

## Legend:



All Users



Academic Users



Administrative Users



Mac

January 2008

## UPDATE ARTICLES

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- [UCS Resolutions](#)
- [Your Resolutions](#)
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## SUPPORT &amp; INFORMATION

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## Remote Chance

Many of you rely heavily on using the remote.shsu.edu option. In fact, so many that the demand has outgrown the capability. We're making some changes and we need you to too.

New servers are being built to allow more people to use the remote.shsu.edu option. You will still be able to reach your S: drive and the T: drive.

We are moving from two machines to three machines, and they are substantially bigger. The new servers will have a very narrow focus to allow more dependability and a faster response time. An additional reason for the streamlined focus is to ensure we are in compliance with licensing. Only software specially licensed to be used through remote access will be installed. To conserve funds, most licenses for campus are bought based on how many people are using the software at once. This type concurrent licensing cannot be used from the remote server.

Software that will be on the new remote.shsu.edu:

- MS Office 2007 (Access, PowerPoint, Excel, Outlook, Word)
- Adobe Acrobat (for creating/reading PDF's)
- CRT (to allow you to reach Nell, the administrative computer)
- Internet Explorer (Firefox causes problems and will not be installed.)
- Sam Menu
- Profile Backup Utility
- Profile Management Utility
- SAP client connecting to COBA SAP server
- Secure Shell Client (used primarily by Computer Science and Computer Services)

If you have been using other software through the remote.shsu.edu option, use the WO Purchase/Quote option to let us know. We can investigate whether these companies offer special remote licensing and/or we can assist your departments in purchasing individual licensing.

Academic Departments: The use of SPSS remotely is still being evaluated. We are working with the vendor to see what options are available. At this time, a completely separate server is considered if SPSS acknowledges licensing for this purpose.

**Logging off:** Please close your session on remote.shsu.edu whenever you have completed your work. Do not use the "X" in the upper right corner to close it. Instead, click **Start, Logoff, Yes you're sure**, to exit. If you use the "X" in the upper right corner, the session actually stays open until the next time you connect. The "X" method is not allowing a graceful logoff and may cause you problems later.



## Four Resolutions from Microsoft

It's not too late to make your New Year's Resolutions. These four were inspired by [Microsoft's Crabby Office Lady](#).

1. **Stop Smoking.** When steam starts pouring from your ears, resolve to get up and walk away from your computer rather than throw the keyboard across the room or yell at co-workers when frustrated.
2. **Communicate Clearly.** Resolve to keep communication lines open and drop the jargon.
3. **Diet.** Resolve to clean up your s: drive, c: drive, t: drive and e-mail.
4. **Safety First.** Resolve to just say no. Delete e-mails from Nigeria, e-mails asking for bank numbers, and e-mails wanting you to verify your credit card information.





## Four Resolutions from UCS

We had a rough 2007 all-around in the computing environment here at SHSU. Our resolutions for 2008 are:

1. We resolve to find, hire, and train the best staff members to help you meet your campus goals.
2. We resolve to provide you with timely feedback on your projects.
3. We resolve to expand our systems to handle the campus growth.
4. We resolve to include you in the planning of the campus technology infrastructure and direction.



## Four Resolutions for You

As we mentioned above, we had a rough 2007. Although we resolve to work hard to fix servers, phones, programs, and response times, we still need your help. Disasters can occur with power outages from electrocuted squirrels or lightning, air conditioning failures, hurricanes or just plumbing leaks, or Internet connection losses. Here's four things you can do.



1. **Prepare.** Resolve to back up your documents, contacts, and calendar.
2. **Have an alternative.** Resolve to create a free e-mail (google or yahoo, for instance) account for use in disasters.
3. **Speak Freely.** Resolve to talk to us. Tell US what you need and what's making you crazy.
4. **Security First.** Resolve to logoff your workstation and protect campus information.



## Blackboard Down 3/10-3/14

The Blackboard rebuild originally scheduled for January 7-11 has been reslated for Spring Break. This last minute timeframe for an outage was unavoidable; we had to wait for air conditioning, servers, and the Blackboard experts. Check out the [Blackboard blog](#) for all the details.



## Take A Class

It's a new year and we have lots of new SHSU employees. Encourage your new staff and faculty to attend our New Employee Computer Orientation class. We are also offering Bb classes and Microsoft Office Tips. Check the [Calendar](#) for class times and [sign up now](#) and reserve your seat.



## Take No Chances

Do you have an ELMO (a document camera)? The company recently notified its customers that there is a remote [possibility of heat, smoke, and fire](#). We have e-mailed all departments with ELMOs (identified through [inventory records](#)) offering to coordinate the return and replacement. If you have an ELMO but did not get the notice, please get with the Helpdesk by January 8th and we'll include yours in the campus return.



## Yay! New Staff

We are pleased to announce a new administrative programmer has joined the

department. Daniel Mendoza will be working with the financial programs on the Nell system. Daniel brings a wealth of programming experience to the campus.

Thomas Sosebee has just graduated from SHSU and is joining the web team fulltime. His skills in training and web support have been honed through four years as a student worker and we are happy to add him to our professional staff.

Norman Laskie will be joining the systems department on January 16th. Norman is slated to take over the Macintosh server administration. He comes to us from Region VI.

We are still searching for a number of new hires. Please recommend and refer applicants to the [HR site](#) to apply.



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

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- 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. **We also anticipate an outage of power to AB1 (and thus a campus-wide computer outage) of several hours in the near future as the electrical work is completed for the Telcom Center move. We will keep you informed as our sub-contractors let us know the scheduling.**

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February 2008

**UPDATE ARTICLES**

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- [New Web Site](#)
- [Ask for Advice](#)
- [Remote Access](#)
- [Local Calls](#)
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- [Staff](#)
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**E-Mail Delays**

This past month, we have experienced a number of e-mail backlogs due to heavy traffic. We're redefining snail mail!



We apologize to those of you who were relying on time-critical responses. One culprit appears to be our many Facebook users. We were forced to block all incoming traffic from that site to permit our e-mail server to catch up.

You can help us with this by visiting with students. Ask them to reduce the number of times per day they get notifications from Facebook. To disable Facebook notification emails, users simply click "Account" at the top right of their home page, and then select the notifications tab. This page will allow them to disable just some or all notification emails from Facebook. Alternatively, on the Account page, they can choose a different email for receiving notifications.

Additionally, we are investigating what filtering we can do to reduce the impact of massive spam attacks. As we mentioned last month, we do recommend you create a back-up account for emergencies such as attacks or power outages or server problems. Yahoo and gmail provide free accounts for quick access when needed.

**A New Look**

The University web site is overdue for its facelift. Months ago we asked for votes on the designs. We took your input and went back to the drawing board. Check out the new [design](#). Some of the background reasons for this particular look are:

- The ability to use high quality campus pictures with the adjusted aspect ratio.
- [ADA Compliant](#) by design.
- Space designated for promos for an area of the university. Here's where we'll need your help. Tell us what's wonderful about your college. Let's focus on the great academic and research accomplishments. Just [e-mail us](#) to tell us the good stuff.
- The flexibility to provide Flash which will allow selected pictures to give message content.
- Extra space to permit more items to appear on the main page.
  - Can have sufficient planned space for emergency notifications.
- Improved navigation which can be quickly updated for all pages.

All the corresponding general pages will be updated; this will permit the "branding" effect to follow through consistently. If we have omitted a link that you feel is critical, please [let us know](#). We plan to go live with the new web pages by March 1st.

**Check with Us**

Most of you already know to visit with UCS in regard to printers, software, desktops, and laptops. We are also available to help advise you on your radios and projectors. We would all like to have as much standardization throughout campus as possible to help reduce the learning curve when you're in different classrooms or when it needs repairs.

Before you order new equipment or send your old equipment to Property, check with

us. We may be able to get warranty work done on your equipment or we may be able to rescue parts that can be used for others.



## Terminal Servers

The new terminal servers are now up and reachable by [remote.shsu.edu](http://remote.shsu.edu). You may use that option to access the S: drive or T: drive from home. You may also use it for Microsoft Office applications.

The number of users that may use this at once still needs to be watched closely. Please consider whether you can rethink your processes to avoid having to be on remote.

- The University has a site license for Microsoft Office at-home use for "SHSU knowledge workers." Therefore you can [request the disks](#) from the Helpdesk and install Office on your home computer.
- Memory sticks (flash drives) are now much more affordable and can easily be attached to your key ring. You may be able to carry a file home with you easily to work and then bring it back the next morning, thereby avoiding any need to get to your S: drive or Word through remote.
- If you are using remote to log into Nell, we can suggest a free downloadable telnet option for you. Let us know what you use remote for and perhaps we can suggest other alternatives to allow you to do your tasks without remote access.



## Dial for Free When You Can

Phone calls have been made to local numbers using long distance dialing. Please try 936 area code numbers first as local with just dialing 9, and then the 7-digit number. If it is long distance, no problem---go with the 9-1 and the full number---but let's save pennies where we can.



## Blackboard Upgrade Scheduled

Bb will be down during the week of spring break. Check out the [Blackboard blog](#) for all the details.



## Classtime

Want to know more about Microsoft Office or creating interactive PDF's? Check the [Calendar](#) for class times. You can [sign up now](#) to reserve your seat.



## Just Between Us

A message from Brian S. Rawson, the Chief Technology Officer for the State of Texas.

- What data do you have access to and what might be considered confidential or private?
- How is this data stored? On the network? On CDs or flash drives? On your laptop? On your Blackberry? On paper?
- What are the requirements for retention and disposal of this data?
- What steps do you take to protect the data entrusted to you?
- Have you evaluated the data you collect and made an effort to



only collect the minimum required, to avoid maintaining private or confidential information?



### New Staff

Thomas Dewing has joined the UCS-Systems Department as a system administrator. Thomas is finishing up his Bachelor of Science degree in Computing Science here at SHSU. We are pleased to welcome him to our department. Thomas has just been honored as one of the members of SHSU's [first-place team](#) in the Defense Cyber Crime Center Digital Forensics Challenge!

We are still interviewing for a number of new positions. Please recommend and refer applicants to the [HR site](#) to apply.



### Freebies

We have cleaned out our closet and found some printer supplies that might be of benefit to your department. These items are first-come first-served, so use the SamWeb WO system to submit your request for your department. Thank you for reading the Update!

Qty	Item	Model
1	Black Toner	Canon 6000, 7000, 8000
3	Yellow Toner	HP Color Laserjet 4500
1	Magenta Toner	HP Color Laserjet 4500, 4550
3	Black Toner	HP Color Laserjet 4500, 4550
1	Black Toner	HP Laserjet 1200, 1220, 3300, 3380
3	Black Toner	HP Laserjet 2100,2200
7	Black Toner	HP Laserjet 4, 4+, 5
3	Maintenance Kit	HP Laserjet 4000 (C4118-69001)
2	Black Toner	HP Laserjet 4000, 4050
2	Black Toner	HP Laserjet 5p, 5mp, 6p, 6mp
1	Maintenance Kit	HP Laserjet 9000
2	Black Toner	HP Laserjet II, IID, III, IIID
1	Cyan Toner	Xerox Phaser 6250
1	Yellow Toner	Xerox Phaser 6250



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March 2008

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- [Leopard](#)
- [Power Outage](#)
- [Clickers](#)
- [First Class Mail](#)
- [Training](#)
- [Blackboard](#)
- [Security](#)
- [Staff](#)
- [Hardware/Software](#)

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**Cutting the Junk**

Tired of being slammed by spam? We were too so we tightened the spam filters. The spam assassin filters are set based on a weighted count for specific things in an e-mail. This includes common profanity, exclamation points, uppercase letters (yelling), and other keywords. In the past, the filter labeled it as spam if it tallied a minimum of 5 and blocked it completely if the count was above 12.



Last week, we lowered the minimum for the spam label to be 4 and the minimum to block it as 10. This has significantly dropped the amount of junk mail getting through. We will continue to evaluate the labeling and blocking.



**It's Macintosh Time!**

The Leopard operating system is now available. If you would like to be one of the first testers of the system, you may do a [SamWeb WO](#) requesting it be installed. There are minimum standards for moving to the new system. Please check [this node list](#) to see if any of your department Macintoshes do not meet the specifications needed for the new OS. You can do a [SamWeb WO](#) purchase/quote request to add memory or to replace your machine.



**Spring Breakers**

Before you head out to the beaches and relaxation, you need to do some housekeeping. Physical Plant has announced a power outage for Saturday, March 8th, from 6 a.m. till 8 a.m., that will impact 13 campus locations.



**Please shut down (power off) your computers and peripherals before you leave if you are in the following buildings:**

<ul style="list-style-type: none"> <li>• Academic Building 1</li> <li>• Counselor Education Center</li> <li>• Dan Rather Communications Building</li> <li>• Lowman Student Center</li> <li>• Marks Administration Building</li> <li>• Music Building</li> </ul>	<ul style="list-style-type: none"> <li>• Newton Gresham Library</li> <li>• Recital Hall</li> <li>• Sam Houston Parking Garage</li> <li>• Sam Houston Village</li> <li>• Smith-Hutson Building</li> <li>• Teacher Education Center</li> <li>• University Theater Center</li> </ul>
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Power outages can cause unexpected problems, as you are well aware. Therefore, when you return to work, allow extra time in your schedule to get logged in.

**On Saturday, March 14th, the UCS-Systems department will be continuing the move of equipment from the Telcom center to AB1. Internet connectivity for the entire university will be down from approximately 8 a.m. till 4 p.m. on the 14th.**





## Classroom Clickers

Academic Instructional Technology's Techheads Group is recommending [e-instruction Classroom Performance System](#) classroom clickers. These are handheld devices that look like TV remote control units. Clickers are used in the classroom to facilitate discussion, take attendance, give exams, take polls, and the like. For example, a professor may insert a slide into PowerPoint that presents an instant pop-quiz during the lecture to see if an item needs to be revisited based on immediate answers from the students. Scores or results are logged within the software.

The receivers are the size of a USB flash drive and plug directly into any computer and cost \$250. Individual clickers cost about \$22 per course or between \$40 and \$50 for lifetime use. Instructors who decide to use this technology will need to take a few minutes at the beginning of the semester to link the clickers to the receiver.

For more information contact the Director for the department of Academic Instructional Technology and Distance Learning, [James Van Roekel](#).



## USPS Price Increase

First class mail will increase to 42 cents on May 12th. Postcards will be 27 cents.



## Blackboard Upgrade Scheduled

The Bb experts are coming to campus to help rebuild Bb and provide the much-needed load balancing solution. They arrive March 10th, and Bb will be down during the week of spring break for the upgrade. Check out the [Blackboard blog](#) for all the details.



## Training

Special training is being offered this month by Payroll.

Still struggling with the online Payroll Action Form? Help is available! The Payroll Office is now offering individual or group training tailored for beginners or as a refresher for those that handle department payroll items. Payroll Action Forms, time sheets, leave reports, leave without pay, and specialty leave items are just a few of the topics that can be presented. Call Wanda Bleekman (ext. 4-3248) to schedule a customized presentation.

Classes this month from Computer Services are PDF form creation, InDesign for documents and brochures, Contribute for editing web sites, and Blackboard test creation. Check the [Calendar](#) for class times 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](#).



## While You're Out and About

Many of you will be traveling this month with conferences in full-swing and spring break. Be especially conscious of protecting your laptop and its information during this time. The Texas Department of Information Resources has posted a number of [security reminders](#) just for laptop users.



## People

Anne Robbins is joining the UCS-Systems department as a system administrator. Anne is a graduate from SHSU's College of Business and we are delighted that she is returning and bringing several years of corporate experience.

Adam Miller has joined Systems. Adam is completing his B.S. in Computing Science/Math here at SHSU.

Rick Gattis is switching from the maintenance team in Client Support to a system administrator position in Systems.

Khris Coffey will be a new member of the UCS-Client Support department. Khris is also an SHSU graduate with a BS in Computing Science. He will be working with the Operations/Helpdesk section.

We are still interviewing for a number of new positions. Please recommend and refer applicants to the [HR site](#) to apply.



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### Upgrade or Replace

A recent scan of campus machines revealed a number of nodes that are not as robust as would be advisable. Review the [list of machines](#) to see if yours is listed. If you are responsible for your departmental purchases, please look at the list for your co-workers too.

Check to see if your machine is considered marginal for RAM, CPU, or hard drive space. If your node is listed, work with your department chair to prepare a work order through [SamWeb's Computer Services WO Purchase/Quote](#) option to upgrade or replace your PC.



### Hang On---Help is On the Way

**Files:** Have you had a time lag opening files saved on the T: drive? A new file system cluster is planned for late April. This will alleviate some of the space shortages on the T: drive. Still it's spring---so it's time for cleaning. Please look at your T: drive files and delete any that are no longer needed.

**E-mail:**

- Twice this past week one of the mail servers crashed. This caused the other servers to back up with 24-hour delays. The mail servers have now been moved to larger machines and new scanners are in place.
- With the high volume, the server started attempting desperately to catch up; it began processing the smallest e-mails first to try to decrease the load. This caused you to receive follow-up mail prior to the initial mail. A new setting has been implemented to ensure backlogs are processed first-in, first-out.
- New monitoring procedures are in place to help detect backlogs before they reach the critical mass point.
- The implementation of Microsoft Office Exchange 2007 is scheduled for the end of this month. Substantial testing will occur in these next few weeks. Then the initial phase will be to move the Exchange 2003 e-mail users to 2007. The next phase will be to move the remaining campus users to this robust, reliable system.

If you are still experiencing problems with e-mail, please call the Helpdesk at 294.1950.

**SamMenu/SamWeb/Nell:** Over the next several months (approximately six), we will be testing and converting from our existing database to Oracle. It is anticipated that you will see better performance during heavy use times such as registration and grade entry. Rather than a single server, the new system will be a four-node cluster.



### Don't Wait to Talk to Us

We know you are frustrated. We perhaps do not fully know specifically and completely what your individual concerns are. Please call the Helpdesk at 41950. One of our student assistants or fulltime supervisors will put your problem in the Call Logs and/or the Work Order system. This will ensure our analysts and directors have the details available to know



what/where/how to proceed.

We appreciate your giving us the chance to get things back on track.



## Blackboard

The Blackboard consultants came to campus during spring break. With their expertise, we have now learned of additional enhancements that can be made.

During the week of May 18-25, our systems administrators will perform server maintenance and upgrade Bb to version 8. Bb will be unavailable for a portion of this week. If you are teaching a mini-mester course that meets during this time, please ensure you visit with the [Blackboard team](#). They will work to accommodate your class if at all possible.



## Training

Training is being offered for Indesign, PDF, and Contribute.

Check the [Calendar](#) for class times 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](#).



## Don't Ask; Don't Tell

Please ensure if you have student or fulltime employees taking checks or looking at ID's that they know to NOT ask for the person's social security number. Although the campus created the SamID number many years ago, instances are still occurring of people being asked to provide ss#'s verbally or in writing. Please take a moment at your new employee orientation and/or at your staff meetings to reiterate this security rule.



## Ask Early

If you are responsible for mass mailings (250 or more recipients), please submit those requests in SamWeb at least three days prior to the event.



## More New Staff!

Steven Frey has rejoined the UCS-Systems department as the System Analyst Coordinator. Steven is a 2006 graduate of the SHSU Digital Forensics master's program and we are delighted to have his experience and institutional knowledge back on campus.

Michael Burns is the newest programmer analyst for the UCS-Administrative Applications department. Michael is completing his bachelor of science degree in computing science. We are very pleased to have Michael move from our student employee ranks to a fulltime career with UCS.



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Administrative Users



Mac

May 2008

**UPDATE ARTICLES**

- [Changes](#)
- [Blackboard](#)
- [Training](#)
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- [Vista](#)
- [Staff](#)
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**SUPPORT & INFORMATION**

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**Stay in Touch**

Many of you will be away a good bit this summer. Lots of changes will be coming while you are gone.

- The campus is switching to voice over IP phones for all offices. The biggest improvement from your perspective may be the new phones will all have Caller ID. Retrieving voice mail will change as your voice mail will be moved to the new system. **You'll need to be checking your voice mail to make sure you listen to it before we switch.** The old mailbox will be deleted.
- Exchange 2007 will also become the campus e-mail system. You will be able to receive your voice mail via your e-mail also.
- SamMenu will be updated this summer. You will want to reboot your computer afterwards. (*Departmental secretaries: We may need your help with this if your faculty are out.*)
- New software versions that will be installed on campus this summer include:
  - Adobe CS3
  - SecureCRT
  - SolidWorks 2007
  - Microsoft Project 2007
  - Audacity
  - Mathematica
  - Quicktime
  - iTunes
  - Java
  - Jaws
  - Maple 11
  - Research Insight
- Remember to log off your PC/Macintosh when you leave. Do not turn it off.

Training will be given departmentally for the VOIP and Exchange 2007 conversions. We will provide updates on the changes and timelines on the [Helpdesk Blog](#). Please check in periodically while you are away to stay informed.

**Blackboard****Cruising into Summer**

With Spring in the rearview mirror we turn our thoughts to the upcoming Summer semesters. Please remember to contact the [Blackboard team](#) if you would like to combine sections of your courses. You might also want to make getting content in your courses quick and easy this summer by copying content from previous semester courses into your Summer sections. Peruse the [Blackboard software guides](#) for information on content and entire course copying and much more.

**Blackboard Downtime Reminder**

During the week of May 18-25, our systems administrators will perform server maintenance and upgrade Bb to version 8. Bb will be unavailable for a portion of this week. If you are teaching a mini-mester course that meets during this time, please ensure you visit with the [Blackboard team](#). They will work to accommodate your class if at all possible.

**Training**

People frequently ask which browser is better. Come to a [class](#) to find out the differences this month. We are also offering classes for both Adobe and Filemaker Pro. Find out when/how to take advantage of the benefits of each. Our fourth option this month is for anyone who has to maintain departmental web sites. You can discover what to do to make your pages ADA accessible. We don't want to exclude anyone!

Check the [Calendar](#) for class times 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](#).



## Vacationers: Take Note

**A security tip from the [SANS Institute](#): Don't enter your password on an untrusted computer.** We know you hate having to learn new passwords, but.... A password is only as secure as the computer or network it is used on.

Hackers definitely target public computers and wireless networks, such as those in Internet cafes, conference centers, hotels and airports. The second you enter your password on a computer that is infected or rigged, the thief has you. You should consider all public-use computers untrustworthy. If you have no choice but to use a public computer, change your password as soon as you return to campus. Limit the time that password is valid.



## Input Wanted

At this time, we are not anticipating converting the campus PC's and laptops to Vista during the academic year 2008-2009. We do want to [hear from you](#) if you have academic or administrative reasons compelling an earlier conversion.



## Two More Staff Members!

Joel Ahumada is joining the UCS-Client Support department to work with the maintenance team. Joel is completing his bachelor of science degree in computing science. We are very pleased to have Joel move from our student employee ranks to a fulltime career with UCS.

Tim McGuffin has rejoined the UCS-Systems department. He will be the Information Security Officer. Tim is a 2006 graduate of the SHSU Digital Forensics master's program and we are delighted to have his experience and institutional knowledge back on campus.

We are still searching for a [Network Analyst I](#), [Network Analyst III](#) and [System Analyst III](#) for the UCS-Systems department, and a [Database Administrator II](#) for the UCS-Administrative Applications department. Please share those openings with others who you feel are qualified.



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- 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. We are still evaluating

the timeline for the move from XP to Windows Vista.

- Software Packages: The supported versions of office suites are Microsoft's Office 2007 and WordPerfect 12 for PC's. The new version of an office suite for Macintoshes is Microsoft Office 2008 and is currently being packaged for installation on campus machines.
- Hardware Configurations: The minimum requirements for SHSU local area network support for a PC are a 1Ghz processor, 512MB RAM, and a 40GB disk. **For new machines, we recommend a minimum configuration of a 2GHz processor, 1GB memory, and 80GB hard drive.** The minimum requirements for a Macintosh on the LAN are a 733 Mhz processor, 512MB RAM, and a 40GB disk.
- 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.

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



**Legend:**

All Users



Academic Users



Administrative Users



Mac

June 2008

**UPDATE ARTICLES**

- [VoIP](#)
- [SamMenu](#)
- [Security](#)
- [Inventory](#)
- [Training](#)
- [New Software](#)
- [Blackboard](#)
- [Staff](#)
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**New Phone System**

In the next month or so, your new Voice over IP phone will be placed in your office. Your old phone will continue to be the one you will use for the time being. We will call or e-mail you with the official changeover time for your building. We will be visiting with you before implementation time to explain the new features.



At this time, all but the most mission-critical phone moves are on hold as we work to stabilize records for this campus-wide phone conversion. Determining which phone goes where for 1,500 people takes some effort!

Campus fax machines will need to be tested with the new VoIP system. We will be contacting you regarding a time to test your office fax machines soon. During the testing phase, that fax number can be forwarded to one of your or another department's fax machines so you won't miss any important faxes. We appreciate your willingness to assist as we move forward on this project.

**New SamMenu**

The SamMenu upgrade should be unnoticeable to you, we hope! We made this change for the following three reasons:

- **To be current.** We were running version 5, and they recently released version 8. We are upgrading to the latest version.
- **To be compatible.** Version 8 is the version that works with Oracle (our soon-to-be new database) connections.
- **To make it better.** We plan to incorporate new features into the SamMenu to make your interface smoother and provide additional features.

Note: We have experienced some glitches with the new SamMenu and the scanning program. Please contact the Helpdesk at 41950 if you have problems.

**Security 101 for Your PC**

Homeland Security is offering a webcast to help you understand how to secure your home computer as well as ways to protect campus information. The following topics will be addressed.

- Implementing the first steps in securing a computer,
- Installing a firewall, anti-virus software, and patches,
- Recognizing the signs of a computer that is compromised,
- Understanding methods of protection, including encryption and use of strong passwords, and
- Physically protecting computers and private information.

We encourage you to log on to the Security 101 webcast at your home or office or attend with others at our lab. If you would like to view it on your own computer, you will register at <http://www.msiasac.org/webcast/>. Space is available on a first-come, first-served basis at the site. The webcast will be Wednesday, June 18th, from 1 to 2 pm. in AB1 213.



## Training

Filemaker, PDFs and Blackboard are on the training agenda for June. Additionally, the Security webcast as mentioned above is an option.

Check the [Calendar](#) for class times 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](#).



## Inventory Time

The UCS inventory team may be visiting your building this summer as we work to inventory the campus technology equipment. Our students and staff will be wearing identification tags and will introduce themselves to you as they come around. Please stop and ask and/or give our Helpdesk a call if you see people wandering around without the ID tags. Help secure your area.



## New Blackboard

SHSU, welcome to Blackboard 8.0. Our end of May upgrade from 7.3 to version 8 was a success. Some important changes and improvements come with this particular upgrade. The largest change is the move from the Blackboard Gradebook to the [Grade Center](#).

Differences in the grade center include:

- Ability to enter and change grades directly in spreadsheet view
- Dropping Grades
- Viewing every student assignment next to student names with slide bar
- See the [Grade Center Handout](#) for more information

**\*\*NOTE:** If your department is interested in a group Grade Center orientation please contact the [Blackboard Team](#) and we will set one up, otherwise just sign up for one of our Grade Center training courses this month.

Other new aspects of Blackboard 8.0 include a group of new [critical thinking tools](#) including peer review, peer assessment, and Blackboard Safe Assign, a new anti-plagiarism tool. Two more changes on display are the return of the Bb Search utility and the new [Blackboard login page](#).

### **BBDYK: Blackboard – Did you know?**

We are adding a new area to our Blackboard section of our IR Update called *Blackboard – Did you know?* This section will highlight underutilized areas of Blackboard, online learning & technology trends and more. With this month we will cover **Post Tagging** in the Blackboard Discussion Boards.

Did you know that you can add text labels of your own choosing to messages in a discussion forum so that your students can read, filter and search messages using those tags? Post Tagging allows arbitrary message grouping independent of thread or thread status.

Follow these steps to create and apply tags:

- Select specific messages and click **Collect**. (the collection page appears)
- Choose the messages to tag from the message list using the checkboxes.  
(**hint:** you can select all of the messages by choosing **Select All** and clicking **Go**)
- Enter a new tag name in the Add Tag field.
- Select **Go** to apply the new tag.



## New Installs

This weekend two new software packages have become available for our SHSU campus.

- The first is [Audacity](#) which can be especially useful for faculty for recording purposes; the Bb team will be sharing more information on it. You will receive a notification that the software is available as a balloon tip in the system tray. To install the software you can either use the "Add New Programs" area of the Add or Remove Software control panel applet or you can use the "Run Advertised Programs" control panel applet.
- Second, everyone will automatically receive the Java update. It fixes numerous issues and will allow other programs, such as [Elluminate](#), to work.



## New Fulltimer Added to UCS Staff

Marcus Keeling is joining the UCS-Systems department. He will be a Network Analyst. Marcus's educational focus is Management Information Systems, and he brings over 2 1/2 years campus networking experience to the job.

We are looking forward to providing a reliable, efficient computing environment for our campus community in 2008-2009. We are very grateful for your patience this past academic year. As a thank-you this month we are offering some gifts. We will have drawings for [Microsoft ergonomic keyboards & mice](#), a 1 Gig [Flash drive](#), or a case of [paper](#) for your department use. Just e-mail us by Wednesday, 6/4/08 at 10 a.m. from one of the links and we will enter you in the drawing. Thanks again!



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- Hardware Configurations: The minimum requirements for SHSU local area network support for a PC are a 1Ghz processor, 512MB RAM, and a 40GB disk. Our recommended configuration is for a 2GHz processor, 1GB memory, and 80GB 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.

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All Users



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Administrative Users



Mac

July 2008

**UPDATE ARTICLES**

- [VoIP & Exchange](#)
- [Security](#)
- [Training](#)
- [Blackboard](#)
- [E-mail Attachments](#)
- [Staff](#)
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**Unified Messaging**

All offices will soon have voice over IP (VoIP) phones. All SHSU e-mail will soon be managed through Microsoft Exchange 2007. And here's the interesting part of that story that perhaps we have not specifically announced: **your SHSU e-mail (including your contacts and calendar) and SHSU voice mail will be "unified."**

- You can listen to your voice mail (VM) on your phone (as always) *OR* by clicking in your Outlook e-mail.
  - Benefit: You can do everything in one place.
- You can read your e-mail in your e-mail (as always) *OR* by listening to it in your voice mail (even if you are walking on the beach somewhere!)
  - Benefit: If you cannot (or don't want to) get to a computer with Internet capabilities, you can still check e-mail.
- You can also respond directly to an e-mail message from your voice mail.
  - Same benefit as above: Even when you do not have access to a computer, you can answer an e-mail directly from a phone.
- When away from your office, you can easily check your VM. Just call your office phone number, press the asterisk when you hear your outgoing greeting, enter your phone PIN, and listen to your voice mail and e-mail.
  - Benefit: you don't have to memorize any other numbers to get to the VM system.
- You can listen to and update your Outlook calendar entries from your phone.
  - Benefit: You can figure out where you are supposed to be without a computer connection. It will actually tell you that you're supposed to be in a meeting at that moment!
- From a phone, you can leave a VM that will be mailed to the other attendees at your meeting if you're running late (which of course would NEVER happen!)
- And more.....



We will be providing training and demonstrations the next couple of weeks to show you the many new functions and address your concerns about the changes.

We are working to accomplish this changeover as painlessly as possible, but it is a huge change: new phones, new voice mail, new e-mail, and a myriad of new features. As much as many of you really hate change, we have confidence that in a short time, you will wonder how you ever managed your multi-tasking without this new system.

We encourage you to sign up and attend one of our [sessions](#) (offered on the 3rd, 7th, 16th, and 24th). You may also want to review our [online documentation](#).

**TMI**

You may hear someone complaining that someone shared TMI! The acronym for "too much information" usually refers to an embarrassing personal tidbit. However, as staff and faculty members, you are continuously bombarded by TMI, even if it is necessary for certain functions.

You may be privy to confidential academic, personal, and financial information. You may see credit card numbers, home phone numbers, grades, social security numbers, or medical excuses.

Even though many of you would never think to discuss it with people outside of your work environment, you may not be as careful as you should be with where/how you are storing it. Please look again at your own business practices in your office. Take the time now to protect your department and your information.

- Do a departmental audit today and record the fact that you've done so.
- Make absolutely certain that if you save confidential items in computer files that only designated individuals can see them. Ask someone else to test it to make sure they cannot see them.
- Make sure you have your filing cabinets locked when unattended if you have social security numbers or other private matters stored there.
- Identify any places that you are still using social security numbers and ask the question why. Make sure you switch to SamID's unless a legal requirement prohibits that change.
- Ask the SHSU Business Office for advice before you accept payments by credit card or other methods.
- Please work with everyone in your department to ensure your full-time, as well as, part-time staff are on the lookout for any slip-ups. It "takes a village" to ensure SHSU is not a headline story for identify theft.



## Training

This month we're offering training on the new VoIP phones and e-mail system, editing web pages with Contribute, using Blackboard's new Grade Center, and exporting and archiving your Blackboard courses. Check the [Calendar](#) for class times 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](#).



## Blackboard: The Old Days

On Monday July 14th, the old Blackboard server will be taken down for good. This only impacts the following courses:

- \* Spring 2006
- \* Minimester 2006
- \* Summer I & II 2006
- \* Fall 2006
- \* Spring 2007
- \* Minimester 2007
- \* Summer I & II 2007

If you still have information in those classes that you need, now's the time to save it. From the Blackboard Login page, click on OLD Blackboard Course Login.

If you have any questions about this matter or would like assistance in migrating data to the new server from the old, please contact the Blackboard Team at 936.294.4495 or e-mail [blackboard@shsu.edu](mailto:blackboard@shsu.edu).



## Blackboard: The New Days

Save the date of August 15th for Blackboard Day. Our third Blackboard Day will be in the Criminal Justice Center Hazel B. Kerper Courtroom. Blackboard Day is an all-day conference. Topics include:

- The Grade Center
- Self and Peer Assessment
- Wikis and Blogs
- Respondus
- Audacity

[Sign up now](#) to attend the conference or the conference/lunch. The first 100 to sign up will receive a headphone/microphone for use with Audacity!

If you are willing to make a presentation on something great that you are doing with Blackboard, [let us know](#). We still have space in the schedule, and your fellow faculty appreciate the sessions more when they know the speaker is truly in the trenches.



## Protecting the Campus E-mail System

Especially of late, evildoers have tried to wreak havoc from e-mails. E-mail attachments with programs embedded can cause lots of problems for your workstation, data, and the network. This mischief can be accomplished quite simply by putting a program (an executable) in the file and hiding the true file type with an extra period.



Unfortunately, a few bad apples really can spoil it for everyone. Inform your contacts, students, and others regarding the proper e-mail attachment protocol: **SHSU cannot accept e-mails that have extra periods in the title.**

Take preventive action to notify your senders. For instance, if you are dealing with a vendor quote, specify in the bid request how they should entitle their submission. In other words, a Microsoft Excel file may be named "fiscalyear08.xlsx". The period which separates the name and the file extension type is fine. However, a file named "fiscalyear.08.xlsx" would not be allowed.

Therefore, even when you feel confident your sender is sending only innocent files, our mailing system will be stripping the attachment. You will have to write the sender back and ask them to please rename the file without the improper characters. It's an inconvenience, but a necessary one.



## The Staff at UCS

So many of you have been kind to express your concern for our staff during this past tough year. Thank you!

Here's an update on our situation. We currently have 138 student assistants and 56 fulltime staff members. Fifteen of the 56 fulltimers were hired during the 2007-2008 academic year. So the good news is that we've got an influx of new talent! The bad news you have already noticed as we've been just swamped dealing with all the change and rebuilding the insititutional knowledge base.

We are advertising for three open positions: two in the UCS-Systems department and one in the UCS-Administrative Applications department. We are continuing to evaluate the budget and our needs to identify the positions most needed as we move forward.



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Mac

August 2008

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**R U Dragging?**

The degree plan program, DARS, will be moved by October to a new clustered database system. This cluster is using new servers so they are faster. The cluster has more servers so it should dramatically improve performance. And with having a cluster of several servers, rather than just one server, we are less likely to have downtime. DARS can stay functioning while one of the servers is worked on.

In the interim, extra memory was added this past weekend and we hope this alleviates some of the sluggishness.

In the past two weeks, we have reorganized some of the Nell datafiles to help the response time for other programs. (This process is similar to going through your clothes closet and carefully putting everything away by color, season, and size. You should be able to find just the item you need more efficiently now---and the items that you never use are stored up in the attic. You can get them if you just have to but they're not in your way.)

If there are programs that you rely on heavily which are "slow as molasses," please let us know so that we can target solutions accordingly.

**Do Unto Others ....**

We want each faculty, staff, and student at SHSU to feel they are treated with respect and concern. If at any time, you do not have that experience with someone on the university Computer Services (UCS) staff, please visit directly with one of the UCS department directors ([Jacob Chandler](#) for Administrative Applications, [Grady Mangum](#) for Systems, or [Nancy Sears](#) for Client Support) or our Associate VP for Information Resources, [Mark Adams](#). We will take steps immediately to address your complaint.

We also are requesting that you each do the same for our fulltime and part-time staff members. Last week we were referred to as "butt stupid" and "micromanaging termites" just to name a couple of the more endearing comments! Our student staff is especially vulnerable to abuse.

We appreciate the many, many of you who are unfailingly kind and are asking for restraint from the few others. Talk to one of the directors and/or your own department chair about your frustrations and we will gladly sit down together to resolve your issues.

**Training**

This month we're offering training on the new VoIP phones, Outlook, and Blackboard.

Additionally, we'll be offering training for new faculty. Please encourage the newcomers in your departments to attend one of these IT Orientation sessions.

Check the [Calendar](#) for class times 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](#).





## Blackboard Day: August 15th

[Sign up](#) now for Blackboard Day 2008.

There are still seats to be had and freebies to be given to the first 100 SHSU faculty who sign up for Blackboard Day! We will be touching on topics that impact course development and student learning on many levels.

The Office of Academic Affairs, through ARAMARK, is providing conference registrants morning coffee and pastries, lunch, and an afternoon ice cream break.



- We will be showing off all of the new features that Blackboard 8 has to offer. There will be a Bb Experts Panel in attendance for questions and answers.
- This year we are adding a new layer to our Blog and Wiki capability as well as some great audio capture and editing software for podcasting or course resources.
- New for Blackboard Day 2008 are courses on *Captivate* (a screen capture software) and a session on preparing your course to be fully online. Have you ever wanted to demonstrate to your students exactly how to find something or use a specific piece of technology? This can be especially challenging if your course is online, you only see your students a few times a semester, or you don't have lab access. *Captivate* allows you to record every action that occurs on your computer monitor and create a flash movie to upload to your course. Pop up bubbles and audio can be added to give more *oomph* to your demo.
- Are you teaching or preparing to teach a hybrid or completely online course? We have just the session for you. Learn how you can make your life and the lives of your students easier by tailoring your course to make it online accessible.
- Trying to wrap your head around how you will use all of the course data? Why not "chunk" it? Make your course navigation a *menu* from which you would order. Learn how to make part of your Bb course a *one-stop-shop* so your students can find all of course resources in one place.

Come for the whole day and share ideas with your fellow faculty. You know you want ice cream!



## Macintoshes Moving Forward

With the Leopard 10.5 operating system, campus Macintosh users have the ability to also upgrade to Office 2008 and be compatible with the rest of campus using Word, Excel, PowerPoint, or Access.

Some of the most interesting new features of 10.5 are Spaces, Quickflow/ Quicklook, to-dos in Mail app, Time Machine, and a better Finder.

- Spaces is an application that allows a user to have several different desktops at once. One desktop might have email, calendar, and a word processor running, while another might be used for photo editing and webpage creation. You can switch between desktops and, thus, activities at the click of a button.
- Quick Look displays documents, images, movies, and the like as an on screen image that can be graphically scrolled through like on a light table or slideshow. This is great for quick browsing of a document without actually opening it to ensure that the correct one has been chosen.
- Users of iTunes will be familiar with this interface--this is also one of the cool new features in Finder.
- To-dos can now be created from the Mail application by highlighting text within the message.
- Time Machine is an automatic backup of the computer's hard drive. If something happens to the drive, you are able to restore the system from the last backup. The software also allows the scrolling back and forth through backup dates in a graphical fashion giving access to older versions of, or even deleted, files.

Additionally, the need to bite the bullet and switch operating systems is based on security concerns. Apple is no longer providing security updates for operating systems older than OS 10.4. Apple released the last update for OS 9 (9.2.2) in December of

2001. OS 10.3 was last updated in October of 2003, and 10.4 was last updated in November of 2007.

We recognize how very busy each of you are and how completely dependent on your workstation you are. But---we still need to inconvenience you long enough to upgrade your system! Although some of you question the risk in a "simple faculty machine," we would like to reiterate that it is not specifically your information that a hacker targets; they instead use your workstation as a disguised jumping-off point to hit other locations.

If you have a Macintosh and have not yet received a work order for it to be upgraded, please contact the Helpdesk at 41950 to have one created. If you already have a WO but have just been too swamped, please take time in the next couple of weeks to back up needed files as soon as possible and notify us so we may continue with the 10.5 deployment.



## Telephones, E-mail & The Telcom Center

We want to send out a large thank-you to all for your patience with the conversion to a new telephone system and a new e-mail system. We will be finishing the conversion of all faculty and staff to the Exchange server e-mail system in the next couple of weeks. Students will be moved in September to the new e-mail system also. We want to get the first-of-the-semester-crunch over before we start this process. We don't want to add any more stress to the beginning of Fall!

**For Macintosh users**, the next operating system version, Snow Leopard, is slated to have built-in Exchange/activesync functionality.

- Until then, you may connect to Exchange as an IMAP client using Entourage. You can also accept calendar invitations; those invites will be added to your local calendar.
- Or you may use Outlook Web Access. This link is available from the main university web site as Exchange Mail.

We appreciate your cooperation in adapting to all the changes these past months. The countdown to the demolition of the Telcom center is now down to single-digit days!



## Time to Upgrade/Replace/Clean Up

A recent campus install of software failed for a number of [campus PC's](#) due to insufficient space or other problems. Please check this [report](#) and if your PC node is on the report, create a work order (WO) on SamWeb or contact the Helpdesk to request an evaluation of your workstation's adequacy.

To learn the specifics about your PC, click *Start, All Programs, SHSU Utilities, SHSU Check Computer Utility*. Be sure to give us the results of that check when you call us or do the WO.



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

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- 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 minimum requirements for SHSU local area network support for a PC are a 1Ghz processor, 512MB RAM, and a 40GB disk. **Our recommended configuration is a 2.53 GHz Dual Core 2 GB 800 MHz memory, and a 160 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. **This month this will be the weekend of August 15-17.** Additionally, certain systems may be unavailable on Friday nights after 6 p.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**

## Legend:



All Users



Academic Users



Administrative Users



Mac

September 2008

## UPDATE ARTICLES

- [Make a Copy](#)
- [VM & E-mail](#)
- [Training](#)
- [Blackboard](#)
- [Storage](#)
- [Security](#)
- [Staff](#)
- [Hardware/Software](#)

## SUPPORT &amp; INFORMATION

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- [Training Calendar](#)
- [Blackboard Support](#)
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- [Helpdesk](#)
- [Helpdesk Blog](#)



## Happy New Year!

Welcome to academic year 2008-2009. We would like to encourage each of you to take just one step which can increase your happiness, good health, and productivity, while reducing your stress.



**#1 Resolution for 2008-2009: When you absolutely, positively have to have your syllabus, presentation, exam, grant or research paper overnight----Make a Copy.**

Be prepared. If the air conditioning goes on the fritz or the power goes out or the ethernet wiring to your workstation gets cut or a server goes down, you can open up a battery-powered laptop with your memory stick and keep working. Recently we moved all the S: drives to a new clustered file system. Permissions were altered and a number of you could not immediately find your files *before* crucial deadlines. **Please never rely on only one copy of anything into which you have poured your heart and soul.**

Memory sticks (USB flash drives) are the fast and easy backup solution to ensure you can take your presentation or documents with you and pull them up anywhere. This month, we are giving away ten memory sticks to help encourage you to remember to MAKE A BACKUP! [Send us an e-mail](#) by September 4th at 4 pm promising to back up your work, and we'll enter you in the drawing for your department to win a memory stick.

We wish each of you a happy, healthy, stress-free, productive year.



## Tweak Your SHSU E-mail & Voice Mail

Need help with the transition from the old mail system to the new? If you're in do-it-yourself mode, follow the tips below. If you'd like to spend some up close and personal time with a trainer, we are offering [Outlook training sessions](#) for faculty and staff this month to make it easier.

- If you are new to Exchange/Outlook, you can move all your old e-mail from unxmail to a personal folder on your S: / drive, not your C: / drive. Here's [how](#). After doing that, you can then get rid of your old imap account. That account can cause you to receive the "can't locate \*.pst file" error.
- Want to filter out the spam? We can show you [how](#).
- Sending to more than one recipient? Put a semi-colon between the addresses.
- Feel like you're missing voice mail? Perhaps it's landed in your Personal Folder. You can make it go to your regular Outlook mailbox by clicking *Tools, Options, Mail Setup, E-mail Accounts, Data Files*.
- Forgot your VM pin? Reset it yourself within Outlook or Outlook Web Access. *Click Tools, Options, Voice Mail, Reset PIN*.

Even more confused but you can't fit a training session in? Write us a note and ask for the [Outlook Guide](#).



## Training

Students will be moved to Exchange this month. We'll be offering large sessions in the

LSC Theatre to help in their transition to the new system. If you correspond frequently with your students via e-mail, encourage them to attend to make sure their transition is pain-free.

Training for faculty and staff includes Outlook, Dreamweaver, and Contribute. Check the [Calendar](#) for class times 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](#).



## Blackboard: Location, Location, Location

Blackboard 8's Grade Center gives you many tools and options that enhance assessment. That being said, a few bugs need fixing!

The bug that seems to cause the most frustration for faculty members is the limit on how many students show up in the Grade Center without scrolling. Blackboard has been inundated with complaints from us as well as numerous other universities. Until they fix it, here are three ways you can increase the amount of **real estate** in your grade center.

- **Cut Down on Toolbars:**

You may have noticed that you have acquired a few extra friends on your Internet browser window. Places like Yahoo and Google love for you to have their toolbars on your browser so that you will use their product when searching the web. This may be convenient for you in terms of at-your-fingertips searching, but it reduces the amount of viewing *real estate* you have available. [Learn how to hide the toolbars](#).

- **Go to Full-Screen View**

One of the least used tricks-of-the-trade in online browsing is the **Full-Screen View**. The full-screen view lets the user interact with the web page without seeing any of the browser buttons, pull-down menus, or toolbars. One tap on a function key (F11), and you can turn it on or off. [Learn how to go to full-screen view](#).

- **Increasing your Monitor's Resolution**

The last way you can increase the real estate in your grade center is by changing your monitor's resolution. This may be unfamiliar to some, but it is a 3-step process. Changing your monitor's resolution can shrink or grow your desktop (icons, fonts and buttons will change) depending on which way you push the slider. For instance your monitor might be set to 1024 X 768. By pushing your slider to the right you would then hit 1280 X 1024. You can then see more information since each item displays smaller. [Learn how to increase your monitor's resolution](#).



## A Black Hole

Has your S: drive turned into an attic filled with old relics? Take the time in this next month to look carefully at your departmental T: drive, your S: drive, and your profile. Perhaps you have forgotten you saved something there, and it's no longer needed. If so, delete it. If you may someday, somehow need it, but think it unlikely, move it off to a CD or DVD.



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

Storage space is much cheaper now---but it's still not free. The sheer time it takes to process everything slows you down and others too. In the next few weeks, we will be enforcing quotas to ensure we can maintain adequate space for everyone to work efficiently. We will be contacting our highest-use users soon to discuss better storage solutions.

Please do some housekeeping and [let us know](#) about it. It'll make all of us feel better to recognize your organizational efforts!



## Warning, Warning, Warning!

Another reminder that it is up to each of us to keep SHSU's information safe. Do not respond to phishing expeditions with people trying to steal your information.

Look at your own department's official e-mails and proofread them with the idea of whether they ask for anything unnecessarily confidential. Go with the "need to know" concept. Unless you legally must have a social security number, ask for the SamID. Use the SHSU username as a easy unique identifier also.

Do not write down credit card numbers and file them away. Think carefully about how you can protect yourself and the campus and its constituents.



## New Year; New Staff

The UCS Department of Administrative Applications is pleased to welcome Rigel Anthis as its newest staff member. Rigel has been a student worker at SHSU for the past five years and therefore joins the fulltime staff with a wealth of direct experience!



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## Legend:



All Users



Academic Users



Administrative Users



Mac

October 2008

## UPDATE ARTICLES

- [PINs](#)
- [Training](#)
- [Typing](#)
- [Blackboard](#)
- [Profiles](#)
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## SUPPORT &amp; INFORMATION

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## PINs

You have two PINs. One for voice mail and one for campus administrative functions, such as DARS. You can reset both of them yourself.

- You can reset your VM PIN in your e-mail. Within Outlook 2007, click *Tools, Options, Voice Mail, Reset PIN*. Your new PIN will then be e-mailed to you.
- You can reset your regular PIN in SamWeb. Login with your username and password, and then click *Student Records, Pin Change*.



One extra good news item: **You will no longer have to use your PIN to enter your grades each semester!** Therefore, it is even more critical that you protect your password. It's your security to ensure you and only you can update your class grades.



## Training

Learn how to [sync your Windows Mobile Smartphones/PDA/MDA's](#) to your SHSU exchange account. Other classes include: *How to Move your Old Mail* to your new e-mail account and *Using Adobe Contribute* for web page maintenance.

Check the [Calendar](#) for class times 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](#).



## Typewriters Be Gone

Do you at times still put a PDF or hard-copy form in a typewriter? Doesn't that make you cringe? Have you printed a Nell or SamMenu document to PDF and then wished you could add some extra information? *Adobe* has a feature under *Tools* appropriately entitled *Typewriter*.



If you have a hard-copy form or other document, you can scan the document in as PDF. You will then have a digital version of the document, and can continue by typing with the *Adobe Typewriter* tool to add information. .If you already have the form or another document, you can quickly type in the information you need by clicking in the locations you want.





## Profiles

Ever had a corrupt profile and felt like it was a disastrous situation? We are working to achieve a less painful fix for these. The Systems department has developed a process which we hope will allow us to quickly replace the corrupted segment and yet not cause major loss of your other settings.

Do your part to keep from having a corrupt profile. Clean it up! There's a new [tutorial](#) to walk you through this process. Your profile needs to be less than 50 MB for the most efficient logins. You can quickly find out how large yours is and why with the steps outlined in the tutorial.



## Unreal

[Phishing](#) scams continue to come SHSU's way, as well as the rest of the planet's! Unfortunately, some SHSU users are still falling for them. SHSU will NEVER ask you to provide your password or birthdate in an e-mail. Please just delete these phishing e-mails.

On October 9th, Homeland Security is coordinating with other national agencies to provide a national webcast: [Phishing Scam ` How to Avoid Getting Hooked](#) . We invite you to come learn more about these to protect your campus account as well as your personal confidential information. You can [register](#) to see the webcast at your own computer or you may [sign up](#) to watch it with others in AB1, 213 at 1 pm on 10/9.



## Installing Stuff

At times you may need to add software to your university workstation for a specialized reason. You may request temporary administrative privileges to do so. Use the SamWeb Work Order systems to request that temporary access. Since these are state workstations, and are to be used for business purposes, a brief explanation of the needed business functionality must be included as justification. Additionally, a record of the appropriate licensing for that software must be available if needed for audit purposes.



## New Staff



Kristofer Rothe joined the Client Support department as an additional fulltime staff member in the Helpdesk. Kris is a Texas A&M grad with a degree in Technology Management.



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

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**Legend:**

All Users



Academic Users



Administrative Users



Mac

November 2008

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- [Helpdesk](#)
- [Printing](#)
- [Blackboard](#)
- [Upgrades](#)
- [Security](#)
- [Credit Cards](#)
- [Training](#)
- [Staff](#)
- [Hardware/Software](#)

**SUPPORT & INFORMATION**

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- [Training Calendar](#)
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- [Helpdesk](#)
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**We Are Listening**

We keep hearing that "the Helpdesk doesn't answer the phone." We know it feels that way to many of you when you reach the voice mail. But we are answering your calls! In the past month, we have detailed over 2,200 of those calls in our Work Order Call Logs. In the same time period in 2007---even with the Office 2007 roll-out---we only had 1,400 calls.



Here are the steps and processes we are taking to help manage the heavy volume.

- We are dealing with walk-ins, callers, voice mail, and e-mail in that order. So if it's extraordinarily critical, come on over. The Helpdesk is in Room 208 of AB1.
- We are requesting another fulltime staff member for the Helpdesk.
- To improve the efficiency, retention, and service, we have increased the student wages, stepped up the training, and added three additional student assistants.
- We are evaluating the type of problems which necessitate Helpdesk intervention. For example, a profile reset previously required a personal visit by you to our Helpdesk and then direct support by a fulltime staff member. Thanks to a new program from the UCS-Systems Department, a student worker can assist you over the phone now.
- We are researching Call Center software which would permit your call to be queued rather than having to go to voice mail. It will also offer better routing choices and analytics.

We are currently averaging about 20 voice mails daily, compared to the 200 we received at the start of the semester. So the pain is easing for us as well as you! Thanks for hanging in there with us to get 2008-2009 up and going.

**Line Printing Be Gone**

How many of you went to college when you had to use green-bar paper to print out your assignments? Not many of us left. It's time for SHSU to move on too.

As of January 1st, 2009, the UCS department will discontinue printing labels and green-bar/white paper on the antique line printer. If you are still printing to this printer, please [place a WO on SamWeb](#) asking for assistance in sending your administrative print jobs to the PDF print option so that you can print them in the comfort of your own office. Checks and other special forms will continue to be evaluated for moving to a laser solution.

If you plan to do hard-copy campus mail-outs, the procedure for getting campus labels will be changing too. You will be using your own Avery labels to print these on your office laser printers. Details will be coming soon on this change. Remember: instead of using hard-copy mailers, you can include your invites and information within your divisional weekly e-mail and save the time and expense of mail. **Go green!**

**Blackboard**

Have you wanted to add web 2.0 to your Blackboard courses, but you weren't sure how to use blogging or wiki tools? We completely understand. That is why we have revamped the wiki and blog section of our [Blackboard Technology Tutorials](#). Now, you

can find out what a blog (web log) is and learn how to create a group wiki . You can also see demos of these web 2.0 tools in action.

Enjoy your holidays away from Bb. We will be performing Bb maintenance during the week of Christmas, December 23-29th and it will not be available for student or faculty use during this time.



## Are You Tough Enough?

Trying to figure out why your PC is sluggish? It could be it's old or it could be that you're just wanting to do more fancy stuff than it was designed for. You can [find out](#) whether it even meets the new minimum standards for SHSU's network. The guidelines for our *recommended* setups and *minimum* configurations are provided each month in the final article of the Update.



## Scary Stuff

There are a multitude of viruses, worms, and trojans floating around right now according to [Symantec](#). Take no chances.

- Ensure your University laptop and home computers are up-to-date with their virus scanners.
- Do not open unknown attachments.
- Set a firewall on your home computer. If you don't know how, google it or ask a friend, your kids, or a vendor.
- Run the Microsoft updates regularly. One of the patches last week was for an especially unpleasant worm. The campus network is patched; make sure your PC at home as well as your University laptops are patched.
  - **Don't wait till Saturday@Sam or when you're ready to give your presentation to the Rotary Club to turn on a University laptop. Click on the Control Panel, Security Center, Check for the latest updates from Windows Updates and ensure you're safe today.**



Be alert to the real dangers lurking while you enjoy the fun of pretend scares with Halloween.



## Don't Let Someone Just Charge It!

As you know, you can buy stuff easily when you give someone your name, address, credit card account number and the expiration date. So..... think now about whether you have that information stored anywhere.

Each staff member entrusted with accepting credit card payments must have earned that trust. SHSU must meet PCI Security Standards so the UCS security officer will be ensuring the network itself is up to snuff. Your job is to ensure that every employee, whether full or part-time, understands and follows the procedures and policies to safeguard that vulnerable financial information.

The PCI Security Standard requires that we protect stored data and encrypt cardholder data in transit. What does that technospeak mean to you?

- Do not ever ask our campus customers to just e-mail you their credit card information.
- Do not create your own forms on web sites for credit card payments.
- Do not write down their credit card information and just store it in your file drawers or in unrestricted files on the T: drive.

Your understanding of and commitment to protecting the campus is essential to SHSU's overall security.



## Training

Classes this month include:

1. Plagiarism continues to plague many. Within Blackboard, learn how to use [Turnitin](#), the plagiarism-detection software.
2. It's almost grade time. Make sure you grasp all the features of Blackboard's Grade Center.
3. Stay organized. Learn how to synchronize your Exchange calendar and mail to your mobile devices.

Check the [Calendar](#) for class times 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](#).



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- 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. **Blackboard will be unavailable from 12/23/08 until 12/29/08.**

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## Legend:



All Users



Academic Users



Administrative Users



Mac

December 2008

## UPDATE ARTICLES

- [Holiday Schedule](#)
- [Work Order](#)
- [Blackboard](#)
- [Sharing Drives](#)
- [Security](#)
- [Training](#)
- [Nell Passwords](#)
- [Hardware/Software](#)

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## Enjoy Your Holidays!

Lots will be going on here while you are away. Since the university will be closed during the holidays, we will be using the campus downtime to fix, update, and upgrade the computing systems and networks. If your department has special tasks that must be performed during the weekends or holidays during the semester break, please notify the [Helpdesk](#) now so that we can work to accommodate your schedule.



It probably won't be delivered by reindeer, but there will be software wrapped up and packaged for you.

- Firefox 3.0.4 = new version
- Java = new version
- Mathematica = new version
- Microsoft Office 2007 = reinstall
- Microsoft Visio - new product
- SamMenu = new version
- Sci-Finder = reinstall

We are targeting December 27th for testing the EPO (Emergency Power Off) for the Data Center in AB1 – this will cut all power to the Data Center. **So plan on taking that Saturday completely off from worrying about SHSU!**

Faculty reminder: Blackboard will be down for the week of December 23rd through December 29th to allow maintenance.



## Talk Back

The SamWeb Work Order (WO) system is THE Computer Services system for organizing the thousands of SHSU technology support requests. It literally is *thousands*. Since September 1st, we have created 3,948 WO's!

You can request a status update on your WO through the WO system itself. Go to SamWeb > Computer Services > Workorder System > User Menu > My Open WO's. You can quickly read what's happening with your request and you can also use this to explain further what the problems are.

We will be initiating a survey to each of you upon completion of your WO starting this month. The questions which we are planning to use are:

1. In general, I am satisfied with the completion of this workorder.
2. In general, I feel this workorder was completed within a reasonable amount of time.
3. Would you like a Director to contact you about this workorder? Yes/No
4. Please provide any other comments or feedback.

If you have thoughts as to how we can improve even the feedback/assessment process itself, please let us know. Send a note to [Jacob Chandler](#), Director of Administrative Applications, and share your ideas.



## Blackboard

Another semester almost done, and it's time for the dreaded grades. Attend the training session offered this month to learn the ins and outs of the Grade Center.

As mentioned above, and on the Blackboard site, Bb will be unavailable for a week during the holidays to allow time to set up the failover systems. Doing this during the semester break will allow us to perform the necessary diagnostics and changes which should limit downtime next semester. We know you want it up 100% of the time. Each step we are taking is with the goal of achieving a 99.999% uptime at least.

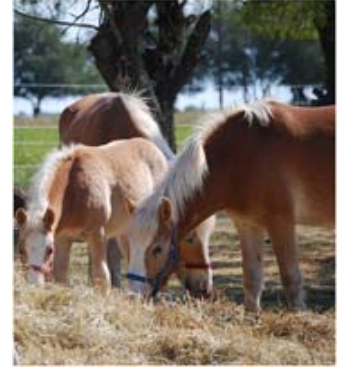


## Sharing

We have moved the T: drive and we are pleased to say we have lots more space, but still with everyone at the same place, things can get crowded quickly. So please evaluate your files as you still are sharing your space with 1,600 other faculty and staff.

The T: drive is a perfect location for sharing with collaborators or co-workers. If you want more than one person in your department to access the same documents, don't send the same file through e-mail to dozens of people. Let them view them and/or edit in one location.

One more reminder: The S and T drives are state-owned property and as such are subject to the Open Records acts. You should not store personal information in either place. This would include movies, music, and pictures.



## Keep It Unlisted

Protecting SHSU's campus information is not limited to hard-copy files, online information, or your hard drive. You also have private information stored on your campus fax machine. These machines have their own memory storage recording the incoming and outgoing numbers and messages.

Do you have your fax machine in a place where only authorized people can access? You should be aware that some fax machines allow you to reprint whatever was printed previously. So if you receive confidential information, be sure to clear the memory.



## Training

Classes this month include:

1. December 8th, 10-11 a.m. AB1 room 215 Blackboard Grade Center and Grade Help for End of Semester: Our trainer will be providing assistance in organizing the Grade Center for end-of-semester calculations
2. December 9th, 1-3 p.m. AB1 room 215 "Keeping a Low Profile": Learn how to keep your profile neat, tidy and under quota. All are encouraged to attend and participate in our very first interactive training session featuring CRS "clicker" quizzes and a Jeopardy game! (If y'all can help get the word out, that would be great. This is our "test run" for the games and clickers use in training classes)

January's schedule will include a class on Microsoft Visio, as the entire campus will be receiving that software during the semester break.

Check the [Calendar](#) for class times 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](#).



## Just Change It

Nell Users: The new method of logging on to Nell is SecureCRT. This change was done to protect your password so that hackers could not steal it. So it's a good thing!

Unfortunately, there currently is a glitch (feature); you are denied login when your password gets even *close* to expiring. You can avoid this frustrating dilemma while we are working on an alternate fix. Just change your password early. It expires every 90 days so set an Outlook reminder to change it in 60 days. You can then change it by typing **set password** at the VMS \$ prompt.



## 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. Blackboard will be unavailable from 12/23/08 until 12/29/08.

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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**Approved for campus-wide mailing by the SHSU Associate VP for Information Resources**