

NEORUG

May 2003

Attend the June 19th NEORUG Meeting

By Gene Calai

Let me try to convince you, why you should attend the June 19th NEORUG Meeting.

Electronic Workflow and Business Process Improvement for Business and Technology Professionals!

How can you impress the management of your company by streamlining its business processes?

Electronic Workflow!

What is Electronic Workflow?

Taking day-to-day repeatable business tasks and using technology to manage, improve and innovate these processes.

What are the Benefits of using Electronic Workflow?

- Your business processes are streamlined by eliminating many manual roadblocks.
- You can eliminate many paper documents that have to be moved from person to person, copied and

continued on page 2

Join us at Ferrante Winery and Ristorante for our June Meeting Sponsored by NetDirect

Winery Tour and Wine Tasting are Part of the Event



Spouse/Significant Others are welcome

Pre-Registered Cost:

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Member's Spouse - \$5.00

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Add \$10.00 if you pay at the door.

For details about the meeting and speakers for this event look inside.

continued on page 3

INSIDE THIS ISSUE

- 1 June Meeting & President's Column
- 2 HP-UX Tools: Free Help for SysAdmins
- 3 Map to Ferrante Winery and Meeting details
- 3 NEORUG Board of Directors
- 5 Review of March Meeting
- 8 Membership Application
- 10 Are You Listening by Robert Gignac

filed.

- You can continue business processes by routing business decisions and work to secondary or backup employees when someone is on vacation or out.
- With the appropriate configuration, people can work from any location with an Internet connection!
- Detailed auditing of processes
- Dynamic reporting capabilities
- The list goes on...

What are some specific examples of how can you use Electronic Workflow at your company?

Purchase Orders, Vacation Day Requests, Order Entry, Expenses

Who should know more about Electronic Workflow?

Business and Technology Professionals that want to improve their business.

How can you learn more about Electronic Workflow?

Attend the June 19th NEORUG Meeting!

Enterprise Backup

Who should be concerned about Enterprise Backup?

Anyone that uses a computer

How can you learn about Enterprise Backup solutions?

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Wineries and Socializing

Who should be concerned about wineries and socializing?

Any adult that can speak!

Attend the June 19th NEORUG Meeting.

We are having a different kind of meeting this time around. The Board is attempting to remove any barriers that may keep you from attending. This meeting starts later in the day, 4:00. Thus eliminating the excuse of having to work. Your spouse or significant other is welcome to attend. So it can be a night out for you and your loved one. We will start with a happy hour and a half to network and socialize with others. And finally two significant topics that everyone should be concerned with learning more about!!!

HP-UX Tools: Free Help for SysAdmins

by Mike Ehrman

As a System Administrator of HP-UX servers, the more you can make things secure and automated the better. To do this without breaking the budget, HP offers several free tools on www.software.hp.com as well as tools that come with HP-UX 11i. Many of these tools were reviewed at an HP-UX Security session I attended earlier this year.

Telnet sessions transmit data across networks in plain text. This allows anyone that has gained access to your network the ability to see everything transmitted using network monitoring software. SSH creates a user transparent encrypted tunnel for all traffic between the user and the host. This means that no data, including passwords, would be visible on the network to a potential attacker. O'Reilly & Associates describes SSH as a tool for secure remote login over insecure networks and provides an encrypted terminal session with strong authentication of both the server and client, using public-key cryptography. O'Reilly offers an excellent book on SSH called "SSH: The Secure Shell"; check it out at www.snailbook.com

The logger command that comes with HP-UX allows you to make entries in the system log. This can be used to place messages from several log files or other outputs in one central location. It has several options that are described well in the logger man page.

HP-UX Bastille is a security hardening/lockdown tool which can be used to enhance the security of the HP-UX operating system. It helps a System Administrator determine which services are not required and reviews possible security issues including correct permission levels of some operating system files and directories. HP Engineering Services Consultant Walt Jones describes Bastille as "a configuration tool (wizard) which walks an administrator through the steps of configuring HP-UX securely and then implements changes based on the choices made."

HP's Intrusion Detection System for HP-UX 9000 servers (IDS/9000) alerts you to hackers who have reached the HP-UX 11i operating environment and are about to do harm in the places most critical to your computing environment - the operating system and applications. It complements other security policies and systems you already have in place because it concentrates on protecting and alarming the HP-UX 11i operating environment. Several security surveys show that over 70% of detected unauthorized access to systems was by insiders.

The Security Patch Checker is a Perl script that analyzes the file sets and patches on an HP-UX system. It

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4:00 Happy Hour (and a half), networking, Tablet PC's (Thanks to NetDirect for bringing them to allow us to get our hands on them), winery tours, drinks and hors d'oeuvres.

Ferrante Winery will take us on a tour of their wine making facilities and then allow us to taste three of their award winning wines. There will be ample time for networking with each one other, play with the Tablet PC's and get to know one another.

5:30 Workflow/Business Process Management/Improvement (presented by Hyland Software)

Tired of your slow, paper based business processes?

Ever wondered about the benefits of automating these processes?

We'll be a tired wonderer no more! Hyland Software has enabled thousands of organizations to streamline their processes and gain measurable ROI from technology investments. This presentation will discuss the basic concepts and functions of automating business processes with workflow, as well as give some actual examples of organizations that are saving money and increasing efficiency with workflow.

From Hyland Software comes Collin Boetger, an industry veteran of four years and current Business Development Manager. Hyland Software has achieved widespread recognition as one of the document management industry's premier technology firms for its development of the OnBase Integrated Document Management system.

6:15 Enterprise Backup Management – featuring overviews by Tivoli, Veritas & HP OmniBack followed by a round table discussion and Q & A.

Each vendor, Veritas, HP, and Tivoli will spend 15 minutes discussing their backup solutions. Followed by a Panel Discussion with Q & A. You will be able to ask the vendors your questions pertaining to enterprise backup!

Space is limited so register today by emailing Bert Hoffman at bhoffman@woosteroh.com.

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Board Meeting Notes

One of the challenges of the NEORUG Board is to make sure that we continue to grow. At our Board Meeting we brainstormed about ways that NEORUG can change and grow. We have tried some of this in the past and haven't been as successful as we have wished. We have tried Management tracks and they don't work. We have added UNIX and Emerging Technologies and these have been fairly successful. They have brought in good topics, however, the attendance is not what we would like to see. I still think we need more marketing to improve in that area.

So here is our next attempt. Educating technology professionals on how technology can be used to grow your business. And educating business professionals on how technology can be used to grow your business. It sounds like a great idea. Think about this. No one spends money on technology. Money is only spent on solutions that make business better. And the people that make the decisions on how to spend the money are business people, not the techies. We need to bring the two of them together to help each of them more about each other and how to leverage technology solutions to improve their businesses!!!

Perhaps we should consider this new strategy and rename NEORUG to something along these lines such as NEOTAB or NEOBTU? Northeast Ohio Technology and Business professionals, or Business and Technology Users?

Review of Pioneer-Standard Meeting

(March 6, 2003)

Overall we had about 30 attendees and great sessions. I know that there are more than 30 people in the Northeast Ohio area that would have benefited from attending these sessions.

Both sessions that I attended were very informative. I learned several things that will allow me to maintain and grow my company's business. Also, the Pioneer-Standard facility was outstanding. Everyone enjoyed the tour of their very interesting computer assembly facility.

MPE: Homesteading Plan for the Future by Gene Calai

Paul did a nice job of laying out all the items you need to consider if you are currently running an HP 3000. By Paul's definition, if you are currently running an HP 3000 you are homesteading and there are many items you need to consider to make sure you have your bases covered. Yes, HP will stop selling new HP 3000s this year and officially stop providing hardware and software support on December 31, 2006. However, there are options to extend the life of your HP 3000 if necessary. Third-Party companies are available to provide support and more options are becoming available to assist you in maintaining your HP 3000 hardware and MPE software. Paul will be presenting this session again at both HP 3000 Solutions Symposiums. So, if you missed him at NEORUG you will have the opportunity to see this session again.

Storage Solutions by Gene Calai

I had never meet Bill Pinkerton before today, but it was apparent from the start the Bill knows storage well. He reviewed with us all of the current technologies. Specifically NAS, SAN and all of the associated hardware components and some of the software used to manage storage. Some of the main things that I learned from Bill's presentation are that a NAS is best suited for File Level storage and a SAN is best for Block Level storage. Some examples of File Level storage applications would be office documents and images. Some examples of Block Level storage applications would be databases. Bill also explained many of the newer trends that are occurring such as directors, iSCSI and Gateways. Gateways in storage are devices that allow SAN storage to look like NAS storage. Overall, this was a great session for anyone thinking about preparing their business for future growth by leveraging storage solutions that make it easier to grow your business. Once you get beyond a few servers, you need to consider storage consolidation.

By Hank Milnark

I attended the Storage Solutions session given by Bill Pinkerton who was able to provide all the information I needed on NAS and SAN. He started with a great background and overview of the two storage methods. He answered questions very effectively and helped some folks who had particular issues with storage. Bill pointed out several cases of storage issues and how NAS and SAN could fit it as a storage solution. I walked out the session learning more about SAN than I thought I knew.

Itanium by Hank Milnark

I attended the Itanium session given by A Striegel from Pioneer Standard and found both presenters well qualified to present this very technical session. They presented a logical migration roadmap from PA-RISC to Itanium under various hardware server configurations. I did not realize that HP has all the bases covered should a company decide to move to Itanium now or in two year or more. I found the session to be very rewarding and took plenty of notes on the handout material.

Upgrading MPE/iX by Ron Glendening

Paul Edwards has a long career with the HPe3000 and had a lot to pass along in his "Upgrading MPE/iX" session at the March 6th. North East Ohio Regional Users Group meeting at Pioneer Standard's facility in Solon.

Paul explained that operating system upgrade processes, though they are exactly foreign to HP MPE/ix system administrators, are not done often enough to become routine. Because of that, we need to do the research, have a plan, gather all the correct resources, and stay alert during the whole process. Paul presented an interesting session on all the facets of Upgrading, with many examples of dos and don'ts, how to get the information you will need, the time line to follow and why each step should be done in the way he suggested. The presentation had good solid information for both the novice and battered warrior.

RedHat Linux System Administration by Mike Ehrman

Don Vanco is the Senior Linux Consultant with Pioneer-Standard's Consulting Services Group. He has been involved in the production of computer systems since the late 80's. The variety of Unix he has worked with in the last 12 years include AT&T Unix, SCO, Solaris and HP-UX but his Linux experience started in 1994 when installing his first Linux system using 22 floppy disks. Don's presentation was done using RedHat on his laptop. He showed the inquisitive group what is done at the different startup levels in Linux. Several people in the audience are HP-UX System Administrators and noticed how similar the two operating systems are. Similarities include the commands, directory structure and administrative tasks. Don also discussed some of the other distributions of Linux and why he prefers RedHat.

I thought it was excellent that Don brought CD's for everyone!

Continued from page 2 – HP UX Tools ...

recommends patches for security vulnerabilities that have not been fixed by other patches currently on the system. It also generates a list of recommended security patches and warns about recalled patches already on the system. Use of the Security Patch Checker software tool can help efficiently improve system security, but it is important to note that it does not guarantee system security.

I learned a lot about Bastille, IDS/9000 and Security Patch Checker at the HP-UX Security session at HP's Independence facility. Just one of several training sessions that can be included in your contract with HP. HP Services present several of these type of sessions each year. But maybe more about HP Services is best saved for the next NEORUG Newsletter.

Mike Ehrman is the NEORUG VP of Emerging Technologies and a Sr. Systems Engineer at Advanced Elastomer Systems. Feel free to email him at mike.ehrman@santoprene.com if you have any questions or would like more information.



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APPLICATION FOR MEMBERSHIP / DUES NOTICE

NEORUG is a non-profit organization of Hewlett-Packard computer users that exists to encourage cooperation and mutual assistance among its members. Meetings are held quarterly with guest speakers, training and information about current technologies and informal discussion among members.

Company Name: _____

Address: _____

Primary Contact: _____

E-Mail: _____ Title: _____

Phone: _____ INTEREX Membership Number: _____

Secondary Contacts: _____

Type of Business: _____

Number of IT Employees: _____

HP System(s) at this site: _____

Applications on HP Systems _____

Would you be willing to host a NEORUG Meeting? Yes ___ No ___

Signature: _____ Title _____ Date: _____

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Are you Listening? By Robert M. Gignac, Taynac & Associates

As entrepreneurs and SMEs the key to our survival is the ability to sell our products and ourselves. Since we are always looking for ways to increase our sales, let me offer one that is virtually foolproof: start listening to our customers. From the clients I have spoken with recently, it appears that it happens so rarely; a competitive edge will be gained by doing it.

Please don't confuse the act of listening with the idea that it is easy. On the contrary, it is sometimes the hardest part of the selling process. Why? Too many other things get in our way.

We know exactly what is best for our customers - don't we? Sometimes we are actually right. But being right doesn't mean you'll get their business. Listening involves hearing what the customers' needs are and meeting those needs. If you hammer away on your "better" solution to the exclusion of the customers' needs, and more importantly their wants, don't be surprised when you don't get their business.

We really don't know what is best for them all the time. We can't know. There are too many variables and factors that are invisible to us, things we are completely unaware of. I'm not saying that we shouldn't help our customers do things better and more effectively. I try to do that with all my customers - but that happens only after we have managed to build and establish a relationship. When we are selling, our focus must be on determining what our customers want, and if it is possible for us to deliver, then we need to deliver it.

Early in any business relationship we sometimes confuse our needs with their needs, especially at a time when we may be desperate to make that next sale. What we think should be important to our customers, isn't, and the more we tell them what is important, the more their eyes glaze over. When that happens, you'll lose your opportunity.

So what is the goal with all this listening? Just to get the sale? No. When we take the time to listen more, and worry less about making the sale, something interesting happens. We make our customers feel heard, responded to, and more importantly, understood. It leaves them with the feeling that we care about doing the right thing for them - not for us. When you reach that level of understanding with your customers, the sales will follow.

In many ways, it is like playing catch with your customer. Playing catch involves two people (or more...) tossing the ball back and forth. As salespeople we sometimes want to play "pitch" only - talking about features, benefits, and how great it will be for our customer - if they'd only listen to us. It is only when we take the time to listen to them that we get the ball back. Listen to what they are saying, look for the clues, and pay close attention to what they don't say as well.

The things that can be the most important to our customers can be inconceivable to us. Avoiding preconceptions when we try to sell is hard; we always think we know what's best. It has been said many times that the best salespeople ask the best questions - but that is only partly true. The best salespeople ask the best questions - and then they take the time to actually listen to the answer.

Listening can be hard, but it can make the selling easier. How? It lets you tell your customers what they want to hear. I'm not talking about misleading them, or promising things that you can't deliver. Take the time to emphasize how your products and services meet the needs they told you they had. When you use the information you learned while you were listening you'll need to do less pitching. You'll be able to focus on what is important to them. When you pay attention your customers will tell you what you need to say.

Perhaps we have been given two ears and one mouth for a reason. Could it be that we should be listening twice as much as we talk? Are you listening?

Bio:

Robert Gignac is the owner of Taynac & Associates, providing keynote speeches, seminars and workshops on personal development, motivation, and leadership. To book Robert to speak at your next event, please contact him at: rgignac@taynac.com or check their website at www.taynac.com. Copyright 2003 - Taynac & Associates

Northeast Ohio Regional Users Group of Hewlett-Packard Computing Professionals

How can we help you?

NEORUG was created over 20 years ago to help Hewlett-Packard users like you. In association with Interex, the International Association of Hewlett-Packard Computing Professionals, NEORUG exists to encourage cooperation and mutual assistance among its members.

Meetings are held quarterly with guest speakers, information about current technologies and informal discussion among members. The goal is to have fun while learning, but most importantly to be able to speak with other professionals that are dealing with the same things.

Our meetings are not your normal meetings either. We had a meeting at a member's facility. We had a meeting at a Dave & Buster's. How about a meeting at Severance Hall, home of The Cleveland Orchestra? Definitely not your normal meeting place.

To view our meeting schedule or learn more about NEORUG please visit our website at <http://www.quadax.com/neorug> or email Membership Chairperson Hank Milnark at hmilnark@cs.com. Ideas for future meetings and events are always appreciated.

The NEORUG Board doesn't work alone. The HP vendors we work with are vital in getting information to you. Whether the information is in the form of handouts, a presentation or an impromptu one-on-one, the HP vendors can help you save time and money. If you ever needed to just bounce something off of someone to gauge its feasibility, this is the time. Without the vendors' generous support we receive in the form of sponsorships and donations, keeping our group active would not be possible.

NEORUG was created for people like you, by people like you. Do you have questions about the HP and Compaq merger? We can help. Aren't sure what your next step should be to tighten security? We can help. Don't know what to do about your e3000 application? We can help.

More about Interex

Interex is an independent, not-for-profit association providing information, education, and advocacy services to members all over the world. As the world's largest independent organization of IT leaders incorporating HP and HP-compatible technology in their computing strategy, Interex produces the world's leading HP-centric conferences, publications, online services and other educational tools.

NEORUG membership also allows you to receive discounts to the largest HP conference in the world called HP World, which Interex hosts every year. Go to their website at <http://www.interex.org> to find out more about Interex and all three of their annual conferences InterWorks, e3000 Solutions Symposium and HP World.

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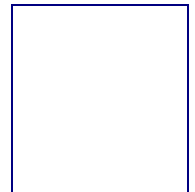
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For details about the meeting and speakers for this event look inside.

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