

News from IT – 08/25/2006



Welcome back, everyone!

Have we got news for you...

**IT Sports a new logo!** The logo you see above is the new IT logo, replacing the one we've used for the past six years. We think it better reflects who we are and what we do, compared to the old logo which sported an obsolete plug-in connector. We invite you to tell us what you think! Drop any comments you care to share to [HELPLINE@Mansfield.edu](mailto:HELPLINE@Mansfield.edu).

**Getting Started – It's more than just a link!** A lot of changes continue behind-the-scenes that only affect the campus population after-the-fact. One of these larger changes involves the meshing of each PASSHE school with the State System of Higher Education with regard to Email and telephone contact information. Because our systems are being further integrated all the time, it has been necessary for us to change the way we put up new user accounts, assign Email addresses and generate passwords. It's all terribly confusing, and in the case of incoming freshmen, the amount we expect them to absorb just to find their way around our information systems is truly unnerving!

To help wade through all this confusion; we have created a *Getting Started* link off of the IT home page:

<http://it.mansfield.edu/start.cfm>

It contains info on how to obtain your new passwords and how to do good stuff like access your BlackBoard account, set up your voicemail box, use your room telephone and much more!

If you're a new student, check it out! If you're a returning student, a bit of a refresher may be just what you need. If you are someone charged with helping our students succeed, this page is worth a quick read just so you know what's available for online help. And, as always, we value your feedback on what should be added to this page, or how we can make this information more valuable to our community.

## **And for Students: the IT-CD and TechConnect are available somewhere near**

**you:** For Technical Support for student's personal equipment, please call "TechConnect" at X5806, E-MAIL us at [TechConnect@mansfield.edu](mailto:TechConnect@mansfield.edu) or visit our new "Carry-In Center" located in 306 Pinecrest. For the most satisfying experience with university technology or when doing it yourself, please take a moment to read our ["Technology Survival Guide."](#)

The Carry-In Center assists students with connection to IT services and the Internet. TechConnect Carry-In Center services do NOT include repairing your computer, printer, telephone, etc but they will assist you by offering a diagnosis and advice on obtaining warranty service or off-warranty repair.

As a service to the campus community, Information Technology with the cooperation of Residence Life has made available a CD containing useful tools you can use to maintain a safe, secure personal computing environment. Most new computers come with a life-limited copy of antivirus and anti-spyware programs, often expiring in as little as 90 days. It's not uncommon for users not to be warned that their security products have expired and are no longer offering full protection and updates.

The IT-CD Includes –

- McAfee Antivirus, for all OS's
- Spybot Search and Destroy

- AdAware SE Personal

McAfee Antivirus is available free for all students. Spybot and AdAware, available as freebies, are necessary to fill-out any holes that McAfee may leave behind when dealing with Adware and Spyware. Together, when kept up to date and run regularly, this combination provides a solid solution to keep your computer safe and secure.

IT-CD disks have been distributed to all RAs. If you cannot locate a copy, call TechConnect at 5806 and we will see that you receive a one.

If you've got further questions about campus technology, please consult our [Student Technology Pages](#).

## **Major Upgrades in infrastructure occur**

**(mostly) in the nick of time:** IT has completed two of three major projects just in time for the semester to start. On Wednesday, August 17, we replaced our circa-2000 voicemail system with a new one. All mailboxes, voice messages and announcements were converted to the new box, and aside from significantly better voice quality, we believe you will see very few differences in the overall operation of the system. There are a few new features, and we have gained the ability to add many new services over time. New features will be incorporated into our documentation as time allows, and if you encounter any odd behaviors with your voicemail box, please bring it to our attention. As with any technological improvements, there are a few oddities we are working on. For example, we are trying to get rid of a new prompt that advises callers to transfer to our (non-existent) operator if someone reaches a phone that has not been fully set up by the user.

On August 24, a new telephone switch cabinet was brought online in the Laurel Manor residence hall. This project was funded because Laurel Manor was suffering from a serious underground cable plant problem. It was determined that it

would be less expensive to add new switching equipment than to tear up the ground to replace defective cable, and doing so provides a proof-of-concept for an upgrade path from our 19+-year-old phone switch to new technology. We are hopeful this successful implementation will pave the way to create a multi-year plan to eventually replace all the 1986-vintage telephone system with new. Ericsson continues to supply the equipment used at Mansfield for both the old and new telephone systems.

As we write this, work continues on Phase II of a cable television plant upgrade. Phase I, performed in 2003, consisted of updating Manser Hall and all points south, replacing our ageing coaxial cable-based CATV plant with fiber optics, nearly doubling the potential number of channels the system can carry. This second phase completes the updating of all buildings on the south side of Rt 6. Completion was delayed due to component delivery problems, but we anticipate a return to full service within the next week or so.

## **Student Technology Fee Monies Enhance**

**Teaching and Learning:** Student Technology Fee dollars were used for a variety of projects over the summer. . The original video projectors in Belknap and Retan were replaced with new units 2 ½ times brighter than the originals, and the cart computers were updated to new Dell 380's. New computers were installed in computer labs for Languages, English and Math/CIS, and Business saw their lab increased to 42 stations. The Languages and English labs finally got ceiling mounted video projectors. A new audio production studio was provided in Butler Center, and new television cameras and other technology was added to our TV Studio. A new planetarium nears completion as we write this. Blackboard was enhanced at the system level to version 7.0, plus Presidium 24-hour helpdesk services were added to enhance Blackboard usability. Not bad for one short summer!

**Windows Live@EDU replaces local mail for students, alums:** Student Email looks very different

now from what it did in the spring. Instead of the traditional *username@mansfield.edu*, students now will now see their Email as *username@mounties.mansfield.edu*. This transition of the student Email accounts to a special Hotmail account made available by Microsoft began mid-summer with incoming freshmen, migrating to the entire student body earlier this month. There are many advantages to the student using Mounties Mail, among these are a huge storage capacity and the ability to keep their university account permanently. Many students are already familiar with the Hotmail interface, so this presents one less learning curve for those already feeling overwhelmed with their new environment.

Students should go to <https://info.mansfield.edu/myaccount> for information about their accounts. The site requires their student id, last 4 of SSN, and year of birth for access. It will **ONLY** work for current active students. This site provides students their user name information and **INITIAL** password. It also provides the information they need to reset a forgotten Windows Live@edu password.

If a student reports having forgotten their Windows Live@EDU password, they should go to hotmail.com and click the “Forget Your Password?” link (which is located under the password field where they login). That link will provide them with a way to receive a new password at the alternate email address provided by the student when the account was opened. Additionally, we advise students to set their personal information, specifically their birth date, state and zip code upon activating their account. This information, in conjunction with their Secret Question will allow them to reset their password without using an alternate email address. When all else fails (which it probably will in a few cases) there is a link available for them from *My Accounts* to request that IT change the password manually. It will advise them that since the process must be done manually, the password will be reset with the next 1 or 2 business days. We will soon have a similar tool available on the helpdesk. We’re working with Microsoft to make this process less clunky.

Returning students should have also received a Welcome email with instructions on how to start the process of routing their “@mansfield.edu” mail to their new “@mounties.mansfield.edu” inbox. Their “@mansfield.edu”/”@mnsfld.edu” addresses will continue to work throughout the school year.

As noted in the letter, the mnsfld.edu email system is not going away entirely – students will be able to get mail that has accumulated there through the next calendar year. It’s up to them to forward what they want to keep. After it is no longer receiving new mail, we plan on resetting the password back to the same initial password. Other things you should know:

- Mail forwarding is no longer an option.
- Initially students will see the classic Hotmail interface, and 250MB of storage. Over the next several weeks – the storage capacity will be increased to 2GB. The interface will update to the Windows Live interface during the semester; this will not affect their ability to send and receive email. Max Attachment size is 10MB.
- To prevent potential problems with mail being blocked as spam from systems such as Blackboard and WebAdvisor, those systems send all Email to an “@mansfield.edu” address that will route the mail through our system then pass it to the Windows Live account – our Exchange and Barracuda servers are white listed and Mounties accounts accept everything from them.

University Alums can also receive a Mounties Mail email address – information should be forthcoming from the University Advancement office in the near future.

We will continue to update you as the Mounties Mail system continues to be refined.

**Blackboard and Presidium Updates:** Blackboard version 7 is now in full production, though with a few problems still being worked out. Access has also now been made available to committees and organizations as well as faculty. To access the Blackboard system, we advise you to use the selection under the Online@mansfield tab off of the main web page. If, for some reason, you are unable to reach Mansfield's main web page, you can access Blackboard by typing <http://blackboard.mansfield.edu> directly into the address bar of your browser. Instructions for students are on the right-hand side of this page. **Students should be able to access Blackboard on August 28, 2006, though they will only be able to see the courses faculty have available for use. Faculty must make their courses "Available" when they are ready for students to gain access.** Faculty's instructions for making courses available, copying content from previous term courses, combining section enrollment, etc. can be found under the "MU-Bb Resources" tab after logging into your Bb faculty account (you may need to refresh your browser). See: [Blackboard Prep for Fall 2006](#)

**All faculty & student passwords were CHANGED on August 18<sup>th</sup>.** An email was sent to all faculty from [I.T.@MU](mailto:I.T.@MU) with your login information on August 18<sup>th</sup> at 11:04

#### **Student Login Information:**

Students should use their Campus Services ID information to log in to Blackboard. If you are unclear about your Campus Services information, please access the [MyAccount](#) page for more information.

#### **Faculty Login Information:**

Faculty should refer to the IT Alert email that they received on Friday, August 18, 2006 for their username and password to access Blackboard 7.

**Check Class Roster Prior to Sending Email from Bb:**

Faculty, please be sure to check your class rosters in Blackboard (Control Panel – List/Modify Users – List All – List All) against your WebAdvisor roster. If you don't see a student in the list, [check back in 24 hours](#). We will continue to add students who register late, but remember: *the two systems are not sync'd*. **Once the term officially begins**, you may add students using the “Enroll User” option in the Control Panel, if you don't want to wait for system loads. File loads take place every afternoon at approximately 12:30 p.m. & 6:00 p.m. If you want to “add” students manually, use the “Enroll User” tool in the Control Panel, type the student's last name, make sure you have the correct student, check the box, and submit. If you don't see a student's name in the database, check in 24 hours. Don't hesitate to send the student's name, course number, and title to Tamela Bastion for verification, if the student isn't in the Bb database within 24 hours. **There is no process to automatically drop students from a Bb roster; faculty are expected to use the “Remove Users...” feature in Bb to remove students who have dropped.**

Common problems due to Bb integration issues involving various web browsers – Internet Explorer version 6 is necessary to use all functions of Bb without errors, cookies must be enabled, and popup blockers must be disabled. IT also strongly encourages you to clear your browser cache prior to a Blackboard session.

Please note that the Presidium 24-hour help desk can no longer reset passwords. Because of the interconnection between our local systems and PASSHE/Sytec, passwords are locked-in for the entire semester, necessitating extraordinary circumstances to trigger a reset.

Bb7 requires the use of Respondus 3.5 in order to build quizzes and exams offline. Faculty should see Respondus 3.5 on your local machines under NAL Suites. If you do not see Respondus 3.5 listed, please call the IT Help desk at x-4357!

**Also: Turnitin is not currently operational.** We expect this to be fixed within the next few days and will advise as soon as we have verified that the product is working.

Blackboard-specific errors should be routed to the Presidium 24-hour help desk at 866-766-5969.

**Minor Cart System Changes Noted:** Due to having three generations of sound systems on our classroom carts, we have made the following changes to the cart systems: PC sound is now accessible by selecting the CD position of the sound system. A new user's guide is available for the cart systems, at:

[http://it.mansfield.edu/policies/cart\\_system\\_use.pdf](http://it.mansfield.edu/policies/cart_system_use.pdf)

These are being distributed to the cart systems by the local technicians. In the interim, we encourage you to give this a quick read. The first page contains some basic do's and don'ts we would like to reiterate here:

- DO familiarize yourself with equipment and software prior to need.
- DO try to arrive early enough to test room equipment prior to use.
- DO have a "Plan-B" in the event you encounter a problem.
- DO basic housekeeping before you leave – pick up personal items and extra class materials, **turn off projectors and replace gyro mice on their charging stands**. Close and lock windows, and insure the thermostat is set at 72 degrees, more-or-less.
- DO lock classrooms when you leave. Do not allow students to stay behind unmonitored. **Report any classroom you find open upon your arrival to the Provost's office.**
- DO report any room problems to Facilities at x-4907. Report equipment problems to the university HELP desk: x-4357

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- DO NOT move the cart more than a few feet. Take care not to damage or disconnect cables if you do.
- DO NOT place papers on top of the sound system. DOing so shortens its life AND is a **fire hazard!**

- DO NOT leave class materials on the cart and expect them to be there upon your return!
- DO NOT attempt to fix problems yourself or leave unreported problems for the next person to discover!
- DO NOT remove electronics from the cart for any reason.

IT, the Provost's Office and your fellow faculty thank you for your assistance in insuring the cart systems are maintained in good working order!

**Changes for TechConnect:** We've also made changes in NetReg and continue to improve Wireless access on campus. NetReg registration continues to be mandatory for access to the greater Internet, but we have modified it to allow access to all Mansfield.edu systems without requiring registration.

Wireless access should be available in the lobby area of CedarCrest, Grant Science's front lawn and the Field House soon; check <http://wireless.mansfield.edu> for information on where our current hot spots are. This web site also provides great information on how to gain access to MU's wireless network.

Please note that the password required to access NetReg and our wireless network is your **Campus Services ID**, NOT your Email password! Re: <https://info.mansfield.edu/myaccount/> for more information.

**Coming Soon: Information Kiosks** IT is putting the finishing touches on Information Kiosks that will be placed in Manser and the lobby of each Residence Hall. These are smart, wireless workstations that will be set up to allow access to student Email, the campus calendar, class cancellation information and general Internet browsing. Equipment arrived too late for us to have these ready for start-up, however testing is complete, so these units should be in-place soon! Stay

tuned! Funding for the new Information Kiosks is provided by Residence Life.

**A Reminder: Resicom is History:** July 1 marked the end of an era. After 19 ½ years, we no longer have an option for faculty and students to make personal calls using a university-supplied authorization code. Resicom still exists, as they continue to provide call accounting and billing services for departmental administration, but personal accounts are no longer available. For personal calling, it is now necessary to use a prepaid calling card or telephone company credit card.