

Welcome from Dr. Jim Tom

Welcome to the latest issue of Iterations. I'm the new Associate Vice Chancellor for Information Technology, and I'm new to UMSL and to St. Louis. I have also not lived in the U.S. for many years, so I'm grateful for the welcome shown to me by colleagues in ITS and elsewhere on campus. The well-known Midwest warmth has eased my transition into the community. I think I'm acculturating quite quickly. One sign is that I've already over-used the phrase "...I'm from Missouri..." with the amount of glee only possible from a newcomer.

During my interviews for this position as well as in the first few weeks I was here, I was impressed by the generally high regard the campus holds for the ITS organization. There is always room for improvement of course, but we have the advantage of a good foundation, including:

- good support for information technology to the desktop
- a strong orientation towards service to the campus, including the administrative areas
- extensive use of MyGateway course management (Blackboard)
- technology enhanced classrooms
- partnership in the Missouri research advanced network (MOREnet)
- growing use of web-based interactive classes using Centra
- second-generation Beowulf parallel computing cluster for research

I hope to build on that foundation.

I have been asked several times what my "vision" for Information Technology is for UMSL. I'm afraid that any answer I could give would seem premature or even presumptuous. I do have ideas

however. While I do not believe in technology as an end unto itself, I do believe that technology has a central role in enabling the new ways of teaching, learning, research and administration that will improve the University's ability to achieve its mission.

I see three broad areas of continuing initiative:

- use of technology to make teaching and learning more effective, especially for many "non-traditional" students that are among UMSL's constituencies
- provide an IT infrastructure to enable research that requires advanced computational, storage and networking resources
- IT resources that help to streamline business and administrative processes

My intention is to work with faculty, staff and students on campus to formulate a shared vision of how technology can contribute to the University. There is an existing governance structure in the Senate IT Committee and its subcommittees, and I look forward to their good advice. In the coming months, I also hope to meet with smaller groups of faculty, staff and students to get a better sense of technology needs at a grass-roots level.

I'm happy to be here, and look forward to continuing and extending the good work already started by Jerry Siegel and the rest of the Information Technology Services organization. I can be reached by email at tomi@umsl.edu and by telephone at 516-7170.

Dr. Jim Tom,
*Associate Vice Chancellor for
Information Technology Services*

instructional computing upgrades for spring 2005

The new semester brings with it more upgrades for Instructional Computing. All workstations running Windows 2000 have been upgraded to Windows XP for the Spring 2005 semester. Many software packages have also been upgraded including Office 2003 and Visual Studio .NET. A complete list of all software removals and upgrades is located here: <http://www.umsl.edu/technology/instructionalcomputing/docs/ICWinterSoftware2005.pdf>

In addition to the new software many Instructional Computing labs will have updated hardware installed. SSB 103 and Benton 232 are just two of those locations. As new hardware is installed in all Instructional Computing locations over the next few years, the availability of floppy drives will continue to decrease. Instead of floppy drives, more stable and reliable CD Rewritable drives are installed. For those that prefer not to use CD's for saving work, USB ports are also readily available for the use of USB Flash Memory devices. Users will also continue to see their personal network drive space mapped automatically on login to the workstation. Those that need assistance in migrating away from floppy drives to other media can visit any Instructional Computing lab for assistance.

To find out about other changes, including new 'stick' room locations please visit us on the web: <http://www.umsl.edu/technology/instructionalcomputing>

Chris Scheetz
Supervisor, Instructional Computing

Email Safety

Over the last 10 years, email has changed the way people communicate with each other. Unfortunately, it has also provided hackers, spammers and other less than desirable elements a cheap and fast tool to access millions of users around the world. In this article, I will describe the most common types of malicious email and provide some basic steps that you can take to help protect yourself and your computer from being victimized.

One of the more annoying forms of email is spam. Spam is unsolicited and unwanted email that is sent to large numbers of recipients and is generally of a commercial nature. Spammers are the junk mailers of the internet. Spam is a problem mainly due to the volume. It can cause network slowness, fill up space in email accounts, and overwhelm servers. Currently ITS has anti spam software that attempts to filter out unwanted junk email before it gets to campus email boxes. This process can not catch 100 percent of the spam sent to our campus, but it does remove a large number of them.

A somewhat new and more malicious form of spam is something called phishing. These are unsolicited emails sent to large numbers of recipients that try to convince users to go to a web site and enter personal information that is then used for identity theft. Phishing emails often purport to be from a legitimate company, such as eBay, but they ask the individual to supply them information that the real company would not solicit via email. These emails often look very authentic and they will even use logos and graphics from the company they are attempting to impersonate.

Another very common type of malicious email are those which are generated by and carry viruses. These types of email comes in several forms, but all of them have one purpose in common; to infect your computer. The three primary types of virus emails are ones that carry a virus-infected attached file that a user must run to infect their computer; ones that have a link to a web page that distributes the virus to the user's computer, and ones that have malicious code written in the email text such as a script that can infect unpatched computers upon opening the message.

The ITS department has several initiatives to help protect our users and their computers from becoming victims of non-legitimate email. First, all email that is sent into and out of the campus email systems such as Exchange and Studentmail go through a server that scans each message for viruses and filters them for spam and phishing attempts. Second, campus desktop systems have a version of Norton Anti Virus that is managed by a central server. This allows ITS administrators to distribute updated virus definitions to the computers in a matter of minutes. Third, Windows computers that are in the campus Active Directory domain are updated with critical operating system patches by the use of Microsoft's Systems Management Server (SMS).

While these efforts by the ITS department provide a high level of protection for the computers and users on our campus, they can't stop every virus or spam message from getting through. When a new virus is unleashed, the anti virus companies must first see it, then update their definitions, then we

must get those definitions out to the computers. With the speed at which viruses can now spread around the internet, a new virus can occasionally get through before anti virus software can be updated. The individuals creating and sending out spam and phishing messages are continually trying to improve their messages to get past spam filtering software. True protection of our computing resources relies in the joint efforts of the ITS department and the diligence of our campus users. The most important thing to remember is to be suspicious of any questionable email. If someone sends you an ad that sounds too good to be true, it probably is not true. If your financial institution appears to email you requesting you to go to a web site and enter in your personal information, it is probably not from the real company. If you get an email that looks like it was sent from someone you know, but it has an unusual or vague subject line, it may carry a virus. You should not open any such email message. The best course of action is to delete the message or, if you are unsure of how to handle it, you can get assistance by calling the Technology Support Center at 314-516-6034. In addition, you can forward any questionable email to abuse@umsl.edu. This mailbox is monitored by the campus IT security administrator.

Kyle Collins
System Administrator - Principal

Video Conferencing Can Save Time and Money

How would you like to make that conference, workshop, meeting, interview or program without ever leaving campus? Video conferencing is your answer. Video conferencing is not only cost effective; it also eliminates the stress and fatigue caused by long trips. You get the benefits of eye contact and body language, without the hassles associated with travel. Why not do your next job interview using video conferencing? Think of the money your department could save buy not flying in every candidate and spending the entire day entertaining, only to find out that person didn't even make the short list.

UMSL ITV Distancing Learning and Video Conferencing has conducted hundreds of conferences that have saved thousands of dollars to various departments here on campus. We can connect across town or around the world. Your conference can include multiple locations and is simple and easy to use. These locations are also equipped with various multimedia presentation tools, for use during your next conference. Please visit us on the web at: <http://www.umsl.edu/technology/instructionalcomputing/> Or call ITV Distance Learning & Video Conferencing at extension 7636.

David Maczynski
Audio /TV Production Technician

SHORT COURSES AVAILABLE

INSTRUCTIONAL COMPUTING OFFERS VARIOUS SHORT COURSES DURING EACH SEMESTER. THE COURSES ARE OFFERED ON MANY OFFICE APPLICATIONS, AND COMMON COMPUTER OPERATIONS, INCLUDING FILE MANAGEMENT, AND BASIC WEB DESIGN. EACH COURSE IS DESIGNED TO BE AN HOUR IN LENGTH AND GIVE THE PARTICIPANTS A BASIC UNDERSTANDING OF HOW TO USE THE SPECIFIC APPLICATION. THESE COURSES ARE A GREAT WAY TO GIVE A PARTICIPANT THE INFORMATION THEY NEED TO KNOW TO CREATE A POWERPOINT PRESENTATION, OR THE KNOWLEDGE TO CREATE GRAPHS AND CHARTS IN EXCEL.

FOR LOCATIONS AND TIMES OF SHORT COURSES VISIT OUR WEBSITE: [HTTP://WWW.UMSL.EDU/TECHNOLOGY/INSTRUCTIONALCOMPUTING/LABS/SHORTCOURSES.HTML](http://www.umsl.edu/technology/instructionalcomputing/labs/shortcourses.html)

CHRIS SCHEETZ
SUPERVISOR,
INSTRUCTIONAL COMPUTING

Video Streaming and Internet II

Many of us are familiar with watching movie previews from a recent motion picture on our desktop computers. This process, called video streaming, eliminates wait time because it allows users to view live or prerecorded video from a streaming server without downloading the complete file. At UM-St- Louis it was anticipated that video streaming would be a popular complement to MyGateway. Because of this, Information Technology Services initiated video streaming services a little more than two years ago with a QuickTime video streaming server; a second server, the Windows Media server, was added in January of 2003. UMSL faculty can now upload video files to one of these two dedicated streaming servers where the files can be accessed as simple Internet links and then streamed. These links can also be imbedded and viewed from within any online course environment.

Faculty members in the School of Business are among those who have used video streaming within their courses in innovative ways. When incorporated into a Centra session (Mygateway's real-time virtual classroom tool) streaming allows instructors to show video to all participants regardless of location; it also permits real-time interaction among participants. Centra sessions are recorded for later playback; video clips of the class can then be viewed as streaming movies at any time.

Internet II is another recent addition to ITS services and utilizes a type of video streaming called webcasting. Webcasting involves the transmission of live or recorded video from a central server to multiple recipients who all receive the same content at the same time.

There are currently two webcast channels available 24/7: The Higher Education Channel

and the Research Channel.

The Higher Education Channel is an open cable channel that has been on the air in St. Louis County and City since 1987. The Higher Education Consortium of Metropolitan St. Louis, a regional consortium of eleven member colleges and universities, programs the channel and provides telecourses for more than 2,400 students each semester.

Programming content on the Research Channel features interviews and documentaries produced by nationally know authors, researchers, artists and lecturers on many subjects: Arts and Humanities, Business and Economics, Engineering and Computer Science, Health and Medicine, K-12 and Education, Science and Social Sciences. The Research Channel does give us a opportunity to have a greater awareness of what research is being done at other research universities across the nation. An online Research Channel Video Library is also available and has thousands of instructional video clips.

More information on Internet II and program schedules for both the Higher Education Channel and the Research Channel can be found at:

<http://www.umsl.edu/technology/videosupport/12/>

For more information about video streaming go to the Online Faculty Technology Guide:

<http://www.umsl.edu/technology/publications/factechguide/multimedia.html#streaming>

For more Information about Centra go to:

<http://www.umsl.edu/technology/centra/>

You can request a Centra session from within your MyGateway course site by clicking on the "Request System" tab and then clicking on "Centra Session."

Marcel Bechtoldt
System Administrator - Principal

Optical Scanning & MyGateway

Optical Scanning users, you can now upload test scores into your MyGateway gradebook. In order for the scores to upload, the students must correctly code their student number in the ID NUMBER field on the answer sheet. When completing the Optical Scanning services form, indicate that you would like a file, emailed to you, for uploading into MyGateway. The file created for upload will be a .csv (comma separated values) file with two columns. The first column will be name followed by SSO ID in parenthesis; the second column is the test score. Any students who miss-coded their student number or left it blank will be listed at the top of the file with '(no match)' instead of an SSO ID. All those students with correct SSO IDs will be listed next and the only scores uploaded will be those of students identified by student number. For detailed documentation on uploading grades, contact the Optical Scanning area at 516-6541.

Laura Hofer
Database Programmer

ITS NEW EMPLOYEES

ITS WOULD LIKE TO WELCOME THE FOLLOWING EMPLOYEES TO THE DEPARTMENT:

DR. JIM TOM,
ASSOCIATE VICE-CHANCELLOR

MISTY BARNWELL,
SYSTEM SUPPORT ANALYST

NICHOLAS BIGGERSTAFF, SYSTEM ADMINISTRATOR

TIM BLOOM,
SYSTEM ADMINISTRATOR

BOB GARRISON, LAN ENGINEER

LOUISA LEE,
SYSTEM SUPPORT ANALYST

DARIN MACKIEWICZ,
SYSTEM ADMINISTRATOR

MARK MONROE,
SYSTEM ADMINISTRATOR

MARITA PELSTER,
DATABASE PROGRAMMER ANALYST

WESLEY SZWARC,
SYSTEM SUPPORT ANALYST

StudyMate Software

The University of Missouri - St Louis has obtained a campus-wide license for the StudyMate software. StudyMate is an authoring tool that lets you create nine different Flash-based learning activities and games using three simple templates. StudyMate can import questions and data from a variety of formats, including MS Word and Respondus. The Flash activities can be published directly to your MyGateway course sites. Please note: StudyMate activities are not automatically recorded in a class grade book. You can find a copy of StudyMate to download, as well as the necessary installation instructions and password, in the Course Documents area of the "Using MyGateway and the WWW" course site on MyGateway. Open the folder: "MyGateway 6.1" and you will find the folder containing the StudyMate program.

More information, as well as demonstrations of sample activities, can be found at:

<http://www.respondus.com/products/studymate.shtml>

If you have questions about StudyMate, please contact: Rocky Keel, 516-6538 or rok@umsl.edu.

Rocky Keel
Lecturer

Dynamic Host Configuration Protocol

As mentioned in the September, 2003 Iterations, Information Technology Services has been working on changing the way IP addresses are handled on the UM-St. Louis campus. Historically, on all faculty and staff computers, IP addresses have been assigned to a specific computer and then manually entered into its configuration. Soon, we will begin upgrading to a system where the network will automatically assign an address to your PC. After this change, the DNS name and IP address of your system will become variable. If you have a need for people to continue accessing your system by name or IP, intervention will be required to assure this service remains available.

Before any changes will be made, you will be notified of the date and time we will be in your area, and also be given instructions as to what may be required of you. Most of the changes will be automated, with little to no intervention on your part. You may, for example, be asked to shut down your computer the night before or to reboot your computer the day the changes will be taking place.

If you have a Macintosh, UNIX, older Windows PC system—such as Windows 95, 98 or ME— or if your system is not joined to the UMSL-Users domain,

your system will need to be configured manually. ITS will assist you with any needed changes.

Networked printers will also be included in this address change. As printers and systems are updated with the new printer IP addresses, you may briefly experience a network printer connection loss. The outage should be minimal, as we have planned to update printers and workstations as concurrently as possible.

This change in IP address assignment may benefit the campus in many ways. It can increase security by making it more difficult for a hacker to find a system again. It will simplify the process of moving an existing computer and deploying a new computer. It can also enhance both the speed of the network and, in the future, make it easier for ITS to implement upgrades and enhancements with minimal impact to you.

We hope that you will bear with us as we move the campus forward. We truly believe that this process will be worth the time that it will take, and appreciate your patience, help and suggestions.

Steve White
LAN Engineer

Thumb Drives

With today's availability of the Floppy drive dwindling, what other options do you have? Thumb Drives. You may have heard them called Flash Drives, USB Drives, Mini-Drives or Memory Sticks. They are very small and portable and can easily fit in your pocket or on a keychain. The drives give you the ability to save your files with ease. They connect easily to the USB port of any computer, Macintosh or PC. They come in USB 1.1 or USB 2.0. The USB 2.0 is compatible with the older computers equipped with USB 1.1. Insert the drive into the USB port on a Macintosh and it shows up with a new icon on your desktop. With the PC, a

new drive letter will appear in "My Computer." The Thumb drive gives you the ability to read, write, copy, delete and move data between computers, and they are relatively inexpensive. You can get one for as little as \$15.00 and they come in several sizes from 16mb to 2 GB. They can be easily be used with ME, 2000, XP and Mac OS 8.6, 9.0 or higher. Windows 98 & 98SE will require a simple driver installed.

Laura Patterson
Systems Support Analyst

Free Online Microsoft Courses

Faculty, staff and students can access the Microsoft eLearning Library (MELL). This library is a collection of end-user and technical on-line courses for Microsoft software products. You can access the courses with your gateway/sso id from any University-owned, on-campus computer that is connected to our wired Ethernet network. Students can take advantage of these courses from any campus lab machine.

Using Internet Explorer, go to mell.umssystem.edu to take a course or to see a listing of available courses. Additional information about using the MELL courses can be found at <http://www.umsl.edu/technology/training>.

Mary Brown
Technical Trainer - Principal

TECHNOLOGY FRIDAYS

Technology Fridays" is a series of short (60-75 minute) workshops focusing on a variety of issues related to using technology and the Internet in the classroom. The "Technology Fridays" series represents an attempt to provide faculty direct access to assistance on an ongoing, regular basis. Every Friday during each semester, up to four workshops are offered (sessions begin at 10:00 and 11:30) to help faculty, staff and GTAs learn more about specific information technology resources here at UM-St. Louis. Sessions include an introduction to the Blackboard 6.1 course management system that powers our campus MyGateway system. The new MyGateway offers a variety of improvements for instructors and students, including the integration of services, like Centra's online, synchronous learning environment, and single sign-on access to a variety of campus resources. Along with an introduction to the new MyGateway, we will also be offering a series of workshops concerning the online, synchronous learning environment: Centra, developing web pages, using Dreamweaver, Creating online forms, and other topics. If you have an idea for a workshop topic, be sure to let us know (frc@umsl.edu) You are encouraged to review the schedule and register to attend workshops via the web page: <http://www.umsl.edu/training>. (We will be adding workshops, so check back often). If you have any questions concerning "Technology Fridays," please contact the Faculty Resource Center: 516-6704 or frc@umsl.edu; or Rocky Keel: 5160-6538 or rok@umsl.edu

Rocky Keel
Lecturer

samba connection for mac users

Now Mac users can enjoy the same convenient connection to the Steamboat server that Windows users have had for quite some time.

If your Mac uses OS 10 or higher, go to the following link in the Faculty Resource Center site and download the Samba patch:

<http://www.umsl.edu/technology/frc/techres.html#samba>

This will create a Samba connection icon on your desktop that you can use to connect to Steamboat and all of your "My Documents" files.

If you have any questions about installing or using this patch, please call Paul Wilmarth in the Faculty Resource Center (4901)

Paul Wilmarth
Faculty Resource Center