

New Security Measures

Recently, Information Technology Services initiated patching procedures that were designed to provide protection for Windows 2000/XP systems against an anticipated computer virus attack. While the number of systems that we were able to reach was significant, there were many systems that required direct intervention by their owners in order to install the necessary patches. In some of these cases this was not done in a timely manner.

During the actual attack, I was notified that several dozen of our systems appeared to be infected with a virus and that they were probing a University in another state (that is, attempting to pass along the virus-laden files). Ultimately, we identified 201 infected systems in the umsl.edu domain. Some of these were student systems in the residences, but based on an initial analysis, at least as many were faculty/staff systems.

As soon as we became aware of the extent of the problem, we undertook various measures to prevent the sort of probing that was being reported as well as to prevent the further on-campus spread of the virus. The cost of these actions could be measured in network performance, which eventually degraded to a point that the associated poor response time was affecting various units in their work.

Steps We're Taking to Meet the Virus Challenge

The University can and must take prudent steps that, at the very least, would prevent the sorts of general disruptions that we witnessed during this episode. Bill Gates, Chairman and Chief Software Architect of Microsoft Corporation, has recently spoken of importance of providing the Windows operating system with self-protecting technologies. We

have begun to see important steps in this direction, but the completion of this work is still a few years out. In the meantime, I intend to take steps to significantly improve our ability to withstand assaults on our information technology infrastructure. Many of these steps will be internal to ITS, but how we deal with e-mail and configure our desktop systems must also change.

A number of Units and individuals run their own e-mail servers. We know that it is often the case that these servers do not filter for viruses. This has been the source of infection for desktop systems that are served by them. We are prepared to accept the premise that these local e-mail systems are important and necessary, but in the future they will be required to run filters that protect against viruses at a standard that is equivalent to the University's Exchange server. By January 1, 2004, only those servers that reach this standard will be allowed to pass e-mail. ITS staff will be available to assist Units in the selection of appropriate virus protection software.

E-mail is not the only source of computer viruses and often an operating system patch is required to provide appropriate protection. ITS has technology in place that can deploy all necessary patches in a timely and proactive way but this requires that the desktop system be part of the UM-St. Louis domain. Again, by January 1, 2004, all Windows-based computers that pass traffic on the campus network must be part of the University domain and have appropriate protective software installed. Over the next few months, ITS staff will identify non-compliant systems and will work with Unit representatives to reconfigure these systems. I assure you that this reconfiguration will have only the most minimal, if any, impact on their functionality.

We intend to take two additional steps that will both increase security and simplify the deployment of desktop systems. We will extend "port locking" to the remainder of the campus and move to dynamically assigned IP addresses on the desktop. These measures are already in place in the student residences. Moreover, dynamic addressing is in general use for dial-up and Virtual Private Network connections

Port locking will allow us to restrict unauthorized access to the campus network. The networking hardware learns the network address of systems authorized to use a given port. If an unauthorized system attempts to use that port, the port will become disabled until networking personnel have an opportunity to investigate the situation and issue the necessary reset commands.

One outcome of the combination of port locking and dynamic addressing will be to provide Units with the option of moving systems from one location to another without on-site intervention by ITS staff. The only requirement will be that the move be coordinated over the telephone with the Technology Support Center (516-6034).

I recognize that there are a significant number of changes announced in this message, but I believe that they will have very little impact on day-to-day activities. Moreover, the transitions will occur with little or no disruption of services. On the other hand, I expect that these changes will have a significant impact on our ability to react more quickly and with greater effect in circumstances such as those we have recently witnessed.

Jerrold Siegel
*Associate Vice Chancellor
for Information Technology*

contents

2 hurley uses videostreamed files... faculty technology guide available online	3 bringing the um-st. louis network to you online learning courses contract expires mygateway faculty request system	4 single sign on identification required for logins instructional computing upgrades conversations about teaching & technology
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Bringing the UM-St. Louis Network to You



In an effort to bring greater convenience and accessibility of resources to our campus community, we are pleased to announce the availability of wireless Internet access in the Millennium Student Center and Thomas Jefferson Library. This means that Internet access is available to you without being bound by a physical connection. In these designated areas you can use MyGateway, browse the web, or check e-mail. This service is available to Faculty, Staff, and Students with a valid Gateway ID and password.

Wireless has become a popular solution for implementing fast and cost-effective networks. Our wireless network works by sending signals between a wireless network card in your computer and an access point. The access point is then physically connected to our high-speed network, making transfer rates of up to 11mbs possible.

To get started you will need a laptop running Windows (98, ME, 2000, or XP) or Mac Operating System 10.1, or later, and a network card compatible with the 802.11b standard. Once you have initially connected to the wireless network, you will be directed to our download area to install the Cisco VPN Client. This software ensures secure data transmission on our network.

For more information, please visit <http://www.umsl.edu/technology/wireless> or contact the Technology Support Center at 516-6034.

Steve Wilmas
User Support Analyst-Specialist

online learning courses contract expires

OUR CONTRACT FOR NETG XTREME LEARNING ONLINE COURSES WILL EXPIRE OCTOBER 17, 2003. THIS CONTRACT WILL NOT BE RENEWED. AN ALTERNATIVE FOR ON-LINE MICROSOFT OFFICE AND WINDOWS COURSES WILL BE MADE AVAILABLE FOR USE BY FACULTY, STAFF, AND ON STUDENT LAB COMPUTERS. DETAILS ABOUT ACCESSING THE MICROSOFT COURSES WILL BE SHARED WITH THE CAMPUS WHEN THEY ARE FINALIZED. IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE CONTACT MARY BROWN, X6016 OR BROWNMA@UMSL.EDU.

MARY BROWN
TECHNICAL TRAINER - PRINCIPAL

MyGateway Faculty Request System

If you are teaching a course and using MyGateway, don't forget about the MyGateway Faculty Request System: <https://tomsawyer.umsl.edu/webapps/mygateway/requests/login.cfm>.

This system can be used for requesting:

- Changes to an instructor's course assignments (add to or remove from a course)
- Course content copies (using content from a previous course site in a current course, or duplicating content across a number of course sections)
- Section combinations (combining multiple sections/cross-listed sections of a course into one MyGateway site)
- Centra sessions for your class
- An "Organization" site for an official student organization.

Requests are processed within 3 working days. A

link to the MyGateway Faculty Request System can be found in the "Faculty Help" area of MyGateway.

The most important thing you need to know when using the request system is that you have to use a course's full MyGateway ID when making requests.

If you don't know the full MyGateway ID, use the "lookup" button to search for a course's ID using the 5-digit course reference number. When you find the correct course, simply click "Select" and the ID is entered.

You must also have a faculty or staff ID and password to log on to the request system. If you have a student ID, please have one of the faculty members or administrative assistants from your unit make the necessary requests for you.

Robert Keel
Lecturer, Sociology
Specialist, ITS

single sign on identification required for logins

INSTRUCTIONAL COMPUTING HAS CHANGED THE WAY USERS LOG IN TO UMSL'S WINDOWS 2000 WORKSTATIONS FOR THE FALL 2003 SEMESTER. FACULTY, STAFF AND STUDENTS MUST NOW ENTER THEIR SSO (SINGLE SIGN ON) ID AND PASSWORD IN ORDER TO USE ANY OF THE INSTRUCTIONAL COMPUTING LABS OR CLASSROOMS. THIS CHANGE WILL ALLOW INSTRUCTIONAL COMPUTING TO CONNECT TO (MAP) CERTAIN NETWORKED DRIVES FOR ITS USERS. THE SSO ID ALLOWS ACCESS TO THE MYGATEWAY COURSE SYSTEM AND THE EXCHANGE MAIL SYSTEM.

AFTER LOGGING IN FACULTY AND STAFF WILL NOW SEE THEIR "MY DOCUMENTS" FOLDER ON THE DESKTOP; THIS FOLDER IS STORED ON UMSL'S STEAMBOAT SERVER AND CAN ALSO BE CONFIGURED TO SYNCHRONIZE WITH USER'S OWN ON-CAMPUS PC "MY DOCUMENTS" FOLDER. WHEN STUDENTS LOG ON THIS SEMESTER THEY WILL HAVE ACCESS TO THEIR SAMBA ACCOUNTS. BOTH OF THESE DRIVE MAPPINGS WILL OCCUR ON LOGIN AND WILL BE ON THE K DRIVE OF THE WORKSTATION.

IT IS IMPORTANT TO NOTE THAT PERSONAL ACCOUNTS ARE NOW BEING ACCESSED ON LOGIN—USERS MUST REMEMBER TO LOG THEMSELVES OUT WHEN THEY ARE FINISHED USING THE SYSTEM.

FACULTY AND STAFF HAVING DIFFICULTY LOGGING IN MAY CONTACT THE TECHNOLOGY SUPPORT CENTER (211 LUCAS HALL; X6034), VISIT THE FACULTY RESOURCE CENTER (X6704) OR GO TO ANY OPEN COMPUTER LAB TO LOCATE THEIR SSO ID; OR, THEY CAN VISIT [HTTP://SSO.UMSL.EDU](http://SSO.UMSL.EDU) USING ANY AVAILABLE WEB BROWSER.

CHRIS SCHEETZ
SUPERVISOR, INSTRUCTIONAL COMPUTING

Instructional Computing Upgrades

The summer of 2003 has proven to be a busy one for Instructional Computing. Along with the upgrade to unique logins using Single Sign On (SSO) identification, several software changes have been made, and rooms have been updated. Office XP is now loaded on all Windows 2000 workstations in the labs and classrooms. Distance Learning has moved two of its rooms from Lucas Hall to the South Campus Computer Building (SCB). SCB 200A is now a distance learning classroom seating thirty. SCB 200B is a video conference room that seats ten.

To find out about other changes please visit us on the web: <http://www.umsl.edu/technology/instructionalcomputing>

Chris Scheetz
Supervisor, Instructional Computing

conversations about teaching and technology

fall 2003 schedule

This monthly series is devoted to addressing student learning with a variety of teaching strategies and technology tools. Faculty, staff, and Teaching Assistants are welcome.

Planning Collaborative and Research Projects Online

Tuesday, September 16, 2003

316 MSC 12:00 – 1:00 p.m.

Facilitators: Jennifer Reynolds Moehrle, Accounting; Joan Miller, Helen Shaw and Dan Crocker, Barnes Library

The Groups feature in MyGateway can be used creatively to promote productive class interactions and successful student collaborations on group projects. Facilitators will demonstrate the wide range of materials available on the WWW to help students develop productive group projects.

Reaching Difficult Students: Online and Face-to-Face

Wednesday, October 15, 2003

313 MSC 12:00 – 1:00 p.m.

Facilitator: Kent Butler, Counseling & Family Therapy

When students appear reluctant to participate in class or take respon-

sibility for their learning, faculty can respond with strategies that encourage students to adopt responsible attitudes. This conversation offers guidelines and strategies to address the dilemmas posed by difficult behaviors.

Online Teaching Tips in Real-Time and Any Time (And Exemplary MyGateway Use Recognition)

Monday, December 1, 2003

SGA Chamber, MSC 12:00 – 1:00 p.m.

Facilitators: Robert O. Keel, Sociology and Cheryl Bielema, ITS

Successful learning activities and innovative use of MyGateway features will be showcased. Send a message by November 24 to Robert O. Keel if you have an innovative or especially effective assignment to share. Exemplary MyGateway users will be recognized at this conversation.

Please contact the Faculty Resource Center, x6704; email, frc@umsl.edu or the Center for Teaching and Learning, x4508; email ctl@umsl.edu for more details.