Anti-Spyware Solution Now Available

IT Services is pleased to announce that Miami has acquired a site license for McAfee’s Anti-Spyware Enterprise module. The site license allows McAfee Anti-Spyware, an add-on to McAfee’s VirusScan Enterprise solution for Microsoft Windows, to be installed on computers owned by the university or current faculty, staff, and students.

Spyware and other potentially unwanted programs (PUPs) pose a major threat to personal data and often adversely impact computer performance. Actively scanning, detecting and blocking spyware and PUPs is as important as scanning for viruses. The combination of McAfee VirusScan + Anti-Spyware offers a level of protection stand-alone virus and spyware detection applications usually do not provide.

Installing McAfee Anti-Spyware on a Personally-Owned Computer

To take advantage of the McAfee Anti-Spyware on your personally-owned computer, you will need to download and install it from Miami’s software download web page.

2. Select “Windows Software Downloads” in the left navigation bar.
3. Download the appropriate software installer:
   - If you have McAfee VirusScan 8.0 already installed:
     i. Select “McAfee Anti-Spyware” from the Available Software list.
     ii. Click “Download” next to McAfee Anti-Spyware Enterprise Module 8.0.
   - If you do NOT have McAfee VirusScan 8.0 already installed:
     i. Select “McAfee VirusScan” from the Available Software list.
     ii. Click “Download” next to McAfee VirusScan Enterprise 8.0i + McAfee Anti-Spyware Enterprise Module 8.0.

Installing McAfee Anti-Spyware on a University Computer

Many university computers will have McAfee Anti-Spyware automatically installed through Miami’s enterprise tool for managing VirusScan on university computers. To see if your computer has McAfee Anti-Spyware installed:

1. Right-click on the VirusScan shield in the lower righthand corner of your screen.
2. Select “About VirusScan Enterprise” from the menu that appears.
3. If McAfee Anti-Spyware is installed, the title in bold above the copyright symbol will read “VirusScan Enterprise + Anti-Spyware Module 8.0.0″. If it is not, the title will read “VirusScan Enterprise 8.0.0″.

If your university computer does not have McAfee Anti-Spyware installed, please contact your local technology support representative (see the TSR by Unit list).

If you have any questions, please contact the IT Services Support Desk at 513-529-7900 or supportdesk@muohio.edu.
Final Reminder: Make Sure Your E-mail is Set to Use SSL!

On February 1, 2006, Miami’s incoming e-mail server (po.muohio.edu) will stop accepting connections from desktop e-mail applications (like Outlook, Outlook Express, Eudora, Thunderbird, etc.) and wireless devices that are not configured to use SSL.

To ensure that there is no interruption in your e-mail service, please take a moment to make sure any application or device you use to check your Miami e-mail account, whether from on-campus or off, is configured to use SSL.

Detailed instructions on configuring Eudora and Outlook to use SSL can be found in the Knowledge Base at http://muohio.edu/kb/case3003.

If you check e-mail with a wireless device like a cell phone, Palm or Blackberry, please refer to the vendor’s support information for details on how to configure the device to use SSL.

If you need further assistance, please contact the IT Services Support Desk at (513) 529-7900 or email supportdesk@muohio.edu.

Note: No action is required if you only check e-mail via myMiami, since myMiami uses a secure connection to transmit the MUnet password.

Why is this change required?
The move to SSL is part of IT Services' strategic plan to improve security and safeguard personal privacy. Without SSL, every time your e-mail application checks for e-mail it is sending your password in plain text across the Internet. If someone intercepts it, that individual now has access to every system that your MUnet password protects. SSL encrypts your MUnet password so it can’t be read if it is intercepted.
Miami TechTalk

Miami Acquires High Performance Computing Cluster to Support Advanced Computational Research

Miami’s new High Performance Computing Cluster (HPCC), which will be available for use by early March 2006, is an invaluable research tool that will greatly improve the computational resources at Miami University. Researchers will be able to take advantage of new technologies, powerful processors and fast networks to achieve research goals faster and more efficiently and to develop new techniques for solving complex computational problems.

Miami’s new research cluster consists of 128 dual nodes (EM64T) with 4 Gigabytes of memory per node (512 Gigabytes total distributed memory) and 5 terabytes of storage. The 128 dual compute nodes are connected using Infiniband/Topspin interconnect. The system has a peak performance of 1.26 TFLOPs, which will elevate Miami to one of the top 40 public universities in the country in terms of HPCC resources.

Benefits of Miami’s New HPCC

The HPCC, coupled with support from the new IT Services Research Computing Support group, brings a new level of computing capability to Miami researchers. With this tool:

• Miami researchers will be able to do the research they want to do rather than reduce their expectations.
• Miami will be able to hire faculty members and recruit graduate students in areas that we may not have been able to previously.
• Curriculum can be modernized as graduate and undergraduate students have easy access to this type of support and facility.
• New research areas will be open to graduate students.
• Undergraduate research will be enhanced.
• The facility and support will facilitate interdisciplinary and inter-institutional research.
• Faculty will be able to run larger problems leading to a different level of research being done.

Miami researchers will be able to generate more grant funding.

For more information on the HPCC, please visit the IT Services Research Computing Support group’s web site at http://www.muohio.edu/researchcomputing.

Why a High Performance Cluster?

High performance cluster computing is considered a powerful and efficient alternative for parallel computing in many application domains. In the last decades it was believed that computer performance was better achieved by creating faster and more efficient processors. This idea was quickly challenged by the evolution of parallel processing, essentially linking together two or more computers to jointly solve a computational problem. The availability of high-speed networks (Myrinet, Infiniband) and increasingly powerful commodity microprocessors make clusters of computers an appealing vehicle for cost effective parallel computing.

Clusters of workstations have redefined the term ‘supercomputing’ because of the rapid development of powerful administration tools as well as the availability of open-source or inexpensive software. These administration tools facilitate management and scheduling issues on large clusters, reducing the effort needed to install software, perform maintenance tasks, monitor the cluster health, isolate failures and dynamic allocation of nodes, load balancing, etc. Thus, users and administrators can benefit from a wide variety of applications, freely available code, libraries and administration tools. Likewise, efficient parallel libraries are available to manage process communication (MPI) coupled with powerful compilers that take advantage of many features of the hardware. Similarly, the user community and some vendors have created electronic support groups which can be used to find answers to many common administration issues.

How can I take advantage of the new HPCC?

If you would like to take advantage of the new HPCC, please contact the IT Services Research Computing Support group at rescomp@muohio.edu.
The Miami Notebook: Hassle-free computing for students (and a boon for faculty)

Miami faculty will see a new technology environment in Fall 2006 when many first year students come to campus with laptops purchased through Miami’s new ‘Miami Notebook’ program. ‘Miami Notebook’ is the name given to the new voluntary program that Reid Christenberry, Vice President for Information Technology, recently announced.

The Miami Notebook program will offer 3 Apple and 3 Dell laptops at prices that cannot be matched by students purchasing directly from the vendor. The laptops will come with Miami site-licensed software (anti-virus; anti-spyware; VPN; Altiris; etc.) pre-installed and ready to connect to Miami’s network. Students who purchase the laptops will benefit from an extensive set of services: on-campus hardware repair; loaner laptops in the event that theirs requires a repair; free virus/spyware removal; data backup and restore services; remote technical support, etc.

Faculty will quickly see the benefits of the program as well, as participating students should have fewer problems with their computers and have a predictable laptop configuration that faculty can consider when incorporating technology into the classroom or the coursework. The presence of the Altiris client on student laptops will allow faculty to request that specific software programs, when licensing is available, be pushed to the laptops of those students enrolled in their classes. When the course ends, the software license can be un-installed and available to students enrolled the following term.

The Miami Notebook program gave IT Services and the Miami Bookstore a great opportunity to extend the partnership that already exists between these two units, as well as extend Miami’s strong relationships with Dell and Apple. With all Miami Notebook sales being processed by the Miami Bookstore, students benefit from an exceptional price for a high-quality, business class computer, backed by outstanding institutional services. Miami benefits from the student sales further increasing Miami’s institutional sales with these vendors, resulting in lower prices for student and institutional computers. The most critical benefit to the institution is a predictable, supportable, technology environment on more student computers. We hope that, over time, most Oxford students will participate in the Miami Notebook program.

After confirming their enrollment, the question that students most frequently ask about IT at Miami is ‘what type of computer should I buy?’ Students now have an answer – the Miami Notebook.

Find out more by visiting the Miami Notebook web site: http://www.muohio.edu/maminotebook

Faculty or staff who have questions about the laptop program or interest in incorporating the Miami Notebook into their 2006-2007 student course work may contact Kathie Brinkman, Director of Support Services, who is serving as the Miami Notebook project manager (mailto:brinkmkb@muohio.edu or 513-529-5947).
Miami TechTalk

Research Computing Support at Miami University

In July 2005, Information Technology Services created a new group whose purpose is to enhance the efforts of Miami University researchers by providing technical and scientific support in computational research. This group is committed to providing the support necessary to meet the unique computational research needs of faculty and students at Miami University, thus fostering innovation and excellence in computational research at the graduate and undergraduate levels.

The IT Services Research Computing Support (RCS) group collaborates with Miami’s researchers in a variety of ways:

- Providing information through web sites, brochures, and presentations, about the most effective use of computational resources (local and state-wide), increasing productivity, saving time and effort.
- Interacting with research groups to promote collaboration and knowledge transfer across disciplines and institutions.
- Offering consulting services on use of third party applications including analysis and interpretation of results.
- Providing assistance with data collection and manipulation techniques, data storage, format conversion, and data analysis.
- Presenting training sessions on available resources and popular research applications like MATLAB and SAS.
- Facilitating grant writing and grant proposal marketability and participating as a member of the grant research team.

The RCS group consists of four highly qualified members with Ph.D.s and extensive experience in many diverse areas. More information can be obtained at the RSC web site (http://www.muohio.edu/researchcomputing) or by e-mailing rescomp@muohio.edu.

Introducing Miami iPrint

Miami iPrint is a new service that allows you to print to the pay-for-print printers found on campus using your own computer. This service allows you to add any Miami iPrint printer to your computer so it becomes a choice when you are ready to print.

Once you’ve installed the iPrint client and desired iPrint printers, printing to a pay-for-print printer is easy:

1. Choose the desired printer in the “Print” dialog box of the application you are using
2. Go to the printer station and swipe your ID card
3. Pick up your printout from the printer

You can print from anywhere that you have an Internet connection. Keep in mind though, your print job will only stay in the queue for 2 hours. Allow yourself time to get to the print station! To be able to use Miami’s iPrint service over wireless, you must be using the VPN client.

To find out how to install the iPrint client and add pay-for-print printers to your computer, see http://www.muohio.edu/iprint.
Desperately Seeking Smythe: Directory Searches Made Simple

How many times have you entered a name into the electronic directory only to have the search return the message "0 matching entries." You know the person is a current student, faculty or staff member, but your search came up empty. Until now, the electronic directory has been very unforgiving and pretty darn rigid. If you didn't spell a name correctly, or if the person you are searching for is known by a nickname or their middle name, your search would be in vain.

Those days are gone. Now, if you enter a name, not only will the electronic directory return the specific results of your search (what the directory will call "matching entries") but you will also get a list of "similar entries." This means if you are searching for Mary Smyth, and you enter "Mary Smith" you should find Mary's information in your search results.

This new capability is provided via a phonetic search of the database, which catches many, but not all, similar spellings. Also added is the ability to search by nickname or middle name. This allows you to find the person you know as Peggy or Bob, but the directory only sees as Margaret or Robert.

If you use your own electronic address book, you will appreciate the new vCard feature. The directory now allows you to create a "vCard" to store contact information in a format similar to a business card. The vCard format is an industry standard way to exchange address and contact information. Using vCard you can import data to Microsoft Outlook address book on Windows and can import and export data to Apple Address Book on the Mac. Just click on the "Create a vCard" link in the record you wish to store.

Note: Eudora and Meeting Maker do not support the vcard format for importing and exporting contact information.

IT Services hopes these changes make your directory searches easier and more productive. Happy searching!

Residence Hall Students: Changes in Windows Requirements for Network Access for Fall 2006

Next fall, there will be a few important changes in the computer requirements enforced by Cisco Clean Access for gaining access to Miami’s network in the residence halls...

- **Virus Protection Software:** McAfee Enterprise 8.0i will be the only antivirus software supported for network access in the residence halls. Miami provides this software to students at no charge and has recently added an anti-spyware plug-in to provide even more protection. If you are planning to live on-campus next year and use another antivirus product, you should cancel any current subscriptions and install McAfee 8.0i from Miami’s software download page at http://software.muohio.edu/ before next fall.

- **Operating System:** Microsoft Windows computers will need to be at Windows 2000, XP, or higher in order to connect to Miami’s network. If you use an older version of Windows, such as 98 or ME, you should upgrade before next fall. Windows XP Upgrade CDs are available at a greatly discounted price at the University Bookstore.

If you have any questions, please contact the IT Services Support Desk at 513-529-7900 or supportdesk@muohio.edu.
Students: Please Update Your Emergency Contact Information!

Every year, Miami attempts to obtain, verify or update emergency contact information. This information is held in confidence and will only be used in the event of a local or national emergency to communicate quickly and broadly with your emergency contact(s). For example, the University used this system after the recent off-campus crimes.

When you log into myMiami you will be presented with a form displaying your current emergency contact information (if any) and options for verifying, updating, or adding to it. If you need to make changes to your information at any other time, you can access the form by logging in to myMiami, and selecting the ‘Contact Information’ link from the Miami Web Page Index module. Click on the link and you will be presented with your emergency contact information for review or updating.

Please keep your emergency contact information up to date, so that those who care about you can receive information when a serious incident or emergency might arouse concern.

New University-Wide Site License for MATLAB

IT Services has signed a new contract with MathWorks to provide a University-wide license for MATLAB. Under this new agreement, university faculty and staff are allowed to install MATLAB on their work and/or home computers and it will be available in research labs, computer labs, and classrooms. Faculty and staff can download MATLAB for Windows, Macs, or Linux (ia32) from Miami’s software web site (http://software.muohio.edu). Note: Students are not allowed to install MATLAB on their personal computers but will have access to it in labs and classrooms. The new license includes: MATLAB and Simulink

- Signal Processing Toolbox
- Control System Toolbox
- Optimization Toolbox
- Statistics Toolbox
- Image Processing Toolbox
- Signal Processing Blockset
- Stateflow
- Data Acquisition Toolbox
- Instrument Control Toolbox
- Curve Fitting Toolbox
- SimMechanics
- Bioinformatics Toolbox

Other toolboxes can be obtained by adding them to the site license (this option provides for unlimited seats) or by adding them to the old contract (this option is less expensive but provides limited seats). The Research Computing Support group offers training for MATLAB upon request. If you have any questions about MATLAB or would like to request an individual (faculty only) or group training session, please contact the IT Services Research Computing Support group at rescomp@muohio.edu.
New Features for Instructors in Blackboard 6.3

In January 2006, Miami’s Blackboard system was upgraded from version 6.2 to 6.3. The new version provides a number of new capabilities for instructors to enhance ease-of-use and effectiveness, particularly on the assessment side.

New navigation features including a new “Detail View” and a box of “Tools” separate from the rest of the navigation links. A “Syllabus Builder” provides a template for faculty to use to create a syllabus within Blackboard.

A new option in the Gradebook, “Running Total”, excludes untaken or ungraded items in the Total and Weighted Total columns.

Assessment enhancements include:

- The ability to randomize the answers in multiple choice questions for each test, which helps prevent cheating.
- New question types for online quizzes including numeric response, hot spot, quiz bowl, jumbled sentence, either/or, and Likert Scale.
- A new partial credit feature that allows faculty to assign point values for all possible answers so partial credit can be awarded.
- An improved assessment results download capability that now downloads all question types including Essay questions.
- The ability for students to save after answering each question when all questions are delivered at once.

The user interface can now be changed to another language. Languages available include German, Spanish, French, Italian, and Portuguese. English is the System Default.

Creating Custom Learning Paths

**Instructors can now create custom learning paths using Blackboard’s new Adaptive Release feature.**

With this new feature, instructors can display content to specific users for a limited period of time, or only after users meet (or fail to meet) predetermined requirements such as completing a test or assignment, or reviewing an item.

**Review Status:** An instructor can turn on the Review Status for students to mark an item as ‘reviewed’. If “Review Status” is selected in the Adaptive Release, it will be automatically applied to the selected item.

The new Performance Dashboard displays the last time each user logged in, their course role, Adaptive Release criteria, Review Status for content items, and grades. Instructors can sort the information by multiple criteria.

Blackboard Training & Support

Blackboard training workshops are offered throughout the semester. You may register for these sessions through the TRAIN system, accessible at [http://www.muohio.edu/TRAIN](http://www.muohio.edu/TRAIN).

Should you need immediate assistance or have questions, please contact Advanced Learning Technologies in 351 Gaskill Hall at 529-6068 or [blackboard@muohio.edu](mailto:blackboard@muohio.edu).
Respondus Software Now Available To Assist with Blackboard Test, Quiz & Survey Creation

Respondus is a software application for Windows computers that eases test, quiz, and survey creation in Blackboard. Using Respondus, faculty who have tests, quizzes, and surveys in a word-processing format can quickly upload them to Blackboard with little additional formatting.

Miami’s new site license for Respondus allows faculty to download a copy to both an office and a home PC. The software can be found on Miami’s software download page (http://www.muohio.edu/software) along with the User Manual and instructions for downloading and installing the software.

Training sessions for Respondus will be offered on January 26th and 27th, February 23rd and 24th, and March 9th and 10th. Please register for the training sessions through the TRAIN registration system at http://www.muohio.edu/train. For more information, contact Brenda Boyd (boydbm2@muohio.edu, 513-529-5067) or Ibrahima Poda (podai@muohio.edu, 513-529-1583) in IT Services - Advanced Learning Technologies.

Upgrade Scheduled to Occur March 10-13

IT Services will be upgrading Miami’s Meeting Maker server from Meeting Maker 7.5 to Meeting Maker 8.5 the weekend of March 11th (the first weekend of spring break). Meeting Maker will be unavailable from Friday, March 10 at 5:00 p.m. until Monday, March 13th at 8:00 a.m. while the upgrade occurs.

All individuals who have a Meeting Maker account will be notified of this upgrade via e-mail and will receive instructions on how to install the new desktop client for Meeting Maker 8.5.

If you have questions or concerns, please contact the IT Services Support Desk at 513-529-7900 or supportdesk@muohio.edu.

New Center of Online Learning (CoOL) Takes Off at Miami

With recent approval from the Provost, a new Center of Online Learning has been created to support faculty in creating and delivering high-quality, interactive online courses. Comprised of faculty who have online teaching experience and experienced online course designers, CoOL will be housed on the Middletown campus with representation from Oxford, Middletown, and Hamilton.

This spring, CoOL Advisory Team members will be distributing a call for proposals for faculty interested in developing online courses with the help of the CoOL team. Project teams will guide the faculty member through the creation and delivery of a fully online course. Project teams will be composed of members of faculty, IT Services Academic Technology Services, the Library, and Middletown’s Educational Technology Center.

If you’d like more information about CoOL, please e-mail CoOL at cool@muohio.edu or call 513-217-4029.

CoOL Advisory Team Members
- Janet Hurn, Director
- Andrea Han, Coordinator
- Beth Uhler, Psychology
- Amy Fisher, Math & Statistics
- Jean Vanderbeek, Nursing
- Jen-chein Yu, University Libraries
- Susan Reams, Nursing
- Rob Speckert, Engineering
- Brenda Boyd, Academic Technology Services
Banner 7 Is Coming!

IT Services has announced an upgrade to Banner, Miami's primary information system. The upgrade is planned for May 11 through May 14, 2006 and will make Banner accessible from a web browser with enhanced navigation capabilities. Training opportunities and additional documentation is being prepared and will be sent to clients who use Banner within the next two weeks. Check back here in April for a detailed article listing the exciting new features.

Don't be the Victim of an E-mail Scam!

If you received this . . .

| X-Mailer: QUALCOMM Windows Eudora Version 6.2.0.14 |
| Date: Wed, 25 Jan 2006 09:26:42 -0500 |
| To: John Smith <smithj20@muohio.edu> |
| From: A Big Bank <admin@abigbank.com> |
| Subject: Information Validation |

SECURITY ALERT:
Please read this important message

Our new security system will help you avoid fraud and keep your account safe.

Due to a technical update, we ask you to confirm your online banking membership details using our Online Banking Details Confirmation web form.

http://www.personalbanking.abigbank.com/details

Would you do this?

| ![Image of Online Banking Details Confirmation](image) |
| ![Image of Online Banking Details Confirmation](image) |

Right answer:

**NO! Not without checking it out!**

Any time you receive an e-mail requesting you provide sensitive personal information (like passwords, social security numbers, or credit card numbers) via e-mail or a web site, a red flag should go up.

Phishing (pronounced "fishing") is a high-tech scam in which thieves use phony e-mails or fake web sites to hook you into disclosing your credit card numbers, bank account information, social security number, passwords, or other sensitive information. According to the Federal Trade Commission (FTC), phishers send an e-mail or pop-up message claiming to be from a legitimate business or organization you deal with, for example, your Internet service provider (ISP), bank, online payment service, university, or even a government agency. The e-mail message usually sounds urgent and asks you to validate your account information and directs you to an authentic looking site. While you think you are "validating" your information, you are actually giving it to a thief. Unfortunately, phishing is a fast-growing type of Internet fraud.
Don't be the Victim of an E-mail Scam! (continued)

To avoid being the victim of a phishing scam:

- Treat unsolicited e-mail asking for personal and financial information with suspicion. Do not reply or click on the link in the message. Legitimate companies do not ask for this information via e-mail.
- If you receive a questionable message, contact the institution that supposedly sent it to verify that the message is genuine. Visit the company’s valid web site or call a phone number that you know to be legitimate.
- Report suspicious activity to the FTC. If you get spam that is asking (phishing) for sensitive information, forward it to spam@uce.gov.

Want to test your e-mail smarts?

Take the MailFrontier Phishing IQ Test II and see how well you do at spotting fraudulent emails!

For more information on avoiding phishing scams, visit the Anti-Phishing Working Group's Consumer Advice page at http://www.antiphishing.org/consumer_recs.html.

Michelle Dienno & Craig Rouse awarded The Communicator Award of Excellence

Michelle Dienno (Director of Marketing - Hamilton Campus) and Craig Rouse (Supervisor of Video Production, IT Services - Oxford Campus) have won The Communicator Awards’ prestigious Award of Excellence for commercials that they produced for the summer promotional campaign for the regional Hamilton and Middletown Miami campuses. The commercials were entitled FALL4U and were aired for two weeks during the middle of this past summer.

"The Communicator Awards" is an international awards competition that recognizes outstanding work in the communication field. Entries are judged by industry professionals who look for companies and individuals whose talent exceeds a high standard of excellence and whose work serves as a benchmark for the industry. There were 3,059 entries from throughout the United States and five other countries the 2005 Video competition.

The Communicator's prestigious Award of Excellence is presented to those entrants whose ability to communicate elevates them among the best in the field.