
New Version of Lotus Notes

Soon, the university will upgrade its email system, Lotus Notes, to version 8. If you elect to use the Lotus client or Webmail, here are some of the enhancements you can expect:

- new improved built-in browser, or choose your own
- easy to use sidebar with access to miniviews
- easier handling of Contacts (name and address book)
- the ability to delegate access to Contacts
- improved Calendaring and Scheduling
- improved Mail
- more letterhead choices
- improved Out-of-Office feature
- improved Search

With this new version, we're encouraging people to try Webmail as it contains many of the same features as Deskmail. If you would like to continue to use Deskmail, the Email Administrator will send you a notification about how to get the new client once the background upgrade is successfully completed. You will not lose email or calendar entries in this upgrade.

Oh, How Our World Has Changed!

by F. L. Ferreri

When the Internet was in its infancy, viruses were written by pasty-faced geeks jittering from too much over-caffeinated soda. The more computers they infected, the more notches they would put on their keyboard. After they had accumulated enough notches, their moniker would be immortalized for a couple of weeks, which was the ultimate cool in that sub-culture.

The Internet has matured since then and now is used heavily for commerce and banking. Some would argue with me on this opinion that the Internet is 'mature' because it contains all manner of Web sites that would make a bordello owner blush. I would concede that point, but that the Internet is used for commercial transactions is a simple observable fact. With the ability to take advantage of unsuspecting people, viruses now are written by thieves, organized crime, rogue nation states, and terrorists.

This sounds over-the-top, doesn't it? I mean, come on, Fabe! Rogue nation states? You've been writing too many of those Agent 000 stories and they've gone to your head.

Not so fast... Recently, an article in the New York Times told how a group of Canadian researchers found a virus on the computers used by the Dali Lama and his organization. This virus was found in the various countries that house his organization (India, Belgium, United States). This virus would report to three servers in China and one in Sothern California the documents that were on the infected computers and the email that was sent.

Who would target the Dali Lama? China? They're denying it. But who else would care that the Tibet people are looking for leadership outside the bamboo curtain?

Here's another example. There's a virus, called conficker, that

was set to activate on April Fool's Day, April 1st. It is estimated that this virus controls ten million computers—ten million! This virus has the potential to cause a lot of damage. Luckily, with the work of many people, the April 1st detonation was a non-event. No pasty-faced geek wrote this piece of code, though. It has sophisticated command and control capabilities, the ability to update itself, and silently waits for the command to begin. Microsoft is offering a \$250,000 reward for the arrest and conviction of the writer(s). This is serious stuff. The Internet is no longer a benign garden in which to play. You could get hurt out there.

So, if your machine has a virus, then all documents on your PC are no longer private. If your machine has a virus and you purchase merchandise on-line, then your credit and debit card numbers are no longer secure. If your machine has a virus and you bank on-line, then your bank ID and password are no longer yours alone.

How can you tell if your machine has a virus? It's not easy, nor is antivirus software 100% effective. Viruses don't advertise their presence like the spyware that hijacks your browser and sends you to porn sites. Viruses sit quietly in memory waiting for the right trigger (entering an eBay or bank ID and PW, for example) to activate themselves so they can copy information and then store it on a computer on the Internet.

The best thing you can do is keep your software patched (operating system, Adobe, Firefox, etc. etc. etc.), run a current version of anti-virus and anti-spyware software, and keep your fingers crossed.

Long Wait for Technical Assistance

By P. Phillips

Spring semester has been somewhat of a challenge for the Desktop Support Team in IS&T. We have been struggling to keep up with the workload which has translated into slower service for some of our customers. The factors we are dealing with are as follows:

1. Two of our senior Technicians, Dipal and Soni, had the nerve to graduate (seriously, we wish them the best of luck in their future endeavors).
2. Two others (Jeff and Farah) had the nerve to find extremely good Co-op jobs (these students are furthering their careers – best of luck to them also!). We hope to have them back in the fall when their Co-ops end.
3. Virus and Spyware attacks are getting more insidious and are reaching the point that may take a considerable time to remove. After going through the effort of cleaning the PCs, we many times find that irreparable damage has been done to the operating system and the unit needs to be re-imaged. Virus removal is about 10% of our calls and now accounts for about 40% of our time.
4. The volume of calls has increased each semester.

To help us get past these issues, we have put more full time resources onto the Desktop Support Team and have hired a new set of students to replace of the ones we lost. While we have

hired some quality Technicians, it does take time to get these students and new resources up to speed.

Thanks for your patience while we are working on this.

Free Faculty/Staff Training

By. R. Garcia

Perhaps you have been looking for ways to improve your department's website. You finally decided that the website isn't optimally organized and you're finding that you have several pages you believe could be combined. Then IS&T's Web Techniques class is for you. This is just one of the classes offered by the IS&T Training Department.

Sign up for free IS&T Training classes! The most up-to-date class schedule is available on-line at <http://www.csuohio.edu/offices/ist/services/training/schedule.html>. IS&T offers these training programs as a free service to all CSU faculty and staff. You can register for courses by calling x9626, or emailing your request to training@csuohio.edu. You must register to attend a training class. Classes with no registrations by noon the day before the scheduled date will be cancelled.

In addition, self-paced training resources are available on-line through Skillport (<http://www.csuohio.edu/training>). Skillport offers literally hundreds of courses that you can access from work or home. All you need to access this service is your CSU ID and Campus password.

If you have any questions regarding training, please contact Rowen Garcia, Director of Academic Development and Services, at x9993, or r.d.garcia31@csuohio.edu.

Ten Do-It-Yourself Security Tips

By SANS Org. (with a little input from the author)

... continued from previous months.

08. Protect sensitive information, especially when you use a public computer

Never type your credit card number, or other financial or sensitive information into any public computer. Ever! Don't save your logon information. Don't leave a public computer unattended with sensitive information on the screen. Web browsers keep a record of your passwords and every page you visit, even after you've closed them and logged out. Learn how to erase your tracks. Watch for over-the-shoulder snoops. When possible, use the "Cone of Silence"® to discuss important matters.

09. Be careful with wireless networks

Secure your own wireless network by enabling and using wireless encryption that scrambles the data transmitted between your PC and your wireless router. Out of the box, the encryption on most WAP's (wireless access points) will be disabled. If your router supports WPA2 (Wireless Protected Access version 2) then use it, it's better. Use a strong password for your WPA2 encryption key. Before you connect to someone else's wireless network, make sure it's a legitimate hotspot: Nefarious types have been known to set up pirate WAP's with familiar names like "wayport" or "t-mobile," and then use them to capture passwords and other private data. Verify that your two-way software firewall is turned on, and that file sharing is off. Always turn your Wi-Fi networking off when you're not at a hotspot.

10. Know your limits, and when you reach them, get expert advice

Not sure what the error message means? Don't know why you got that pop-up? Puzzled because a familiar website has asked you for a password or other sensitive information unexpectedly? Not sure whether or not you should allow that program to access the Internet? Ask before you do the wrong thing. Contact the IS&T Help Desk at x5050, your computer manufacturer's technical support department, your Internet Service Provider (ISP), or a trusted computer consultant. I usually call someone after I turn on my computer and ask them what to do next.

Presentation Tip of the Month

Toggle On the Overhead Projector

Many laptops don't automatically send the video display signal out the extra port on the back that connects to a video projector. You have to specifically enable the machine to do this by hitting the *Fn* function key (it's often printed in blue next to the Ctrl key on the keyboard) and the *LCD/CRT* button. Sometimes this may be an icon that looks like a monitor. This button also is printed in blue.

So, the next time you give a presentation and don't see the projector displaying what's on your laptop's screen, try hitting the *Fn + LCD/CRT* buttons.

Quote of the Month

The world is mud-luscious and puddle-wonderful.

-e. e. cummings, poet (1894-1962)

Editor: F. L. Ferreri, f.ferreri@csuohio.edu or 216-687-2160.

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2121 Euclid Avenue
RT 1104