Windows 7 Released

After extensive testing and evaluation, the TTU Information Technology Division is pleased to announce the availability of the latest Microsoft operating system, Windows 7, for TTU faculty, staff, and students. While there is no requirement to upgrade at this time, the information below is provided as a guide to TTU customers who wish to take advantage of Windows 7. Windows XP Professional, with Service Pack 3, will continue to be supported by Microsoft and the TTU IT Division.

Windows 7 is available to campus customers in two versions under the Texas Tech University Microsoft Campus Agreement:

- Windows 7 Enterprise is for faculty/staff use on TTU-owned systems on campus and is available in both 32- and 64-bit versions (not available for home use); and
- Windows 7 Ultimate is for student/faculty/staff work at home use, on personal systems. Microsoft Windows 7 Ultimate DVD’s may be purchased for $10 in the ATLC.

Due to Microsoft licensing and activation restrictions, Windows 7 is not available via eRaider download, but both versions are available in the Advance Technology Learning Center (ATLC) in the west basement of the Library building.

As a note to our campus customers, Windows 7 includes the Internet Explorer 8 browser software. Some University enterprise applications (including Blackboard and Xtender) are not fully compatible with Internet Explorer 8. Before installing Windows 7, please be aware of these current incompatibilities with Windows 7 that we have documented on our website (http://www.depts.ttu.edu/ithelpcentral/solutions/Windows7). If you are considering upgrading to Windows 7, you will want to review the system requirements at http://www.microsoft.com/windows/windows-7/get/system-requirements.aspx to be sure that your system is able to run Windows 7. We strongly recommend that you consult with your area/unit IT support providers before upgrading a campus computer (or ordering new computer) with Microsoft Windows 7. TTU IT Help Central has developed a web resource to help answer questions concerning Windows 7 and its use on the TTU campus; you may access this resource at http://www.depts.ttu.edu/ithelpcentral/solutions/Windows7. If you have any additional questions concerning Microsoft software sales at the ATLC, please contact IT Help Central at (806)742-HELP (4357) or ithelpcentral@ttu.edu.

Hot Topic: Preventing eRaider Account Lockouts from Your iPhone

When changing your eRaider password, there are three places on your iPhone that should be updated as well. If you forget to change one of these areas, your eRaider account may become locked out. When too many incorrect passwords are entered against your eRaider account in a short time frame, your account will become temporarily locked. This is a security measure to prevent someone or a virulent application from guessing your password and gaining unauthorized access to your account. As evidenced with our IT Help Central trouble tickets, most account lockouts for iPhone users occur after you have changed your eRaider password. Your previous password is saved in a software program on the iPhone and is being automatically sent to the TTU servers; the repeated attempts of the software to authenticate with your previous password locks your eRaider account.

While there are many places where your eRaider password may be saved, iPhone users should remember to update their eRaider passwords in the locations identified below in order to prevent their accounts from being locked. We also recommend that you switch your iPhone to “Airport Mode” prior to changing your eRaider password. “Airport Mode” prevents your iPhone from trying to use your old password to access your account. Once you have updated your password in the three locations below, “Airport Mode” can safely be turned off. The following iPhone applications store old password information that must be updated prior to changing your password:

- TechMail (Settings → Mail, Contacts ...)
- Wireless (Settings → Wi-Fi)
- VPN (Settings → General → Network → VPN)

Instructions available at http://www.ithc.ttu.edu/info/passwords/techmail_iphone.php

For any questions or additional information, please visit http://www.ithc.ttu.edu/info/passwords.php, or contact IT Help Central at (806)742-HELP (4357) or via e-mail at ithelpcentral@ttu.edu.
House Bill 2504: A Collaborative Success

In May of 2009, the Texas Legislature enacted House Bill 2504, that requires Texas higher education institutions to provide the public with information on syllabi, curriculum vitae, faculty evaluations, and cost of attendance. The legislation requires that the information be available within three “clicks” of the main entry page of the institution by the fall of 2010.

The drive to meet the requirements of House Bill 2504 forged a successful collaborative effort between the Office of Planning & Assessment (OPA) and the TTU IT Division to develop an interface providing the public information within the deadline. Working with OPA staff, professionals from Application Development & Support and Technology Support developed a feature-rich application that provides the required information to the public. The web-based application allows visitors to search for information by keywords in the course prefix, course number, course title, instructor name, and syllabus. From TTU Office of the CIO, an interface was built to pull information from two authoritative TTU data systems: Digital Measures and Banner Human Resources.

The new Public Access to Course Information site was launched on August 13, 2010, and is located at http://www.ttu.edu/courseinfo. Note that the site also links to course evaluations, information on work study programs, University budget information (Cost of Education), and a calculator to help calculate educational costs.

You Are Invited!

The TTU IT Division has established strong relationships with our vendor and TTU community partners. We look forward to the TTU community attending another event-filled fall semester of IT events. Please mark your calendar and RSVP to itevents@ttu.edu if you plan to attend.

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<th>Event</th>
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<td>10am-3pm</td>
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Safe Computing Tips: Back to School Basics

The beginning of the fall semester is a good time to review TTU IT Safe Computing Practices to protect your computer and to help you practice safe computing. We encourage you to “kick-off” the semester by reviewing the following Safe Computing practices:

- Do not click on links contained within an e-mail unless you are certain of the sender’s identity and expecting the information;
- Do not open attachments unless you are certain of the sender’s identity and expecting the information;
- Do not respond to any e-mail asking for personal information, such as your Social Security Number, eRaider username or eRaider password. The TTU IT Division will never ask for your eRaider password for any reason;
- Update your virus software. Symantec Endpoint Protection is available for download at https://eraider.ttu.edu at no cost to the University community; and
- Keep current on critical system updates:
  - **Windows Users:**
    - [http://windowsupdate.microsoft.com](http://windowsupdate.microsoft.com)
    - For instructions to set up Automatic Updates, visit [http://safecomputing.ttu.edu criticalupdates.php](http://safecomputing.ttu.edu criticalupdates.php)
  - **Mac Users:**
    - Use Software Update in System Preferences.

More Safe Computing practices can be found online at [http://safecomputing.ttu.edu](http://safecomputing.ttu.edu). This website lists previous informational messages, as well as resources on critical topics, TTU IT Security Policies, computing best practices, and other timely computing security information. Welcome back to school!

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Contributions by: Katherine Austin Beltz, Ph.D., Pulin Bhatt, Shannon Cepica, Mark Holwerda, Yung Ng, J Stalcup, Britta Tye, Laura Webb, and Allen Young.

Safe Computing Practices Committee: Sam Segran, Katherine Austin Beltz, Ph.D., Jeff Barrington, Darrell Bateman, Pulin Bhatt, Shannon Cepica, Paco Diaz, Scott Hall, Mark Holwerda, Michael Horton, Danny Mar, Alvin Mills, Yung Ng, Mike Simmons, Phil Smith, Ph.D., J Stalcup, Britta Tye, John Vandygriff, Allen Young, and assistance from IT Division leadership and staff.

IT Web Site: [http://www.infotech.ttu.edu](http://www.infotech.ttu.edu)
Texas Tech University Web Site: [http://www.ttu.edu](http://www.ttu.edu)
Computer-Based Training (CBT): [http://cbt.ttu.edu](http://cbt.ttu.edu)
Safe Computing Practices: [http://safecomputing.ttu.edu](http://safecomputing.ttu.edu)