January 2001

TECHNOLOGY UPDATE

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Faculty/Staff Forum

Want an opportunity to voice your concerns and questions about the technology direction for Sam Houston State University? Do you have ideas for improvements in our administrative programs or reports? Does it make you crazy to have to come in person to change your password or have to change your PIN each semester? Are you considering teaching online and need answers? Just want to vent?

Come to one of the Faculty/Staff Forums this month. The Computer Services Department, with assistance from the Registrar and the Associate VP for Finance & Operations, will be hosting two question/answer sessions. The first one will focus primarily on faculty concerns. It will be January 18th at 3:30 p.m. in the Mafrige Auditorium in the Smith-Hutson Building. The second will be at the same location on January 25th at 2 p.m. and will focus on administrative questions. However, you're more than welcome to attend whichever fits your schedule better.

Home Connections

As a reminder, faculty and staff are allowed to use the Microsoft Office software on your home computer if you use that equipment for work purposes. You may refer to the web page http://www.shsu.edu/~ucs_www/2000/ for more information. You may pick up a CD from the Helpdesk in AB1, room 147. We also

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Contact the [Helpdesk](#) at 41950 if you have computer software, hardware, or telephone problems.

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provide a CD for Netscape if you'd like to load version 4.7 on your home PC.

If you're tired of the "World Wide Wait" or a busy signal when trying to dial into the modem bank, there are now some viable commercial alternatives. You can have a permanent connection---no dialing in---or sharing a phone line. PLUS the speed is improved dramatically. Your choices include DSL (Digital Subscriber Line) and satellite connections.

DSL's provide a connection up to 50 times faster than the old 28.8 baud phone modem. If you're planning to download large files, do distance learning, or use real-time interactive multimedia, this may be the choice for you.

Tripnet is one example of a company providing DSL access for at-home use. Southwestern Bell is another. One caveat at this time: DSL access is limited to three miles from their central office.

If you live outside of town, and are too far away (like Crabbs Prairie), you might want to try www.starband.com. Starband provides 2-way satellite connection. A satellite connection is only about ½ as fast as a DSL. However that still provides you with Internet access at a speed up to 25 times faster than a phone line.

These vendors are simply options that some of our staff members have chosen for their at-home connections. Prices vary widely based on packages. This should not imply an endorsement of any specific company.

Training

The monthly schedule is posted for January. Please take a few moments to peruse the available course listings.

New staff and faculty members will now

receive a one-on-one introduction to the computing systems at SHSU. Bryan Rogers will be visiting with new clients in person to give them their usernames and passwords and get them oriented. If you have a recent hire in your department, e-mail Bryan at ucs_bdr@shsu.edu and set up an appointment for this orientation.

Reminders

PC Users: Backup your Profile on a regular basis. This will allow the Helpdesk to restore your bookmarks, shortcuts, and address books in case of a problem with your account. Click **Start**, **Programs**, **SHSU Utilities**, **Backup**.

Coming Changes

We will be converting from Windows NT to Windows 2000 this summer. We will be providing a utility called Windows2000 Upgrade Test that you may run on your workstation. It will evaluate your machine's memory, processor, free disk space, and total disk space. This Test will be available by 1/15/01 from the same **SHSU Utilities** option mentioned above. Run this utility to see if your machine is ready for the conversion.

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Faculty/Staff Forum

Thanks to all that attended the Technology forums in January! We are planning to hold these each semester---but next time, we'll schedule one for a M-day and one for a T-day. Our apologies to those that couldn't attend this time. We do appreciate the e-mails and phone calls from many of you. We're working on resolving many of those issues now. About 55 faculty and staff attended the first forum, and approximately 25 came to the second forum. Jim Stevens discussed the following priorities for 2001.

Upgrading the WAN

The Internet speed will more than triple, going from 6 to 20Mb. The available bandwidth is increasing from 6 to 150 Mb. This upgrade will also permit switching to ATM (Asynchronous Transfer Mode) technology. ATM will allow us to designate bandwidth for different functions, creating pipes in effect for various purposes.

Windows 2000

We will be converting from Windows NT to Windows 2000 during the break between Spring 2001 and Summer I. We have waited for Windows 2000 to stabilize, and now believe it is a viable alternative to NT. Administratively this will allow items to be more effectively modified for all users at once. Windows 2000 provides more device support than NT. Many of the external drives now are USB. Windows

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NT did not support that type device, but
Windows 2000 will. You should be able to
install external devices yourself much easier in
the future.

The hardware requirements are a minimum of
128 Mb of RAM, with a 266 MHz processor, a 2
gig hard drive and at least 1.5 gig of free
space. When you run the test, you will see the
areas where your systems needs
improvement.

New Technology

We're working on point-to-point wireless
connections. For instance, the Agriculture
Mechanization Lab and Vending Departments
would be set up with Point-to-Point
connections so they could access the functions
available to the rest of the campus.

Intra-building wireless connections are next on
the plan. This would permit students to bring
their laptops to specific locations, and with a
device in their laptop, tap in to the wireless
connection.

Nell Programming

A graphical interface is being written to
provide more intuitive programs on NELL. This
GUI system will permit us to provide much
more detailed help files, and should permit
new users to more quickly learn how to do
tasks. Also many of you perhaps only do a task
once a semester. This new SP2 interface will
allow you to quickly remember what goes
where! You must run this setup for the first
use, and then an icon for SHSU Menu will be
placed on your desktop.

At this time, SP2 is available only on PCs. A
web interface is in the works from the vendor.
This will allow Macintosh users access. The old
NELL version of programs is still available for

Mac users.

The Book Order program is the first example of a program written in this way. The rosters are available through this system now. The programming is being done at this time for the end-of-semester grade entry.

Blackboard

The Blackboard system will provide a campus-wide portal for our web-enhanced and stand-alone web courses. To give you an opportunity to learn all the capabilities of the software, we are working with James Van Roekel and Richard Eglsaer on scheduling a BB professional to come to campus to provide training.

Security

We have stopped off-campus people from FTPing to office machines. This is another measure intended to safeguard your machine and its documents. If you need this FTP feature yourself and have sufficient security, you may call the Helpdesk at 41950 and request a work order to remove this restriction from your machine.

Questions from the Forum

Who has to pay for the upgrade for the Windows 2000 conversion?
The Computer Services department will purchase the memory and upgrades for the faculty machines and the general access computer labs. Departments will have to pay for the staff's machines. An attachment is provided with details on the Windows 2000 test.

Why can't faculty add students to their Blackboard classes?
We are working on making this as automated

as possible from the NELL registrar records. This semester, we have done it manually at the request of the professor. By Fall 2001, this should not be a problem

Are we moving to a single password for all systems?
After the conversion to Windows 2000, this will be more feasible.

How can we know what software programs are on NELL?
There are over 3000 programs. We will provide a long-description of each program in a file on NELL that each department could search or print as a reference.

Have we considered lab workstations that have the monitor in the table? Pedagogically, this would be preferable.
We had considered this in the past. However, the cost was much higher. Plus, we were told of problems with bifocal view this way, as well as being limited in the size monitors that we can buy. We will continue to discuss options with faculty as we build new labs.

Could we have tab-delimited files provided along with NELL reports?
As we modify programs, we will add an option for this choice. As an additional source, the student body profile is available from the CD provided through the Institutional Research Office. You may use it in SPSS or Excel.

Shouldn't we have multi-media devices available to allow us to develop some of the higher-end things for our web-enhanced classes?
The University AEC does. You may call the Academic Enrichment Center at 41957 with questions. **The AEC has the following available for faculty check-out:**

- G3 Powerbook (Mac)
- Video Camera
- Digital Video Camera
- Digital Camera

Additional equipment in the AEC for use there:

- IMDV with IMovie, QuickTime 4, QuickTime VR Authoring Studio, Dreamweaver 3 and Fireworks 3 Studio, and CD Burner
- SmartBOARD with LCD Projector connected-can be reserved for PowerPoint presentations (in the center only)
- 3 PC's that have CD burners
- 3 Scanners, 2 PC (one scanner is capable of scanning 35mm slides, photos) and 1 Mac
- Projecting TI Graphing Calculator

What is happening with the Document Management project?
The Human Resources office has begun some testing of this. This system will replace the microfiche of hard copy documents. It will allow a searchable index.

How are we deciding which NELL programs to convert first in SP2? (This was demonstrated at the Forum.)
We are changing programs that the most users access first. However, if you have a request for an especially difficult program that you have, please let us know. We'll put it on the list.

Can we have the newest version of SPSS?
Yes. We'll work with the vendor to get version 10.

Can we get the web-based version of SAS?
Yes. We are investigating this at this time. We hope this statistical package could be used at

the University Center---or wherever our
students are.

**Why doesn't Computer Services support
laptops?**
We will expand our services in this area. You
may now contact the Helpdesk to request an
appointment for training on using your laptop.
Topics that will be covered include using a
projector, virus scanning, and switching drives.
Our department will also configure your laptop
for dial-up and Internet access.

**Can we have a virus checker for
Macintoshes?**
Yes. We have ordered Norton Anti-virus.

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Macintosh

The Norton Anti-virus application is now available for Macintoshes. Instructions for installation and use are online.

Blackboard (BB) Forum

This past month, we've held two meetings with current BB faculty and one open forum for all interested users. We will be designing a questionnaire this month to get more faculty input. We would also like volunteers for a BB steering committee. Just send e-mail to Jacob at ucs_jws@shsu.edu if you are interested. This month's BB training classes will be on the 9th and the 22nd.

Questions included:

- Dr. Reames asked if faculty could add students to their BB classes themselves. This change is being made at this time.
- Roster-created e-mail addresses for students: Dr. Ashorn mentioned many graduate students prefer to use their business e-mail address. The solution for this is to have them forward their STDxxx mail to the other address. There is a quick utility for this on the SamInfo, Computer Accounts links from the University Web page.
- Security-issues: Dr. Dowling questioned the security of placing graphics on the

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Web. We will provide tips on ways to make it more difficult to copy them. However, it will not be impossible.

- Ownership-Dr. Stowe asked if it had been resolved who owns these classes. Dr. Eglsaer responded that this issue is still being addressed, and the TSUS is meeting on this and other Distance Learning issues next week.
- Student Orientation: Dr. Lichtman asked how students could learn to use the system. Computer Services will offer demo sessions for students at the beginning of each semester.

Security

You can help increase the security of the University workstations and information by following these guidelines for the password and PIN.

- Do not use your University password or PIN for external vendors.
- Never give your username, password, or PIN to anyone else.
- Never use someone else's username, password, or PIN. If additional access is required for your duties, contact your supervisor for help.
- Do not use easy-to-guess passwords or PINs.
- Be aware of those around you and ensure they cannot watch you typing your passwords or PIN.
- Do not write down passwords or PIN's. Shred any documentation that may have this information on it.
- Do not allow others to access programs or data from within your account.
- Change your password often.
- Log off of your workstation when leaving for the day.
- Lock your workstation with a screen saver when leaving the desk.

- Use a password-protected screen saver.

Mac users: If you are running OS 9, you now have the option of password locking your computer. You can set up administrative users, and regular users (these users have less power to change things on the computer), and even a guest account, and have a login screen. The overall setup is close to the standalone Windows NT workstation model where you create local accounts. Details will be available by March 9th from the Computer Services Web page.

Training

WThis month's training schedule is now posted. As always, we are providing one-on-one training on using FileMaker Pro for the University forms completion. Although this program can be a real time-saver over using a typewriter, it does require some instruction. When a new employee takes over this function in your department, please call for an appointment to learn the ins and outs. If you are a trained user and are having problems using one of the forms, please call the department responsible for that form: Purchasing, Travel, Physical Plant, etc.

A new class being offered this month is Dreamweaver. This software provides more sophisticated Web page creation.

Printing from Nell

Need only a couple of pages printed from the SALPOS report? Don't want to wait for the greenbar print-out? Print to the Web as a PDF file, and just print the section you want.

To print a PDF document from Nell:
Enter **web** for document destination
Enter **LP11** for document type
Enter the normal forms code you would use

(1prt06 for instance)

When you press Enter, the document will be formatted according the forms code and sent to the Web.
You may then view/print your documents from the Faculty/Staff link to the Admin Menu page. (http://www.shsu.edu/faculty/admin/)

On this page you will be presented with a logon screen where you must enter your e-mail username and password. This will display a page that lists the filename in a table with buttons on both sides for viewing/printing and deleting the files.

To print a file, click **View**, which will prompt you to Save or Open the document. Choose **Open** in the dialog box. The dialog may not appear if you already configured your browser to open PDF files automatically. Once the document is opened in Adobe Acrobat reader, you may view the document or print it by clicking the printer icon at the top of the document.

Files will remain on the server until you choose to delete them. This will consume space and eventually prevent new files from being transferred/ viewed/printed from the server until unneeded files are removed. To delete a file just click Delete and it will remove the file from the list and refresh the page.

This will also adjust the total file size at the bottom of the page. Each user is allowed 20mb of space on the Web server, and this includes documents, Web pages, and e-mail. Files will not be removed from the server until you choose to delete the file; they will never be purged automatically.

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Electronic Transfers

We have upgraded our EDI (Electronic Data Interchange) Software to the new 4010 version. This upgrade will increase the number of schools with which we can trade Electronic Transcripts. This will allow us to complete the admissions procedures and accept students more quickly. It will also speed up the process for our students going on to graduate schools throughout the country.

Web for the Classroom

April 10th will be the next meeting of the Blackboard Users Group. Even if you haven't yet started using BB, this get-together may give you ideas for next semester. This Users group will be meeting each month on the second Tuesday at 3:30. The meeting will be held in Austin Hall.

On Thursday, April 12th, Ann Holder, Interim Director of the NGL, will be presenting a seminar on the copyright issues of placing material on the Internet. This will be at 3:30 in the Smith-Hutson Mafrige Auditorium.

Security

To help reduce the virus damage, the University is scanning incoming e-mail. Computer Services recommends the following actions you can take to help protect your system and others. Scan your local and network storage areas at least once a week.

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The virus software can be found under the SHSU Utilities option on the Program menu for PCs. University Macintosh users may install the virus software from the Applications volume. Always scan your floppy/Zip/CD/DVD before initial use on your computer.

Training

This month's training schedule is now posted. ElementK is also still an option for the University community. You can view this online training center, and check out their catalogue. If you'd like to sign up for a class, e-mail the Helpdesk. The Computer Services department will pay the annual subscription fee for you to take as many classes as you'd like in the next year.

Passwords

It will soon be time to enter grades for the Spring Semester. If you haven't used your Nell password lately, test it. Make sure you are able to log in. You may change this password yourself at the VMS prompt. Type **SET PASSWORD**. You'll be prompted for your current password, then asked to enter your new password twice. You must come in person to the Helpdesk in AB1, 147 to change it if you let it expire. We know that's an inconvenience! However, since these are student grades, we also know how critical it is that only **you** access **your** account. Bring your I.D. with you so we'll know you're you!

You'll get your mailer from the Registrar's office in May with your new personal identification number (PIN).

Windows 2000 Conversion

The University is scheduled to upgrade the campus PC environment from Windows NT to Windows 2000 at the end of May 2001.

Windows 2000 will require the use of more
disk space on the workstation than Windows
NT. Some workstations will require that the
current version of Windows NT be reinstalled
so that the available disk space may be
expanded.

During this reinstallation all data on your local
disk drive will be erased. This will include any
local disk drives you have such as C:\ and D:\.
If you have any information stored on your
system that you would like to keep, back it up
to an alternate storage area such as your S:\
drive. You will only need to back up your
personal programs and documents. Computer
Services will ensure that all University
applications (installed through the SHSU
Installation Menu) are operational after the
install. If you have installed personal programs
on your PC, you will have to reinstall these
afterwards.

The conversion will start in May, but the
Windows NT system will still be available until
the end of September for a limited number of
machines. If your administrative department
cannot support upgrading all your workstations
this fiscal year, you may use 2002 funds.

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Windows 2000 Conversion

Not sure why we're switching from NT to Windows 2000? Wondering how it will impact your work? Our Associate Director, Mark Adams, will give you an overview of 2000 so you can see it firsthand---before having to use it on your own PC. We have scheduled two sessions in the Smith-Hutson Mafrige Auditorium. The first is on *Final Exam Study Day*, **May 3rd**, at 9:30 a.m. The second session will be **May 11th** at 2 p.m. All faculty and staff are encouraged to attend. Come with questions!

We will begin the conversion from Windows NT for the PCs on the Local Area Network as soon as the semester is over. We're starting with the Computer Services labs. Hopefully, we can discover AND eliminate any problems there first.

New Programs from Nell

Have you used our [SP2](#) interface yet? The enrollment report that updates as students register, ETOT05R, is now an option from the SP2 SHSU menu. Also the TRNS30R, transcript, is now available. Try the transcript and give us some [feedback](#). Eight faculty have agreed to test our new graphical interface for entering grades this semester. So by next semester, the new program will be operational for this semester-ending task.

We have now tested the new interface on a

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Macintosh. Thanks Dr. Rob Adams for letting us use your system as our test site! Additional software has to be installed on each Mac to enable Macintoshes to interact with the administrative software. We will keep you informed about your options if you are using a Mac.

Security

Reminder: The default system setup for PCs locks your workstation if you haven't used it for 15 minutes. You should not remove that safeguard. It is your responsibility to protect the information available from your computer account as well as protect the information on your actual computer. Macintosh users should dowload one of the screen savers from the Applications folder and password protect it.

We will be upgrading to Redhat Linux (7.1). This version provides more built-in security measures AND is also faster and more efficient. The security enhancements will be a great improvement for casual users who want to learn a little bit about Linux. E-mail Computer Systems Coordinator, Robert Thompson, if you'd like to know more.

To provide better inventory tracking and network management, the Ethernet ports will now be locked down in offices. If you need to move a networked-PC or Macintosh to another office or connect network equipment that allows more than one device (such as a hub), you must request a Helpdesk work order via extension 41950. Unauthorized connections will deactivate the University network port. In other words, you wouldn't be able to connect to the Internet or use any of the University programs. Just give us a call **before** you move your equipment!

Training

This month's training schedule is now posted. If you have been a student in ElementK, it's possible your subscription has expired. E-mail the Helpdesk if you'd like to continue using this online training resource. The Computer Services department will pay the annual subscription fee for you to take as many classes as you'd like in the next year. We are going to provide reports to each department of the training efforts that each of you are making---both on-campus and through ElementK.

Blackboard users! Are you tired of the same old boring text in your document folders and items? Enroll in our **Blackboard and HTML** training course and learn to make your text look like it was made in a word processor.

Web Traffic

When you're developing your departmental Web site, carefully consider your diverse audience. Our on-campus users do have a very fast connection. However, approximately 70% of the SHSU site guests are off-campus. During April, the University Web site recorded visitors from 21 other countries. Germany and Canada combined for almost 40,000 hits. Clients from Military sites were also checking out our site in large numbers. We will be visiting with departments again in the next few weeks to assist you with the design of your site. Ensuring quick, convenient access for an International audience is our goal.

June 2001

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Windows 2000 Conversion

The Computer Services labs and most of the faculty workstations have been changed to Windows 2000. One of our technicians will be in your office very soon to switch yours. You may need to back up any documents that you have on your hard drive to the T: drive, your S: drive, floppies, or a CD.

New Staff

We have added several new employees. Tracy Thompson is now a Programmer in the Administrative Applications area. Tracy is responsible for the SHSU menu system and is instrumental in the conversion of Nell programs to the new GUI SP2 system.

Christina Palmisino is a May 2001 graduate of the MIS program here. Christina will be in the Client Support area providing database management among other things. (Yes, there is now someone on board to help with Access!)

Jacob Chandler, Tim McGuffin, and Stephen Lyford will all be starting June 1. Jacob graduated in August 2000 and has been working as a

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software developer in College Station. We're delighted to have him returning to Huntsville and our department. He's going to provide programming for our Web applications.

Tim is in charge of our 23 NT servers. He's maintaining the systems that manage all the software used on the PCs and Macintoshes.

Stephen will be handling our new student Orientation this summer, and then will be our expert for Video technology this fall.

Buddy Childress joined our staff in the Networking area. Buddy will be our Specialist in Telephones. He has over 30 years experience with Southwestern Bell.

Security

Software installed through the SHSU Installation system is covered by licensing maintained within the Computer Services department. All software installed manually on University-owned equipment must have a license supporting its installation. If you download shareware or freeware, keep a copy of the supporting documentation.

Training

This month's training schedule is now posted. We are designing classes to handle specific issues---rather than just general training. Check out this month's offerings.

Web News

As you will have noticed by now, the University has a new main page Web design with a consistent theme for our five constituencies. These new pages have been evaluated for Bobby Compliance and also adherence with state guidelines. It is essential that departments maintaining their own Web sites bring their pages into compliance also. Each department should send a representative to our Compliance Checklist Seminar. This will be held June 19th from 2-3 p.m. at the Smith-Hutson Auditorium.

Each departmental page must have an e-mail contact for questions. We are receiving many questions from visitors and hopefully, potential students. We need to make it easier for them to contact the people that have the answers!

The Labs

Faculty: Submit lab reservations now for the Fall Semester. Send feedback to Bill Thomas regarding changes in layout or equipment that you'd like to see in the labs.

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Windows 2000 Conversion

The conversion is underway. As a reminder, as you are upgraded, you may want to back up files from your C: drive to your S: drive. Don't forget though to immediately after conversion, copy them back to your C: drive, and DELETE them off the S: drive. You should not copy your program files or WINNT directories to S drive. Contact Christina Palmisino at ucs_clp@shsu.edu if you'd like assistance with saving your files.

The schedule for each building's conversion is still being analyzed as we continue this project.

Nell Programs

At our January forum, one of the suggestions was to provide a listing of all the programs that are available through the SHSU menu system on Nell. This capability is now provided through MITX08R. You can do a search through this file if you're looking for a program on a topic.

[x] Have you noticed the SHSU Menu item on your PC desktop? The Grade Entry program is now up and running on the new SP2 interface. We have a number of programs available there: Transcripts, class rosters, and alternate ID lookup.

We are still posting notices on the Nell system to provide quick information for you. The notice on SAMID is included again here at the end of the Update.

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Security

How difficult would it be for someone to guess your password? Are you using your name or your birth date????? How long has it been since you've changed your password? [Security Stats](#) will evaluate the strength of your password and give you ideas on how to create one that's NOT easy to guess, but still easy for you to remember.

A study from Carnegie Mellon University estimated that 80% of network security problems are caused by bad passwords. Help us protect the University Web site, the mail server, and our other computing systems. Change your passwords, and don't write them down!

Training

This month's [training schedule](#) is now posted. There will be a special session for Outlook users offered in Smith-Hutson's Mafrige Auditorium on July 11th at 4 p.m. We now have a new Exchange server. It will be named "exchange" and will run Exchange 2000, and the old "exchng1" (running Exchange 5.5) will be removed. The web interface for this will be changing also. Please make plans to attend this session to learn about the changeover, and find out the enhancements and changes.

Web News

When you are creating a web page, be sure to test it in Internet Explorer and Netscape. 62% of our visitors are using IE and 29% are accessing our site with Netscape.

Wondering what platform people are using now? Visits to our web pages came from Windows 98 (43.1%), Windows NT (29.7%), Other (13.8%), Windows 95 (8.7%) and Macintoshes (4.3%).

Alternate ID's

A 7-digit numeric alternate ID (SamID) has been established to better protect the privacy of our faculty, staff, and students. Beginning with the recent June 10th Orientation, the new student ID's reflect the alternate number, rather than the social security number. Programs are being modified to accept this new number.

We made a change to the ssn lookup program (SAFS35R) used widely on Nell so that it would also display the new alternate ID. While making this change, we also added a display of the person's username AND their zip code so you'll now be able to get the complete mailing address within this program. There will be lots of changes to many programs in the coming weeks. The current plan is to accept either the 7-digit SamID OR the ssn in programs. While modifications are being made, you may use the SAFS35R to lookup the ssn if you only have the SamID. We'll keep you informed as modifications are made.

If you would like to get a new ID card with the alternate ID number printed on it (rather than your ssn), you may go by the Residence Life Office from 8-5 Monday thru Friday (with the exception of Orientation days!). Bring your current ID card with you.

August 2001

❌ Technology Update

❌ News and Information

❌ Computer Services - Sam Houston State University

Voice Mail

Have you missed the phone number or didn't quite catch their name and want to just hear the very end of the message again? Do you get impatient listening through the beginning that gives the time and the number? You can fast forward through the message by pressing **9**. You can rewind by pressing **7**. If you need to pause while listening to a message, press **8**.

Windows 2000 Conversion

We are still changing PCs over to the new operating system. We have delayed sending out the new version 10 of SPSS until we have all the PCs on the new system. We are also working on a patch for WordPerfect 9. This application has some glitches on Windows 2000. We will be re-sending it soon.

The "Set Default Browser & Mail" utility has been added to the Windows 2000 systems. It will allow you to set your default browser and or mail program. This will let you choose whether your e-mail program opens links in Netscape or Internet Explorer and whether your word processor opens Outlook or Netscape e-mail with e-mail links. Click **Start**, **Programs**, **SHSU Utilities**, **Set Default Browser & Mail**.

Nell Programs

Now more universities and colleges are within our network to exchange transcripts electronically. Panola College, Lamar and UNT are 3 of the schools now online with us.

News:

- Voice Mail
- Windows 2000
- Nell Programs
- Security
- Training
- Web News
- E-mail alias

Note:
Contact the Helpdesk at 41950 if you have computer software, hardware, or telephone problems.

Archive:

2001: July, June, May, April, March, February, January

2000: December, November, September, October August, July, June, May, April, March, February, January

Security

If you've been watching the news or reading the newspapers, you've heard about the newest threat to the Internet: the Code Red worm. This worm affects machines running Microsoft's IIS Web Server,Versions 4 and 5.

Our security team was monitoring the situation, and taking corrective measures to counteract the threat to our data and service resources. Fortunately, none of the SHSU machines, managed by Computer Services, were infected.

Several departmental servers, not managed by Computer Services, were vulnerable and were infected. **Any** unprotected server could create a hole in the University's entire computing system. With the growing demands for a 24/7 computing presence and the expanding need for widespread data security, the specific configuration of each departmental server must be readily available with contact information. Each department or faculty member **must** register their servers via an online request. Valuable time was spent this time trying to track down specific machines and the responsible users. With your registry information, we will provide you with the needed patches and security updates. We can help you ensure the University is not severely impacted by one of these malicious attacks.

Training

The monthly training calendar is posted. Feel free to view the calendar or enroll in a course.

Web News

During a recent accessibility conference in Austin, we were informed that PDF files are NOT acceptable under ADA guidelines. PDF files can be one option for users but it should

not be the only method available. None of the current readers can handle PDF documents; the documents are basically just pictures---and can't be translated into words.

So… save your documents as HTML or RTF (Rich Text Format) instead. The RTF should be able to be opened regardless of what word processor your students or visitors use.

The University's new Internet connection, an ATM OC3, is set for installation August 8th. It should be operational within a couple of weeks. Our current Internet connection of four T1 lines (a total 6 megabits per second capacity) will be replaced by the OC3 (20 Mbps capacity). Our current connection was frequently at capacity, thereby increasing the time to download pages. The OC3 will provide much-needed extra bandwidth and will significantly decrease download times. Future scalability will also be available with the new OC3 as it can be expanded up to 150 Mbps.

E-mail Alias

Have you hated having to tell people your e-mail address with that underscore in it??? Finally, just in time to have new business cards made for the new fiscal year, you may now request an alias online. This change will only impact your e-mail; it doesn't change your actual computer account username. The alias will just let other people e-mail you with your chosen e-mail name.

September 2001

TECHNOLOGY UPDATE

News & Information

Telephones

If you're going to be out of your office for a few days, transfer your phone directly to Voice Mail. This way your callers will know immediately that you're not there, and your office mates won't have to hear the phone ringing! Just press Forward, dial 44375, and press Forward again. You can cancel this by simply pressing the Forward key again.

Windows 2000 Conversion

We now have 1,337 PCs converted to 2000. Just another 318 to go! We have still not received the WordPerfect service pack to correct the problems with this version interacting with 2000. The problems include being unable to save to a blank disk. If you will save something else on the disk first, WP can recognize it.

Blackboard

This fall we have a total of 234 sections using Blackboard. Education and Applied Science: 94
Arts and Science: 88
Business Administration: 28
Criminal Justice: 24
There is a Blackboard Users Group that meets monthly to discuss the techniques (and trials) of using this online resource for your classes. This month's meeting has been postponed till September 25th. (3:30 at Austin Hall)

Security

SircamWorm is currently considered one of the

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- Telephones
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- Macintosh Recall
- Outlook E-mail

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highest risk viruses. Fortunately for SHSU, due to what appears to be a bug, (somehow this seems ironic) this worm does not replicate under Windows NT or 2000. However, please take care with your home computers that may be running Windows 95, 98, or ME. Our mail servers here are constantly scanning for this virus, but if you have your mail forwarded elsewhere, it will not catch these. Additionally, if you use Yahoo or Hotmail at home, you take the risk of infection. This virus will **delete** files from your hard drive, as well as, randomly mail one of your documents to others. (This caused some real heartache at the FBI.)

As a reminder, Computer Services posts virus threats as they happen.

NEW! Telnet (port 23) has been added to the list of ports that are blocked at the firewall due to a new worm that will exploit machines, install a root kit, and begin scanning for more unpatched machines. Last month's Update, reiterated the need for you to notify us if you're running a server in your office.

Training

The monthly training calendar is posted. Feel free to view the calendar or enroll in a course.

Web News

The University's new Internet connection, an ATM OC3, is not yet up and going. We are just waiting for one more part to arrive, so hopefully this will be operational very soon.

Macintosh Recall

Apple is recalling certain AC adapters that were sold for use with PowerBook G3 systems shipped from May 1998 until March 2000. The

affected AC adapters could overheat, posing a fire hazard. Apple has initiated an exchange program and will provide you with a new replacement AC adapter, free of charge. Titanium PowerBook G4 and iBook AC adapters are NOT part of this recall.

Outlook (Exchange) Mail

You may receive a message that you are over your mailbox quota. To see what folders are taking up space, right-click on the Outlook Today folder, click Properties, and then Folder Size. Give the Helpdesk a call at 41950 if you need assistance in managing your files.

October 2001

TECHNOLOGY UPDATE

News & Information

Fall Forum

The Department of Computer Services invites all faculty and staff to come tell us what the wants and needs are for the SHSU community in the areas of hardware, software, and technology support. We're having two forums to hopefully give everyone a chance to make one fit in their schedules. Both will be held in the Smith-Hutson Mafrige Auditorium The first forum will be October 10th at 4 p.m. The second will be October 16 at 3 p.m.

Windows 2000 Conversion

Windows 2000 upgrades have officially ended as of September 30th. Any staff machine that is not upgraded at this time either cannot be upgraded due to limitations on computer or need to have a component upgraded (i.e. memory). If you have questions about the status of the machines in your department, please send e-mail to the Helpdesk.

For those few users remaining on Windows NT, the Filemaker Pro forms have been moved on the T: Drive to a folder entitled *NTOnlyForms.* For Windows 2000 users, the forms are still in the folder *Forms.*

Blackboard

We have just signed up to be a Beta test site for BB. This will allow us to work with Blackboard as they develop the next version of the software. Hopefully, Sam Houston State's input will influence the choices they make! There is a Faculty Blackboard Users Group that

Computer Services

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- Fall Forum
- Windows 2000
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- Microsoft Word Tip
- Phone Directory
- Modem Use

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meets monthly to discuss problems and successes. This month's meeting will be Tuesday, October 23rd at 3:30 in Austin Hall. Take this opportunity to learn from your colleagues who have already mastered the online process. It's also a good chance to give input to our technical BB administrators.

Security

Reminder: Generic computer accounts with access to Nell are going to be phased out by 10/15/01. Only individual accounts will be allowed.

In accordance with State requirements, SHSU's Computer Services Acceptable Use Policy (AUP) states in part "*Users must not allow the use of their assigned computer resources by anyone else. The assigned user is the only person authorized to use the resource.*" Users may NOT allow students or other users to run programs on Nell from their accounts. Users may not give their passwords to anyone else, nor should they log in, and then allow that person access.

Training

The monthly training calendar is posted. Check out the calendar and enroll in a course. A new class is being offered for faculty ready to start writing a textbook or manual. This class will help ensure you set the document up in accordance with your publisher's guidelines. We know it's hard enough writing the document; you don't want to have to redo the typing of it at the end!

Web News

All the hardware is now in place for our conversion to an OC3. We are in the final negotiation stage with the Texas General Services Commission regarding a date for the

switch-over. So a faster Internet connection is **almost** a reality.

Microsoft Word Tip

With Office 2000, Microsoft changed the menus to only show the most recent commands on the menu bars. Lots of people hate that! So you can change it back to configure Word 2000 to show all of your menu options all of the time. Go to **Tools | Customize** and click the **Options** tab. Deselect the **Menus Show Recently Used Commands First** check box and click **Close**. If you want to go back to the "short" menu scheme, just reactivate that option.

Telephone Directory

The new Faculty/Staff/Student directory is at the printer now and is scheduled for delivery by the end of October. We have included a number of cross-reference options in the Staff/Faculty By Department section. After you receive it, if you have suggestions for improvements for next year's issue, go ahead and let us know right away. We'll add them to the list.

Modem Use

We have made a number of changes to the management of the modem bank. For the past month, we've been logging off users that were connected more than 5 hours. We are now upping that connection maximum to 10 hours. We had determined that some users were staying logged in for days, and we are striving to ensure all users get a equal opportunity to use the SHSU modem bank. We will continue to monitor the modems and may vary that log-out time.

If you are being disconnected frequently, you may have your system set up to log you out

after your mail is checked. Please send the
Helpdesk e-mail if you are having any modem
problems at this time.

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Global E-mails

There has been a lot of discussion recently regarding mass e-mails. For administrative offices that are sending general interest University global e-mails, please include the following information.

Indicate who is receiving this e-mail.
Indicate who is the responsible sender of the e-mail.

If you need assistance in obtaining the targeted list, please contact the Helpdesk. Also, we'd like to have more feedback from our University community regarding whether you want to receive e-mails. Please send e-mail to nancy@shsu.edu if you'd like to voice your opinion.

Faculty Machine Upgrades

The upgrade of faculty machines has now begun. We are going right down our list and any faculty member with a machine less than a Celeron 466 will be getting a new machine. There is no time frame on this and it will be a continuous process.

New Staff

Pete Licce joined Computer Services as a full time staff member on Oct 16th. He is a Computer Systems Technician.

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His main responsibility is inventory control. Pete has worked for Computer services for 2 years as a student, and his major is Computer Science.

Blackboard

Beta testing will begin in early November for Blackboard 5.6. We will be contacting instructors individually about participation in the beta program. Computer Services will be hosting an On-line Gradebook session for Blackboard, November 19th at 2pm in AB1 215. This session is for those who have never used Blackboard's gradebook, to those who are currently employing the on-line gradebook. This month's Blackboard Users Group meeting will be Tuesday, November 13th at 3:30 in Austin Hall. Take this opportunity to learn from your colleagues who have already mastered the online process. It's also a good chance to give input to our technical BB administrators.

Security

Remember to scan floppy disks with our virus utility before using them in your SHSU computer. We scan email and the T: drive but some email attachments and floppy disks are large sources of infection.

Faculty may want to consider requiring students to scan the disk and make a print out of the results when turning in assignments. (note currently the full version (not just "scan A:") must be used to have the print results option.)

Training

The monthly training calendar is posted. Check out the calendar and enroll in a course. A new class is being offered for current Blackboard Instructors and folks just interested in what Blackboard can do. This class will demonstrate

the use of the **On-line Gradebook** in
Blackboard. Participants will learn the ins and
outs of how to best manage your students'
grades on-line.

December 2001

TECHNOLOGY UPDATE

News & Information

Security

When's the last time you changed your email (STORM) password? If you can't remember, it's way past time! We need everyone's assistance to maintain the security of individual accounts and our network. You can help by changing your password regularly. If you're on a PC, you may do a CTRL-ALT-DELETE at any time, and choose Change Password. There is also a utility on the SamInfo option of the University web site. We are currently creating a new version of the utility that will work on a Macintosh. Until this is working, you may use a PC to change your password, or come by the Helpdesk in AB1 with your ID.

You'll also need to remember to change to the new password for your home PC if you dial in to the University modem bank.

In January, passwords that haven't been changed in a year will be set to expire. Change yours now and avoid that!

Training

We are offering a question & answer session on the **SHSU new GUI administrative menu** system. This will be December 13th at 2 p.m. in the AB1 lab 144. There are many

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additional options with this new system that we'd like to introduce to you. We'd also appreciate your feedback on how you use it and what you'd like for the future.

Since it's such a busy, short month, we have an abbreviated training calendar for December. Check out our new topically-formatted schedule and enroll in a course or give us ideas for other classes that you would like offered.

File Protection

During the Thanksgiving holiday, all the PC workstations were rebooted. This caused a problem for a few users who had stored files in the temporary folders. Additionally, several people have recently had floppies or zip disks become corrupted. Please learn from their bad experiences, and ensure that you save your documents securely----in more than one format if it's critical!

If you'd like assistance with techniques to backup your files, please call the Helpdesk at 41950 for an appointment.

Software Requests

FACULTY: Have you turned in your requests for software? At the Spring Forum, faculty requested an upgrade of SPSS. This upgrade caused problems for another faculty member who did not want to upgrade. We need to hear from you! Your communication with us is essential for us to know you're using the software. Check out the software request form for more information.

Holiday Schedule

Computer Services is planning network maintenance in TEC over the holidays, pending arrival of supplies. All network service will be

down for 24 hours and some connections will be intermittent for the following day. Please let us know of any conflicts or concerns you may have with this. We will confirm a date prior to the break. If you are working and experience problems, you may leave voice mail at 41950. We will check that voice mail daily and will dispatch our technicians for major repairs.

Address Corrections

We have modified the Web registration system. The first time each semester a person accesses the Registration program, they will be prompted to verify their local and permanent addresses.

Grade Entry

Reminder for PC users: The new GUI menu should be used to enter your grades this semester.

> Using the new GUI menu SHSU system: Select "Student Records" from the left panel by double-clicking on it. In the right pane, expand the treeview for the GUI Programs by clicking on the "+" sign. Select GRAD01M by double-clicking it.

You can also use this system from your home PC. If you need assistance, you may call the Registrar's office at 41046, or the Helpdesk at 41950.

Blackboard

Academic Departments: Would you like to schedule a special workshop for your faculty? We are currently offering classes targeted to specific disciplines to help you augment your regular classes and to assist in developing an on-line presence with your off-line material.

Call Jacob Spradlin at 43929 to discuss some possibilities.

New Staff

Craig Schlicher joined Computer Services as a Programmer Analyst II on November 16th. His main responsibility is telecommunications (voice, data, video, and wireless). Craig has 16 years University experience, and he has a B.S. in Photography from SHSU.