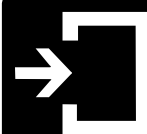




Inside OIRT



The Office of Information Resources and Technology Newsletter
Fairleigh Dickinson University

Volume 4, Issue 1

August 2006

Inside OIRT -

Fourth Issue

Welcome to Fall '06 and the fourth issue of **Inside OIRT** - the newsletter from The Office of Information Resources and Technology (OIRT). OIRT consists of University Systems and Security, Computing Services, Telephone and Voice Services, and Management Information Systems. For more information on these organizations and the services and support each provides, please visit the <http://isweb.fdu.edu> website.

The newsletter will be published twice yearly, at the start of the Fall and Spring semesters, and will provide the FDU community with useful information related to technology, new services or capabilities, developing trends, how to's, and tips and tricks.

Archival copies of **Inside OIRT** will be available on the <http://isweb.fdu.edu> website. ■

New Webmail is here!

New Webmail system deployed in Summer '06

A new email system was deployed during the summer of 2006. Returning students, staff, and faculty will notice the new look of the browser, and may have taken notice of the new features and function of the new email system. In addition to easier email management and the capability to set up 'rules' to help manage your Inbox, the new email system offers SPAM management, calendaring, and contact, task, and notes management. Those using a mail client, such as Outlook, may not have even noticed that a new email system has been deployed.

The new Webmail will help you manage annoying SPAM by automatically placing any email message that has a high probability of being unsolicited email into the FDU-Tagged-SPAM folder. All Webmail users need to recognize this folder and manage its contents for two primary reasons: (1) there may be messages in the FDU-Tagged-SPAM folder that are legitimate and should not be in there and (2) email in this folder is applied to your email account quota so removing the junk mail will help keep you from running out of email account disk space.

Although the SPAM filter is highly effective, no such technology exists that is 100% accurate. Therefore, it is important that you manage the FDU-Tagged-SPAM folder carefully so that no important messages are inadvertently discarded.

For those using an email client and POP their email, there are options to download these FDU tagged spam messages to your desktop. Contact the UTAC on x8822 for additional help with configuring one of the available options. ■

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Spyware Infected?

Here are some steps to take if you think your computer is infected with spyware.

Step 1: Clean up your Cookies and Temporary Internet files.

- Reboot your computer in **Safe Mode with Networking** by continuously pressing the **F8** key until a screen comes up that gives you the option to go into safe mode.
- Use the arrow keys to highlight **Safe Mode with Networking** → **Enter** → **Yes** to continue working in safe mode.
- Once in **Safe Mode with Networking**, open up Internet **Explorer** → **Tools** → **Internet Options**.
- Under the General Tab, you must do two things: **Delete Cookies** and **Delete Files**. Under **Delete Files**, please check **Delete All Offline Content**, then **OK**.

Step 2: Install and Run Ad-Aware

- Installing and running weekly scans of Ad-Aware SE Personal will help eliminate malicious spyware and SPAM from your computer.
- If you cannot get a network connection, please make sure that you are connected to an active port or are within an area served by wireless. If that still does not work, contact the UTAC on extension 8822 for further guidance.
- Ad-Aware SE Personal can be downloaded from the internet, for free, from <http://www.lavasoft.com>
- Once Ad-Aware has been installed, check for any Ad-Aware updates by selecting **Check for Updates Now** → click **Connect**. If there are any updates

available, download and install them by following the on screen instructions.

- Perform an Ad-Aware scan by clicking on **Perform Full System Scan** → click **Next**.
- Once the scan is complete, click **Next** to view the full list.
- Right click on **Select All Objects** → click **Next** → **OK** to remove all files → click **Yes** to Reboot.

If these steps fail to remove malicious spyware code from your computer, you can contact the UTAC at extension 8822 for additional help.

Students can also obtain hardware and software support from their hardware and software provider or from one of the many local vendors. Local vendors with expertise in removing malware from personal computers include Comp USA, Circuit City, and Best Buy. ■

Open Computer Lab Hours

Making Technology Accessible

FDU has open computer labs on both campuses. These labs have extended hours of operation, throughout the Fall and Spring semesters, for the benefit of our student body. **Note:** A Novell account is required in order to use the open lab computers.

College at Florham (Dreyfus)

Monday – Thursday	8am	11pm
Friday	8am	9pm
Saturday	8am	5pm
Sunday	12pm	8pm

Metropolitan Campus (UHall and DHall)

Monday – Thursday	8am	11pm
Friday	8am	5pm
Saturday		
UHall	10am	6pm
DHall	8am	6pm
Sunday		
UHall	12pm	10pm

 ■

How We Serve You

Understanding Centralized Support

OIRT provides central technology support to FDU students, staff, and faculty for enterprise application products and services through a three-tier helpdesk strategy.

Tier One – Frontline Helpdesk

- Customers use a single point of contact through the frontline helpdesk – the University Technical Assistance Center (UTAC) - on extension 8822 or via email at fdutac@fd�.edu. The UTAC provides first-tier troubleshooting and resolution on commercial off the shelf products, FDU specific applications, and general technology support, and manages escalation of issues to expert support service staff on each campus.
- Once contacted by phone or email, the UTAC opens a support request to process a problem or request using a four step system.
 1. Log inquiries within our case management system, SupporTrax
 2. Assess the problem
 3. Assign initial priority based upon guidelines and business procedures
 4. Respond with a solution (resolve)

OR

Escalate beyond tier one

Each incident is logged and tracked to resolution and is used to build a base of solutions and information. More importantly, the case management system facilitates prioritization and the routing of support requests so troubles are handled in the most effective way possible. This results in reduced time to resolutions and improved customer satisfaction.

Tier Two

- In the event that the UTAC was unable to resolve the issue, support requests are escalated to support specialists, functional analysts, subject matter experts, and consultants on each campus,

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New User Interface for Datatel Users

You may have noticed the new Datatel icon on your desktop. This new icon opens a new user interface (UI) for Datatel that will replace the existing Tera Term application once the upgrade to Datatel Release 18 is complete. The upgrade of Datatel is currently scheduled to take place later this year.

The MIS department is offering training to authorized Datatel users on the use of the new UI and navigating through the new application screens. The training schedule is as follows:

College at Florham:

Tuesday, August 22nd at 10:00AM, 12:00PM, and 2:00PM in Dreyfus Room D208

Tuesday, September 19th at 10:00AM, 12:00PM, and 2:00PM in Dreyfus Room D208

Tuesday, October 24th at 10:00AM, 12:00PM, and 2:00PM in Dreyfus Room D208

Metropolitan Campus:

Wednesday, August 23rd at 10:00AM, 12:00PM, and 2:00PM in University Hall Front Lab

Wednesday, September 20th at 10:00AM, 12:00PM, and 2:00PM in University Hall Front Lab

Wednesday, October 25th at 10:00AM, 12:00PM, and 2:00PM in University Hall Front Lab

Please contact Carmen at MIS on extension 2069 to sign up for one of these training sessions.

Prior to the Datatel upgrade later this year, there is a choice of using either the new UI or using Tera Term. However, once the Datatel upgrade to Release 18 takes place, one will no longer be able to access Datatel using Tera Term. ■

What Is An IVR And How Can It Help You?

IVR stands for Interactive Voice Response system. Basically, it is a system that communicates with a caller through voice prompts and aids in directing calls without the assistance of a human operator.

FDU began using one of the early IVR systems on a limited basis back in 2001. Over the years we have upgraded software, purchased new equipment and have migrated to the current system which is in use today. The quality of this system has been significantly fine tuned and is working very efficiently. By means of name and extension information being passed from our HR Dept to the IVR server, we are able to maintain an up to date and accurate database for employees and departments.

Currently, the system is set up to process those calls where ***internal*** University callers have dialed zero to reach an operator. The system will greet the caller and advise them to say the full name of the person or department they are trying to reach. After the name is stated, the system then transfers the caller to the appropriate extension number. The caller will always be given the option to transfer to the human operator if necessary.

When the switchboard is closed between the hours of 6:00 pm and 8:30 am, the system will answer calls from outside callers and will greet them appropriately and give the same direction on how to be connected to the person or department they are trying to reach. If there is no answer at the other end, the call will go into the person's voice mailbox. If zero is pressed for the operator, the call is forwarded to Public Safety. (From 8:30 am to 6:00 pm, all outside callers to the University will reach a human operator).

If you haven't already, give the IVR a try and see for yourself just how easy and efficiently the system functions. Of course, if you have difficulty or need any changes to the information, please be sure to notify Telephone & Voice Services on extension 7390. ■



The UTAC

University Technical Assistance Center

The Fairleigh Dickinson University Technical Assistance Center (UTAC) is the 24x7 university technical helpdesk support organization. Fairleigh Dickinson University students, faculty, and staff must contact the UTAC to initiate support requests for commercial application software, desktop environments and peripherals, network connectivity, computer password maintenance (i.e., Novell, Webmail, Unix, Datatel), hardware and software configuration support, other computer related product and service issues, Blackboard, and cable TV repair requests. The University community also has access to knowledgebase information for self-service exploration of remedies, or to seek answers to frequently asked questions.

For students, the University ID is your student identification number. For staff and faculty, the University ID is your employee number. It is important for you to remember, and keep for reference, your University ID number now, and in the future, as more and more services will be offered using the University ID number as the key to unlock these services.

The FDU Technical Assistance Center (UTAC) can be reached via phone at 973-443- 8822, from The College at Florham by dialing the digits 8822, from The Metropolitan Campus by dialing #8822, via email at fdutac@fdu.edu, or the self service web portal from the <http://inside.fdu.edu> website. ■

Computer Requirements for Resident Students

Effective August 1, 2006, student computers in the resident halls must meet the following minimum system requirements before they can connect to the FDU network:

- In order for you to log into FDU's network, you must have a valid Webmail account. Once accepted to the university you can get a Webmail account by visiting <http://webmail.fdu.edu>
- Your computer must have a properly configured Ethernet adapter.
- **Microsoft Windows based computers must:**
 - be running Windows XP (Home or Professional) with Service Pack 2 (SP2) installed.
 - have all critical Microsoft Windows updates and patches applied to the Windows operating system. To do this, go to <http://windowsupdate.microsoft.com>
 - be configured for daily automatic Microsoft Windows updates.
 - have FDU's Symantec Antivirus Corporate Edition software properly installed and configured. Symantec Antivirus Corporate Edition is provided to students free of charge for as long as you are a student and FDU's Symantec Antivirus Corporate Edition does not require students to pay a yearly subscription.
 - be configured for daily automatic Symantec Antivirus Corporate Edition virus definition updates.
- **NOTE:** *Prior to the installation of FDU's Symantec Antivirus Corporate Edition software, all other antivirus software (i.e., McAfee, Norton Antivirus, Norton SystemWorks/Internet Suite, Sophos, TrendMicro, ...) must be completely*

uninstalled. After uninstalling existing antivirus software, you can log onto https://isweb.fdu.edu/secure/av_download.html

to download FDU's Symantec Antivirus Corporate Edition for students or, when you log into FDU's network for the first time from on campus, you will be directed to download and install FDU's Symantec Antivirus Corporate Edition. Be sure to perform a full antivirus scan, and remedy all virus issues, prior to logging in.

- be able to run the Cisco Clean Access (CCA) agent, which FDU will provide, and be able to receive automatic Windows and antivirus updates.
- Be free of all computer viruses and spyware, and have a completely patched Windows operating system (OS).

As a predominantly Windows operation, FDU provides limited technical support for Macintosh computers. FDU does provide MAC users with Antivirus for Macintosh upon request. Requests can be made through the FDU Technical Assistance Center (UTAC). FDU does not have the technical resources to support non-Windows or non-MAC computing platforms such as Unix, Linux, etc., or beta software.

The above will help students maintain their personal computers and to protect their valuable information. It will allow us to maintain a high level of network and support services to our resident students and to safeguard and minimize the negative impacts of computer viruses, spyware, and other malware on the University network.

For more information about CCA or FDU's Symantec Antivirus Corporate Edition, call the FDU Technical Assistance Center (UTAC) at 973-443-8822 (973-443-UTAC) or read the Office of Information Resources and Technology (OIRT) newsletter, **Inside OIRT**, Volume 2, Issue 1, posted at <http://isweb.fdu.edu/pdf/Inside092005.pdf> ■

Remote Support Tools

Helping you from afar.

The UTAC and Computing Services have the capability to access and remotely control your PC to aid in troubleshooting or to perform administrative functions. These tools are robust and secure and can significantly reduce the time to resolution for many PC support requests. Our support team will suggest a remote control session if it is determined that such a session will help resolve your computer problem more quickly.

By using remote control, our technicians can see what you see, can perform diagnostics, can illustrate steps and procedures to you, or can take control of your PC to install software and drivers, or perform corrective actions. And all of this can be done without the need or wait for desk side support.

Such a remote control session requires an internet connection and your permission to link to your PC. Prior to establishing a session, a FDU technician may ask for certain information about your PC and your connection, such as your IP or MAC address. This information is required to set up the connection and to initiate the conversation between your PC and the technician's PC. Please note that our technicians will not need to ask you for any proprietary information such as your password.

The FDU support teams have a plethora of tools and tricks to help serve you better. Remote support tools have already proved themselves as valuable weapons in our support arsenal. So, when one of our agents suggests a fix using this technique, cooperating just may get you 'unstuck' quicker. ■

"The human brain starts working the moment you are born and never stops until you stand up to speak in public." (George Jessel)

For comments and suggestions about this newsletter, please contact Jim Lebo at jlebo@fdu.edu

who collectively support business processes, desktop issues, networking, and other functional and technical issues.

Tier Three

- More demanding or complex issues may need to be escalated to developers and other technical experts, who collectively support database administration, code development, FDU application support, back office technical services, network issues, and web technology.

This methodology has been providing timely and just technology support services to the entire FDU community by allowing for effective staff management and allocation. It is the goal of the entire support staff to handle trouble requests quickly, completely, and to your satisfaction. ■

Did you know?

- Help and how-to's with the new email system can be found on-line at <http://webmail.fdu.edu>
- FDU was founded in 1942.
- The average class size at FDU is 18 students.
- FDU has over 7,700 undergraduate students and over 3,100 graduate students.
- With the opening of the FDU Vancouver Campus, students will be able to 'study abroad' in Canada.
- FDU students are provided with an email address – with 20MB of email storage space.
- During the semester, our computing labs are open in excess of 75 hours per week.
- The UTAC handled over 32,000 support requests last year. Password resets remains the number one support request. Please remember, and safeguard, your passwords.
- Customer satisfaction surveys collected during the first half of 2006 indicate customer satisfaction with technology support services are 4.22 for students/4.46 for staff and faculty, based upon on a scale of 1 – 5, where 5 is best. ■