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New Computer, Gaming System or Cell Phone for Christmas?

Bringing your new computer, gaming system or cell phone that you received for Christmas on campus? To connect these items to the Gannon network, you will need to perform a few necessary procedures.

Computers

For students living in the residence halls, you will be prompted when first connecting to the Gannon network to download CISCO Clean Access. Follow the instructions and you should have no problems. Gannon provided Norton Antivirus is required on your new computer. You must uninstall all other antivirus software applications from your computer prior to installing Gannon's antivirus.



MACs

These computers do not require CISCO Clean Access. However, they do require Gannon Norton Antivirus which can be picked up at the Help Desk. In addition, you will need to have your MAC address registered on the Gannon network. Simply, call the ITS Help Desk to schedule an appointment to have a Technician meet with you to record your MAC address.



Gaming System

Contact the ITS Help Desk and schedule an appointment to have a Technician meet with you to record the MAC address from your gaming system.



Student Corner: Koobface—Facebook Virus

In December Facebook users were being targeted by the virus dubbed "Koobface" that uses the social network's messaging system to infect PCs, then tries to gather sensitive information such as credit-card numbers.

It is the latest attack by hackers looking to cash in on the popularity of social-networking sites where e-mails and messages supposedly from friends are more likely to be opened, exposing the user to the virus. Facebook has more than 120 million users.

"A few other viruses have tried to use Facebook in similar ways to propagate themselves," Facebook spokesman Barry Schnitt said in an e-mail. He said a "very small percentage of users" had been affected by these viruses. "It is on the rise, relative to other threats like e-mails," said a security expert.

Koobface spreads by sending notes to friends of someone whose PC has been infected. The messages, with subject headers like, "You look just awesome in this new movie," direct recipients to a Web site where they are asked to download what it claims is an update of Adobe Systems Inc's Flash player.

If they download the software, users end up with an infected computer, which then takes users to contaminated sites when they try to use search engines from Google, Yahoo, MSN and Live.com, according to security experts.

So, if you notice that your search engine is not taking you to the place you requested, it is possible that your computer is infected. Contact the Help Desk for assistance.

Finkle, Jim. "Koobface" virus turns up on Facebook 5 Dec. 2008. <<http://www.msnbc.msn.com/id/28065486>>

Tip of the Month: Energy Savings

“Shutting your monitor off at the end of the day, assuming an 8 hour work day, results in a savings of \$24 per year.”

We know some of you are energy conscious and turn your computer and monitor off before you go home if you are not using them. LCD Monitors, on average consume 50 watts of power. That equates to about 10¢ per day. 10¢ doesn't sound like much but over the course of a year it adds up to \$36. Shutting your monitor off while not in use can lead to substantial savings. Screensavers do not save money.

Shutting your monitor off at the end of the day, assuming an 8 hour work day, results in a savings of \$24 per year. Multiply that by 1,000 computers on campus and the savings is a whopping \$24,000 annually. (Based on \$.08 per kWh)

Computers, on average consume 400 watts of power or about \$1 a day. Shutting off your computer at the end of the work day, based on an 8 hour work day,

will save 66¢ a day or \$241 annually. Multiple that by 1,000 computers on campus and the savings is a staggering \$241,000 annually. (Based on \$.08 per kWh)

In an effort to conserve energy and reduce the University's utility costs, there are two simple steps that each of you can take to be more energy conscious.

- Turn your monitor off if you will be away from your computer for more than 20 minutes.
- Turn your computer and monitor off before you go home.

Just imagine what our energy saving could be if everyone did the same!

Why do I get so much SPAM?

It is no secret that SPAM has become a big problem over the past few years both in number and vulgarity of content. Gannon has implemented SOPHOS which eliminates the vast majority of unwanted emails before they reach your inbox. The chart below shows 5 weeks worth of SPAM counts. The Blocked connections are SPAM that does not reach your inbox.

Type	10/15/2008	10/22/2008	10/29/2008	11/5/2008	11/12/2008	Total
Blocked connections	7,148,783	6,036,648	5,331,089	6,493,702	2,579,977	27,590,199
Spam high	432,744	451,297	454,083	428,776	242,615	2,009,515
Legitimate	159,290	161,778	156,984	208,032	167,168	853,252
Spam medium	195,873	114,438	122,016	115,345	103,386	651,058
Viruses	716	1,355	405	927	165	3,568
Total	7,938,290	6,766,592	6,065,599	7,247,688	3,094,436	31,112,605

Notice the sharp decrease between weeks 11/5/2008 and 11/12/2008. This was caused by the shut down of a major SPAM house, McColo. After a report by the Washington Post, McColo's two "upstream" networks Hurricane Electric and Global Crossing shut off all routing on Wednesday, 12 November 2008. McColo quickly tried to get re-connected and on Saturday, 15 November 2008, found a bandwidth reseller to connect them to a US node of the European-based Telia network. This routing did not last for more than a few hours before the routing was canceled by Telia. During this uptime, the bots controlled by the McColo C&Cs were once again seen sending spam.

A major drop in global spam was seen immediately on Wednesday, 12 November 2008, when McColo and the C&C servers were dropped off the Internet.

Hanna, Vincent. *Another One Bytes the Dust*. The Spamhaus Project.

17 November 2008 <<http://www.spamhaus.org/news.lasso?article=640>>

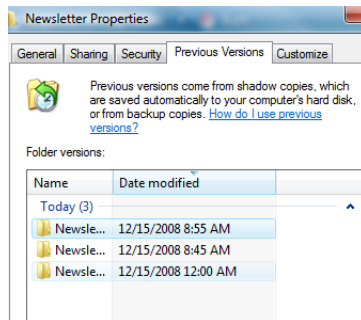
Using Microsoft's Previous Version Feature

How the Client User Interface Works

Users can access the Previous Version feature with Windows Explorer or My Computer by right-clicking the file or folder and choosing Properties.

You can then select one of three options—View (Open in Vista), Copy, or Restore, which are located on the Previous Versions tab.

This screenshot shows the Properties dialog box with the Previous Versions tab.



Recovery of Files or Folders

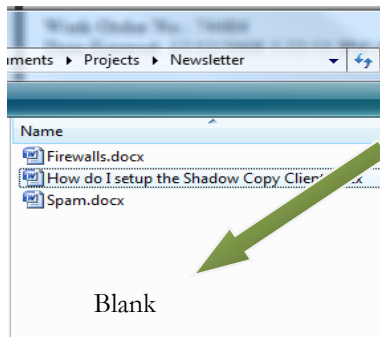
At one time or another, users have accidentally deleted a file, overwritten a file, or discovered that a file had become corrupt.

Previous versions, also known as shadow copies, are made twice a day for “trout” (S drive) and “zurn” (department shares). There is a maximum of 64 shadow copies, after which the earliest copy is then purged.

Recovering a Deleted File

To recover a deleted file, use the following procedure:

1. Navigate to the folder in which the deleted file had been stored.
2. Position the cursor over a blank space in the folder.



3. Right-click the mouse and select Properties from the bottom of the menu. Select the Previous Versions tab.
4. Select the version of the folder that contains the file before it was deleted, and then click View.
5. View the folder and select the file that will be recovered.
6. Drag and drop, or cut and paste, the shadow copy to the desktop or folder on the end user's local machine.

Recovering an Overwritten or Corrupted File

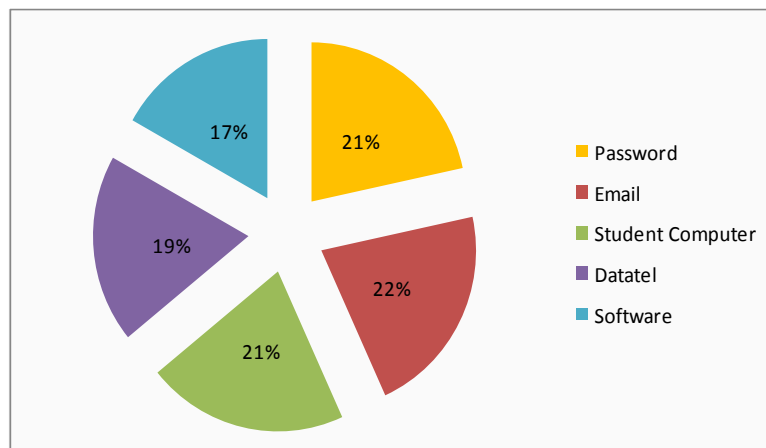
Recovering an overwritten or corrupted file is easier than recovering a deleted file because the file itself can be right-clicked instead of the folder. To recover:

1. Right-click the overwritten or corrupted file and click Properties.
2. Select Previous Versions.
3. If you want to view the old version, click View. To copy the old version to another location, click Copy... To replace the current version with the older version, click Restore.

Recovering a Folder

1. Position the cursor so that it is over a blank space in the folder that will be recovered. If the cursor hovers over a file, that file will be selected.
2. Right-click the mouse, select Properties from the bottom of the menu, and then, click the Previous Versions tab.
3. Choose either Copy or Restore.
4. Choosing Restore enables the user to recover everything in that folder as well as all subfolders. Selecting Restore will not delete any files.

Top 5 Help Desk Calls



* Includes calls and work orders received within the month of December

Staff Focus



Ken Kennett

Telecommunications
Manager

Ken has 18 years experience in the Local Area Networking and Telecommunications field, with certifications from Nortel Meridian (Telephone Equipment), Nortel Call Pilot (Voice Mail Equipment, Amp and Lucent Technology (Cabling Technology). He has been proudly serving the Gannon Community for over 11 years.

He is responsible for the fiber and copper cabling infrastructure as well as the telephone and computer cabling for the University. The telephone and voice mail and cable television systems as well as the cellular telephones that are deployed throughout the campus are also his responsibility. Ken also coordinates departmental and personnel moves throughout campus.

Is it any surprise that Ken's favorite technical gadget is his Blackberry?

From the Director's Desk

Unfortunately, ITS doesn't have the staffing to provide Help Desk coverage 24 hours a day, 7 days a week. However, we always have someone on-call to respond to **emergencies** that occur when the Help Desk is not staffed. An emergency would be defined as a system outage or interruption in service that impacts a number of individuals on campus. For example, an entire residence hall without Internet access would constitute an emergency, while a single student without service would not.

If you experience a significant problem after normal business hours, please do the following:

- Call the ITS Help Desk at ext. 7501
 - Work study students answer the phone on many weeknights and weekend days. If there's no answer, you can choose to leave a message and you will be contacted during normal business hours
- Students, check with your RD or RA to determine if others are experiencing a similar problem; staff members can check with co-workers
- If you believe the problem to be a true emergency, please call the Gannon switchboard and ask them to page ITS
- A Technician will get back to you within about a half hour to begin diagnosing the problem



- Mark Jordano

Special thanks to our contributors:
John Crandall
Ken Kennett

ITS Help Desk

Palumbo 3000

(814) 871-7501

www.gannon.edu/its

OFFICE HOURS

M – F 8:00 am - 4:30 pm

PHONE SUPPORT

M – Th 8:00 am – 9:00 pm

F 8:00 am – 4:30 pm

Sa – Su 12:00 pm – 6:00 pm

Info bITS Committee:

Carol Kugler, Help Desk Technician

Ed Saloum, Web Programmer

Laurie Fullerton, Applications Manager

Stephen Landis, Junior Systems Administrator

Tom Wager, Help Desk Supervisor