Security Corner

In the ongoing effort to improve Windows computer security on campus, Information Technology Services deploys software security patches every Tuesday morning at 1:00 AM. In order for faculty and staff Windows computers to receive these security patches without disruption to the individual it is important for each individual to log out of the computer at the end of the Monday workday and leave the computer powered on.

Following are examples of the disruption to the user if the above advisory is not followed:
- The MOST disruption occurs if the computer is powered down, as the deployment will not begin until the computer is started. Then once the deployment is complete the user will be prompted to restart the computer.
- Minor disruption will occur if the computer remained logged onto the network during the patch deployment at 1:00 am. In this case the machine will not be automatically rebooted after the patch deployment and the user will be prompted to restart the computer.

Student and Employee Records Move to OnBase
by Janet Mayer, Project Manager

SUNY Fredonia purchased OnBase document imaging software in early 2011. Over the summer, Admissions and Human Resources offices took the first step towards moving their paper files to electronic records. ITS Team Leader Kevin Lane worked with OnBase Consultants to set up the system hardware and software in March. Admissions and HR staff worked through the implementation settings to create electronic filing cabinets and ‘meta-data’ for document indexing. Student and employee data is regularly updated in OnBase so electronic documents can be associated with the corresponding person. In June, HR began scanning previous employee records and continues to add records to the system. Admissions began the scanning of incoming student documents in May and will not retain paper documents for the next incoming class of students. ITS will implement departments who need access to electronic student records throughout the year with Financial Aid, the Registrar, EDP, Student Affairs and Student Accounts all coming on board in the 2011-2012 academic year.
Google Adds Appointment Slots to Calendar
by Christopher Taverna

Google has made their Calendar product even more useful with the addition of Appointment Slots. Using the Appointment Slot feature, you can set up time slots on your calendar that other people can book. For example, during Advising an advisor could set up appointment slots for their students to sign up online rather than on a slip of paper taped to the door.

When you click to create a new event in your calendar you can choose Appointment Slots, from there you can choose to offer as a single appointment or as separate slots for a custom duration (the default is 30 minutes).

People viewing your calendar will see any available appointment slots that they can click on to reserve for themselves. The example below shows a 2 ½ hour appointment slot split into 30 minute slots.

For more details you can view the Google support page for Appointment Slots at http://www.google.com/support/calendar/bin/answer.py?answer=190998 or the Fredonia Resources page, https://docs.google.com/document/d/1K0zgrVcYJiyzQQ6sFtAsgRNLS44uxxPiEla_QMJ-J4/edit?hl=en_US, which includes directions for sharing the appointments on ANGEL as well as student directions.
Summer Lab Update
by Christopher Taverna

This summer saw all Windows lab computers get upgraded to Microsoft Office 2010 and all Macintosh lab computers get upgraded to Microsoft Office 2011. Additionally, in keeping with the ITAB lab renovation schedule several computer labs received new or newer computers.

The Windows labs receiving new computers are: Fenton 2162, Fenton 2164, and Thompson E149. Also receiving new computers were the newly recognized labs: Fenton 2165, Thompson W112, and the McEwen Audio Editing Suites. The computers that came out of those labs were used to renovate the following labs: Thompson W229, McEwen G22, The Learning Center, and the four Windows computers in Jewett 214. Also receiving newer computers was the newly recognized lab in the Fenton Fishbowl. The Thompson E149 lab had an additional 2 computers added to the lab, as well as a networked scanner. Additionally, new (or newer) printers were added to most of these labs.

The Macintosh labs receiving new computers are the Sheldon lab and the newly recognized McEwen Audio and Video Editing Suites. The computers that came out of those labs were used to renovate Rockefeller 307. Rockefeller 307 and 309 both received new color printers. Rockefeller 307 had an additional 2 computers added to the lab, and Rockefeller 309 had an additional 3 computers added.

The Windows lab renovations were led by Christopher Taverna and the Macintosh lab renovations were led by Alex Moon and Amy Muscato. Luke Fountaine along with students Paul Jackino, Rob Lavin, Corey Nolan, and Emily Vedric provided assistance throughout the summer on these projects.
Find what you need at the Media Center

The Media Center has some new equipment that will supplement your classroom instruction, including pocket camcorders, DVD recorders and voice recorders. Our revised Media Center web page contains information on what we have for faculty and students. There is also a new video produced by our Spring 2011 intern, Marissa Pitz.

Check it out at:  http://www.fredonia.edu/ait/mediacenter/

The complete list of equipment is at:  http://www.fredonia.edu/ait/mediacenter/equip.asp

Another useful tool that has recently been added to our website are instructional pages on Smart Classrooms, which can be found at:  http://www.fredonia.edu/ait/SmartClassroom/

We will now be taking reservations for our Conference Room (Preview 2) at the Media Center (x3407). The conference room is available for conference calls and group meetings. There is an LCD TV for use with a laptop or to view a DVD.

Media Center is located W203 Thompson Hall and our hours are:
Monday - Thursday: 7:30am - 10:30pm
Friday: 7:30am - 5pm
Saturday: 2pm - 5pm (starting 9/10)
Sunday: 1pm - 10:30pm

As always, if you have any questions, please visit us or call us at 673-3407.
Be a Good Online Citizen

*Social networks work best when people maintain the same level of courtesy online as they would in the real world.*

**Safer for me and more secure for all:** What you do online has the potential to affect everyone – at home, at work and around the world. Practicing good online habits benefits the global digital community.

- **Post only about others as you would have them post about you.**

- **Know what action to take:** If someone is harassing or threatening you, remove them from your friends list, block them, and report them to the site administrator.

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**ECHO 360**

*by T. John McCune*

During the summer, ITS entered into an agreement with Echo 360 to increase the number of course capture appliances and personal capture licenses available to SUNY Fredonia faculty. The course capture appliances will be installed in four more classrooms on campus. The first capture appliance was installed during this past spring semester in Thompson E347, and allowed for instructors that participated, such as Dani McKinney and Tedi Cox, to provide selected pieces of their classes to their students afterwards. Students commented very positively in the ability to review content in order to increase their mastery of material through the use of Echo 360 and iTunes U. Announcements on workshops for Echo 360 will be made throughout the semester in order to show the opportunities it will allow for instructors. Further information on Echo 360 can be found at [http://echo360.com/](http://echo360.com/)

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**Tech Watch**

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*Photo Credits:* Andrea Wasiura

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SUNY Fredonia Information Storage Options and Best Practices

Information storage continues to evolve (remember the days of the 3.5” floppy?) and the following outlines current SUNY Fredonia options and best practices.

**Desktop computer hard drive.** Best practice dictates the individual develop and utilize a consistent backup strategy. This option is great for those who work individually on electronic documents, and do not require access anywhere/anytime.

**Thumb drive.** Best practice dictates using this storage option for non-confidential, low risk materials that are additionally stored in another location (in the event this mobile storage is misplaced).

**U-drive.** ITS best practice backs up every U-drive on a daily basis, with each backup saved for thirty days. Good option for individual document space that is easily accessible from office or lab desktops, as well as from an offsite location using Secure File Transfer Protocol (SFTP) [http://www.fredonia.edu/helpdesk/procedures/PersonalDataStorage.asp](http://www.fredonia.edu/helpdesk/procedures/PersonalDataStorage.asp)

**Shared Drive.** ITS best practice backs up every shared drive on a daily basis, with each backup saved for thirty days. Great option for business documents requiring accessibility to more than one individual, such as between an office Secretary and Director/Chair. Request a shared drive, or changes in ownership and accessibility via FREDQuest [https://fredquest.fredonia.edu/](https://fredquest.fredonia.edu/) (For Request Type enter “Computer Files” then select “Shared Folder Space”)

**Google Docs.** Google best practice auto-saves the document every few seconds with documents residing on redundant and CoLo (co-located) servers. Great option if documents need to be accessible anywhere/anytime to an individual or group. Great option for group collaboration. Great option if version history is needed. User maintains complete control over folder (collection) creation and sharing.

**OnBase Digital Imaging.** ITS best practice backs up all data on a daily basis, with each backup saved for 30 days. This is a great option for SUNY Fredonia offices needing to scan, index, and share/retrieve documents on a daily basis, or required to archive documents for an extended time period. This option is currently available to a small selection of offices according to a previously prioritized and funded deployment schedule.

**Off-site “Cloud” Storage** options such as Dropbox and iCloud are plentiful and potentially excellent academic applications. Users are cautioned to always read and understand what they are committing to when accepting the End User License Agreements (and understand that agreeing to a license that has not been negotiated by the institution is a personal decision and a personal responsibility, not an institutional responsibility). Please understand FERPA requirements [http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html](http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html) and guard against placing any FERPA information (such as grades or class roster) in these applications.
THWART IDENTITY THEFT!!
Protect Your Personal Information

Phones can contain tremendous amounts of personal information. Lost or stolen devices can be used to gather information about you, and, potentially, others. Protect your phone like you would your computer.

Social networking sites are about sharing, and you may be prompted or tempted to reveal personal information. Make sure you are comfortable with the information you share. Draw the line between what’s okay to share and what’s best kept private.

- **Secure your accounts:** Ask for protection beyond passwords. Many account providers now offer additional ways for you verify who you are before you conduct business on that site.
- **Make passwords long and strong:** Combine capital and lowercase letters with numbers and symbols to create a more secure password.
- **Unique account, unique password:** Separate passwords for every account helps to thwart cyber-criminals.
- **Write it down and keep it safe:** Everyone can forget a password. Keep a list that’s stored in a safe, secure place away from your computer.
- **Own your online presence:** When available, set the privacy and security settings on websites to your comfort level for information sharing. It's ok to limit who you share information with.
- **Keep your eye on your technology:** Never leave your laptop or other devices unattended, even for a few minutes.
- **Secure your phone:** Use a strong passcode to lock your phone.
- **Think before you app:** Review the privacy policy and understanding what data (location, access to your social networks) on your device an app can access before you download it.
- **Only give your mobile number out to people you know and trust** and never give anyone else’s number out without their permission.
- **Learn how to disable the geotagging feature on your phone at:** [http://icanstalku.com/how.php#disable](http://icanstalku.com/how.php#disable)
- **Keep a Clean Machine.**

You can’t be safe and secure if the technology you are using is vulnerable.

- **Keep security software current:** Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats.
- **Automate software updates:** Many software programs will automatically connect and update to defend against known risks. Turn on automatic updates if that's an available option.
- **Protect all devices that connect to the Internet:** Computers, smart phones, gaming systems, and other web-enabled devices all need protection from viruses and malware.
- **Plug & scan:** "USBs" and other external devices can be infected by viruses and malware. Use your security software to scan them.

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This past summer was a productive time of ordering and installing a new generation of projectors in nine of the fifteen classrooms in Fenton Hall. Two classroom projectors in Rockefeller Hall were also replaced and a classroom projector in Thompson Hall was upgraded. Software changes to the AMX and the Extron control hardware have also been done. Greg Snow and his assistant completely rewired half of the classrooms on campus (Thank you Greg and Alex Schultz!). However, we did not install any new control hardware because there is an electronic change coming soon. Near the end of 2013, the electronics industry has a self-implemented mandate to stop making and using analog video signals. It is called the ‘analog sunset.’ Just like the switch over from the ‘old’ NTSC broadcast television system over to the ‘new’ ASTC digital high definition broadcast system. What will this mean for us? Some things will still work and others will not. Let’s take a look at what the electronic equipment in our classrooms are using for output signals. Right now, we are using composite video analog sources (i.e. VHS, DVD) and in the console rooms, an external video input. We also use VGA, which is also analog and examples of this include local PC computers, laptop, Elmo and in a few rooms an Apple computer. We currently are not using ANY digital signals.

So, what is the future of each piece of equipment? The big one first is VHS tape players. VHS (Video Home System) uses composite video or it can use S-video. Either way, they are analog signals and will not be supported after the ‘analog sunset’. We already can feel the pinch, as we can no longer order certain parts to keep these machines running. VHS will be supported as long as possible, but we strongly suggest converting to DVD or if the copyright allows, making a copy onto DVD. DVD (Digital Versatile Disc, also known as Digital Video Disc) uses an analog video signal converted to digital for recording in a digital format. The DVD disk can be played back on Blu-Ray players, as Blu-Ray players use an HDMI (digital) output. The local PC computer has been set for a VGA output for compatibility with rest of the current system, or they can be easily changed to a DVI (digital) output. As we order new local PC computers they will have a display port (digital) output. Apple computers can also be set for DVI output and the computers, that have been installed this summer, have both HDMI and Display Port as their output. The Elmo uses a VGA output and so do many laptops, these will have to be scan converted to digital.

What will our classrooms look like after the transition? You will see little or no change in the operation of the classroom. The only change that may affect you will be the phasing out of the VHS deck and the introduction of the HDMI input jack. As it looks like right now, HDMI is the clear leader in the digital conversion. We can start buying HDMI switchers with built in scan converters next January. Tomorrow’s classroom will still have the local PC computer, a VGA connection for laptops and in the console rooms, the Elmo. New to the classroom will be the Blu-Ray player (replacing the DVD player) and an external HDMI connection (Display Port, DVI and Mini HDMI are easily converted to HDMI). The Elmo and the laptop connection will need the scan converter part of the switcher to go from the VGA to a digital signal. Note: The DVI connector can carry both analog signals and digital signals. Only the digital part of the signal can be converted to HDMI though. The analog signal will have to be processed through a scan converter.

What about your home television system? Most everything that you already have should still work. HOWEVER, some manufacturers of TVs, DVD and Blu-Ray players have said that they programmed their equipment to turn off any analog signals after a certain date! This may also include the component video signal. We will have to wait and see what does and does not work.

As always, please remember to turn off the projectors and lock the black boxes after your class. Also remember that the projection system can shut off after two hours if you do not reset the timer in the system by changing the input or adjusting the volume. We will continue to make improvements to the classroom projection systems.
Windows Operating System Update

Information Technology Services began delivering the Windows 7 operating system (with the message below) in 2010 on new and reformat ted machines. At this time all Windows teaching and general purpose computer labs maintained by ITS are running Windows 7, as are approximately 25% of faculty and staff computers.

PLEASE review these important policies, as they outline your responsibilities as a data and computer user on the SUNY Fredonia network:

Computer and Network Usage Policy http://www.fredonia.edu/Helpdesk/netpolicy.asp
Digital Millennium Copyright Act Policy and Procedure http://www.fredonia.edu/its/dmca.asp

See the ResNet link for online safety tips: http://www.fredonia.edu/res_admin/resnet/onlineSafety.asp