

News from Campus
Technologies, October 2008



Software request deadline passes

quietly: CT policy requires that new software loads for the upcoming semester be requested by the mid-term of the previous semester. The reason for this is simple: We need to schedule time to install and test software in our environment so we can iron out any bugs or conflicts that may exist. The university's network is a complex animal and just because a CD loaded fine on someone's home computer it does not necessarily translate to proper operation in our shared, networked environment. If you intend to use a new software package during the spring term, please bring it to our attention immediately! This includes updates to CD's that come with text books! Remember: CT does not FUND new software, but we certainly need to know your intentions well ahead of time. Contact [Loren McNett](#) for assistance or more information. Please! Do it right away!

Acceptable-Use Policy Updated: CT recently updated its Acceptable-Use policy to conform to recent State and PASSHE mandates. It's always a good idea to know the expectations placed on our user community when it comes to data access and use of Commonwealth networks. The updated policy is located [here](#). We encourage Faculty to ask their students to read and heed!

Blackboard help just got closer: CT has recently added a support option for those struggling with issues surrounding use of the Blackboard Academic System. While not intended to be a replacement for the Presidium 24-hour Help desk at 866.766.5969, feel free to engage us when you encounter a problem. Our Blackboard *Help-by-Email* is monitored regularly

through the work day; our intent is to provide a rapid resolution to simple problems, and an assurance that more complex issues are receiving the attention they deserve. For local assistance with Blackboard issues, Email: bb-assist@mansfield.edu .

Laptop Recovery Software Makes its Debut: CT is implementing a lost/stolen laptop recovery program that works by receiving laptop location data. Resident software is installed on the unit to be protected, is password protected and the data is encrypted in both storage and transmission. The product itself has a very small “footprint” and does not affect the performance of the laptop. The information sent by the laptop can be used by local authorities and Internet Service Providers to identify the last location it was connected to the Internet. The software, developed by a state university, has been successful in providing information that lead to the recovery of lost and stolen laptops.

CT will install the recovery client on any university-owned laptop. If you have an MU Laptop you'd like ‘tagged’, call and arrange to stop by our offices on the ground floor of Memorial Hall with the unit you want protected. Installation takes only a few minutes.

We will also ‘tag’ personal laptops in a similar manner upon request. CT is also working on a similar solution for student laptops and will update the campus when that service is available.

Any questions, concerns, or comments can be directed to [Loren McNett](#) .

Telephone System Upgrade Completed: During the recent fall break CT installed a major software upgrade to our telephone system. As you may be aware, we are in the first stages of replacing our aging telephone system with a new Voice-Over-IP system which merges our telephony transport onto our data network. In this case, it was the old system that got the update. Our old and new telephone systems are tightly integrated. As we added users and features to the new system we found our back-

leveled software on the old system simply wasn't up to the task. The university's support contractor arranged for a new software build to be created using raw data supplied by CT's Telecom group. The data was forwarded to an Ericsson/Aastra subsidiary in Denmark that, using a simulator to mimic our existing telephone system, created a customized build of Aastra's latest release of software. A Flash Drive containing the new product was delivered on Monday, October 13, and installed that evening. About ten minutes of down time was required to restart the system and load the new product.

Hello/Good-Bye: CT notes with regret the recent resignation of Alex Miller. Alex has been central to installation and maintenance of our networking, wireless, and Novell systems for many years now, as well as providing 1st-level support to CT's building techs. It seems like only yesterday Alex was a student, working for us part-time while he completed a CJA degree. Alex left his position in CT to become the Systems Administrator for the campus' One-Card System.

Thanks for all your good work, Alex, and best-of-luck in your new position!

In order to fill the support gap left by Alex's reassignment, we have once again reorganized our staff with the intent of adding a new Support Specialist as soon as we can. Loren McNett is currently covering the most complex of Alex's duties, with other CT staff assisting in areas where they have particular expertise. If you are concerned about how these changes may affect your area, check our current tech staff assignments on the CT web page located [here](#).