

News from IT – 12/9/03

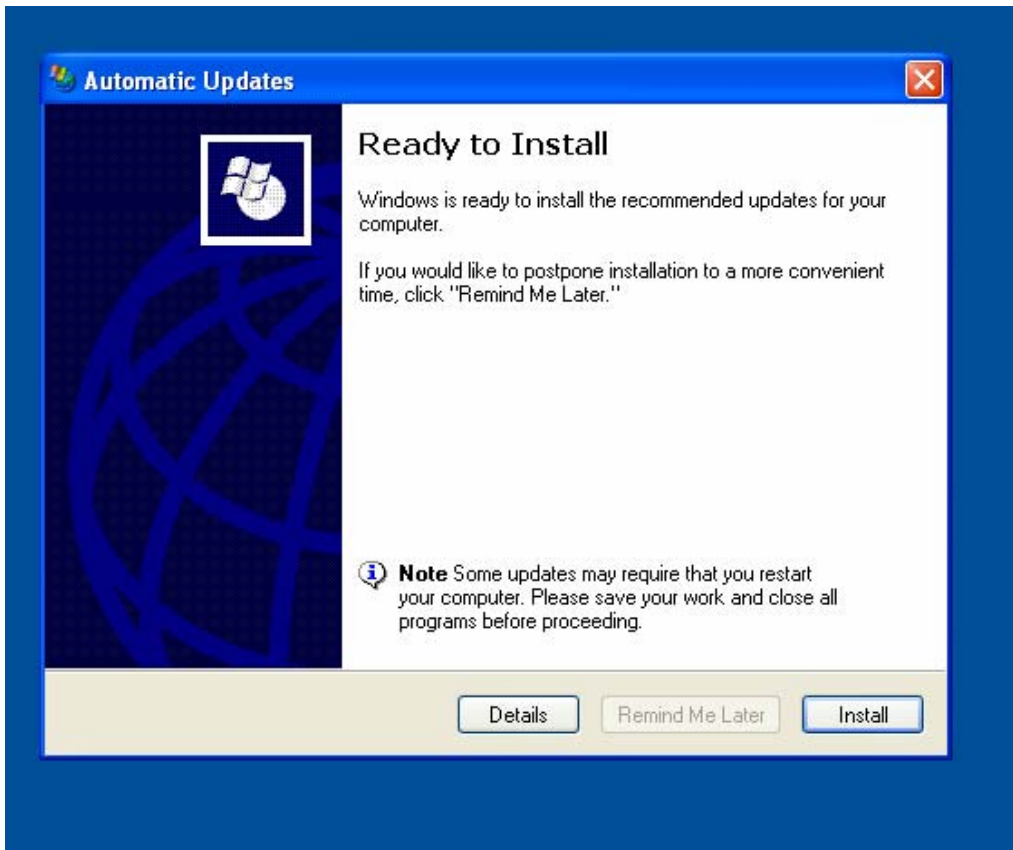


IT Implements Windows XP Update Server: Information Technology has implemented a Microsoft System Update Server (SUS) recently. This server allows us to deliver Windows XP patches and Service Packs to machines remotely via the Internet.

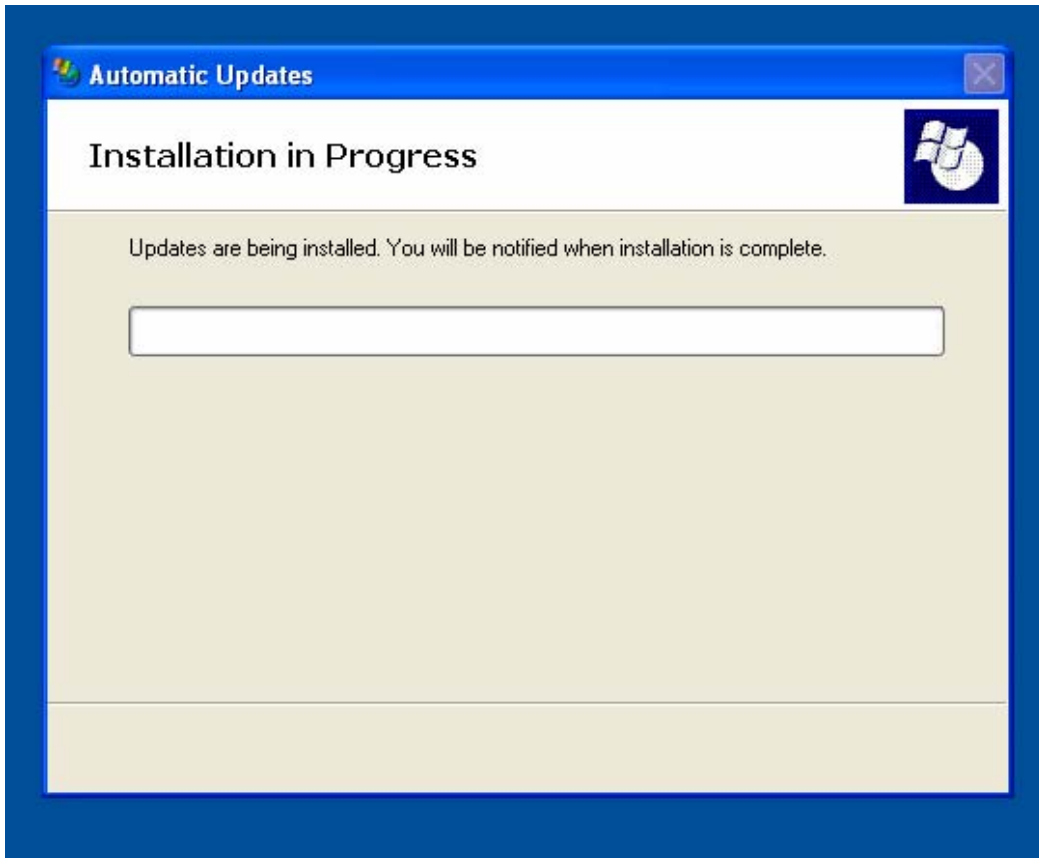
If you see the Windows Update icon in the system tray, updates are being applied to the campus and your system is ready to receive them. It is best to install updates as soon as possible. This insures your system is up-to-date with the latest patches. The icon will remain in your system tray until all current updates are applied.



Upon clicking the icon a message box like the following will appear. Notice that the "remind me later" option is unavailable.



Installation can be from seconds to minutes depending on the size of the patch or update and the internet traffic at that time. Due to the time involved, it may be a good idea to perform the install function over lunch.



After installation, a reboot may be required. If so, you will be asked whether you want to reboot now or at a later time. Please reboot as soon as possible as the new patches will not take effect until after the reboot process.

Server Maintenance will affect users: During the week of December 15-21 Information Technology will be upgrading and installing a new World Wide Web server. This outage will only affect the main WWW web server and the sub domains it hosts – it will NOT affect the “coursework” server. During that time, the campus web site will remain available 24/7, and will only be unavailable for brief periods of time, likely in the early morning hours, while the new server is activated.

To facilitate a smooth upgrade process, it will be necessary to halt direct publishing to the web site during this transition. FTP Services and Front Page publishing to the web server will be turned off from Monday December 15 at 4:00 PM, until Monday December 22 at 8:00 AM. When the new server is activated, web account holders will be notified via email with any new username and password information.

If you have any questions or concerns, please contact us through the Helpline at 4357.

Windows '98 Users report CD-RW woes: IT has received several calls from people having problems writing CD-RW disks using DirectCD. CD-RW's set up in Direct CD configuration can be used just like a diskette. The reported problems are that the computer allows the user to write to the CD-RW, but when the disk is used next time, the data is not there. There appears to be a bug in the DirectCD software that, under certain circumstances, allows the disk to be ejected before the write actually completes. Once this occurs, you can no longer write to your CD-RW disk. If you use CD-RW, contact the Help Desk and we'll have your building tech check to insure your DirectCD software is at the latest release level. We also recommend that, prior to ejecting your CD, you open "My Computer", and check the contents of the disk; in our tests, attempting to read the CD appears to force the drive to write the contents you specified previously, eliminating the "lost file" problem. A 650MB DirectCD will hold about 530MB of data; the rest is taken up by formatting information. If you have a DirectCD CD-RW that is "locked", is not full yet cannot be written to, contact the HELP desk and we'll walk you through a process to restore the CD-RW to a write-able condition.

We believe that "DirectCD" technology is not as reliable as burning a permanent CD for your data, though sheer convenience may overcome any reliability disadvantages. **IT encourages everyone to always make at least one backup copy of every important file!** Do not trust your only copy of any document to a CD-RW and DirectCD!

Preparing for the Holiday Break: IT would like to remind everyone to record an appropriate voicemail message and Email "vacation message" to let folks know to not expect an immediate reply over the break. It's really easy to do.

For your phone: To update your call-answering greeting, enter voicemail, and after entering your password, press 3-1-3-2. Follow the prompts to record a new greeting reflecting the fact that your calls will go unanswered for a while.

Remember! Voicemail automatically deletes any messages held more than 30 days.

For your Email: The easiest way to notify folks that you won't be responding to their Emails right away is to set up a "Vacation Message" through the university's Webmail interface. To use: Go to your web browser and type: <http://webmail.mnsfld.edu>. Click on "Webmail for faculty and staff", log in using your user name and password (the same

password used for your Eudora email and access to my.mansfield). Select the pull-down menu labeled "Options and Styles", then scroll down to select "Vacation Message". Fill out the online form with your message, and press "Save". Any messages received after that time will be automatically replied to with your recorded vacation message. The messages will continue to flow into your In mailbox.

To delete a Vacation Message: Follow the above procedure, and completely erase your vacation message, saving the blank form. When you press "Save", you'll receive a prompt that your vacation message has been deleted.

We suggest you leave a Post-It! note on your phone or computer screen to remind you to change your greetings when you return to campus.

Happy Holidays! Wow, what a semester! It's hard to believe it's almost over! If you're like us, you're probably due for a respite from your daily toil, bit of holiday cheer, and celebration of the good things in life with friends and family. Have a safe and happy holiday, and we'll see you in the new year!