

Welcome to our Fall issue of *iterations*! In this issue, you will find out about computer security, phishing emails, the upcoming Focus on Teaching and Technology Conference, high-performance computing plans, Instructional Computing news and other helpful information.

As part of the University of Missouri's commitment to keep faculty, staff and student personal data safe and secure, the Social Security Number Remediation Project is continuing. We are currently in Phase 2 of the project. If you are interested in learning more, details of the project can be found at: <https://doit.sharepoint.missouri.edu/sysops/public/ssnproject>. Phase 2 is focused on PeopleSoft Human Resources and Finance, and related processes. To view this SharePoint site, please use either your sso@umsl.edu and your sso password or [umsl-users\sso](#) and your sso password.

On October 15th and 16th, we will again co-sponsor the Focus on Teaching and Technology Conference with the Center for Teaching and Learning. The Conference continues its expansion to include regional partners with the participation of St. Louis Community

College District, Maryville University, St. Charles Community College, and the Southern Illinois University at Edwardsville. Continued significant sponsorship from vendors allows us to offer this event for free. Mark your calendars! For more information about the program, please visit: www.umsl.edu/services/ctl/fac_programs/teach_with_tech/fttc_09.html.

We are proud to announce a Call for Proposals for this year's Innovation Grants for integrating technology into teaching and learning. Please see: www.umsl.edu/technology/innovation_grant for more information.

The search for a new CIO is well underway and there are some excellent applicants. I want to thank all members of the search committee for their commitment to helping us find a worthy successor to Jim Tom.

We, at ITS, wish all of you a very successful fall semester!

James M. Krueger
*Vice Chancellor of
Managerial & Technological Services*

Our door is open, welcome

"Act as if what you do makes a difference. It does." ~William James

The Faculty Resource Center (FRC) would like to welcome faculty, staff and students to another exciting semester at the University of Missouri-St. Louis. We would also like to take this opportunity to remind the campus community that our door is open and we look forward to working with you and supporting your teaching with technology objectives.

If you're new to UM-St. Louis we invite you to ask a colleague about their experiences with our center. Afterwards stop by room 105 Computer Center Building and meet Jennifer, Paul and Tom who will provide you with an overview of resources available and answer any questions you may have.

We realize the start of a new semester is a busy time and we're here to help. Our resources reflect UM-St. Louis' commitment to strengthening the support for teaching and learning with technology. Here's an overview of FRC services available:

- Individual consulting related to technology

use, including MyGateway, podcasts and streaming

- Departmental technology workshops upon request
- Use of Flashlight Online, an evaluation and survey tool
- Convert files into different formats for presentations, web sites etc.
- Help design, develop and update information for faculty or staff web sites
- Scan text documents into electronic format
- Assist with uploading files to faculty accounts
- Sign-out equipment such as: laptops, data projectors, digital cameras etc. (based on availability)
- Assist with troubleshooting hardware and software problems

Remember, we're located in room 105 CCB, our number is 314-516-6704 and our door is open if you need us.

Jennifer Simms
Technical Trainer
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Tips to Reduce Printed Materials & Cost

- Print PowerPoint slides 3 or 6 slides per page in black and white with backgrounds turned off.
- Use the Zoom option to print multiple pages on 1 sheet.
- Provide course syllabus in electronic format instead of print.
- Avoid giving out handouts in class, but instead provide documents in electronic format and accept completed assignments electronically when possible.
- Encourage students to review PowerPoint slides online, or in MyGateway, instead of in printed format.
- Print files duplex (2 sided).
- Only print 1 copy.
- Reduce page margins, or use single or 1.5 spacing to fit more on a page.
- Before printing check print preview to review the document and verify the number of pages. Web pages can be very long.
- Print only the necessary pages instead of the entire file.
- Don't print drafts of every revision. Edit and proof papers online.
- If you print a file and decide it is no longer needed, before it is printed, delete it from your computer's print queue.
- Send documents electronically instead of printing out hard copies.

We all must print at times, when you do please be sure to recycle!

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Voicemail Options for Former Employees

When an employee leaves the University, the unit manager should have a process for dealing with the telephone voicemail box for the former employee. Callers need to be alerted to the fact that the employee is no longer with the University.

Following are several options to consider:

1. The department should request from Telephone Services that the voicemail box be programmed not to accept messages. The employee can record an appropriate message before s/he leaves. The message should provide the name and telephone number of another employee. If the employee does not change the greetings, the department should contact Telephone Services, have the password reset and update the Personal Verification and any Greetings that have been recorded.
2. A departmental employee can program the telephone number to “Call forward” all calls to another University telephone number.
3. The unit manager can decide to disconnect the telephone number which also deletes the voicemail box.

A departmental employee also can work with Telephone Services personnel to restrict the long distance calling feature on a specific telephone number on a temporary basis.

For more information or assistance, please contact Telephone Services at x6500 or telephone_services@umsl.edu.

Judy Michael
Systems Support Analyst
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A New Year, A New Phish

The start of the semester always brings us new experiences. We get bombarded with information from all directions. Unfortunately, one group of people who bombard us is the criminal underworld. They want your personal information and they get it the easy way. They just ask.

As is the story every year, Phishing and Identity Theft emails are on the rise. Criminals know you are busy and hope that you are too busy to really read your email. They hope you just reply to it as a reflex. We are seeing a lot of email right now that we are calling spear phishing. These emails are targeted phishing emails. Someone actually takes the time to check out our website or even make a call to get real names of people from campus to put into their “fake” emails. This makes them a little harder to spot, but they always have a few things in common. They will ask you for

your password or they will direct you to a web site that will ask you for your password. Never send your username, password, or Social Security Number in an email. And the only official UMSL web site to change your password is: <https://sso.umsl.edu>.

If you receive emails asking you to send your password or account information, please send them to abuse@umsl.edu and we will investigate it. Do not reply to it in anyway. If you have further questions please send your questions to the abuse account and we will answer them as quickly as possible. You can also visit our website at: www.umsl.edu/technology/security.

Mark Monroe
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New High-Performance Computing Cluster

For the last six years, Expedition has been the platform for high-performance computing at UM-St. Louis. This is a long time as HPC computing goes, and the time has come to replace the cluster with something newer and more powerful. Last spring saw the introduction of Grethor, a new test cluster based on quad-core AMD Opteron processors in Hewlett-Packard computers.

We have taken delivery of our new cluster, which will be built by expanding Grethor, installing faster interconnects, and expanding the storage facilities. These additions will be phased in during the fall semester with as little interruption to operations as possible. When completed, Grethor will have 128 cores in 16 computers, interconnected by state-of-the-art Quad Data Rate InfiniBand, and have several terabytes of new storage organized into a true cluster file system. It will be physi-

cally much smaller than Expedition, but faster and more energy-efficient.

All operating software will be upgraded to the latest compatible versions. The process of transferring applications software to Grethor has begun. Recompiling software is necessary, and testing has already begun with good results. Use of the cluster will be as much like before as possible.

With the completion of Grethor will come the end of Expedition. We will do one final file transfer and then retire Expedition after a long career. If you have questions contact Tony Eckert at 6512 or tony_eckert@umsl.edu.

Tony Eckert
System Administrator
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Data Center Hours of Operation

The Data Center houses University servers and network equipment. It is staffed 24 hours a day, 7 days a week, 357 days a year by support technicians who monitor critical equipment and services. The Data Center is not staffed from 12:00am to

11:59pm on the eight designated University holidays (New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day following, and Christmas Day). A special monitoring system is in place to page

designated staff in the case of a critical equipment failure on these holidays.

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Work from home?

Forget an important document on your computer at work? Instead of driving back to the office you can “Remote” into your Windows workstation from your personal computer, or any other computer running Windows XP or Vista. If you decide to use Remote Desktop, you can also access all of the files and programs present on the computer.

Before being able to establish a Remote Desktop Connection to your computer on campus, there are several things that you will need to do: First, you must make sure your office system is logged in. Second, you will need to make sure that your work computer is configured to allow the connection. To do this you will need to right click on My Computer, and then click on Properties. In this window, you will need to write down the full computer name ‘xxx-xxxx.stl.umsl.edu’. This will be computer name that you will enter to establish a connection to your computer. Next you will need to click the Remote Tab (on the System Properties window) and, under Remote Desktop, check the box to allow users to connect remotely to this computer. The third item will be to make sure that you have the Cisco VPN client installed on your home system. If you do not have the Cisco VPN Client installed you can get it from <http://wifi.umsl.edu>. Once it is downloaded, you will need to install it. If the computer you are trying to connect from is running either 64bit XP or 64bit Vista you will need a 64bit VPN client. There is not a downloadable client for these operating systems, but if you contact the Technology Support Center (516-6034 or online at <http://help.umsl.edu>) and they will be able to assist you manually setting up the VPN.

Now that your work computer and personal computers have been prepared from home you will need to launch Remote Desktop. This piece of software comes installed on Windows

XP and Vista systems. To launch Remote Desktop you will need to click ‘Start’ and select ‘All Programs’. Next select ‘Accessories’, and click ‘Remote Desktop Connection’. (This will make the ‘Remote Desktop Connection’ dialog box appear.) If you cannot see this under Accessories you can click ‘Start’, click ‘Run’ and type `mstsc` and click OK. Now the ‘Remote Desktop Connection’ dialog box will appear. In this dialog box enter your full computer name in the ‘Computer’ box and click connect. You will now be at a login prompt and you will need to enter your SSO ID in the ‘User Name’ box and your SSO ID password in the ‘Password’ box. Once complete, click the connect button. When the remote desktop connection is established the remote system will log off automatically and prompts the user to enter user name and password. Now that the connection is established, you are free to work on the computer as if you were at your office.

After you have finished working on the work computer, you will want to disconnect from it. To do this, move your cursor to the top of the screen and click on the X to disconnect. This will bring up a window asking for you to confirm this action to disconnect and click OK. Next you will also want to terminate the VPN connection. To do this start the Cisco VPN Client (double click on the yellow lock in the System Tray) and hit Disconnect. Please remember to disconnect when finished, otherwise you remain connected to UMSL network. If you have any problems connecting to your work computer, or establishing a VPN connection; please feel free to contact the Technology Support Center, or consult the knowledgebase at <http://help.umsl.edu>.

Paul Becker
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Conversations about Teaching and Technology

Getting Started with Blended and Online Teaching is a two semester series designed to introduce colleagues to the essential ingredients for developing an effective blended or fully online course. Topics will highlight innovative strategies for successfully planning and delivering an online course. Attend sessions in both series for a full recipe of methods and ideas including how to link online teaching objectives to measurable learning outcomes.

Part I:

Planning An Online or Blended Course

September 30, 2009

12:00 – 1:30 pm

65 University Center

Organizing for Online Teaching and Learning

November 18, 2009

12:00 – 1:00 pm

100 Marillac Hall (Jack Taylor Lab)

Customizing Your Online Course, Making It “Your Own”

December 11, 2009

12:00-1:00 pm

449 Social Sciences Business Bldg.

Part II:

Developing Online Learning Activities

Date and location TBD

Assessing and Evaluating Online Learning

Date and location TBD

Creating a Communications Plan

Date and location TBD

Please read more and register for the series at: www.umsl.edu/services/ctl/fac_programs/teach_with_tech/index.html

Instructional Computing News

The new semester brings with it some upgrades for Instructional Computing. A few new software packages have been installed and several software packages have been upgraded to newer versions. A complete list of all software available is located at: www.umsl.edu/technology/instructionalcomputing

In addition to the new software that is available, Clark 314 and Lucas Hall 206 have been converted to new Windows XP “Stick Rooms.” SSB 218 has been upgraded with a new projector, ceiling mounted speakers and a 17” SMART Symposium. Legras Classroom has

been upgraded with a new projector and wall mounted control system, and South Campus Classroom Building 204 and 210 have been upgraded with new projectors.

The Math Technology & Learning Center (UC 50) received new HP DC 5800 SFF’s student stations with CDRW/DVDRW Drives, and Ward E. Barnes Library Research Commons had two new printers installed (HP 9050’s).

Instructional Computing has also begun construction on Villa which is the latest “Learning Studio” on campus, similar to SSB

449 and Clark Hall 400. Stay tuned for more information on Villa in the near future.

Orientations and support for the Instructional Computing classrooms can be provided by contacting us at ic@umsl.edu or 314-516-6852. For more information about Instructional Computing visit us on the web: www.umsl.edu/technology/instructionalcomputing

Christopher Boyce
Site Supervisor - Instructional Computing
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Maintenance: A Necessary Evil

ITS needs to do preventive maintenance and upgrades to infrastructure systems on a periodic basis. You may think of this in terms of maintenance to your car. Certain items must be maintained and there is no way to perform these tasks without taking the vehicle out-of-service. ITS infrastructure is no different.

Server Upgrades

One of the primary benefits for patching and routine server maintenance is keeping the server OS (Operating System) and necessary firmware up-to-date to prevent vulnerabilities that could put users and their data at risk.

Another benefit of keeping systems updated is that often when server problems arise and vendor assistance is required, many vendors will not really investigate or address the issue at hand until all firmware and OS updates are applied. Waiting until an issue occurs to perform routine maintenance would create lengthier downtimes associated with any problem resolution.

These are preventative measures that are essential to providing stable and secure systems for the University IT infrastructure. This August, ITS underwent multiple major upgrades to the core infrastructure.

SAN (Storage Area Network) Upgrades

One of these upgrades was to replace outdated hardware within the SAN infrastructure to allow for future growth and improvements to performance. Our existing hardware was more than six years old and we had simply outgrown it in both capacity and performance. To make such a change required several back to back extended outages in order to move both the storage array that is the underly-

ing disk store to many servers, and to move the servers that connect to that storage as well. This includes services such as your K: drive or MyDocuments folders, departmental shares, Oracle databases, and email to name a few. This had to be a highly coordinated effort within ITS as it impacted many servers and services. The August maintenance window was the first opportunity that this type of extended maintenance could have occurred as it required an outside vendor to perform some of the installation processes in addition to the internal resources. An upgrade of this magnitude could not have occurred without having a multi-day maintenance window and service disruption. The benefit we gain from the maintenance is that we have more storage capacity and the ability to add additional servers to the storage infrastructure once again. In addition to some performance gains, as a result of this upgrade, we should not have to perform such an upgrade again for some years.

Network Core Upgrades

ITS has been working with the other UM campuses and MOREnet to create a fiber network infrastructure between the campuses to allow for high-availability and failover services to be co-located across multiple campuses. In order to provide infrastructure to support this network, UMSL required two data centers that could provide failover between them. A major part of the August upgrade was getting this second data center configured to operate in case failures were to occur. We now have a redundant core network that is capable of supporting a dynamic network failover in the event of datacenter failure as well as a redundant link to the Internet. In addition, ITS will be cooperatively working with the entire UM

System to identify services that require high availability to provide redundant systems and services located at other campuses to allow for business continuity in the event of a disaster or unexpected system failure. With this new networking infrastructure between the campuses we hope to be able to move critical systems over to the redundant systems to reduce and minimize service disruptions. We also expect to use this infrastructure to build an offsite disaster recovery infrastructure, which was identified as an area for improvement during an internal audit.

Again, because of the nature of this upgrade, we needed to install new hardware and software to make the networking services function to our specifications. It was necessary to plan this for a semester break to allow technicians, both internal and external, to have a contiguous block of time within which to complete the updates.

ITS is building infrastructure as reliable and redundant as possible given its budget, which we hope will lessen future downtimes. As with any system, whether it is ITS infrastructure, your car, your home or other systems, some maintenance will require downtime to improve reliability and/or feature upgrades. Again, we would like to thank the campus community for your support and understanding as we work diligently to upgrade and improve your ITS services.

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Paula Smith
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Online Testing Centers

The Online Testing Centers are available for proctored online, (non-paper based) exams using MyGateway (or other online assessment programs). This is a great method of providing your students with a resource for taking exams without taking up your class time to do so. The testing centers are proctored by Graduate students who are specially trained in proper testing procedures, and will follow your instructions for your exam, (i.e., open book and notes; no outside material is to be allowed; only a calculator may be brought to the exam, etc. Our default procedure is no open books or notes are allowed). We communicate any issue with you through any provided contact information or by email.

We proctored more than 6800 exams last school year with very few issues. These testing centers are open on a varied schedule, (more hours for mid terms and finals) and at least one or the other is open seven days a week for most of the semester.

There are two Online Testing Centers on campus. One is located in room 107 South Campus Computing Building (Building 31 on the South Campus Map) and has space for 14 concurrent students.

The second location is room 75 J.C. Penney Building Conference Center (Building 2 on the North Campus Map) and has space for 27 concurrent students.

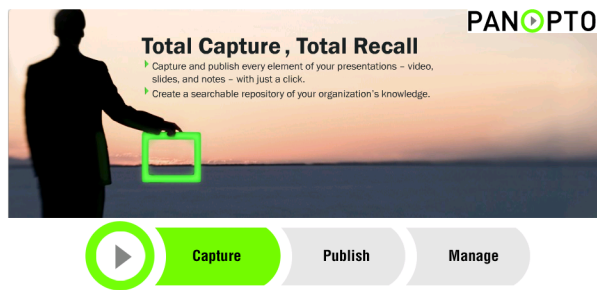
OTC proctors can be reached via email at umslon@umsl.edu or by telephone at 516-7474 for SCB 200 or 516-4600 for JCP75.

Students must arrange appointments for test taking in advance. Please inform your students to use the link: <https://apps.umsl.edu/webapps/weboffice/OTC/user/login.cfm> for scheduling their test taking appointments. A link to this website is available on the students' OTC help page (available from the student help area of MyGateway), and via MyGateway.

Doug Williams
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Panopto

ITS is pleased to announce that Panopto will soon be available. Panopto is a new MyGateway tool that will allow instructors to conveniently and easily record, capture and share course presentations for their students. Panopto's solutions range from discrete session capture of structured content (online classes, web seminars) to more ad-hoc or informal collaborations. With Panopto, instructors can record voice, video, and computer screen, and then easily save their presentation so that students can view it. Panopto is an easy way to create course lectures, study guides, course introductions, test reviews and more. It automatically recognizes any recording device you want to use. Panopto allows you (and your students) to take notes during your presentation or on playback. Notes are automatically searchable. You don't have to have an internet connection to record your content.



For more information, to schedule departmental workshops or for individualized consultation relating to the use of Panopto please contact the Faculty Resource Center by phone, 314-516-6704, email frc@umsl.edu or visit CCB 105.

Additional resources for Panopto

Panopto web site: www.panopto.com

How to create a basic recording: support.panopto.com/Version/2.1/Basic_Recording

Settings for Panopto Recorder: support.panopto.com/Version/2.1/Recorder_Configuration

Download Panopto Recorder: coursecast.umsl.edu/coursecast/software/panoptorecorder.exe

Paul Wilmarth
Technical Trainer
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Technology Purchases

Information Technology Services and Procurement Services work together to assist the campus with technology purchases. There are policies in place regarding the purchase of computer and software purchases.

All computers purchased with university, research or grant funds must be purchased through ITS. The university has a system-wide contract with computer vendors to help standardize and lower the cost of equipment purchased. The configurations set in this contract are reviewed quarterly by a committee and adjusted as needed. The standard configurations chosen meet the vast majority of needs by campus users. There may be a few exceptions for very specialized research equipment.

The standard configuration contracts were put in place not only to lower the cost of the initial computer purchase, but to also help

lower the cost of support. Non-standard computers may experience additional costs throughout their life, including: additional time needed for initial software setup, investigation into the details of the computer's components for troubleshooting, investigation into the machine's impact on the campus network.

The university has warranty certification programs with contracted computer vendors, allowing the Technology Support Center to more quickly service and repair equipment under warranty without having to send your machine out for an extended period of time.

The next time you need to purchase any computer equipment, or need assistance preparing information about computer equipment for a grant, please contact the Technology Support Center to open a ticket.

ITS is also here to assist you with all software

What is Instructional Computing?

Instructional Computing is a division of Information Technology Services designed to provide support to all open classrooms and computing labs. We manage the 16 open student computing labs (six of which are staffed), and more than 100 technology enabled classrooms. We provide audiovisual resources to open classrooms for instructional use. Instructional Computing staff is responsible for the access management of these rooms, providing real-time technical and software support in the classrooms and labs, delivering requested AV equipment, and handling ad-hoc room requests.

To help faculty and students better utilize these resources, Instructional Computing offer trainings and workshops on a variety of topics including hardware and specialized software. Some of these sessions include classroom orientations, short courses on various computing environments and popular software, as well as informational meetings on SMART software or CPS (student response system). Please visit our website, give us a call at 516-6852, or visit www.umsl.edu/training to find out more about these resources. We are available anytime during regularly scheduled classes for questions, assistance, or support.

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purchases. In cooperation with Procurement Services, ITS will evaluate the requested software for Information Security Compliance. In addition, ITS has contacts with other UM campuses and frequently negotiates volume discounts that can be taken advantage of by the department. All software purchases are reviewed by ITS before the purchase is allowed and prior to Procurement issuing the purchase to the vendor.

To contact ITS for any computer or software purchase, please contact the Technology Support Center by phone at x6034, by email at helpdesk@umsl.edu, or visit online at www.umsl.edu/gethelp.

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