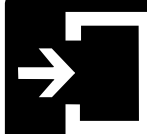




# Inside OIRT



The Office of Information Resources and Technology Newsletter  
Fairleigh Dickinson University

Volume 2, Issue 1

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## Inside OIRT -

### *Second Issue*

Welcome to Fall '05 and the second 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. ■

## Clean Access

### *Important Information for Resident Students*

Viruses and worms are now the leading security cost for organizations, resulting in downtime, lost productivity, recovery costs, continual patching, public liabilities, loss of revenue, erosion of user confidence and satisfaction, and more. Devices that do not comply with network security policies are common, difficult to detect, and virtually impossible to contain. Every time a single unprotected device logs onto the network, it has the potential to compromise network security.

In an effort to thwart vulnerabilities, FDU has enabled a new service called Clean Access. Clean Access can identify whether a resident student's PC is compliant with security policies and help repair vulnerabilities before permitting access to the network.

When resident students first access the network, they may be prompted to log onto Clean Access using their Webmail account information. Upon successful log on, Clean Access will scan the computer (not user information or data!) to make sure that critical operating system and browser updates have been applied, that an anti-virus solution is actively running on the computer, and that virus definitions are up to date. If Clean Access determines that the critical updates have been applied and antivirus software is up to date, access to the FDU network is granted. If Clean Access determines that the computer is not current and poses a potential risk to the FDU network, access to the network will be denied. That is, noncompliant machines will be redirected into a quarantine area, where the user will be prompted on remediation.

Operating System and Browser updates are typically available directly from the manufacturer website (i.e., <http://windowsupdate.microsoft.com>). It is

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## Computer Facilities

### *Where to get connected*

Almost all students at the University make use of one of the campus computer centers, whether their majors are in the sciences, engineering, business, education or liberal arts. The computers available feature a wide range of application software and programming languages for students in all disciplines.

The computing services department at the College at Florham has microcomputer labs in several locations. The Dreyfuss Building has four general-purpose labs and a state-of-the-art computer graphics lab. There are also computer lab facilities in the College at Florham Library and in the Academic Support Center.

The Metropolitan Campus computing services department manages a state-of-the-art graphics lab and three general-purpose PC labs in University Hall. There are also three general-purpose PC labs in Dickinson Hall and a lab in Becton Hall which is dedicated to the computer science and information systems department. Additionally, the Academic Resource Center Lab is in Robison.

All of the PCs are connected to the University-wide network, Novell file servers for file and print sharing, and the Internet. All of the PCs are IBM with Intel Pentium 4 processors running the Microsoft Windows XP SP2 operating system. Each PC is loaded with a large suite of general purpose and discipline specific software, such as Microsoft Office, to support academic computing needs. Additionally, each PC is equipped with a combination CD-RW/DVD drive for access to CD and DVD based materials and the CD-RW drives provides users with up to 700MB of optical file storage. Access to USB ports allow students to store their valuable data on low cost/high capacity USB 'thumbdrives.'

Access to any of the general purpose lab machines will require that the user have a valid Novell account. Refer to this issue of Inside OIRT for information on how to create a Novell account. ■

## Creating Accounts

### *Getting Started with Network Resources*

### Webmail Account

The University email system, Webmail, is the officially sanctioned form of electronic communications between students, faculty, and staff. A valid Webmail account not only provides you with a university managed email address, it also provides authentication services for many of the technology based services offered at the University such as library services, Webcampus, and wireless access.

To create a Webmail account, open a web browser and navigate to <https://webmail.fdu.edu>. Click on **create new webmail account** and follow the on-screen instructions. Be sure to pick a *secret question / secret answer* that makes sense and one that you will remember. Also, be sure to remember your login name and password (case sensitive) as a password reset can be frustrating. Depending upon when such a password change request is made, a Webmail password reset through the UTAC can take a few days to perform.

Once your account has been established, be sure to test your Webmail account by logging in, sending yourself an email message, and logging out. Also note that there are some account maintenance chores that you will need to be aware of and perform, such as removing junk mail regularly.

Additional information such as setting up an email client such as Outlook to work with Webmail can be found on <http://isweb.fdu.edu>.

### WebAdvisor Account

WebAdvisor is the program that gives you access to on-line registration and to view your academic record and financial aid awards. Electronic payments and access to student invoices are also available on the main student menu in WebAdvisor.

Access to WebAdvisor is granted after a student has registered for the first time and has obtained a Webmail account. Please note that a student must

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create a Webmail account before a WebAdvisor account will be issued. [To create a Webmail account, go to <https://webmail.fdu.edu>.] You will receive a login and password to WebAdvisor the next business day after creating a Webmail account.

For assistance with Webmail, please call the UTAC at extension 8822 or 973-443-8822. If you need assistance with WebAdvisor, send an email to [webadvisoradmin@fdu.edu](mailto:webadvisoradmin@fdu.edu).

## Novell Account

A Novell account will grant you access to the university open lab PC software applications, limited disk storage on the network for backups, and access to network printers. To create a Novell account, open a web browser and navigate to <http://neptune.fdu.edu>. Follow the on-screen instructions to create the account. Upon account creation, you will be given a Novell account login and password. Please note that a Novell account is different from a Webmail or WebAdvisor account.

Access to Novell is only required if you want to access stored files on the network server. If you desire this additional capability from a residence hall, documentation may be found at <http://isweb.fdu.edu/computing/novell.html>. You do not need this document if you are only looking for access to web sites, FDU's mail system, the library system, or for telnet access to systems like Alpha.

## Alpha and Datatel Accounts

In order to obtain either of these accounts, you will need to submit a written request with a valid form of ID. Request forms can be obtained at any one of the Computer Centers or it can be downloaded from <http://isweb.fdu.edu>. Each individual Alpha account is good for one year and all class accounts will be deleted at the end of each semester.

Account requests for Alpha and Datatel will only be processed with sufficient ID. Email requests will not be honored. ■

## Library Resources at FDU

### *Where to get connected*

The FDU library website <http://library.fdu.edu> is a gateway to a world of traditional print, electronic, and web based resources, including the Voyager catalog and proprietary databases.

- The CoolCAT online catalog <http://coolcatnj.fdu.edu> contains more than 546,000 items, representing the combined holdings of the Fairleigh Dickinson University Libraries and the Mahoney Library at the College of Saint Elizabeth.
- The library now subscribes to 24,482 electronic books which are searchable from the CoolCAT online catalog.
- Online and print journals held by the FDU libraries can be searched using the Journal Locator. FDU subscribes to over 13,700 electronic journals in all subject areas. These journals can be searched by clicking on the Journal Locator button at <http://librarydb.fdu.edu/databases.html> or <http://bk2fx7qs5q.search.serialssolutions.com/>
- Go to <http://librarydb.fdu.edu/databases.html> to see a complete list of databases by name and subject, covering all areas of study. The Knowledge Initiative funded by the State of New Jersey is providing new databases and journals in the natural sciences, business and computer science.
- FDU library resources can be accessed remotely using your FDU Webmail account. ■

## Departmental Requests

Software procurement and licensing inquiries can be initiated by opening a support request with the UTAC on extension 8822. Departments also seeking answers to questions regarding computer equipment purchases or leases can open a support request with the UTAC. The support request will be routed to the campus Computing Services Department who will work with you to get answers to your questions. ■

## The UTAC

### *University Technical Assistance Center*

The Fairleigh Dickinson University Technical Assistance Center (UTAC) is the 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](mailto:FDUTAC@fdu.edu), or the self service web portal from the <http://inside.fdu.edu> website. ■



recommended that all users go to these sites, download critical updates, and apply them prior to logging onto Clean Access for the first time.

Additionally, FDU provides current students with Norton Anti-Virus (NAV) at no cost. This antivirus solution is robust, is centrally managed, offers great anti-virus protection, and is free, provided you are enrolled and have a valid FDU Webmail account. The software can be downloaded directly from <http://isweb.fdu.edu/computing/nav.html> or you can pick up a NAV CD at one of the Computing Services managed labs. (Refer to Computer Facilities on page 2 of this issue of Inside OIRT.) ■

## Wireless Guest Account

### *Temporary Wireless Access for Guests*

FDU staff or faculty can sponsor a Wireless Guest Account which grants visiting professionals or scholars full access to university network resources. This means that a sponsored guest or visitor can have access to our wireless access points for real-time demonstrations and presentations, access to the Internet, or to run web or other remote applications. Guests will no longer be limited to simple web page content or be required to utilize FDU equipment to meet their needs.

Staff and faculty with a valid Webmail account can request a temporary guest account by visiting <https://isweb.fdu.edu/secure/intro.html> and completing the on-line request form. The account creation process only takes a few minutes and the wireless access account remains active for up to 24 hours.

In the event that more than 24 hours is required, sponsors have the ability to create a new guest account for your visitor once the old account has expired. Although each staff or faculty member will be able to create up to 5 guest user accounts per day, we ask that you provide accounts to your guests only when needed since bandwidth is a limited and costly resource. ■

# Things to Know

## **What is a virus?**

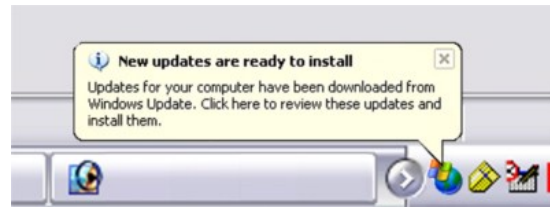
A virus is a malicious program that will cause serious problems on an infected computer. Some viruses exist only to spread themselves from computer to computer via email (and can later be used by spammers to distribute millions of spam emails), while others can delete important system files, rendering an infected computer inoperable. A Trojan Horse virus can grant unauthorized access to your computer, allowing a hacker to use your computer maliciously and giving him access to sensitive financial or personal data stored on your hard drive. Regardless of the type, a virus must be triggered by the user. Opening suspicious email attachments is one way that your computer may become infected. If you do not recognize the sender or the filename, you should not open an email attachment. Viruses are also often embedded in files on the internet as well. Be especially wary of files with multiple extensions, such as picture.gif.exe as these files, such as the example below, are almost always malicious.



## **What is a worm?**

A worm is similar to a virus in that it is a malicious program designed to spread itself to other networked computers and cause damage. However, a worm does not require user intervention to infect a computer. A worm exploits a security hole in the operating system on a computer or in any program that connects to the internet. These holes are frequently patched by the software vendors, so the best way to prevent infection is to keep your operating system up to date. If you need help configuring your operating system for Automatic Updating, please contact the UTAC. Every computer user shares responsibility to keep the FDU network worm free -- it only takes one infected computer to spread a worm among vulnerable computers inside

the network.



*Remember, this bubble is important- don't just close it or ignore it!*

## **What is spyware/adware?**

Spyware or adware is a type of software designed to monitor your activities online and report them back to the software distributor. Examples of this type of software are Gator/Claria, WebHancer, and Bonzi Buddy. These companies use the data collected by the software to target popup advertising and spam email. Some examples of spyware activity are:

- large amounts of pop-up advertising
- noticeable degradation in computer performance
- altered home page/browser settings

In most cases, spyware requires your permission prior to installation, which makes the program and its activities legal. Spyware is frequently bundled with 'freeware' programs such as Weatherbug and peer-to-peer software.

To avoid inadvertently installing spyware on your computer, always read everything before agreeing to install software, especially software you have downloaded for free from the internet.

If it seems like a program may be attempting to do something unexpected, do not continue the installation or grant it permission. If spyware is already resident on your computer (or if you're not sure you have spyware), there are programs available from several vendors that will search for spyware. Ad-Aware, Spybot Search and Destroy, and Microsoft Antispyware are examples of these utilities, and can be downloaded for free:

- [www.lavasoftusa.com](http://www.lavasoftusa.com)
- [www.safer-networking.org](http://www.safer-networking.org)
- [www.microsoft.com/athome/security/spyware](http://www.microsoft.com/athome/security/spyware)

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### ***Issues caused by Spyware***

Spyware, by design, monitors your activity online and reports your movements back to its creator. This invasion of privacy alone is enough reason to remove it from your computer. However, spyware also causes problems with your computer. These include:

- Inability to use computer because spyware is using all available processing power
- Disruption of internet connection due to corrupted/deleted system files
- Possible display of offensive or embarrassing content in unsolicited pop-up windows
- Increased vulnerability to viruses or worms
- System crash or total system failure

Removing spyware from your computer is a good way to maintain a safe computing environment - and you'll likely notice a marked improvement in system performance.

### ***My computer has a virus- what should I do?***



Even if you have taken all necessary precautions, your computer may still become infected. Depending on the type of infection, there are different removal tools which can be run. In some cases, the infection is too severe for use of a removal tool. If you need help, the UTAC does provide basic virus removal assistance and can be contacted at 973-443-8822.

### ***I get tons of pop-ups. What should I do?***

Many pop-up windows are generated by spyware/adware or other type of malware. However,

For comments and suggestions about this newsletter, please contact Jim Lebo at [jlebo@fdu.edu](mailto:jlebo@fdu.edu)

many pop-ups are generated by the websites you visit. To avoid this, you may want to try a browser with a pop-up blocker included. With the release of Microsoft Windows XP Service Pack 2, Internet Explorer now has an integrated pop-up blocker. Mozilla Firefox, the Mozilla Suite, and Opera are all free browsers that offer pop-up blocking, as well as other great security and usability features. Give one (or all) of them a shot!

### ***Stay one step ahead***

By staying informed, you can learn about emerging threats before your computer is affected. Check out some of the following sites for information about viruses, vulnerabilities and patches:

- [Securityresponse.symantec.com](http://Securityresponse.symantec.com)
- [Secunia.com](http://Secunia.com)
- [www.CERT.org](http://www.CERT.org)
- [Slashdot.org](http://Slashdot.org)
- [lsc.sans.org](http://lsc.sans.org)

### ***Any questions?***

If you have any questions which were not addressed here, please contact the UTAC at 973-443-8822 or by email at [FDUTAC@fdu.edu](mailto:FDUTAC@fdu.edu). OIRT also provides many useful guides and tips for the computer user on the [http:// isweb.fdu.edu](http://isweb.fdu.edu) website. ■

### ***Did you know?***

- By accessing and using FDU network resources you agree to abide by the terms of the Acceptable Use Policy for Computer Usage. This policy is posted at [http://isweb.fdu.edu/policies/accept\\_policy.html](http://isweb.fdu.edu/policies/accept_policy.html).
- The FDU Technical Assistance Center (UTAC) provides 24 hour technical support services to all students from the time they are officially admitted to the University. ■

“Two wrongs don’t make a right. Two rights make a U-Turn.”