



# reBOOt

Volume 2, Issue 1  
October 25, 2005

A Newsletter for students  
from the Information Technology Help

## Information Technology Helpdesk

"...assisting students, faculty and staff with today's changing technology."

Schumacher Hall B12  
x4567

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### Special Thanks:

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## Technology Instruction Program for Students (TIPS)

The Technology Instruction Program for Students (TIPS) is aimed at providing help desk style support for students' Microsoft Office needs. Any student, who needs to complete an assignment requiring some use of Microsoft Office, can come to TIPS for help.

TIPS provides the following types of assistance:

- ◆ One to one tutoring arranged by appointment
- ◆ Group tutoring, arranged by appointment
- ◆ Self guided computer based training CD-ROM's (at the reserve desk)

- ◆ Print-On-Demand documentation, printed on request

At this point, TIPS supports the following MS Office applications

Word 2003  
Excel 2003  
Access 2003  
PowerPoint 2003  
FrontPage 2003

Additional applications, such as Adobe Photoshop and Macromedia Dreamweaver will be added to the support list soon.

In addition, TIPS professional staff provide guest lectures on technical aspects of a professor's assignment, to that professor's class. Such lectures are arranged by appointment by the professor.

**TIPS is currently located in the 2<sup>nd</sup> floor computer lab in Milne Library.** We offer walk-in help with one of our TIPS

Consultants. Students may also arrange a tutoring session, learn how to obtain a Computer Based Training CD-ROM, and receive printed documentation, at the TIPS desk.

**TIPS can be reached by Phone: 436-4TIP (4847), Email:**

***tips@oneonta.edu*** Hours of operation:

***Mon-Thur. 9 am – 8 pm Friday 10 am – 6 pm***

## Wireless Access on Campus

Wireless users are now required to run the ARScanner to make sure their computer has all windows updates and up-to-date Antivirus software installed before registering on our wireless network..

### Where is wireless available?

In all the academic buildings, Milne Library, Hunt Union, Higgins Hall, the first floor lounge in each residence hall (except Hulbert where it's in the dining area and Higgins

where the building is wireless). Loss of signal is often caused by interference from a microwave, cordless phone, blue tooth device, or other wireless devices.

The name of our wireless network is Tsunami—if you connect to another named network, it isn't SUNY Oneonta's!

### Wireless Routers

The college **does not** provide technical support for wireless routers in residence halls. However, if you try to set up a router, please be

careful of what you do! As an example: **make sure you don't plug the Ethernet cable into the WAN port**—if you do, your router becomes a rogue DHCP server and gives out bad IP address to other computers and they can't connect!

Go to:

<http://helpdesk.oneonta.edu> and click on "Articles and Docs" on the left column for more info about our wireless network and wireless access points!.

## INFORMATION TECHNOLOGY Help Desk

### Help Desk Hours

#### When classes are in session:

M-Thurs 8 am—11 pm  
Friday 8 am—9 pm  
Saturday Noon—9 pm  
Sunday Noon—9 pm  
Schumacher B12

#### When classes aren't in session:

8-4:30 Monday—Friday  
Closed Saturday and Sunday  
(The day before a break we close at 4:30)

Phone: 607-436-4567

Fax: 607-436-3677

E-mail: [helpme@oneonta.edu](mailto:helpme@oneonta.edu)

On the web at

<http://helpdesk.oneonta.edu>

### What is the DMCA?

The Digital Millennium Copyright Act (DMCA) was enacted in 1998 to protect copyrighted digital media (music, movies, cable TV shows, software) from illegal distribution. Popular forms of digital media include .mp3 music files, and .mpeg movie files, cable TV shows, amongst others. One of the most widespread methods of illegal distribution of such material involves peer to peer file sharing programs such as Kazaa, BitTorrent, Blubster, IMesh, and others. In summary, it is a federal copyright violation to share song, movie, and software files, because such files are copyright protected, and must be paid for. Thus, it is illegal to use file sharing programs to share such files.

### What is a 'DMCA violation'?

A person is considered in violation of the DMCA if they are seen to be sharing files OUT. This means that they are connected to a file sharing network, such as Kazaa, and another Kazaa user is obtaining a file from this person's hard drive. The individual is distributing digital media to others.

### What happens if I'm told I have a DMCA violation?

First violation: If a student is determined to be in violation of the DMCA, (s)he is temporarily taken off of the network. Here at SUNY Oneonta, they are informed by technical staff of the situation. An appointment is made with the Help Desk to help remove the infringing file and reinstate network access to the student. We also explain the DMCA to the student, and advise the student to no longer share files. The student is warned that a repeat violation will be referred to the SUNY Oneonta student judicial process.

**Repeat violations:** Students who have more than one DMCA violation will be subject to the SUNY College at Oneonta judicial process.



## Computer Help—What to Expect from the Help Desk!

When you call the Help Desk, we try to help as much as we can over the phone, but in many cases we may be required to visit your computer to troubleshoot effectively.

### **On-Campus students**

- \* If you live on-campus, you may set up an appointment with a Field Tech by calling the Help Desk at x4567.
- \* Make sure you are in your room at the scheduled time of the appointment - you must be present for us to work on your computer. Please be considerate, if you can't make the appt. time, call the Help Desk and cancel the appointment.
- \* The field tech will come to your room so make sure you're there!
- \* Take advantage of this time—talk to the field tech, find out info about your computer.

- \* Viruses and Trojans can be very malicious (writers of these are getting very smart and making it much more difficult to find the infected files). *More advanced issues may be escalated to professional staff.*
- \* Your computer may actually require a reformat to remove certain viruses/Trojans (due to licensing issues, you must provide your own operating system disks for a reformat)—so be prepared—always back up your work to other media.
- \* The Help Desk and Field Techs are not responsible for viruses and spyware being on your computer! We will help as much as we can to get your computer cleaned and running again!
- \* Removing spyware or cleaning viruses can cause programs and even the Operating System to not work correctly afterward.



You may call us at 436-4567 to make an appointment to bring your computer to the Help Desk for assistance. We won't accept computers at the Help Desk without an appointment.

- ◆ make sure you check all drives and remove any cd's.
- ◆ Bring your tower in on the day of your appointment—if not, you will have to reschedule.
- ◆ We require a minimum of 24 hours to diagnose the problem and contact you.
- ◆ Please pick your computer up promptly after you are contacted that work is completed.

*Please remember—the Help Desk is not a repair shop! We may suggest that you take your machine to a certified hardware shop or for you to call about your warranty for help.*