

IT Division Welcomes New LRC Director



I am happy to announce that Doug Kaylor has accepted the position of LRC Director, effective June 14, 2004. Doug brings an extensive background in Library Science and Technology, most recently as the Head of Reference and Instruction at the Paul Lawrence Dunbar Library, Wright State University. Doug has a B.A. in English, an M.S. in Library Science, and is currently a doctoral candidate in Higher Education Administration at Wright State.

As we start the design phase of the LRC Renovation Project, Doug will play a significant role to ensure that we satisfy the needs of all constituents and meet the objectives defined by President Johnson at the beginning of this project.

Please join me in welcoming Doug to the Sinclair family.

Ken Moore

Secure Your Home PC—for Free!

Do you have a computer in your home? Do you use it to check email or access the Internet? If so, you need to protect it from hackers, viruses, worms, and other malicious attackers.

There are four basic security tools every computer that connects to the Internet should have:

1. An Internet Firewall
2. Antivirus Software
3. Regularly run “Windows Update” (Windows 2000, ME, or XP can do automatically)
4. “Spyware” detection and removal software.

Fortunately, there are companies who, in the name of good “*netizenship*,” will help home users protect themselves with some free software tools. Here’s who they are and how to get the tools.

NOTE: This is intended as a basic guide illustrating some effective practices and some of the tools available to home PC users. Sinclair Community College does not endorse, or offer technical support for, any of the software or vendors listed in this article.

Internet Firewall

The purpose of a firewall is essentially to block unwanted Internet traffic from your PC. A very effective basic software firewall is **ZoneAlarm**, available from www.zonelabs.com. While their premium products are very effective and well worth the cost, especially for the advanced PC user, the free version they offer is effective for most users. To obtain the software, click on the link “[ZoneAlarm \(free\)](#)” on the Zone Labs home page. Follow the instructions for download and installation. (The default program settings are adequate for most users)

Antivirus Software

Anti-virus software detects and prevents known viruses and other malicious code from infecting your system. It is only effective against the viruses in the “signature file”, so it must be updated frequently (check at least daily).

If you are a Sinclair Community College employee, you can install McAfee Antivirus software free of charge. CDs are available for check-out from the LRC circulation desk. Details and instructions can be found on the ITS Policy and Procedures Intranet page http://intranet.sinclair.edu/itswebsite/it_policies/procedures/mcafee/mcafee.htm.

If you are not an employee, one of the major antivirus software vendors, **Grisoft** (www.grisoft.com), offers a good “free” AV tool. It offers a free version to “single-seat” home users, **AVG Free** doesn’t allow scheduled scanning and full scans must be triggered manually, but it does scan email and downloaded files “on-demand”. It is available for download from www.grisoft.com. Users have to complete a survey and submit a valid email address to obtain an activation key.

After downloading AVG, *but before installing it*, Visit **Trend Micro** and run their free on-line virus scanner <http://housecall.trendmicro.com/> to ensure the PC is virus-free before installing any permanent antivirus software. Some viruses prevent antivirus software from installing or scanning properly. (Trend Micro also sells an excellent Anti-virus product and security suite, PC-cillin).

Windows Update

Windows Update is the tool Microsoft provides to keep Windows software updated with the latest security patches. As long as you have an Internet connection and Internet Explorer browser, you can run this tool. You should run Windows Update *at least once a week*.

From the Internet Explorer browser toolbar, click Tools, then Windows Update (you may be prompted to install software from Microsoft...click “yes” or OK) After the page loads, click the “Scan for Updates” link. You should install all “Critical Updates” found during the scan.

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If you are using Windows 2000, ME, or XP, you can set your PC to automate the Windows Update process. Instructions are different for each version of Windows and are available on the Microsoft Security Web site

<http://www.microsoft.com/security/articles/swupdates.asp>.

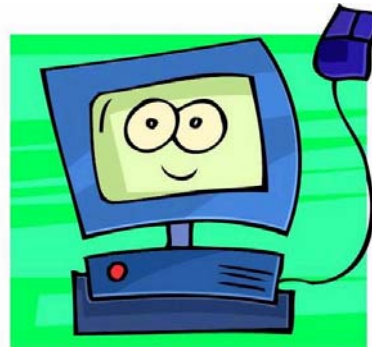
Spyware

Spyware is a generic—and controversial—term for software that collects information about you and transmits this information to its “home” vendor. Some spyware is harmless or even marginally beneficial as it simply tracks your Internet use habits to deliver targeted advertising; this allows some Web sites to remain free of charge. However, illicit spyware is a threat that is growing and has the potential to cause damage or steal personal information. As a minimum, users should occasionally scan their systems and eliminate any unwanted spyware. A free tool to do this is SpyWare S&D (Search & Destroy)

available from <http://www.safer-networking.org>

The Internet-based threats to your PC are real—and growing, but they do not outweigh the benefits of the access to information and communication offered (and, of course, shopping!). With a little effort, understanding and practicing basic Information Security habits, and by using the free tools listed above, you can not only “surf” more safely and privately, but also help prevent your PC from being used to help generate the next malicious code *tsunami* on the Internet.

Dan O'Callaghan



Member of ITS Locked Up



On Thursday, April 15, 2004 a member of the Information Technology Division at Sinclair Community College was put behind bars. Darnell Brown, who works as a Network Engineer in the Information Technology Services (ITS) Department was locked up at the Schuster Center for most of the day in order raise money to benefit the Muscular Dystrophy Association (MDA). Darnell called everyone that he could think of at Sinclair to help him raise money for his bail. With the help of Darnell's family, friends and colleagues he was able to raise \$1123.00 for bail and was allowed to return to work.

Congratulations Darnell!

Laurie Devol

User Documentation Moving from IT Learning to IT Policies and Procedures Intranet page

The following user documentation is moving from the IT Learning Intranet pages to the IT Policies and Procedures Intranet page at http://intranet.sinclair.edu/its/itswebsite/it_policies/policyindex.htm:

- **Multimedia Podium documentation** is now located at http://intranet.sinclair.edu/its/itswebsite/it_policies/procedures/Multimedia_Room/podium.htm
- **How to Access “Class Rosters” from the Web** is now located at http://intranet.sinclair.edu/colleague/colleaguewebsite/colleague/Roster_Download.doc
- **Refreshing Your Roster Display on the Web** is now located at

<http://intranet.sinclair.edu/colleague/colleaguewebsite/colleague/Roster%20Problem%20Fixes.doc>

- **Outlook Web Access** documentation is now located at http://intranet.sinclair.edu/its/itswebsite/it_policies/procedures/otlk/Outlook%20Web%20AccessRev12-12-02.pdf
- **Outlook Tips and Tricks** are now located at http://intranet.sinclair.edu/its/itswebsite/it_policies/procedures/otlk/ottips/tips.htm

Please change any bookmarks you may have to this documentation.

Contact cheryl.stewart@sinclair.edu if you have any questions.

Cheryl Stewart



ITS Implementing New PC Imaging and Inventorying Software

Information Technology Services (ITS) has recently purchased a new software product from Altiris to image lab and administrative PCs. This product will enable Information Technology Services Tech Services to streamline the imaging process to allow the roll-out of new images to labs in a minimal amount of time.

The Altiris software also installs an agent on every networked PC which collects information about the PC, including processor speed, amount of memory, owner of the PC, etc. This information will improve ITS' ability to produce an accurate list of PCs to be replaced and communicate this information in a much more timely manner than ever before.

Altiris also allows the Help Desk to use “remote control” to assist customers with PC problems. The Help Desk can turn on remote control with the customer’s permission and then “see” the customer’s screen on their PC at the Help Desk. This enables the Help Desk to perform trouble-shooting tasks in order to determine the solution for the customer’s problem. They can then resolve the customer’s problem immediately without requiring a technician to be sent out.



Donna Blankenship

Important Reminders about Viruses/Worms

Fighting the effects of a virus or worm takes a toll on college resources. IT Resources used to fight the recent Sasser Worm here on campus include 72 Help Desk Tickets, 110 Help Desk calls, 25 hours of IT staff time, and 3200 infection events affecting 375 PCs to date. These numbers do not reflect the hours of productivity lost by users and there continue to be problems associated with Sasser so these numbers will grow.

Due to this recent outbreak, Information Technology Services would like to remind users that **certain guidelines must be followed when connecting to Sinclair network resources.** Many hardware and software products can have unforeseen and adverse effects on the campus network including, but not limited to, the introduction of worms and viruses.

Guidelines for connecting to the Sinclair network can be found at the following links:
<http://www.sinclair.edu/technology/labs/pub/devartstudentver.pdf> or at
http://intranet.sinclair.edu/its/itswebsite/it_policies/procedures/its/devart.pdf.

In addition to the general guidelines in the above documents, ITS would like to remind users that non-Sinclair imaged computers including laptops pose a significant risk and are not allowed to be

connected to the campus network.

It is also very important that Sinclair users who share files between work/school and home scan those files for viruses in both locations. A virus picked up at home could be brought to work and vice versa. It is equally important for users to install and keep updated virus scan software on a home PCs. ITS recommends that virus software be updated daily.

Important Information for Home Users

For home use, Sinclair faculty and staff may check out home versions of McAfee virus protection software at the LRC. Information about this software can be found at http://intranet.sinclair.edu/its/itswebsite/it_policies/procedures/mcafee/mcafee.htm. Many viruses and worms attack vulnerabilities in Windows operating systems. **In addition to the above steps, for home use, Windows users should also regularly check for and download Windows operating systems patches located at <http://www.windowsupdate.com>.** Additional information about securing your home PC can be found at the following link:
<http://www.sinclair.edu/departments/infosec/SecurityAwareness/ProtectPC/index.cfm>

Cheryl Stewart



Food For Thought.....

“The price of greatness is responsibility”

Sir Winston Churchill



Online IT Resources from the LRC

As you may already know, the LRC is adding more and more electronic books, articles, and videos to supplement our print materials. What you may not know is how useful those resources can be for IT staff.

Electronic Books

The LRC has several e-book databases. Many are for poetry, plays, and fiction, but one database, called [Safari Tech Books](#), contains over 2,000 IT books. You can find many of the latest books on operating systems, programming, security, networking, certifications, web design, and more. You can search by titles, authors, publishers, keywords, or even code fragments. The database can be accessed from on campus (<http://proquest.safaribooksonline.com/?uicode=ohlink>) or from home (<http://proxy.ohiolink.edu:9099/login?url=http://proquest.safaribooksonline.com/?uicode=ohlink>).

Articles

Though we have print copies of a few popular computer magazines, we also have a database called [Computer Source](#) which provides online access to several hundred Computer Science magazines and journals. Note that not all of the titles are provided in full text, so there is a “Full

Text” checkbox on the search page to limit your searches if desired. This database can be accessed from on campus

(<http://search.epnet.com/login.asp?profile=web&defaultdb=cph>) or from home (<http://proxy.ohiolink.edu:9099/login?url=http://search.epnet.com/login.asp?profile=web&defaultdb=cph>).

Videos

We have a growing collection of nearly 900 online videos through the Films for Humanities and Sciences. At present, only two of them are listed under the Computer Sci / Information Tech subject link, but a few others relevant to IT can be found by searching for “computers”, “information technology”, or related terms. The full list of videos and subjects can be found on the Digital Video Collection page at (<http://dmc.ohiolink.edu/media/ffhLogin>). You will need Real Player to view the videos, and all of them are accessible from on campus or from home.

If you want help with using these or any of our other resources, please call 512-3004 to speak with a Reference Librarian.

Nathan Hellmers



Improvements Planned for ID Consistency

Information Technology Services has identified that there are discrepancies in the way that some people are identified within the many systems that hold user account information. The inconsistencies exist in the format of one or more of the following items:

- Name in the Colleague database
- Email address
- Email display name
- Global Address Book first and last name
- Network login ID
- Name in the telephone directory

- Name in the Magic Help Desk Database

As the college’s computer systems become more tightly integrated, having these kinds of inconsistencies could cause increasing confusion and inefficiencies. It is our plan to use the Colleague database as the control for all other identities, and we are in the process of identifying where inconsistencies exist so we can resolve them. Over the next several weeks we will be working to resolve these issues and will communicate individually with those users that will be impacted.

Scott McCollum



Look Who's Retiring!

Steve Sayer and Monica Nicholas will both be retiring at the end of this fiscal year. Steve's last day will be Wednesday, June 30, 2004, and Monica's will be Friday, July 9, 2004.



Picture by Jim Town

Monica the Phone Lady has been at Sinclair for 7 ½ years. She brought the phone system into the "twenty-first" century by installing a new phone switch with voice mail and ACD features. It started a whole new world at Sinclair; voice mail messages!!

Monica "Ma Bell" as she refers to herself will be enjoying her retirement initially in Kettering, Ohio. She hopes to officially retire to the state of Washington with her husband Ted (who she is still convincing to move away from this awful Ohio weather!).



Picture by Penny Stewart

Steve has been at Sinclair for 33 years. He started when Sinclair was located at the YMCA. Steve remembers when the first 7 buildings at Sinclair were built. He has seen many changes at Sinclair; not just the campus growing in size. He has seen the IT department grow and change in many ways, from registering students by hand to CRTs connected to a mainframe to a campus wide network system with PCs in every office. Steve has twin daughters that will enter 9th grade this fall. Steve will have more time to "chaperone" his "high schoolers".

Steve and Monica have both seen and been a part of many changes at Sinclair. We wish them both the best and much happiness.

Donna Blankenship