

**Legend:**

All Users



Academic Users



Administrative Users



Mac

January 2009

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**Moving, Moving, Moving**

The moves to the new CHSS Building are taking up lots of the UCS resources in time and people. For those of you staying put, we appreciate your patience as we deal with all the scheduled relocations (and Registration set-ups for on-campus and the University Center.) And please wish for dry weather so we can move computers!



An open-access 24-hour computer lab will be available in the new building. It is [CHSS 130](#) and will provide 103 computers. **The labs in AB1 are now closed.** These closings will permit the Computer Science department to occupy the entire second floor of AB1, the Helpdesk to move back to the first floor, and the UCS-Systems Department to return to the main campus from Sam South. (Yay!)

These changes will also provide training spaces for the much-anticipated new Banner ERP (Enterprise Resource Planning) system which was announced last month by President Gaertner. The renovations and move schedules are being finalized now and will proceed this semester. We'll keep you posted on who and what will be where and when.

**Keeping It All Together**

The SamWeb Computer Services Work Order (WO) system sends you a notification e-mail when an update has been made to a WO placed under your name. In the past, many of you have just hit reply to correspond with us. **As of January 16th, we will be disabling the reply option to the WO notification because we really want you to log in to SamWeb to add all your correspondence directly in the WO.**

This will help ensure the entire process is completely documented. By relying partly on e-mails, the workflow was losing some pieces! It is hoped the long term benefit will be a complete record and communication of what you needed and what we did.

**Blackboard**

Over the break we added a new database server to SHSU's Blackboard. We now have three application servers and two database servers powering our Bb installation. Just like having multiple application servers, the second database server will take over database operation should the first fail, thereby decreasing downtime and ensuring that Blackboard operation goes on even when a major part of Blackboard is unavailable.

This is another step in helping to ensure that we have as much Blackboard "uptime" as possible. A special thank you goes to a number of the UCS-Systems staff who gave up their holiday time to accomplish this week-long task.

**Rules, Rules, Rules**

Creating relationships with prospective employees, students, or donors is desirable throughout SHSU. It helps all of us if we can better target our time and

communications to the right people. But... be aware of the state rules which regulate how we are to ask/receive/store information about these contacts.

SHSU must comply with the [Texas Administrative Code for Higher Education web sites](#). If you have a webmaster within your department, please visit with our campus [webmaster](#) before you create any pages which ask for something as simple as an e-mail address. Here's an excerpt with part of the legalese:

"Prior to providing access to information or services on a state Web site that require user identification, each institution of higher education shall conduct a transaction risk assessment and implement appropriate privacy and security safeguards. At a minimum, Web sites that require an individual to enter the following information in a Web based electronic form shall use an SSL session or equivalent technology to encrypt the data:

- The individual's name and other personal information, such as an SSN;
- Transaction payment information;
- An individual's access identification code and password;
- **An individual's e-mail address.**

**Any Web based form that requests information from the public shall have a link to the associated privacy and security policy."**

Any department can set up a compliant form by [requesting a form ID](#). The University's [Privacy and Security policies](#) are linked from the main university site. Please ensure any web-based form complies with and links to these policies.



## Training

Classes this month for which you can register are:

**CHSS Classroom Technology Training:** Faculty: If you will be using the new resources in the CHSS building with your classes, please come in for an introduction.

CHSS C070 Friday, 1/9/09, from 1-2 p.m.

CHSS C070 Wednesday, 1/14/09, from 10-11 a.m.

CHSS C070 Thursday, 1/15/09, from 2-3 p.m.

**Blackboard: Grade Center:** Faculty: Attend this now and save troubles at the end of the semester. Department Chairs: Please urge your faculty using Bb to attend this as many professors who had not attended previous seminars experienced frustrations in December.

CJ A111 Monday, 1/12/09 from 10-11 a.m.

CJ A111 Tuesday, 1/20/09 from 1-2 p.m.

**Facebook, Twitter and Blogger** (What on earth are those?!): Using Social Media in your courses - Overview on using social media tools Facebook, Twitter, and Blogger to engage and get information to your students in the places where they spend most of their Internet time anyway.

CJ A111 Friday, 1/16/09 from 1-2 p.m.

CJ A111 Friday, 1/23/09 from 10-11 a.m.

**Microsoft Visio: Creating Flowcharts and Org Charts**

CJ A111 Monday, 1/26/09 from 10-11 a.m.

CJ A111 Thursday, 1/29/09 from 1-2 p.m.

**Creating Mailing Labels from SamMenu/Nell Programs:** Printing of labels for campus mail-outs or other purposes will now be done in your department at your own laser printer. Come learn how to do the merge from a delimited file into a Word document.

CJ A111 Wednesday, 1/21/09 from 1-2 p.m.

Check the [Calendar](#) and [sign up now](#) to reserve your seat. You may also request one-on-one training or training for your department. Just e-mail the [Helpdesk](#).



## What's Good, What's Not, and What's Happening When?

The Helpdesk provides support for university equipment and software on the local area network. Each month's update will include the versions of software and minimum requirements for hardware with the new or changed information highlighted and bolded.

- **Memory Sticks:** Purchase (and encourage your students to buy) flash drives that are USB Mass Storage Compliant.
- **Operating Systems:** The supported version of Macintosh machines will be OS X, version 5 after the Leopard conversion which is underway. The supported version of Microsoft's operating system is Windows XP.
- **Software Packages:** The supported versions of office suites are Microsoft's Office 2007. The new version of an office suite for Macintoshes is Microsoft Office 2008 and is being packaged for installation on campus machines.
- **Hardware Configurations:** The new minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo 2 GB, 800 MHz memory, and a 250 GB hard drive. The recommended configuration for a Macintosh on the LAN is a 1.6GHz PowerPC Single-core/Single processor, 1GB RAM, and a 40GB hard drive.
- **Computer Services** may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m. and on holidays.

All offers, training, and software above pertain to faculty and staff at SHSU only. If you have any questions, compliments, comments, or concerns, please [let us know](#).

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February 2009

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**It's Nagging Time Again**

We are still finding credit card numbers and social security numbers in files on the campus network. You do not want to have someone using that donor's or prospect's' information which you were responsible for protecting!

SHSU is not permitted to store complete credit card numbers, and should only have social security numbers in cases required by law. If the SS# is required, it should be locked down for only authorized viewers. The campus IT Security office will be deploying [Identity Finder](#) in the coming days. Ensure your department is not found to be one of the offenders; clean your files now.

**Never Ending (it seems) Moves**

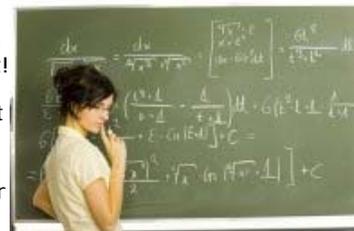
The departmental moves are still taking up lots of UCS resources in time and people. In February, HR is scheduled for the first week, some English moves the second week as well as Payroll. Later in the month, the Career Services and Psychological Services are also moving. So you can see, it is not slowing down yet!

For those of you staying put or already moved, we appreciate your patience as we deal with all the scheduled relocations. We plan to investigate alternative solutions for technological moves in the future so that all your other maintenance WO's are not so drastically delayed.

**Survival Tips for Classroom Technology**

Remember the old days when your biggest problem was running out of chalk? Things have changed a bit!

As more and more faculty are relying on PowerPoint or other software/hardware use during class: the network connection, computer, your computer account, the appropriate software, and the projector are all five essential. Unfortunately each problem requires a completely different skill set to fix. These problems would be handled by our network team in Systems, our maintenance team in Client Support, our Helpdesk in Client Support, a software analyst in Systems or our telecommunications specialist in Client Support.



Adding to the mix of this complicated fix is the desire by faculty to not be interrupted during class. Therefore, we are asking for help from each of you. So here are some tips to improve your classroom experience.

- Things just not working right? **Do a restart** and give yourself a fresh beginning.
- No connection? It could be that the podium is actually sitting on the wiring.

Check and see. **Do not move the podium.** If you roll over the wiring, you may disconnect the connection to the network.

- Computer Locked? **Force a shutdown** by holding in the power button three seconds or more, then turn it back on.
- Don't have PowerPoint on that computer? Use the **Remote login** option to use the software from there until our software or maintenance team can push the software to that workstation.
- Too slow? This could be your profile. Give the Helpdesk a call and ask us to help review and/or **reduce the size of your profile.**
- Too slow? Run Start, All Programs, SHSU Utilities, Check Computer System Utility to **check if the workstation is up-to-date.** The computer may need additional memory and that's a quick fix.
- Projector problems? Turn it off and **let it cool for a couple of minutes** and turn back on.
- Starting a new semester or using a different classroom? **Check the classroom out a couple of days ahead.** Last-minute calls to the Helpdesk are even more difficult when thousands of students are wanting help figuring out their schedules.
- Can't log in? Make sure the initial prompt is for username, password, and that the **domain is SHSU.**
- Want it fixed quickly? If a problem is discovered at 8 a.m., in a heavily-used classroom, it's possible that there would be no break all day. This postpones even the initial diagnosis since faculty in the past have not allowed our staff in. **Let our student technicians work in the background** while you lecture. Your colleagues who need the room after you will be grateful.
- Have a back-up plan. Electricity, the Internet, the network, software, and technological equipment can all fail at times. Whether it's caused by a dozer cutting our Internet connection or a squirrel ruining the electricity, plan ahead with your PowerPoint in hard-copy form or on a laptop. Use the Boy Scout motto and "be prepared."



## Blackboard

The UCS department is glad to help you with the technology of Bb. Fortunately, there's now a group who we hope will help with the pedagogy and teaching examples of how to fully enhance your courses. The first **Blackboard Users Group** meeting will be held on 2/12 at 2 p.m. in the CHSS Room C070. It'll give you a chance to check out the new building and learn from a colleague. We are grateful to Dr. Victoria Titterington for agreeing to provide the first presentation on the subject of using multimedia in her Bb course.



## Scheduling

Did you know you can maintain reservations for spaces such as a conference room in Exchange? You can set which people can schedule it in Outlook.

An added feature is the ability to create a smaller subset of people who can be delegates of the conference room. They would then get an email whenever someone schedules the room in Outlook. This method would give them an approval over the final scheduling. Want to know more? Call the Helpdesk for assistance.



## Training

Classes this month for which you can register are ***Using Social Media in Your***

**Course, *Creating Mailing Labels*, and *Microsoft Visio*.**

Check the [Calendar](#) and [sign up now](#) to reserve your seat. You may also request one-on-one training or training for your department. Just e-mail the [Helpdesk](#).

**New Staff**

We are pleased to welcome Wes Jones to the UCS-Systems department. Wes will work as a Network Analyst I on the automation of the phone, video, and network systems. [Wes](#) has been a student worker for UCS-Systems for 18 months and will be graduating with a B.S. in Computing Science May 2009.

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March 2009

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**Software Choices**

Talk to us now about the software you plan to use in the Summer and Fall semesters. If you will be using software other than Microsoft Office, please do a SamWeb work order, and fill us in on your intentions. You can simply put it under Helpdesk and it will be enough to start a dialogue.

We need to know if you will be using the software in conjunction with your lecture class. Tell us also if you plan to teach in a lab environment and the number of students who will need to access it at one time.

We hope to set up a sophisticated method of tying this information to the specific course CID's in the future. However, for now, please just take the time to, in effect, register your intention. **We need acknowledgement of your planned usage, even for software packages which are already on the SHSU network.** This will also allow us to add your e-mail address on a mailing list so that you are included in updates and decisions about version changes or licensing restrictions.

**Academic software which is not specifically requested by a faculty member by 9/1/09 will be removed from the network.**  
**Help us make the best use of SHSU's network resources.**

**DARS**

Last week, an update was made to DARSweb that allows it to pull and display audit information from the database faster. Whereas before it was taking up to a minute to retrieve and display information, it should now take only a few seconds. This update applies to both Student and Advisor copies of DARSweb. Hope you've been able to see the improvement!

Steps are underway to change the login from requiring your PIN to requiring your SHSU password instead.

**Diet Now.... Avoid a Crash**

Your profile is what defines what you normally see on your PC or Macintosh desktop. You have a profile, as well as, an S: drive.

To help increase the performance of logging on/off, the roaming profile system only uploads and downloads the folders and files that have *changed* since the last time you logged on/off. Therefore the performance of logging on your normal workstation is not impacted dramatically. However, when a faculty member for instance goes into a new classroom to teach and logs onto a new workstation for the first time, it can take some considerable time for the roaming profile to be downloaded.

Have you ever used the remote.shsu.edu login and felt it was very slow. This remote system is very robust now. So if it seems slow, it



may be your profile which is large since each login would count as a new one with the system having to download everything you have stored there.

For PC's, in the past, faculty and staff at SHSU did not have profile quotas. In the next few months, that will be changing. We are still evaluating the quota maximum at this time. The industry standard for roaming profile quotas is 25 MB. Some major clean-up is needed first as hundreds of us have profiles way above that size.

Macintoshes are different as your "home" drive is combined with your profile. So your documents, music, and pictures are all on your profile. Look at your Macintosh folders and ensure you are only storing SHSU business files on your profile.

It's important to rethink how you use the desktop. It should just have your official SHSU programs installed, and on PC's no large files or other folders. **Call the Helpdesk and ask for help or follow the [tutorial](#) on your own.** We'll be glad to work with you to make your profile the "biggest loser."



## Blackboard

**Tracking student progress? Look no further than your dashboard.**

The Performance Dashboard is a good way to keep up with the students' progress within a course. The Dashboard allows the instructor to view students' activity within a course, their grades, as well as if any information set under review status has been reviewed.

For more information about the Performance Dashboard, check out the [technology tutorial](#).



## Scheduling

Outlook's calendar gives you the ability to put reminders of happenings, even if you do not plan to attend. When you schedule an item in your calendar, normally that would show your calendar as "busy" at that time. You can instead change it to "Free", "Tentative" or "Out of Office." You may want to use the "Free" feature to indicate when people in your department will be out for instance.



## Training

March classes include ***Using Social Media in Your Course***. If you want to know what the word Twitter means, here's your chance. Once again, a couple of classes are being offered to ensure you can use ***Blackboard's Grade Center efficiently***. **For staff members, a session is being offered on how to download files from Nell or SamMenu to create and print your campus mailing labels.**

Check the [Calendar](#) and [sign up now](#) to reserve your seat. You may also request one-on-one training or training for your department for some of the campus-specific programs which we have. Just e-mail the [Helpdesk](#).



## New Staff

We are pleased to announce two new staff members for the UCS-Systems Department.

Steven Williams has been a student employee since 2006. Steven will be a system analyst. His responsibility will be packaging and deploying the campus software.

Garrett Jeter was a December 2008 graduate of SHSU and worked for UCS-Systems for over two years as a student assistant heavily involved in the VoIP conversion. He will be a network analyst for the campus communication network infrastructure and will also provide telephone support.



### A New Look to Nell

All campus users accessing Nell will need to use the Secure CRT telnet connection. This new telnet program is not identical to the previous one so your Nell "look" may be slightly different. Remember that it's worth it though since this program keeps your password and other confidential data private.

If you have an old shortcut on your desktop for the old method, it will not work any longer. If you have not yet made the switch, please do so now. Click Start, All Programs, SHSU Programs, Communications, CRT, Nell-Secure. Try it out and if you have troubles with key-mapping, please contact the Helpdesk.

When off-campus, you will remote in to your account, and then use the SecureCRT login option to reach Nell.



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  - **The minimum configuration for a Macintosh on the LAN is a 1.6GHz PowerPC single processor, 1GB RAM, and a 40GB hard drive.**
- Computer Services may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. **On Wednesday, March 11th, we will perform maintenance on the computing systems after 6 p.m. Your phone and workstation will be unavailable that evening.**

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***Trouble in Paradise***

The Bearkat OneCard is an ID but it is also a debit card. Therefore, Texas laws regarding PCI (Payment Card Industry) compliance regulations must be followed. Have you Xeroxed someone's Bearkat OneCard and filed it away? Do you ever ask to "hold" their ID in exchange for something? Or perhaps, you wrote down the number and put it in a spreadsheet?

Photocopies should NOT be made of the OneCard. Storing a "primary account number," whether in hard-copy format or typed in a document, without first encrypting it is a violation. It can cause trouble for the person whose information is now "floating around" and therefore for you and SHSU as well. Make sure you share that caveat with your student employees.

***Gone With the Wind***

Last month we asked for feedback on software. We need more! The only software specifically requested was **Microsoft Office, Adobe Acrobat, Minitab, Visual Studio, AICPA, SAP, SPSS, and SAS.**

This list would indicate that we no longer need *Photoshop, Research Insight, AutoCad, ARC, InDesign, Maple, Mathematica*, and so on. Is that the case? If you still need to use packages other than the eight listed in the first paragraph, we must hear from you to ensure SHSU is buying/renewing the licenses. We also would love to hear from you that you have used software in the past, but it is no longer needed. For instance, *Proseries for Windows 1998* is probably not that necessary anymore!

Some of you have expressed concern that software, such as *SAS* or *SPSS*, would only be provided to someone in a specific course. That is not the plan. The purpose of this survey is to simply start the conversation about what software matters and determining who the major stakeholders are for help in determining when and whether updates are made.

As the software prices grow, it is even more essential that dollars are put to the best use and that the time spent packaging the software for campus be streamlined. We realize you have been frustrated in the past with the long timeline for purchase, receipt, testing, and implementation of new software. WE would like to shorten that considerably for turnaround for quicker use in your classes. We know you desire 24/7/365 reliability so this will also help reduce the risks of software conflicts.

Please reply back and let us know what software packages you need for your research, administrative work, or instructional use.

**Academic software which is not specifically requested by a faculty member by 9/1/09 will be removed (gone with the wind) from the network. Help us make the best use of SHSU's network resources.**

***What's New Pussycat***

Continuing on the topic of software, the Fall semester will be welcomed with two upgraded applications on the Windows network. Adobe's Creative Suite will be upgraded to CS4. Let us know which individual applications you need from the suite; Photoshop, InDesign, Contribute, or others. ArcGIS Desktop will be upgraded to ArcInfo 9.3. Send an [email](#) if you would like to be included as a tester of these new applications. We will subscribe you to our test list and let you know once the software is ready to be tested closer to the Summer semesters. Make sure to prepare for this software change in your curricula.



### ***Back to the Future***

Reminder for Faculty: You no longer need your SHSU PIN to use DARS or the Grade Entry program on SamMenu. But if you do want to change your PIN, you can do it yourself online in SamWeb, under Student Records.



Academic department chairs and secretaries: If you have faculty new to SHSU this semester, and/or perhaps not regularly on the SHSU campus, please ensure they have their SHSU usernames and passwords to use the SamMenu program for grade entry.



### ***The Delegate***

When you add someone as a delegate to your mailbox, even if you only make them a reviewer of your calendar for instance, they will have access to send mail as you. Fortunately, if you want someone to have access to your calendar without the permissions to send mail as you, you can have that instead.

1. In Outlook, click on the Mail Folders list to show your Exchange mailbox and all the folders in it.
2. Right-click on your Calendar and select Properties.
3. Select the Permissions tab.
4. Click the Add button.
5. Select the person's name you wish to add and click the Add button then click OK.
6. In the Permissions group box, select the appropriate permission in the Permission Level chooser (in this case Reviewer).
7. Click OK.

This can be used on other Exchange items in your mailbox, such as Tasks and Notes.



### ***The Blackboard Jungle***

Calling all interested Blackboard faculty and staff! We will be having our next Blackboard Users Group meeting on Thursday April 23rd from 2-3pm in CHSS Room C070.

The Blackboard Users Group meetings are great for learning and sharing from/with your colleagues on the front lines who are teaching with Blackboard at Sam Houston State University. The Blackboard Team will be on hand for a brief Q&A session, but this meeting is all about sharing best practices, stumbling blocks and new ideas with each other.



Our faculty presenter for the month of April is Debbie Hatton from the SHSU Department of Communication Studies. Debbie graduated from the University of Texas – Tyler with an Interdisciplinary MA degree in Speech Communication, Theatre and Social History and has since completed course work in Instructional Technology and Leadership. Debbie has been on the front lines of utilizing Blackboard in her classes since the software was available at SHSU.



### ***Great Expectations***

In the past, we have placed recycled pc's and Macintoshes back in to offices. Machines which are out of warranty will no longer be recycled through Computer Services for student, staff, or faculty use. Having clients disappointed and frustrated due to the slowness or unreliability of these machines was hurting more than helping.



### ***To Sir, With Love***

We are repeating a couple of courses this month for those of you whose schedules haven't permitted you attending yet. These include ***Using Social Media*** and for staff members, a session is being offered on how to download files from Nell or SamMenu to create and print your campus mailing labels.



The semester is drawing to a close and for faculty we are offering **Blackboard Help**. Don't wait to call for assistance the week of finals. Act now and find out how to make sure grades come out the way you intend and also determine how to save parts of your curriculum for another time.

Check the [Calendar](#) and [sign up now](#) to reserve your seat. You may also request one-on-one training or training for your department for some of the campus-specific programs which we have. Just e-mail the [Helpdesk](#).



### ***Enemy of the State***

SHSU will never try to invade your privacy as was done in the plot of this movie. If you receive an e-mail that asks you to provide your birth date, your country, or your password, just press delete. It will not be a legitimate e-mail and you should never respond at all.



### ***It's A Wonderful Life***

We are pleased to announce new staff members.

Melissa Asbury will be joining the Client Support department in the Helpdesk. Melissa's been a student worker in the maintenance section and brings a wealth of corporate knowledge from a wide range of IT support.

David Combs is the newest addition to the UCS-Administrative Applications department. David is an experienced database administrator.

Kris Rothe has moved from the Helpdesk to accept a new role as the Banner project manager.

The Information Resources Marketing Coordinator position for Banner has now been filled with a familiar face to many of you. We are delighted to have Stephanie Brim join the SHSU community.



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- **This month we have some printer cartridges**

available free to your department. Just reply to this e-mail if you can use these.

- HP Print Cartridges Twin-Pack #21
- HP Print Cartridges Quad-Pack #21 and #22
- Memory Sticks: Purchase (and encourage your students to buy) flash drives that are USB Mass Storage Compliant.
- **Floppy disks (3 1/2" or 5 1/4") should not be used as a storage device for University information.**
- **Wireless peripherals such as mice and keyboards have proven problematic in the campus environment and should not be purchased and/or installed.**
- Operating Systems: The supported version of Macintosh machines will be OS X, version 5 after the Leopard conversion which is underway. The supported version of Microsoft's operating system is Windows XP.
- Software Packages: The supported versions of office suites are Microsoft's Office 2007. The new version of an office suite for Macintoshes is Microsoft Office 2008 and is being packaged for installation on campus machines.
- Hardware Configurations:
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 2 GB memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh on the LAN is a 1.6GHz PowerPC single processor, 1GB RAM, and a 40GB hard drive.
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We appreciate your reading this lengthy Update. [Reply](#) to this e-mail with the names of a lead character in two of the movies listed as titles above and you will be entered in a drawing for a memory stick for your department's use. We have ten 4 GB flash drives available so your chances are good! Please submit your e-mail entry by 5 pm on 4/4/09.

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Academic Users



Administrative Users



Mac

May 2009

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- [Web Writing](#)
- [Blackboard](#)
- [Expectations](#)
- [Training](#)
- [Dept VM](#)
- [Staff](#)
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## SamNet

SHSU's wireless system is being upgraded. The changeover will occur May 17th. The new SamNet will facilitate:

- Easier **authentication** onto the SamNet Wireless network via any web browser (You don't have to know ahead of time how to set it up and you can access Blackboard and SamMenu without additional configuration steps.)
- Support for **more wireless devices**.
- **Bandwidth priority** for SHSU users over guests.
- **Mobility** anywhere inside the SamNet Wireless network without losing connection. (The device can just hop from one point to the next.)
- **Load-balancing**. The access points are load balanced so that one point doesn't get overloaded with connections.

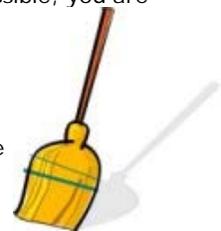
Check out the SHSU Technology [Tutorial for SamNet Wireless](#).

## Space

The University is committed to providing the storage space you need for your e-mail, S: drive documents, and departmental T: drive documents. If more space is needed for your academic research, administrative functions, or teaching, we will try our best to accommodate your increases in quota.

To ensure SHSU is making the best use of the State resources possible, you are requested to first check your e-mail and S: and T: drives and remove any non-work-related documents, pictures, videos, and music. You will also need to remove any duplicate files which you are storing before requesting the increased space.

As further incentive for doing a thorough housecleaning to remove personal items, remember that anything stored on a State of Texas computer is subject to the Open Records request system.



## Social Security Numbers and More

The [Identity Finder](#) software is now on all the campus PC workstations. Identity Finder lowers the risk of data loss and identity theft by finding and securing personal information such as social security numbers, credit card numbers, bank accounts, and passwords in files, e-mails, and databases. Want to know how to scan your files for risky information? Check out the [tutorial](#).

## Semester Break

As we mention each month in the Update, the weekend after graduation is set aside for major maintenance for the information technology infrastructure. Outages may occur from Friday, 5/22, at 6 p.m. till Memorial Day, 5/25, at 8 a.m.

**The AB1 Data Center will be down Saturday, 5/23.** This planned outage will include Blackboard, Nell, SamWeb, SamMenu, Exchange mail, telephones, and all other campus-wide IT systems. We will be working with McCaffety Electric and Strike ProTech: to complete a number of items, such as:

- Installation of new Data Center firewalls
- Testing of Emergency Power Off system
- Testing of fire suppression system
- Server IP addressing changes

Please just enjoy your holiday weekend and take a break!

## SHSU Remote Access

Are you new here? Perhaps you don't know that you can login and use your S: or T: drive documents from home or when you're traveling? Just [connect](#) with the campus remote terminal server.

In the past, we allowed campus users to add local printers from the remote.shsu.edu login. This caused a serious problem in March when someone's personal printer driver killed the server. To better achieve uptime for the remote servers, the ability to add home printers has now been removed.

Although you won't be able to print directly to your home printer, you can still get your documents home to print them. When initially connecting to the remote server, under the "Local Resources" tab click "More" and there is an option to select your computer's hard drive to share with the remote server. You can then print all of your documents to the PDF printer, and save them to your home computer for printing.

## Some Writing Tips

[Web Marketing Today](#) offers suggestions for writing specifically for the Internet. Just because you can provide a multitude of fonts and colors on your web site or e-newsletter, doesn't mean you should. Recommendations include avoiding "small type, brash color combinations, and wide columns." They advise, based on market research, Verdana or Arial fonts to enhance readability.



## Semester Start-Up for Bb

Sometimes students get overwhelmed with the many choices that exist in Blackboard. You can lower their anxiety levels by turning off buttons, areas, or tools you are not using.

- o Login to Blackboard.
- o Select your course.
- o Go to the Control Panel.
- o Select the Manage Course Menu in the Course Options panel.
- o Select the Remove button for the areas you're not using.
- o Caution: if you accidentally remove an area that has content in it, the content will be deleted too, so be careful.

For your own ease of reuse, you may want to leave exact dates out of the course, except for the course syllabus/schedule. You can quickly copy the course from a previous semester without having to edit every section.

Students may get confused since not every prof stores info in the same categories. Demo your course for students at the beginning and cut down on the "Where's the syllabus?" and "What's my grade?" questions. If you're using advanced tools like the groups or assignment tool, create a separate "How to Use Blackboard" content area within your course for students.

## Sharing In the Fix

**Adapt:** At times, your workstation may be down. Use one of your department's laptops or another workstation, or if worse comes to worst, use one of the campus labs. You CAN still work, even if your normal PC or Macintosh is down.

**Give Us the Whole Picture:** Everyone wants immediate attention. Explain what exactly will be impacted and what other solutions you have thought of to fix the issue.

**Put It in the WO:** SamWeb's WO system is the place to correspond regarding issues. When you get an e-mail from the WO system letting you know that a UCS staff member has done something, don't just hit reply to that e-mail. Take the time to login to SamWeb, and Computer Services, and update your WO there.

**Be Prepared:** Think ahead. Collaborate with other members of your department to develop your Business Continuity Plan in case the power is out, the campus is closed,

the computers are down, or other emergencies. Have contingencies in place.

## Semester Help and More

Need help figuring out the final grades for your students with Bb? Attend the **Blackboard Grade Center: End of Semester Help Session**. Other sessions this month will be **Social Media** and **Printing Labels**. Check the [Calendar](#) and [sign up now](#) to reserve your seat. You may also request one-on-one training or training for your department for some of the campus-specific programs which we have. Just e-mail the [Helpdesk](#).



### Storing Voice Mails

It's almost summertime and for administrative offices, that just means things get even busier. Many of you are managing your VM for the department through the actual telephone, rather than Outlook. Therefore, to help manage the quantity of VM which you are receiving on the main departmental phone, the deleted items will now be removed after one week.

Currently, the default is to purge the deleted mails after 60 days. With the heavy volume that many of you are receiving, that amount of stored VM was overloading your VM system. So as of the afternoon of May 5th, deleted items in voice mail for generic departmental phones will be deleted after just seven days.



## Staff New Hires

We are pleased to announce new staff members for the Information Resources division.

**Katherine (Kay Kay) Davis** will be joining the division on May 18th in the new position of Assistant Vice President for Information Resources. Kay Kay is a Texas A&M graduate and brings substantial administrative and IT experience from TDCJ.

For the UCS-Administrative Applications department, **Eric Amason** has accepted the Programmer Analyst I position. Eric has worked as a student programmer for two years. He will be working with SamWeb programming initially. Eric will be an August 2009 SHSU graduate. Another position will be filled within the UCS-Administrative Applications department. **QiYu (Robert) Li** will be a Database Administrator II supporting the Institutional Research Office functions. Robert has been a student assistant in the IR office, and is completing his graduate degree at SHSU. Both Eric and Robert will be learning the Banner ERP along with the rest of our staff.

**Corey Arnold** is the newest System Analyst within the UCS-Systems department. Corey's nine years of technology experience will immediately help manage the 100 Microsoft Windows servers at SHSU. (Did you know there were that many??)

## Support Times and Recommendations

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Academic Users



Administrative Users



Mac

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## Buying and Moving (Technological Equipment)

If you are purchasing or relocating technology equipment, please first do a work order (WO) in *SamWeb*, *Computer Services*, *Work Order*. The staff members from the UCS-Client Support and/or UCS-Systems can ensure your purchases and moves will work within the SHSU system.



## Enhancing and Streamlining (Macintoshes)

Over the summer we will be transferring the campus networked Macintoshes over to highly redundant clustered file servers. If one server goes down, another takes over and you're not out of action. Another change in the works is the ability to use the same username/password for logging in to a PC or a Macintosh.

Advantages include significant speed increases and no need for you to have to personally request a separate Macintosh account for yourself or your students.

Over the summer / early fall we will be adding a new function ([LANrev](#)) which will allow better management of Macintosh patches and software updates. Also, Apple will be releasing Macintosh OS 10.6 [Snow Leopard](#) later this year.

Want to be on a list to discuss these changes? [Send us a note](#) so we ensure your concerns are considered.

## Adding (Custom Software)

If you need temporary administrative privileges to install departmentally-purchased academic or business software, please copy/paste an approval from your department chair in the SamWeb WO request for the software. Conflicts can occur with custom software. To improve the reliability of your work environment, only add programs which are required for your university administrative, research, or academic instructional needs.



## Removing (Access)

Departmental supervisors: Have student workers graduated or quit? If so, please do a SamWeb WO requesting those usernames be removed from SamMenu or T: drive departmental access. Ensure only people who *should* have access to campus information are allowed access.

## Cleaning (Out Old PC Programs)

As part of the ongoing efforts to clean the campus computers of software no longer used, a [list](#) has been created detailing each title we will remove as of 9/1/2009. File Maker Pro, versions 5 and 7, will be removed now as SHSU's licensing is for version 9.

Possible alternatives are listed where available. If something you need is on the [list](#), please write the [Helpdesk](#) now to allow time for solutions to be found.



## Spamming (Not)

Want to increase the chances that your recipients read your e-mails? Want to avoid SHSU being blacklisted by Internet Service Providers (ISP's) like AT&T or AOL? If you are sending a mass mail ( more than 250 recipients) you must ensure you are not violating anti-spam rules. This applies whether you're sending it from on-campus or using an outside vendor for the e-mails. Ask for a review and a training session so that you will know all the ins and outs of fraud filters and spam blockers. [E-mail the Helpdesk](#) and ask for help.



## Collaborating (on Blackboard)

Aug 17 & 18  
CHSS C090

The event you've been waiting for has returned. SHSU's third Blackboard Users Conference is coming. This year you will see more presentations from local experts (SHSU faculty), a keynote address, a demo of Blackboard NG – Version 9 and much more. We've added so much more that we had to tack on an extra day to get it all in. For those of you who are Facebook users we've created a [conference event page](#) complete with video promos, event discussion, information and other resources. While official registration will open soon, you can select the option for attending within the Facebook event and help spread the word to your colleagues about the conference. Visit the [event page](#) in Facebook.

Would you be willing to present what methods for success you've been using in Blackboard? There are still some slots available for our local experts. If you are willing to be a presenter, please submit a brief summary of your presentation to [blackboard@shsu.edu](mailto:blackboard@shsu.edu). Presentations should be no longer than 30 minutes and a digital copy of the presentation needs to be made available to distribute to conference attendees.

We look forward to seeing you and your colleagues at the conference.

## Learning (About Google)

This month we're offering a class to help you optimize your departmental web page for Google's searches. [Register online](#). Additionally, you may always request departmental or one-on-one training.

## Supporting (Campus Technology)

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Academic Users



Administrative Users



Mac

July 2009

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- [Helpdesk](#)
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### Getting a Back-Up Due to Backhoes! (10.05.2009)

SHSU's Internet connection has been cut by construction workers in the Spring and Conroe areas a number of times in the past year. Efforts to develop a back-up route have been underway for some time.

Huntsville is completing a major clean-out of the city's pipes and then AT&T will begin the fiber install in those pipes. This fiber will permit an alternate route in addition to our south-bound route down I-45. The anticipated date from AT&T for the completion of this route and for SHSU to have a redundant GigaMAN connection is October 5, 2009.



### Switching a Switch (07.24.2009)

Friday night, July 24th, the UCS-Systems department will be replacing a switch. This will cause computer and telephone outages for the following locations: Bank of America, Farrington, Estill, Evans, Thomason, AB2, Sam Houston Museum, Walker Education Center, Marks Administration, Dan Rather, CHSS, and Sam South.

This switchover will also impact all analog gateways which means fax machines, credit card machines, fire alarms and any analog phones will be down. The outage will last from approximately 6 p.m. till 7 p.m.

### Proper Prior Preparation of (Tech) Purchases (08.14.2009)

Fiscal year 2009 is coming to an end and naturally that means the new academic year will be here soon. So instead of lazy days of summer, things get hectic in a hurry.

New computers are being purchased this week to upgrade faculty computers. We appreciate each of you working with the UCS-Client Support maintenance team as appointments are scheduled for those installs.

For your end-of-year purchases with FY09 funds, please prepare your Purchase/Quote request through the [SamWeb Computer Services Work Order](#) system as soon as possible. All purchases with this year's funds must be quoted and your Payment Authorization Form signed by August 14th. If you are using grant money, please remember to have all signatures on the form before faxing to UCS.

### Experts from Within and Without (July 2009)

This month Stamats, the campus consultant designing the new campus web site, is presenting a **Web Content Writing Seminar**. It will be presented twice by Dr. Brenda Harms, Project Manager. She is offering it on Thursday, July 23 and on Friday, July 24 from 8:00 a.m. - 11:30 a.m. in Smith-Hutson, Room 303. You may [register online](#).

Are you tasked with keeping up with your department's work orders in SamWeb for technology repairs and purchases? [Register online](#) for the **SamWeb Work Order Seminar** and attend this session on July 21st to learn how you can communicate what you need and when you need it. **The first 20 people to sign up and attend will be given free 4 GB memory sticks for their departmental use.**

As always, we welcome your requests for [departmental or one-on-one training](#).

## Helpdesk Help

We have added new student staff (please be patient with them) and are working to drop the number of times you don't get a live voice when you call 41950. Last week, the Helpdesk had 987 calls. 21 went to voice mail and 97 were missed. Our students and supervisors are taking it as a personal challenge each week to reduce the "missed call" statistic.

Please do leave us a voice mail though if you do happen to time it when every Helpdesk member is already helping someone else. Someone will call you back!



### Banner on Board (Now)

Banner is on board the SHSU campus! Three town hall meetings were held in June to cover the basics of Banner to those on campus who may not be familiar with the project. The presentations provided an overview of:

- **what Banner is:**
  - Banner is an enterprise resource planning (ERP) system, a fancy term for a software system that links several business components through a single shared data source. SHSU purchased several modules (software packages) including Finance, Student, Human Resources & Payroll, Enrollment Management and others, that will work together through one main database;
- **why SHSU needs an upgrade to our current administrative system:**
  - Our current administrative system, comprised of highly customized programs on NELL and SamWeb (for example), has been seriously outgrown thanks to the growth at SHSU, and we need a system that can grow with us into the future as well as help link our departments for more efficient work flows;
- **who some of the teams are and what they're working on:**
  - Teams are working on each of the different components, from the main modules (Finance Team, HR/Payroll Team, Student Team, etc.), to defining data (Data Standards Committee), to the hardware and software needs (Technical Implementation Team). The teams are laying out the groundwork – working through the “how we do things” and the “how we want to do them in the future” – some processes will change, and some will not;
- **and where to go for more information:** The [Banner web site!](#)

If you feel as if you have missed out, don't worry. More Town Hall meetings will be scheduled in the late summer/early fall, after the fall 2009 semester settles down. We will repeat the Intro to Banner Town Hall meeting at some sessions for those who were unable to attend the June meetings, and also schedule new presentations to update the campus on the project status as of that time. We hope to update the campus quarterly through these town hall meetings.

Want to know more about Banner and what's going on before the next town hall? The [Banner web site](#) currently hosts information on Banner training and meetings already held, minutes of the various team meetings, a complete list of the various team members, and future events. A newsletter, similar to this IR Update, is also in the works. And, if you find you have specific questions, suggestions, or requests for additional information, please e-mail [BannerPM@shsu.edu](mailto:BannerPM@shsu.edu).

## Housekeeping of Software (09.01.2009)

[Software](#) which has been identified as out-of-date will be removed on the first day of our new fiscal year . Possible alternatives are listed where available. Please write the [Helpdesk](#) if you need assistance with determining an alternative.

## What's Good, What's Not, & What's Happening When

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**The Data Center**

Did you know that SHSU has a **Data Center**? The ever overused Wikipedia describes a data center (also known as a *server farm*) as a "*facility used to house computer systems and associated components, such as telecommunications and storage systems, ...redundant or backup power supplies, redundant data communications connections, environmental controls (e.g., air conditioning, fire suppression) and security devices.*"



Sam Houston's Data Center houses an impressive array of all these elements and has been described by outside vendors and technology professionals as one of the best they have ever seen. All SHSU University Computer Services (UCS)-managed services such as Internet access, SamWeb, e-mail, your S: and T: drives, profiles, Blackboard, and Instant Messaging are maintained in and operated from the Data Center.

Some interesting facts about the Data Center include:

- **Seven** Air Conditioning units provide **41 tons** of cooling.
- **2,200** sq ft of space is dedicated to this Center.
- **50,000** linear feet of Cat. 6 cable terminated to **4,712** ports
- **7,700** copper pairs of telephone cable are in place.
- **1,056 Gig** Ethernet ports are in place for servers.
- Routers/Firewalls are capable of **120 Gbps** total throughput and **30 Gbps** throughput of deep packet inspection.
- **Twenty** Server Racks are in use, with a plan to add **11** more.
- **238** Servers provide two or more connections to the network for redundancy and/or throughput.

SHSU's Data Center is a room that would make even the obsessive-compulsive TV detective Monk proud!

**Internet Connection(s)**

A redundant GigaMAN which facilitates our connectivity to the Internet is now scheduled to be installed at the end of August instead of October. This second GigaMan will permit us a back-up route. If a contractor cuts the fiber in Spring AGAIN, we will have a secondary path to help alleviate outages.

**PINs and Passwords**

**Passwords:** The campus expiration for passwords has been 365 days for Windows and Macintoshes. On Nell, the expiration has been only 90 days. Auditors have alerted us that since so many administrative duties are now accessible within SamMenu and SamWeb, the Windows password expiration has to be shortened.

We know that every three months just feels too frequent, so we negotiated a compromise of 180 days.

- You can reset your password when logged in on a campus PC. Press *CTRL-ALT-DEL* and then *Change Password*.
- You can reset your password from *SamWeb*. Select *Computer Services*, then *Account Password Change*.
- You can reset your password in Outlook Web Access. Click Options, then Change Password.

**PINs:** You should only need your PIN if you forget your password or let your password expire. Take preventative action and reset it now to something you can remember.

You may log in to *SamWeb*, and change it yourself, with *PIN Change* under *Student Records*.

**Student PINs:** If you are helping students, please let them know they can also reset their PINs if they have logged in to SamWeb. Additionally, current students who know their username and password can log in directly from *SamWeb* to *Financial Aid*, *Self Service Banner* without having to use their PIN.

## AB1 Construction

Just wanted to give you a heads-up that renovations are underway in AB1. So please take care if you come to the Helpdesk in 208. Workers are all about, lights are sometimes off, and the halls are crowded.



## Software

One last reminder that we've been posting a list of [software](#) which will be removed from the campus network as of fiscal year 2010. Please make alternative arrangements if you have been using any of these software packages.

For questions about Blackboard or eCollege, please contact Jacob Spradlin in the Academic Instructional Technology and Distance Learning (AITDL) division at 294.3929.

For questions about other software which you need for academic purposes, you may continue to enter a SamWeb WO and that will be referred to AITDL for review and approval.

## Reach Out and Touch Faster

The campus modem bank life is coming to an end. If you have been using SHSU's dial-in as your access method to reach the Internet from off-campus, you have probably become increasingly frustrated with the slow response times. With ever more sophisticated, robust, interactive web pages in today's environment, a dial-in solution is simply not up to the expected standard.

Therefore, as of September 1st, you may contact the Helpdesk to find out if the modem bank is up. This will be the only support provided. Additionally, if the modem bank experiences an equipment failure, repairs will not be funded and the modem bank will be removed at that time. Some suggested [alternatives](#) are provided, and we encourage you to make arrangements now.

## What's Good, What's Not, & What's Happening When

All SHSU technological purchases should be processed through the Computer Services SamWeb Work Order system. **Reminder: Payment Approval forms for technology purchases with fiscal year 2009 funds must be received by UCS by August 14th.**

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- Floppy disks (3 1/2" or 5 1/4") should not be used as a storage device for University information.
- Wireless peripherals such as mice and keyboards have proven problematic in the campus environment and should not be purchased and/or installed.
- Operating Systems: The supported version of Macintosh machines is OS X, version 5. The supported version of Microsoft's operating system is Windows XP.
- Software Packages: The supported versions of office suites are Microsoft's Office

2007 for PC's and for Macintoshes Microsoft Office 2008.

- Hardware Configurations:
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 2 GB memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh on the LAN is a 1.6GHz PowerPC single processor, 1GB RAM, and a 40GB hard drive.
- The Information Resources division may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed Macintosh nodes may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.

All offers, training, and software above pertain to faculty and staff at SHSU only. If you have any questions, compliments, comments, or concerns, please [let us know](#).

**Web Page Rankings | Web Server Stats | Homepage Archive | Portal Server Statistics**  
**Approved for campus-wide mailing by the SHSU Associate VP for Information Resources**



Academic Users



Administrative Users



Mac

September 2009

## UPDATE ARTICLES

- [Logoff](#)
- [Abuse](#)
- [Social Media](#)
- [T: drive](#)
- [DELTA](#)
- [Software](#)
- [Gigaman](#)
- [Planning Ahead](#)
- [New Hire](#)
- [Hardware/Software](#)

## Happy New Year!

Welcome to 2009-2010. Resolve to do one thing to protect the network and your workstation this year: **Log off each night.**

You have heard this one before, but it bears repeating. Recently, we sent out the newest version of Adobe Acrobat. Over 200 workstations did not get the update because they were left logged on overnight. While you are sleeping, the computer network is working on protecting and updating your computer, but it cannot accomplish that goal unless you log off nightly and **leave your computer on.**



## SUPPORT &amp; INFORMATION

- [Software Guides](#)
- [Training Calendar](#)
- [Blackboard Support](#)
- [Web/Faculty Support](#)
- [Lab Reservations](#)
- [UCS Forms](#)
- [Update Archives](#)
- [Computer Services](#)
- [Helpdesk](#)
- [Helpdesk Blog](#)

## Should Auld Acquaintance Be Forgot

No way to forget old acquaintances with Facebook, Twitter, and blogs galore. The Helpdesk posts announcements about changes or fixes on the [Helpdesk Blog](#). We did remove the comment section on this because we wanted to ensure that all complaints or suggestions were dealt with promptly and documented within the Helpdesk Call Logs and Work Orders.

Want to decide if your department should be using social media? Check out this article on [10 ways universities can \(and should\) use twitter](#).

The SHSU Bulletin Board is being taken down since new better commercial methods are now available. Lots of time has been expended keeping inappropriate spam posts from this site and the traffic has decreased as SHSU students are using Facebook and Twitter instead.

## Getting Organized in 2009-2010

By default, all new full time faculty and staff have access to the T: drive folder for their department. If you want to request access for student assistants or others, please submit a workorder through the Computer Services Workorder System on SamWeb. Be sure to include the full name with the username and whether they will need read or read/write access. At that time, we will also provide a complete list of any other individuals who may have access so that you have an opportunity to remove anyone who should no longer have this privilege.

As a reminder, **university drives (including your S: and T: drives) are specifically for university-work-related files.** Please do not store your personal files. Remember: any files saved on university servers are subject to the Open Records Act.



## The New and The Old

Technical support for Blackboard, eCollege and ITV equipment now fall under the division of Distance Education and Learning Technologies for Academics (DELTA). Please contact Jacob Spradlin at 294.3929 for Bb or eCollege questions and Craig Schlicher at 294.4942 for classroom projectors or other peripherals.

Networking and workstation issues for classrooms can be reported to the UCS Helpdesk at 294.1950. Faculty: Please report all classroom issues to your department secretary to help us establish a single point of contact and avoid duplicate workorders for the same issue.

## Software for the New Year

A [list](#) of the software which will be available via the PC network for the Fall 2009 semester is provided.

*Year's end is neither an end nor a beginning but a going on, with all the wisdom that experience can instill in us. ~Hal Borland*

## Resolving to Have a Back-up Connection

The new AT&T Protected GigaMAN circuit is scheduled for September 30th.

*May all your troubles last as long as your New Year's resolutions. ~Joey Adams*

## Looking Forward to the Future

SamWeb work orders must be prepared a week in advance for any workstation or telephone moves. Please provide enough lead time for a technician to be scheduled to assist. Also, if you are having a third-party vendor install technology equipment for your department and you will need the assistance of the UCS-Systems Networking team or the UCS-Client Support maintenance team, please create a WO at least one week in advance.

## First Hire of the Year

Matt Taylor joined the UCS-Systems department full time in the networking section. Matt will be serving as a Network Analyst with the network team. His director, Grady Mangum, says "I am grateful for the excellent service Matt has provided campus as a student worker and look forward to the contributions he will make to our Department and the quality services provided by UCS to the University community."

## What's Good, What's Not, & What's Happening When

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- Software Packages: The supported versions of office suites are Microsoft's

Office 2007 for PC's and for Macintoshes Microsoft Office 2008.

- Hardware Configurations:
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 2 GB memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh on the LAN is a 1.6GHz PowerPC single processor, 1GB RAM, and a 40GB hard drive.
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Academic Users



Administrative Users



Mac

October 2009

## UPDATE ARTICLES

- [Passwords](#)
- [Copyright](#)
- [Software](#)
- [Profiles](#)
- [FTP](#)
- [Infrastructure](#)
- [Hardware/Software](#)

## SUPPORT &amp; INFORMATION

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**Se-cu-ri-ty [\*measures taken to guard against espionage or sabotage]**

The process to decrease the number of days from 365 to 180 days for your SHSU password is underway. This means you may be getting a password change reminder soon. How to alert you is a dilemma since there are so many phishing expeditions. Therefore, this more official looking document is one way of saying "it's real!"

- You can reset your password when logged in on a campus PC. Press *CTRL-ALT-DEL*, then *Change Password*.
- You can reset your password from SamWeb. Select *Computer Services*, then *Account Password Change*.
- You can reset your password in Outlook Web Access. Click *Options*, then *Change Password*.

You can avoid getting that e-mail by simply setting an Outlook reminder to reset it yourself. Changing it ahead of time will ensure you are never caught in a crunch with *having* to change it.

- In Outlook, click on a time in your calendar.
- Type the subject as "reset password."
- Set the recurrence to be Monthly, the first Friday (or any day) of every 4 (or 5) months.

Many of you use Nell very infrequently. So you may want to make an Outlook reminder to prompt you to change it too. Your Nell password should be changed every 90 days. It can be changed by typing Set Password at the VMS \$ prompt.

**Li-cens-ing [\*to permit or authorize]**

Want to keep your S: drive lean and responsive? Make sure you are not storing downloaded music on your S: drive. SHSU prohibits the distribution of [unauthorized MP3s](#). The Recording Industry Association of America (RIAA) is RIAA is actively targeting popular file sharing applications looking for infringements. In September, SHSU received an increased number of complaints from RIAA against SHSU clients. If you have questions, please visit with the Director of the Newton Gresham Library, [Ann Holder](#). She serves as the campus Copyright Compliance Officer and can help you sort through what you can and cannot have and do with copyrighted material.

**Col-lab-o-rat-ing [\*to work jointly with others or together especially in an intellectual endeavor]**

We are forming test user groups of faculty and staff to test new networked software prior to release. We are looking for both PC and Mac users and specifically would like volunteers at this time for the following applications. E-mail the [helpdesk](#) if you are interested in ensuring these products work effectively on workstations on the campus network.

- SPSS 17
- Maple 13
- AMOS 17
- Snow Leopard

We also encourage you to complete the Helpdesk Call Log and SamWeb Work Order surveys. If you are satisfied, please tell us. If you are not, please tell us why. As an extra incentive during the Fall 2009 semester for you to take the time to fill out the short survey, we will draw two names a month from the Helpdesk Call Log and Work Order responses. The winners will be provided a free 4GB flash drive for departmental use.

### **Stor-ing [\*to place or leave in a location (as a warehouse, library, or computer memory) for preservation or later use or disposal]**

Your office PC should not have any documents saved directly on your desktop. If you have university Microsoft Word documents, music files, movies, or photos on your desktop, move them to your S: drive or departmental T: drive. If they are personal files, store them on a personal flash drive or your home computer.

### **Pro-tect-ing [\*to cover or shield from exposure, injury, damage, or destruction]**

Do you log in to Nell or upload files to the web server? To ensure your password and information is not plucked from mid-air by a hacker, two utilities have been changed. QVT has been replaced by [Secure CRT](#) and WsFTP has been replaced by [Filezilla](#).

### **Re-dun-dan-cy [\*serving as a duplicate for preventing failure of an entire system (as a spacecraft) upon failure of a single component]**

You've seen references for the last few months to a new "GigaMAN." The expected time frame for the additional GigaMAN installation, which will provide SHSU's Internet connectivity, is now the week of October 8th to October 15th.

### **What's Good, What's Not, & What's Happening When**

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- Wireless peripherals such as mice and keyboards have proven problematic in the campus environment and should not be purchased and/or installed.
- Operating Systems: The supported version of Macintosh machines is OS X, version 5. The supported version of Microsoft's operating system is Windows XP.
- Software Packages: The supported versions of office suites are Microsoft's Office 2007 for PC's and for Macintoshes Microsoft Office 2008. **Available packages are [listed](#).**
- Hardware Configurations: **This may be a good time to look at your office workstations and your budget and determine what should be upgraded.**
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, **4 GB** memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh on the LAN is a 1.6GHz PowerPC single processor, 1GB RAM, and a 40GB hard drive.
- The Information Resources division may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed Macintosh nodes may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.
- **On Friday, October 2nd, after 6pm, SHSU and HP Professional will be performing hardware upgrades to Nell. This will require downtime for Nell, SamMenu, SamWeb, and all Banner applications.**

All offers, training, and software above pertain to faculty and staff at SHSU only. If you have any questions, compliments, comments, or concerns, please [let us know](#).

\*Definitions provided by the online version of [Merriam-Webster](#).

Approved by the Associate Vice President for Information Resources for e-mail distribution to SHSU faculty and staff



Academic Users



Administrative Users



Mac

November 2009

## UPDATE ARTICLES

- [Internet Connections](#)
- [Security](#)
- [Profiles](#)
- [Free LCD](#)
- [Software](#)
- [The Web](#)
- [Survey Winners](#)
- [Hardware/Software](#)

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- [Helpdesk Blog](#)

## Connecting Through Thick and Thin

The new AT&T Diversity Circuit to allow our GigaMAN redundancy is still in the works. This new protected circuit will allow our Internet connection to be rerouted in case of an AT&T outage.

Lots of testing has been going on by AT&T and will soon be completed by SHSU and LEARN (Lonestar Education and Research Network). A short time will be needed for the changeover and this outage will be scheduled for a Friday evening or during the night.



## Sharing Responsibility

The Division of Information Resources strives to secure the campus cyber world as a whole, and each staff and faculty member shares the responsibility to protect personal accounts, the network, and confidential information. October was Cyber Security Awareness Month. The State of Texas posted the [Top Ten Cyber Security Tips](#) as reminders.

Two of their tips, "Think *Before* You Click" and "Protect Your Identity" go hand-in-hand. Many campus users enjoy the social networking on Facebook. Quizzes (taken by you OR your friends) allow harvesting of your private information. [Researchers](#) have found thousands of Facebook applications have vulnerabilities which have impacted 218 million users. If you are working on a campus machine as the local administrator, or doing SHSU work while at home, think before you click!

## Updating Your View

Anyone still using a CRT monitor? If so, you can have it replaced with a used LCD monitor. Login to the [SamWeb Work Order](#) system to request your old CRT be switched out.



## Updating Your Applications

Effective November 1st, the current SPSS license keys are no longer valid with the current installation of SPSS on your University-owned or personal laptop. In order to continue using SPSS on your laptop, you will need to place a [work order through SamWeb](#) requesting the re-installation of the software. All other current add-on modules (i.e. Missing Values, Forecasting, Custom Tables, Categories, and AMOS) will be usable until 12/01/09.

We are looking for more testers for:

- o SPSS 17.0
- o AMOS 17.0
- o Maple 13
- o SAS 9.2

Please [e-mail the Helpdesk](#) to offer your testing assistance. These software version updates will be made during the Christmas break. These four mathematical packages are the major software changes planned for December. Other changes are expected

to be minor.

## Using Your Phone to Its Fullest

Take advantages of the many [features](#) your Voice over IP phone permits. You can forward your calls straight to voice mail if you are going to be out of the office, personalize the ringer, and initiate conference calls. Here are the steps for the conference call:

### Placing a Conference Call

1. During a call, press the *more* soft-key and then the *Confrn* soft-key. The first party is placed on hold.
2. Dial another number or extension.
3. When the call connects, press *Confrn* again to add the new party to the call.
4. Repeat the first three steps to add additional participants.

**Note:** If the person at the number that you are attempting to conference in is not available, press the *Resume* soft-key to return to the first party on the line.

## Navigating the New SHSU Web Site

The University's new web site, introduced by President Gaertner in August, will go live this month. Check out the [Today@Sam story](#) for details on the changes.

Each University department will be migrated based on meeting the University web site goals as established by the Web Site Redesign Committee.

**\*\*\*Chairs/Director/Administrators: you may complete the [sign-up form](#) to help streamline the web migration process. \*\*\***

## Thanking You for Responding to the Surveys

We do appreciate your taking the time to let us know how we are doing. The Call Log surveys and the Work Order surveys are two ways to help us assess your satisfaction. **Congratulations to Kathy Roberts from Purchasing and Dorothy Roberson in the Academic Affairs office.** Kathy and Dorothy will receive a 4GB flash drive for their department's use. To be entered in November's drawing, just take a couple of minutes to fill out our surveys after you have contacted the Helpdesk or after your SamWeb WO has been completed.



## Staying Up-to-Date

All SHSU technological purchases must be processed through the Computer Services [SamWeb Work Order](#) system **in accordance with [FO-IR-12](#) policy regarding [SHSU Technology Acquisition Oversight](#).**

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- Software Packages: The supported versions of office suites are Microsoft's Office 2007 for PC's and for Macintoshes Microsoft Office 2008. Available packages are [listed](#).
- Hardware Configurations:
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 4 GB memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh on the LAN is a 1.6GHz PowerPC single processor, 1GB RAM, and a 40GB hard drive.
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Academic Users



Administrative Users



Mac

December 2009

## UPDATE ARTICLES

- [Holiday Reminders](#)
- [Security](#)
- [Macintosh Changes](#)
- [The Web](#)
- [GigaMAN](#)
- [Survey Winners](#)
- [Hardware/Software](#)

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- [Helpdesk Blog](#)

## All Campus Users: The Holidays

If you cannot remember the last time you changed your password, it is probably time. Don't get caught at grandma's house and realize your password expired and you can't remember your PIN to reset it yourself in SamWeb. Just change it now and you won't have to change it again for 180 days.

We will be doing maintenance and upgrades during the holidays. Projects scheduled at this time include firewalls, file servers, and Macintosh account migrations. **There will be interruptions in services to all core campus network computing and telephones December 28, 29, and 30.** Therefore if you must be working during those days, save frequently and be flexible!

As always, remember to log off your PC or Macintosh when you leave at night. Do not unplug them or power them off. Your workstations will be receiving security and program updates throughout the holidays.



## All Campus Users: Security

Regularly, the IR Update mentions that social security numbers should not be requested unless required by law and that credit card numbers cannot be stored. Repeatedly in the IR Update, you are reminded about the importance of protecting the confidentiality and identities of faculty, staff, and students. Since our department is known as the "computer" department, it may not be clear why we are involved in anything other than electronic information.

The University has designated the Associate Vice President for Information Resources as the Information Security Plan Coordinator. The campus plan is available online at [Information Security Policy and Plan FO-IR-09](#). In order for SHSU to comply with federal and state rules, hard copies and verbal releases of information are also included in this plan, as well as vendor access to information.

*Each SHSU academic and administrative area must ensure compliance with this policy within their area of supervision. Additionally each area is responsible for developing specific complementary policies related to their own areas, if needed. Copies of departmental security policies must be provided to the Coordinator for filing with the University plan.*

*Departments are responsible for ensuring that prior to being provided access to SHSU information, faculty and staff read and acknowledges receipt of this policy. Departments are responsible for maintaining a permanent record of this acknowledgement and must be able to provide it upon administrative request. Departments should also be able to produce documentation of their internal training procedures upon administrative request.*

You are probably very familiar with the acronyms [HIPAA](#) and [FERPA](#). One newer one is the PCI\_DSS, regarding [Payment Card Industry Data Security Standard](#). This security standard relates to credit card information, and it is critical for the campus to be in compliance with this standard. Please review the FO-IR-09 policy and ensure your departmental staff members have acknowledged their understanding.

## Macintosh Users Only: Changes

Lots of changes going on for you. Snow Leopard is coming soon to a Macintosh near you! Apple.com says it's "faster, more reliable, and easier to use." And best of all, it includes built-in support of Microsoft Exchange, the campus mail system.



**New Specs:** We have changed the minimum specifications for Macintoshes on our domain. These changes were prompted by the new Snow Leopard operating system released in September. The new minimum specifications are an Intel Dual Core processor at 1.83 GHz or higher (no Power PC) with 1GB of RAM and an 80GB hard drive.

**New Operating System Deployment:** Snow Leopard will be deployed in stages starting in January 2010. Snow Leopard will be targeted to managed networked Macintoshes meeting minimum specifications. The plan is to deploy to one building at a time to allow better focus of our field technician resources.

### Replacements:

- If your Macintosh does not meet the new requirement, please place a [SamWeb work order](#) to have your Macintosh replaced.
  - The Information Resources department will provide the replacement if it's the workstation for a Tenure/Tenure Track faculty member.
  - For other users, your department will need to fund the replacement costs. Your old Macintosh will be supported with the 10.5 operating system through August 31, 2010. As of the new fiscal year, September 1, 2010, support will be given for Snow Leopard 10.6 only.

## UNIX1 Users Only: Remote Connections

External SSH into UNIX1 will be disabled on December 28th. To strengthen the security of the SHSU network, remote connections from outside of the campus network to unx1.shsu.edu will be disabled. On-campus users on the SHSU network will not be affected.

## All Campus Users: Connecting

The new AT&T Diversity Circuit to allow our GigaMAN redundancy is *still* in the works. This new protected circuit will allow our Internet connection to be rerouted in case of an AT&T outage.

## Helpdesk & Work Order Users Only

We appreciate your taking the time to provide feedback to us. The Call Log surveys and the Work Order surveys help us assess your satisfaction. **Congrats to Rebecca Lewis in Library Science and Debbie Nichols in Student Services.** They will each receive a 4GB flash drive for their department's use. To be entered in December's drawing, just take the survey after you have contacted the Helpdesk or after your SamWeb WO has been completed.

## All Users: What and When

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- Wireless peripherals such as mice and keyboards have proven problematic in the campus environment and should not be purchased and/or installed.
- Operating Systems: The supported version of Macintosh machines is OS X, version 5 and **will soon include version 6, Snow Leopard**. The supported version of Microsoft's operating system is Windows XP.
- Software Packages: The supported versions of office suites are Microsoft's Office 2007 for PC's and for Macintoshes Microsoft Office 2008. Available packages are [listed](#).
- Hardware Configurations:
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  - The minimum configuration for a Macintosh on the LAN is a **1.83 GHz Dual Core processor, 1GB RAM, and a 80GB hard drive**.
- The Information Resources division may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed Macintosh nodes may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.

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