



UNIVERSITY OF  
SOUTHERN MAINE

**SPECIAL  
POINTS OF  
INTEREST:**

- **Wireless on the USM Campus**
- **What is Spyware?**
- **Annoying Spam**
- **Blackboard Upgrade**

**Help Desk Facts**

The Help Desk received a total of 6,371 logged calls for the 2003-2004 Academic Year. Check it out below:

Fall 2003 = 3,157 calls

Spring 2004 = 3,214 calls

Break Down

	Fall '03	Spring '04
Hardware	105	141
Software	918	897
Networking	422	518
Muskie	396	374
DASD	28	23
Help Desk	1,288	1,261

Summer 2004 = 1,303 calls

Total Calls Logged since Oct. 1998 = 42,654

# Computing Help Desk Newsletter

COMPUTING HELPDESK

FALL 2004 / SPRING 2005

## Wireless Internet comes to USM

**Wireless Internet comes to USM**

Over the summer UCT has added wireless network access to USM's Portland, Gorham, and Lewiston-Auburn Campuses. USM's Wireless Network is what is commonly referred to as a WiFi network (802.11G to be technical). It is the industry standard for wireless networks and like those found in airports, bookstores, and coffee shops through out the world.

**Cool, what buildings on campuses have wireless access?**

Many, but not all, buildings on USM's campuses have wireless coverage. For a complete list of buildings, go to USM's wireless deployment web page, <http://usm.maine.edu/computing/wireless>.

**What hardware do I need to be able to use the wireless network?**

You will need to have a wireless network card installed on your portable computer or PDA that is compliant with the 802.11G or 802.11B standards. **I have a compliant card, how do I connect?**

Follow the instructions for connecting found on the wireless deployment web page, <http://usm.maine.edu/computing/wireless>.

**What can I use the wireless network for?**

The wireless network is ideal for web browser based activities like "web surfing" or checking email via browser based methods like USM's [GroupWise WebAccess](#) or UNET's [Horde](#). However, USM staff working on campus should not look to wireless networking as a replacement for their wired connection while in their office. The performance, reliability, and security features of the wired net-

work will never be matched by wireless networking. Also, you should note there may be some resources that are accessible via USM's wired network that are not accessible via USM's Wireless Network.

**How secure are wireless networks?**

Wireless networks by their nature are not secure, and there are currently no reliable methods for securing them. With this in mind you should not use the wireless network for activities that involve the transfer of sensitive data like usernames and passwords, or the viewing of websites, emails or files containing private information, unless such transfers are protected by encryption like SSL. Some signs that you are using SSL encryption is if the URL of the website begins with "https" instead of "http", as well, most web browsers will have a padlock

[Continued on Page 2, "Wireless"]

## Understanding Spyware

**What is Spyware?**

Spyware is the general term for a program that surreptitiously monitors your actions. While they are sometimes sinister, like a remote control program used by a hacker, software companies have been known to use spyware to gather data about customers. Spyware is programming that is put in someone's computer to secretly gather information about

the user and relay it to advertisers or other interested parties. This is also known as "adware" which, is also a hidden software program that transmits user information via the Internet to advertisers in exchange for free downloaded software.

**How does it get on my computer?**

The most common way for spyware and adware to get installed

on your computer is by downloading some "free" software and installing it on your machine. This can include screen saver software, free greeting card software, casino gaming software, internet coupon software like Gator, instant messaging software, various media players, various search toolbars, and the list goes on. Often, the unwanted spyware is installed

[Continued on Page 2, "Spyware"]

# What is MyFiles?

## Helpful Tidbits:

CD-RW is not a recommended format for saving files intended for file sharing if editing will be involved. It is great for backing up or archiving your important documents, files or pictures. For file sharing we highly recommend saving files to Network shared drive, USB Pen drives or CD-R.

FYI: Called by many names, they are one & the same; UNET account = University Access Account = PeopleSoft Account

## MyFiles – Accessing USM network storage away from campus

Have you ever been away from campus and wished you could access some files stored on one of the servers at USM? Now you can...

University Computing has been testing a utility for just this purpose; the web address is: [myfiles.usm.maine.edu](http://myfiles.usm.maine.edu). This service (accessed via a standard web browser) will allow you to log in with your USM userid/password, and show your authorized network resources.

Most departments have a “common” drive for sharing files, and all users have a “U:” drive for their own storage. MYFILES will show these drives (and perhaps others, depending on your department), and allow you to browse their contents. Once logged in, your web browser will allow you to view the contents of folders, download files, and also upload files via standard controls. If you wish to work on a document stored on a network drive, simply log on to “myfiles”, find the file in ques-

tion, and **download** it to your machine. Work with the copy on your machine until you are happy with the changes, then log on to “myfiles” again and **upload** the file to the same location.

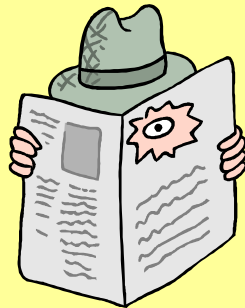
This service is now available for all USM Faculty and Staff. Connect to the following web address to begin: <http://myfiles.usm.maine.edu> If you experience any troubles, please call the HelpDesk at 780-4029.

## Wireless

(continued from page 1)

icon that appears somewhere at the bottom of the browser window when your connection is encrypted.

**I'm having trouble connecting, what should I do?** Consult the troubleshooting tips on the wireless deployment web page, <http://usm.maine.edu/computing/wireless>. If you are still having trouble call or stop by the HelpDesk for further assistance.



## Spyware (continued from page 1)

while these “free” programs are being installed.

### How do I know if I have Spyware?

Two of the most common symptoms of spyware include not being able to open web pages and a general slowdown in the performance of your computer.

### What do I do if my machine has been compromised?

If you suspect that your machine has been compromised call the HelpDesk at ext. 4029! Depending on the severity of the spyware, it can either be removed easily or it can be as serious as having to completely reformat and reinstall your machine.

### What can I do to help prevent it?

Prevention is possible by being careful of the type of

websites that you visit. Websites that offer free software, games, travel discounts, and other “internet specials” should not be used on a USM owned machine. These types of websites are rarely work-related and should be avoided. **THESE PROBLEMS ALMOST ALWAYS RESULT FROM WEB BROWSING THAT IS NOT WORK RELATED.**

The HelpDesk recommends you use Windows Disk Cleanup weekly or at least on a monthly basis. This is generally located in Start/All Programs/Accessories/System Tools. This scans your disk and deletes internet temporary files, the recycle bin and other unnecessary files. Please call the HelpDesk if you have any questions about this.

The HelpDesk further recommends you run the McAfee Virus scan weekly or at least once a month.

### Notice to new faculty members:

- 1) You must be signed up with Human Resources before you can activate your University Access Account.
- 2) You must have a University Access Account before you can use Blackboard or computers in the student labs and computer classrooms.

### Notice to all faculty:

Students must have an active University Access Account before they can use Blackboard or use the computers in the student labs and computer classrooms.

## Muskie Tech Corner

MSIT has added Mary Beth Davidson as a half-time Computer Support Specialist. Mary Beth comes to us with many years of computer support experience and is a wonderful addition to our staff. Mary Beth also works at the Help Desk, so she may often be fielding your calls there. She, as well as all MSIT staff, can be reached through the HelpDesk at x4029 or [helpdesk@usm.maine.edu](mailto:helpdesk@usm.maine.edu).

## Annoying Spam

You open your email and poof it's bombarded with dozens, sometimes hundreds or if you're the unlucky few even thousands of annoying "junk mail" or SPAM. What can you do?

- Don't reply to e-mail asking for personal information.
- Don't buy anything from a spam mail.
- Never, ever contribute to a charity from spam mail.
- Think twice before opening attachments, even if you know the sender.

- Don't forward chain e-mail messages.

For more information on Handling and Fighting unwanted e-mail (spam) please visit the following websites;

<http://www.microsoft.com/athome/security/spam/fighspam.msp>

<http://www.microsoft.com/athome/security/spam/options.msp>

## Mac News

### GroupWise Macintosh Client Available

Novell has released a "full" GroupWise client for Mac OS X 10.3 and greater. We are currently in the process of testing this new client. It offers some extra functionality when compared with a combined WebAccess/IMAP solution. Two of the important new features are the ability to create recurring appointments, and the ability to save drafts of messages to your "Work in Progress" folder.

There are, however, some features

that have not yet been implemented. Rules editing and a spell checker are missing from this version, but they are planned for a future release. Also, the new client is slow in comparison with many other mail clients.

On the whole, we feel that the new client will be a valuable tool for some of our users. It is easily installed and can be used without changing any of your existing mail configuration. For example, you could use this client only for creating recurring appointments, and your Eudora or your Apple Mail configuration would not need to change at all.

For more information, please see <http://usm.maine.edu/computing/grou>

[pwise/gwxplat.htm](http://www.usm.maine.edu/computing/grouwise/gwxplat.htm).

If you are interested in trying the new GroupWise client, please contact us at [helpdesk@usm.maine.edu](mailto:helpdesk@usm.maine.edu).



## Blackboard Upgrade and Login Changes

As of August 15th Blackboard was upgraded to integrate some "fixes" for problems experienced in the previous version as well as to incorporate new features added by Blackboard. The major change will be in the login process as follows:

- Faculty with current Blackboard usernames which are the same as their "@maine.edu" email

usernames MUST use their email (aka PeopleSoft password) to log in to Blackboard.

- For faculty whose Blackboard usernames currently do NOT match their "@maine.edu" usernames, UNET has re-established Blackboard accounts using the "@maine.edu" username as the Blackboard username and the

"@maine.edu" password as the Blackboard password.

- All students MUST log in using their University Access Account (aka UNET email account) username and password.
- Your UNET Account, University Access Account and PeopleSoft Accounts are all the same account!!



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## We're on the Web!

[www.usm.maine.edu/computing](http://www.usm.maine.edu/computing)

### Software Services Help Desk

96 Falmouth St.

144 Luther Bonney Hall

Portland, ME 04104

Phone: 207-780-4029

Fax: 207-780-4565

Email: [Helpdesk@usm.maine.edu](mailto:Helpdesk@usm.maine.edu)

## Let us Help you with your Computer Problems

## HELP DESK MISSION STATEMENT

The purpose of the HELP! Desk is to provide computing support to the entire USM Community including staff, faculty and students on university owned computers and university supported applications. Our aim is to provide 100% customer satisfaction and have instituted many policies and procedures to attain this goal. When you call, you can be assured that your computing question will be dealt with professionally and courteously by the phone center staff. If we can't provide an immediate answer to your question it will be assigned to one of our highly skilled technicians who will then work with you to find the best possible solution.

Check out USM's database of  
FAQ's at  
<http://www.usm.maine.edu/faq>

### Mert Nickerson Director of University Computing Technologies

#### Administration & Sales

Judith Ferrante Administrative Manager  
Adam Kennedy Desktop Computing Purchase Consultant  
Rebecca Reid Administrative Associate  
Aimee Backiel Administrative Assistant II

#### Technical Services

Jerry Brokos Manager

#### Networking

Jim Cyr  
Jon Dustin  
Andy Smith-Petersen  
Tomas Harriman  
Frank Brooks  
Chad Casey

Networking Manager  
Network Specialist  
Systems Administrator  
Network Support Specialist  
Systems Administrator  
RESNET Coordinator

#### Database and Application Software

Stephen Houser Director of Development  
Alan Fitzgerald Database Developer  
Danny Hughes Database Developer  
Eric Littel Database Developer  
Malcolm Huston Database Developer  
Chris Faulhaber UNIX/NT Administrator  
Robin McGlauffin Web Support Specialist

### Carl Helms Director of Software Services

#### Software Services

Ann Brushwein Software Support Specialist  
Emily Hallett Adaptive Technology Specialist  
David Eldridge Lab Software Support Specialist  
Christopher Gould Lab Software Support Specialist  
Kevin Granahan Software Support Specialist  
Jim Kessler Mac Specialist  
Bob Pinkelman Mac Specialist

#### Helpdesk

Keith Witherell Help Desk Manager & Software Support Specialist II  
Mary Beth Davidson Computer Support Specialist  
Hilda Moulton Computer Support Specialist  
Cheryl Thompson SS Specialist /Help Desk Coordinator

#### Lab

Carol Sobczak Operations Manager  
Richard Coffin Operations Coordinator  
Lee Ann Pipkin Operations Coordinator

## Helpful Websites to Know

#### Acceptable Use of Information Resources Policy

<http://library.usm.maine.edu/aup.html>

#### Search the Knowledge Database of Frequently Asked Questions

<http://usm.maine.edu/faq>

#### What is a Listserv?

<http://www.usm.maine.edu/listserv/>

#### Groupwise Web Access

<http://gw.usm.maine.edu>

#### USM Modem Use Policy

<http://www.usm.maine.edu/uct/modems/modempol.html>

#### Access UNET Account

<http://mail.maine.edu>

#### Computing Resources

<http://www.usm.maine.edu/computing/resources/index.htm>

#### Telecom Work Order Request Form

[http://www.usm.maine.edu/~telc/forms/form\\_servreq.htm](http://www.usm.maine.edu/~telc/forms/form_servreq.htm)

#### PeopleSoft

<http://www.maine.edu>, select PeopleSoft Access

#### The Logic Shop (Computer Sales)

<http://www.usm.maine.edu/computing/sales/>

#### Understand CD-R & CD-RW

<http://www.cdrfaq.org/>

#### Instructional Technology & Media services Workshops

[http://www.usm.maine.edu/edm/EMS/VWeb\\_pages/workshop\\_form.html](http://www.usm.maine.edu/edm/EMS/VWeb_pages/workshop_form.html)