

Computing & You @ Purdue

PURDUE
UNIVERSITY

Spring 2006
www.itap.purdue.edu

Learning anytime, anywhere with IT



With mobile phones, wireless Internet, and cup holders galore, we're a multi-mobile, carry-out, get-it-anywhere society—and today's college students want the same easy access to school work.

Purdue University is a leader in developing technological tools that let students take resources that used to be limited to the classroom with them almost anywhere they go.

Bart Collins, director of digital content at Purdue, says, "Our mission is 'e-learning anytime, anywhere,' and we're working hard to develop the technologies to accomplish our mission."

John Campbell, associate vice president for Information Technology at Purdue (ITaP), says that this isn't just another way to pamper today's college students.

"College students have always had busy lives, with classes, jobs, and increasingly, with today's non-traditional students, family

demands," he says. "Before, these busy schedules often meant that there were obstacles to learning. Now, the students don't have these obstacles, because the tools they need for learning are available wherever they can get on the Internet."

Although dozens of IT tools are employed to help make this happen, these four technologies are the workhorses:

1. WebCT Vista: Purdue is one of the largest users in the nation of the course management software, in which course tools and content are available online. "This is an advantage to our students, because the online presence of each course is standardized, which makes it easier for the students to use," Collins says.

The course management

LEARNING continued on page 3

Changing your password is more than a good idea, it's required

A new University policy says that everyone at Purdue—faculty, staff, and students—must change their computer passwords every 30 days. If you don't, you run the risk of being unable to access University resources.

To keep yourself good to go, here's what to do:

- Change your password every 30 days.
- Use a strong password. Not just any password will work. Don't try "GoBoilers!" or "password" or "Purdue09." These passwords, and others that use common words or words found in the dictionary with numbers, are too easy for hackers to crack.
- Don't use the same password for at least six months.
- Use a password that's at least eight characters long and contains a numeral.
- Don't share your password with girlfriends, boyfriends, or any other friends of any type.
- It's best that you not write down your password, but if you do, keep it in a safe and secure place.

- Don't email passwords, ever.

Need help remembering your passwords? Think of your favorite song. Let's assume for a moment that it's "Hail Purdue." Using the line, "All hail to our old Gold and Black," your new password could begin "AhtooGaB." Replace a couple of letters with numbers and symbols, and you have a secure password: "Ah2ooG&B."

The best place to change your Purdue career account password is from the link on the ITaP Web site, <http://www.itap.purdue.edu/>. (You can bookmark this page, or the actual page where you change your password, but don't bookmark the log-in page. If you do, nothing will happen after you log in.)

For more information on Purdue University's Authentication and Authorization policy, please see http://www.purdue.edu/policies/pages/information_technology/info_tech.html. □

When you ask, Customer Service Center answers

By Melissa Knox

Toss aside notions of hardwired techies staring at screens of scrolling text and murmuring computer-speak into their phone headsets. More than 30 dynamic students from diverse backgrounds staff the ITaP Customer Service Center (CSC). They help students resolve difficulties using services provided by Information Technology at Purdue (ITaP).

The CSC receives 350 questions per day—on the phone, through email and walk-ins—on virus protection, Purdue accounts and passwords, file storage on home directories, accessing WebCT, and using Purdue's wireless network.

Paula Mezo, call center manager, says the CSC's student employees possess diagnostic and technical ability, but what really matters on the job is having a customer-service focus. "CSC staffers are hit with a wide variety of queries, and they need to be flexible and able to work closely with individuals to resolve problems satisfactorily," Mezo says.

The CSC offers multiple resources for every customer inquiry. It acts as a hub for the more

complicated questions that often arise at a large research institution. "We do what it takes to track down answers and get back to the caller," Mezo says.

Thomas Bunton, director of call center operations, says the CSC brings technology and the Purdue community closer together. "We take the challenge of translating technology into everyday user terms. Many times, service providers think about their work in terms of hardware, such as the number of exchange servers they're responsible for maintaining, but we also see the users depending upon the hardware."

With the CSC on the front line for Purdue's information technology service providers, campus users have someone to turn to for help. Although the CSC cannot provide any assistance with personally owned computer equipment or with a service not provided by ITaP, the staff can tell when a question is more appropriate for another organization such as a manufacturer's tech support. So the next time an ITaP service isn't working, contact the CSC. □



ITaP Customer Service Center

Phone: 49-44000 Email: itap@purdue.edu
Walk-ins: Stewart Center 665
Hours: Mon.-Thurs., 7 a.m. to 8 p.m., Fri., 7 a.m. to 6 p.m.
Sat. and Sun., noon to 6 p.m.

Before you call tech support ... try this!

Tech support call centers are operated by computer manufacturers and software developers to respond to customer inquiries and help troubleshoot problems. But reaching them can be time consuming and, if your products are not under warranty, costly. Tech support call centers charge fees. That's why many computer users turn to tech support as a last line of defense.

Before investing your time and money in tech support, try these tips offered by Information Technology at Purdue's troubleshooters. Sometimes a simple adjustment will return your computer to working as usual.

Windows users

Quit the application and relaunch it

If an application you are working in is acting up, quit and try relaunching it. If the application is frozen, follow these steps.

1. Go to your **Taskbar**.
2. Right-click and select **Task Manager**.
3. Click on the **Applications** tab, select the program that is not responding, and click **End Task**.

If you quit an application this way, any unsaved data will be lost.

Run anti-virus software

Computer viruses can cause a PC to act up in strange ways. Make sure to update the anti-virus software defini-

tions and run a scan. If you do not have anti-virus software installed, Purdue University allows students, faculty, and staff to download and use McAfee VirusScan at no cost. For more information on security resources, refer to the Security Checklist located at <http://www.itap.purdue.edu/security/files/securityChecklist.pdf>.

Logout

Temporary files in your user account such as your cache can become corrupted. Logging out and logging back into your system will remove these temporary files and create fresh copies.

Restart

Behind the scenes, your PC is running several applications that control many aspects of your system. As a final measure of self-support, try restarting your PC to relaunch all of these applications.

Macintosh users

Quit the application and relaunch it

If an application you are working in is acting up, quit and try relaunching it. If the application is frozen, follow these steps:

1. Go to the **Apple** menu.
2. Select **Force Quit**.
3. **Quit** the application.

If you quit an application in this way, any unsaved data will be lost.

Repair permissions

System updates can alter key system files, causing them to behave erratically. To repair your system's permissions, open **Disk Utility** (in the /Applications/Utilities/ folder), and select your hard drive then **Verify Disk Permissions** followed by **Repair Disk Permissions**.

Verify the disk

Errors on your hard disk can make it difficult for your applications to function properly. To use Mac OS X for verifying your hard disk, in **Disk Utility** select your hard drive and then **Verify Disk**. If the drive shows errors, try to repair them by clicking **Repair Disk**. If repairing the disk is not successful, you should contact technical support immediately as there may be problems with your hardware.

Logout

Temporary files in your user account such as your cache can become corrupted. Logging out and logging back into your system will remove these temporary files and create fresh copies.

Restart

Behind the scenes, your Mac is running several daemon applications, which are applications that are dormant until a certain condition occurs. As a final measure of self-support, try restarting your Mac to relaunch all of these daemons. □

Student Advisory Council's technology tips

Seventeen undergraduate Purdue students serve on the Student Advisory Council of Information Technology at Purdue (ITaP) and the Office of the Dean of Students. The council meets monthly with ITaP staff to provide a sounding board for new programs and policies on information technology that impact students in West Lafayette. The students on the council are in-the-know about many handy IT tools and services. They offer these tips:

- > **Find class notes and classmates online.** Go to WebCT for all class materials, syllabuses, recordings of lectures, and grades. You can stay in touch with classmates and submit assignments from home.
- > **Get more out of email.** Take advantage of the functions provided by an email client such as Microsoft Outlook or Mozilla Thunderbird instead of always relying on Webmail.
- > **Double-check the spam filter.** Look at the spam filter digest every time you receive one to make sure you don't miss an important message.
- > **Beware of phishing scams.** Watch out for fraudulent email messages, especially any message warning your account needs to be verified or reactivated.
- > **Use software, free.** Many of the software applications available in Instructional Computing Labs on campus can be accessed through Distributed Academic Computing Services (DACS) on the Internet from home or while traveling.
- > **Work twice as fast.** When working from Microsoft Windows, try using ALT+TAB to switch between open windows.
- > **Be considerate.** If you carry a laptop or mobile phone with you into the class, make sure the speakers and ringers are switched off. □

Student Advisory Council

Evan Apotheker	Jeff Ksander
Will Delozier	Hayden Olenik
Matt Fontaine, Chair	Ryan Ostrye
Frank Garafalo	Shannon Sanders
Spencer Hahn	Andy Scharlott
Missy Hall	Marc Sernatinger
Katherine Hanley	Matt Steinkamp
Rebecca Ibic	Ken Warnimont
Joshua Jendza	

Students zap their way to improved education

Purdue University is pushing the trend of using “clickers”—handheld, remote control-like student feedback devices—to the next level by wiring computers in every campus learning space to use the devices.

Instructors credit the interactive response system with improving student attentiveness, participation, and attitude. Initially skeptical, Brian Geddes quickly grew to love the system as both a Purdue student and teaching assistant.

“I quickly found out how well I was absorbing class material, and I saw where the rest of the class stood as well,” Geddes says. “My professor could identify which sections of the course material to cover in greater detail based on the results of quizzes we took using clickers.”

Purdue is the first major university in the nation to license systemwide use of the radio frequency response pads.

“A unified system lowers costs, increases ease of use for students, and is easier for us to maintain than hodgepodge implementation,” says Ed Evans, Information Technology at Purdue (ITaP) director of learning spaces.

That’s speeding the clicker’s deployment. Purdue began systemwide implementation last October, and this fall in West Lafayette 6,284 Purdue students in 42 classes are using clickers. □



LEARNING continued from page 1

software allows course materials such as syllabuses, lecture notes, slides, and discussion forums to be available on a Web site.

2. Distributed Academic Computing Service: This allows each student to have access to software used in classes. For some classes, this may be common software, such as Microsoft Word. For other classes, this may be technical software that often can be quite expensive to buy. Students can use the software via a Web site, which means that they have access to it from any location, and it also means that they can run the software on any computer. For example, students can run a Windows-only application such as AutoCAD on a Macintosh computer.

3. Purdue Air Link: With more than 1,200 WiFi routers, Purdue maintains one of the world’s largest wireless Internet networks. This allows students to connect to online resources in virtually any indoor public space or classroom on campus.

4. BoilerCast: Purdue is one of the first universities in the nation to offer lectures via podcasting, which combines digital audio files with RSS syndication technology. Through this program, students can have audio



recordings of lectures automatically downloaded to their iPod or other digital media player. This allows them to review lectures at any time that is convenient.

These resources often benefit students by improving the quality of classroom time, Collins says. “Digital learning technologies such as these make it so instructors can spend less time presenting supporting materials.” He says, “They can spend more time explaining the material and answering questions.” □

Computing & You

Published by
the Office of the Vice President for Information Technology

Editorial Staff: Jennifer Kapp and Jade Cloud
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Graphic Design: Mindy Jasmund, Andrea Sneed, Ty Filby, and Karen Ummel

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Spring Issue 1/06

Tech BYTES

Purdue offers students more storage

Purdue University offers students 500MB of storage space for email, Web pages, and other electronic files. "On average, that's more than three times the storage space offered by peer institutions," says Nathan Bohlmann, manager of IT information analysis at Purdue.

Data from the 2004-05 academic year revealed research universities and other institutions limited storage for students in a range from 89MB to 132MB. □

Changes in Instructional Computing Labs

A software program for protecting the original computer configuration and other upgrades were made over the summer to Windows-based PCs in the Instructional Computing Labs. The program, Faronics Deep Freeze, ensures that every time a new user logs on, any changes made to the local workstation are erased and the PC is reset to its original state.

Other upgrades to PC lab machines included adding Nero 6.6 and updating to the following applications:

- > 3D Studio Max
- > Alias Maya 6.5
- > InDesign CS2
- > Framemaker 7
- > Photoshop CS2
- > Pro Engineer Wildfire 2.0
- > Secure CRT 5.0 and SecureFX 3.0
- > Acrobat Pro 7.02 and Acrobat Reader 7.02
- > AOL Instant Messenger 5.9.3797
- > MSN Instant Messenger 7.0
- > Mozilla Firefox 1.06 and Mozilla Thunderbird 1.06

Easy CD Creator and Pagemaker 7 were removed from lab machines. □

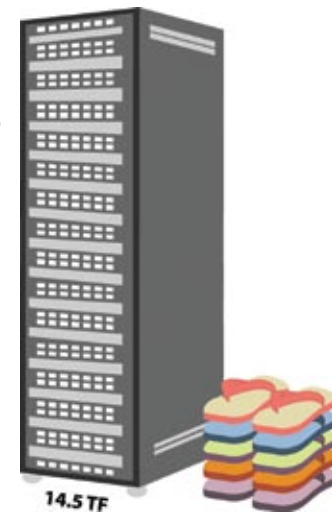
Mailing list services provide new features

Individual students, student organizations, and others at Purdue are being offered access to a new mailing list service this spring. The service is provided by Information Technology at Purdue (ITaP) Infrastructure's Mailhub group.

The group is replacing the current service using Major-domo software with one using Mailman mailing list software, which offers new features and functions for mailing list managers. Dave Halsema, Mailhub administrator, says, "Best of all, we'll be able to offer mailing list services to anyone with a current Purdue affiliation." □

Flip-flops to teraflops

Okay, so comparing flip-flops and teraflops makes as much sense as comparing shoes to computers, which is to say, not so much. But you should be aware that Purdue's computing capacity has increased to 14 times what it was two years ago. Why should you care about teraflops? Purdue is a leader in combining the computing resources of a national computing center with the research capabilities of an internationally renowned research institution. That means that Purdue is being asked to participate in prominent international research projects such as CERN's Large Hadron Collider and the National Science Foundation's TeraGrid. And that means that when your flip-flops are in the closet and you're looking for a job, someone will see that it says Purdue on your résumé and call you for an interview. □



Print quota pilot project prepares users to pay fees in 2006

Users of Instructional Computing Labs administered by Information Technology at Purdue (ITaP) are getting ready for the University's print quota coming after May 2006.

Ed Evans, director of learning spaces for the Teaching & Learning Technologies' area of ITaP, says, "We've launched a pilot project in the labs to get people used to the print quota system. Individual users have a print quota in the form of a dollar amount on their Purdue career account, and we've assessed a cost per print so users can begin simulating use of the print quota system."

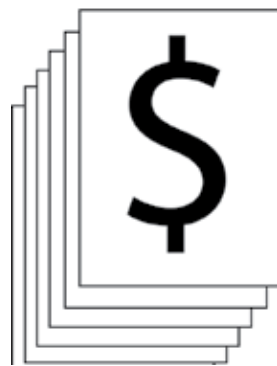
During the pilot project, rates for print resources in Instructional Computing Labs are four cents apiece for black-and-white pages. With an undergraduate quota set at \$20, students can print 500 black-and-white pages in a semester at no charge. Once users exhaust their individual print quotas, their accounts

will continue to be assessed print fees and, as a result, their balances will appear in negative numbers. Even with a negative balance, users will be able to continue to print in the labs, and none of the assessed print fees will be charged.

The demand for print resources in labs has increased exponentially, exceeding 41 million pages per year during the past two academic cycles. Evans says far too many of these pages go directly to the recycle bin.

"Some users routinely print documents that are never picked up, or they print entire Web sites and take only a couple of pages with them when they leave the lab," he says. "The increasing availability of full-text articles and books online has placed an additional strain upon printing resources."

Details on rates and quotas for the pilot project are online at <http://www.itap.purdue.edu/tlt/printing>. Individual print account information is available at the Purdue career account Web site (go to <http://www.itap.purdue.edu/tlt/careeraccount/index.cfm> and follow the link "Information about your account"). □

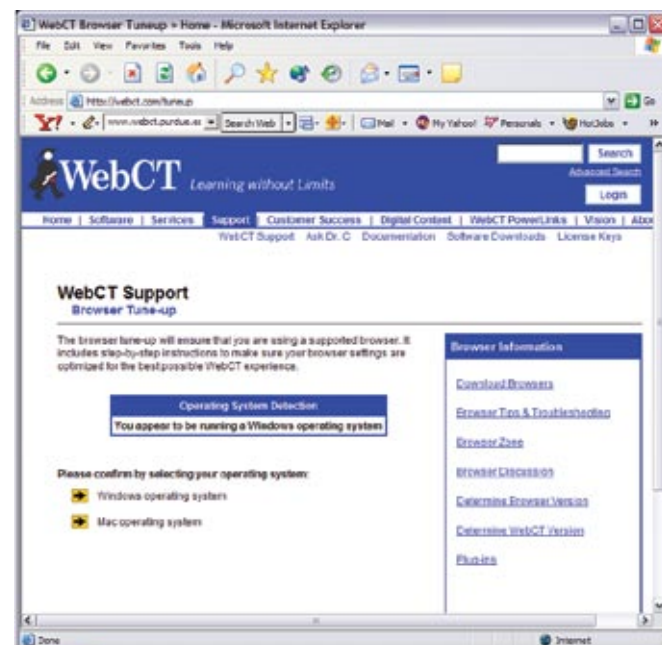


WebCT Vista troubleshooting

When WebCT Vista doesn't seem to work properly, it's a good idea for users to check into how their own computer is set up. Bart Collins, director of digital content at Purdue, says, "Most of the problems people encounter when they're trying to use WebCT can be eliminated by optimizing the browser and updating the version of Java on your computer."

Below are the steps.

- > From any Internet browser, go to the browser tuneup page, <http://webct.com/tuneup>. Answer the questions there, and then at the **Optimizing your browser screen**, complete all six steps entirely.
- > Optional search bars visible in a browser window near the toolbar can interfere with WebCT Vista. To find out whether one of these search bars is present, select **View** from the browser's toolbar then select **Toolbars**, and a pop-out box appears. In the top section of the box, only Standard buttons, Address bar, and Links should appear. Any extra listings, such as those for Google, Yahoo, Companion, AltaVista, mySearch, and other search bars, need to be removed. The bars can be deleted by going to the **Start** menu and selecting **Control panel** then **Add/remove programs**.
- > The surest way to make sure a computer is running the current version of Java is to uninstall the version already on the computer and install the latest version. To uninstall, from the **Start** menu select **Control panel** and **Add/remove programs**. Then delete all programs with the word "Java" in the name. Finally, download the current version of Java from <http://www.java.com>. ☐



Optional features in WebCT Vista

Chatting with a classmate

- 1) Look for Who's Online at the bottom right of your My WebCT page.
- 2) Choose a class link and click the link.
- 3) Click the checkbox next to the name of a classmate you would like to invite to chat.
- 4) Click the **Send Chat Invitation** button.
- 5) Chat with your classmate!

Student Spotlight

Will Delozier
Junior, Computer and
Information Technology



"Back up, back up, back up. I always keep my network drive [H:/drive] in synch with my home computer so as if either one were to fail, I would still have all my data backed up."

Personalizing My WebCT page

- 1) Click on the **Content** link from the top, right toolbar (located under the links at the very top).
- 2) Choose what content you would like to see on your My WebCT page. Note that you will not be able to alter the course list.
- 3) Click the **Save** button.
- 4) Click on the **Color** link to the right of the Content link.
- 5) Choose the colors you would like.
- 6) Click the **Save** button.
- 7) Click the **Layout** link to the right of the Color link.
- 8) Organize the content as you would like to see it on your My WebCT page. Note that you will not be able to move the course list.
- 9) Click the **Save** button.

Creating a to-do list in WebCT Vista

- 1) Click on the **Pencil** icon, located in the top right corner of the To-Do List box.
- 2) Click on the **Add Item** button.
- 3) Enter a description of the task (if you use more than 20 characters, the item will be shortened with an ellipsis symbol {...} at the end on the My WebCT page) and select its priority level.
- 4) Click the **Save** button. ☐

Scheduled maintenance

On the first and third Sunday of each month, from 6:00-10:00 a.m., WebCT Vista will be unavailable for regularly scheduled maintenance.

Flex

wireless muscle for stronger access



An upgrade to Purdue Air Link (PAL)—the wireless network on the University's West Lafayette campus—packs more muscle than its predecessor. Known as PAL 2.0, the upgrade provides for WiFi protected access (WPA) to the network so users can roam among different access points without interruption.

The upgrade provides faster, more reliable wireless network access all over campus, says Brandon Case, network engineer for the Infrastructure unit of Information Technology at Purdue (ITaP). "Users who are new to the campus wireless network will expect it to perform much like the wireless networks they probably have in their homes," Case says. "Thanks to new technologies and standards available to enterprise-grade wireless networks, PAL 2.0 will provide this type of performance."

The upgrade also will provide users with greater flexibility. "The WiFi protected access connections to PAL 2.0 make it possible for students to sit in a lounge on the third floor of Rawls Hall and work on class notes then take that laptop to the first floor for class without the wireless connection dropping," Case says. With the old version of PAL, users lost a connection to the net-

work if they moved to different access points. Then they had to reestablish a connection to the virtual private network (VPN) before they could return to using the wireless network.

Campus users do not have to upgrade to PAL 2.0; the original version of PAL still works to accommodate older computers and some operating systems, such as Palm. Instructions for Windows users switching to PAL 2.0 are on page 7; for Macintosh users, instructions are on the PAL Web site, <http://www.itap.purdue.edu/airlink>. Users switching to PAL 2.0 need to check their security settings and be certain they have the latest version of the driver for their wireless card. □

What is PAL 2.0?

Purdue Air Link (PAL) 2.0 is the standard method for connecting to Purdue's wireless network. PAL 2.0 does not use VPN connections for authentication, so the connection is faster and more reliable.



Why should I use PAL 2.0?

PAL 2.0 is a new method of connecting to and using the wireless network here at Purdue. It is more secure, reliable, and convenient than the first version of PAL. It uses encrypted and authenticated connections, also known as WiFi protected access (WPA) connections, to Purdue's wireless access points. By using PAL 2.0, users are less likely to experience dropped connections, and they have the ability to roam to other access points without interruption. For example, users can sit in a lounge on the third floor of Rawls Hall and work on class notes then take that laptop to the first floor for class without dropping the wireless connection.

How to connect to PAL 2.0 with Windows XP

- 1 Right-click on **My Network Places** and select **Properties**.
- 2 Right-click on the **Wireless Network Connection** icon and select **Properties**.



- 3 Click the **Add** button to create a new wireless network profile in the **Wireless Connection** properties window.

Note: If you see "PAL" or "PAL2.0-Instructions" under Preferred Networks, click on each one, and press **Remove** to delete the other networks. PAL 2.0 will not work properly unless these are removed.



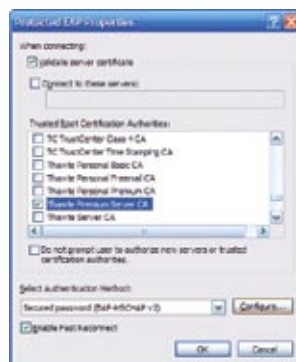
- 4 Type "PAL2.0" (without any spaces) in the box labeled **Network name (SSID)**, choose **WPA** for **Network Authentication**, and choose **TKIP** for **Data encryption**.



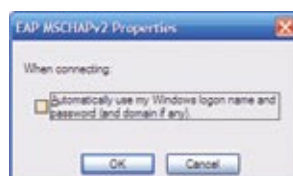
- 5 Click on the **Authentication** tab, select **Protected EAP (PEAP)**, uncheck the two checkboxes, and then click on the **Properties** button.



- 6 Check **Validate server certificate**, scroll through the list of valid certificate authorities (CA) and check **Thawte Premium Server CA**. Then, for the **Authentication Method**, select **Secured password (EAP-MSCHAP v2)**. Check the **Enable Fast Reconnect** checkbox and then click on the **Configure** button.



- 7 Uncheck the **Automatically use my Windows logon name and password (and domain if any)** checkbox, and then click **OK**.



- 8 Close the **Wireless connection properties** window and proceed back to your desktop.

- 9 Click the informational balloon when it appears near the System Tray asking you to supply credentials to the wireless network.



- 10 Type in your career account username and password in the **Enter Credentials** window. Leave the **Logon Domain** field blank and click **OK**.



Note: Windows automatically caches the username and password that you enter; there is no way to disable this action. If you want to remove the cached information, delete the registry key HKEY_CURRENT_USER\Software\Microsoft\Eap0\UserEap-Info. More information on this can be found at <http://support.microsoft.com/default.aspx?scid=kb;en-us;823731>. □

Mac users: Instructions for using PAL 2.0 with Mac OS 10.3 or 10.4 can be found at <http://www.itap.purdue.edu/airlink>.

They want to be you

Safeguard your personal information to prevent identity theft

By Kathy Mayer

You heard the platitudes before hitting campus—"You'll find yourself while you're in college" and "Your whole life is ahead of you." Well, others, too, plan to try to find you and see if they can steal that life of yours.

It's called identity theft. It's the fastest-growing U.S. crime. And if you're hit, it could cost you cash, hassles, and hours straightening out the mess.

What's a student to do?

"Be skeptical. Be cautious. Be smart," says Scott Ksander, senior infoforensics analyst/engineer for Information Technology at Purdue (ITaP) and assistant professor in Purdue's Department of Computer Technology. "These are not hackers having fun. These are serious people involved in economic crime."

In person and online, "Ask, 'Who am I talking to? Why do they need to know this?'" Ksander suggests. "It's your information. Don't give it away. If someone rang your doorbell, said they were from your bank and wanted to verify your account number, you probably wouldn't do it. But if you got an email you thought was from your bank saying they needed to verify their security, assuring you that they really care about you and security, you might well give them your account number or even password."

Don't. "Ask yourself, 'What would I do if this were a person standing in front me?'" Ksander suggests.

"Identity theft is often 'computer aided,'" agrees Lt. Fred Davis, Purdue University Police. He recommends, "Take measures to reduce your risk of becoming a victim. And report any suspected identity theft or fraud to the police."

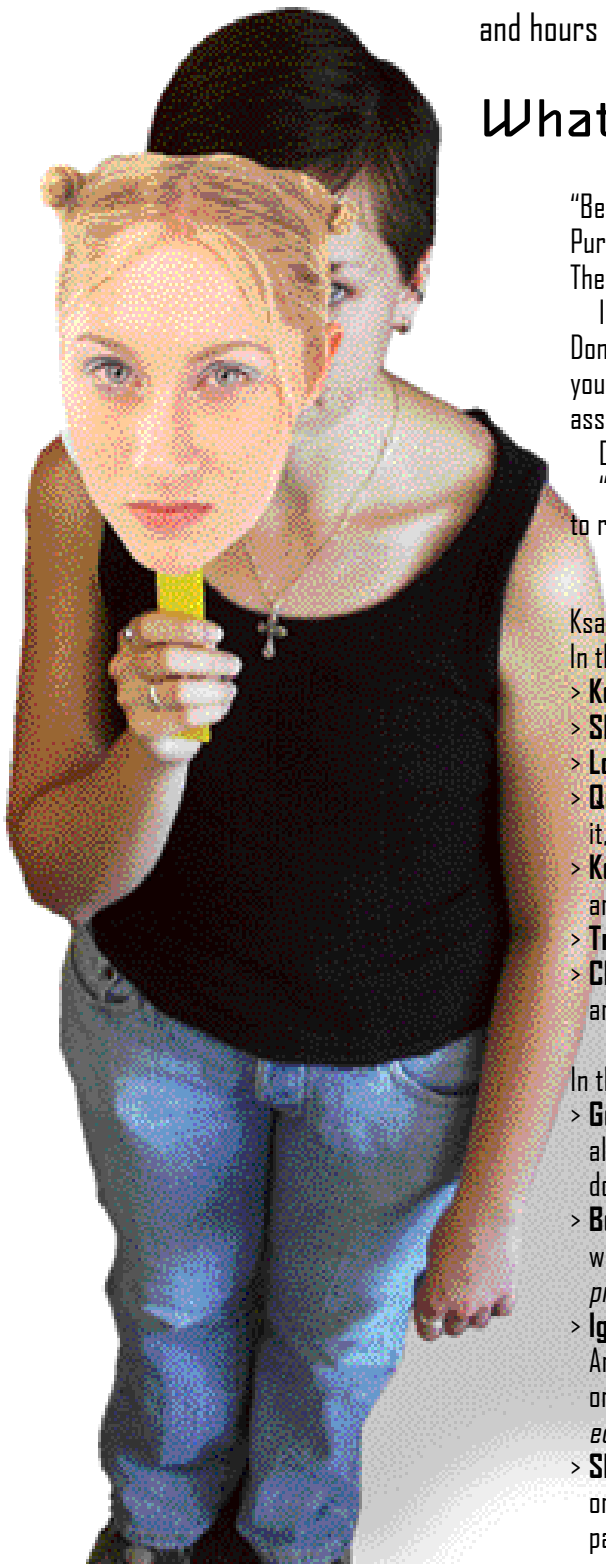
Ksander and Davis offer these tips.

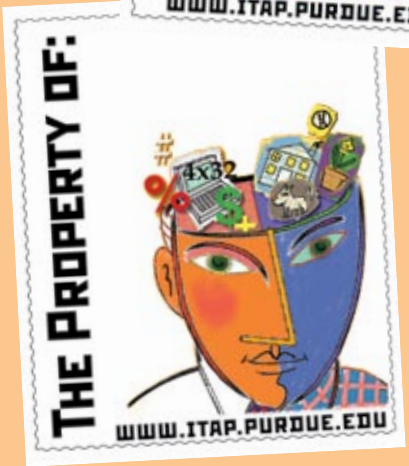
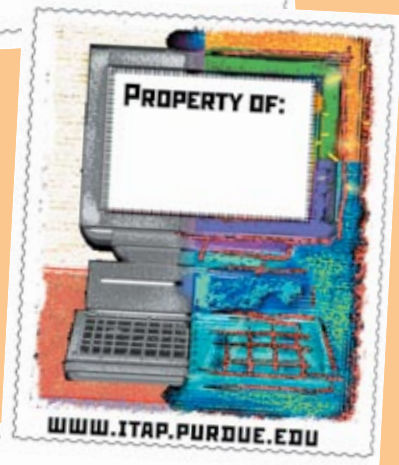
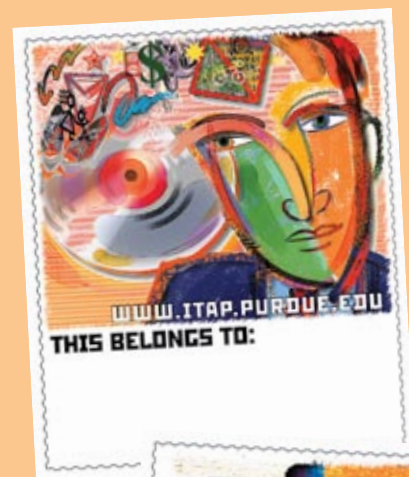
In the real world:

- > **Keep it secret.** Don't print Social Security, driver's license, or telephone numbers on checks.
- > **Shred 'em.** Cut up credit card offers, bank statements, charge receipts, and insurance forms.
- > **Lock 'em up.** Keep your Social Security card and birth certificate in a locked file cabinet or home safe.
- > **Question authority.** Before giving your Social Security number, ask why it's needed, how it will be used, if the law requires it, and what happens if you don't supply it.
- > **Keep quiet.** Don't give anyone your PIN, passwords, or credit cards. Don't write your PIN number on your ATM card. See if anyone's within earshot before giving credit or debit card numbers over the phone.
- > **Travel light.** Carry only what you need and keep it on you—in class, at work, and out socializing.
- > **Check it out.** Look over bank statements and credit card bills. Annually review free credit reports from Equifax, Experian, and Trans Union. These can be obtained online through a centralized service, <https://www.annualcreditreport.com>.

In the virtual world:

- > **Get your armor.** Apply patches when there are updates. Use the most restrictive software or hardware firewall your work allows and install anti-virus software, configured to update daily and perform full scans weekly. McAfee VirusScan can be downloaded free by Purdue students and staff from <https://www.itap.purdue.edu/security/download>.
- > **Be creative.** Make up tough-to-crack passwords. Change them often. Don't set your computer to remember them, and don't write them down. For guidelines on creating strong passwords, refer to <http://www.itap.purdue.edu/security/policies/procedures/passGuidelines.cfm>.
- > **Ignore phishers.** Don't respond to legit-looking emails asking for Social Security, account numbers, or other information. And watch out for those saying you won a prize. Current phishing alerts and other threats are detailed in OUCH: The Report on Identity Theft and Attacks on Computer Users available from ITaP's Security & Privacy Web site, <http://www.itap.purdue.edu/security>.
- > **Shop wisely.** Deal with reputable, known vendors. The padlock icon can't always be trusted. When shopping for computers or peripherals, go to the ITaP Shopping Web site, <http://www.itap.purdue.edu/shopping/shop.cfm>, to find vendors that partner with the University to offer Purdue discounts. □





Use ITaP's distinctive peel-and-stick labels to put your name and phone number on computers, printers, phones, and other personal gadgets. Pick up a free sheet of 12 labels from ITaP Shopping Offline, a computer vendor showcase in Stewart Center G65.

Label it



Laptop theft Keeping a watchful eye

By Martha Berry

It's small, lightweight, and easy to snatch, but it's not your wallet—it's your laptop. Nineteen laptop or notebook computers have been reported stolen to the Purdue University Police Department since January. Last year, 1.5 million laptops were reported stolen nationwide.

Don't let your laptop become a statistic. The FBI and Computer Security Institute say there are many ways to prevent a laptop from being stolen:

- > Never leave the computer unattended. Spencer Hahn, a junior at Purdue in bio-chemistry, says, "Don't let it out of your sight!" When setting it down for a minute, place it between your feet so you can grip it with your ankles. Never leave a laptop in the passenger area of a car; take it along or lock it in the trunk.
- > Disguise the laptop in a bag that doesn't appear to be designed to hold a computer, such as a backpack or briefcase.
- > Disable any automatic log-ins for the laptop, and never store passwords or password hints in the computer or in the carrying case. Always log off the computer when it's not in use.
- > Make the computer look distinctive in some way. Use correction fluid to uniquely mark the computer or put stickers on it. "We encourage students to use ITaP's 'property of' labels to identify personal electronics," says Steve Tally, senior communications manager for ITaP. Labels are available free from ITaP Shopping Offline, a vendor showcase

in Stewart Center G65.

- > Lock the computer in a drawer when you leave a room, and also lock the door to the room.
- > Use security equipment such as brackets or cables to lock the laptop to a desk.
- > Install an alarm system. If the laptop leaves a specific area, a computer anti-theft system can automatically encrypt files, shut the computer down, and sound an alarm. Some alarm systems go off when a sensor on the computer is too far away from a keychain carried by the laptop's owner.

Despite these measures, 4,100 laptops are reported missing or stolen in the U.S. every day. The Computer Security Institute advises laptop owners to take precautions in case a computer is lost or stolen:

- > Keep a written record of the make, model, and serial number of the laptop. Take pictures of these markers on the laptop, and store the photos in a safe place.
- > Maintain a list of the software applications stored on the computer and any peripheral devices, such as a mouse or speakers, stored in the computer carrying case.
- > Purchase encryption software so that even if the computer is stolen sensitive information won't be disclosed.
- > Back up important data on CDs or diskettes, and update files regularly. Store the backups at home in a safe place. □

Services Directory

Information and hyperlinks to these services can be found at <http://www.itap.purdue.edu/>.

Adaptive Learning Programs Lab

The Adaptive Learning Programs Lab (ALPs), located in Stewart Center 111, houses technologies and equipment for those who face challenges such as impaired vision, learning disabilities, or limited mobility.

Career account

Purdue career accounts allow students to log in to ITaP instructional lab computers, get storage space in the home directory, and gain access to course resources. Students can receive career account information by bringing an ID card to an ITaP Instructional Computing Lab and swiping it through the slot on the keyboard. Swipe keyboards are available at all Technology In the Classroom (TIC) sites, listed online at <http://www.itap.purdue.edu/tlt/tic/locations.cfm>. (Swipe keyboards are not available in Apple Macintosh or UNIX labs.)

Cdigix music downloading

Through Cdigix, Purdue students can safely subscribe to a music downloading service providing tethered downloads. The service

is free to ResNet subscribers in the residence halls and \$2.99 per month for other students. Songs can be downloaded for \$0.89 each. Cflix movie downloads are also available.

Computer equipment demos

ITaP Shopping Offline, a new resource center located in Stewart Center G65, allows Purdue computer users to test the latest products from companies such as Apple, Compaq/HP, Dell, and IBM.

Current threats

ITaP's Security & Privacy Web site offers best practices to prevent annoyances, such as spam and spyware, as well as Purdue policies on computer use.

Customer Service Center

The ITaP Customer Service Center provides ITaP-related computer assistance to everyone at Purdue. Walk-in assistance is on a first-come, first-served basis in Stewart Center G65; consulting appointments are also available.

Digital Learning Collaboratory

The Digital Learning Collaboratory

(DLC), located in Stewart Center B853, inside the Hicks Undergraduate Library, offers multimedia tools such as computers, scanners, digital still and video cameras, and software. The DLC also offers a wireless instructional area and collaboration rooms, as well as equipment checkout of laptops, digital cameras, digital camcorders, tripods, and external firewire hard drives.

Directory lookup

ITaP provides the directory lookup feature available from Purdue's home page. The feature helps find Web resources, directories, news, information, maps, other links, and phone numbers.

Distributed Academic Computing Services

Distributed Academic Computing Services (DACS) provides access from home to certain common Windows-based applications also available in the instructional labs. All Purdue career accounts have access to some DACS applications, and additional applications are made available on a course-by-course basis. A plug-in application is required to use this service.

Electronic storage

Each student has 500MB of personal storage space automatically available in a home directory on ITaP lab computers. To access files in the home directory from off-campus, use any secure FTP program to connect to the Purdue career account. Use "ftp.ics.purdue.edu" for the server name and log in with the Purdue career account login and password.

Email

Purdue students are provided with an email account that allows them to send and receive email at a purdue.edu address.

Hardware discounts

Computers, monitors, printers, and PDAs can be purchased at significant discounts through ITaP Shopping.

Instructional Computing Labs

There are 59 Instructional Computing Labs on the West Lafayette campus offering the use of 2,317 desktop computers.

ITaP Newsroom

ITaP's online newsroom offers alerts, notices, and headlines about information technology services and resources at Purdue. The site also features back issues of electronic newsletters, *Faculty Focus* and *Inside ITaP*.

Purdue Channel

Various programs provide information about special events, organizations, educational travel programs, conferences, and University news. Purdue departments and organizations interested in using the teletext service can contact ITaP at 49-45100. Forms to submit information for display on the bulletin boards can be obtained by calling 49-45100 or by visiting Stewart Center B14.

Purdue-Pay

A subset of SSINFO, Purdue-Pay allows students and parents to electronically pay tuition or housing fees from any checking or savings account in the United States.

Student Spotlight



Matt Fontaine
Senior, College of Technology

"When I needed to create a PDF file to share a document with others, in a format I knew everyone could view, I logged on to DACS. I used Adobe Acrobat 7 Pro to convert the document to a PDF file, without going to a computer lab, and without buying the expensive software."

Rendering

Rendering resources on a Linux supercomputing cluster are available from the Digital Learning Collaboratory.

ResNet

ResNet is an Internet access provider. On-campus users have high-speed access.

SSINFO

Information such as grades, class schedules, exam schedules, academic history, and more can be found on the SSINFO site. Through the site, students also can purchase concert and athletic event tickets, vote in student elections, find out about student organizations, and pay fees through Purdue-Pay.

Software discounts

ITaP Shopping offers discounts on popular software applications including Microsoft Office, Macromedia Studio MX, and EndNote. Applications are available at BoilerCopyMaker in Purdue Memorial Union 157.

Software training

ITaP provides learning materials and training courses for some widely used software packages. Details are available from the ITaP Training Web site, <http://www.itap.purdue.edu/training>.

Technology In the Classroom

Technology In the Classroom (TIC) sites on campus are lecture halls with Windows-based computers and network-based instructional applications.

Classroom PCs at TIC sites have swipe keyboards. Locations are online at <http://www.itap.purdue.edu/tlt/tic/locations.cfm>.

UNIX and Sun accounts

Access to UNIX and Sun workstations is available to all students in UNIX labs, located in Stanley Coulter 189 and Mathematical Sciences B010.

Virus alerts

ITaP's Security & Privacy group provides alerts, advisories, resources, and links in response to current threats.

Virus protection downloads

Free virus protection software is available for Windows, Apple Macintosh, and other computing platforms.

Web page publishing

ITaP provides a server from which students can publish Web pages. Student Web folders and files reside in students' home directories.

WebCT services

WebCT Vista course management system is used by faculty to provide online interaction with students and access to course materials.

WiFi wireless access

Purdue Air Link (PAL) provides free wireless network access in most buildings on campus. A Purdue username and password are required to log in.

Student Spotlight



Teresha Twyman
Sophomore, School of Liberal Arts

"I can find class notes, assignments, exam dates, and grades all on WebCT. When things get hectic, it's good to know I can find all my class materials in one place."

Computer security resources

As a member of the Purdue community, there are several computer security resources available to you. These include documentation, software, and tools to maintain a secure computer. Below is a list of best practices that will help you keep your information and computer secure.

Be sure to ...

- > **use adware and spyware removal programs.** Refer to <http://www.itap.purdue.edu/security/policies/spyware.cfm> for more information.
- > **back up files and data** to storage media such as CDs, Zip disks, DVDs, flash drives, or other media.
- > **set the security settings to the highest level** on Internet browsers. This may disrupt some of your favorite Web sites. If so, lower the settings until you find one that allows Web sites to work. Disable cookies, or set cookies to be discarded when the Web site is closed. Again, this may disrupt some Web sites and adjustments may be needed. Remember to update your Web browser as you would any other application.
- > **verify your system security** by using online tools such as Symantec's Security Check (<http://security.symantec.com/sscv6>) and GRC's "Shield's UP!" (<https://www.grc.com/x/ne.dll?bh0bkyd2>).

Do NOT ...

- > **click "Yes" to install software downloaded from Web sites** before you read the fine print. Other programs, such as spyware applications, may be included with a program you download, so check fine print before installing programs.
- > **open email attachments that you aren't expecting.** Especially avoid attachments ending in .exe, .vbs, .pif, .scr, .com, or .bat, and don't unzip files you are not expecting. Don't open the attachment even if it looks like it is sent from someone you know—many viruses can forge, or spoof, the sender's name from names found in address books.
- > **open files sent to you in Instant Messaging (IM) or peer-to-peer (P2P) programs.** Viruses can spread through IM and P2P programs, and many anti-virus programs cannot detect viruses spread this way.
- > **download software such as screensavers, games, or other programs from unfamiliar or unverified sources.** These can harbor computer viruses or open a "back door," giving others access to your computer.
- > **set the computer for automatic login.**
- > **leave any guest accounts enabled.**
- > **share directories and files.** If you must have a shared drive on a network, make sure you have a strong password. □

Student Spotlight



Spencer Hahn
Junior, Biochemistry

"Make sure your laptop actually has your name on it somewhere—it's impossible to return if no one knows who to give it to."

need hardware or software?

Discounted hardware available through ITaP Shopping:

(Go to <http://www.itap.purdue.edu/shopping> or Stewart Center G65.)



DELL



invent

IBM

Purdue students get discounts on computer hardware, software, and personal credit protection services; free downloads on virus protection software; and free online access to the most popular software packages.

Discounted personal credit protection services:

(Go to <http://www.itap.purdue.edu/shopping/online/services>.)

EQUIFAX

Discounted software for available through BoilerCopyMaker:

(Go to <http://www.itap.purdue.edu/shopping/online/software> or PMU 157.)

Adobe Creative Suite 2 Premium (Windows and Mac OS X), \$189.00
 IBM WebSphere Studio Application Developer (Windows and Linux), \$18.00
 Macromedia Studio MX Suite (Windows and Mac OS X), \$94.00
 Mathsoft Mathcad (Windows), \$10.40
 Microsoft FrontPage, \$11.00
 Office 2003 Professional (Windows), \$13.00
 Office 2004 Standard (Mac OS X), \$13.00
 ResearchSoft EndNote Suite (Windows and Mac OS X), \$51.00
 TaskStream Key Codes (College of Education), \$98.00
 Visual Studio .NET (Windows), \$17.00
 Windows XP Professional (32- and 64-bit), \$12.00
 Wolfram Mathematica (Windows), \$43.00

TaskStream
Tools of Engagement

sas

Free software installation for:

Agilix GoBinder***
 JMP (Windows and Mac)*
 Matlab (Windows, Mac, and UNIX)*
 McAfee VirusScan and updates**
 SAS (Windows)*



mathcad.

Free online access to software:

(Access online using a plug in. For instructions, go to <http://apps.ics.purdue.edu>.)

Adobe Acrobat 7 Pro	LabView7
Adobe Designer	Lego RoboLab
Adobe InDesign CS2	Lotus ScreenCam
Adobe PhotoshopCS2	Mathematica 5
ArcGIS	Matlab 7
AutoCad 2005	Microsoft Office 2003
ChemDraw 6	Microsoft Word with Acrobat 7
Geometers Sketchpad	SAS SecureCRT
JMP 5	UltimateZip



GoBinder

