

← Inside OIRT →

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Inside OIRT - *Fifth Issue*

Welcome to Fall '07 and the sixth 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, One Card Office, 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 to 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. ■

Floppy Diskless *Keeping Current*

University issued laptop and desktop computers are on a three year refresh cycle. Replacing these systems every three years ensures that staff, faculty, and student use computers remain current, reliable, and state of the art. As a continuance of the technology refresh program, we have replaced many staff desktops, all of the faculty laptops, and virtually all of the computer lab computers over this past summer. These new computers do not have floppy disk drives.

While new technology becomes mainstream, less expensive, and standard equipment, older technologies become obsolete and are phased out. For example, over the past couple of years there has been a marked transition from parallel printer devices in favor of USB devices. This newer technology offers continued improvements in performance while, at the same time, becomes less expensive. Three years ago university laptops lost their floppy disk drives and with this refresh comes the loss of the floppy disk drive on the desktop. The new desktop and laptop systems do not have a floppy disk drive as manufacturers no longer consider them necessary

equipment. The availability of low cost and high capacity media such as CD and DVD optical discs and removable memory 'thumb drives' has driven the floppy disk to the point of extinction.

Our new systems come equipped with the capability to read and write CDs and DVDs. A single CD can hold the equivalent of almost 500 floppy disks and a single DVD can hold the equivalent of over 3000 floppy disks! More common is the popular use of low cost and high capacity USB thumb drives which offers a reliable and convenient means for storing and moving large amounts of data. Do not

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BACKING UP YOUR DATA

Protection from Data Loss

Computers can and do fail. Computers can also be lost or stolen. Nasty viruses, worms, or other malware can take down your system by creeping through your antivirus software and firewall. The problem is that you usually get no advance warning of pending doom before it's too late. In an instant your data is gone. Impossible or timely to recreate documents, spreadsheets, presentations, research, homework, thesis, music and pictures simply become no longer available.

This scenario has happened to more than a few people. Some will argue that it is not *if* you will experience a loss but *when* you will experience a loss. In extreme cases, it has put companies out of business, forced students to extend times of study or retake classes, or can cost many thousands of dollars or man hours to recover. And the worst part is this: It's completely avoidable. By backing up your data, you can retrieve all or most of what you lose.

It is important to understand that computers are not 100% reliable and that it is the user of the technology, not the technology itself, that is ultimately responsible for enforcing safeguards to protect valuable information. Develop and execute a robust back up plan which is tailored around your tolerance for data loss. If you regularly make backup copies of your files and keep them in a separate place, you can get some, if not all, of your information back in the event something happens to the originals on your computer.

Deciding what to back up is highly personal. Anything you cannot replace easily should be at the top of your list. Before you get started, make a checklist of files to back up. This will help you determine what to back up, and also give you a reference list in the event you need to retrieve a backed-up file. Here are some file suggestions to get you started:

- Personal projects (documents, spreadsheets, presentations, database information, ...)
- Bank records, and other financial information
- Digital photographs
- Software or music purchased and downloaded from the internet
- Your e-mail, address book, and calendar (for those using Microsoft Outlook, this is the .pst file)
- Your internet favorites and bookmarks

Store your backup copies to an external hard disk drive, CD, DVD, USB thumb-drive, or some other storage media regularly and safeguard. Call the UTAC on x8822 if you need help backing up. ■

RESEARCH MANAGEMENT SOFTWARE

Organizing and Managing Information

It's the beginning of a new semester. Before you get buried in handwritten notes, and printouts from library databases, and the Web, you need a plan for managing your research information. The University Library recommends that you explore using *EndNote*. *EndNote* is a powerful software program, used to help you organize and manage the information you gather while doing research.

EndNote allows a user to organize and retrieve information, about books, articles, websites, and other sources by creating a database. *EndNote* then works with word processing software, such as Microsoft Word, to insert properly formatted footnotes or citations into a paper, and to create a properly formatted bibliography. FDU has negotiated a site license for *EndNote*, which permits all members of the University to install and use the software both at work and at home. Visit the following URLs to locate the software:

- https://isweb.fdu.edu/secure/download/endnote_download.html (For staff)
- https://isweb.fdu.edu/secure/student_download/endnote_download.html (For students)

Your FDU Webmail login and password is required to download the software. You must check that your computer meets the system and hardware requirements before installing the software. *EndNote* is fully compatible with both Windows and Macintosh PCs.

For access to your research information anywhere, and from any computer, you may also use the web-based version of the program. *EndNote Web* is an easy-to-use solution that complements *EndNote*. To use *EndNote Web* you must create an account at <http://myendnoteweb.com>. Cookies and JavaScript must be enabled in the Web browser settings.

Self-guided instruction through online tutorials is available at:

- www.endnoteweb.com/training
- www.endnote.com/support/entips.asp
- www.library.uq.edu.au/endnote/how_use.html

For questions or problems related to installing *EndNote*, contact the UTAC on extension 8822. For questions or problems with using the *EndNote* software, or to schedule a training session, contact the Systems Librarian, Denise O'Shea, at oshea@fdu.edu. ■

Sending Email From Off Campus

Helping To Ensure Email Delivery

We all rely more and more on e-mail to communicate with our colleagues, friends, and families. However, you should know that many things can happen to prevent e-mail from getting to the person who needs to see it. This note will help you understand what you can do to make sure that your e-mail has the best chance possible of getting to the recipient.

First, note that email sent to you may actually arrive in your junk folder, not necessarily your inbox. This can be true even if the sender is an FDU employee or trusted friend or family member. Therefore you should check your junk folder carefully and periodically to make sure that you haven't missed important mail.

Second, if you are sending e-mail from **off-campus**, the Internet Service Provider may block e-mail transfer for a number of reasons. These include 1) your message is suspected of being spam; 2) your message is suspected of being infected with a virus; 3) there has been malicious or illegal behavior elsewhere on the network; 4) capacity and equipment issues. If you are sending especially important e-mail from off-campus, you might choose to use an e-mail feature such as "delivery receipt" to make sure that your recipient has received the e-mail.

The best way to send email from off campus is by using the Webmail browser interface available from <https://webmail.fdu.edu>. Sending email through the Webmail browser interface ensures that your email will be sent out, originating from the FDU network. If you send email using Outlook or another email client, our systems will note the unusual network address and may occasionally refuse access (for example, if you are using a public network that has recently been used for illegal activities or has otherwise been "blacklisted" for some reason).

If it is very important that you continue to use an email client such as Outlook from off campus, you can ensure that your email will be sent by first connecting to the FDU Virtual Private Network (VPN). Connecting in this way ensures that the emails that you send are sent from an FDU network address, and not the address of the network where you are connected. This step will ensure that your mail will be sent out.

Third, note that even if you use the Webmail interface or a VPN, that this does not guarantee that your recipient will get your e-mail. Other issues (such as junk filtering in the recipient's e-mail system or net-

work issues not under FDU's control) may still prevent your recipient from receiving your mail.

In order to connect to the VPN, you will need to use the VPN client. The VPN client has been pre-installed on all FDU issued laptops. To start the VPN client, Click '**Start**' -> '**All Programs**' -> '**Cisco Systems VPN Client**' -> '**VPN Client**.' Once the VPN program starts, double-click on the '**Fairleigh Dickinson profile**' which will prompt you for your FDU webmail username and password. Click "**Connect**" and in a matter of moments you should be connected to the FDU network and ready to send email through the secure VPN channel.

For more information on the VPN client, or to download the VPN for personal laptops, please visit the <http://isweb.fdu.edu> website and search for 'VPN.' For additional assistance with setting up and using the VPN, please contact the University Technical Assistance Center (UTAC) at fdutac@fdu.edu or 973-443-8822. ■

Educational Videos Online

Anytime, Anywhere!

Fairleigh Dickinson University is pleased to announce a new teaching and learning resource for our community: Videos On Demand. This online service is a collaborative effort from the Center for Teaching and Learning with Technology, the University Library, and University Systems and Security (USAS), and is part of a state-wide initiative to provide video access for our online classes, as well as for any FDU faculty, staff or student who needs to access video content for independent study or for use in the classroom.

To date, the Library has purchased over 50 titles covering a variety of subject areas such as art, business, communications, education, and science. These videos can be viewed in the classroom or on your computer without ever having to make a trip to the Library for check out or return. All you need to watch the video on your desktop is *Windows Media Player* or *QuickTime* installed on your computer.

Any FDU community member can access the FDU Video On Demand Collection through FDU's portal (website), <http://fmgaccess.fdu.edu/login>, by using an FDU Webmail login and password. By going into FDU's portal, you are given immediate access to the FDU Video collection, day or night, and tools to control of your content, allowing you to search for videos and learning objects by keyword or subject or integrate the predefined FMG learning objects into lec-

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The UTAC

University Technical Assistance Center

The Fairleigh Dickinson University Technical Assistance Center (UTAC) is the 24x7 university technical helpdesk support organization. FDU 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.



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. ■

On-Time Being Phased Out This Year

The shared calendar system On-Time is scheduled to be phased out this year, in favor of using the shared calendaring capability delivered with the Webmail application.

A training program has been developed for users of On-Time to assist with a migration from On-Time to shared calendaring using Webmail through the browser interface or Microsoft Outlook. Additionally, there is help and support from the FDU technical community to assist you with the planning and execution of the actual migration.

Users of On-Time calendaring should contact the UTAC at extension 8822 to discuss migration options and to schedule a briefing with a member of the FDU technical team. ■

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

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think of the loss of the floppy disk as a hindrance but as an opportunity to take advantage of the newer ways to store and transport personal information. The floppy disk was a technology that had its time and served its purpose. Unfortunately, by today's standard, its capacity is inadequate, the technology is too unreliable, and it is time that it is retired.

If you would like additional information about the variety of various storage media, or would like to discuss how to move data from floppy disks to other media, you can contact the University Technical Assistance Center (UTAC) at extension 8822. ■

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tures and presentations. In order for faculty to create customized resources for classes, faculty must request a username and password from USAS by completing an online request form available at <http://http://isweb.fdu.edu/index.html> (look under Policies/Forms). This username and password gives you the ability, via <http://www.fmgondemand.com>, to create customized video playlists around a specific topic, or for a specific class, along with a stable URL to paste into WebCampus, Webmail or a personal, or departmental webpage.

Let us know what you think. If you have any questions or comments about the Video On Demand project, please talk to a librarian, or contact Denise O'Shea, Systems Librarian, at (oshea@fdu.edu). ■

Did You Know?

- *FDU Vancouver opens this Fall offering degrees in business and computer science, and offers study abroad opportunities for FDU students.*
- *FDU has implemented the Verizon Notification System as a means to broadcast important messages to our community via phone, email, and text messaging. Be sure to have your contact information up to date by visiting WebAdvisor.*
- *Rave wireless, a new mobile phone-based safety and academic communication system, has been implemented. Phones and services are available at significantly discounted prices through the on campus Rave Store. Check out <http://fdumobile.fdu.edu> for more information.*
- *Password resets remain the number one support request type. Please remember, and safeguard, your passwords.*
- *Customer satisfaction surveys collected during the first half of 2007 indicate customer satisfaction with technology support services are 4.5 for students and 4.9 for staff and faculty, based upon on a scale of 1 – 5, where 5 is best.* ■

"Not everything that can be counted counts, and not everything that counts can be counted." Albert Einstein (1879-1955)