

News from IT,
September 10, 2004



Welcome back, everyone!

Welcome to the kick-off issue of the *News from IT* for the 2004-05 year! Please feel free to comment on what you see, and what you'd like to see: We value your feedback and want this publication to be useful to you!

SAP Client Patches: SAP will require two patches to function properly after 9/18/2004. IT has made the patches available across campus. However, these patches **MUST** be done in a consecutive order! Please access the procedure at <http://it.mansfield.edu/faqs/SapClientPatches.pdf> to insure the patches are installed properly.

Remember your cyber-etiquette! It's likely that many of you changed your call-answering greeting to reflect your absence during the summer months. If you have not done so, please review your greeting to insure it's both current and what you want the public to hear. To review your greeting, enter the campus voicemail system by dialing 4400 followed by your password. Upon hearing the opening prompts, dial 3 1 3 2. This will immediately take you to the prompt for changing your greeting. Your current greeting will be played back to you, and you will be given the option of re-recording it. If the current greeting is OK, you can exit by hanging up, or pressing the * key, which will back you out of the password-change process, and allow you to continue with other voicemail activities.

Instructions for using the university's telephone and voicemail system can be found in the IT section of the university web page at:

<http://it.mnsfld.edu/telecom/phoneoperations.pdf>

This is a printable document. The voicemail section begins on page 13.

Did you add a vacation message to your university Email account? If so, you should eliminate that as well. To do this, log in to your Webmail account, locate the “Options and Styles” section on the upper right corner, pull down the menu and select “Vacation Message”. Make certain the message box is completely cleared, then save the changes. It’s that simple!

Passwords and your identity: We remind all faculty and staff that they are not to share their login and password information with anyone, including students who may be doing work for them.

By sharing your password, you share your identity and that can place you and others at personal risk. Your password is your authorization and access to institutional and personal data. Keep it safe.

If a student must work on your files, it is your responsibility to log them on and provide sufficient oversight so you know what is being done on your behalf.

Software Licenses for “at home” use: Microsoft Office is licensed by PASSHE with an “at-home” use provision included for faculty and staff. The intent of the license is to facilitate your university work at home. CDs for installation of MS Office may be checked out by faculty or staff from the Library reference desk. Please note that these license extensions apply **ONLY** to faculty and staff at this time. They are not available to students.

Versions of McAfee antivirus are available to faculty, staff, and students, and can be downloaded from the “My.Mansfield” secure section of our web site.

“DirectCD” NOT for critical applications: This has been stated previously, but because of HELP desk calls recently received, it bears repeating. All University computers equipped with CD writers have a software feature called DirectCD. While the drag and drop feature of Direct CD is handy, the CD you create may NOT work on all machines. This is due to the format used by the Direct CD software. The UDF format of the CD is based on the drive and drivers of the CDRW in the system the CD was created with. Since the campus has several CDRW manufacturers, even among the Dell computers, **Direct CD is NOT recommended for use campus wide.**

For a more reliable and standard format, **Easy CD Creator** is the recommended standard across campus and on home computers. Also, you may want to close or finalize the CDs after creation to be backwards-compatible with other and NON CDRW units. And remember, if your home computer is older, a burnt CD may not work in it AT ALL. Older CD ROM units that are 6x or 8x speed may not be able to read it. And 4x speed CD ROM units will NOT be able to read a burnt CD at all.