

News from IT
November 30, 2005



Where were you when the lights went out? The extended power outage that occurred on November 10 was an “acid test” for technology delivery. How did we do? The data center continued to function normally, though the outlying networks and voicemail system “died” as battery packs used to provide emergency power were exhausted. Of great concern was loss of long distance services. These services as well as our Internet access is provided under a state contract by Telcove. Their links failed because battery packs, designed for eight hours of emergency power, expired after less than 20 minutes.

Within a day of the outage, Telcove’s battery packs had been replaced. The telecommunications system was programmed to bring a local trunk online, insuring some degree of outgoing long distance services should the Telcove links ever fail again. We are also working with Buildings and Grounds to supply generator power to the voicemail system to insure it can stay up as long as the telephone system is available, up to eight hours on it’s batteries.

IT has an incident recovery plan, and is currently working on an update. The current plan is available [here](#):

<http://it.mansfield.edu/policies/disasterrecoveryplan04.pdf>

Are you familiar with campus disaster planning? Does your area have a plan? How will you react if something similar happens in the future? It’s something to consider before the next “disaster” strikes!

Software Updates for Spring: Coming soon to screens near you – software packages used by various departments for teaching and learning will receive a facelift prior to spring semester startup. Software scheduled for updates includes:

- SPSS release 12 to release 14
- Maple version 8 to version 10
- Survey Pro version 3.0 to 3.1
- Respondus version 2.0 to 3.03
- Mind Manager version 5 to 6
- Eviews version 3 to 5

New software for general lab use includes:

- APA Software 5th addition
- End Note release 9

And new software specific to the Retan Education lab:

- Inspiration 7.6
- Macromedia Director MX 2004
- Capture Pro Version 6

Questions regarding any of these enhancements can be addressed to the HELP desk.

Technology updates coming your way: On December 14 and 15, IT will be upgrading software on the telephone system to maintain high reliability and patching for improved use of network-based telephones. We do not anticipate any interruption of service during this upgrade, so please report any problems you experience to the HELP desk.

Also, during the Holiday break, December 27 and 28, we will be performing repairs on university fiber optic lines. This will result in loss of network services to the campus at-large! Services should be completely restored on December 29. Off-campus

access to university resources should not be affected by these repairs.

Our semi-annual holiday reminder: We would like to remind everyone to update their voicemail and Email if they plan to be off campus for an extended period between semesters. By creating an Email “Vacation Message”, and updating your voicemail greeting, you ensure that people calling you are less frustrated by the long wait for a reply. If you would like to make these changes, here’s how:

Changing your call-answering greeting:

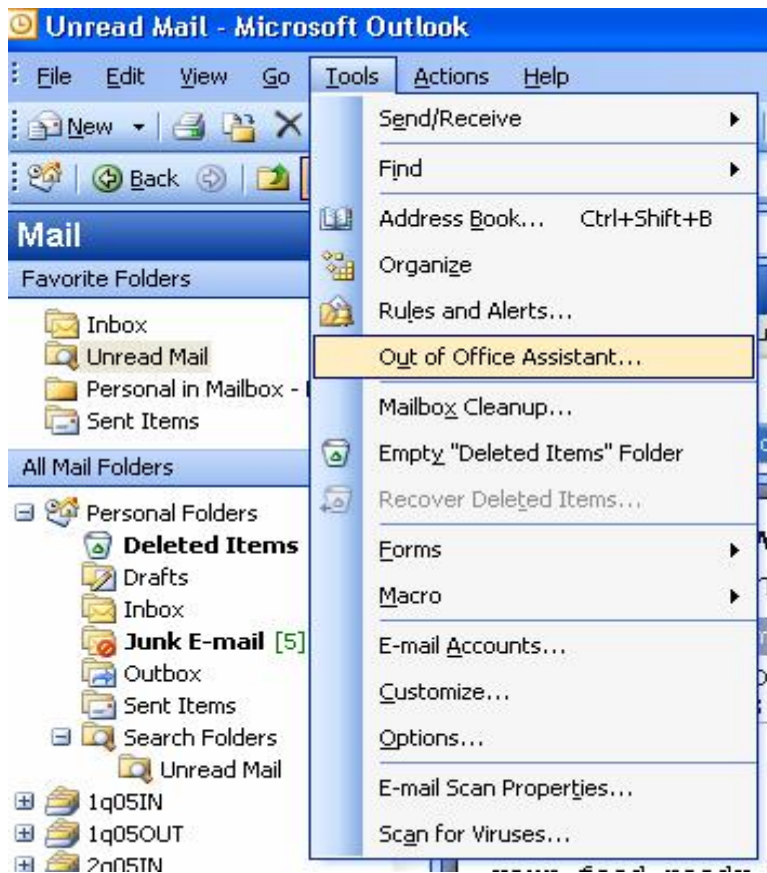
From your office phone, dial 4400
Log-in as you usually do, and when prompted that you have <no> new messages, press 3 1 3 2.

The voicemail system will play your current greeting and give you the option to change it. Press 2.

You will be prompted to press 2 again, record your new greeting, and press 2 when finished. You will be prompted to listen to your new message or save it by pressing 5.

Creating an Email “Vacation Message” using Microsoft Outlook:

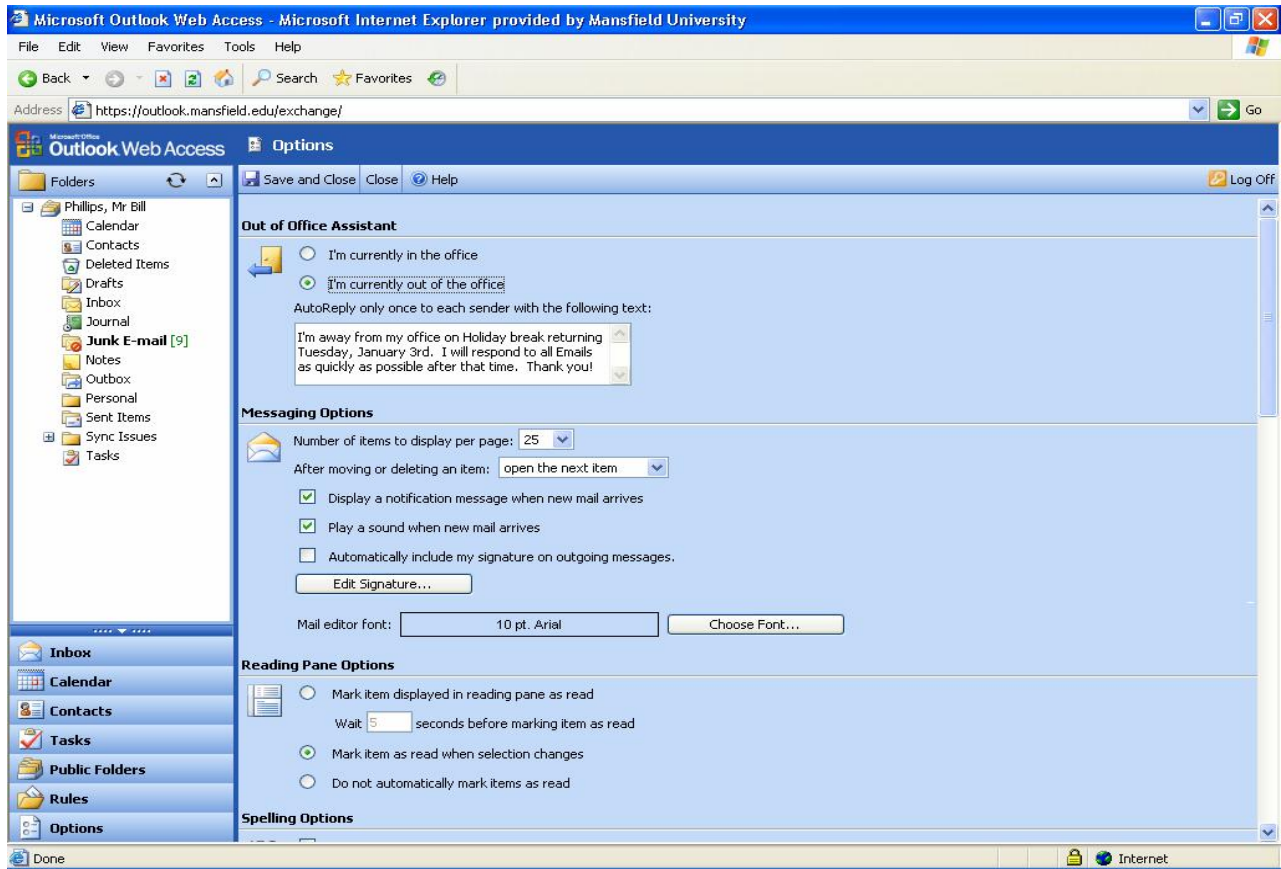
On the Outlook main page, select “Tools”, and from the drop-down menu, select “Out of Office Assistant”. A pop-up will appear with two radio buttons, to indicate your current status, and a text box for recording the announcement Exchange will reply with when receiving an incoming message when the Assistant is active. Activate the Assistant by pushing the radio button “I am currently out of the office.” Microsoft Exchange will send one copy of your vacation message to each Email sender for the duration of the time the “out of office” radio button is checked.



Locating the Out of Office Assistant in Microsoft Outlook

Creating an Email “Vacation Message” using Outlook Web Access:

Log in to OWA as you normally would. Locate and click the menu button “Options” in the left-most column. Opening the options screen will display the Out of Office Assistant. After you have created and activated your vacation message, press the “Save and Close” button on the upper left corner of the Options screen.



Viewing the Out of Office Assistant using OWA

Remember to turn off the Out of Office Assistant and re-record your voicemail greeting upon your return! Our high-tech recommendation: Place a Post-IT! Note on your telephone to remind you! It works for us...

Minor technology update improves usability: IT has installed USB keyboards or USB extension cables on all technology carts to assist faculty using USB “thumb” drives for their presentations.

We have been advised that, on occasion, someone will find that one of the keyboard USB ports becomes unusable. If this is the case, try one of the ports on the opposite side of the keyboard. And make a mental note to reboot the computer at the end of your lecture.

If faculty need a USB extension to make a thumb drive more usable in their office, please advise us at the HELP desk; We'll order a cable for you and schedule its installation.

Gyromouse issues: IT recently discovered some non-functioning gyromice in classrooms. These had not been reported as defective. As a reminder, should you find some aspect of classroom technology not working properly, please report it to the HELP desk at your first opportunity! Ensuring classroom technology is available and fully functional must be a priority for all of us!

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This is our last scheduled *News from IT* for 2005. The Information Technology staff wishes everyone a happy holiday season and restful break! See you in 2006!