

IT Department Newsletter

November 2008
Volume 1, Issue 3

Inside this Issue

- 1 Internet Update
- 1 Password Changes
- 2 Older Operating Systems
- 2 Out-of-Office Rule
- 2 PC Updates
- 2 Printing Problems
- 2 Word 2007 Documents

STCC
IT Department 755-4016
helpdesk@stcc.edu
Scibelli Hall Building 02,
Room 101

Password Changes Scheduled

A number of recent security-related rulings at the federal and state levels dictate that passwords must be stronger (i.e., longer and more difficult to decipher), and must expire in a timely manner. The STCC IT Staff is working with the Business Office and others to guarantee that the College's password policy is in compliance with new regulations. Effective **February 1, 2009**, users will be required to change their passwords every 6 months.

How will this affect you?

Novell/ Groupwise

When you log into Novell/ Groupwise, you will be prompted to change your password. Follow directions on your PC to make necessary changes.

Datatel

The next time you are prompted to change your Datatel client password, your password will now require a minimum of 8 characters (including at least 1 number) instead of 6. If you need help please call the IT Helpdesk (helpdesk@stcc.edu, x4016)

Remember, a safe password is NEVER posted on a PC. Protect your access; do not allow others to see or use your password.

Internet Issues Update

The College increased its Internet bandwidth at the beginning of November. Many were still experiencing problems after the increase. Were you affected? If you tried to get to Groupwise Webaccess from the Internet, or to the College's web site from off-campus, then yes, you were affected. The IT Staff has determined that the "clog" was due in part to faulty hardware. If you are still experiencing speed issues with the Internet, please email the IT Helpdesk (helpdesk@stcc.edu) and include the site that you were working on/with when you experienced the problem, and when (date and time) the issue occurred. Thank you in advance for your assistance in helping us troubleshoot our recent Internet issues.



I can't print!

If you are having problems printing, first check to see that you are logged into Novell. When you attempt to save a file, using File, Save As..., if you do not see your F drives or other shared drives, then you are not logged into Novell. To remedy this, from the task bar, select Start, Programs, Novell (common), Novell Login, and log into Novell. Being logged into Novell will give you access to the networked printers. If still unable to print, and the printer is on, contact the IT Helpdesk (helpdesk@stcc.edu, x4016)



I can't read this Word Document !

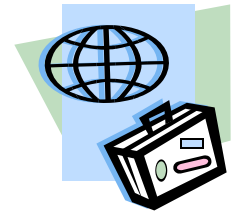
Different users utilize different versions of MS Word, and occasionally, you'll find that you cannot open a document sent to you. What to do? If the document you are attempting to open was created in MS Word 2007, chances are that the IT Helpdesk can talk you through the quick process to update your PC to allow you to view Word 2007 documents. Contact the IT Helpdesk (helpdesk@stcc.edu, x4016) and the IT Staff will talk you through the update so that your PC can now view Word 2007 documents.

What else can I Update?

Some Internet sites require updated Flash and/or Shockwave. You can update to Flash 10, and to Shockwave 11 in the same manner... contact the IT Helpdesk, and the IT Staff will talk you through the update.

Windows 98, Windows NT or Windows 2000?

Over the past year, the IT Staff has been working to retire all campus PCs that are running Windows 98 or Windows NT or Windows 2000 operating system. Why? Our current standard operating system is Window XP. These listed operating systems are not as secure as Windows XP, and so are more likely to be infected with viruses and other problems. Further, they are no longer supported by Microsoft Corporation for software updates. We believe we have the list narrowed down. Did we miss anyone? If, when you start up your PC, you get a "Windows 98" or a "Windows 2000" or "Windows NT" message, could you please forward to the IT Helpdesk (helpdesk@stcc.edu) that your unit is one of the older operating systems. Include in your email message to the IT Helpdesk "where" (building and room) the PC is located. Eventually, these older units will be retired.



Groupwise Out-of-Office Rule

You can create a rule for your Groupwise email that automatically replies to your incoming items when you are out of the office. So, if you plan on being on vacation for a week, you can setup an out-of-office rule so that others know that you are unavailable.

Follow the steps below to create a rule for when you are away.

1. From the Groupwise Main Menu line, select **Tools**, select **Rules**.
2. Click on the **New** button, and give your rule a name (e.g., **Vacation**).
3. Check **Received**.
4. Click **Define Conditions**; select **Delivered**; select **On or Before Date**, and enter date you will return; click **OK**
5. Click **Add Action** button.
6. Select **Reply...**; mark **Reply to Sender** and click **OK**
7. Type a message for your reply; click **OK**
8. Click **Save** and **Close**.

