Spread The Word

As part of a four-month pilot project, all IU students, faculty, and staff statewide get fee-free access to the entire lynda.com elearning library from August 20 through December 20, 2009.

Lynda.com has an Online Training Library® of over 650 courses and related exercise files created by subject matter experts. Log on and start using these materials now through the UITS IT Training site:

http://ittraining.iu.edu/lynda

Lynda’s training is convenient and self-directed – you can access the workshops you want, when and where you want. A middle of the night refresher on a particular Photoshop tool is probably not possible through traditional training venues. But, it’s readily available through lynda.com.

The training unfolds according to your needs and preferences. You can learn by:

- Subject: From 3D to XML, lynda.com covers the latest developments in areas such as multimedia, web design, programming, and more.
- Software: Lynda’s training library provides comprehensive coverage of popular suites such as Adobe CS4 and Microsoft Office, as well as of more specialized applications such as AutoCAD and WordPress.
- Vendor: You can choose from 29 IT companies, then view the full range of training options for their products.
- Author: If you like a particular trainer’s teaching style, you can look to see what else they have to offer.

IU students, in particular, will enjoy the ability to log in anytime and work through Adobe CS4 courses and exercise files. IU faculty will be able to incorporate fee-free video training into course curriculum – or assign outside training, so there’s no need to spend limited class time on a given tool.

And, for IU staff, it’s a no-cost opportunity to brush up on the latest software features, maintaining current and relevant skill sets.

To learn more about the lynda.com pilot, visit:
http://ittraining.iu.edu/lynda

Questions? Contact the IT Helpdesk.
520-5555; helpdesk@iusb.edu

New Wireless On Campus

Later this fall, the IUSB Wireless network is retiring and giving way to the new IU Secure wireless network. You can start using IU Secure now so your wireless connection won’t be disrupted when IUSB Wireless goes away.

Why is IUSB making this change? We switched to the latest wireless technology to provide you with secure, reliable connections that do not require additional protections -- and that are upgradeable to new speed boosting standards. Plus, with IU Secure, you can move seamlessly among wireless access points without losing your connection.

Avoid service disruptions by pre-configuring your devices for IU Secure. Detailed instructions are available at:

http://kb.iu.edu/data/awws.html

To make sure your PC isn’t automatically connecting to IUSB Wireless, you can prioritize the order in which your computer connects to detectable wireless networks. To make sure IU Secure is first, go to:

http://kb.iu.edu/data/axvv.html

Questions? Contact the IT Helpdesk.
520-5555; helpdesk@iusb.edu

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Jessie Onderdonk has been assisting faculty and students with technology in the classroom for over ten years. As a part of IT User Support/CTS, he helps diagnose and resolve problems with projectors, doc cams, computers, and other classroom equipment. Jessie’s experience, willingness to help and gentle demeanor make him a valued member of our team. Here are his responses to our get-to-know-the-staff questions:

**What do you like about working in IT at IUSB?**
I like working with the diverse group of people on campus. I enjoy troubleshooting problems in the classroom. There is a satisfaction in keeping the classrooms running smoothly.

**What brought you to IUSB?**
I started taking classes at IUSB in the fall of 1992 and received my Bachelor of Fine Arts degree in printmaking in the spring of 1999. I started working part time for IT in the fall of 1998 and went to full time in July of 1999.

**What do you like to do in your free time (hobbies, interests)?**
I love watching movies. I have an extensive collection of movies. I also enjoy art and playing games like dominos with family and friends when I have time.

**Can you tell us something about yourself that might surprise others?**
The only thing that comes to mind is that I graduated in the top ten of my graduating class of Riley High School.

Jim Christ has been with IT for a total of about three years; first as our hardware specialist, and then he came back to us as Helpdesk Consultant. He brings a strong background in hardware in addition to knowledge in networking to our Helpdesk support staff. He quickly responds to users needs, and tenaciously works to resolve their technology problems. He answered our get-to-know-the-staff questions as follows:

**What do you like about working in IT at IUSB?**
I like working with the customers (end users). I like to turn their day around by being able to fix their problem and see their face when it’s fixed.

**What brought you to IUSB?**
I have worked here before, so came back for an interview when Andy said there was an opening.

**What do you like to do in your free time (hobbies, interests)?**
During the summer, I tournament bass fish (catch and release). Thanks to Andy Walton, I’ve recently become interested in brewing my own beer, and I always look forward to my vacations, when my wife and I visit Disney World, Hawaii, Alaska, Las Vegas – lots of places I never thought I would visit.

**Can you tell us something about yourself that might surprise others?**
People might be surprised that I love watching “chick flicks” with my wife – and skipping through Disney World. It’s probably no surprise to some folks that I also am the proud daddy of 12 dogs.
Windows 7 is Here

Microsoft Windows 7 arrived in the bookstore last week and can be purchased for home use for $20. Please note that is for home use, not office use. Also be sure to check out the “Known issues with Windows 7 at IU” at: http://kb.iu.edu/data/ayrz.html

When Vista came out a few years back, IU South Bend chose to stay with Windows XP rather than move to Vista, hoping for more improvements in the next version. Windows 7 appears to have what we were waiting for.

Our staff are participating on a university-wide IT team to evaluate the product and prepare for its roll-out on the IU campuses. If testing goes well, we plan to install Windows 7 in the student computer labs for Summer 1, 2010. This means faculty will need to check with software vendors to verify compatibility with Windows 7 and obtain any necessary upgrades.

IT will begin work on the Windows 7 lab prototype this fall, creating the build from scratch. The standard Microsoft and Adobe products will be added, but no other software will be added until faculty request it. We will create a database of all software requested and the name of the requestor, so we can more closely manage the lab computer builds. More information will be posted on the Bulletin Board as needed.

Depending on the success of testing this fall, installation on faculty/staff replacement computers and by special request could begin as early as January. Plans are underway to provide demonstration sessions of the new operating system. Though similar to Vista, it has a different look and feel from Windows XP.

Multi-Function Devices On Network

Copiers no longer are single purpose, standalone machines. Printing, copying, scanning and faxing are now available in one networked unit. By consolidating many units into one, the university can experience a reduction in power usage and regain physical space.

Over the past summer, all of the new multi-function devices (MFDs) were attached to the network and key operators of each unit were provided with instructions to use it. Training sessions were also held to highlight the functions and answer user questions.

One of the environmentally friendly functions of the new multi-function devices is to scan documents to email. Rather than making a printed copy of a document to send to someone, simply scan the document to your email and then send it on to one or multiple people electronically. No paper used, no cost involved, it is simple and quick!

Here are step-by-step instructions for scanning a document to email on your MFD:

1. Press the SEND button.
2. For two-sided documents, press the “Two-sided Original”.
3. Press ADDRESS BOOK.
4. Press OK for NAME SEARCH, if asked.
5. Press + (or arrow) to scroll down list and select your name. (If your email address has not already been loaded you’ll need to enter it on the keypad.)
6. Press START.
7. If asked for “orig size” press OK.

The document will show up as attachment to an e-mail in your mailbox where you can then save as a file or forward to others.

Make IT Happen TechFest - October 13th

Each year IU hosts a series of IT awareness celebrations, known as Make IT Happen, which take place across the university. This year the IU South Bend event will take place on Tuesday, October 13th at The Grille.

We are excited about this event and invite you to visit the TechFest to check out the latest technology resources, services, and support available to you. While you are there:

- Enjoy the latest in information technology
- Enjoy free snacks, drinks, T-shirts, and other giveaways
- Get the information you need to keep your data secure, improve your productivity, and enhance your career
- Get up-to-date on mobile computing, podcasting, and Web 2.0 technologies
- Investigate new tools to maximize your impact in teaching, learning, and research.

Make IT Happen TechFest
Tuesday, October 13
10 a.m.—2 p.m.
The Grille (Main Café)
What’s New?

Snow Leopard
The new version of Mac OS X 10.6, commonly known as Snow Leopard, was released in August. IT is testing the new operating system now before deploying it on new or existing campus computers. IT will purchase the licenses necessary for upgrading faculty/staff computers and will be communicating with Mac users to schedule the install. Please refrain from installing it on your office Mac until IT support is available.

We plan to upgrade the student lab Macs to Snow Leopard for the beginning of the Spring semester, providing any and all issues have been addressed by then.

IU Mobile Now Live
Now information and services can be accessible anytime, anywhere via IU Mobile. Check out the IUSB portal on your mobile device at the following URL: http://m.iusb.edu

Mobile applications are available for:
- Oncourse messages, announcements, and forum posts
- News
- Classifieds
- Coming soon for IUSB—Student lab seat availability

User-only Rights In Lab—DW1205
As of September 25th, computers in DW1205 have been configured with user-only rights. The computers do not have DriveShield installed but are protected by other means available through Microsoft. If this test phase is successful, we will be changing all labs on campus to this configuration beginning December 21st for the Spring semester.

Faculty are encouraged to try out their software applications in this lab during the fall semester to be sure that students will be able to use the software effectively with just user rights. Please report to the Helpdesk any problems you encounter with your testing.

New Version Of Symantec Installation
Symantec Endpoint 11 will be pushed out to faculty/staff computers (PCs only) beginning Oct 9th. It may take a month to complete the upgrade of all computers on campus. You’ll know that your update has been completed when the icon in your taskbar at the lower right hand corner of the screen changes from a tilted gold shield to one that is perpendicular. The new version provides added security and functionality, but the installation and operation should be transparent to users.

IU Phone Directory Switch To Online
This year IU South Bend received only 50 of the all campus IU Faculty/Staff Directories. Please join in the university’s sustainability efforts by switching from the printed version to online at: http://phonebook.iu.edu

Advantages of the online directory include:
* Self-updates that are live within 24 hours
* Reverse look-up for phone numbers
* Interactive campus maps
* Links to Knowledge Base calling instructions
* PDF export options

Contact the Helpdesk if a printed copy is needed.

Need More Timely Bulletin Board Notifications?
Frustrated when you receive a notification from the bulletin board about an event that has already happened? Many people are not aware that announcements show up immediately on the bulletin board. But when you are notified depends on your profile settings in the bulletin board. How do you modify those settings?
1. Go to the bulletin board from the main web page (in Popular Sites pull-down menu).
2. Click on the LOG IN icon near the top of the window.
3. Enter your username and password. (This is NOT the password you use to log into your computer. If you don’t know what your bulletin board password is, click on “I forgot my password”.)
4. When you are logged in, click on the Email Notification icon near the top of the window.
5. In the new window, change the E-mail Notification Frequency to the frequency you desire (choose 1 to 24 hour intervals). Make sure the item, “Show only new messages since last time I logged in” is set to YES.

IT Helpdesk
DW1245 Hours:
8:00 am—8:30 pm, Mon-Thurs.
8:00 am—5:00 pm, Friday
Phone: 574-520-5555
After-hours calls are transferred automatically to UITS Support Center
E-mail: helpdesk@iusb.edu

Information Technologies
IT Update - October 2009
Beverly Church, Editor
Newsletter archive at:
http://it.iusb.edu/newsletter.shtml