

News from Campus Technologies,  
February, 2008



## Vendor Selected for Telephone Upgrades: **D&S Communications** of

Chicago, Ill was the winner of a recent Request for Proposal written by CT and released by Purchasing for upgrading the University's aging telephone system. The first phase of the proposal is to install a new phone system server and provide telephone equipment specifically for South Hall. Along with the phone system, D&S will provide a device known as an ACD or Automatic Call Distributor, which will be used initially to direct calls to Student Services, monitor how calls are handled, and generate reports. A second phase of the project will provide materials and support as-necessary to expand the project building-by-building, replacing old and obsolete equipment with new, migrating core telephone functions until all of the old Ericsson hardware has been replaced. The project will unify the campus voice and data networks, the result being significant improvements to each, plus a containment of future costs due to all upgrades or expansion taking place on a single, unified network platform.

Within the past week, it was announced that Ericsson, the largest telephone systems supplier in the world, is selling their Enterprise Systems Division to Aastra Technologies of Toronto. Ericsson Enterprise Systems, manufacturer of the MD-110 and MX-ONE PBXs has over 185 million lines installed worldwide but has remained nothing more than a niche player in the competitive North American market. Although specifics are few at this early stage, the sale is considered to be a positive move by the industry and is not expected to adversely affect our project. Since contracts are still under review by state attorneys, all aspects of the acquisition will be carefully considered prior to a final contract sign-off.

**Suspect Apprehended in Elliott Thefts:** Campus Police report that a suspect has been charged in the thefts of classroom technology that took place over the winter break. Charges have been filed against a local individual. The investigation continues, and additional charges are pending.

## Internal Upgrades Improve Classroom and Lab

**Readiness:** CT is putting the finishing touches on an updated version of Grimm. As most of you probably know, Grimm is the faithful canine companion of Mother Goose in the comic strip. MU's Grimm is a server that controls access to and updates for classroom and lab computers, ensuring machines are rebooted and operational for the start of each day's classes. Grimm has been placed on a newer, more reliable server which allows faster responses. The updates also allow more CT staffers to remotely access and repair lab equipment simultaneously.

**Outlook Contact List Issues Addressed:** CT has been asked, "Just how many recipients can be contained within a single Microsoft Outlook contact list? And the answer is...."

There is no "magic number": The contact list is based on number of characters, not size. And the size of any single contact list may be as large as 8,192 characters. How fast we reach that limit depends largely on how much information is carried along with the Email address. 40 users is a generally-accepted safe number, but you may be able to built a contact list with as many as 100 entries before Outlook complains.

For those of you just dying to put a little more Microsoft-ese into your life, you can access the full text of their answer by clicking [here](#). Microsoft further recommends you break your contact list up into groups, then list those groups individually in the "To:" field of your message.

And as a reminder, any individuals whose names are placed in the BCC: field of your Email will not be exposed to view by other recipients

of your message; in the interest of controlling Spam this is always a good idea for Emails going off campus.

**New Web Content Management System and more:** The Web Team is busy getting ready to roll out a new Content Management System for the University web site. The new content management system will streamline the tasks of department webmasters, as well as allow our entire site to be more marketable and optimized for users and search engine positioning. CT is also working closely with Admissions and Public Relations in creating a new and modern look and feel to our entire web site, as the web has become a primary and vital marketing tool. Also this semester, Dr. Hobart King is sharing his vast expertise in search engine optimization with the web team and is working with Academic Departments to assist them with their web content. CT is appreciative of the expertise he is sharing with the University.

**Campus Domain Name Effects User Experience:** CT wishes to remind everyone that our old domain name of *mnsfld.edu* has been officially superceded by *mansfield.edu*. Since it has been in existence the longest, the vast majority of campus spam is delivered to the *mnsfld.edu* address. In fact, due to the amount of spam received, *mnsfld.edu* mail is routed through a separate mechanism in order to improve the overall performance of our mail systems. To ensure the most reliable receipt of your Email, please make certain you are using the *mansfield.edu* address both in your personal correspondance and on any web pages you build or maintain. Everyone will benefit!

**Preparation for Campus Emergencies Continues:** We all remain vitally concerned about campus safety and security, and CT is at the forefront of efforts to employ technology to assure campus safety. During our most recent campus lockdown drill, there were two significant failures of notification systems. In the first instance, the new carillon located at Manser failed to activate. This problem was quickly traced to a power issue, and steps taken by Facilities have corrected the problem and ensure this will not be an issue in the

future. The other instance was failure of Verizon to propagate the initial lockdown message to campus cell phone subscribers. The problem was clearly with the Verizon network and although we have been assured that this was an isolated incident and should not recur, it is incumbent upon all of us to realize that there is some degree of possibility of failure in any technology-driven solution. Murphy's Law was inspired by circumstances such as these.

Campus Police Chief Christine Shegan asked us to share the following with our readers: *One of the worst things to do in an emergency is to panic. Easy to say, but how do you prevent this natural reaction? In a word, preparation. Visualizing what you would do in a given setting or circumstance should not paralyze, but help to prepare you. Ask yourself what you are capable of doing, and answer honestly. No one has all the answers, but many departments across campus have been involved in developing and updating the university emergency response plan. If you are interested in knowing what University Police and the Environmental Health and Safety Office is doing to prepare for a critical incident on campus call MUPD at 662-4900, or Jim Welch at 662-4906. Information is also available on the web [here](#). We will be happy to meet with your department or group to answer your questions and address concerns.*

*Attend a campus lockdown presentation and earn Wellness Challenge points in mid-March after Spring Break, date and location TBA. Check Human Resources Wellness Challenge page for details:*  
<http://hr.mansfield.edu/Spring-2008-Wellness-Challenge.htm>.