

TechnoLOGICALLY Speaking

Re-Routing Not Allowed

If you read our last issue of Technologically Speaking, you saw the article on University Computing Policies (Volume 2, Issue 1). In this article, we discussed the acceptable uses of University computing resources and services.

We would like to call your attention this month to University Policy 10, which governs use of our networks. You may have heard from your Resident Advisor or a member of the Housing Technology Services team, that wireless routers, wired network routers, wireless access points, and routers used for gaming consoles (like X-Box and Playstation) are not allowed.

Under Policy 10, this is correct. We do not allow routers, access points, or other network related devices - either wired OR wireless - on our network. This policy applies to **both** our ResNet customers (Cypress and Squires) as well as our Road-Runner customers.

You may be wondering, "Why can't I use these devices on the network?" The primary reason we do not allow routers and wireless access points is they have a negative impact on the larger University funded networks. Specifically, we have monitored slower Internet access speeds due to increased unplanned traffic on the networks. This means longer download times and more time spent waiting.

Additionally, many students who place these devices on our network do not secure them properly, if they bother to secure them at all. This leaves those students, as well as any other students that happen to traffic across the unsecured points, at risk for identity theft, virus or worm infections, or other compromises of their computers. Worse still, these unsecured devices provide a point of entry for unauthorized users of our networks, which could also result in identity theft, virus outbreaks, or the complete impairment of our network services.

Residence Hall Computer Labs

Student computer labs are located in the following Residence Halls: Holshouser, Moore, and Witherspoon.

These locations are available to all residential students from 8:00 a.m. to 8:00 p.m., seven days a week. Simply use your Student ID Card (49er Card) to enter the building and then use your card again to enter the computer lab.

Using Our Labs Today
 When visiting our labs, you

should remember the following items:

Each morning, at 4:00 AM, every computer in the lab automatically restarts and restores the PC to its original installation. Please be aware of this as you work late into the night!

If the PC crashes while you are working and your work is on the PC, it will be erased when you restart. To avoid this, please save your work to a floppy, USB drive, or the network drive (H).

When using the printers in the labs, please remember to bring your own paper and only use 20# (pound) copy/printer paper. Other types of paper will jam and require the printer to be serviced.

Temporary Lab Closure
 Currently, the Witherspoon Computer Lab is unavailable. We are in the process of renovating the space and hope to reopen it in mid-September.

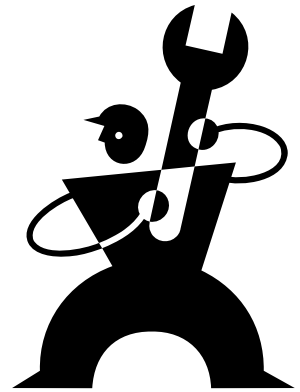


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A Maintenance Log for Your Computer

Installing anti-virus software, or anti-spyware software, or a new operating system is NOT enough to keep your PC safe and secure for the entire semester! In fact, there are things you should do on a regular basis to keep your computer in tip-top shape (not to mention secure from hackers and other on-line thugs). Below is a suggested routine for PC maintenance.



WEEKLY TASKS

- [] Virus Update - Run the automatic update feature of your anti-virus software

- [] Windows Update - Run the Windows Update tool on your PC or by visiting it on-line at <http://windowsupdate.microsoft.com>

- [] Back Up Your PC - Back up the contents of your computer to a CD-ROM, DVD, or external hard drive ... especially those term papers and notes!

- [] Clean Up the Hard Drive - Clean off all of those temporary files and other unwanted junk.
 1. Go to **START** and select **RUN**
 2. Type **cleanmgr** and run the utility to clean up your hard drive(s).
 3. Check off the items you want to delete and then click **OK** to clean up the drive.

- [] Spyware Check - Run your spyware software's update utility and then run the tool to check for unwanted visitors!

MONTHLY TASKS

- [] Cleaning - Computers *hate* dust! Get a can of compressed air and clean out dust and cookie crumbs from your keyboard. Take a moment to clean off your mouse and the track-ball or optical sensor. And make sure dust hasn't built up on the PC itself.

- [] Defragment the Hard Drive - This will improve the speed performance of your hard drive.
 1. Go to **START** and then to **ALL PROGRAMS** and then **ACCESSORIES** and then **SYSTEM TOOLS** and then **DISK DEFRAGMENTER**.
 2. Select the drive you want to defragment (if you have more than one)
 3. Select **ANALYZE** to see if defragmentation is required.
If the system recommends defragmentation, then choose **DEFRAGMENT**.

SEMESTERLY TASKS

- [] Passwords - Change the passwords on your computer's operating system, email accounts and other software and Internet sites once a semester. Combine letters and numbers for the most secure passwords!

Phishing—What YOU Need To Know NOT to Get HOOKED!

The internet has grown larger and larger, and so has the opportunity for those who want to exploit it.

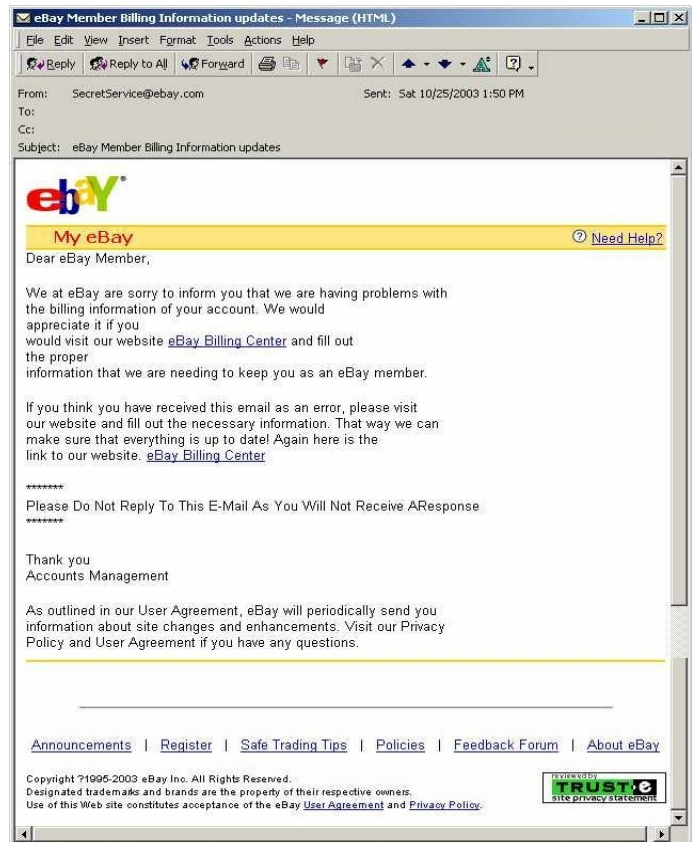
Once upon a time, email spam was a just an annoyance, but now it's much more dangerous. The internet has grown larger and larger, and so has the opportunity for those who want to exploit it. Spam blockers filter much of the junk email, but won't always stop what is being called "phishing", the most malicious of spam email.

Phishing is the name being given to a technique spammers are using to attempt to steal a user's important information, anything from passwords to Social Security numbers. These emails are usually disguised to look as legitimate as possible, appearing to come from popular websites such as eBay or PayPal, the bank, and even the University of North Carolina, Charlotte! The email is usually formatted to look official, even using a spoofed address to appear as though it came from the actual company.

Usually the email gives a story of how the company is updating its records, or needs to verify your information for some reason or another, and urgently needs a reply. With the incredible speed at which the internet works today, if a user replies to one of these emails, they could be faced with despair within minutes.

When registering for a website, most will make it very clear they will never ask for your password or personal information via email. If you feel that the email might be legitimate, contact

the company directly, do not use any links or email addresses that the phishing email provides, instead go to the actual site and look for customer service help. Never send any of your personal or important information over email, you never know who will really be reading it. There is a volunteer organization located at <http://www.antiphishing.org>, that keeps a record of phishing, and is a great resource to check an email out, as well as reporting anything that you have received, you may just save a fellow user from getting hooked.



Paper Jam! Using The Residence Hall Lab Printers

Be sure to read *TechnoLOGICALLY Speaking* next month for more details about the changes coming to our computer labs!

We need to have a little chat about our residence hall lab printers.

Each of the residence hall labs in Moore, Holshouser, and Hawthorn have been equipped with a laser printer that you can use free of charge. The only requirement is that you provide your own paper.

These printers require the use of

either PRINTER or COPIER paper. You don't have to buy the top of the line stuff, but you do need to get paper that's specifically labeled for use in copiers or laser printers.

DO NOT insert notebook paper in the paper trays—it will get caught by the printer and jam.

If a jam does occur, contact Housing Technology Services to

let us know about the problem. You may either call extension 7-3329 or email us at HTShelp@email.uncc.edu. A member of our team will correct the problem during regular business hours.

Remember, these printers are for all residents' use and the proper feeding of our printers will help keep them working

Miner Movies on Channel 15

The Miner Movie Channel, which is located on channel 15, broadcasts 24 hours a day, 7 days a week with a great selection of Hollywood blockbusters, fun comedies, romantic stories, and every thing in between! The channel is operated by Housing Technology Services.

The full schedule, including air-times and air-dates can be found on the HTS website (www.HTS.uncc.edu). You can also get film information, ratings, and other cool facts on the Miner Movies page.

Do you have an idea for a movie you would like to see on The Miner Movie Channel? Drop us an email at HTShelp@email.uncc.edu and we will see if we can track it down and get it on the air!

The full cable channel line up is also provided on-line at www.HTS.uncc.edu.

Our September Schedule ...

AMERICAN ME
AS GOOD AS IT GETS
DIARY OF A MAD BLACK WOMAN
GIRL INTERRUPTED
GUESS WHO
HITCH
IN GOOD COMPANY
MISS CONGENIALITY 2: ARMED AND FABULOUS
OCEAN'S 12
ONCE UPON A TIME IN MEXICO
SAHARA (2005)
SCHULTZE GETS THE BLUES
SUPER SIZE ME
THE RING TWO
THE WEDDING DATE
28 DAYS
XXX: STATE OF THE UNION

Necessary Numbers

Cable TV

Basic Cable Services	7-3778; Press 2
HBO Subscription Service	7-3778; Press 2
Miner Movies Channel	7-3329

Internet Services

Residents Of Cypress and Squires	7-3778; Press 1
<i>"Road Runner": Residents of Holshouser, Moore, Sanford, Scott, Cedar, Hickory, Sycamore, Hawthorn, Oak, Elm, Maple, Pine, Hunt Village, Martin Village, Phase III, and Witherspoon</i>	7-3778; Press 2

Telephone Services

Problems with your phone service or voicemail	7-8800
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Housing Technology Services

Housing Website, RSA Website, Residence Hall Computer Labs & Printers, Online Housing Application System	7-3329
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Door Access Cards

Building access or swipe card reader problems	7-2585
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