Recent Blaster Worm attacks help emphasize the need to maintain our Windows environments at the latest security levels. Although most traditional computer viruses are transmitted via e-mail message, blaster-like worms directly assault a computer connected to the Internet. Because no actual files are involved, virus scanning programs are not applicable. Protection from such attacks must be stopped by the operating system.

When ITS installs a new Windows 2000 or XP workstation it is configured to automatically retrieve "critical updates." These are not product enhancement upgrades. They are security fixes to the operating system or vulnerable products (like Outlook or Internet Explorer). There is always a risk that applied patches may break something else. However, uninstalled security updates clearly pose a greater risk.

There are two basic ways this automatic updating can be implemented. The first automatically downloads and installs the patch. The second only downloads the patch, notifying the user that updates are available for installation. ITS uses the latter approach which requires each Windows 2000/XP user to manually click on the update icon in the lower right portion of the task bar (near the clock on most machines). The notification process actually points to this icon. To protect your information and our campus network, ITS *strongly* encourages all users to install these updates.
One of the great difficulties working with information technology is keeping up with the changes. To help distribute IT information to specific campus interest groups, ITS uses Web pages and listservs, in addition to the GroupWise news groups. For those interested in announcements related to the following topics, please check the pages frequently or subscribe to the listservs.

**Informational Web Pages**

Changes Related to Student Computing Resources -  
http://www.its.ipfw.edu/students/changes.html

Changes Related to Faculty/Staff Computing Resources -  
http://www.its.ipfw.edu/facstaff/changes.html

Q&A Forum for Students  
http://forums.ipfw.edu/forums/students/students.htm

**Listservs**

Information related to Instructional and Research IT Technology  
paideia@ipfw.edu

Student Lab Environment Issues/Changes  
labs-l@ipfw.edu

Table of Contents for the On-Line Version of Infoshare  
infoshare@ipfw.edu

Those interested in receiving these listserv notifications can subscribe to each list by sending e-mail to the list processor:  
Send e-mail to: listserv@ipfw.edu  
In the body of the message, type:  
SUB nameOfList YourFirstName YourLastName

Where nameOfList can be labs-l or paideia or infoshare. Send this message and a subscription confirmation should be returned as a reply. You will then be subscribed using the e-mail address from which you sent the request.

**Change Coming to your Desktop 09/03/03**

The Help Desk recently sent out a campus-wide e-mail concerning new security measures and your networked computer. If you are unaware of these changes, there are a number of important issues that you should be aware of.

**New Federal Security Acts**

IPFW has recently implemented additional security protocols dictated by a number of federal acts requiring compliance such as the following:  
- The Patriot Act - Covers wide areas protecting electronic transmission of information & data  
- Gramm-Leach-Bliley Act - Covers protection of customer information gathered from financial transactions  
- Health Insurance Portability & Accountability Act (HIPAA) - Protects a person’s health information

**New Security Measure at the Desktop**

To protect easily accessible data on desktop computers, ITS is compelled to implement a password protected screen saver. Once the screensaver is activated at login, your network-connected computer will automatically lock after 15 minutes of inactivity. You will need to input your network password to unlock the program. This change will not impact Macs at this time.

The mandatory screen saver will be controlled by the network and will be the same for all network-connected machines. You will not be able to run your preferred screen saver or picture file.

Note: From the screen saver prompt, if you enter the incorrect password 6 times, the screen will be locked for 15 minutes. This is the same rule that has been in place for your network login. You will have to wait 15 minutes before re-typing your password or call the Help Desk to remove the lock.

**Changes to Desktop Support**

This security measure means our desktop support procedures will also have to be adjusted. When you have a work order or track opened for an ITS technician to work on your machine, the technician will call to inform you when he/she expects to be in your office. If you are not available when he/she calls, he/she will leave a voice mail stating when he/she expects to be in your area. If you are not available when he/she arrives and your workstation is password protected, he/she will not be able to work on your computer. The technician

(Continued on page 4)
IU licensed software offered in Follett's Bookstore will generally cost more this year. This software is available for personal use by employees and students as a result of IUB agreements with software vendors, like Microsoft. In the past the cost has been $5 per CD but that has changed for many of the titles. For the latest pricing information and license restrictions please go to: http://www.its.ipfw.edu/buysoftware.html

Software Available:

IUWARE (WIN and Mac)
Microsoft Windows 2000 Professional
Microsoft Windows XP Professional
Microsoft Office XP Professional
Microsoft Office 2000 Professional
Microsoft Macintosh Office 2001
Microsoft Macintosh Office v.X
Star Office 5.2
Corel WordPerfect Office 11
Microsoft Visual Studio .NET
Microsoft Publisher 2002
Microsoft Frontpage 2002
SPSS 11.5 for Windows
SPSS 11 for Macintosh*
Endnote, Procite, and Reference Manager
Macromedia Product Bundle+

* Not always in the bookstore. Notify ITS that you want this title and it will be supplied from IUB, usually within 2-3 days.
+ Available via the Web at IUB’s Distance Education software site (see the above Web page for details).

The following upgrades are available for installation in your office:

Acrobat Professional 6 (Win and Mac)
Acrobat Reader 6
AutoCAD 2004 *
Discreet 3ds max 5.1 +
Discreet Character Studio 4 +
Discreet Cleaner 6.0.1 (Mac) +
Discreet Cleaner XL (Win)
Discreet Combustion 2.1
Discreet Plasma
Maple 9
Sigma Plot 2001 8.02
SYStat 10.2

* Many more Autodesk products are available.
+ A limited number of licenses are available. Please contact William Baden, Manager of Client Support, IT Services for more information.

A list of software available to office workstations is provided at:
http://www.its.ipfw.edu/site_licenses.html

A similar list for student labs and classrooms is at:
http://www.its.ipfw.edu/lab_software.html

INFOshare Goes Paperless
To receive a table of contents for the new on-line InfoShare, send e-mail to: listserv@ipfw.edu. In the body of the message, type:
SUB infoshare YourFirstName YourLastName
Save a tree... Subscribe today!

The Move To WebCT Vista

In the spring 2004 semester, IPFW will begin moving its online courses from WebCT’s current version, Campus Edition 3.8, to its new and improved product, WebCT Vista, featuring the following:

- A flexible learning framework that mirrors and supports an institution’s structure, operations, and goals.
- Intelligently integrated course design and delivery capability.
- Powerful content management that enables efficient content sharing beyond individual course boundaries.

The CELT office, in conjunction with IT Services’ personnel, will be conducting training sessions on WebCT Vista throughout this semester. Please contact the CELT office at 481-6354 or Scott Vitz at 481-6198 for more information.
After months of planning, reconfiguring, testing, automating and imaging – the project to upgrade the student labs to Windows XP has been completed. With this change, you will notice the CleanHD option at login is no longer available. The Windows XP image is a whopping 675 MB (compared to 90 MB for Windows 98) and takes over 15 minutes to reload. Refreshing the workstation will now be done by ITS staff or lab consultants. We hope this transition is smooth, but please contact the Help Desk (ext. 6030) if you notice any problems.

As an added security measure, student account passwords will now expire every 185 days. The required length of account passwords has also changed to at least 7 characters. **Students that currently have an account do not need to change their password until the current one expires.**

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will continue with his/her next scheduled call and try to re-schedule with you at a later time.

You can avoid this rescheduling by logging off your workstation whenever you leave the office if you have a work order open for a technician to work on your computer. If the machine is logged off, the technician can work on your computer if you are physically there or not.

There are inconveniences for all of us with these changes to security protocol but protecting confidential information is critical to the university and our students. The mandatory/automated password protected screen saver will go into effect September 3.

If you have any questions, please contact the Help Desk. Located in Kettler Hall room 206. Phone 481-6030 or email helpdesk@ipfw.edu

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**Student Labs move to Windows XP**

By Eric Vitz

**Student passwords will now expire**

By Eric Vitz

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**Short Courses**

Classes meet in Kettler Hall 205-B. Bring a floppy or zip 100 disk to classes. Check GroupWise - News Groups - General Announcements for classes & registration or register from the Short Course Web page at:

http://www.its.ipfw.edu/docs/training/scheduale.html

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**IT Services People on the Move**

Tim Morimanno

Tim joined our team in March of 2003. He will be working as our Help Desk Technician in the evenings. Tim has seven years experience with computer hardware and software support. Tim enjoys chess, bridge, golf and fishing. He is currently working towards a Bachelor's Degree in Information Systems.