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CCST
NEW INFORMATION & SERVICES AVAILABLE ON CCST’S WWW PAGES

As there are more and more users surfing on the Internet WWW, CCST has recently restructured our Web pages to cope with the rapidly increasing demand of information and services. Major enhancements of our Web pages include:

- Student Communications Directory
- Microsoft Windows 95 Useful Information
- Up-to-date Hardware Product Information
- Hardware Fault Report/Relocation/Installation Submission
- CCHFIP Problem Submission
- ENB Posting

Our new home page is located at:

http://www.ust.hk/ccst

and our new information structure is as follow:

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<tr>
<td>Services</td>
<td>CCST services, include account computer facilities, e-mail facilities, available software, CCHFIP submission, hardware report submission, etc.</td>
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<tr>
<td>Pub &amp; Training</td>
<td>On-line copy of CCST publications and training schedule</td>
</tr>
<tr>
<td>Technical Info</td>
<td>Resource library of technical information, include Microsoft Windows 95, hardware products, Web development techniques</td>
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Portions of this newsletter may be reprinted without prior permission if the source is clearly acknowledged and a copy of the reprinted article is sent to the Editor.

Editor: Karen Chan
Production Support: Wendy Fung
The Student Communications Directory is now available on the Web. You can search any student in the University, just like searching the existing Staff Communications Directory on our Web. Information of students includes student name, e-mail address, and department code.

Follow the University Phone Book pointer in CCST Home Page, and you will find the student information you want. Or you may go to the Web page directly at:

http://www.ust.hk/cgi-bin/ccst/phonebook/dir.student.pl
Microsoft Windows 95 Useful Information

All the necessary information about Windows 95 at our campus is now available at:

http://www.ust.hk/ccst/techinfo/w95

Up-to-date Hardware Product Information

The new page contains a rich collection of computer products to help you source the right products and get the latest specifications. Information includes:

- Workstation, PC, printer, monitor and peripherals product information
- Standard Computing Equipment List recommended by CCST
- New computer products
- Links to hardware manufacturers
- Downloadable device drivers
- Benchmarks
- Charts, figures, specifications, product photos and tables

Through our Web pages, the information has been organized more structurally, therefore you can find what you want more easily. Also, information here will be updated everyday to make sure you get the first hand data. Lots of links referring to manufacturers keep you in touch with the outside world.

To view product information, follow CCST Home Page --> techinfo, or go to the URL directly at:

http://www.ust.hk/ccst/techinfo/hw_computing
Hardware Fault Report/Relocation/Installation Submission

Through our Hardware Fault Report/Relocation/Installation submission on Web service, users can now send us their hardware request through our Web page, hence will not be limited by PC-DOS platform because Web browsers are available on every platform we support including PC, Mac and UNIX. The interface has been revised so that information filled out will be more accurate and useful, and we can process your request more efficiently. Follow CCST Home Page —> Services, or go to the URL directly at:

http://www.ust.hk/ccst/nwsrv/arweb_hwfr

CCHELP Problem Submission

CCHELP is one of CCST's main consultation services. We aim to provide convenient ways for our staff and students to raise their problems. Besides sending us via e-mail, you may now submit your questions through our Web pages. Follow CCST Home Page —> Services, or go to the URL directly at:

http://www.ust.hk/ccst/nwsrv/arweb_cchelp
ENB Posting

From now on, not only can you read electronic notices from our Web, but you can also post notices to our Electronic Notice Board as well. If you are using Netscape browser 1.0, you can type in your messages directly. If you have already started using Netscape browser 2.0, which supports file reading, you may post a file to the ENB and the file content can be in English or Chinese. As Web provides a standard user interface to submit forms, posting to ENB is much easier and convenient than before. Follow CCST Home Page → Electronic Notice Board or go to the URL directly at:

http://www.ust.hk/cgi-bin/ccst/enbpost/enbpost.pl

Note: If you are new to World Wide Web and want to compose your Web pages, you may take a look at our Web Development pages. Follow CCST Home Page → TechInfo → Web Development → How to build home page, or go to the URL directly at:

http://www.ust.hk/ccst/techinfo/webdevelop/howto

Ban Szeto
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Windows 95 Migration

Overview

The huge banner of Windows 95 hanging over Microsoft Corporation Chairman Bill Gates’ head, during his speech at HKUST, kept telling us that Windows 95 is being a remarkable product of Microsoft. You might be wondering when the Windows 95 system will be ready on your networked PC on campus.

The last issue of Channel introduced C C S T development on supporting Windows 95 as a standard PC working platform in HKUST. Since September 95, a number of PCs in Computer Barn B (Rm. 1101) are installed with Windows 95 for students and staff to explore the new features of the hottest operating system. We have answered numerous queries [mainly related to hardware compatibility and network security] from users who installed Windows 95 on their own. On the other hand, we have also received a number of requests from staff for installation of Windows 95 on their PCs. This group of users are included into the CCST Windows 95 Pilot User Scheme [currently for staff users only], and they have contributed their valuable comments and suggestions to help us refine our system designs. In the mean time, we are supporting more than 50 Windows 95 pilot users.

The Windows 95 Home Page
Migration Plan

The existing PC platform of a networked PC is formed by different components: DOS 6.2, PATHWORKS 5.0 and MS Windows 3.1. To migrate this PC platform to the Windows 95 platform involves substantial changes in order to provide a smooth upgrade of the existing systems and applications.

In the past few months, CCST’s Windows 95 Project Team has completed most of the upgrade implementation works. As we are getting more confident on the new system, different phases of the migration process will be carried out.

For Computer Barns and Departmental PC Laboratories (DTRs), we are going to install/support more Windows 95 PCs. For users living in student halls and staff quarters, before a comprehensive setup is ready, CCST will provide technical assistance for them if they encounter any Windows 95 problems, such as installation and network parameter settings. For staff office users, before all network services are made ready on the Windows 95 platform, CCST will invite more users to join our Windows 95 Pilot User Scheme.

Basically, the Windows 95 migration plan can be divided into 4 phases. The mentioned roll-out schedules are adjustable; the exact dates will more or less depend on the preferences of users as well as the stability of various components running on Windows 95. The following paragraphs explain the construction of the Windows 95 platform at different phases.


We have just gone through this phase. The Windows 95 setup of this stage is rather primitive. A number of PCs at Computer Barn B are installed with Windows 95, and limited numbers of staff users from various departments are invited to try the pilot setup. System and application files are mainly stored on user’s local hard disk — about 200MB disk space is required. Some network specific applications (such as CD-Net, Email, Admin. Systems, etc.) are not available.


As the pilot setup is getting more mature, more staff pilot users will be invited, the expected population size would be hundreds. As for the student areas (barns and DTRs), more PCs will be installed with Windows 95. The system and application files will be mainly stored on network drives — about 60MB disk space is required. Most network specific applications will be available.


This will be the last Windows 95 trial setup. There will be larger scale of Windows 95 system roll-out, and all users who are interested in trying out Windows 95 will be welcomed. By that time, users in computer barns will be able to use different floppy boot disks to boot to Windows 95 or the existing PC environment, and all network specific applications should be ready.


By this stage, all network services will be available on Windows 95, and it will gradually become a standard PC production environment. Users may decide when is the appropriate time to upgrade his/her networked PC to Windows 95 environment. The support of the existing PC environment will be maintained until no users depend on it.
Q1. What are the requirements of PC hardware to run the CCS's Windows 95 pilot setup?

A1. The following hardware configuration is recommended:
- CPU: 486 or above
- Memory: 8MB or above
- Disk space: 200MB for pilot setup; or 60MB for beta/later setup
- CD-ROM drive: optional (system installation can be done through network)
- Sound card: optional

Q2. What software and systems are included in CCS's Windows 95 pilot setup?

A2. Currently, the pilot setup includes:
- Windows 95 base system
- MS Office 95
- Netscape
- Internet tools (FTP, Telnet, etc.)
- Various systems and applications
- Network login to NT Domain [enhanced version of Microsoft LAN Manager Domain]
- Network printing
- Network resource sharing
- Network bootup news
- Automatic system upgrade
- Other goodies...

Q3. After installation of CCS's Windows 95 pilot setup, can I still be able to refer to the existing PC environment?

A3. The pilot setup is using a dual-boot (Windows 95 or existing PC environment) approach, i.e., your existing PC environment setup will be preserved on the hard disk before the actual installation of Windows 95 pilot setup. This allows user to be able to switch between Windows 95 and the existing PC environment.

Q4. Is there any instruction guide teaching people how to use Windows 95?

A4. Windows 95 provides extensive on-line help on various topics. In addition to this, if you are running CCS's Windows 95 pilot setup, a Windows 95 Guided Tour utility can be found under the Shortcuts folder.

Q5. Where can I find the latest news related to CCS's Windows 95 migration plan?

A5. CCST is maintaining a web page about Windows 95, please refer to the URL: http://www.ust.hk/ccst/techinfo/win95. For queries on CCST's Windows 95 Pilot User Scheme (currently supports staff users only) as well as Windows 95 system, please feel free to send e-mail to ccwin95.
Innovative Features of Windows 95

- Plug and play standards, multimedia support — enables auto-detection of hardware, eases complicated installation and configuration steps of multimedia devices (such as sound card and CD-ROM drive), and allows seamless dynamic configuration changes.

- Built-in multiple network support — provides better network connectivity (fully compatible with TCP/IP) as well as user-level security.

- Improved GUI — gives more attractive and intuitive desktop appearance.

- Task bar — lets you view and switch between applications more quickly.

- User profiles — allows individuals to define personal preferences, application and network settings.

- Preemptive multitasking and multithreading — allows the computer to perform several actions at the same time.

- Folder nesting — offers a better tree-structured filing system for you to organize applications, files, directories and personal preferences on the system.

- Linking of shortcuts and icons — helps to refer to objects (files and applications) more rapidly.

- Network resource sharing — allows local printers, hard disks, CD-ROM drives, etc., to be shared among authorized network users.

- Redesigned object-oriented interface — offers a consistent view of objects (such as directories and files) in terms of icons and nesting folders, etc.

- OLE 2.0 support — makes it easier to create compound documents, drag and drop objects between applications.

- 32-bit flat memory model for up to 4G memory — makes programs more powerful and solves many memory configuration problems.

- New generation of 32-bit programs — takes full advantage of powerful PC hardware to provide a faster working environment.

- Long filenames — supports names with up to 256 characters long.

- Compatibility with MS-DOS-based and Windows-based programs — promises backward compatibility of existing programs, applications and software drivers, etc.

Teddy Poon
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Due to the advance of networking and CPU power technologies, multi-media over network has undergone various development and implementation stages worldwide. CCST has been testing some of the products for their performance and possible implementations in campus.

The Bill Gates' Talk in HKUST had offered us a great opportunity in proofing the capability of multi-media transmission over network. A live video broadcast of Bill Gates Talk over campus network and other local institutions was then planned.

A multi-cast broadcasting software named BONE was chosen for the broadcast simply because it was free from the public domain, with simple installation and no special hardware was required in the receiving stations.

With proper configuration of the HKUST backbone routers, the live video broadcast was implemented as follows:

i. broadcast to the whole HKUST campus through the campus computer network
ii. broadcast to other local institutions through the HARNET (Hong Kong Academic Research Network)

To ensure successful operation, various stages of rehearsal had been arranged with interested departments and the computer centres of other institutions.

Below is a sketch of the broadcast network setup among the institutions:

```
HKUST | HKPU

HARNET MULTICAST ROUTER

CUHK | CITYU | BU | HKU
```

The Live Video Broadcast was successfully broadcasted to campus and other institutions on the event date, December 15, 1995. Those who could not attend the event could share the joy through their desktop workstations. Recipients were estimated to be over 150.

Due to the encoding and decoding limitation, the broadcast was set at a maximum speed of 500Kbps getting an average of 4 to 5 fps (frame rate per second). Such low frame rate is of acceptable performance for Speech or Talk type presentation. The performance in HKUST campus was found quite satisfactory with an average of 4 to 5 fps and good sound quality with rare interruption. However, the performance over HARNET was degraded mainly because of the bottleneck of the T1 speed (1.544Mbps) of HARNET.

In conclusion, we do observe that better sound quality performance can be achieved over the HARNET by reducing the transmission speed to minimize the bottleneck effect of HARNET. Another proof is that network capability is a major factor regarding real time video broadcast or multi-media applications.
After this broadcast event, CCST will keep testing and evaluating new versions and new technologies of multi-media applications. Things under considerations are:

1. scheduled broadcast of selected video and sound titles through campus network
2. testing and evaluation of more enhanced multi-media technologies
3. testing and implementation of miniature video-on-demand and audio-on-demand server(s) in campus

Anyway, multi-media has a long way to get mature. Many issues in scaling, performance and security need to be addressed to enable continued growth of the infrastructure. Solutions to most of the identified issues are known, but work on design, implementation and testing is just beginning.

To read more about the MBONE®, please refer to the followings:

3. [http://www.cs.ucl.ac.uk/mice/mbone_review.html](http://www.cs.ucl.ac.uk/mice/mbone_review.html)

Michael Tang  
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E-mail: ccwctang@usthk.ust.hk

中文視窗即將推出

網絡中文視窗 (Microsoft Chinese Windows 3.1) 已於九五年九月至十月間分別在電腦庫及本科生宿舍推出。其輔助軟件及支援系統包括:

- Pathwork 5.0 網絡驅動程式
- Microsoft Office 中文版 V4.2
- Netscape 1.22N, Internet 瀏覽器 (能顯示 Big5 碼之中文網頁)
- 圖書館目錄
- Telnet 聯繫至 UNIX/VAX 主機

至於教職員版之網絡中文視窗亦已進入最後測試階段。隨著在本年初網絡列印系統之改善及升級，預期中文視窗將可於96年第一季度推出。

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電郵：ccsyau@usthk.ust.hk

March 1996  Issue No.25
Macintosh News Update

1. Major Macintosh Server migrated to Windows NT

CCST has replaced the CCST Mac Support' volume running on an Ultrix machine with a NT server on mid-January. Bench mark test shows that access to the AppleShare volume running on the NT server is 2 to 3 times faster than the AppleShare volume offered by the Ultrix machine. The new AppleShare volume CCST Mac Support' can be found at the default' zone with the server named KUST Mac Server'.

2. Logon Message now available

Macintosh users using System 7 can now receive logon message with the CCST Mac Support' volume, which is found at the default' zone with the server named KUST Mac Server', if the volume is mounted during system startup. Important notice and new application announcement will be dispatched via the logon message with the volume upon system bootup.

To mount the CCST Mac Support' volume during system startup, users can connect the volume with the guest' account and then simply check the required volume with an ".

3. Protected System and Application Folders with Macintoshes at Computer Barns

The startup system folders for Macintoshes at Computer Barns are protected from the desktop in order to prevent the systems from being corrupted. Access to AppleShare volumes or printers should be via the Chooser icon within the Applications' folder instead of the Desk Accessory menu. General applications such as Netscape and Host Connections can be found at the protected Applications' folder.

James Tsang
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E-mail: ccjames@usthk.ust.hk
CCST is pleased to announce a new series of computer software training program which is now available for university staff.

This training program aims at enhancing the computer skills of our users in order to achieve better office productivity. Besides, with the gradual migration from low-end 286/386 PCs to high-end 486/Pentium PCs, we are working on standardizing the office tools for the whole campus in order to facilitate easy document transfer among departments. Training becomes a key step in providing such services.

What courses are provided?

Currently, we are going to provide up to 75 classes on the following courses, namely:

- Introduction to Microsoft Word 6.0
- Introduction to Microsoft Excel 5.0
- Introduction to Microsoft PowerPoint 4.0
- Introduction to Microsoft Access 2.0
- Introduction to Chang Jie Chinese Input Method
- Introduction to Adobe PageMaker 5.0
- Advanced Microsoft Word 6.0
- Advanced Microsoft Excel 5.0
- Advanced Microsoft Access 2.0
- Advanced Adobe PageMaker 5.0

Later, with the increasing popularity of Chinese Windows & Windows 95, we will also consider to provide some more classes on these areas.
In the program, CCST is working with an external training institute, Kenfil Training Centre, to provide training classes for HKUST staff. The major benefits are:

1. **Smaller Class-Size**
   The class-size has been limited to 15 attendants. It will allow the instructor to manage the class effectively in order to achieve better training result.

2. **Customized Training**
   The training materials for the courses are carefully designed which can be served as quick references for the topics discussed. Also, the course duration has been adjusted so that all the classes will be completed in one day.

3. **Certificate of Attendance**
   Upon completion of the training course, a certificate will be issued to each attendant by Kenfil.

4. **Post Training Support**
   The training institute also provides hotline support on the course. Attendant can call Kenfil at 2864-2490 if they have any queries on the materials covered in the class.
Can the training courses meet our need?

Before launching the training program, CCST has conducted a survey to study the training need of each department. With their kind cooperation, we have collected valuable information and decided to put emphasis on the office tools like Word and Excel. With the current class distribution, we are able to meet, on average, up to 80% of departments' need on the introduction class for Word and Excel and 65% of departments' need on the advanced class for Word and Excel.

Can I attend the course?

Basically, all full time staff of HKUST are eligible to attend the training classes. Each department can nominate attendants to the training classes based on their own priority. Detailed application procedure can be found at the CCST Web Page location at http://www.ust.hk/ccst/pub.

Is there any other alternatives so that I can learn the software without taking the training course?

Actually, CCST has already installed a CBT (Computer Based Training) software in our Windows environment. Users can feel free to use it to learn the common application software, like Microsoft Office. For information on installing and launching the software, please refer to the CCST Web Page location at http://www.ust.hk/ccst/services/software.

PPP/SLIP Support in Dial-up Service

An increasing number of people are beginning to recognize the associated benefits of getting connected to the Internet. Probably you are already aware of the emerging important role this "information superhighway" plays in our society. To let our home users get tapped to the cyberspace more conveniently and efficiently, CCST has provided PPP/SLIP support in our newly introduced high-speed modem pools with a maximum communications speed of 28.8 Kbps.

Right now there are 2 separate high-speed modem pools (in addition to other existing pools): 26 dial-in lines for students while 10 for staff. To cope with the increasing demand on the PPP/SLIP service, more existing lines will be converted with such capability. Plan is also under way to phase out lower speed modem pools, and at the same time install additional high-speed 28.8 Kbps dial-in lines. CCST will keep on reviewing our arrangement based on the usage statistics to maintain a good service level. We treasure your advice and suggestions in this aspect.

Document & Image Scanning

With the increase of need and popularity, CCST has set up a desktop color scanner (HP ScanJet 3c) in Computer Barn B (Rm. 1101), near the Sun Sparc Classic stations.

The scanner is a 600dpi color scanner, connected to a Pentium PC with 800x600 24-bit true color display. Advanced scanning software have been installed, including:

i. DeskScan II - for image scanning
ii. PhotoShop 3 - for image refining
iii. WordScan Plus 4 - for OCR (Optical Character Recognition)

Manuals of the software are available either online or as printed copies near the scanner for your convenience.

Try it out and don’t miss the fun!
Since this academic year, a number of software in the PC, MAC and UNIX platforms have been added or upgraded in our network server. Following is a list of added / upgraded software by platforms:

**PC Software**
1. AutoCAD 13
2. Borland C++ 4.5
3. HTML Assist 1.4
4. Netscape 2.0

**MAC Software**
1. ClarisDraw 1.0
2. Fetch 3.0
3. FreePPP 1.0.4
4. HyperCard 2.2
5. JMP 3.1.1
6. MacLinkPlus Translators Pro 8.0
7. Microsoft Office 4.2.1
8. Netscape 2.0

**UNIX Software**
1. acroread 2.1
2. ctin 1.3
3. Fortran 90 compiler 1.0
4. IMSL 3.0
5. IMSL Exponent Graphics 2.1
6. Java Development Kit 1.0
7. Netscape 2.0
8. PVM (Parallel Virtual Machine) v3.3.10
9. Sparc C compiler 3.0.1
10. Sparc C++ compiler 4.0.1
11. Sparc Fortran 77 compiler 3.0.1
12. Sparc Pascal compiler 3.0.3
13. Sparcwork 3.0

In the past few months, there have been minor staff movement within our Centre.

In the Computing Information Centre, **Steve Yau** was promoted from Assistant Computer Officer to Computer Officer in September and we also have **Raymond Chen** newly joined us in the same month.

In the Information Services team, **Eva Leung** left in the month of September.

In the Operating Systems Support team, we have **William Lau** newly joined us in the month of October.

In the Network Services team, both **Kenneth Lee** and **Virginia Chan** left in the month of September.

In the User Services group, **Keith Chan** was promoted from Computer Technician I to Assistant Computer Officer in November.
The Fourth CCST External Advisory Committee was held on November 8-10, 1995.

The Committee has met senior members of CCST and representatives from academic departments. They have provided valuable comments and reports regarding our computer networking infrastructure, information systems and academic computing environment.

Photo - from left to right:

(1) **Professor Peter Ford** - Pro Vice Chancellor, Academic Affairs
    University of Nottingham
    United Kingdom

(2) **Mr. David J. Binko** - Director, Academic Information Systems
    The John Hopkins University
    U.S.A.

(3) **Dr. William Max Ivey** - Director, Centre of Computing Services and Telecommunications
    The Hong Kong University of Science and Technology
    Hong Kong

(4) **Mr. John Markwell** - Director of Information Technology
    The Royal Hong Kong Jockey Club
    Hong Kong

(5) **Mr. Raman Khanna** - Director, Networking Systems
    Stanford University
    U.S.A.

(6) **Mr. Lawrence Law** - Associate Director, Centre of Computing Services and Telecommunications
    The Hong Kong University of Science and Technology
    Hong Kong

(7) **Dr. Elazar Harel** - Director, Administrative Information Systems
    University of California, Los Angeles
    U.S.A.
Computer Users Group (CUG) Registration

Computer Users Group (CUG) is an informal group for staff members who are keen on using computing facilities and eager to see improvements on CCST. The group will meet 3 - 4 times a year.

Join now to:
- Get first hand information on upcoming CCST services
- Join in discussion on special interest groups
- Try out CCST pre-released services
- Voice out comments/feedbacks on our services

To register, you may submit a form from World Wide Web at the CCST Web Page location at:

http://www.ust.hk.ccst/services/cug

or send an e-mail to Ms Christine Cheng (E-mail address: cccheng) and provide information such as your name, department, phone no. and the interest group (PC/Macintosh) you would like to join.

Channel Subscription Form

To: Ms Wendy Fung
Centre of Computing Services and Telecommunications
The Hong Kong University of Science and Technology

Please tick the appropriate box:
- Add my name and address to the mailing list
- Make changes to the address
- Remove my name and address from the mailing list

Name: ____________________________
Organization: ____________________________
Address: ____________________________

Note: Subscription is mainly for members of other organizations, which can also be requested by sending an e-mail to channel@ust.hk. Staff and students of our university can obtain copies of Channel directly through departmental offices and computer barns, respectively.
CCST | Contact Points

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<tr>
<th>General Enquiries</th>
<th>2358-6188</th>
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<tr>
<td>24-hour Dial-up Service</td>
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</table>
  - Staff: Normal Pool 2358-4000
  - High-speed Pool 2335-0009

<table>
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<tr>
<th>Fax</th>
<th>2358-0967</th>
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</table>
|  - Student: Normal Pool 2358-2014
  - High-speed Pool 2719-3253
  - Express Pool 2358-4937

<table>
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<th>Phone</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Dr. Wm. Max Ivey 6182 ccmx</td>
</tr>
<tr>
<td>Assoc. Director</td>
<td>Mr. Lawrence Law 6201 cclaw</td>
</tr>
<tr>
<td>Head of Computing Information Centre</td>
<td>Mr. Victor Cheng 6203 ccvictor</td>
</tr>
<tr>
<td>Head of Information Systems</td>
<td>Mr. William Tung 6221 ccwtung</td>
</tr>
<tr>
<td>Head of Operating Systems Support</td>
<td>Mr. Lawrence Law 6201 cclaw</td>
</tr>
<tr>
<td>Head of Network Systems</td>
<td>Mr. Steven Wong 6207 ccsteven</td>
</tr>
<tr>
<td>Head of Future Technology</td>
<td>Mr. Michael Tang 6261 ccwtang</td>
</tr>
<tr>
<td>Head of Gen. Off. &amp; User Services</td>
<td>Ms. Theresa Lo 6252 cclo</td>
</tr>
<tr>
<td>Editor of Channel</td>
<td>Ms. Karen Chan 6253 cckaren</td>
</tr>
<tr>
<td>Inter-departmental Liaison Person</td>
<td>Ms. Christine Cheng 6190 ccchong</td>
</tr>
<tr>
<td>E-mail Account Coordinator</td>
<td>Ms. Cindy Yung 6183 ccchong</td>
</tr>
<tr>
<td>Telephone Services Coordinator</td>
<td>Ms. Christine Cheng 6190 ccchong</td>
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<tr>
<td>Training Courses Registration</td>
<td>Ms. Anna Mak 6189 ccanna</td>
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<tr>
<td>Requests for Computing Resources</td>
<td></td>
</tr>
</tbody>
</table>
  - Admin & Business | Mr. William Tung 6240 ccis |
  - Other Branches | Ms. Theresa Lo 6252 ccisreq |

The telephone extensions are (852) 2358-xxxx. The Internet addresses are E-mail address@ust.hk.

Location and Schedule

<table>
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<tr>
<th>Computer Barns</th>
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</thead>
<tbody>
<tr>
<td>Computer Barn A - Rooms 4402-4404</td>
</tr>
<tr>
<td>Computer Barn C - Rooms 4578-4580</td>
</tr>
<tr>
<td>Mon - Fri: 8:15 a.m. - 10:45 p.m.</td>
</tr>
<tr>
<td>Sat: 8:45 a.m. - 4:15 p.m.</td>
</tr>
<tr>
<td>Computer Barn B - Room 1101</td>
</tr>
<tr>
<td>Mon - Fri: 8:15 a.m. - 0:45 a.m.</td>
</tr>
<tr>
<td>Sat: 8:45 a.m. - 8:45 p.m.</td>
</tr>
<tr>
<td>Sun: 1:00 p.m. - 8:45 p.m.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Help Desks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk for Staff - Room 2019</td>
</tr>
<tr>
<td>Mon - Fri: 9:00 a.m. - 12:30 p.m.</td>
</tr>
<tr>
<td>2:15 p.m. - 5:00 p.m.</td>
</tr>
<tr>
<td>Sat: 9:00 a.m. - 11:45 a.m.</td>
</tr>
<tr>
<td>Help Desk for Students - Room 1101</td>
</tr>
<tr>
<td>Mon - Fri: 9:00 a.m. - 10:30 p.m.</td>
</tr>
<tr>
<td>Sat: 9:00 a.m. - 4:00 p.m.</td>
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</tbody>
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