

January 2010

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## E-mail Changes

**The Background:** The campus e-mail system is Microsoft's Exchange system using Outlook and Outlook Web Access. One of the cool features available with Microsoft's e-mail system was the ability to create personal folders (the file type is .pst). In the past, we have encouraged you to create personal folders to help keep your e-mail Inbox lean. These personal folders have been stored on networked drives such as the S: drive.

**The Problem:** Unfortunately Microsoft is now advising against the use of .pst's on networked drives. While working with Microsoft to determine why some days your login becomes slow, Microsoft's diagnostics pinpointed the problem as .pst folders mapped to a network drive.

**The Solution:** We know the beginning of the semester is the worst time to change anything, So we are planning to work on this issue with you through the next couple of months.

**The How-To:** If you have been using personal folders to manage your mail, you can create a personal folder within your normal Inbox and copy those items there. If you have been archiving your information, you can [save that pst file to a zipped file](#) and access it on an intermittent basis. This is a big change. So we will have someone available from 9 a.m. to noon at the Allen House training room on January 8th to help walk you through the changes. You can sign up now by e-mailing [Thomas Sosebee](#). Additional help sessions will be available in the coming weeks.

**The Next Problem: Space.** It's always an issue! Please consider carefully what you must keep within e-mail. The personal folders have permitted you to store lots more than you have had space for directly in your Inbox. To alleviate some of the storage concerns, **we are increasing the standard e-mail quotas for all faculty and staff from 200MB to 400MB.** If this quota still causes issues, you may do a [SamWeb Work Order](#) to request additional space after you have cleaned out your large attachments or any personal e-mail from your SHSU account.

## PC Software

The old method of installing programs through the PC SHSU Program Installation Menu has been changed to a direct shortcut to Microsoft's *Add New Programs* for installing optional software.

We have made a lot of changes to applications over the break. Please test your needed software. This is especially critical for software that will be needed for classroom instruction.

## New Macintosh Operating System

The new Macintosh operating system, Snow Leopard, rollout is starting soon. You'll be notified when it is time for the scheduled changes. It is a big change so if you see problems, please contact the Helpdesk (936.294.1950) and we'll work to fix them as quickly as possible.



## Microsoft Campus Agreement

Microsoft has changed its [campus licensing](#). Their new system no longer allows the Helpdesk to distribute the software media by CD. Instead, the new agreement permits a download of Microsoft Office directly to the home computers of SHSU faculty/staff for a small charge. No more waiting in line to get a CD from the Helpdesk!

You will order your copy of the software directly. Go to [SamWeb](#), select *Computer Services, Microsoft Home Use Program*, and follow the instructions provided.

### Connecting ....

The new AT&T Diversity Circuit to allow our GigaMAN redundancy is *still* in the works. This new protected circuit will allow our Internet connection to be rerouted in case of an AT&T outage. A couple of outside agencies need to meet and then hopefully, this long awaited project can reach completion.



### Thanks to All and Congrats to a Couple!

We appreciate your taking the time to provide feedback to us. The Call Log surveys and the Work Order surveys help us assess your satisfaction. This was our final month to reward the respondents with a prize. **Congrats to Lillie Busby in Foreign Languages and Kay Angrove in Enrollment Management.** Each will receive a 4GB flash drive for their department's use.

However, we hope you will continue to tell us how we're doing!

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

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

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  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 4 GB memory, and a 250 GB hard drive.
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- [Licensing](#)
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**Why Not Take a Break?**

Start planning now for your Spring Break. While you are off enjoying the beach, mountains, or just staying home, the Information Resources-Systems department will be expanding the data center.



**As of 6 pm on Friday, March 12th, the following services will be unavailable while the expansion is being completed.**

- Administrative Systems such as Nell, SamMenu, SamWeb, Financial Aid
- Network Printing
- Wireless Access
- Automated Door Access
- SHSUOnline

**A number of other services will be available.**

- You will be able to login and access your profiles and documents.
- Your Internet connection will be available.
- Your Exchange e-mail will send and receive as normal..
- The phones will be working.
- Remote Access will be up.
- The Garage gates will be functioning.
- Blackboard will be operational.

The estimated timeframe is that all systems will be back up by 7 a.m., Monday, March 15th. However, as you are only too aware with your own home renovations, things don't always turn out exactly like that. Rest assured we will be making every effort to restore the computing systems as quickly as possible.

**Feel the Anticipation Building?**

The campus rollout of Macintosh Snow Leopard is waiting on the final acquisition of licensing and hardware. We'll notify you individually by e-mail as the scheduled time approaches for your department.

**Want to Learn Some New Stuff?****Library:**

The Newton Gresham Library is offering a number of courses this semester.

Classes in February include a number of sessions on using the diverse Research Databases. The classes are focused on specific topical curricula with individual sessions planned for Business, Education & Counseling, History, Foreign Languages, Political Science, Humanities, Physical Sciences, and Life Sciences. Additional courses include EndNote, Reference Universe, and Web of Science---a new database. Find the details in the [Library Workshops Spring 2010 Schedule](#).

**Information Resources**

The challenge mentioned in last month's Update about the archive folders in Exchange mailboxes must be addressed this month. We encourage you to attend one of the four reserved mornings for hands-on sessions offered this month. Every Friday morning from 9 a.m. till noon, Thomas Sosebee will be at Allen House 107 providing instructions. [E-mail Thomas](#) to set up your planned time to attend. Alternatively please reserve a morning or afternoon so that we can work one-on-one in your department directly with the faculty or staff at their individual desks.

### Why Can't I Do What I Want?

The Information Resources departments are tasked with providing a safe campus computing system for SHSU data, a reliable network for your continuous use, and an environment which is demonstrably legally-compliant to ensure music and software companies do not sue us! We are working with the division of Academic Affairs closely to balance the needs of security with your needs to efficiently accomplish your daily tasks.

In the past, we have allowed some home use of certain products, such as SAS, for student's use. Licensing restrictions now prohibit this flexibility as we cannot provide any guarantees of the way it is used.

### No Question About It! This is Great News!

The AT&T Protected Circuit is at last in place and has been tested. This protected GigaMAN diversity circuit will provide campus path redundancy with an alternate route.

We now have a route down Hwy 59 which will insulate the campus from extended wide area network ([WAN](#)) outages experienced last year from fiber cuts along Interstate 45. **If a dozer cuts the fiber in Conroe again, it'll take less than five minutes for the other circuit to take over!**

### What's in a Name?

For several years, we've been officially named Information Resources, yet we continued to be identified with the decades-old name of Computer Services.

At one point, the three departments of Computer Services (Client Support, Systems and Admin Applications), along with Mail Services and Institutional Research comprised Information Resources. Now, in order to target our priorities directly on providing the technology support needed with such a growing campus, Institutional Research and Mail Services have been reassigned to the Associate Vice President for Budgets & Operations. Your Information Resources group now will truly be exactly that....Information Resources.

We'll gradually adapt ourselves to changing!

### Who's Doing What?

As most of you know, the **Associate Vice President for Information Resources** is **Mark Adams**. You may not know that he's also the **Chief Information Officer** for SHSU. Mark is responsible for the external reporting required for The Texas State University System and the Texas Department of Information Resources.

**Kay Kay Davis** is the **Assistant Vice President for Information Resources**. She is responsible for the campus technology purchases and assisting Mark Adams with campus technology needs.

**The Systems department is managed by the director, Grady Mangum.** Grady's areas of responsibility include the campus network, wireless and wired,

information security, telephones, managed applications, operations, maintenance of the campus workstations, servers, and the data center.

The **Administrative Applications** department functions are managed by the director, **Jacob Chandler**. His department's responsibilities include SamWeb, SamMenu, Nell, and all the purchased software packages (such as Banner) used on campus.

The **Client Support** department is managed by the director, **Nancy Leavell**. Client Support's responsibilities include the maintenance of the campus web site, technology tutorials and training, mass mails, computer labs, and the Helpdesk.



Assistant Vice President Kay Kay Davis is pleased to announce **Debbie Randolph** will be joining the Information Resources purchasing area. Debbie is an alumna of SHSU with both her BBA and MBA degrees from SHSU's College of Business. She has extensive experience in purchasing, budgeting, software management, and communications.

### Who Wants Some Freebies?

Printer supplies are available for the taking! Just do a [SamWeb Work Order](#) for a Purchase/Quote and Mateo Zuniga will be in touch to let you know if you're the first to request that item.

- For an HP 1500 - 2500: Black, blue, yellow, & magenta cartridges and one drum kit
- For a CP 3505 - 3800: Yellow & red cartridges
- For an HP 1100 - 3200: a print cartridge
- For an HP:4300: .one drum kit
- For an HP 4500 - 4550: Black, yellow, cyan, & magenta cartridges

We realize you are inundated with e-mail. We do appreciate your taking the time to read the Update.

### What's What?

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

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**It's Time to Review the Web Site**

The new campus design is now a month old. We've had a number of questions such as:

- Where is the People Search? That's now only available with a login function through SamWeb, Human Resources. This helps prevent spammers from harvesting your address and information.
- Where is the Contacts Page? The Policies page? The Forms Page? The gray footer at the bottom has the link for the Contacts, as well as the Policies. From the Policies pages, you can find the Forms page.

You are encouraged to carefully review your site now. Having up-to-date content on your old site will make the migration much easier. The Information Resources web team needs your input as we work with you to migrate the remaining campus departments to the new design.

If you have questions or concerns, let us know. We'll share your thoughts with the Marketing Department. [Drop us a line](#) to have your voice heard.

**It's Not Yet Time for the New Macintosh OS**

The campus rollout of Macintosh Snow Leopard is waiting on the final acquisition of licensing and hardware. We'll notify you individually by e-mail when we begin rescheduling your upgrade.

**It's Time to Fix the Exchange PST's**

As we mentioned the last couple of months, Microsoft has determined that the use of networked PST folders within Outlook is causing problems. Since the beginning of the semester is so hectic for all, we delayed a major push to fix this. But now it's time!

A Helpdesk student technician or supervisor will be contacting you to assist you in moving and/or deleting your old e-mails. Alternatively, you can call us at 936.294.1950 to set up your appointment.

**It's Time to Learn Something New**

The Newton Gresham Library is offering a number of courses this semester for faculty. Tired of worrying about plagiarism? Attend the Turn-It-In workshop on March 4th.

Other classes in March include a number of sessions on using research databases. The classes are focused on specific topical curricula with individual sessions planned for Criminal Justice, History, Foreign Languages, Social Sciences, and Reference Universe. **Find the room, dates, and times in the [Library Workshops Spring 2010 Schedule](#).**

**It's Time to Be Proactive with Your Work Orders**

Moving Offices? If you need assistance with moves, place your SamWeb work order at least a week before the planned move date to allow sufficient time for scheduling.



Want to know what's happening? You can monitor your WO's yourself. In the SamWeb WO system, click *User Menu, My Open WO's*. Last month, the Helpdesk handled 247 calls from the campus wanting to update WO's or find out the status. You can be proactive and monitor your WO with notes yourself. Just log in to the WO system. The technician/programmer assigned to your WO will get an e-mail notification of your question.

Doing something special? If you have a special event coming up where you anticipate needing laptops or other specialty support, place your Work Order as soon as you start planning the event.. After your WO is created, you will get a notification e-mail indicating the WO number.

*Did you know that faculty and staff may go directly to the Newton Gresham Library circulation desk for a limited number of items for checkout, such as a laptop, video camera, digital camera, or projector?*

### It May Be Time to Update Passwords

Anytime someone leaves your department, whether to transfer to another department or to leave SHSU, review their privileges. Did they know the password to your departmental voice mail, web site, or some password-protected files? The SANS Institute posts daily [Security Awareness Tips](#). Their recommendation on February 26th was to **Change that password!**

*A woman was fined GBP 500 (US \$975) for reading email messages from her previous employer's account. The company neglected to change the account password after Holmes left, which allowed her access to registration information. The company became suspicious after a noticeable decline in the amount of email they received on the account. AOL connection logs revealed IP addresses that led to her being identified as the culprit. Last week, she pleaded guilty to unauthorized access to a computer, in violation of Section One of the Computer Misuse Act 1990.*

Take the time now to secure your department's information. Don't wait for several months!

### It's Time to Hit the Links or Beach or...

While you enjoy the first weekend of Spring Break, the Information Resources Department will be performing maintenance in the data center starting at **6 p.m. on Friday, March 12th**. All systems should be back up by 7 a.m. Monday, March 15th.



**The following services will be unavailable while the expansion is being completed:** 1) Administrative Systems such as Nell, SamMenu, SamWeb, Financial Aid, 2) Network Printing, 3) Wireless Access, and 4) SHSUOnline.

**However, the following functions will remain available during the expansion effort.**

- Logins (interactively on campus as well as remote access), the S: drive, and the T: drive.
- The Internet connection, e-mail and phones.
- The Garage gates
- Blackboard

On Monday, March 15th, Academic Building 1 will have no electricity. This outage is due to the renovation of the third floor of AB1. McCaffety Electric will be making a number of electrical improvements to our 45-year-old building!

The computing systems will be available across-campus thanks to a generator for the Data Center. A reduced staff for the Information Resources Department will be working remotely from other locations. If you need assistance, please e-mail or phone the Helpdesk. (936.294.1950 or helpdesk@shsu.edu)



## It's Time to Update the Phones (for a few departments)

Ten campus departments have their main number with a phone menu system. During the spring break downtime, a new menu system called UCCX will replace our old Unity system. A slight downtime will occur for each menu as we transfer them (30 seconds to one minute).

The departmental telephone numbers and voice recordings will remain as they are now. Still, we request that you test your menu on Monday, March 15th to ensure all is well. The system to change your prompts is changing so if you'd like help, contact the Helpdesk.

## It May Be Time for You to Review What's Good, What's Not and What's Happening When

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**Just a Tip: Who's Who and Where**

If you receive an e-mail from a campus staff or faculty member, you can right-click on the e-mail address and choose *Outlook Properties*. You can then see their title, department, office, and phone number.

**Licensing: Authorized Use Only**

Software licensing has gotten more and more complex and costly. We noted in February that we could no longer permit home use for students and SAS was the example we used. To further clarify this, **we cannot provide licensing for any personal computers, whether it's for faculty, staff, or students.**

As we announced in January, you can order your Microsoft Office software directly for your home use. Go to [SamWeb](#), select *Computer Services, Microsoft Home Use Program*, and follow the instructions provided.

The campus implementation of Macintosh Snow Leopard operating system is still under analysis. We'll notify you individually by e-mail when it is ready.

**Check it Out after they Turn-It-In**

Lots of student research papers will be turned in at semester-end. Faculty: if you suspect plagiarism, use the software Turn-It-In to detect it. The Newton Gresham Library is offering a workshop on April 23rd. **Find the room, date, and time in the [Library Workshops Spring 2010 Schedule](#).**

**Your Account: For You Only**

Faculty: in May, you'll be entering Spring 2010 grades. Prepare now to be able to enter these personally. You may not share your username and password with a colleague and ask him/her to enter your grades for you.

Departments: If you have been providing a generic username and password to student assistants during Registration times, please work with us ahead of time to make alternative arrangements.

The Computing [Acceptable Use Policy](#) specifically states that **you cannot permit anyone to use your username and password**. We realize there are times you are in a hurry and just want someone to quickly do something for you, but it's just not an option. Allowing someone else to use your account is a violation of the campus policy and you could face the loss of your computing privileges, as well as disciplinary action. And we all know it's really nearly impossible to do most jobs here without your computer access. Don't take a chance on losing that privilege.

**Personal Web Sites: Migrating to Your S: Drive**

In the past, having an SHSU web site has required you to either use SSH into UNX1 or map to your U: drive to add content to your web pages. It's going to be easier very soon for your personal web page! After the Spring semester, we will be migrating all the content on your UNX1 account and it will be placed in a "\_website" folder directly on your S: drive.

We'll post more details later. Just wanted to provide an early heads-up to allow time for faculty preparing classroom instructions for students.



## The New SHSU Portal: Naming and Building

Thanks so much to the many of you who have already participated in the campus portal naming survey. If you haven't yet responded, you have until 4 pm Thursday, April 1st to provide your input on the name. (You should have gotten an e-mail giving you the link on Monday.)

You'll have the next few months to give us your input on how you'd like the portal to look/work. We'll be asking for that very soon. If you'd like to hear more about it right away, just [ask](#) and a Portal Committee representative will be glad to meet with you and your department.

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## Fast Links

As you may have already noticed, the quick access drop-down menu is once again labeled as Fast Links on the University web site. You can now direct prospects and others to use this menu to find campus home pages.

## Stay In Touch

Planning on taking off the Fall semester? It's important that you check your e-mail or remotely log in during this time. Inactive accounts are seen as security risks and must be disabled.

If you are leaving the country for a summer research trip, or just for fun, go ahead and change your password before you go. That will give you one less thing to worry about while you're gone.



## Summertime &amp; Software

Quicktime, Flash, Java, and Firefox will be upgraded to the new versions during the break between Spring 2010 and Summer I. We will also be upgrading Microsoft Office to SP2 and the Microsoft Operating System XP to SP3.

If you are willing to be a tester for Internet Explorer 8, please let the [Helpdesk](#) know. The new IE browser is coming down the road.

## Moving on Up

The Administrative Applications staff members and the Systems staff members have now moved to the third floor of Academic Building 1. The Information Resources administrative staff is still located on the first floor. More moves are coming soon as the Helpdesk will be relocated to the first floor.



## Whoa ...Nell

As we mention each month in the Update, certain systems may be unavailable on Friday nights after 6 p.m. **On May 7th, we will be performing security patches on our Oracle database from 6 p.m. till 10 p.m.** During that time, SamMenu, SamWeb, Nell, eCollege and Banner Financial Aid will be unavailable.

Also as mentioned each month, the weekend after graduation is set aside for major maintenance for the information technology infrastructure. **The weekend of May 21st is scheduled for the major upgrade of the Nell computing system and moving the personal web sites over to S: drives. The outage may occur from Friday, 5/21, at 6 p.m. till Sunday, 5/23, at 11:59 p.m.** During that time SamMenu, SamWeb, Nell and Banner Financial Aid and updating all SHSU websites will be unavailable.

As of May 24th, webpage users will not have to map to the U: drive or SSH to UNX1 for their personal web pages. All updates to personal websites will be made directly through your S:\\_website folder. Departmental websites are not changing at this time.

## How Safe Are You?

The campus purchased a software package last year called Identity Finder. It permits you to scan to see if you've stored personal information such as social security numbers, credit card numbers, bank accounts, and passwords in files, e-mails, and databases. Check out the [tutorial](#) for details on how to run it and make it more difficult for someone to steal confidential information.



One caveat: SHSU's financial accounts are the same structure as a social security number so you may get a lot of false positives. You can of course just safely ignore those results.

Complete your scan and [write back](#) by 4 pm on May 5th telling us either you were already perfect or that you've shredded the risky files. You'll be entered in a drawing and have an opportunity to be one of the ten respondents who will win a 4GB memory stick for their department's use.

## The End is Near...

Planning to make last minute purchases with fiscal year 2010 monies? Things always get hectic at this time of year. [Deadlines](#) have been established to help ensure your project is processed.

- Construction/Research projects involving technology: SamWeb Work Order (WO) must be submitted by 5 p.m., May 15th.
- Technology purchases (other than personal computers): SamWeb WO must be submitted by 5 p.m, July 15th.
- Personal computer purchases: SamWeb WO must be submitted by 5 p.m. August 11th.
- Signed payment authorization form must be received by Information Resources by 5 p.m. August 18th.

## Banner Town Halls

Wondering what Banner will mean to you? Curious about what the new portal, My Sam, is? Come spend an hour with us and find out what's next.

- CHSS 110, Tuesday, May 11th 10-11 a.m.
- LSC 320, Wednesday, May 12th, 10-11 a.m.
- LDB 213, Thursday, May 13th, 10-11 a.m.

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

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- Wireless peripherals such as mice and keyboards have proven problematic in the campus environment and may not be purchased and/or installed.
- Operating Systems: The supported version of Macintosh machines is OS X, version 5 and will soon include version 6, Snow Leopard. The supported version of Microsoft's operating system is Windows XP. The new Microsoft OS, Windows 7, is currently being evaluated with an anticipated implementation of Fall 2012.

- Software Packages: The supported versions of office suites are Microsoft's Office 2007 for PC's and for Macintoshes Microsoft Office 2008. Available packages are [listed](#).
- Hardware Configurations:
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 4 GB memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh on the LAN is a 1.83 GHz Dual Core processor, 1GB RAM, and a 80GB hard drive.
- The Information Resources division may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed Macintosh nodes may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.

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**UPDATE ARTICLES**

- [Permissions](#)
- [Software](#)
- [Purchasing](#)
- [File Storage](#)
- [Firewall](#)
- [DNS Changes](#)
- [Hardware/Software](#)

**SUPPORT & INFORMATION**

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- [Helpdesk Blog](#)

**Who? [can and should be able to see/do things]**

People come and go. Jobs change. Therefore every effort must be made to ensure that the University administrative computing systems and program are restricted to authorized users only.

We were recently asked why new employees are not automatically provided the same program access as a co-worker's for Nell or SamMenu. Several reasons exist for this. The first is that the person already here may no longer even use those programs. Another reason is that each employee's responsibilities differ. Finally, programs are not "owned" by Information Resources. Instead, departments throughout campus are the custodians of that data and the access.

It is the responsibility of each program owner to periodically check who has access to their programs and remove any individuals who should not have that access.

Do you know what you own? Run the **MITX07MG All Owned Programs Maintenance** program to see the list of your programs. You can access that program from SamMenu, Computer Services.

To learn who is using your programs, use **MITX05MG User Maintenance for Program Owners**, which you can also access through SamMenu, Computer Services. Use the Program Name drop-down box to select the program, then tab. The users who have access to your program will display in that box. If you do not recognize a username, you can use the **ALID10R SamID Lookup** under Student Records and/or **SALPOSRG Salpos Report** under Financial Systems to see where the user is employed. Follow up with their administrators and assure yourself each person should have access.

**What? [new software is coming for Fall 2010]**

<b>All Managed Macintoshes and Windows Workstations</b>	
Bridge CS5 Contribute CS5 Device Central CS5 Dreamweaver CS5 Fireworks CS5	Flash Professional CS5 Illustrator CS5 InDesign CS5 Photoshop Extended CS5 Soundbooth CS5
<b>Managed Macintoshes Only</b>	
Flash Catalyst CS5	
<b>University Laptops</b>	
Acrobat Pro 9	

The Update or an e-mail will notify you when these programs are ready. At that time:

- If you're on a managed Macintosh, you will need to place an Information Resources SamWeb work order to have CS 5 pushed to your machine.
- If you're on a managed Windows workstation, you will be able to install CS5 through the *SHSU Program Installation* menu under *Start, All Programs*.
- For laptops, you may place an Information Resources SamWeb work order to request an appointment to have Acrobat Pro 9 installed.

**When? [can you purchase things]**

[Deadlines](#) have been established to assist in end-of-year processing of technology

purchases. Now's a good time to check out your departmental computers. If they are out of warranty or not up to the specifications outlined below, consider using any remaining 2010 funds to replace your old workstations.

- All technology purchases (other than personal computers): SamWeb WO must be submitted by 5 p.m., July 15th.
- Personal computer purchases: SamWeb WO must be submitted by 5 p.m., August 11th.
- Signed payment authorization form must be received by Information Resources by 5 p.m., August 18th.

### Where? [can you store things]

As a reminder, you should not be storing documents on your desktop. The S: and T: drives are the recommended location for storing your critical work information as they are backed up daily.

Have a non-confidential file that you want someone or several people to see quickly? Save it in the T:\Unrestricted Folder. This folder is a great way to avoid mailing huge files. The items are routinely deleted though so use it only as your in-transit storage destination.

### Why? [can't you do techie things]

Each year the campus has a penetration test. This means that the [Texas Department of Information Resources \(DIR\)](#) tries to hack SHSU.

As part of our annual penetration test, it was determined that SHSU's [firewall](#) rules were too permissive. In order to correct this, on June 4th, the firewall rules for traffic from the Terminal Servers to campus and various servers will be strengthened.

**Once you are logged into the Terminal Server, you will not be able to map your hard drives, RDP (remote desktop protocol) to your desktops, or print directly to a printer without going through the print server.**

### How? [do you set up the techie things you can do]

SHSU will be making some changes to the campus DNS Infrastructure. These changes will add redundancy, scalability and security to our DNS servers, and should be transparent to all managed Windows and Mac workstations. **Again, for everyone on a managed workstation, you do not have to worry about this change.**

For people using unmanaged workstations on campus, you will have to change your DNS servers from 158.135.1.20 and 158.135.1.200 to 158.135.2.20 and 158.135.2.200. After Fall 2010, the legacy DNS server (158.135.1.20 and 158.135.1.200) will not resolve any internal SHSU domains (file and print servers, domain controllers, etc) or any external domain (google.com, msn.com, yahoo.com, etc).

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

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

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- Floppy disks (3 1/2" or 5 1/4") should not be used as a storage device for University information.
- Wireless peripherals such as mice and keyboards have proven problematic in



the campus environment and may not be purchased and/or installed.

- Operating Systems: The supported version of Macintosh machines is OS X, version 5 and will soon include version 6, Snow Leopard. The supported version of Microsoft's operating system is Windows XP. The new Microsoft OS, Windows 7, is currently being evaluated with an anticipated implementation of Fall 2012.
- Software Packages: The supported versions of office suites are Microsoft's Office 2007 for PC's and for Macintoshes Microsoft Office 2008.
- Hardware Configurations:
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 4 GB memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh on the LAN is a 1.83 GHz Dual Core processor, 1GB RAM, and a 80GB hard drive.
- The Information Resources division may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed Macintosh nodes may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.
- **The following services will be unavailable starting Friday evening, May 28th at 6 p.m. for system maintenance and upgrades:**
  - **Nell**
  - **SamMenu**
  - **SamWeb**
  - **Banner Financial Aid**

**The maintenance should be completed, and services restored, by 7 p.m. Friday night, May 28th.**

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## UPDATE ARTICLES

- [Helpdesk](#)
- [Software](#)
- [iPhone 4](#)
- [PST's & Security](#)
- [Outlook Addresses](#)
- [Wireless & Phones](#)
- [Purchasing](#)
- [Hardware/Software](#)

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- [Find Us on Facebook](#)
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### The New Facts about Reaching the Helpdesk

Call center software will be installed this month to allow better routing of your calls for help. You will start with a menu so that you can be routed to the appropriate Helpdesk technician. If no one is immediately available, you will be placed on hold until someone can assist you (until our queues fill up!).

The Helpdesk will be able to record your calls, and may easily escalate your calls to a supervisor. We anticipate this will significantly improve your experience in the future; we appreciate your patience as we grow with it.

As we move in to the crunch time of the Fall semester with so many new faculty and students arriving, we encourage you to come in person to the Helpdesk when you really, really need help! **The Helpdesk is now on the first floor of AB1 in room 144 (the double glass doors across from Smith-Hutson).** You can also reach a Helpdesk technician with the e-mail [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu).



### The Hard Facts about Campus Software

An up-to-date [list of the licensed campus software](#) is available for your review. If this list doesn't answer your questions, please [share with us](#) what you would like to know, have access to, or be able to consult when such a need arises. If you would like to install licensed software:

- For PCs, use the SHSU Program Installation Menu by going to *Start, All Programs* and then clicking on the *Add* button next to the software you wish to install. Once installed you can locate the software under *Start, All Programs, SHSU Programs*.
  - If you don't have the SHSU Program Installation Menu, we can fix that. You can place a work order through *SamWeb, Computer Services, Work Order* to obtain assistance from the IR Helpdesk.
- For Macintoshes, use the SamWeb Work Order system to request the installation of software from the licensed list.

Any software installed on campus computers must have appropriate licensing documentation available. Faculty: Your software installation requests should already be in for Fall 2010. You can check on the progress through your work order on SamWeb.

### The Fun Facts about the Cool iPhone 4

If you're one of the lucky ones to have a new phone, here are the [steps](#) to allow you to synchronize your SHSU Outlook mail.

### The Heads-Up Facts about PST's & Security

A representative from Information Resources may be contacting you this month about one or two things.

1. In January, we started discussing an issue with Microsoft's Outlook personal and archive folders. Microsoft determined that saving these files on networked computers is a problem. Since so many people were impacted, we have been gradually working through the campus list. The Helpdesk has started emailing individuals each day who have PST files on the S or T drives. When you get the e-mail, don't procrastinate; take the time to call the Helpdesk or follow the [Tech Tutorial for E-mail Archiving](#) so you can accomplish this conversion.

2. In May's Update, you were asked to run Identity Finder to ensure confidential information is not unprotected and that no one is virtually leaving the safe wide open. This past weekend the entire campus was scanned with Identity-Finder scan. Unfortunately, many examples of social security numbers, credit card numbers, and other confidential information were discovered. You may be contacted regarding this potential security risk and it will be necessary to immediately perform the clean-up on your account. Go ahead, follow the [Tech Tutorial for Identity Finder](#), and run it now so that you (and we) can rest easy.



### The Unfortunate Facts about Cached E-mail Addresses

It is wonderfully convenient to have Outlook automatically complete partial addresses for us. However, that feature is not a fail-safe method of knowing whose address is what. If your profile has to be reset, that memory of the addresses is erased. Therefore, be sure to save your contacts in your address book instead of relying on the cached address file.

### The Connection Facts about Wireless & Phones

A major project is underway this summer to enhance the SamNet wireless for campus. Buildings completed thus far are LDB, LSC, TEC, Dan Rather, Music, Evans, CFS, HKC, AB1, AB2, AB3, AB4, Thomason, and CJ. In July the following buildings will be upgraded: Athletics, Ragsdale Visitor Center, Sam South, Estill, Forensic Psychology, Theater, Kirkley, and NGL.

Bearkat Village, Sam Houston Village and Raven Village now have wireless available as well as the Ethernet connections for students. The individual room telephones have been [removed](#) from the residence halls. Emergency phones are available in each lobby or floor.

### The Timing Facts about Year-End

Fiscal year 2010 is coming to a close and that always causes some last-minute decisions. As a reminder, Mac power PC's will no longer be supported as of September 1st. The following dates are in place to provide sufficient time for processing IT purchases.

- All technology purchases (other than personal computers): SamWeb WO must be submitted by 5 p.m., July 15th.
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### The Real Facts about What's What

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of Microsoft's operating system is Windows XP. The new Microsoft OS, Windows 7, is currently being evaluated with an anticipated implementation of Fall 2012.

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- Hardware Configurations:
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15 GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 4 GB memory, and a 250 GB hard drive.
  - The minimum configuration for a Macintosh on the LAN is a 1.83 GHz Dual Core processor, **1.5GB RAM**, and a 80GB hard drive.
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## UPDATE ARTICLES

- [Helpdesk](#)
- [Classroom Prep](#)
- [Computer Accounts](#)
- [Downtime](#)
- [Purchasing](#)
- [Hardware/Software](#)

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## Helpdesk Help

The Helpdesk is staffed Monday through Friday from 7:30 a.m. till 5 p.m. Thanks to the new call management system, you will not be transferred to voice mail if all the technicians are busy. Instead, a call queue will allow you to put your phone on hands-free speaker mode and know we'll get to you as quickly as we can.



As a faculty or staff member, you will be given the top priority when you call. **A new direct number has been created just for you; you may call 4-HELP (instead of 4-1950).**

The new call menu system will first ask if you're calling regarding a classroom workstation as those will rate the highest urgency. To make sure you are transferred to someone knowledgeable about your operating system, you will be asked if you are calling in reference to a PC or a Macintosh.

If you're calling regarding SHSUOnline, you will be transferred to eCollege's Help Desk, and if you're calling regarding Blackboard, you will be transferred to DELTA.

Please remember the person on the other end of the phone is a Sam Houston State University student or staff member. We ask that your conversation and tone mirror the respect with which you will be addressed. Please refrain from the #?!\*. We are all on the same team! You can also reach a Helpdesk technician with the e-mail [helpdesk@shsu.edu](mailto:helpdesk@shsu.edu).

## Start Out with a Good Start-Up

*Faculty:* Visit your classrooms before the first day of class so that you will know whether your profile and the PC are both in the best shape. This way you can alert the Helpdesk if the workstation needs attention and/or we can work with you to reduce the size of your profile and therefore the length of time it will take for you to login. Large profiles are the number one cause of profile corruption.

- Test the software or web sites you want to use in your class on the classroom computer in advance. Make sure no special add-ons or permissions are needed.
- If you plan to use a memory stick in the desktop, try it ahead of time to ensure it works. It must be USB Mass Storage Compliant.

And one last tip: **Always log off your office computer before going to your classroom.** Best wishes for a very successful 2010-2011. Happy New Year!

## Accountability for Accounts

SHSU computer accounts with interactive login access, S: drive storage, and e-mail privileges will be granted for SHSU employees and accepted students.

Former students will be eligible to keep their e-mail, interactive login, and S: drive storage for 13 months past their last date of enrollment. After the 13-month timeframe, former students who have successfully passed at least 15 hours at SHSU, will be eligible to keep an e-mail account with a reduced mail quota.

Retirees are permitted to maintain an email account with a reduced mail quota.

One caveat exists for all current employees, retirees, and students: the account must be used regularly. **An inactive account is viewed as a security risk and must be disabled and purged to reduce the chances of a hacker taking over the account. Therefore, you must regularly login to your account and not allow**

### **your password to expire.**

*Support Staff for Former Students:* Please remind your majors or alumni that they can continue to use their accounts (within these parameters) --as long as they keep the account active.

*Supervisors:* If your SHSU employees do not have a desk job requiring daily logins, please work with them to ensure they check their mail on a regular basis as the Human Resources newsletters and other campus news are disseminated via e-mail. Inactive accounts will be disabled after 180 days of no use.

## **Painstaking Patience**

You may have noticed seemingly frequent notices of downtime in the past couple of months. Lots of changes are coming as a new academic and fiscal year begin. You'll be encouraged to learn more by attending town halls and reading newsletters about the many functions moving to our new Banner system.

Your patience is requested since the amount of change going on will require a recurring number of downtimes to bring online new databases or systems. We will endeavor to provide as much warning as possible to you as we know *many* of you do not simply work 8-5! Friday nights have for decades now been the primary downtime and we have that time reserved each week. One reason for this scheduling is to permit flexibility in case of unforeseen glitches. We will always strive to have all systems restored by the start of the work week on Monday.

## **Timeline for Deadlines**

One last reminder as fiscal year 2010 comes to a close: For faculty/staff desktop or laptop computer purchases, a SamWeb WO request for purchase/quote must be submitted by 5 p.m., August 11th. A signed payment authorization form must be received by Information Resources by 5 p.m., August 18th.

## **What's What**

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## UPDATE ARTICLES

- [Happy New Year](#)
- [Wireless](#)
- [Software](#)
- [DNS Infrastructure](#)
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## SUPPORT &amp; INFORMATION

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## A Brand New Start

Don't choose just one resolution; be an overachiever and choose several of the following tips for your New Year's resolutions.

1. Resolve to not share your PIN or password with anyone. [It is not a legitimate e-mail if you are asked to provide your password or social security number in reply.]
2. Resolve to learn one new thing each month to make your technological job easier. Look over the Help page for the [technology tutorials](#) and pick a topic.
3. Resolve to not inflate your profile by saving things to your desktop. Use your S: drive or the T: drive.
4. Resolve now to participate in CyberSecurity month in October. Details will be forthcoming.



## A New Way to Print (For Many, but Not All)

You may now access a networked printer from your Windows laptop, without having to login to remote.shsu.edu. You can find the [setup instructions](#) online through the Help icon from your desktop.

Wireless printing from Macintosh laptops is still being researched. We do recognize many of you are waiting anxiously for this and it is definitely still a project.

## A New Way to Get What You Need (and No More)

In the past, every workstation had every single managed computer software package installed. Now, it is possible to allow you to get the standard software packages and then install personally the ones you need.

For instance, Adobe Creative Suite 5 was pushed to all the general access labs so that students may have access. If you would like to use it, you may install it for your workstation.

For a list of all the managed and packaged software, you may refer to this [list](#).

If you would like to install a packaged program for your Windows workstation, click **Start, All Programs, SHSU Program Installation Menu**.

If you would like to install a packaged program for your Macintosh workstation, select **system preferences, absolute manage, software updates tab, show on-demand software**. Click on it and install.

## A New Way to Set Up Your DNS

*You can skip this section if you are using a standard install of an SHSU networked PC or Macintosh. You do not have to change anything.*

As was mentioned in the June 2010 Update, the campus DNS Infrastructure is being changed. For people using unmanaged workstations on campus, you will have to change your DNS servers from 158.135.1.20 and 158.135.1.200 to 158.135.2.20 and 158.135.2.200.

After Fall 2010, the legacy DNS server (158.135.1.20 and 158.135.1.200) will not resolve any internal SHSU domains (file and print servers, domain controllers, etc) or any external domain (google.com, msn.com, yahoo.com, etc).



## A New Look in Information Resources

Lots of hails and one farewell this time!

### Information Resources

**Kelly Byrd** is returning to campus as an Administrative Assistant for the Information Resources main office. Kelly received her BBA from SHSU in 2001 and will primarily handle the record keeping for the Banner ERP.

### Administrative Applications

**LaDonna Pesek** joined the Administrative Applications section in June. She is a May 2010 graduate from COBA. LaDonna will be assisting with that section's administrative needs.

### Client Support

**Nancy Leavell** is retiring August 31st, and sends out one last thank-you for those of you who read the Update month after month! And another huge thank-you to Lucrecia, Kayla, Norma, Jurden, Thomas, Melissa, and Marilyn. You're the best!



### Systems

**Brian Baker** is a '99 graduate of SHSU's Computing Science program. He will be an Information Security Analyst in the Systems section. His previous experience includes the Department of Energy and NASA.

**Chris Cates** is studying MIS at Sam and comes to us as a "Mac Genius." Chris has been added as a Systems Analyst I and will be focusing on the networked campus Macintoshes.

**Corey Crawford** started as a student worker in November 2008, and achieved his Bachelor's degree in Computer Science in May of 2010. Corey will be assisting with the management, maintenance, and deployment of GNU/Linux servers for campus use.

**Andrew Williams** has been a student worker since January 2006, primarily in the Helpdesk, then Operations area. He graduated with his Bachelor's degree in Mass Communication in May 2010. He will be assisting with Telecom/Systems administrative and project management duties.

## What's What

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

The Helpdesk provides support for SHSU 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.
- Floppy disks (3 1/2" or 5 1/4") should not be used as a storage device for University information.
- Wireless peripherals such as mice and keyboards have proven problematic in the campus environment and may not be purchased and/or installed.
- Operating Systems: The supported version of Macintosh machines is OS X, version 5 and will soon include version 6, Snow Leopard. The supported version of Microsoft's operating system is Windows XP. The new Microsoft OS, Windows 7, is currently being evaluated with an anticipated implementation of Fall 2012.
- Software Packages: The supported versions of office suites are Microsoft's Office 2007 for PC's and for Macintoshes Microsoft Office 2008. **A [list of software for faculty, staff, and lab machines is available.](#)**
- Hardware Configurations:
  - The minimum requirements for the SHSU local area network support for a PC are a 2.5 GHz processor, 1.5 GB RAM, and an 80 GB disk, with 15

GB free. Our recommended configuration is a 3.0 GHz Core 2 Duo, 4 GB memory, and a 250 GB hard drive.

- The minimum configuration for a Macintosh on the LAN is a 1.83 GHz Dual Core processor, 1.5GB RAM, and a 80GB hard drive.
- The Information Resources division may schedule significant periods of downtime for major system upgrades and maintenance. For your planning purposes, the weekend following each graduation will be set aside for scheduled outages. Additionally, certain systems may be unavailable on Friday nights after 6 p.m. and on holidays. To permit patches and routine updates, managed Macintosh nodes may be automatically rebooted between Friday at 6 p.m. and Saturday morning at 8 a.m.

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](#).

The IR Update was approved by the Assistant Vice President for Information Resources for e-mail distribution to SHSU faculty and staff.