



# Information Technology Services

## Bits 'n Bytes

Spring/Summer 2005

### In This Issue

#### Announcing

- New Director of ITS

#### Student IT Survey Results

#### Behind the Scenes

- NSS

#### Announcing VPN and Remote Access

#### IT Security Tip

#### Wireless Update

#### Certification Testing

#### Shopping Cart Notes

#### Expert Advice

... from the ITS

#### HelpDesk

- No More Floppy Disks!

#### New ITS Services Available

- Card Reader

- Color Printing

- CD/DVD Duplication

#### What's new in Technology Training?

#### Camp Imagination

### Announcing....New Director of ITS

Dear Colleagues,

It is my distinct pleasure to announce the appointment of Mr. Scott Arnst as the new Director of Information Technology Services (ITS) effective Monday May 23. His appointment is based upon recommendations by the search committee which screened numerous applications, submitted by applicants from across the country.

Scott joined ITS as a Senior Systems Administrator in 2002 and quickly gained the respect and trust of his colleagues. Scott has tremendous knowledge and expertise in information technology and is quite familiar with IT issues currently facing the academia. Prior to joining ITS, Scott had served as the Chief Information Officer at INFOLynex, Inc. as well as Manager of Distributed Computing at Magic Line, Inc. Scott has a Master of Arts in Industrial/Organizational Psychology from University of Akron with Magna Cum Laude distinctions. He has several IT related certifications including Microsoft Windows 2000 Server and Networking.

I wish to thank Mary Deibis for serving as the Interim Director since Kathleen Conover's departure and for chairing the search committee. I also wish to thank members of the search committee: Jay Gandhi, Ken Heiser, Linda Hicks, Lynne Ihrig, Michelle Ly, Brad Maki, Erik Taipalus, and Debbie White. Many thanks to those of you who attended the open sessions and provided feedback.

Please join me in welcoming and encouraging Scott as he assumes this leadership challenge. I am confident with his vision and strong leadership, ITS will continue to make even greater future strides.

Sincerely,  
Vahid Lotfi.

*~5/18/05 Email Message from Dr. Vahid Lotfi to UM-Flint Faculty & Staff*

[Table of Contents](#)

### Student IT Survey Results

A total of 332 students completed the Winter 2005 IT Survey. The average age of the students taking the survey was 28 years old, with two thirds attending full time and the majority at senior status. Most students ranked their own computer skills at intermediate level. When asked which resource on campus students are most satisfied with, the top two answers are SIS and email resources. The top two wishes the students had for the University was that UM-Flint should inform students of the computer technologies and skills that will be required in each class and UM-Flint should implement single sign-on technology. The survey also shows that most students more frequently use their computer at home than they do on campus. More than 70% of those surveyed also stated they would prefer to learn about the available UM-Flint IT resources via email.

Students were also encouraged to leave a comment or suggestion about any improvements which can be made to our IT services. Here are comments from several students:

"This is my second semester taking on-line courses and it was much easier for me this semester."

"ITS pretty much covers any problems you have so long as you ask them when you need help you should be ok."

"I would think it would be a great idea if the h: drive would be available through a link from the exchange/mail server where you could download and upload files to be able to complete homework from home without using jump drives or CD's to transfer data. Of coarse size limits/firewalls would be needed to prevent illegal data transfer, but that would be only a small setback to getting a better way to transfer homework to your home computer."

The results of the Winter 2005 student IT survey are posted online at:

<http://ww2.umflint.edu/its/survey/StudentSurveyResults.pdf>

[Table of Contents](#)

## Go Behind-the-Scenes *with* Network Support Services

Network Support Services (NSS) has an abundance of new technology ideas and improvement projects to report. The NSS team's first and most important concern is with the computing safety of all members of our campus.

One important security project is to insure that McAfee Virus scan 8.0i is installed on all computers running Microsoft Windows 2000 or XP. The McAfee scanner has been set to auto update everyday, so all virus scanners on campus are running the latest virus definitions from network associates to help keep campus computers happy and healthy. So what happens if a virus does slip onto our network? Our network administrators will know about it quickly because our firewall reports any malicious files that try to sneak through. After the virus is detected, NSS in conjunction with the Helpdesk and Desktop Support will track and clean any infected computers on the network as soon as possible.

One more level of security was added with installation of the web proxy. With all the new wireless technology and the amount of computer users on campus, the web proxy will help in the fight against viruses, hackers and will help increase the speed of the network by helping regulate and control bandwidth utilization. The web proxy is an addition to the firewall that basically makes the University of Michigan - Flint network a faster, safer, and more secure place to compute.

Our final advancement in security is the implementation of auto updates from Microsoft. You no longer need to stress about staying on top of every security patch since ITS takes care of it for you. When Microsoft finds a problem or "security hole" in their Windows 2000 or XP line, a patch is made available for download on their website. Whenever Microsoft releases one of these patches or updates, the UM-Flint network is alerted, the patches and updates are downloaded, and then the network installs the patches or updates onto every computer running Microsoft Windows 2000 or XP.

Are you sick and tired of all those pop-ups on your screen? More often than not pop-ups are caused by software aptly named "spyware." Now *Spybot Search and Destroy* and *Adaware 6.0* is available for download on our network. Spybot and Adaware scan your computer for "spyware" and in the event that either program finds this software, it will remove the current infection which can help prevent future problems. Need more help installing or using these programs? The ITS Helpdesk now supports *Spybot Search and Destroy* and *Adaware 6.0* for all users on campus. We recommend running both programs on your computer for a thorough cleaning to help your desktop become free and clear of pop-ups.

Next on our list is the integrity and well being of your data. If you have any important data you need to save, please save it on your departmental (I:\) drive, or your home (H:\) drive instead of your hard drive (C:\). Just remember that if your hard drive crashes your data may be lost, or it may cost thousands of dollars to recover it. If you save your data to either of your network drives you can trust that your important data is safe with the implementation of *shadow copy*. Any PC user on campus has access to use shadow copy and here is how it works. You have a very important file saved to your home drive that you saved a change you didn't mean to save and you need to have restored back, or you accidentally delete or render the file unusable. We have set our servers to back up your data two times a day, and shadow copy will recover your data from these backups. So chances are we would have a "previous version" of your data that is usable. By saving to our network you can rest assured that we are working hard to keep your data safe and accessible.

Are you a Mac user? All Macs in the ITS computer labs are now kept on a network image. This will help prevent any problems and will keep the computers running more smoothly, so when you walk into any of the labs there is a smaller chance of a broken Mac preventing you from doing your work.

You are a Linux user? NSS is currently testing Linux machines for setup in the 206 MSB computer lab in the near future. If these tests succeed you will see a few PC's in the lab dedicated to the Penguin.

### CONTACT ITS:

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Services  
UM-Flint  
207 Murchie Science Bldg.  
303 East Kearsley St.  
Flint, MI 48502-1950

**Phone:**  
762-3123 207 MSB  
766-6804 HelpDesk  
237-6647 3102 WSW

**Fax:**  
(810) 766-6805

**Email:**  
[ITSHelpDesk@umflint.edu](mailto:ITSHelpDesk@umflint.edu)

<http://www.umflint.edu/its/>

Finally, are you tired of typing those long addresses when you send to an email list? All lists except Mail Digest (umf\_students) and classifieds have been moved to list.umflint.edu instead of list.flint.umich.edu. If you are a moderator to a list, please moderate it with the list.umflint.edu address, and also be aware that there is a new set of commands to use. Please consult Quicknote #27 at <http://ww2.umflint.edu/its/helpdesk/qnindex.htm> for these new commands.

Learn more about NSS and how they can assist you at <http://ww2.umflint.edu/its/about.htm#nss>.

[Table of Contents](#)

## Announcing Virtual Private Network and Remote Desktop

### Virtual Private Network (VPN)

You may be asking yourself, "What is a VPN?" A Virtual Private Network is a network that uses a public connection (usually the Internet) to connect remote sites, or remote users together. Here is how it works. Instead of using a dedicated, real-world connection such as Ethernet, a VPN uses a secure, encrypted "virtual" connection (routed or tunneled through the Internet) from a company's private network to the employee's home or remote computer. This permits faculty and staff easy and secure access to their personal (H:) and departmental (I:) drives. Please note that ITS is not supporting the VPN for Microsoft Windows 98/ME or Linux operating systems.

For more information on how to setup the UM-Flint VPN connection on your home computer, please consult Quicknote #80 <http://ww2.umflint.edu/its/helpdesk/quicknotes/QN80.pdf>.

### Remote Desktop

Remote Desktop in Windows XP Professional, paired with the VPN offered by UM-Flint, allows you to remotely access your office computer from your home computer. This allows you to use the data, applications, and network resources that are on your office computer, without actually being in your office. Faculty and staff can also use a Remote Desktop Connection to access their office computer desktop while using a computer in an instructional lab or a classroom Smart Cart.

For more information on how to setup and use Remote Desktop, please consult Quicknote #64. <http://ww2.umflint.edu/its/helpdesk/quicknotes/QN64.pdf>

[Table of Contents](#)

## IT Security Tip: Passwords are like Underwear. . .Don't Share them with Friends!

Beginning in February 2005, ITS implemented a process of requiring UM-Flint employees to change their passwords (LAN and Banner) every 90 days.



Do not share your password with ANYONE – not friends, coworkers or family members.

Your password is the only thing that ensures privacy of your account. It is also your obligation to see that only you use your account. You are responsible for how your account is used, so do not let other people have access to it.

Please review the Proper Use of Information Technology at the University of Michigan – Flint and Access & Compliance Statements <http://ww2.umflint.edu/its/policies.htm#access> to see your responsibilities.

For more information about changing your passwords, please consult <http://ww2.umflint.edu/its/security/passwords>

[Table of Contents](#)

## Wireless Update

### UM-Flint has a Hot Spot!

The University and SBC have partnered to bring a SBC FreedomLink Hot Spot for wireless access to visitors at the University Pavilion. ITS has worked to facilitate the installation of the Wi-Fi access, joining other local Hot Spots located at the Holiday Inn Gateway Center and several McDonalds restaurants. The wireless access will be available to subscribers of SBC DSL and Dialup service as well as to the general public, who can purchase access on the spot. Next time you have your laptop in the Pavilion, look for the FreedomLink connection.

For more information about the FreedomLink Hot Spot and the UM-Flint wireless network, please visit

[Table of Contents](#)

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## Certification Testing

**ITS can help you put a Microsoft certification on your resume!**

Microsoft Office Specialist exams are \$60 for UM-Flint students, faculty, and staff. Microsoft IT exams for certifications such as MCSE, MCSA, and MCDST are \$60 for students and instructors.

ITS administers the UM-Flint Authorized Testing Center located at 3105 William S. White Building. A few of the many types of IT and Professional Licensure exams that may be scheduled are:

- Cisco Certified Network Associate (CCNA)
- CompTIA A+ Certification
- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Office Specialist (MOS)
- Internet Core Computing Certification (IC<sup>3</sup>)

For more information, email [certification@umflint.edu](mailto:certification@umflint.edu), call (810) 237-6647, or visit <http://ww2.umflint.edu/cert>.

[Table of Contents](#)

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## Shopping Cart Notes

### **Software Sales**

Students, faculty, and staff have the opportunity to purchase Microsoft software such as the Windows XP operating system for \$15 and Office 2003 for \$45. For Macintosh computers, Office 2004 is available for \$45.

To purchase software, please visit the online shopping cart at <http://ww2.umflint.edu/its/sales/>. It's easy to print your order and pay at the cashier, then pick up your software at the ITS main office at 207 MSB.

### **Hardware Sales**

The campus community can receive special discounts of up to 12% through the Dell University Personal Purchase Program. For more information, please consult <http://ww2.umflint.edu/dell/>.

[Table of Contents](#)

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## Expert Advice from the ITS HelpDesk

**Avoid                  Losing                  Valuable                  Information--no                  more                  Floppy                  Disks!**

One of the most irritating and frustrating experiences that can befall a student or faculty member is to lose a paper or project you have been working on for months. To avoid losing valuable information like a final paper or project you should take some (or all) of the following steps:

1. Avoid saving valuable information on floppy disks. This once very popular media for saving information is highly unreliable and has a tendency to fail. Nothing makes a HelpDesk employee more disappointed than having to tell someone we can't recover their lost document.
2. Always save valuable information in several locations. If you have to save it to a floppy disk, save it to two, and always keep a copy on your home computer.
3. Email the information to yourself as an attachment. Your student email can be accessed from anywhere via the Internet by going to the following address: <http://mail.umflint.edu>. For instructions on how to email an attachment refer to [QuickNote #88](#). To email a message to yourself in the "To:" field you should type "yourusername@umflint.edu".
4. Save the information to your H: drive (also known as your personal directory). This drive can be accessed both from on campus and from home. For directions on how to use your

H: drive refer to the "What is the Personal Directory (H: Drive)?" flyer which can be found on this page: <http://ww2.umflint.edu/its/helpdesk/flyers.htm>.

5. If you have access to a CD burner, burn the information to a CD-R or CD-RW. CDs are far more reliable than a floppy disk, and they can hold more information.
6. Invest in a thumb drive. These handy little items can be purchased for a reasonable price from many local stores. For more information on what a thumb drive is refer to the "What is a USB Drive?" flyer on this page: <http://ww2.umflint.edu/its/helpdesk/flyers.htm>.

### Look for the Mobile HelpDesk

For several days at the start of fall semester, during the lunch hour, there will be ITS Mobile HelpDesks located on the 3rd floor of UCEN and the 1st floor of the University Pavillion. Please feel free to stop by and get assistance with anything from resetting your password to picking up Quicknotes on how to connect your laptop with the *UM-Flint UnPlugged* wireless network or how to access your webmail.

[Table of Contents](#)

## New ITS Services Available

[Card Reader](#) | [Color Printing](#) | [CD/DVD Duplication](#)

### SanDisk ImageMate 8 in 1 USB 2.0 Card Reader/Writer:

ITS is proud to announce the addition of a SanDisk ImageMate 8-in-1 USB 2.0 Card Reader/Writer available for use by students, faculty, and staff for university-related projects.

The reader/writer can be used with the following types of memory cards: CompactFlash Type I, CompactFlash Type II, Memory Stick, Memory Stick PRO, SmartMedia, xD-Picture Card, MultiMediaCard, and SD card. The ImageMate can be used to transfer pictures from your memory card to the computer, or to transfer pictures between memory cards.

It is available upon request to use in either the [Faculty/Staff Technology Center](#) or the [Video Production Center](#). Simply visit the ITS office in 3102 WSW.

### Color Printing from Your Student Print Account:

Students can now deduct the fee for color printing from your print account instead of purchasing a print card.



**Uniprint Color Printing**

Color Print-outs can now be deducted from your Student Uniprint account.

▣ **Uniprint - \$16 credit**

- ◆ Color Prints - 30¢/page
- ◆ Black/White Prints - 5¢/page

➤ To Add  to your account stop by ITS in 207 MSB

The graphic features a printer icon on the right and a stack of money on the bottom left. The text is in various colors and fonts, with a rainbow border around the entire content.

### CD/DVD Duplication Service:

ITS is providing the DVD/CD duplication service with the intent of helping the campus staff produce copies of their original projects quickly and easily. This new service is available to current U of M - Flint faculty, staff, and student organizations only. Please consult Duplication Service Policies and Limitations before submitting an order form.

Please consult <http://ww2.umflint.edu/its/services/duplication.htm> for more information. Included is a cost calculator to help you estimate the cost of your duplication project.

[Table of Contents](#)

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## Technology Training News

### Library of QuickSource Guides

In the Faculty/Staff Technology Center, ITS is assembling resources that can be checked out by faculty and staff. One recent addition is a variety of QuickSource Guides purchased from The Resource Network (<http://www.resourcenetwork.com/product-category.asp>). A few of the topics are: Microsoft Office 2003: Access, Excel, Outlook, PowerPoint, Word; other Microsoft: FrontPage, InfoPath, Internet Explorer 6, Publisher, and Sharepoint; Dreamweaver MX 2004; Windows XP and Mac OS X; and many more. For a complete listing, please consult [http://ww2.umflint.edu/its/training/quicksources\\_guides.htm](http://ww2.umflint.edu/its/training/quicksources_guides.htm).

Although there are no scheduled classes in technology during spring and summer semesters, ITS staff and HelpDesk consultants are available to assist you with your computing projects. Also, the [Faculty/Staff Technology Center](#) has the resources to help you learn "How To" and personal assistance using any of the supported software on campus.

[Table of Contents](#)

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## Summer Youth Camp - Lego Your Imagination!



Last summer, 157 kids participated in the third annual Camp Imagination organized by the Office of Extended Learning (OEL) and supported by ITS.

ITS staff participated by supporting the Camp Imagination website and teaching computer building and computer programming sessions. ITS also provided technical support for the *Video Production* session.

This year, the University Outreach Department of Service Learning and School Partnerships has assumed administration of Camp Imagination. This year's theme is *Lego™ Your Imagination*, and new subjects are robot building and blogging.

**Check out the Summer 2005 schedule for Camp Imagination  
or view pictures of camp activities  
by visiting <http://www.campimagination.net>**

[Table of Contents](#)