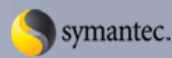




Information Technology Services Newsletter

Spring 2011

RADS 7—Symantec comes to RU



Rutgers University recently changed vendors for anti virus protection from Trend Micro to Symantec. This recent change necessitated that all of the computers within the Bloustein environment be migrated to the new program. We tested the program, implemented a deployment mechanism that was transparent to the vast majority of the end users at the Bloustein School, and rolled out the new program. However, there is the possibility that certain machines that have been off, or machines configured with special settings, were not migrated and we are continuing to monitor our networks for machines that are still running the old program. If you use a machine at Civic Square that has not been updated, please let us know.

If you have installed this program on a personally owned machine, or have a Rutgers owned machine at home, it is important that you upgrade to the new program. Trend Micro Anti Virus will continue to work, but new virus definitions are no longer available. It should be noted that there was a problem that was experienced by a small percentage of

individuals who installed the program at home and subsequently lost all Internet connectivity. However, that problem has been fixed. It should also be noted that there is a Mac version available for download.

The program available from the RU web site will remove Trend Micro and install this program, but it is recommended that you manually remove Trend first if you are able. In addition, it is also helpful to check if you have any other anti virus programs installed and remove those as well prior to installing the new program. If you do remove any antivirus programs manually, it is also recommended that you restart your computer prior to installing the new program. Please also be aware that on rare occasions, changing antivirus programs can be problematic and we would recommend that you only update your machine during a time when it is convenient. You can obtain the new anti virus program by going to <http://rads.rutgers.edu>.

New Area Code Coming to Civic Square!!

The Civic Square building is part of Phase C of the VoIP project on the New Brunswick Campus of Rutgers University and the Bloustein portion of the building is scheduled to transition to voice over IP in April or May. This migration will involve installing new phones that will be part of the data networks and that have advanced features and capabilities in comparison to the existing phones. This project was funded in order to reduce the fixed line costs that currently burden the university

and to provide a modern, scalable, and standardized solution. One of the main issues facing Rutgers New Brunswick is that there are currently over 400 different phone systems being used on campus. The project is expected to last a number of years and eventually replace approximately 15,000 phones. One of the main changes that will be part of this effort is that after the migration, the area code will change from 732 to 848 for all of your phones numbers



except for the fax lines. The preparation work for this upgrade is starting now and the new phones are scheduled to be installed at the end of April. Additional announcements and information will be sent out in the near future about this initiative and training sessions will also be provided on how to use the new handsets. Additional information on the project can be found on the project web site: <http://voip.td.rutgers.edu>.

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WiFi Upgraded at Bloustein School

This past summer, the Civic Square building wireless network was upgraded for better speed and better coverage. The network was upgraded from 802.11b to 802.11n and additional wireless access points were installed to better support all of the classrooms and conference rooms in the building. There is also a new option related to Rutgers Wireless called RUWireless

Secure. This optional service allows you to install a program that will provide improved encryption and cache your user credentials. For more information on using



RUWireless Secure, please see the main RU-Wireless

web site: <http://ruwireless.rutgers.edu> . Another change worth noting is that there is now a mechanism that allows faculty and staff the ability to create guest accounts for campus visitors. These guest accounts are valid for up to seven days and can be created using this web site: <http://ruwireless.rutgers.edu/RGAMS>

New Email Forwarding System at Rutgers

RULink was recently decommissioned and that was the system that forwarded mail sent to netid@rutgers.edu to your actual email account.



Recently, a new system was implemented for email forwarding and this system allows you to register up to three aliases that can be used for internal or external communications. Also, a new standard has been implemented as firstname.lastname@rutgers.edu and everyone is encour-

aged to register their appropriate aliases. If you have any questions about this, or if you plan on using a newly created alias as your primary email address, please contact us so that we can assist you. I should add that I can be reached via my standard alias at: martin.oreilly@rutgers.edu .

AV Improvements— EJB Smart Classrooms Getting Smarter

We have been working on countless audio visual improvement projects at the Bloustein School. For example, last summer a new studio



space was created on the fourth floor that has a teaching area and an area for teams to collaborate.

We also upgraded the projectors in rooms 112, 113, 168, and 170 and upgraded the resident laptops in rooms 112 and 113. We have also

installed new lobby signage and a content management



system for the signage in the lobby and just recently installed a new directory kiosk.



We also worked with the National Transit Institute and



the HIV Prevention Center and upgraded the audio visual systems in the training facilities at both of those locations. One other item that may go unnoticed is that we installed a set of switches in every classroom in Civic Square that allows you to turn off the set of lights closest to the projection screens during presentations.

DID YOU KNOW?

DID YOU KNOW THAT RUTGERS HAS A UNIVERSITY WIDE RESEARCH DATA ARCHIVE SYSTEM THAT ALLOWS YOU TO SAVE AND SHARE DATA RELATED TO YOUR RESEARCH? YOU CAN FIND OUT MORE INFORMATION ABOUT THIS, INCLUDING INFORMATION ON DATA MANAGEMENT PLANS BY GOING TO [HTTP://DATA.RUTGERS.EDU](http://data.rutgers.edu) .

DID YOU KNOW THAT OFFICE 2010 IS AVAILABLE FOR INSTALLATION ON YOUR OFFICE COMPUTERS? OFFICE 2010 IS THE NEW STANDARD VERSION OF OFFICE WE ARE INSTALLING ON ALL NEWLY CONFIGURED COMPUTERS, BUT YOU CAN REQUEST AN UPGRADE ON YOUR EXISTING COMPUTER IF YOU'RE USING AN OLDER VERSION.

EJBROOMS

The Bloustein School has a room management system in place that is used for managing the reservations for all of the facilities on our side of the building. This system is accessible to anyone who wants to know when a facility is being used. The primary administrator of the system is the new events manager at the Bloustein School, Amy Cobb and any formal reservation requests should be sent to her. However, if you would like to see if a room is available, you can go to ejbrooms.rutgers.edu and login with username public and password public.

Buying HW or SW?

If you are looking to purchase hardware or software for personal use, you should check out some of the deals available through your affiliation with RU. Hardware discounts on a number of products can be found by going to findtech.rutgers.edu and there are some useful software packages available for personal purchase on software.rutgers.edu.



The New Eden

Rutgers University is currently in a beta program that started in October of 2010 and will run through this semester. Starting in the Fall of 2011, all incoming and transfer students will receive Gmail accounts instead of Eden accounts.

In addition to the email accounts, the university is implementing the Google Apps for Education suite, which also includes Google calendar, Google docs, and Google Video for Education. The Eden system will continue to be sup-

ported, but the support resources will be reduced as fewer students use that system. The new email system is called Scarlet Mail and new students will only receive such an account if they opt to receive one. It should be noted that students can receive a



NetID without getting an account

provided that they have an email address that will be associated with their NETID.

Overall, this is a very good move for Rutgers in many respects due to the fact that very few students actually use the email services from Eden. It will also reduce the amount of email traffic on the Rutgers networks. You can find more information about this exciting new initiative here: <http://scarletmail.rutgers.edu/>

Apps.Rutgers.edu—SAS in the Cloud

The Office of Information Technology recently deployed a virtual lab style system that allows faculty, staff, and students the ability to login and use applications remotely. One of the main benefits of this new system is that SAS can be accessed remotely and this has been of value to a number of people here at EJB who have inquired about how they can use or obtain SAS. In addition to SAS, the system also provides programs like Matlab, R, Sage, and a few other programs that are restricted to faculty and staff use only due to license restrictions (SPSS, Maple, and Mathematica). The system is

fairly easy to use and you can find out more about this system here:

<http://oirt.rutgers.edu/software/remotexserver.html>



The department that manages this system is looking for feedback from anyone who has used it. If you fall into that category, please fill out the following survey to help them improve the service:

<https://sakai.rutgers.edu/samigo-app/Servlet/Login?Id=gerdes1297171430021>

EJB Master Course List

Planning course schedules is serious business at the Bloustein School and over the past few years, there have been a number of requests to try to consolidate the course information for our programs into one system. This past Fall, we started to make this a reality by implementing the "Master Course List" project. Currently, you can access the data in this system, search by almost any criteria,



print items from the database, and export items into Excel or Word for other uses. We are still working on creating a weekly calendar view that is dynamic and is affectionately referred to as the, "grid" here at EJB. Future efforts will also involve using this data for other purposes. If you are not aware of this system and would like to see the student view, you can go to:

<http://policy.rutgers.edu/mclnew>.

Computer Labs, Hardware, and Software

This past summer, 7 more computers were added to the computer labs to expand the total number of available stations to 78. Three new machines were installed in a studio space in 474/476 and four new machines were added to the fifth floor general access lab. The main reason for doing this is the increased enrollment at the Bloustein School. Over the summer we also upgraded our printing capabilities by adding a new color laser printer and a new plotter to the third floor labs.

Another noteworthy change is that the labs were upgraded to the 64 bit, Windows 7 operating system before the fall semester and a number of the programs installed on

our lab machines were upgraded to 64 bit versions. Our most recent lab image also includes Office 2010 and ArcGIS 10. In addition, Stata 11, AutoCAD 2011, SPSS 18, and Adobe Creative Suite 4 can be found on a select number of lab machines. Also, our AutoCAD 2011 license was recently upgraded to the education master suite and this includes a number of programs that are being used for the Solar Decathlon project. In addition, that suite includes a program called, "Ecotect Analysis" which is a sustainable design analysis software package and our license also includes access to the AutoCAD Green Building



Studio web based service. It should also be noted that the school continues to contribute to the license fees for both reworks and the Census Research Data Center in NYC. Our latest lab image includes a Microsoft Word plug-in for reworks, which is an online bibliography manager. You can find out more about reworks here:

<http://www.libraries.rutgers.edu/refworks/refworks.html>
We currently have a couple of faculty who have projects that will use the Census data and one professor, who is regularly accessing it now. For more information on restricted Census Bureau data, please see this site:

<http://oirt.rutgers.edu/software/censusseat.html>

EJBITS & Syringe Exchange

We recently implemented a new web based system for the Department of Health and Aging Services Syringe Exchange Program. This system was recently implemented and is being used at the five field offices located



throughout the state. It replaces a local program that was being used and the re-

sults of which were being transmitted and then compiled. The system is currently in the pilot phase, but there has been a good deal of progress on the project and the feedback has been quite positive.

Zimbra Update: E-Mail 2.0

One of the major IT initiatives at the Bloustein School last year was a migration to Zimbra for interested faculty and staff. We are pleased to announce that we have over 105 faculty and staff at EJB currently using this new email system and al-

though it took some time for many individuals to get accustomed to the new system, it has provided a good deal of value. Specifically, the system allows for shared calendaring, shared documents and mail folders, along with the ability to chat. In addition, the web inter-

face is fast and works well no matter where you are. One item of note is that if you are getting a new smart phone and use Zimbra, you should get an android based phone or an iphone for mobile calendar accessibility.



10 STEPS TOWARDS SAFER COMPUTING

1. BACK UP YOUR DATA REGULARLY
2. PROTECT YOUR SYSTEM WITH ANTI VIRUS SOFTWARE
3. IF YOUR COMPUTER IS A PERSONAL COMPUTER, SET AUTOMATIC WINDOWS UPDATES. IF IT IS EJB OWNED, THIS SHOULD ALREADY BE SET.
4. PAY ATTENTION TO ANY ALERTS FROM IT SERVICES
5. USE STRONG PASSWORDS
6. ENSURE THAT YOU HAVE GOOD PHYSICAL SECURITY FOR YOUR COMPUTER
7. RUN SPYWARE REMOVAL PROGRAMS REGULARLY
8. DO NOT RUN FILE SHARING, REMOTE ACCESS, OR PEER-TO-PEER PROGRAMS UNLESS ABSOLUTELY NECESSARY
9. INSTALL A PERSONAL FIREWALL ON YOUR COMPUTER
10. USE SECURE SERVICES TO CONNECT TO IMPORTANT SYSTEMS

Service Excellence is our Goal

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 33 Livingston Avenue
 New Brunswick, NJ 08901
 Contact Information:
<http://policy.rutgers.edu/ITS/contact.php>

E-mail: ejbhelp@rci.rutgers.edu

WANT TRAINING?
 THE TRAINING SCHEDULES FOR
 NB ARE AVAILABLE ONLINE AT:
<http://nbcs.rutgers.edu/education/>

The members of Edward J. Bloustein Information Technology Services:

Nicole DelBuono, Unit Computing Manager

Mehak Khajuria: Part-Time Technical Support Representative

Martin O'Reilly, Director of Information Technology

Tamara Swedberg, Instructional Technology Specialist

Visit our Web site: <http://policy.rutgers.edu/ITS>

Bits and Bytes

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Security Training at EJB

During this past fall semester, almost all of the centers associated with the Bloustein School attended security information sessions. The purposes of these sessions was to increase the awareness of security problems and to help educate individuals on how to practice safe computing. The most pressing problem that organizations face today is user awareness and these sessions



greatly increased the IT security awareness levels here at EJB. The Dean's Office was instrumental in promoting attendance for these sessions and we are grateful for their assistance. If you are a staff member and did not attend one of our sessions, please

contact us and we will put you on a list for an upcoming session. The goal of keeping our computers and networks safe requires a shared commitment between the members of the environment and the Information Technology Services Office.

Lights, Camera, Action!!!

Tucked away in the 5th floor lab is the Bloustein School Recording Room. This is a dedicated space, free from distractions, for audio recording, video recording, interviews,



photos, and more. Do you have to miss class? No problem! Pre-record your lecture using Camtasia and we'll help you put it on Sakai. Do you need to demonstrate SPSS, SketchUp or other complex software? You can just use Camtasia or Jing to capture your screen and post the tutorials online. In the past year, this resource has been used for:

- An interview recording of Professor Anglin
- Jane Miller's Organizing Data in Tables and Charts
- Student Profile Pictures
- Recording lectures for online classes
- Web conferencing
- Voice overs for online training modules

Email tamara@ejb.rutgers.edu if you would like to schedule this room or if you have questions about this great facility.