The newsletter for IPFW computer users
Information Technology Services December 1999

24,039
During 1998-99 the IT Services Help Desk received over 24,000 user contacts.

17,653
Of the total user contacts, almost 18,000 of these were phone contacts.

6,386
Of the total user contacts, over 6,000 of these were personal walk-in contacts.

4,760
Of the total user contacts, almost 5,000 resulted in "tracks" or work orders.

IT Services Web site has many answers
IT Services has made many of the same resources used by Help Desk personnel accessible to the entire campus. One resource, the IT Services Web site, has over 400 pages devoted to user support. Information you can find include topics on: General Computing Assistance, Frequently Asked Questions (FAQ's), Problem Reporting, Faculty/Staff Training, Obtaining Computer Accounts and more, answering a wide range of computing questions.

Help Desk assistance in KT 206, ext. 6030
When you are unable to answer your question or solve the problem, the Help Desk is here to assist you between the hours of 8:00 AM and 6:00 PM Monday through Thursday and 8:00 AM – 5:00 PM on Friday.

Important: Apply the Y2K Updates to PCs Now!
The final step in preparing your IPFW networked computer for Y2K is the application of operating system updates. Without the new updates, your software applications may not run or may not display the date correctly after January 1st. These updates also fix known security problems in the Microsoft products. In the process of applying these updates, your current version of Internet Explorer will be updated to 5.01.

IT Services has prepared a self-serve network application to apply the necessary updates to network PC's. Follow these steps when you are logged onto the network:

- Close all applications, go to a DOS prompt and type Y2K
- From the Y2K Menu, select:
  - Display Windows version
  - Return to the Y2K Menu and select
  - Check your free disk space
  - Return to the Y2K Menu
  - Select the correct Submenu for your Windows version
  - Apply all of the appropriate updates* in sequence for your Windows version

Follow the prompts – some updates may require you to reboot to complete the install of that update. However, log back on to the network and continue until each update on the Submenu has been applied by repeating the above steps until all updates have been applied.

* There may be several updates necessary. The final Submenu choice will connect to the Microsoft Internet site to apply all other newly released patches under the “Critical” Updates Section. Follow those instructions as prompted.

Illustrated instructions for this procedure are at: http://www.ITS.ipfw.edu/Y2K_updates.html

Be prepared when you call
If the Help Desk consultant is unable to help you, he or she will open a work order, or track, as it is sometimes called. Information that consultants will need includes your user-name, location, computer type, property tag number, operating system, and the exact error message (if any) that you received. Although each call will be assigned a priority based on the severity of the problem, IT Services personnel will work to resolve all problems as quickly as possible.
A Required Upgrade for Netscape!

Very important news for Netscape users! The security certificates used by the current version of Netscape will expire on December 31, and we are being forced to upgrade the version being used on the network. Therefore, PC users need to upgrade Netscape by going to the IMENU and installing Netscape 4.7. MAC users should call the Help Desk for instructions. This upgrade must be done before December 20th, 1999. After that date, the older versions of Netscape will no longer work on the network. Just go to the MS-DOS prompt, type "imenu", and then look in the "Communications" header for Netscape. Once you start the installation process, just follow the instructions and soon you will be running a more secure version of this great software.

IT Services
December Projects

- Y2K Hardware Upgrades and Other Installs
  - Network Backup System
  - Ethernet to Mainframe (BusTech) Communications
  - VM Upgrade to Mainframe
  - New IVR Payment System
- Faculty/Staff Training Room (KT-205B)
  - Expand lab and upgrade computers
- Library Open Access Lab
  - Move for Service Desk Relocation
- Helmke Library 1st Floor Network
  - Upgrade network for lab and service desk
- Kettler North Wing and East Wing Network
  - Installation of Wiring and Network Equipment

A Special Note from Bob Kostrubanic, Director of IT Services, regarding the Kettler wiring topic:

"The final stages of securing wiring contractors for installing the new telecommunications systems in Kettler Hall, for both the North and East wings, are being completed. IT Services and Physical Plant have continued to make progress in recovering planning and design time lost during the summer, when a number of key Kettler tasks were interrupted by having to rearrange other work to suit the severe construction materials shortage. At present, we expect to make some critical classrooms available in late December, with the rest coming on-line throughout January. Contractor bids will be awarded shortly, and Greg Justice of Physical Plant will be issuing the room availability schedule as soon as the installation schedules are finalized. The hardship that this delay has caused a number of departments is recognized, and their patience in adjusting to this unforeseen problem is appreciated."

COURSES & Resources
IT Services Training Facility
Renovation Project

The IT Services trainers want to take this opportunity to thank you for your participation in the 1999 Short Courses and look forward to serving your training needs in the new year. Due to renovation in the IT Services Training Lab, Short Course classes have been cancelled for the month of December. But don’t forget that there are alternative avenues of learning software applications:

Videos/CDs - Occasionally it is difficult to attend classes or they are not offered for the software you are using. Consider ordering a TV/VCR from LRC and watch a software video from your desk. The Help Desk has a list of software videos as well as CDs available for loan. See the Web site at: http://www.its.ipfw.edu/docs/software/intro/hdesk_videos.html. Faculty and staff may check out all materials for five working days and materials can be renewed if there are no other users waiting for them. Materials can be checked out during regular Help Desk business hours.

Manuals - The Help Desk also has racks of software manuals for many site-licensed products. If there are multiple copies of a manual available, they may be checked out. If there is only one copy, it must be used in the Help Desk area.

CBTs - A Purdue site-license for Computer Based Training (CBT), will soon provide a new IT Services training resource. CBTs can be accessed directly from your workstation. This product is in the testing and documentation phase and should be available soon. Watch the Bulletin Board for more information.

Continuing Education - Short courses provide basic skills and information. For advanced software training, check the list of classes at the Continuing Education Web site: http://www.ipfw.edu/ce/catalog/ or contact a third party vendor.

December
Call the Help Desk at ext. 6030 to reserve software manuals, videos & CD’s. Pick up your materials at the new Help Desk office
KT - 206

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