POSSIBIL**IT**IES

Texas A&M **Information Technology**

Fall 2011

ABOUT THIS ISSUE

Let's Get **PHYSICAL**

This newsletter looks at the physical machines we use everyday. From keeping computers infection-free, repairing ailing machines, to safe disposal, when it's time to put the old friend down, learn about services for the hardware side of things.

If you have any questions regarding an IT service, contact Help Desk Central at 979.845.8300 or **helpdesk@tamu.edu**.

Tell us what you think about this newsletter by emailing **tamu-it@tamu.edu**.

Infected USB Drives
Pose Security Risk

It's flu season. During this time of year, you pay extra attention to what you touch and how often you wash your hands. But, have you considered the spread of electronic viruses? Just as being exposed to an infected person can make you sick, exposure to an infected device can sicken your computer. Viruses can be spread through USB thumb drives, digital cameras, mobile phones, digital music players and many other USB devices.

According to Computer World, 25 percent of viruses are designed to be transferred to computers through USB devices.* When an infected device is plugged in to your computer or you plug your device into an infected computer, **a virus can transfer without you even realizing it**.

How do you ward off these undesirable viruses? *Look inside to find out.*

*http://bit.ly/aJY9Vq

Featured **Service**
Microcomputer Repair

- Service for university-owned computers, printers and peripherals.
- Authorized warranty service provider – Dell, Apple and HP.

979.845.8591 | url.tamu.edu/pcrepair
email: pcrepair@tamu.edu

Staying **CONNECTED**

Use Virtual Private Network (VPN) to securely connect your computer to Texas A&M from anywhere.

Visit IT.tamu.edu/vpn to learn how.

PROTECT YOUR DEVICES from infected USB drives

- **Be selective** about USB devices you plug into your computer. If you find a USB drive lying around, don't plug it in to your computer to see what's on it.

- **Be careful where you plug in** your USB devices. If the computer you are using is unfamiliar to you (business center of a hotel), don't chance it.

- Look for storage devices that have the option to **turn off "write" ability**. This means that on computers you trust you can add, remove or copy things from the drive. When plugging into an unfamiliar computer, you can turn off the ability to edit or add things to the drive.

For more information about preventing virus infections, visit **url.tamu.edu/preventingmalware**.

Help Desk Repair to the Rescue!

The April 8, 2011 fire at the Cripple Creek Condos left 16 families without housing and some wondering if there was any way to recover files from their burnt computers. One student brought a charred laptop into Help Desk Repair looking for answers. The technicians at Help Desk Repair worked diligently to retrieve the data off the computer. Although this was one of the worst cases the Repair team had seen, all data was recovered.

Help Desk Repair provides no-charge and inexpensive hardware and connectivity services for personally-owned computers of Texas A&M students and employees. No-charge services include setting up wireless access and performing diagnostic tests. For $35, Help Desk Repair can remove viruses and spyware, install operating systems and provide data recovery services.

Location:
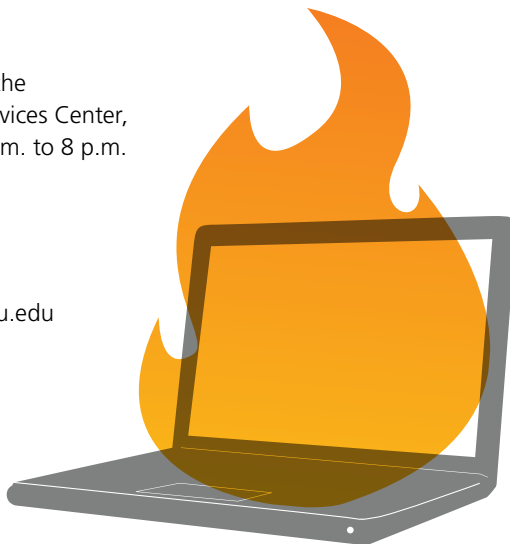Room 1112 of the Computing Services Center, Mon. – Fri. 8 a.m. to 8 p.m.

Phone:
979.845.8300

Email:
helpdesk@tamu.edu

Website:
hdc.tamu.edu

Did You **Know?**

Secure Hard Drive Disposal

Surplus Property, part of the Division of Finance's Logistics Department, provides hard drive shredding services at no-charge to all Texas A&M departments and College Station-based A&M System members. When disposing of computers containing confidential information, hard drive shredding ensures data cannot be recovered by unauthorized persons. Also, the shredder can be used to destroy other storage media including data tapes and cell phones.
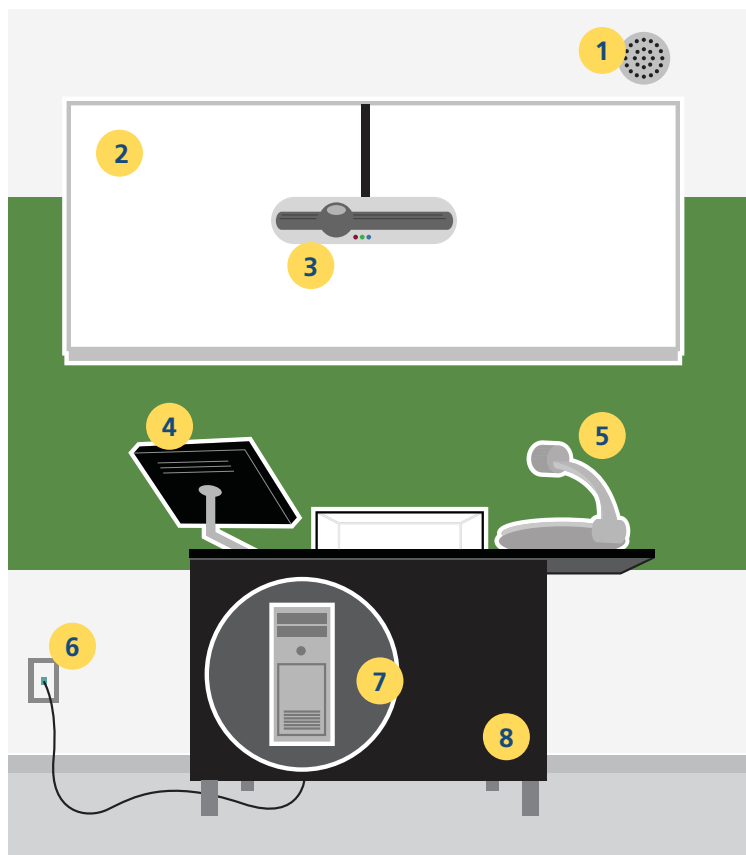
Read more at finance.tamu.edu/logistics/surplus/property_transfer.asp.

What's Installed in an
Automated Classroom?

Instructional Media Services provides and maintains user-friendly technologies permanently installed in many Registrar-controlled classrooms. Automated equipment lets instructors control audio-visual equipment through simple options on the classroom's computer screen. Take a look at what is installed in an automated classroom. Learn more at **ims.tamu.edu**.

Classroom Technology Training

Learn to use classroom technology with hands-on training by Instructional Technology Services. Operate a customized touchscreen computer, classroom projector, DVD player and wall-mounted video and document cameras to create dynamic and engaging presentations. See **itsinfo.tamu.edu/Training.php**.

1. Speakers

Classroom loudspeakers broadcast alerts from the Code Maroon emergency notification system.

2. Projection Screen

The projection screen can be raised or lowered by selecting options on the computer.

3. Data Projector

The data projector displays instructor presentations and other images from a computer onto the classroom screen.

4. Sympodium

The Sympodium's interactive pen can be used to write on presentations with digital ink, access websites or show multimedia files.

5. Document Camera

The document camera displays almost anything on the screen by placing an object under the camera.

6. Network Connection

Automated classrooms are connected to the campus network, allowing instructors to log in and access their files.

7. Computer

Selecting options on the monitor can turn on the projector, lower the screen, dim room lights, control speaker volume or perform other tasks.

AMX controllers enable instructors to easily operate the audio-visual equipment through one interface.

8. Podium

The ADA-approved EuroDesign podium can be raised or lowered through its built-in motor.

IT Security Word Puzzle

Find **4** words that would be in a phishing email.
Find **3** names of common viruses.
Find **2** ways to protect yourself online.
Find **1** place to learn more *(hint: _____.tamu.edu).*

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T  Y  T  I  R  U  C  E  S  U  T  T
N  A  J  O  R  T  U  U  M  Z  A  R
E  B  L  V  R  U  Q  I  X  N  P  W
A  C  W  E  G  W  T  X  T  A  W  V
S  F  U  N  R  U  V  I  S  O  N  J
E  R  L  S  W  A  V  S  R  R  L  P
T  E  X  U  T  I  W  M  N  G  B  N
A  E  N  V  R  O  L  L  J  H  X  X
D  Q  O  U  R  G  M  U  A  K  A  A
P  V  S  D  B  U  E  E  X  M  Q  I
U  E  R  J  W  D  F  N  R  H  A  F
B  S  Z  K  A  E  L  Q  T  W  B  Z
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FREE, URGENT, PASSWORD, CUSTOMER, TROJAN, WORM, MALWARE, ANTIVIRUS, UPDATES, SECURITY

What is **Texas Pipes?**

1) *A society devoted to bagpiping in Texas.*

2) *The state plumbers' association.*

✓ 3) *A fiber optic network that will provide high-speed broadband access to all 11 Texas A&M System universities, the Texas A&M Health Science Center and many communities served by the A&M System.*

Texas Pipes is being built using a $6.6 million Broadband Technology Opportunities Program grant, along with $3 million in matching contributions. To view progress as the network is constructed, visit our new website, **texaspipes.tamu.edu**.