

Computing Support TouchNet GroupWise WindowsXP Pinnacle Linux MSN SQL Database Blackberry VPN Novell Citrix Vista P... Workflow  
 Telecommunic...  
 Data Administration Graphic Design Co...  
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# Weber State University's IT'S NEWS

a monthly publication of the WSU Information Technology Division

UPDATE



## Welcome Back!!!

Don Gardner, Chief Information Officer



The WSU IT Division is looking forward to a fun and exciting year! Some of the new developments with technology are described in this issue

of *IT's News Update*. Others will appear in future monthly issues. IT staff are diligently working to provide the most collaborative, innovative and efficient products and services possible to the university community. Please stay tuned -- IT's in the works!

## Get Into Wildcard!

By Jean Fruth, CIO Office



Now you can use your Wildcard on campus like a debit card!

Today's WSU Wildcard is much more than a campus ID card. The Wildcard continues to provide authorized access to the Swenson Building, athletic events and Library checkout. In addition, you can add Wildcat Cash to your Wildcard account through the newest channel in eWeber. Wildcat Cash is accepted at vending machines, the WSU bookstore, campus dining,

printing in campus computer labs and more.

Facilities Management has begun installing electronic door access utilizing the Wildcard for entry instead of keys. Over the upcoming year, many campus buildings will be fitted with the new electronic networked locks.

With the increased usage and acceptance of the Wildcard comes the increased need to secure and protect your Wildcard. To prevent unauthorized use you should not share your Wildcard with others. If your Wildcard is lost or stolen you should report it immediately to the Wildcard Office at x 7700 or online in the eWeber Wildcat Cash channel.

## Lynx Self-Service & INB Upgrade Over Fall Break

The WSU LYNX system is being upgraded to Banner Release 7.5 to provide additional functionality and features. **LYNX administrative systems will be unavailable during Fall Break from Friday, October 19 through Sunday, October 21.**



## Getting Your Software:

What's free to campus faculty/staff?



By Sharon Dover, Computing Support

WSU has purchased software for your use on your campus workstation. Software available for WSU Faculty & Staff includes:

- Microsoft – FrontPage 2003, Office 2007, Publisher 2007 and Windows XP
- Corel – WordPerfect X3, Paint Shop Pro, Painter, Draw, Designer,
- Adobe – Creative Suite (InDesign, Photoshop, DreamWeaver, Illustrator, Acrobat)

Software can be installed or ran through the network. To install, log into the network, click on the Applications icon on the desktop, then click the All icon, this will display the icons for all software available for download to the campus computer.

If you have a WSU-owned workstation at home or a non-networked notebook or laptop, bring the machine to the Computing Support Service Desk (x7777) to have the software installed for you. (Adobe is not available). For more software information on purchasing or downloading software, go to <http://departments.weber.edu/software>

## Coming Soon! WSU ServiceWise

By Shelly Belflower, Technology Services

Within the next several months, the WSU IT Service Desk (<http://help.weber.edu>) will be putting new features of our WSU ServiceWise software into place. Two great features that should enhance and improve service are the KnowledgeWise knowledge library and the new Web interface for submitting work orders.

Faculty, staff and students will be able to search the KnowledgeWise database to resolve issues on their own. The database will be populated with current issues and the steps on how to resolve those issues. Included is a feature that will show the Top Ten issues. This will be a great way for faculty and staff to quickly find answers to any problems they might be experiencing with campus network systems or software applications.

The new web interface system will allow faculty and staff to submit a work order without the need to call the IT Service Desk (x7777) A work order can be submitted online and the requester will be able to log into the system to check the status, view the work order ticket history, and even add additional information for the technician. It will provide an efficient way to make a request at any time of the day or night!

Look for training to be scheduled for Staff and Faculty in the near future!

## Do Your Students Need Software?

Weber's Virtual Lab (WVL's pronounced Weevils)

By Sharon Dover, Computing Support

With the university's purchase of the new software and hardware, students can access a number of applications like Adobe PhotoShop, Corel Draw, SPSS, Minitab, Mathematica, and many others from anywhere in the

world via the internet. All they need is a password and the Internet. If you have any questions please contact Sharon Dover at ex 6080 or at [sdover@weber.edu](mailto:sdover@weber.edu).

## New, Improved Release of Lynx Security Workflow

By Sarah Rivkind, Office of Workplace Learning

Lynx security requests have a new look. Security requests are used to gain access rights to areas of the Lynx/Banner administrative systems. Requesting security is still done through Lynx Self –Service located in the Faculty/Staff portal.

To request security go to "Lynx Self Service,"

- click "Personal Information,"
- click "Request Lynx Security"
- Check boxes for the areas for which you need access.

The request form will show what security you already have rights to. You can also request the same access as another employee by selecting their name from a drop-down list.

**Supervisors will receive e-mails** notifying them that there are workflow items to approve and they must click the link to go to the site to process the request or it will stall in the workflow.

## SAN Update: The Opposite of a Miracle

By Stephen Cobb, Systems & Network Management

During Spring Finals 2007, IT lost the most critical part of our campus wide systems. The "SUN 6920 SAN Storage System", a big name for a big system. This very expensive unit was the storage for every critical system that uses a database on our campus, and at half a million dollars it was not a simple fix. To help the story along, I will call the old server "Joe"

no particular meaning, just a name, short and easy to spell.

Joe has had a lot of problems in his lifetime; Joe's problems even earned him several articles Ogden's *Standard-Examiner* and WSU's own *SignPost*. Everyone wants 15 minutes of fame (Joe has more than his share). In Joe's life we operated on him several times, replacing his limbs, lungs, and heart before he even had brain surgery. We thought that nothing else could go wrong with Joe, but one morning, the opposite of a miracle happened: this day, when the drive went bad, the drive told Joe, "I have a 'geometric mismatch error number 4173', I'm down." Joe had no idea what that meant. In effect, it was as if Joe had a stroke, which made Joe so perplexed he then had a heart attack and died. IT Network Systems, with help from SUN Corporation, buried Joe.



SUN Corporation felt bad because they had recommended Joe to Weber State's Network & Systems and they provided a brand new replacement to do Joe's work. It is a "HITACHI 9985." We call it Einstein. Einstein is smarter, faster, and friendlier than Joe ever was. Einstein can work with everyone nicely, he has never failed. The Network folks love Einstein and can trust him with all the important stuff we need for him to do. We thanked SUN Corporation for bringing us Einstein at their expense, which will be remembered and appreciated for a long time.

## IT's News Update- a new look

By Judy King, Technology Services

The IT Division's newsletter will now be a monthly publication. We have altered the design to be friendlier. Send feedback and questions to [jking@weber.edu](mailto:jking@weber.edu).