



TechTalk

MCC Information Technology Services Monthly Newsletter

July 17, 2008, Issue No. 17

HELP DESK

M-TH 7:45am-8pm
FRI 8am-4:30pm
SAT CLOSED
ext. 8457 Press 0

ANGEL Issues
ext. 8457 Press 1

Phone Help
ext.8457 Press 2

AV Help
ext.8457 Press 3

Please Note!

Newer computers, such as the recently installed GX330's at MCC, do not have floppy drives.



WHY FLOPPIES HAVE FLOPPED:

Data saved on floppy disks can be deleted or corrupted by contact with magnets or electromagnetic devices, such as cell phones and CRT monitors. *Saving to CD's or USB flash drives is faster and safer!*

New ERP (Enterprise Resource Planning) Software

The process is starting now - NX View will be replaced by a new software package completely by July 2009. Over the next year, Campus Management's Phil Pierre-Antoine will be working with MCC's Project Team to complete the review of MCC's processes, the transfer and conversion of data, as well as the end user training (this means you!), and the configuration of the software to meet MCC's needs. The software consists of CampusVue (student records from admission to graduation), CampusPortal (a self-service interface which allows students to review their records and faculty to post grades), and CampusVantage (accounting and payroll records). These integrated systems are expected to improve departmental communications, allow student self-service, and improve reporting. *More about the company and software product at: www.campusmanagement.com*

QUICK QUIZ!

#2 The best way to get help with computer, printer, or phone issues at MCC is to:

- A. Hit it with a rock.
- B. Go to InsideMCC to "Submit a Help Desk Ticket" online.
- C. Decide to live with the issue and hope it goes away by itself.
- D. Call the Help Desk at ext. 8457.
- E. Both B & D

Answer: E

STUCK CD?

Ever had a CD disappear into a computer? This can happen if the CD is not pressed into its tray, and the tray is then retracted. The loose CD can pop up into the computer and become stuck. Or, CDs can become stuck above the disk drive. It's easy to get help on campus for this issue - **MCC employees can call the Help Desk at ext. 8457** to request retrieval of the CD.



IT Security Update: Stolen Laptop Contains Indiana State University Student Information

Indiana State University is working to alert more than 2,500 current and former students about the theft of a laptop containing student information. The laptop, stolen from an economics professor while traveling in southern Indiana, contained students names, grades, e-mail addresses, student ID numbers (after 2003) and Social Security numbers (up to 2003) for students that had taken economics classes between 1997 and spring semester 2008. According to the university, there is no evidence of any identity theft but the university urges affected students to place fraud alerts on their credit reports. 7/15/08



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>