

News from IT, May 1, 2006



We're Back! Sorry for the delay in getting the *News* out. It's been a busy time for your IT team over the past month or so. Since this will be the last *News* for this semester, there's a lot of good stuff in here! Hopefully you'll find the information timely and useful. And as always, if you have suggestions on how to improve the *News*, please let us know!

Springboard is returning! : Information Technology, the Center for the Advancement of Teaching & Learning, and the Center for Lifelong Learning will host Springboard 2006 on May 15 & 16 from 9:00-3:00. Following the highly successful introduction of [Springboard last year](#), this event is expected to draw an even larger group of attendees this year.

If you are interested in attending, please register now to be included in the free luncheon -- online registration at http://acs.mansfield.edu/Springboard_2006_register.htm or contact tbastion@mansfield.edu.

We understand that there may be scheduling conflicts and not everyone will be able to commit to an entire day, but be aware that we have set this workshop up to allow attendees to pick and choose sessions throughout both days that are convenient. As long as you register and attend a session, your lunch will be on us. The schedule of events will be located at http://acs.mansfield.edu/Springboard_2006.htm when it is completed.

Staff Email improvements slowly moving: Some of the best things take time, very much like grass growing, paint drying and glaciers moving to the sea. In the September, 2005 issue of the *News*, we said that improved Email aliases would

soon be offered to our professional staff. (See the *News from IT* article "[Coming Soon: Email Aliases](#)"). Other critical priorities placed this project on the back burner, but we are happy to announce that, by the time you read this, the project's first phase will be completed. For those of you with a last name longer than seven characters, the end of your name is currently truncated, as once upon a time, long ago and far away, Email names were limited to eight characters total. By the time you read this, it will be possible to receive Email addressed to your full last name. The example given in September, our fictitious Dr Robert G Rosenblum, whose Email is *rrosenbl@mansfield.edu*, will finally be able to receive mail as *rrosenblum@mansfield.edu*. We hope to continue with the promised updates over the summer, and will advise you of our progress via the *News* this fall.

Prepare your office for summer: With the summer fast approaching, IT suggests you prepare for a worry-free vacation and stress-free start to the fall term by performing these easy steps.

BACK UP YOUR DATA! – As some of your colleagues discovered just recently, computer hardware still fails every once in a while. If your hard drive does not survive the summer break, what kind of shape will you be in to start the fall semester? Back up your critical data! All professional staff PCs have CD or DVD writers, and backing up important files only takes a few minutes. If you are unsure how to do this, call the HELP desk to arrange assistance from your building technician. Take a second copy of your backup with you, away from your office, stashing it in a safe and secure location. An ounce of prevention...

CREATE VACATION MESSAGES - Help Mansfield put its best foot forward by insuring no one expects a return call or Email that is simply not going to happen. It's easy to create a vacation message for your Email and to change the call-answering greeting

on your voicemail. See the *News from IT* article titled “Our semi-annual holiday reminder” in the November 2005 newsletter if you need a refresher:

http://it.mnsfld.edu/policies/itnews_archive/NewsNov05.pdf

TURN OFF UNNEEDED EQUIPMENT –Turn off your PC, monitor, printer, and any other devices you won’t be using for an extended period of time. Unplug them if it is not too inconvenient. This saves on electricity and reduces the chances of a summer storm damaging equipment. **Do not** unplug your telephone or network connection as this will create problems for your IT team.

LEAVE A NOTE describing what you’ve done so you can put everything back together upon your return. Remember, your IT team is swamped with calls at the start of the semester, so assistance may be slow in coming! It’d be a drag to have to wait for assistance when the problem is the power cord not plugged into the wall!

Epson Printers Causing Headaches – Epson printers purchased in the last year or so are being reported as being unusable with a high frequency. This is due to ink in the print head drying out, creating a plug which cannot be cleared. IT requests that if you have a relatively new Epson printer on your desk and will not be using it for long periods, power it OFF. The power cycle actually draws ink away from the print head, clearing it and extending its life. Cleaning the print head, though costly in ink, also extends the printer’s useful life by flushing ink residue from the feeder tubes. To run a cleaning cycle:

- Click *Start*
- Click on *Settings*
- Choose *Printers & Faxes*
- Right-click on your Epson printer
- Choose *Properties*
- Choose *Printing Preferences*

- Click the *Maintenance* tab and follow the directions to clean the print head.

Epson has a class action suit pending against it because of problems with these ink jet printers, and IT expects some compensation to be forthcoming. Stay tuned!

Student Email moving to Microsoft: A service hosted by Microsoft called *Live@Edu* will begin handling student Email beginning with the incoming fall class. The transition will start for incoming freshmen during this summer's orientation sessions, immediately followed by other student accounts later in the summer. Access to current student Email will continue through the fall semester so existing mail can be moved to the new service, should folks choose to do so. This move gives students 2 gigabytes of additional storage space, the opportunity to have their mail hosted for life, and the convenience of a shareable calendar, all via the well known and easy-to-use Hotmail interface. Their accounts will also include a complimentary MSN account and an MSN Spaces account, similar in structure and intent to the popular 'myspace.com' site.

With the new Student email system, the student Email domain will change to *mounties.mansfield.edu*, and new students will use a longer name format, though this is primarily due to moving to a PASSHE-wide Active Directory system needed to support Blackboard. It will have the secondary benefit of fewer duplicate name ties that need to be manually brokered, particularly when considering the possibility of students using this service for many years after their graduation.

Starting in the fall, *mounties.mansfield.edu* Email addresses will be offered to Alumni. Alumni will be able to customize their name, and their ID's will be tied to graduation year.

We'll use the *Daily Digest* to keep everyone abreast of these changes as they unfold. Also, coming soon, a web page, which should be active by the time, you read this:

it.mansfield.edu/webmail

WebAdvisor undergoes facelift: WebAdvisor will be upgraded to version 3.0 over the summer. Users will notice much improved presentation and a new look, though the functions will look and work the same as before. The programming staff tells us that the process that operates in the background is much improved, so the user experience with the product should be better than ever.

If you've been around long enough to remember life before WebAdvisor, you know how great an improvement the current interface is! WebAdvisor 3.0 is expected to uphold the Datatel tradition of continuous improvement.

Blackboard to be upgraded over the summer:

PASSHE has advised us that a plan is in place to upgrade the distributed version of Blackboard we use. New hardware will be installed, and their expectation is that an initial move from version 6.2 to 6.3 will take place, followed by an upgrade to version 7.0 on or about August 1. Summer classes will run on version 6.2. Tamela Bastion will be advising you of progress via Email and the *Daily Digest* as plans are solidified.

Datatel TERMINAL to be discontinued: IT has begun transition to version 18 of Datatel. This release requires installation of new hardware and provides new functionality in the database and processing environments. This upgrade is an ongoing process that is not expected to be completed until the summer of 2007. One immediate change is that Datatel TERMINAL will be removed from service on June 30th. The new UI client will be delivered to your desktops within the next two weeks. If you still access Datatel via TERMINAL, you must begin using Datatel UI. Contact Tamela Bastion if you need training for Datatel UI.

IT updates ETime Student Payroll: A new version of the student payroll system has been rolled out. The interfaces have been updated and improved based on user input. ETime is the Mansfield student payroll system developed in-house by IT

four years ago and adopted by PASSHE for use with the SAP system state-wide. By July 1, 8 of the 14 PASSHE schools will be using Mansfield's ETime to process their student payrolls.

Wireless continues its march: We are pleased to add the Fitness Center to our wireless access map. If you don't know where our wireless hot spots are, visit our wireless information pages at: <http://wireless.mansfield.edu>.

New Novell Client to debut: IT will be delivering a new Novell client to desktops soon. The new client includes several patches and fixes, the most significant one for us being one to resolve the occasional "Path or Server not found" error on boot-up. This fix will be delivered to your desktop automatically.

Final Reminder – Resicom is being retired: On June 30, our contract for long distance billing services with Resicom will expire. At that time, all personal authorization codes will be shut down. Remember, you cannot charge calls to your office phone! Neither can you include your office phone in a personal calling plan. If you wish to make a personal long distance call from a campus phone after June 30, it will be necessary to use a prepaid phone card or telephone company credit card. If you forget your phone card, low cost calling cards are available in the book store. Student resale was the original motivation for this service, with faculty and staff accounts riding along, but there are no longer sufficient numbers of students using land lines to keep it profitable. Departmental authorization codes will continue to work.

IT Staff Honored for Service: At the Employee Recognition Ceremony held in North Manser on April 20, six IT staff members were honored for their service to the university, 95 years in all! Four staffers were nominees for Employee of the Year, and one of these, Marv Roberts, IT Application Developer, shared top honors with Biology's Dr Bob Maris. Congratulations to all of you!

And that's it for the 2005-06 school year. All of us in IT wish you a great summer break! Think kindly of us from your summer perch, as we'll be spending most of our time right here, insuring campus technology is updated and ready for the fall. And for those of you hanging around for research or to teach summer classes, stop by Memorial and say 'hi!' sometime. As Tom Bodett is so fond of saying, "We'll leave the light on for 'ya."