

Announcements: Information Technology Assistant Meeting February 7, 2008

Software Updates:

New in Software:

- **Upgrading software?** UTSA is working on compiling software packages that will be used by faculty and staff members in the Fall 2008 semester, but we need your help. Please send a list of software products that you will need, but do not currently have, to software@utsa.edu.
- **Office 2008 for Mac:** Office 2008 for Mac will be released in February 2008. The new software will be available for installation on UTSA-inventoried Macs through the OIT Help Desk. As soon as it becomes available, it will be advertised on the OIT Software Web site, <http://www.utsa.edu/infotech/Software/>.
- **Purchasing Adobe products:** purchase Adobe products through SHI, our approved software vendor, and pay for the 'Upgrade' plan. This plan allows you to get future upgrades for free, which will save you money in the long run. Acrobat 9.0 will be released soon, so if you are purchasing version 8.0, choose the Upgrade plan so that you receive the upgrade for free!

Reminders:

- **McAfee Available.** The new McAfee Security Center software can be placed on Student Computing Services Laptop Service Center software images. The new McAfee Security Center software is also currently available for students, staff and faculty from ASAP for free.
- **Adobe Software available at student pricing through March 15, 2008:** UTSA and UT Austin are selling Adobe products to faculty and staff at student pricing through March 15, 2008. You may purchase Adobe software through UTSA's University Center.

For more information call Matthew Marr in the Software Licensing Office at x7271.

Campus-Events Updates:

- **Help Desk, Enterprise Systems and the Information Security Office in the Physical Plant Building:** The Physical Plant Building is located just north of the University Center (UC).

IdMS Updates:

New in IdMS:

- **SUN Microsystems to replace P-synch:** OIT is working with Sun Microsystems consultants to configure their identity-management software to replace P-synch. P-synch had a limited capacity, one of which was its inability to add new applications. The P-synch replacement is part of a 12-week project plan and expected completion date is March 2008. The change should be seamless without the user having to change their password or security questions.
- **ITAs can be authorized to request password resets by phone:** You can request authorization to reset passwords by calling the Help Desk (x 5538) and filling out the form at the end of this document. Approval by a dean or vice president is required. This document is also available at

the OIT Web site, ITA Home Page link:

<http://www.utsa.edu/infotech/docs/ITA/ITAAuthorizationform.pdf>

- **myUTSA mail and myUTSA ID – the overall numbers:** As of January 23, 2008, over 20,000 registered students have changed their password to access their new ID and mail account.
- **The daily numbers:** Over 3,000 students access their new myUTSAmail account every day.
- **Students can reset their myUTSA password without visiting the Student Computing Labs:** Answering the three security questions at <https://polaris.utsa.edu> will allow all students to reset their passwords as long as they have access to the Internet.

Reminders:

- **Faculty and staff can reset their passwords without going through the Help Desk:** Answering the three security questions at <http://email.utsa.edu> will allow all faculty and staff to reset their passwords without going through the Help Desk.
- **Expedite the process of getting network accounts:** If you have a new full time employee, ask your administrative assistants to create appointments in DEFINE as soon as they are hired. After doing so, their account will be ready to be activated once the network account request form reaches the Help Desk.
- **myUTSAmail (Gmail) now supports IMAP.**

For more information contact Carolyn Ellis at x6616.

McAfee ePO Server Updates:

- **Host systems better protected:** The Help Desk and Server Team are currently testing a solution for the installation and effective deployment of anti-virus solutions to desktop systems. McAfee ePO is still being configured.

For more information contact Anthony Espinoza at x5913.

Possible Outages / Maintenance / Upgrades:

- **New AT&T Gigaman connection to UTSA Downtown campus:** Network Services will be moving to new AT&T Gigaman fiber connections to the UTSA Downtown campus on *Tuesday February 5th at 6:00 a.m.* During this change the Student Computing Services connection to the downtown labs will be down for up to ten minutes. The connection for all other traffic between the UTSA 1604 and downtown campuses should not be affected due to redundant links. The possibility does exist, however, that this connection could be down for up to ten minutes.
- **New AT&T Gigaman connection to UTHSC:** Network Services will be moving to a new AT&T Gigaman fiber connection to UTHSC (this is our main inbound/outbound campus link) on *Sunday February 10th at 6:00 a.m.* While redundant links should keep the outage to less than 1 minute, there is the possibility that all traffic in/out of the UTSA network could be affected for up to 10 minutes.
- **Network Expansion Plan complete:** A project plan has been completed. The project has not been funded yet.

For more information contact Neal Pelsor at x6190.

Internet2 (I2) Update:

- **UTSA is now a member of I2:** Internet2 is a not-for-profit advanced networking consortium comprising more than 200 U.S. universities in an effort to support educational and research missions through a high-performance network infrastructure. UTSA is now a freestanding member of I2 consortium, meaning we do not share the connection with any other institution. Any

UTSA student or faculty/staff member has access to I2. If the destination of the IP traffic is another I2 site, then the traffic will automatically be routed via I2.

For more information contact Neal Pelsor at x6190.

Form authorizing ITAs to validate users for network password resets	
1. ITA fill out Part I 2. Approving Official fill out Part II. Approving official must be a Dean or Vice President. 3. Send form to the Help Desk (PP 2.112)	
PART I (ITA Information)	
Print Name	
Dept or College	
Phone	
Banner ID	
Signature	
PART II (Approving Official)	
Print Name	
Dept or College	
Phone	
List Department / College that ITA is authorized to verify network password resets. (e.g. the entire college (College of Science) or a department within the college – (Biology Department))	
Signature	
<p><i>By appointing the ITA you are authorizing him/her to validate the identity of the user to the Help Desk for network account password resets. The ITA is required to be with the user during the validation process. After identification validation, the phone will be given to the user and password will be verbally given to them.</i></p> <p><i>The ITA's role is only for ID verification</i></p>	