Welcome to the new AHS Computing Newsletter!

To be released bi-monthly the newsletter’s purpose is to address computing issues that are relevant to users in the Faculty of Applied Health Sciences. The Computing Office is open to suggestions for articles and would appreciate feedback on each issue. Future editions of the newsletter will be available online, www.ahsco.uwaterloo.ca/newsletter. Thanks for taking the time to have a read!

Enhanced Computing Environment for Faculty & Staff

Over the past year, AHS Computing has upgraded its servers, which provide e-mail, web access, file sharing, and other network services to the Faculty, to Windows 2003 and Active Directory. This has not only given us the opportunity to provide more services with greater flexibility, but also has enhanced the security of our computing environment. In order to move forward, we will be installing Windows XP on all Faculty computers (or upgrading XP if you already have it installed) and joining every computer to the Nexus domain. The Nexus domain is simply the means by which you will be authenticated to the network in order to access network services. This step will also provide you with the following enhancements:

• AHS Computing will be remotely managing both your Windows Updates and your Norton Antivirus Updates for you. This means your computer will have the most up-to-date security measures installed automatically,

• much better security than is provided currently by our existing NT server,

• if desired, more opportunities for shared disks and collaborative work, and

• 2 Gb of disk space for each user on our network server that is backed up by AHS Computing on a regular basis.

In the next few months, a member of AHS Computing will be visiting your workstation to join it to the Nexus domain so that these things will be available to you. These upgrades will not change the "look and feel" of your current desktop settings, but will provide significantly greater security as well as additional options for backup and file sharing. When this upgrade is finished, we will be decommissioning the server "ahsnt1".

This is an exciting development in computing within AHS and is our first major change in the way that we have managed workstations in over nine years. We’re looking forward to providing these services to you. If you have any questions about these changes, please feel free to contact any member of AHS Computing.

New UW Dialup

As of May 3, 2004, the old university dial-up internet phone number 725-7300 will no longer be an active dial-up number. The new phone number is 725-7302 and has been active for months. The new dial-up number streamlines the connection by using your UWdir username and password. If you require assistance making the transition, please contact:

Geoff Rivers at the AHS helpdesk ext: 3010 ahshelp@healthy.uwaterloo.ca

EMAIL ETIQUETTE

Have some pet peeves about the emails you get or try to send? Here are a few suggestions to make email easier and less effort for everyone.

• Do not send large attachments (over 1MB), post the attachment on a website

• Use long signatures only when necessary (e.g. official business)

• If you send a web link to someone, be sure to give a brief explanation as to its contents

• Don’t keep mail on your server longer than necessary, especially large attachments. This puts a strain on the server and affects all users on the system.

• If you’re going to forward a message to someone else, strip all the extraneous information and characters from it beforehand. It cuts down on the size of the message and makes it easier to read. This is just another form of common courtesy that too many people have forgotten (or don’t think about).
Windows Updates

With the ever present threat of viruses and exploitable vulnerabilities, updates are a fact of life if you own and use a computer. A good understanding and how to use it effectively is essential. Windows Update is the online extension of Windows that helps you to keep your computer up-to-date. New content is added to the site regularly, so you can always get the most recent updates and fixes to protect your computer.

The major categories for the Windows operating system updates are:

- **Critical Updates** — security fixes and other important updates
- **Recommended Downloads** — the latest Windows and Internet Explorer updates.
- **Additional Windows Downloads** — updates for your desktop and other features.

Follow a simple, three-step process to get the updates you need:

1. When you enter Windows Update, click **Scan for updates**.
2. As you browse through the available updates in each category, click **Add** to select the update of your choice and add it to the collection of updates you want to install. You can also read a full description of each item by clicking the **Read more** link.
3. When you have selected all the updates you want, click **Review and install updates**, and then click **Install Now**.

Note: Some updates may require that you restart your computer.

Note: Once our enhanced computing environment is fully in place, all AHS computers will be updated regularly by AHS Computing

USB Storage devices

USB storage devices are quickly becoming a popular and safe method for moving files between computers. All new computers (notebooks and desktops) are configured with at least 2 USB ports. Advantages:

- Large storage capacity in a small pocket sized package.
- No drivers or software needed for use with Windows XP/2000 and Macintosh.
- USB available on all newer notebook and desktop PCs.

How to safely eject a USB storage device.

1. Insert the USB storage device and watch for the small green arrow icon in the task bar (bottom right corner of your Windows desktop).
2. The USB storage device will show up as a Removable Disk (X:), (X will be a drive letter assigned by the operating system, it is just a letter!).
3. You can now copy or move files to and from the USB storage device as you would any other re-writable storage media.
4. Before removing the USB storage device click on the USB icon in the task bar, then click on the message: “Safely remove USB Mass Storage Device — Drive(X:)”.
5. You can now safely remove the USB storage device.

If the next time you need to move files to your home computer or travel with a PowerPoint presentation to a conference — try a USB storage device.