



Welcome to the August, 2014 issue of the IT@Sam Newsletter!



The Director's Cut

Backpacks, pencils, pens, oh my! Back-to-School season is here. In this month's "Director's Cut," we bring you up-to-date on what IT@Sam is doing to make sure our systems and software are ready for the new semester.

>> [Read More](#)



Update to Backup Retention Schedule

In the July IT@Sam Newsletter, we mentioned the current retention policy for backups. This schedule has changed and we have an update to the overview of this plan.

>> [Read More](#)

Free Microsoft eBooks Available!

You heard right! These eBooks provide instructions on everything from Windows 8 to SQL and everything in between. If you are looking to sharpen your skills in a Microsoft product, check out these free eBooks. With more than 300 eBooks available, you'll be sure to learn something you didn't know before.

>> [Read More](#)



Tech Tip: Clearing Your Cache

We are surrounded by technology jargon in this day and age. One word that you have probably heard is "cache." What is cache and how does it affect you? Check out this month's tech tip to get an insight to cache.

>> [Read More](#)

Security Tip: Bots, Botnets, and Zombies

While this article sounds like a George Romero apocalypse film, it is in fact a serious security issue. In this month's security tip, we take a look at what each of these and what they mean to you.

>> [Read More](#)

[IT@SAM NEWSLETTER HOME](#)

[THE DIRECTOR'S CUT](#)

[UPDATE TO BACKUP RETENTION SCHEDULE](#)

[FREE MICROSOFT EBOOKS AVAILABLE!](#)

[TECH TIP: CLEARING YOUR CACHE](#)

[SECURITY TIP: BOTS, BOTNETS, AND ZOMBIES](#)

[AUGUST TECHNOLOGY TRAINING SCHEDULE](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

August Technology Training Schedule

This summer, IT@Sam focused on revamping and developing the training courses based on our needs assessment survey. In order to accomplish this, we reduced the number of classes we offered over the summer. Now that the fall semester is ready to begin, we are increasing the number of trainings offered per month as well as introducing a few new courses.

[>> Read More](#)

Follow IT@Sam Service Desk On Twitter, Facebook and Blog:


 twitter.com/SHSUServiceDesk

 facebook.com/SHSUServiceDesk

 shsuservicedesk.wordpress.com

If you'd like to make a suggestion for future content, [we'd love to hear from you!](#)

The IT@Sam Newsletter was approved by the Vice President for Information Technology for e-mail distribution to SHSU faculty and staff.

 [Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#) | [Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



IT@Sam Newsletter

[Home](#) > Director's Cut

The Director's Cut

What's your idea of getting ready for classes to start? Do you hit the "Back-to-School" sales? Check out the [Texas Comptroller's site](#) for information. Or do you prefer to avoid the crowds and reminisce while watching the 1986 (I guess that would make it a classic?) Rodney Dangerfield movie, "[Back to School](#)"? Whatever you choose to do, that time of year is here!

While you're getting ready, IT@Sam is getting ready as well. We have software titles and infrastructure items that are being uploaded, upgraded, updated, or otherwise promoted in our computing systems and support structures over the next couple of weeks. Here are the highlights for our upcoming weekends, starting on:

- **Sunday, August 3: LEARN Network Maintenance**
 - On Sunday, August 3, [LEARN](#) Engineers made changes to their network to enable faster restoral of service after network disruptions. SHSU uses the LEARN Network for their Internet connection.
- **Friday, August 8: Major Networking & Internet Upgrades**
 - Upgrade **Internet Explorer from version 9 to version 11**. The browser will be upgraded on all campus managed Windows workstations and the Remote.shsu.edu system. (Scheduled to start at 6pm)
 - Upgrade **Network Routers** across campus. Users will experience total loss of network access for 30 minute time-periods within the upgrade window. This will affect computer access, all wireless access, all telephone service and all network connected devices including fire alarms. All services should be restored by 10pm. (Scheduled from 6pm-10pm)
- **Saturday, August 9: Major Networking Upgrades**
 - Upgrade SHSU internet connectivity. Customers will experience 15-minute outages to internet access between 10am and 11am and may experience very brief outages until about 10pm while this upgrade is completed. Clients on campus should be able to access on-campus resources but will not be able to access any external applications or websites. Clients off campus will not be able to access on-campus resources during any periods of outage. (Scheduled from 10am-10pm)
- **Wednesday, August 13: Installation of Adobe Creative Cloud**
 - All **lab and classroom PCs** will experience a service outage to allow for the **removal of Adobe CS 6**, and the **installation of Adobe Creative Cloud** including Dreamweaver, Fireworks, Illustrator, InDesign, and Photoshop. (Scheduled from 9pm-11pm)
 - All **managed Macs on campus** will experience a service outage to allow for the **removal of Adobe CS 6**, and the **installation of Adobe Creative Cloud** including Dreamweaver, Fireworks, Illustrator, InDesign, and Photoshop. This will be pushed to compatible managed Mac OSX machines to include Mavericks 10.9 and Mountain Lion 10.8 This software will also be available as On Demand from the Absolute Manage Installation menu. (Scheduled from 9pm-11pm)
- **Thursday, August 14: Upgrade to Java**
 - Upgrade **Java from version 6 to version 7** on all faculty/staff managed Windows workstations. (Scheduled from 6pm-10pm)
- **TENTATIVE: Friday, August 29: Upgrade to Cognos**
 - This is an upgrade of Cognos 8 to Cognos X. This upgrade is still in testing. If testing goes well, we hope to have this upgrade in Production on August 29. An official date will be announced through the Cherwell Portal.

[IT@SAM NEWSLETTER HOME](#)

[THE DIRECTOR'S CUT](#)

[UPDATE TO BACKUP RETENTION SCHEDULE](#)

[FREE MICROSOFT EBOOKS AVAILABLE!](#)

[TECH TIP: CLEARING YOUR CACHE](#)

[SECURITY TIP: BOTS, BOTNETS, AND ZOMBIES](#)

[AUGUST TECHNOLOGY TRAINING SCHEDULE](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

Let the countdown begin...19 days left!

(Want to be notified of these and other updates via email? Sign up for IT@Sam's Email Subscription service – it's a one-click registration form from our IT@Sam Service Desk [blog](#). We're including notices on major service updates or changes and downtime notifications as well as tech tips and general information, so sign up today!)

Stephanie Fors,
Director of Client Services
[Sam Houston State University](#)
stephanie@shsu.edu
936.294.1049 phone



Accreditations | Directory | A-Z Index | Contacts | Policies | Emergency Policies & Procedures | Texas Homeland Security TRAIL | Report Fraud and Abuse | The Texas State Auditor's Office Hotline | State of Texas | Online Institutional Resumes Governor's Committee on People with Disabilities | Open Records | Where the Money Goes | Compact with Texans | College Portrait HB 2504 compliance | Web Site Accessibility

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



IT@Sam Newsletter

[Home](#) > Update to Backup Retention Schedule

Update to Backup Retention Schedule

In the [July IT@Sam Newsletter](#) we reported on the current data retention policy. In that overview we stated that the retention period for Enterprise Application Data was one year, although it should have been 60 days. This was not caught in proofing until two days after the article was published, and the article was corrected at that time. As a reminder, here is the overview for all data types:

Location of Data	IT Backup Period
Enterprise Application Data (Banner and Oracle data, Micros, T2, StarRez, Tk20, Raiser's Edge, etc.)	60 days
Shared network storage (e.g., T: drive)	60 days
Network storage (e.g., S: drive and E-mail)	14 days
Local Storage (e.g., C: drive)	Not backed up!

To reiterate, **data outside of records-retention timeframes may still be available during the specified backup schedule.** Our retention periods only apply to the *length of time that backups are retained, not the age of data in a system.* And, *it is the responsibility of the data owner to archive data according to the records retention policy for the data's respective classification.* IT does not classify according to the State's record retention guidelines, we simply provide backup for the data.

IT@SAM NEWSLETTER HOME

THE DIRECTOR'S CUT

UPDATE TO BACKUP RETENTION SCHEDULE

FREE MICROSOFT EBOOKS AVAILABLE!

TECH TIP: CLEARING YOUR CACHE

SECURITY TIP: BOTS, BOTNETS, AND ZOMBIES

AUGUST TECHNOLOGY TRAINING SCHEDULE

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



IT@Sam Newsletter

[Home](#) > Free Microsoft eBooks Available!

Free Microsoft eBooks Available!

Would you like access to the largest collection of free Microsoft eBooks ever? If you answered yes, then you are just a click away.

Eric Ligman, a Microsoft Senior Sales Excellence Manager, has provided almost 300 eBooks that cover topics like:

- Windows 8.1
- Windows 8
- Windows 7
- Office 2013
- Office 365
- Office 2010
- SharePoint 2013
- Dynamics CRM
- PowerShell
- Exchange Server
- Lync 2013
- System Center
- Azure
- Cloud
- SQL Server
- and much more!

To check out these eBooks, go to [Eric's blog](#) and find the topic that interests you.

If you have any questions, please contact the Service Desk at 4-HELP.

IT@SAM NEWSLETTER HOME

[THE DIRECTOR'S CUT](#)

[UPDATE TO BACKUP RETENTION SCHEDULE](#)

[FREE MICROSOFT EBOOKS AVAILABLE!](#)

[TECH TIP: CLEARING YOUR CACHE](#)

[SECURITY TIP: BOTS, BOTNETS, AND ZOMBIES](#)

[AUGUST TECHNOLOGY TRAINING SCHEDULE](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

[Accreditations](#) | [Directory](#) | [A-Z Index](#) | [Contacts](#) | [Policies](#) | [Emergency Policies & Procedures](#) | [Texas Homeland Security TRAIL](#) | [Report Fraud and Abuse](#) | [The Texas State Auditor's Office Hotline](#) | [State of Texas](#) | [Online Institutional Resumes](#)
[Governor's Committee on People with Disabilities](#) | [Open Records](#) | [Where the Money Goes](#) | [Compact with Texans](#) | [College Portrait HB 2504 compliance](#) | [Web Site Accessibility](#)

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT
 © Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS STATE UNIVERSITY SYSTEM



IT@Sam Newsletter

[Home](#) > Tech Tip: Clearing Your Cache

Tech Tip: Clearing Your Cache

If you work with technology long enough, you are bound to hear the word “cache” thrown around. Simply put, the cache is where your web browser remembers where it has been. When you revisit the page, your browser calls upon your cache which enables your computer to load the page faster. This saves time, disk space, and energy, the browser often simply shows the cached version of the page.

If the site has been updated since the last time you visited the page, there is a chance that your computer will load the version of the site that it “remembers” as opposed to the current version of the site.

This is a problem that has plagued web developers for some time: the webmaster updates a page on the website, but a visitor still sees the old version of the page showing in the browser window.

To remedy this problem a technician might suggest that you “clear your cache”. Each browser has a tool to fix cache problems. This article focuses on the quick methods for clearing your browser’s cache.

Firefox

1. Open the *Clear Recent History* panel by pressing *Shift+Command+Delete* (on Mac) or *Shift+Control+Delete* (on PC).
2. Select the data and time period you want cleared.
3. Click the *Clear Now* button.
4. You’re done!

Internet Explorer

1. Open the *Delete Browsing History* panel by pressing *Shift+Control+Delete*.
2. Select the data you want cleared.
3. Click the *Delete* button.
4. You’re done!

Safari

1. Press *Alt+Command+E*.
2. You’re done!

Chrome

1. Open the *Clear browsing data* panel by pressing *Shift+Command+Delete* (on Mac) or *Shift+Control+Delete* (on PC).
2. Select the data and time period you want cleared.
3. Click the *Clear browsing data* button.
4. You’re done!

If you have any ideas for future tech tips, please call the Service Desk (4-HELP) or e-mail us at ittraining@shsu.edu.

IT@SAM NEWSLETTER HOME

THE DIRECTOR'S CUT

UPDATE TO BACKUP RETENTION SCHEDULE

FREE MICROSOFT EBOOKS AVAILABLE!

TECH TIP: CLEARING YOUR CACHE

SECURITY TIP: BOTS, BOTNETS, AND ZOMBIES

AUGUST TECHNOLOGY TRAINING SCHEDULE

FOLLOW SERVICE DESK ON FACEBOOK

FOLLOW SERVICE DESK ON TWITTER

FOLLOW THE SERVICE DESK BLOG

ARCHIVES

Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)



2504 compliance | Web Site Accessibility

[Sam Houston State University](#) | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



IT@Sam Newsletter

[Home](#) > [Bots, Botnets, and Zombies](#)

Security Tip: Bots, Botnets, and Zombies

You have probably heard terms such as "bots," "zombies," and "botnets" in recent news stories about data breaches and other cyber security risks. But what exactly are they, how do they work, and what damage can they cause?

A "bot," short for "robot," is a type of software application or script that performs tasks on command, allowing an attacker to take complete control remotely of an affected computer. The compromised machine may also be referred to as a "zombie." A collection of these infected computers is known as a "botnet."

Hundreds of millions of computers worldwide are infected with bots and under the control of hackers (i.e., part of a botnet). The owners of these computers typically do not experience any signs that the machine is infected and continue to use it, unaware they are being controlled remotely by a cyber criminal. In fact, the infected machine could be sending multiple spam emails, including to all contacts in the computer, making it appear to the recipient that the email is legitimate and from someone they know.

A botnet that has recently been in the news is the Gameover Zeus Botnet, which allows the cyber criminals to retrieve banking passwords from the infected machines, or use the botnet to infect more computers. This botnet was responsible for nearly one million infections worldwide since its first attack in September 2011. In June 2014, U.S. and international law enforcement seized control of the botnet, and are working with Internet service providers (ISP) to notify impacted victims.

How and Why Do Cyber Criminals Use Botnets?

- The value of bots and botnets to criminals comes from aggregating massive numbers of computers they can control simultaneously to perform malicious activities.
- Cyber criminals may use the botnets to send spam, phishing emails, or other scams to trick consumers into giving up their financial information.
- Cyber criminals may also collect information from the bot-infected machines and use it to steal identities, incurring loans and purchase charges under the user's name.
- Cyber criminals may use botnets to create denial-of-service (DoS) attacks that flood a legitimate service or network with a crushing volume of traffic. The volume may severely slow down, or even shut down, the organization's business operations. Revenue from DoS attacks comes through extortion and leasing botnets. The criminals will rent botnets to groups interested in inflicting damage to another entity. The "renters" will use the botnet for sending spam and phishing emails or attacking legitimate websites and networks. These groups include "hacktivists" - hackers with political agendas - as well as foreign military and intelligence organizations.

Don't Let Your Computer Become a Bot

It only takes moments for an unprotected, Internet-connected computer to be infected with malicious software and turned into a bot. Every user should have up-to-date security software on all their devices.

The best protection is to set your anti-virus and anti-spyware programs to automatically update, and to automatically install every patch made available for your operating system and browser.

Do not click on links in unsolicited emails.

Do not click on links from your friends and family if they are not using updated security

[IT@SAM NEWSLETTER HOME](#)

[THE DIRECTOR'S CUT](#)

[UPDATE TO BACKUP RETENTION SCHEDULE](#)

[FREE MICROSOFT EBOOKS AVAILABLE!](#)

[TECH TIP: CLEARING YOUR CACHE](#)

[SECURITY TIP: BOTS, BOTNETS, AND ZOMBIES](#)

[AUGUST TECHNOLOGY TRAINING SCHEDULE](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)

measures. They may unknowingly transmit an infection on their machine to yours.

While there is no single action that will protect you from all of the cyber risks, by implementing these foundational best practices, you can greatly reduce the likelihood that your computer will be caught in the next botnet.

Sources and References

<http://www.usatoday.com/story/news/nation/2014/06/02/global-cyber-fraud/9863977/>

Microsoft: What Is a Botnet

<http://www.microsoft.com/security/resources/botnet-what-is.aspx>

CIS and NCSA: Botnet Fact Sheet

<http://staysafeonline.org/ncsam/resources/botnet-fact-sheet>



Organizations have permission and are encouraged to brand and redistribute this newsletter in whole for educational, non-commercial purposes.



Accreditations | Directory | A-Z Index | Contacts | Policies | Emergency Policies & Procedures | Texas Homeland Security TRAIL | Report Fraud and Abuse | The Texas State Auditor's Office Hotline | State of Texas | Online Institutional Resumes Governor's Committee on People with Disabilities | Open Records | Where the Money Goes | Compact with Texans | College Portrait HB 2504 compliance | Web Site Accessibility

Sam Houston State University | Huntsville, Texas 77341 | (936) 294-1111 | (866) BEARKAT
© Copyright Sam Houston State University | All rights reserved. | [Contact Web Editor](#)

MEMBER THE TEXAS  STATE UNIVERSITY SYSTEM™



IT@Sam Newsletter

[Home](#) > August Trainings

August Technology Training Sessions

IT@Sam offers a number of technology training sessions for faculty and staff. These sessions are free to you and can help you in your daily routines at work. We are currently working on new content to offer for the upcoming school year. Here are the classes we will be offering in August.

Class	Date	Time	Room
WebCMS: Intro	August 4	10:00 AM - Noon	ALL 107
Intro to Excel 2013	August 4	2:00 - 4:00 PM	ALL 107
Intro to Adobe Acrobat	August 5	10:00 AM - Noon	NGL 157
Intro to Adobe Photoshop CS6	August 5	2:00 - 4:00 PM	ALL 107
Intro to Word 2013	August 6	2:00 - 4:00 PM	NGL 157
Advanced Excel 2013	August 7	2:00 - 4:00 PM	ALL 107
Intro to Outlook	August 7	2:00 - 4:00 PM	ALL 107
Advanced Word 2013	August 8	10:00 AM - Noon	ALL 107
Intermediate Photoshop CS6	August 18	2:00 - 4:00 PM	ALL 107
WebCMS: Intro	August 19	10:00 AM - Noon	NGL 157
Intro to Adobe Captivate	August 19	2:00 - 4:00 PM	NGL 157
Data Manipulation in Excel	August 20	2:00 - 4:00 PM	NGL 157
Tips, Tricks and Advanced Formulas	August 21	2:00 - 4:00 PM	NGL 157
Intro to SPSS	August 22	10:00 AM - Noon	ALL 107

To sign up for one of these training sessions or other future trainings, please visit the [Talent Management](#) page. If you have any questions about future training sessions or sessions you would like to see offered please contact the Service Desk (4-HELP).

Would you like to be receive a schedule of next month's classes as soon as they are scheduled? If so, register for our [Listserv](#) and you will be notified of our upcoming trainings for the month.

[IT@SAM NEWSLETTER HOME](#)

[THE DIRECTOR'S CUT](#)

[UPDATE TO BACKUP RETENTION SCHEDULE](#)

[FREE MICROSOFT EBOOKS AVAILABLE!](#)

[TECH TIP: CLEARING YOUR CACHE](#)

[SECURITY TIP: BOTS, BOTNETS, AND ZOMBIES](#)

[AUGUST TECHNOLOGY TRAINING SCHEDULE](#)

[FOLLOW SERVICE DESK ON FACEBOOK](#)

[FOLLOW SERVICE DESK ON TWITTER](#)

[FOLLOW THE SERVICE DESK BLOG](#)

[ARCHIVES](#)

Related Links

- [Find Us On Facebook](#)
- [Follow Us On Twitter](#)
- [Ask Sammy](#)
- [Campus Events](#)