

News from IT – 09/28/2006



An Important Reminder for All Students: If you have not activated your Mounties Hotmail account, please do so as soon as possible! As of October 18, 2006 – no new mail will be sent to the Hedwig mail server. After that date, all new mail will be routed to your Mounties account. The Hedwig server will remain available for the remainder of the 2006-2007 academic year so you will still be able to access messages that reside there. To check your account information and find instructions on how to activate your account, go to

<https://info.mansfield.edu/myaccount>

Thefts in Classrooms Continue: Since the semester start, theft has continued to be an issue in our classrooms. A gyro mouse and projector have been removed from different campus classrooms, this following the loss of a DVD player and two projectors during the summer. Campus police continue to investigate. While the financial circumstances we find ourselves in makes replacing stolen equipment increasingly problematic, the inconvenience to faculty and students and the bad publicity this type of incident can receive should concern us all.

Information Technology asks you all to do your part by keeping classroom doors locked when not in use. Report unlocked classroom doors to Dr Keller. Classrooms should never be open unless a faculty member is present. If anyone has any information that may lead to the recovery of stolen university property, please call IT or campus police. Your call will remain confidential.

“Image Spam” a Growing Problem: If you’ve noticed an increase in the receipt of spam just lately, it is very

likely due to some new tricks spammers are using to get past increasingly complex and sophisticated content filtering mechanisms. Spammers have discovered that by creating an image file and embedding it in their Email message, the recipient's content filter passes it because of the lack of text to evaluate. Remember, over $\frac{3}{4}$ of all Email received on campus in a given day is trapped by our spam filters, so even with this new inconvenience, what you see in your University IN box remains the tip of the iceberg.

Information Kiosks Hit the Residence Halls:

By the time you read this, the lobby area of each Residence Hall will be home to an Information Kiosk. Funded by Residence Life and installed by Information Technology, these devices comprise a highly-secured PC and monitor, "explosion-proof" keyboard and pointing device. Students passing through the area will be able to stop by, check for Email, view a web site or check information from a variety of campus services.

Inkjet Printer Woes: IT continues to receive lots of calls regarding ink jet printing problems. What we find most often is that printers have been left powered-up and unused for so long that the ink has dried in the print head. We ask those of you with ink jet printers on your desks to power off these devices when they are not in use; most units are designed to clear ink from the print head as they power down, dramatically extending the life of the unit and significantly reducing both trouble calls and the expenditure of expensive ink required to run the automated cleaning cycles these printers require. Any questions regarding proper care of your ink jet printer should be directed to the help desk.

Soliciting Your Help: We want to keep the News fresh and relevant, so if there's something you'd like us to cover in a future issue, please let us know. Topics such as campus computers and their use, our network, the Internet, telephone or voicemail services, even some general technical issue you

feel might be of interest to our community are all fair game for future articles. We'd also like to hear how you feel we are doing. Send your comments to: helpline@mansfield.edu.