Celebrate Earth Week April 18-22 by reducing your printing footprint!

Replace individual office ink jet printers with centralized office or department networked laser printer(s), and enjoy some exercise!

Print only what you need by using the “page range” function and selecting the appropriate pages before hitting ‘print.’

Use duplex printing when available. Select the printer then “properties” and “print on long edge” before hitting ‘print.’

Print more than one page per sheet. This is a built in option in Word and PowerPoint, but is often able to be set at the printer level as well. It may be difficult to read, depending upon the number of pages per sheet, but it is an option.

Security Corner-Featuring Windows & Anti-virus Updates for SUNY Fredonia Computers

Windows and anti-virus updates as well as non-Microsoft patches for many other popular applications are automatically distributed on a regular basis, with the use of centrally managed software, to every state-owned computer logged into the network. This is a critical element in maintaining a secure and safe campus computing environment. *If your state-owned computer is not regularly logged into the network you should consider logging in to take advantage of these regular and critical updates.*

For info on updating home computers, visit the following link: [http://tinyurl.com/5tzga6u](http://tinyurl.com/5tzga6u)

Reminder to Faculty:

Please submit your smart room and computer teaching lab software installation requests by July 15th via FredQuest [https://fredquest.fredonia.edu](https://fredquest.fredonia.edu) (Request Type of either “Computer Labs” or “Smart Classrooms” and a Classification of “Request Software Install”).

For more information about installation upgrades, please visit the following link: [http://tinyurl.com/6d88x69](http://tinyurl.com/6d88x69)

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Faculty Equipment at the Media Center

The Media Center has new equipment for faculty! You can check out the following media equipment:

**Digital HD Video Camcorder** - Kodak Zi8 camcorders with stereo microphone are available for sign out. We will show you how easy it is to record your own events!

**DVD Recorder** - Transfer your video to DVD using a DVD recorder. We have a unit located in the Media Center, or you can sign out a DVD recorder if you have more than a few videos to transfer.

**Multimedia Cart** - Computer, DVD player, projector and speakers on a cart. Computers have Windows 7 installed with Office 2010.

**Laptop** - We now have more Windows and Mac laptops for checkout!

**Projector** - You can sign out a projector to use with your laptop or DVD player

Along with this gear, we also have the extras - DVD players, tripods, microphones, mic stands, speaker system, cables, extension cords, etc. Stop by to see what we have, we are here to serve you!

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**FRED@pps Corner**

Google Resources are regularly updated. Check here: [https://sites.google.com/a/fredonia.edu/startpage/start/googleapps-resources](https://sites.google.com/a/fredonia.edu/startpage/start/googleapps-resources)

Calendar Tip - Be sure you are receiving email notifications about calendar changes! Check instructions here: [https://docs.google.com/a/fredonia.edu/document/pub?id=1yWrm7G9hHkvILMkoEB7o-K4PHEdpWaeFyecW6-CmbdE](https://docs.google.com/a/fredonia.edu/document/pub?id=1yWrm7G9hHkvILMkoEB7o-K4PHEdpWaeFyecW6-CmbdE)

PDC Google Apps Associate Christopher Taverna provided these resources during his Spring 2011 presentations:


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**Phishing Reminder!**

A number of companies like CitiBank, Verizon and TIAA-CREF, that use a company named Epsilon as an email service, have had their customers' names & email addresses hacked from Epsilon's database. Be on the lookout for new Phishing scams to arise from this unauthorized harvesting of email addresses. **DON'T** respond to an email message from reputable organizations asking you to login to a link provided in the message.
Celebrate our Earth! Implement computer and peripherals power savings!!

Turn off computers and peripherals at the end of the work day or when not in use! Discontinue use of 3-dimensional screen savers since they double the power output of some computers. Implement power management features on your computer!! (Instructions follow…)

Windows 7 and Vista:
1. Right click on an empty space on your desktop and select personalize.
2. On the Personalize appearance and sounds screen, click on Screen-saver.
3. Near the Bottom of the window, click on Change Power Settings.
4. Select the Power Saver option and click on Change Plan Settings. Then select how long to allow your computer to remain idle before the monitor powers off (15 minutes is recommended)
5. Click Save Changes.

Windows XP:
1. Right click on an empty space on your desktop and select personalize.
2. Click on Properties, then select the Screen Saver tab.
3. Near the Bottom of the window, click on Change Power Settings.
4. Select the Power Saver option and click on Change Plan Settings. Then select how long to allow your computer to remain idle before the monitor powers off (15 minutes is recommended)
5. Click Save Changes.

Macintosh Snow Leopard (OS 10.6.X):
1. Open up the System Preferences.
2. Select the Energy Saver Control Panel.
3. Move the slider to select the desired time for computer to remain idle before monitor or computer “sleeps”.

Macintosh Leopard (OS 10.5.X):
1. Open up the System Preferences.
2. Select the Energy Saver Control Panel.
3. Select the Sleep tab.
4. Move the slider to select the desired time for computer to remain idle before monitor or computer “sleeps”.

Macintosh (OS9) Users:
1. Go to the Apple Menu and to the Control Panels.
2. Open up the Energy Saver Control Panel.
3. Click on the Show Details button.
4. Check the box that says Separate Timing for Display Sleep.
5. Select the time to set the monitor to go to sleep and close the window. (15 minutes is recommended).
From the Dark Corner of the Smart Classroom

There are several nuances with the smart classrooms, when once known, can improve the experience for the instructor and the students.

The first nuance is a time delay as a result of the projector being used as a video switcher. This first sign of a significant delay shows up at startup in the console (AMX) rooms. The projector will miss or ignore any commands until after the startup command has been completed. This means that until the projector is projecting at near full brightness, the projector cannot change to a different input. The projector cannot switch between inputs when it is not projecting. Example: If the projector was last used for projecting a computer image, you will need to wait about two minutes after turning the projector on before you can select a DVD or VHS image. This time lag gets longer if the projector has been in use the class before. If you turn the projector off, then right back on, you could wait five minutes before it is possible to change inputs. The work around is after the projector is projecting properly, go to another source. Example: If you are trying to show a VHS or DVD, go to the computer or the Elmo then back to VHS or DVD. If you are trying to show the computer or Elmo, go to VHS or DVD then back to the computer or Elmo.

Side Note #1 Over the summer, the AMX touch panels will be reprogrammed to reduce the time lag. Side note #2 The black box (Extron) rooms have the same behavior, but the Extron controller can be programmed to not accept any new commands until a certain amount of time has passed. However, in these rooms, the projector is used for switching sources and controlling the audio volume, which creates a different user experience in a few rooms.

(continued on page 5)

Phishing Consequences

Don’t be fooled into sharing your password(s)! There are a VAST number of scams that attempt to lure you into giving up your password. DO NOT BE FOOLED! No matter how official the email request appears, it is NOT. DO NOT REPLY. Please help notify Google by using the “report phishing” feature found in the drop down menu to the right of the message header. If you inadvertently respond, please change your eServices password IMMEDIATELY by using the change password form located on the SUNY Fredonia HelpDesk website at: http://www.fredonia.edu/helpdesk/

The consequences of sharing passwords can be considerable:

- Email accounts can, and are, compromised, allowing hackers to use the account to send thousands of spam messages (100,000+ in a recent incident).
- Information Technology Services would NEVER send an e-mail requesting your password or asking you to click on a link to verify your account information. Please do NOT be fooled into responding to emails that appear to be official!
- You are providing unauthorized access to potentially confidential information and databases accessible from your computer desktop and web interfaces.
- Recovery cost is substantial, ranging from 10-40 hours of technical staff time to investigate, communicate, and repair.
- Compromised account is disabled, thereby blocking further compromise, but also eliminating the ability of the employee to do their work until repair is completed and new credentials issued.
- SUNY Fredonia e-mail servers will be blacklisted as known sources of spam. Such blacklisted causes other e-mail servers to reject any and all e-mail that our servers attempt to deliver and affects productivity for every individual and office.
- If confidential information is compromised the SUNY Fredonia reputation could be severely and irrecoverably damaged.
From the Dark Corner of the Smart Classroom (continued):

The second nuance occurs with the wireless mice and keyboards in the black box (Extron) rooms. The wireless mice and keyboards use Lithium batteries which last two to three months, and though often perceived as the problem when the wireless devices do not work, the problem often is due to the amount of Radio Frequency (RF) noise in the room. The growing number of cell phone, laptops and PDA use creates an increased amount of radio signals in the air which conflict with the wireless mice and keyboards. If the wireless mice and/or keyboard are being problematic please ask everyone to turn off all PDA’s and cell phones before placing a service request. Wired mice and keyboards are available in each of these rooms for very limited alternative use (due to their restricted placement, and movement).

So what are we doing about these known nuances? We are exploring completely new equipment. The AMX touch panels are getting old, originally designed in the 80’s, and an upgraded design was installed in several rooms around 1995. We are researching Extron and Creston touch panel controllers as potential replacements. We are also looking at equipment that will eliminate the need for instructors to manage projector switching and audio control, and we are exploring the possibility of changing the wireless mice and keyboard to a wired system in a lectern. During the spring break, several changes were made to the programming in the black box (Extron) rooms. (You may have noticed that the projector button will light green when on and red when off). All the other changes are most likely transparent!

Please assist institutional sustainability efforts by turning off the projector at the end of each class. The projectors consume a large amount of electricity and the projection bulbs are costly ($400 each with a relatively short working life).

“Like” Us on Facebook!!

The SUNY Fredonia ITS HelpDesk page is now up on Facebook. The purpose of the page is to notify all of our followers of service outages, virus/phishing warnings and new service offerings. So, just “Like” us on Facebook and you’ll be in the know!


Editor: Gale VerHague
Contributors: Scott Grien, Douglas Johnson, Karen Klose, Janet Mayer, T. John McCune, Christopher Taverna, David Torres, Andrea Wasiura, Cathie Zakrzewski
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www.fredonia.edu/its its@fredonia.edu 716.673.4670
Dear Geek by “The Geek”

Dear Geek,

Why do I have to have such a complicated password? Can’t I use something that is easier to remember?

Melissa

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Dear Melissa,

One of the first things that most people notice when they get their account information at SUNY Fredonia, is that the password for their e-service accounts is difficult to remember. The passwords that are generated for new accounts contain letters in different cases, and numbers which are pretty random. And if you decide to change your password to something easier to remember, you’ll find that there are a bunch of restrictions on what you can change it to. First, you can’t use your username in your password, or your first or last name. You also have to make sure that your new password is seven characters or longer, and that it contains at least three different kinds of characters (upper case letters, lower case letters, numbers, and/or symbols). Sometimes it seems like remembering or changing your password is a bigger headache than it’s worth! So why is dealing with passwords so complicated?

The reason that passwords have all sorts of requirements boils down to security. With the growth of the Internet, nefarious types who would love to break into your accounts can use the Internet from anywhere in the world to try to access your accounts. These troublemakers and thieves don’t sit down at their computer and spend hours trying to guess your password. They do what everyone else in the world does in this age of technology, they harness the power of computers to break your password. Using programs widely available online, these “black-hat hackers,” or “password crackers,” usually perform one of two types of attacks to gain access to a password.

The first type of attack is called a “brute force” attack. A brute force attack enlists the help of a computer program to try every possible combination of characters as a password. The brute force attack works especially well against short passwords. A brute force attack used against a password can break any password given enough time to try enough different combinations. The key is making your password long enough so that the time it takes to break the password is not worth the hacker’s time to pursue. Password crackers, like everyone else, have limited time, and if it’s taking too long to find your password, it is more efficient to move on to an account with a shorter password than to spend an unknown amount of time trying to break your password. Each additional character in your password makes a brute force attack take exponentially more time to solve your password. This is why SUNY Fredonia requires a password that is at least seven characters long. But even longer passwords increase that security.

The second type of attack commonly used on passwords is called a “dictionary” attack. This type of attack is just what it sounds like. A hacker uses a program that consults a list of words, known as a “dictionary”, and tries all of them as your password. The password list a hacker uses is sure to include common passwords in addition to thousands of common words found in a dictionary. As we mentioned in our Spring 2010 issue of TechWatch, many people use the same or similar passwords. Some of the most popular passwords are “PASSWORD” “QWERTY” and “123456”. Using a password like this makes it especially easy for a dictionary attack to break into your account. One of the ways you can make your password resistant to this type of attack is to use multiple types of characters. While a hackers “dictionary” is sure to include combinations like “44444444” and words like “gamer” it’s less likely to include combinations like “!Numb3r0n3G4m3r” or “G0lfC1ubPr3z”. To be resistant against this type of attack, your e-services password at SUNY Fredonia is required to contain at least three different types of characters. If your password takes too long to solve, attackers are likely to move on to the next person who is unlucky enough to have a simple password like “snookie” or “pez.” (Continued on page 7)
Dear Geek (continued from page 6):

So, while taking the time to create or remember a long complex password may seem like too much work, this really is a case where a little prior planning and prevention can lead to big protection. Keeping the world’s creeps out of your accounts can prevent you from having your identity stolen or from having your account used to send SPAM or harassing emails. So stay safe and take some time to make a strong password for all of your accounts. Using a “pass phrase” can help you create a strong password that you will remember. A popular example (so don’t use this one yourself) is the pass phrase “Do you know the way to San Jose?” to develop the password DIY!Ktw2SJ?

Signed,
The Geek

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Wireless Printing Now Available in G22 McEwen Lab

The ability to print from your laptop connected to the SUNY Fredonia wireless network is now available in the G22 McEwen computer lab. This addition will complement the new work area that was recently added to the lab. Now students will be able to bring their laptops to the lab, have a place to plug in for power right at the table and be able to print PDF documents from their laptops.

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Microsoft Office Versions 2010 (Windows) and 2011 (Macintosh) Upgrades

The Windows 2010 version of Microsoft Office has minimal changes from the 2007 version and no compatibility issues, so no major upgrades are planned for computers used by faculty and staff. New computers ordered after May 15th will have the new version installed, and as announced previously all smart rooms and labs will have the new versions installed this summer. See this link for information about version 2010 [http://technet.microsoft.com/en-us/library/cc178954.aspx](http://technet.microsoft.com/en-us/library/cc178954.aspx)

The Macintosh 2011 version of Microsoft Office introduces the “ribbon” concept so is significantly different from a navigation standpoint. Since this version will be installed in all smart rooms and computer labs this summer it should also be installed on all desktops used by faculty using smart rooms and computer labs.

For more information on the Macintosh 2011 versions of Microsoft Office, visit the following link: [http://tinyurl.com/6d88x69](http://tinyurl.com/6d88x69)

Please enter a FredQuest ticket to schedule the upgrade on your Macintosh this summer if you will be teaching in a smart classroom or lab in the fall. [https://fredquest.fredonia.edu/](https://fredquest.fredonia.edu/) Select Faculty/Staff> Software Applications>Microsoft Office>Request Install/Upgrade