

News from Campus Technologies,
April, 2008



mnsfld.edu To Go Away:

Recently several spam attacks have caused us much grief revolving around the university's OLD domain name *mnsfld.edu*. As an example, on April 7 our inbound spam firewall was getting double the email that it usually gets per hour: 16,000 vs. 8,000 messages. The daily email traffic flow was the highest it has ever been, reaching almost 300,000 messages for the day! In order to recover the system, CT manually deleted overseas spam from the inbound queue, the bulk of it coming from the .de domain extension (Germany).

This is the latest in a string of problems we've seen with the .mnsfld domain name. Nearly ALL Email coming through this portion of our Email system is spam! In an effort to clean up as much of this as possible CT is announcing that **the *mnsfld.edu* domain name will be retired on July 1**. After that time, all inbound Email destined for *mnsfld.edu* will be rejected.

To make this transition as painless as possible, it is important that everyone perform the following checks on their Email references:

1. If you are picking up your university Email off-campus with **anything other than OWA**: Please verify that all of your Email reply-to's refer to *mansfield.edu*. The university's OWA and desktop-based Outlook client all reference *mansfield.edu* already.
2. Verify that any web sites you maintain refer to *mansfield.edu* – update any references to reflect the new domain name.
3. Review any long-standing business or personal relationships you have that communicate with you through your Mansfield Email. Do you have any communications from publications, credit card companies, and travel agencies – any legitimate

business that might still use the *mnsfld.edu* domain? You must notify these users well in advance of July 1 in order to ensure uninterrupted communications.

As always, if you need clarification on any of this, call the HELP desk during normal business hours.

Updated Computer Labs Open-For-Business: With the recent release of funds for upgrades, two labs have been renewed. An updated Music Lab, located in Butler 208 is the first campus computer lab in many years to be Apple-based. Ageing Windows-based PC's there have been replaced with new iMacs. The Grant Science Lab's ageing Dell computers have been replaced with new Lenovo desktops.

Change Abounds this Summer: Talk about challenging times! Change is happening this summer and it all involves CT! We'd like to share a bit about the projects we have on the books.

South Hall: As we write this, CT and the Facilities Department Electricians have just completed the first-phase wiring of the building – this involved pulling over 60,000 feet of communications wire, terminating it in 500 jack locations throughout the building, and punching-down nearly 2000 individual wire pairs on blocks in one of three building communications closets.



Shown in the photo on the left, CT Tech Cliff Wiles attaches network devices in a South Hall wiring closet. That's a LOT of wire! On the right, CT Tech Tom Wilson is seen terminating a network uplink cable. Below right, a view looking down the 1st floor hall – the wire sticking out of the ceiling will be attached to a wireless access point – the new South Hall will be our first fully-wireless-capable building!



Next, the wire must be certified for use. Within the next few weeks we will be turning up the first network connections, enabling wireless access throughout the building. Cross-connect cables will then be built and installed for every hard-wired service: phone, computer and CATV connections alike will be custom-cut to fit from the blocks on the wall to the electronics fitted in the wiring closet equipment racks.



Phone System Upgrades: On April 7, we were advised that our contract for a new telephone system was approved, and this system, a network-based VoIP system called MX-ONE, will be first deployed to service the new South Hall building. When this initial phase of the project is complete, a call management system for Enrollment services will be installed. The call management system, named Solidus E-Care, will be used initially to dynamically route incoming calls to various persons and groups within the Enrollment Services division, and will also produce reports that can assist in determining the distribution of workload within the groups.

Assuming our initial rollout is successful, CT's plan is to extend the MX-ONE gradually, replacing our Ericsson MD-110 system and telephones building-by-building over the next 24 months or so. This will require significant upgrades to cable plant, network edge devices and equipment closets, involving the hard work and cooperation of many groups within CT and Facilities.

Blackboard One-Card Security System: At the same time as we ready South Hall, the campus has signed a contract with BlackBoard to supply a one-card system. Once implemented, the system will require a valid card swipe to enter a residence hall, plus all entry will be recorded by security cameras. The "one-card" will be used by Dining Services, our library and print-cost-recovery

systems, will allow students access to their Flex accounts as well as providing an ability to use the card as a debit card, with students and their parents able to load cash value via a secure web page. The debit features are slated to be available initially for Book Store purchases and obtaining sodas and snacks from campus vending machines, and will be used to purchase goods and services from kiosk locations planned for Cedarcrest Manor and Retan, the Night and Day kiosk in the Book Store, and eventually at cooperating local businesses in the surrounding community.

It is hoped that the first phase of the project, new ID/access cards for incoming freshmen, will be available for orientation sessions coming up next month.

Faculty/Staff Computers: Funding for faculty and staff computer upgrades, on-hold for a year now, has been released, so you may expect if you were on the list to have your desktop PC upgraded in the current fiscal year, this will take place prior to school startup in the fall.

A new “look and feel” for our web site: CT is continuing work on a web design build integrated with a new content management system. *Content management* allows us much easier tracking of information inside web pages so that old links are not simply “lost” and important information such as Email addresses and phone numbers can be located so that old, obsolete information on live pages can be kept to a minimum. CT has been working closely with Dr Hobart King on this project, and the Geology and Geography Department web site has been re-developed using the new CMS. For a glimpse of what the new academic template looks like, check out the geology department site, [here](#). CT will be working with the administrative departments on their websites during the summer semesters.

Library Security Upgrades: The Library recently received a \$28,000 grant from the President’s Strategic Planning Initiative for enhancing building security. The library’s proposal sought funding for the installation of security cameras throughout the library’s four floors. CT will spearhead the installation of these cameras,

integrating them with the building's existing data network. It is anticipated that the cameras will be integrated into the BlackBoard Security system when it comes online and is at a stage of maturity where we can begin to expand services beyond the initial implementation involving only the residence halls.

SPSS v.16 is coming June 1st: SPSS v.15's license was extended from April 1st to June 1st. Please be prepared for this change, as version 15 will no longer be available after this date.

Blackboard Coursework Servers Upgrade: On April 8, Tamela Bastion sent out a general message to the campus regarding expected changes to Blackboard Coursework software and servers. Work is being done now to create a temporary server to host summer courses. If all goes as expected, you will be notified on or before April 28th that you can begin preparing your summer courses on the "summer" server. There will be no change to the Bb software version at this time; we will continue to use Blackboard version 7.0.

While we use the "summer" server and Blackboard version 7.0 the large server will be enhanced and upgraded to Bb version 7.3. The new version of Bb is going through phase II testing now with planned course delivery on-schedule for fall 2008. All courses (fall 04 to present), and organization sites will be archived/restored to the new version 7.3 system. We should be done with testing of the new 7.3 system by mid July and course development for Fall 2008 can begin at that time. You will be notified (by email and web page) of these changes as they occur. The correct urls for the servers will be built into the Blackboard login page linked off of the Mansfield University web page.

...so if we find any spare time in our schedule, we'll let you know!

Software Requests for Fall Due NOW: Any new or upgraded software needed for the fall semester should be brought to our attention as soon as possible. This is so we have time to schedule implementation and work out the bugs. Keep in mind that CT does not FUND new software initiatives; still, we need to be

in the loop so we are ready to supply the service and support when you need it.

‘Bye for Now: This will be the last *News from CT* planned for this semester. We hope those of you taking time away for the summer have a wonderful time! As Tom Bodette is so fond of saying, “We’ll leave the light on for ‘ya.” See you in August!