe (and hope!) will make all these dreams happen. This new technological age requires Engineers, Scientists, Business leaders and executives, and Humanists and Philosophers who can understand, work with, and develop these new technologies, and also help society to adapt to their use! We believe that HKUST will provide you with the ideal training ground to eventually accomplish these things. I hope you will all take advantage of it.

Over your next three years at HKUST, you will find the opportunity to utilize the computing systems in many of your classes. In addition, there are non-credit introductions to many computing topics offered regularly by the Centre of Computing Services & Telecommunications. Take advantage of all these opportunities to utilize this very advanced computing environment. You will not regret it!

We have been awaiting the arrival of our second class, you are most welcome. We look forward to meeting you and working with you in the future. Best wishes on your next three years at HKUST.
For You Who Are New to CCST

For you who do not know CCST, CCST is, in full, the Centre of Computing Services & Telecommunications. CCST publishes the newsletter you are reading!

Much much more than an organization that publishes, CCST is a service department in HKUST whose importance will be immediately felt in a number of aspects. In fact, CCST provides you an advanced computer environment to help you accomplish your tasks in work or in study.

All Are Yours

Probably you come to know CCST services step by step. One of the very first services you receive from CCST is your personal computer account. Then you will see that there is computing equipment around ready for your use. If you are a member of staff, you will discover that on your desk or in your vicinity there is a computer - be it PC, Macintosh microprocessor or Unix workstation. If you are a student, you will be reminded time and again that there are several computer laboratories in various locations on the campus for your free use. You need not worry about the hardware and software in the offices or in the laboratories for our engineers will make sure that the centrally maintained facilities always work and are up-to-date.

Yes, once in this university, staff and students will be able to enjoy the convenience of advanced computing. Imagine! Computer access is free for all. A variety of central computing facilities ranging from minicomputers, workstations to microprocessors are there for your use. Besides, there is the famous, world-class FDDI network extensively linking computers in the Academic Building and residential units of staff and students, and offering linkage to nearly everywhere in the world through Internet. And much more.

All kinds of network services like electronic mail, Internet services, information services, electronic notice board, office tools and library online catalog are at your fingertips. Specific to administrative staff's daily work, there are the tailor-made administrative information systems helping in areas related to students, finance, personnel, purchasing and inventory, estate management, etc. If you are teaching or doing an academic research in this university, probably you will be more interested in the academic systems CCST provides in numerical processing, data visualization, graphics, scientific computation, simulation and modeling.

For staff users who may not know computer or the usage of certain office tools, CCST launches a number of computer training courses on a regular basis. Coming up in early September will be a series of orientation programs for new students to familiarize themselves with the computer resources and set up in the university.

Training courses get one started. However, when one wants to know more technically, or when one tries to solve a particular computing problem on his own, he might want to look up some computer manuals. CCST publishes a variety of introductory computer manuals to send to members of this university free. Besides, CCST maintains a library of documentation, software disks, computer books, manuals, magazines and self-learning video tapes to lend to users.

When problems arise in using our services, or when you have technical questions to ask, students and staff are welcome to seek help from CCST. User consulting is all day long. Staff can ask for support by mail, by phone or in person. For students, help can be sought from the help desks in the computer laboratories. They are manned by our staff almost the whole day through.

Servers & Microcomputing

VAX and Unix servers are provided on the network. Laser printers are hooked to the network. Printing of files is easy by sending outputs to the networked laser printers nearby. High-speed large volume printing and plotting are centrally provided in CCST. The central printer room is in Rm. 2034. Pigeon holes are installed there for staff and students to collect their printouts sent to the central printers.
On microcomputing, IBM-compatible 386 and 486 PC-family microcomputers are provided for staff and student use. Various Apple Macintosh microcomputer models are also available. All PCs and Macs are connected to servers via the network.

Some Commonly Asked Questions

Q: Where is CCST?
A: The general reception of CCST is at Rm. LG4007, Academic Building. The nearest lift to LG4007 is Lift 6 which you take to access the indoor sports complex. There you will find the User Consultation Team also. The team is the interface of CCST with general users.

Q: How can I get individual support from CCST?
A: You are welcome to call up (Hotline: 6200), send e-mail (to the account cchelp) or Fax (Number: 3580967) to CCST. If you like, you may even come pay a visit to the User Consultation Team at Rm. LG4007. You can find a list of numbers and e-mail accounts on the last page of this newsletter. Do let us know your comments and suggestions about the services CCST provides. Also, do not hesitate to contribute to this newsletter to share your experience.

The operation hours of the hotline are:

<table>
<thead>
<tr>
<th>Mon-Fri</th>
<th>9:00am-12:45pm</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2:00pm-5:00pm</td>
</tr>
</tbody>
</table>

| Sat     | 9.00am-11:45am |

Q: How can I use the central computers?
A: If you hold a valid user account, you can access the central Unix and VAX/VMS servers via the network from microcomputers or workstations in university offices, computer laboratories and even in staff quarters and student dormitories. Outside the campus, you may dial up our machines through your modem.

To use the Unix system, you need to have a user account on the system. To use the VMS system, a separate account on VAX/VMS is required. For staff, application for user accounts should be sent to CCST through the Departmental Computer Coordinators. On the other hand, students are granted one or more computer accounts automatically when they are admitted to this university.

Q: How to collect outputs from your central printers?
A: Normally you can send your printouts to the network printers in your offices or in the computer laboratories in which you are working. However, at times when you have a lot to print and you do not want to jam the printers in your offices or laboratories, you may send the print job to our central printers in the CCST printer room. The printer room is at Rm. 2034, accessible from Lift 2, 13-15, 17-18.

Files sent to queues SYS$PRINT (band line printer) and CCLQ (laser printer) will be distributed via pigeon holes outside the printer room. The output bins are partitioned into two sections with labels in two different colours. The upper section is reserved for staff and postgraduates (P/G) while the lower one is for undergraduates (U/G).

Printouts for staff and postgraduates are distributed by our operators according to the first two characters of the username (UserId). For example, one whose username is BCWONG will have his printout put in the bin labelled "BA-BM".

On the other hand, account usernames for undergraduates are prefixed by a 2-character department code and a separator "_" (underscore). The rest five characters are used to identify the user. For instance, an undergraduate Computer Science student whose username is CS_TW Lam will be identified by the 4th and 5th characters of his username, that is, "TW". His printout will therefore go to the bin labelled "TN-TZ".

As the pigeon holes are shared among users, make sure you do not print confidential information to the print queues abovenamed, and do not take away other users' printouts. At present, our operators distribute printouts once every hour.
Q: Can I connect to the network in the quarters?
A: Staff and students may apply to connect their microcomputers to the network if they reside in the staff quarters or student halls. Application forms can be obtained from CCST.

Q: Can you list your services?
A: In brief, four kinds of computing services are provided to users: Information Systems, Network Services, User Services and Engineering Services.

Various administrative information systems are tailor-made for the university's administrative staff.

Network services include e-mail, Internet services (like Telnet, FTP, Archie, USENET and the to-be-available IRC), file transfer, connection to host machines, office tools, library online catalog, information lookup, electronic notice board, file printing to network printers, etc.

User services include user consulting, user training, documentation support, Centre newsletter, suggestion box, Centre library, supply of computer consumables, etc.

Engineering services include installation, maintenance and trouble-shooting on the network, computer and telephone equipment.

Q: Can you list your computer laboratories?
A: A. Computer Barn - Equipped with 80 PCs

| Location: | Rm. 4382 |
| Hours: | Mon-Fri 8:15am-10:45pm |
| | Sat 8:45am-4:15pm |
| Consultation: | Mon-Fri 9:00am-12:45pm |
| | 2:00pm-5:00pm |
| | Sat 9:00am-11:45am |

B. Business Commuting Laboratory - Equipped with 30 Mac LCS

| Location: | Rm. 1044 |
| Hours: | Mon-Fri 9:00am-12:45pm |
| | 2:00pm-5:00pm |
| | Sat 9:00am-11:45am |

C. New Computer Barn - Equipped with PCs, X-terminals and Macs, this laboratory will be opened when school starts in early September.

| Location: | Rm. 4334 |
| Hours: | Mon-Fri 9:00am-12:45pm |
| | 2:00pm-5:00pm |
| | Sat 9:00am-11:45am |

D. Departmental Computer Laboratories -

Certain departments have their own laboratories which may include special hardware and software to meet specific needs of the departments.

Q: What should I be careful in using the computers?
A: Computing facilities are provided to university members only. Users must observe rules and regulations governing the use and provision of central computing facilities and services as specified by the University Computer Committee and the Director of CCST. This will help ensure that hardware, software and data are protected against damage, unauthorized use, theft and fraudulent manipulation. Misuse of the computers includes:

- Using someone's account without authorization
- Giving one's account password to outsiders
- Using an account for unauthorized non-university-related purpose
- Pirating copyrighted software
- Spreading maliciously of computer viruses

Unauthorized use of computing resources and malicious destruction/removal/modification of equipment and software may cause suspension of the use of CCST's computers.
New Services/Development

Optical Mark Reader

CCST recently acquired an Optical Mark Reader (OMR) known as OpScan 5.

OMR is an input device used to read marks on specially designed forms. As one scans a form, the relative position of each mark (i.e. data) on the form is recorded and stored into a file. OpScan 5 scans forms at a rate of 3,000 sheets per hour.

There are many useful applications of OMR. One of the most popular applications is for recording answers of multiple choice test questions and survey questionnaires.

The Education Technology Centre is the first user of this piece of new equipment. The recent course evaluation survey administered by ETC uses a specially designed OMR form to collect data from students.

CCST plans to design a generic form for multiple applications. Meanwhile, if you want to know more about the equipment, or if you have an application in mind, please contact Mr. Paul Kwan at ext. 6251.

Hardware Fault Reporting

A new service for users to report computer hardware faults electronically was recently rolled out, replacing the previous reporting method of sending mail to or calling CCST.

A fault report can be entered from a PC or a SUN workstation. To invoke the system on PC, choose the "Information Service" item on the HKUST main menu, and select accordingly. To invoke the system on Unix, type "ustinfo&" on a SUN workstation to access the HKUST Information Service Menu, and then select the system.

Fault reports and the data collected along the chain of follow-up activities in each case are stored in a database for close progress monitoring and subsequent analyses.

One attractive feature of the service is that at each major stage of progress, the user who filed in the fault report will be informed of the current work status by e-mail generated automatically by the system.

Hardware Fault Report on Sun Workstation

New Computer Laboratory

A new computer laboratory is under construction in Room 1044, Academic Building.

Equipped with 486-based PCs with some Macs and X-terminals, the laboratory will be available for the use of students when school starts in early September.

Access to the laboratory from the Atrium is easy through the escalator right next to the Admissions, Registration & Records Office.
Personal Purchase of PCs
- For Members of University

PC models and options are offered to staff and students of this university at a reduced price by PORRO Technologies Ltd.

Purchase forms can be obtained from:

Staff: Departmental Computer Coordinators
Students: Student Affairs Office

Latest sales information from PORRO reads:

<table>
<thead>
<tr>
<th>System Model</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. PORRO M200/DX33 Desktop System $4130</td>
<td></td>
</tr>
<tr>
<td>- 33MHz 80386DX CPU</td>
<td>$4130</td>
</tr>
<tr>
<td>- 128KB cache</td>
<td></td>
</tr>
<tr>
<td>- 2MB RAM on board</td>
<td></td>
</tr>
<tr>
<td>- 2 Serial &amp; 1 parallel ports</td>
<td></td>
</tr>
<tr>
<td>- HD/FDD controller card (AT bus)</td>
<td></td>
</tr>
<tr>
<td>- 1 x 1.44MB floppy disk drive</td>
<td></td>
</tr>
<tr>
<td>- 101 keys enhanced keyboard</td>
<td></td>
</tr>
<tr>
<td>- DOS 5.0 (3.5&quot; diskette) with manual</td>
<td></td>
</tr>
<tr>
<td>B. PORRO M200/486-33 Desktop System $6530</td>
<td></td>
</tr>
<tr>
<td>- 33MHz 80486DX CPU</td>
<td>$6530</td>
</tr>
<tr>
<td>- 64KB cache</td>
<td></td>
</tr>
<tr>
<td>- 2MB RAM on board</td>
<td></td>
</tr>
<tr>
<td>- 2 Serial &amp; 1 parallel ports</td>
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<td>- HD/FDD controller card (AT bus)</td>
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Options

<table>
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<th>Options</th>
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<td>Memory</td>
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<td>- 2MB additional memory</td>
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<tr>
<td>- 6MB additional memory</td>
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<td>Hard Disk</td>
<td>$1650</td>
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<tr>
<td>- 52MB Quantum (17ms)</td>
<td></td>
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<tr>
<td>- 105MB Quantum (17ms)</td>
<td>$2580</td>
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<tr>
<td>- 80MB Western Digital (18ms)</td>
<td>$2060</td>
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<tr>
<td>- 200MB Western Digital (18ms)</td>
<td>$4550</td>
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<tr>
<td>Floppy Drive</td>
<td>$380</td>
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<tr>
<td>- 3.5&quot; 1.44MB</td>
<td></td>
</tr>
<tr>
<td>- 5.25&quot; 1.2MB</td>
<td>$480</td>
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<tr>
<td>For Monochrome System</td>
<td>$800</td>
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<tr>
<td>- Philips 14&quot; monochrome monitor</td>
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<tr>
<td>- Dual monochrome graphics adaptor</td>
<td></td>
</tr>
<tr>
<td>For VGA System</td>
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<tr>
<td>- Philips 14&quot; colour VGA monitor</td>
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<td>- ACERVIEW 33 VGA monitor</td>
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<td>- 1MB VGA adaptor</td>
<td>$520</td>
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<tr>
<td>Coprocessor</td>
<td>$100</td>
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<tr>
<td>- Intel 80387DX-33</td>
<td></td>
</tr>
<tr>
<td>Mouse</td>
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</tr>
<tr>
<td>- PORRO mouse</td>
<td>$100</td>
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</tbody>
</table>

- 80387DX-33

- 80486DX

- ACERVIEW

- ACERVIEW 33

- ACERVIEW 33 VGA

- 1MB VGA

- 1MB VGA adaptor

- 520

- 520

- 520

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Announcements

CCST Open House 1992

All are welcome to pay a visit to the CCST Open House 1992 launched by the Centre of Computing Services & Telecommunications in September, 1992.

The Open House is first of its kind in CCST. Visitors will be provided a comprehensive picture of

- The work of CCST
- Network and computing environment
- Available network services
- Administrative information systems
- Academic computing
- Various support services

Interesting topics also include live demos on network management, network services, information systems, academic computing, multi-media applications, etc.

<table>
<thead>
<tr>
<th>Date</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Sept 1</td>
<td>10:00 - 17:00</td>
</tr>
<tr>
<td>Sept 2,3,4</td>
<td>9:00 - 17:00</td>
</tr>
</tbody>
</table>

Venue: Rms 2397 & 2399

Hints & Tips

How can I log in my HKUST account via Internet while I am abroad?

You may use the Telnet facility provided at the remote site, and then

For Unix Users: Connect to the node USTSU2.UST.HK (or, 143.89.14.8)
For VAX Users: Connect to the node USTCC3.UST.HK (or, 143.89.14.9)

Maintenance Window

A Maintenance Window, a period of time in which network services are limited due to routine backup and maintenance, takes effect from 3:00am to 7:00am daily.

UNIX

Backup for the Unix system takes place from 3:00am to 7:00am daily, during which data volumes may be locked from user access. When a particular volume is undergoing backup, the user concerned may be locked for a while. At that time, mail and internet services are NOT recommended, and dial-up to Unix may be affected.

VAX/VMS

Backup for the VAX/VMS system is scheduled from 3:00am to 7:00am everyday. When a particular data volume is undergoing backup, the user concerned may find the system relatively slow and that the files modified by him may NOT be immediately backed up. At that time, dial-up to VAX/VMS is relatively slow. However, mail and internet services remain unaffected.

PC & MAC

During 5:00am to 7:00am daily, access to PC network applications including Pathworks Mail/electronic mail and network printing are NOT recommended. Mac applications may also be affected.
I have two accounts, a VAX/VMS account and a Unix account. It works fine, except that I keep on forgetting to read mail messages on one of the accounts. Can CCST help?

In this case, we suggest that you centralize all your incoming mail on either one account. Suppose you used to read mail on Unix, then you had better redirect all your incoming mail messages from your VAX account to your Unix account. The steps to do it, once and for all, are:

**From VAX to Unix**

1. Log in your VAX account.
2. Invoke the mail utility:
   ```
   $ mail
   ```
3. Type:
   ```
   MAIL> set forward
   _Address: "in%""name@uxmail.ust.hk"
   ```
   where *name* is your Unix account name.
4. Exit from mail:
   ```
   MAIL> exit
   ```

To reset your set forward command on VAX, that is, to receive incoming mail on both accounts, type:

```
MAIL> set noforward
```

Similarly, if you used to read mail on VMS, you had better redirect your incoming mail from Unix to VAX. Then, until you reset it, you will only receive mail on VAX.

**From Unix to VAX**

1. Log in your Unix account.
2. Set forward by:
   ```
   % cd
   % echo "name@ust.hk" > .forward
   ```
   where *name* is your VAX account name.
3. Exit from mail:
   ```
   MAIL> exit
   ```

To reset your set forward command on Unix, delete the .forward file will do.

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**Staff News**

Patrick Leung was promoted to Senior Computer Officer in July 1992. Before the promotion, Mr. Leung was Computer Officer in the Computing Information Centre.

Carson Ho resigned in July 1992. He was Assistant Computer Officer in the Information Systems team.

Former Student Programmers, Carol Lee, Sunny Suen and Raymond Yu, were succeeded by Antony Chan, YC Chan, Alex Lam, Gary Lee, Edmund Mak and Ivan Yeung in July 1992.
CCST Contact Points

<table>
<thead>
<tr>
<th>User Consultation Coordinator</th>
<th>Ext.</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Tony Chan</td>
<td>6243</td>
<td>cctony</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone Services Coordinator</th>
<th>Ext.</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Christine Cheng</td>
<td>6190</td>
<td>ccccheng</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training Courses Registration</th>
<th>Ext.</th>
<th>E-mail</th>
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</thead>
<tbody>
<tr>
<td>Ms. Anna Mak</td>
<td>6189</td>
<td>ccanna</td>
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</table>

<table>
<thead>
<tr>
<th>Requests for Computing Resources (Admin &amp; Business)</th>
<th>Ext.</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. William Tung</td>
<td>6221</td>
<td>ccbtung</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requests for Computing Resources (Others)</th>
<th>Ext.</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Danny Tang</td>
<td>6241</td>
<td>ccdanny</td>
</tr>
</tbody>
</table>

Problem Reporting E-mail Account - CCHelp
For users to send in their problems and difficulties via e-mail. A consultant will respond to messages sent to this account as soon as possible.

Suggestion E-mail Account - CHANNEL
For users to send in their queries, ideas, suggestions and comments concerning services we provide. A consultant will respond to messages sent to this account as soon as possible.

Centre of Computing Services and Telecommunications

<table>
<thead>
<tr>
<th>Director</th>
<th>Dr. Wm. Max Ivey</th>
<th>6182</th>
<th>ccmax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assoc. Director &amp; Mgr. Systems &amp; Operations</td>
<td>Mr. Lawrence Law</td>
<td>6201</td>
<td>cclaw</td>
</tr>
<tr>
<td>Mgr. Information Systems</td>
<td>Mr. William Tung</td>
<td>6221</td>
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The Internet addresses are e-mail address@usthk.ust.hk

Channel Mailing List
A mailing list is maintained for the distribution of Channel. To be placed on the mailing list*, fill out this form completely and mail to the Computing Information Centre, CCST, Hong Kong University of Science and Technology, Clear Water Bay Road, Hong Kong. Please print clearly.

- [ ] Add my address to the mailing list
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