

Technology Today from ITS

Innovative News for the UM-Flint campus.

Archive for September, 2006

[Video Production Center's Hours and Policies](#)

Monday, September 25th, 2006

There's a new schedule of operating hours and new policies for the Video Production Center (VPC). The VPC is located within the ITS suite in room 3102 of the William S. White Building.

HOURS

Effective Monday, October 2, 2006, the hours of operation are Tuesday, Thursday, and Friday, 8 a.m. to 5 p.m. (closed from Noon-1 p.m. for lunch).

Here are two of the new policies:

* Video capture projects produce large files stored on the VPC computer. Since there is limited storage space, video files will be stored for just two (2) weeks after the start of the project. Projects which require a longer period of storage time will need to be approved by ITS.

* Except for VCR's with front connectors, equipment may not be re-configured. Please do not attempt to reconfigure the cables without approval, and do not attach other accessories or cables. If you need a different configuration for your project, please request assistance from ITS staff.

Please visit <http://ww2.umflint.edu/its/labs/3106WSW.htm> for full details on all policies, suggested uses, and equipment available.

Posted in [General News](#) | [No Comments](#) »

[New QuickNotes for the New Semester!](#)

Friday, September 1st, 2006

With the start of the new semester ITS has released two new QuickNotes that will help students, faculty, and staff.

For students: Tired of waiting in long lines at the ITS HelpDesk to reset your LAN (UM-Flint) password or your Kerberos (Ann Arbor) password at the beginning of the semester? Cut your wait time down to nothing by logging into SIS to reset both passwords at once, and you don't need to know your old password to do it! Read [Quicknote #20](#) for details.

For faculty/staff: Have you ever experienced the frustration of a hard drive failure? Avoid the stress of losing your valuable documents by redirecting your "My Documents" folder to your H: drive. Your H: drive is backed up every night, so that the odds of you ever losing a document again are almost non-existent. Check out [Quicknote #95](#) for details.

NOTE: QuickNotes require [Adobe Reader](#) to open.

Posted in [Expert Advice from the ITS HelpDesk](#) | [No Comments](#) »

Archive for October, 2006

[New Quicknote-Wireless Printing](#)

Tuesday, October 31st, 2006

ITS is pleased to announce its newest Quicknote, which makes using the wireless network even more convenient! [Quicknote #16 – Accessing Printing Services over the Wireless Network](#) is now available on the [ITS HelpDesk website](#). Students can add the Uniprint printer to their wireless laptops, print their documents to the Uniprint system, and retrieve them from one of five well-located areas on campus. Uniprint print stations and printers are located in the following areas:

206 MSB
223 FH
3174 WSW
2nd floor of the Thompson Library
Student Services Loft Area in the UCEN (Available the week of November 6th)

Posted in [Expert Advice from the ITS HelpDesk](#) | [No Comments »](#)

[New Printer Access in UCEN](#)

Tuesday, October 31st, 2006

ITS is currently in the process of adding a new Uniprint station to the Student Services loft area in UCEN. The project should be completed during the week of November 6th. After the printer is set up, wireless users will be able to setup the printer on their laptop and print to it like the printers in any lab (see the [“What is Uniprint” flyer](#) for information on printing in student labs).

Posted in [Lab News](#) | [No Comments »](#)

[Help Capture Captain Bart!](#)

Monday, October 30th, 2006

Starting today through Friday, November 3rd, all UM-Flint students will have the opportunity to take a ten (10) question quiz about copyright issues and be entered in the drawing. Look for the Anti-Piracy Course when you are logged into [Blackboard](#).

Please visit <http://ww2.umflint.edu/its/helpdesk/piracy/> for details about the prizes and to take a practice quiz.

Posted in [General News](#) | [No Comments »](#)

[Upgrading your Computer Skills](#)

Monday, October 30th, 2006

How would you like to be one of the productive workers who earn up to 17 percent more than other workers? [According to Microsoft](#), with the right computer skills you can earn more!

ITS Training recommends Microsoft Office Work Essentials, which is a comprehensive resource with occupation-specific tools in programs such as Microsoft Office Excel, Word, and PowerPoint. The site has hundreds of free templates, how-to

articles, product demonstrations, tip sheets, and other resources. Available 24/7 at www.microsoft.com/workessentials, the site assists professionals with finding the right tools to help them improve their skills.

ITS training information is available at <http://ww2.umflint.edu/its/training.htm>

Posted in [Expert Advice from the ITS HelpDesk](#) | [No Comments »](#)

[Coming Soon - Anti-Piracy Campaign with Prizes!](#)

Tuesday, October 10th, 2006

We give Prizes instead of Grades!

During the week of October 30th-November 3rd, ITS will be conducting an awareness campaign about piracy and copyright issues. During this week, UM-Flint students will have the opportunity to take a ten (10) question quiz about copyright issues. Any student who gets all ten questions right (the quiz can be taken multiple times) will be entered in a drawing to win one of many cool prizes! Join Captain Bart "Download" Hackermeyer in learning the pitfalls of piracy!

Please visit <http://ww2.umflint.edu/its/helpdesk/piracy/> for details about the prizes and to take a practice quiz.

Posted in [General News](#) | [No Comments »](#)

[Wireless Network Getting Upgrade](#)

Wednesday, October 4th, 2006

TECHNOLOGY

UM-Flint names wireless network contractor

FLINT

THE FLINT JOURNAL FIRST EDITION

Saturday, September 30, 2006

JOURNAL BUSINESS WRITER

FLINT - Azure Wireless has been awarded a contract to supply the University of Michigan with a wireless network that will provide mobile network access throughout the university's Flint campus.

Under the terms of the contract, Azure will supply and implement a wireless local area network from Aruba Networks.

Azure, established in 2001, is a subsidiary of Hudson Conway Ltd., one of Australia's largest property developers and private investment companies.

For more information about the Wireless Project, please consult <http://ww2.umflint.edu/its/projects/wireless.html>.

Posted in [New Technologies](#), [Wireless Network](#) | [No Comments »](#)

Archive for November, 2006

[Need Assistance with the Classroom Equipment?](#)

Wednesday, November 29th, 2006

Be sure to contact the MCS Staff at 7-6628 with any questions and/or concerns with the Mediated Equipment for immediate assistance.

VOIP Phones are available in WSW & MSB General Classrooms. These Voice Over IP (VOIP) Phones work just like any campus telephone; to call for assistance, simply pickup the receiver and dial any 5-digit on-campus extension. Please Note: These phones will not dial off-campus. More information about the VOIP Project is available at <http://ww2.umflint.edu/its/projects/voip.htm>.

To learn more about Mediated Classroom Services, see our website at <http://ww2.umflint.edu/its/mcs>. Please contact the MCS staff at (810) 237-6628 with any questions.

Posted in [Mediated Classroom Services News](#) | [No Comments »](#)

[Blog Pilot is Launched!](#)

Tuesday, November 28th, 2006

ITS is happy to announce the pilot launch of <http://blogs.umflint.edu>. At this site, faculty and staff may log in with their unqiusername and LAN password to create a blog. Blogs can then be shared both on campus and off. However, to leave a comment on a blog you may be required to have a campus email address. Blogs that are updated regularly will be listed for a brief time at the bottom of the [blogs homepage](#), but to make sure your blog is always listed, just include it on your profile on the Homepage Gallery at <http://homepage.umflint.edu>

To get a blog started visit <http://blogs.umflint.edu>, login, and checkout the [documentation from WordPress](#) for tips on how to get your blog going (the "Posting in WordPress" and "WordPress for Beginners" sections are particularly helpful) . At this point only faculty and staff can create blogs, but ITS hopes to one day extend <http://blogs.umflint.edu> to allow students to create their own blogs as well.

The official launch of the pilot will be at the Technology Brown Bag session on Wednesday, November 29, in Michigan Room C at noon. Please join us to learn more about this valuable opportunity!

Read the *What is a Blog?* flyer at <http://ww2.umflint.edu/its/helpdesk/flyers/blogs.pdf>.

Posted in [New Technologies](#) | [No Comments »](#)

[The ITS blog has a new look!](#)

Tuesday, November 28th, 2006

Perhaps you noticed the new look of this blog! It recently was exported to the [WordPress MU](#), or multi-user, format which we are testing to use for faculty and staff blogs.

Posted in [General News](#) | [No Comments »](#)

[Software Installation Policy Reminder](#)

Tuesday, November 28th, 2006

Please consider this a quarterly reminder of the software installation policy for the computer labs.

Faculty members wishing to have instructional software installed in the campus computer labs need to follow the conditions outlined in this policy as well as fill out the required software installation request form found online at <http://ww2.umflint.edu/its/forms/software.pdf>.

Next, a physical copy of the software must be submitted to the ITS HelpDesk in 207A Murchie Science Building at least three weeks prior to the requested date of usage. An ITS representative will contact the requestor at least one week prior to the implementation date for testing purposes. It is imperative that testing is conducted to allow for the ITS staff to resolve any issues prior to implementation.

For a listing of conditions to follow prior to requesting installation, please consult <http://ww2.umflint.edu/its/policies.htm#software>.

Posted in [General News](#) | [No Comments »](#)

[Computer Labs Closed for Thanksgiving Holiday](#)

Tuesday, November 21st, 2006

All computer labs are closed from Thursday, November 23rd, through Sunday, November 26th, for the Thanksgiving holiday. The lab hours will return to the normal schedule starting on Monday, November 27th. Please consult <http://www.umflint.edu/labs/> for lab schedules.

Posted in [Lab News](#) | [No Comments »](#)

[Video Production Center Upgrades](#)

Tuesday, November 14th, 2006

The new computer for the Video Production Center has arrived! Check out some of the specs for the VPC's new XPS:

ATI Radeon X1900 All-in-Wonder Video Capture Card (256 MB)
Two 300 GB Hard Drives
Firewire Video Capture
DVD Burner
3 GB RAM



More information is available at <http://ww2.umflint.edu/its/labs/3106WSW.htm>.

Posted in [General News](#) | [No Comments »](#)

[Anti-Piracy Awareness Campaign Prizes Awarded!](#)

Monday, November 13th, 2006

The drawing was held on Friday, November 10th.

To see who won, please [click here!](#)



Posted in [General News](#) | [No Comments »](#)

Archive for December, 2006

[Holiday Lab Hours](#)

ITS Archived Newsletter-Fall 2006

Wednesday, December 13th, 2006



All labs are closed from Wednesday, December 20th, through Sunday, January 7th. Regular lab hours will resume on Monday, January 8th. See you in the New Year!

For detailed lab hours, please visit <http://www.umflint.edu/labs/>.

Posted in [Lab News](#) | [No Comments](#) »

[MS Word Document Issue](#)

Wednesday, December 13th, 2006

We are still receiving quite a few inquiries about this issue so I would like to take a moment to try and clarify.

This affects any version of MS Word from XP to 2003, including both Macintosh versions.

Only documents that were received on or after December 5th have a chance of being infected (this was when an exploit was discovered on the Internet), so you can safely access documents from before then.

You can most likely trust new documents that you receive provided (1) they are from someone you know, and (2) you were expecting to receive a document from them.

Microsoft has not released an update yet to correct the issue, and our anti-virus vendor, McAfee, has not released a file that will let our anti-virus software scan for and clean infected files. Currently, we do not know when a fix will be released.

If you receive a document but are not sure if it may be a virus, you do NOT need to delete it. Hopefully, once McAfee releases a way to scan for these files you will be able to clean the infected file and then safely open it, however until that time you should NOT open the file!

If you have any questions, please contact the ITS HelpDesk at 66804.

We will keep everyone informed as we receive updates from either Microsoft or McAfee.

Posted in [IT Security Tips](#), [Virus Alert](#) | [No Comments](#) »

[Popular software vulnerable to attack](#)

Tuesday, December 12th, 2006



By [Ilse Lujan-Hayes](#)

Numerous Microsoft applications are on list, and now users like the University of Michigan in Flint are trying to beat cyber-hackers to the punch...

<http://abclocal.go.com/wjrt/story?section=local&id=4843123>

ITS staffer, Phil Erlenbeck, is interviewed in the above segment. To view, just select the "ABC12 video report" link in the "Related Links" area.

Posted in [General News](#) | [No Comments](#) »

[Microsoft Word Vulnerability Update](#)

Friday, December 8th, 2006

As of today, Microsoft still has not developed a patch for the Microsoft Word Vulnerability. As a preventative measure to protect our users and the University Network, ITS initially set up a block on all Microsoft Word related attachments within Outlook. This caused Outlook to quarantine Microsoft Word related attachments within Outlook. If you have a Microsoft Word related attachment that has been blocked within Outlook and you require this file to be restored, please contact the ITS Helpdesk at 766-6804 for restoration. As a best practice, ITS recommends users should always exercise extreme caution when opening unsolicited attachments from both known and unknown sources. ITS will keep the University community informed as updates become available.

Posted in [Expert Advice from the ITS HelpDesk](#), [IT Security Tips](#), [Virus Alert](#) | [No Comments »](#)

[Microsoft Word Virus Attack](#)

Thursday, December 7th, 2006

Please be advised to **not open** any Microsoft Word document attachments sent to you via email whether it be from an internal or external address to prevent any harm to your system or the Universities Network. If you have any questions, please contact the ITS Helpdesk.

[Eweek.com](#) is reporting a new Microsoft Word zero-day attack underway. Microsoft issued a [security advisory](#) to acknowledge the unpatched flaw, which affects Microsoft Word 2000, Microsoft Word 2002, Microsoft Office Word 2003, Microsoft Word Viewer 2003, Microsoft Word 2004 for Mac and Microsoft Word 2004 v. X for Mac. The Microsoft Works 2004, 2005 and 2006 suites are also affected because they include Microsoft Word. Simply opening a word document will launch the exploit. There are no pre-patch workarounds or anti-virus signatures available. Microsoft suggests that users 'not open or save Word files,' even from trusted sources."

ITS Helpdesk
810-766-6804

Posted in [Expert Advice from the ITS HelpDesk](#), [IT Security Tips](#), [Virus Alert](#) | [No Comments](#) »

[University Data Privacy and Protection](#)

Thursday, December 7th, 2006

As employees of the University of Michigan we have access to what is defined as sensitive or private personal information and as such how we handle that information falls under several federal and state regulations such as FERPA, FOIA, HIPPA, GLBA and others. We need to be responsible stewards of our student, faculty and staff information and take steps to safeguard the information that is entrusted to us. To help remind us all of what our responsibilities are, MAIS has created a short online course that discusses these issues. You can access the course by clicking on the following link. I would ask that everyone take the time to review this course. You may not think you specifically have access to sensitive or private personal information but you may be surprised by what you find.

<http://www.mais.umich.edu/access/dcf101/launch.html>

Thank you,
Scott Arnst
Director of ITS
Unit Security Coordinator for the UM-Flint Campus

Posted in [General News](#), [IT Security Tips](#) | [No Comments](#) »