



News from IT, October 31, 2005

**Status of our Novell server RYE:** Over the past two months, the IT division has experienced intermittent lockups on our main file and print server. The malfunction originates from a conflict between the network operating system and the university's automated backup software that runs on RYE. The backup software runs daily from 10:00 pm through 4:00 am, and *occasionally* causes a failure. We are currently working with the software vendor to resolve the abnormal terminations we are experiencing. IT has applied all recommended updates per Novell technical support, and we continue to monitor the problem.

The RYE server is one of four Novell NetWare systems, and one of the thirty-five servers required to support the campus. The uptime for all of Mansfield's systems approaches the industry-ideal of 99.999% uptime. The RYE server's current uptime stands at 99.372%.

### **Electronic Test Scoring Mail Results and Training:**

Electronic Test Scoring in the IT department is available for the use of all faculty. Some time ago, it became necessary to eliminate "on-demand" test scoring. Our commitment remains that any test dropped off by 4:00 PM any business day may be picked up by 10:30 AM the next business day.

Any faculty member who wishes to score their own tests may do so. If you have not previously been trained on the scanner and are uncomfortable with operating the scanning station, Calissa Lazowicki will provide training. Please call her at x-4839 and schedule an appointment.

With our upgrade from Eudora-based Email to Outlook/Exchange, we temporarily lost our ability to email test results. However that issue has been resolved and we are once again able to email test results. Thank you for your patience and understanding during the transition.

**Datatel Users and LPO** – Many Datatel users continue to print to LPO, one of the large printers at the IT data center in Memorial Hall. We

have observed that a large percentage of the printouts shipped to LPO are either intended for local printers or large printouts printed in error. This results in a tremendous waste of paper. To prevent this, LPO is being re-queued so that no printouts will automatically be released to print. If you have a printout that you intend for LPO, please contact the data center to have it printed. Printouts in the LPO queue not released in 7 days will be automatically deleted.

“Centurian Guard” to Ease Library Data Woes: April Case, IT Technician for the Library, tells us she is in the process of installing *Centurian Guard* hardware on general-use library desktops, as we now have in most labs. Fortres, the package used to lock-down desktops and prevent unauthorized software installs, has been found to affect user’s ability to write to a CD under certain conditions, as well as affecting the usability of a small number of USB Thumb Drives requiring special software. *Centurian Guard* allows a user to make alterations to the machine’s configuration which are removed upon reboot, returning the machine to its original state. April expects the conversion to be complete by November 15.

Disaster Recovery Plan to Receive Update: IT is in the process of reviewing and updating its disaster recovery plan. Certainly this year has been one to cause us all to pause and consider the potential for serious, long-term outages caused by natural disasters.

Our current disaster plan can be found online here:

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

The campus community is encouraged to review our existing disaster recovery plan and make comments in how it might be improved. Those wishing to comment are invited to contact Bill Phillips at x-4834 or by Email: [wphillip@mansfield.edu](mailto:wphillip@mansfield.edu).