



Technology & Communications

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FROM THE DESK OF ANDREW LAWLOR

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Greetings!

This is our “summer preview” issue of the Technology and Communications Newsletter. The information contained herein is designed to help you know what is going on as we head into our “major projects” season! While the number of classes lessens on campus, this gives us a great opportunity to get into classrooms and other academic spaces to install new equipment or update or repair existing technology. We are also planning major changes with the email system, a major upgrade of Banner, and SAP Finance implementation will continue. Finally, check out our increase in wireless coverage on campus!

My summer aspiration for you is to take an opportunity to learn something new that will help you become more productive or to bring a richer academic experience to our students. At Technology and Communications, we have many resources to help. Give us a call or drop an email, and we will help you get on your way towards achieving your summer goal!

Wireless Expansion on Campus

BY: Joe Zalik

Network Operations Manager

The Networks and Telecommunications Department has been very busy expanding wireless (Wi-Fi) coverage across campus this year to include many classroom buildings funded by the Tech Fee program. Some of these buildings include Crawford, Hendricks, Doucette, Compton, Loveland and Cooper. Providing truly mobile computing to students, staff and faculty is

one of our primary goals and each year we bring this closer to reality.

To see the entire list of current Wi-Fi hotspots on campus please visit

<http://wireless.edinboro.edu> for an up-to-date map, descriptions and instructions of how to get connected to these ever expanding locations.



See also: **Vulnerability Assessment and Remediation for all Wireless and Public Access Connections**—page 4

FINALIZE THAT DVD

BY: Randall McCaslin
Distance Education and
Multi-Media Service Manager

With the obsolescence of magnetic tape based video cameras, some new procedures must be followed in order to make direct to DVD recording work properly. Most direct to DVD camcorders take a mini DVD that can record either 30 or 60 minutes based on the menu set up that can be selected, with the 30 minute option offering the highest quality. Recording at 60 minutes should be of sufficient quality for most home video applications.



There are many choices within the set up menus on these cameras and they can be kind of intimidating, but don't be frightened, just shoot in the default mode till you get comfortable with the camera and then dare to make modifications.

There is one thing you must do however and that is "finalize" the DVD, this is a magical function that enables other hardware to recognize the disk and to be able to play it back. Essentially - finalizing implements code so that most hardware can understand where the program material begins and ends and it also adds the table of contents. Without finalizing, the player doesn't understand what to do with the data. Finalizing usually requires menu navigation and oddly the less you have recorded on a disk, the longer it takes to finalize. All of this may be temporary as emerging technologies are paving the way for direct recording to removable type hard drives or large capacity USB/jump drives.



ATTENTION FACULTY

If you intend to use a new software package this fall in a computer lab and would like assistance in its installation, we need the software, licensing information, and installation instructions by July 1 to assure it will be available for the fall semester.

800 Dial in Access

With the establishment of the new email system this summer, the 800 dial in access number to the terminal server will no longer be available. The new system does not provide for terminal sessions.

WE ARE NOT TRYING TO CONFUSE YOU!

USERNAME EUP\USERNAME



Really. But when you are accessing an EUP web page, and a dialog box pops up requesting your username and password, why is it that sometimes you just type your username, and sometimes you have to precede it with "eup\"? Answer: It depends on where the web page is stored. Those on the CWIS server, which is a VMS-based server, does not require the "eup\". All Intel-based web servers do require it, based upon how our domain is structured.

There is an easy way to tell, though. Look at the top left corner of the dialog box. If it says "Edinboro University", do not use the "eup\". If it has any other server name listed, precede your username with "eup\".

DIAL BY NAME Q & A

BY: Karen Murdzak

Director of Networks & Telecommunications

Q: If there are 2 or more people with same last name, do you get a choice?

A: Yes. (For example: 3 people with the last name Jones are found.) *Prompt: More than one name has been found. If you know more of the name please enter it. Otherwise, press # again to hear list of names found.*

After pressing #:

For Dr. Carl Jones press 1.

For Dr. Mary Jones press 2.

For William Jones press 3.

On occasion, with very popular last names, you may get the same prompt but after pressing # the auto attendant may say, *Too many names have been found please enter the name of the person you wish to reach followed by #. To enter a name spell last name and then spell first.*

Q: If you get the wrong name, can you go back?

A: Yes, if after prompt you press # to hear list of names. After list of names is given there is the option: *to exit press #*. This takes you back to original prompt

No, if after prompt you begin dialing more of the name. The auto attendant will either begin calling another person that matches the names selected or it will prompt *that name was not found please enter the name of the person you wish to reach followed by #*.

Q: Can you get the actual extension for the next time?

A: No, once the auto attendant connects the call the only prompt you hear is *Calling*

Q: Can you get offices from the dial by name option?

A: Yes.

Q: Can you connect to someone's private line?

A: Yes, but only if that person has a published number. If a number is unpublished, you cannot reach it by dial by name.



CALL RECORDING ON HELP DESK

We are testing, and will be implementing in the near future, a call recording system on the Help Desk utilizing software from VRS Recording Systems Enterprise. Once the system is implemented, you will hear a recording when you first call the Help Desk that informs you the call may be monitored for customer service purposes.

This system will enable us to record and retrieve recorded calls to the Help Desk to ensure better customer service.

MICROSOFT WORK-AT-HOME MEDIA

Due to changes with Edinboro University's Microsoft Campus Agreement, Work-at-Home requests are suspended until further notice.

Question about the Microsoft Work-at-Home media should be made through the Helpdesk at X2111.



Vulnerability Assessment & Remediation for all Wireless & Public Access Connections.

BY: Joe Zalik, Network Operations Manager

One of the biggest threats we have to the EUP network is the proliferation of viruses, worms, trojans and other malicious traffic originating from private and un-supported non-domain equipment (i.e. personally owned, non-University computers) connecting to both the wired and wireless internal networks. As we expand coverage for this type of connectivity across campus this issue becomes more problematic.

Beginning in fall 2006 we will put in place a product called Cisco Clean Access which will authenticate, check for and "quarantine" users that do not meet minimum vulnerability patches, release requirements and anti-virus applications on their PCs for all wireless and public wired connections. The quarantine period will provide opportunity for the user to update their devices to meet minimum requirements. This product will take the place of BlueSocket which has simply acted as an authentication tool. In order to expedite connectivity, please be sure your home devices have the latest patches, updates and anti-virus software before connecting to EUPnet.

THE FASTEST WAY TO SERVICE -

Contact the **Help Desk** at X2111 or at EUP website type in **KEYWORD:** *TAC Help Desk* and then choose *request support*.

For new employees, employee changes/relocation or separating employees, please use our **ECOR** (Employee Changes & Office Relocation) wizard. Type in **KEYWORD:** *"ECOR"*



Don't Lose Your E-Mail!!

BY: Jon Blaine, Database Administrator

As you are probably well aware, Edinboro University has been plagued by issues with our e-mail server for nearly a year. Our many attempts to keep things running until the *new* e-mail system is ready have kept us very busy.

Unfortunately, we are not confident that Piper, the one remaining system in the old VMS Cluster, will continue running until we are ready to implement our new e-mail system. Piper serves e-mail, some web pages (including CWIS and <http://www.edinboro.edu/~username> pages), as well as various processes used by the campus. We are working on migrating the web pages (CWIS, personal pages, etc.) to other servers, and have been researching ways to migrate e-mail as well. All other critical processes will be moved to the new Alpha systems brought in just over a year ago.

By keeping your e-mail account synchronized with the Webmail server (by simply logging in **now** and after **changing your password** in the near future), the migration of your e-mail should be completely transparent. Without this synchronization, the migration may be very difficult, and may in fact be impossible.

The sooner you log into Webmail and synchronize your account, the sooner we can begin the migration process, and thus lessen the likelihood that Piper should fail before the process is complete.

THANK YOU FOR YOUR COOPERATION!

(More Information: Keyword: e-mail)

TECH TIP by: Ralph Boyles

Safe Removal of USB Drives

The Windows operating system automatically detects the attachment of USB drives that are plugged in, but not many people know that these devices should be “stopped” before removal. To speed things up, the operating system doesn’t always write information immediately. The system remembers the information and writes it out when the processor isn’t as busy. This is called “write caching”.

In order to ensure that the operating system has written all information to a USB device, it should be safely removed. To do this, click the *safely remove hardware* icon in the notification area of the taskbar. The icon displays a notification bubble with a list of devices currently attached to the system. Click the device to be removed. The device is then stopped and can be safely unplugged.



Sophos 6 Upgrade

By: Bill Richter
Technology Specialist

Everyone on campus should now be familiar with the blue Sophos shield in your task bar after last summer's upgrade to Version 5 from the older and quite unreliable version 3. At the time, we expected to upgrade both campus and residence hall servers to version 5 but performance issues with the management tools caused us to hold off the upgrade within the residence halls. These issues are to be addressed in version 6, which is currently in beta and installed in select areas on campus. If the tests go well and the commercial release happens as scheduled for the end of the second quarter of this year, expect to see version 6 deployed to campus systems this summer and available within the residence halls this fall.

Other than server performance, new features for version 6 include; better integration with the campus Active Directory, refined management tools, increased ability to identify “spyware” and remove active viruses from memory, and a new enhanced version which includes a built-in, centrally managed firewall for older versions of Windows like 2000.

If you still have the red “lighting bolt” on your desktop’s task bar or are interested in trying out the version 6 beta on your system, please contact the helpdesk at x2111 to request an upgrade. Otherwise, please wait and version 6 may be coming to a system near you this summer.

THIS YEAR IN

TECHNOLOGY

1973

- The first prototype Alto workstation computer is turned on at Xerox’s Palo Alto Research Center.
- The term “microcomputer” first appears in print.
- Gary Kildall writes a simple operating system in his PL/M language, called CP/M.
- IBM introduces the IBM 3340 hard disk unit, known as the Winchester.
- Bob Metcalfe invents the Ethernet

