



Do you know where your files are?

It's Monday morning and you arrive at work anxious to complete the project you have labored on for countless hours the past few weeks. You get a cup of coffee, sit down at your computer and observe a cryptic message on a blue screen rather than the usual login window. A desperate call to the Helpdesk brings one of the IT staff to your office. He takes a quick look at the computer and then turns to tell you the hard drive has failed and asks, "Where do you save your files?"

Scenario A

User A: I save them in Word

*IT: Okay, but where do you **store** them?*

User A: I store them in Word. When I open Word, that's where they are.

IT: So you don't put them on your H: or O: drive?

User A: What is an HRO drive? I don't think I have one.

This user is up the proverbial creek without a paddle. All of the work on the project has been lost. Recovery would require shipping the hard drive off to a specialty service and the user or department would foot the costly bill for the retrieval.

Scenario B

User B: I save all of my files on my C: drive. That way if the network goes down, I can still access them. And I figured it would be more secure.

IT: So where is your latest backup?

User B: Backup? Doesn't IT backup my computer?.

IT: No we do not backup any data files on the C: drive.

User B: Well, my computer has always worked just fine. I've been saving files to my C: drive for 10 years and never had a problem.. I never thought I needed a backup.

Though this user may have had some files on old floppies, everything on the C:drive, including the latest project, is lost. Even the files on floppies could be at risk of being lost as users often experience failures and IT no longer provides floppy drives in computers.

Scenario C

User C: I save all my work-related files on the H: and O: drive. Any personal files, such as pictures, documents, or music that might be on my C: drive can all be retrieved from their original source or I have a current backup on CD or flash drive.

IT: Excellent! We'll swap in a replacement computer and you can be back to work in no time. While we're swapping out the computer you could use another computer in your department or in one of the labs to access your data files and continue working.

Which scenario might best describe your situation? Every day IT staff members are replacing hard drives, rebuilding computers infected by viruses, or upgrading computers on campus. In order to ensure that your documents are not lost

during these scheduled or unscheduled events, you need to store your work-related documents on the network drives.

If the files are department related, and would be useful to the next person stepping into your position or they need to be accessed by others in your department, you should store them in a folder of your departmental H:drive. The H:drive is accessible by anyone in your department, so if your documents need to be restricted to you only, or a select few, IT can establish those access rights for you.

If your documents are related to work, but are specific to you, not needed or useful to your successor, then the O: drive would be the most appropriate storage. All network files are backed up nightly. Servers have built-in redundancy so even if there were a server drive failure, your files would not be lost.

Incidental storage of personal files, such as pictures, music, or documents on the C: drive (not H: or O:) is acceptable but you should always maintain backup copies on CD or flash drives, or be able to readily restore them from another source. Always keep in mind that your computer could fail at any moment and anything on your C:drive could be lost.

If you find yourself identifying with User A above, not knowing for certain where you store your files, please take steps to educate yourself. Continuing Education offers a class on File Management which can be very helpful in understanding the basics of file storage. This class may be paid for by IT—see instructions for registering for classes at www.iusb.edu/~sbit and follow link for training.

Office 2007

Microsoft Office 2007 is now available on the installs tab of Windows XP for you to install on your office computer. All new and rebuilt faculty and staff computers since May 7th have had it installed. It will be installed on ALL lab and classroom tech desk computers this fall. It is currently available in DW 1205 for faculty to test in preparation for the fall semester.

New features in Word to note: new "ribbon" bar, document themes, contextual spelling checker, and enhanced equation capabilities. Outlook has been updated with a new look. To install on your office computer, select START, Control Panel, Add/Remove Programs, and Add New Programs. Under Add Programs from Your Network, select Microsoft Office 2007, and click Add.

If you have a beige computer, or one that is marked as GX240 on the front of the CPU, you may want to wait for Office 2007 until you receive an upgraded computer.

Contact the Helpdesk if you need assistance.

IT Q&A

IT appreciates those who responded to the recent IT survey. There were questions raised by some and we thought it might be beneficial for others if we included the answers in this and future editions of the IT Update.

Q: Is there any way I can get a blinking light on my phone to let me know when I have a voice-mail waiting?

A: Telecom has caller ID boxes which indicate by a flashing light that a call was received and also display the caller's number. It does not tell whether the caller left a message, but triggers the user to lift the handset to check for a stutter tone. The caller ID box is a small unit about the size of a deck of cards, separate and independent of the phone set and costs \$35, fully installed. There are no additional monthly charges.

Other phone options available through Telecom are listed below. If you would like to order one of these phone sets, or if you have further questions contact the Helpdesk .

Phone Set	Voice Mail Light	Hands-Free	Caller ID Display	Multi -line	Call Log	Cost	Notes
Panasonic single-line	No	Yes	No	No	No	\$ 35	a
Nortel 3902	Yes	Yes	Yes	No	No	\$105	
M2008	Yes	No	No	Yes	No	\$105	b
M2008 H/F	Yes	Yes	No	Yes	No	\$125	b
Nortel 3903	Yes	Yes	Yes	No	Yes	\$160	
M2616	Yes	Yes	Yes	Yes	No	\$165	c
Nortel 3904	Yes	Yes	Yes	Yes	Yes	\$185	d

Notes:

- Caller ID and call log feature can be added with a separate caller id box.
- Supports up to seven (7) phone lines.
- Supports up to fourteen (14) phone lines.
- Supports up to twelve (12) phone lines.

Q: My Exchange/Outlook e-mail limit is too small. Can't I have more space to store my important messages?

A: Faculty and staff are given an e-mail quota of 100MB. If you require more space, you can contact the Helpdesk who can increase it to 150MB. That is the upper limit as defined by UITS. If you reach the limit again, the following steps will help you stay within the quota:

- Delete unnecessary messages.
- Empty the Deleted Items Folder.
- File large e-mail attachments on your O: drive and remove them from the e-mail message.
- Archive your e-mail. Whether you choose AutoArchive or do it manually, be sure to point your archive to your O: drive, NOT your C: drive.

If you need assistance with any of these tasks, feel free to contact the Helpdesk.

Q: Nobody explained how to use e-mail when I came to work here. A Tutorial would have been nice.

A: Free online training for Microsoft products is available to faculty, staff, and students at the following web site: <http://ittraining.iu.edu/online/>. Select "Microsoft Desktop eLearning Courses." Then select and download the course of your choice.

Print Management is Coming

Print Management is expected to be implemented by this fall or spring semester for student lab printing. Systems are currently being evaluated and an implementation team established for a smooth deployment.

Look for more information in the coming weeks.

You know you're addicted to email...

when:

- You check your email. It says "No new messages", so you check it again.
- You wake up at 3 a.m. to use the bathroom and stop at your computer to check your email on the way back to bed.
- All your friends have @ in their names.

Classroom and Lab Software Deadline July 2

Software and licensing information must be turned in to Rebecca Hartman by July 2 in order to be included in the lab or classroom tech desk computers this fall.

IT Helpdesk

DW1245

Hours:

8:00 am—8:30 pm, Mon-Thurs.

8:00 am—5:00 pm, Friday

www.iusb.edu/~sbit

Phone: 574-520-5555

E-mail: helpdesk@iusb.edu

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