



TechTalk

MCC Information Technology Services Monthly Newsletter

July 19, 2007, No. 5

6/11 - 8/10

Summer Session

Lab A (A127)

closed until 8/16

Lab E (E108) M-Th 8a-9:50p, Fri 8am-4:30pm

IT HELP DESK

M-TH 7:45am-8pm

FRI 8am-4:30pm

ext. 8457 Press 0

ANGEL Issues

ext. 8457 Press 1

AV Equipment

ext.8457 Press 2

Ask IT

Q: Why does NX View say I'm "logged on to another terminal"?

A: This can be caused by several things, the most common being the NX View window being closed with the red X, instead of clicking "Logoff (Bye)" or typing "BYE". The Help Desk can log you out correctly if this occurs; the "other terminal" will also log itself out after 10-20 minutes.



Have a question? We'll answer it in this newsletter! Email: AskIT@mchenry.edu

Or go to Tech Tutorials at: <http://www.insidemcc.mchenry.edu/PD/Tutorials/Tutorials.htm>

FROM YOUR PC TO THE WEB - Part One

Ever wonder how your PC connects to the Internet? Of course you have. Look at the back of your desktop machine; amidst the twist of power, serial, and audio cables, you will also find an Ethernet cable. It may be blue, yellow, gray or black, and its connector looks similar to a phone line connector.

How can you tell the difference? An Ethernet cable connector is a larger RJ-45, and the cord is thick and round, while a phone line connector is a smaller RJ-11, and the cord is thin, flat and gray. One RJ-45 plug connects to your PC's NIC (Network Interface Card). The RJ-45 plug on the other end of your Ethernet cable connects to a data jack in the wall. **Tech Tip: If you can't access the Internet, first check that your Ethernet cable is securely connected to both the PC and the wall jack.**

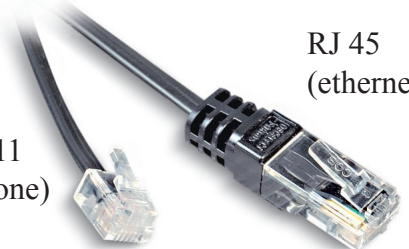
Dont' Correct My Email Speling! Email Etiquette for the Office

Email can easily be misread, since there are no expressions, gestures or tone of voice to make the meaning clear.

The solution? Keep it professional. Begin every email with a salutation, and end with a signature. Keep it short, capitalize and punctuate correctly. Try to use neutral language; i.e. "concerned" instead of "sick and tired". Reply only to the intended content of the email, without making personal comments or critiquing the sender's spelling or grammar.

And remember, it's official. Personal emails sent from the office are regarded as official company communications regardless of content. Create and use a free Yahoo, Hotmail or Gmail account for your personal correspondence, if you currently only have an MCC email address.

RJ 11
(phone)



RJ 45
(ethernet)

DIAL-UP vs CABLE

Cable is faster, cable is better. That's what all the ads say. But why? The answer is in the connectors. **Dial-up uses RJ-11**, which have two wires, capable of carrying 53 kb of data. For sound only, that works out fine. But add video, images, text and file downloads from the Internet - and it is like trying to suck a file cabinet through a straw. **Cable uses RJ-45**; with eight wires to carry far more data; about 6,000,000 kb (6,000 MB).

This newsletter compiled and edited by S.E. Sieber