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## Spring Updates from FOBTECH

With the Fall and Winter semester finished it is once again time to bring new technology into the FOB.

Classroom upgrades will continue throughout the summer with both minor and major upgrades. Graduate classroom computers are getting a speed boost from SSD's (pg.4). TA204 will get an entire overhaul of its control equipment and projector, and TA230 also gets a new projector.

Office 2010 has been released and we are working on determining the best way to deliver it to you (pg.2).

The FOBTECH Team will soon be releasing the details of this year's computer

replacement program, as well as the Out-of-Cycle computer replacement program. This years new computers will be running the 64bit version of Windows 7. Also, look for the option to upgrade to a SSD on this years models.

Throughout the next several months, we will be offering the upgrade of your office desktop computer to Windows 7 for those of you who aren't due for replacement just yet (pg.3).

Last summer saw the replacement of the graduate computer lab hardware. This summer we will be upgrading the software (Citrix) to the latest version. This upgrade also benefits those of you who use applications from

home that we distribute through Citrix by providing an even smoother and faster experience.

New Multi-Function-Printers on the 3rd and 4th floors as well as new web printing options and a new print server, ensure that printing continues to be fast and reliable (pg.3).

A new survey package in the FOB helps overcome the hurdles and cost of other hosted solutions (pg.4).

The Exchange email infrastructure is also receiving an overhaul with an upgrade to the 2010 version. This will bring full webmail support to Firefox as well as many other enhancements.

## Classroom Technology Updates

This summer will finalize many new upgrades to the FOB graduate classroom spaces. Upgrades range from simple projector replacements to full control system being installed.

All graduate classroom spaces will have new projectors installed by the end of summer 2010. This replacement process began in Fall 2009 in TA-207 and TA-260 and will be continued in TA-230 and TA-204 this summer.

The document camera in TA-260 was replaced this winter with an updated model. Operation of the new document camera remains the same as the prior model.

TA-204 will receive the largest equipment / functional upgrade this summer. A Crestron control system, similar to the system in TA-230 will be installed to improve the function and reliability of controlling the various technologies in that room. This upgrade will happen late July -early August. Training will be provided to demonstrate the new functionality.



## Office 2010 in Your Office

Microsoft Office 2010 has been released and contains a wealth of new features as well as improving on existing ones.

Those of you who are familiar with Office 2007's new interface will be right at home with 2010. With only minor cosmetic differences, switching to 2010 will be an easy

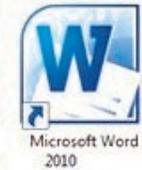
conversion allowing immediate productivity.

Once generally available in May we will provide the option to upgrade your existing Office 2007 installation to the new version at your convenience.

Computers running windows 7 (both new and upgraded

machines) will have Office 2010 installed by default.

For at least the near future, Office 2003 will remain on your computers and you will be able to set it as the default version of office. Office 2003 will remain as an option as long as there are no security issues preventing it's safe use.



There is no reason for any individual to have a computer in his home.

-Ken Olsen, 77



## Remote Desktop Access

You no longer need to be in your office to use your office computer. FOBTECH has released 2 ways to connect to your desktop computer from the comfort of your home or your laptop when you travel.

You can connect from the web by going to <https://remote.bus.brocku.ca> or by

double clicking a file that is created and automatically emailed to you.

Once you are connected to your office computer you can run applications and access your files just as if you were at your desk. Your desktop will look just as it did when you left Brock with the same

applications running, great for checking in on long running calculations!

For full instructions on how to use these new features see the documents titled "[Using Remote Desktop Access](#)" and "[Using Remote Desktop Access Website](#)" available on the [portal](#) FAQ section now.

## Remote My Documents Access

If all you need is access to a file then this is for you!

Using the new file management webpage you can transfer your files to and from just about any other computer that has an internet connection.

Just go to <https://remote.bus.brocku.ca> , select the remote My Documents link and log in. Remember to enter your username as *campub\username*.

You will be able to move files at the speed of your internet connection. This

is also a great way to access your files from the classroom.

For full instructions on how to use these new features see the document titled "[Using Remote My Documents Access](#)" available on the [portal](#) FAQ section now.

# File storage Safety



Hard drives are one of the few remaining components in your computer that have moving

**Don't let this happen to you!** parts, and as such they fail more frequently than any other component. The hard drive in your office desktop is not backed up.

External hard drives are even more prone to failure and while USB keys do not have moving parts, they do fail and are easy to lose. They should not be relied upon as a sole source of storage.

To protect yourself against hard drive failure make sure you save all your Brock files to the My Documents folder on your office desktop.

Only you have access to your My Documents folder, and it is replicated in near real-time to another server on the other side of campus.

Back-ups occur numerous times throughout the day and are committed to tape weekly.

Stay tuned for email describing the options available when choosing to have your desktop upgraded to 7!

# Windows 7, Going Forward

Windows 7 is ready to go! Having been in testing since Fall 2009 in the FOBTECH office, 7 has proven to be a very compatible and stable upgrade from Windows XP.

Windows 7 is delivering on it's promise of being fast, efficient, and stable on all of our hardware platforms.

Software compatibility, a major thorn in Vista's deployment plans, has proven very

successful in 7 and we have not run across any applications in use in the FOB that will not run properly.

All new computers in the FOB will have 7 installed on them and starting soon, we will be able to install on your FOB office desktop if you wish to have it upgraded. We will send out announcements with details on how to request an upgrade via email.

We will be running the 64bit version of 7, which will allow for large amounts of memory to be installed, when necessary, for processing large datasets.

7 also fully supports the new Solid State Hard Drives (SSD's) available on the market. Using a SSD offers the best performance improvement for the dollar available for a desktop computer today. SSD's will be an option on this years desktop replacements.

# Printing in the FOB

Hot off the press..er, fuser, new printers on the 3rd and 4th floors!

The trusty and well used (2 million plus pages!) Multi-Function-Printers (MFPs) from the 3rd and 4th floors have been replaced with brand new models. These new models bring some new features to the

platen, like colour scanning and new user friendly touchscreen controls.

The MFP's were automatically added to your list of printers and are ready for use.

While swapping out the printers, we also took the opportunity to change the

names of the printers to a more logical scheme. The printers in the rooms are now called the X\_Floor\_Primary\_Printers, and the MFP's are called the X\_Floor\_Secondary\_Printers.

As always, please send your print jobs to the Primary (and much less costly) printers as a first choice.



# SSD's: On the Fast Track

Solid State Hard Drives (SSD's), are game changers in the realm of PC performance. Labeled by industry insiders as a disruptive technology, SSD's are a simple upgrade that can totally redefine the end user computing experience.

Waiting for applications to open is a thing of the past. Simply switching the standard mechanical Hard Disk Drive (HDD) in your computer for a SSD can net 10-fold speed improvements to everyday computing tasks. You can now launch the entire Office suite in less time than it took to launch Word before!

SSD's are very similar in

design to the USB keys everyone is now familiar with, but designed for speed and reliability. By eliminating the mechanical functions of the HDD, SSD's are also silent, use much less electricity, produce little heat, and are very rugged making them an ideal upgrade for notebooks as well.

To fully take advantage of SSD's, you need to be running Windows 7.

SSD's will be an upgrade option for new computers this year. Upgrading to a SSD may be the best upgrade you can make this year - providing the best performance for the dollar.

## Contact us:

Please contact us with any questions or concerns regarding this newsletter, your feedback is always appreciated.

The best way to ensure we see your request in a timely fashion is to submit a technical support request through the FOB [portal](#); Click **Tech Support** under the **Utilities** section on the left.

We are often away from our desks for long periods of time while helping other members of the FOB. We will however receive notification of new requests submitted to the portal within minutes and can re-prioritize our routes as necessary.

**FOBTECH**

**TA401**

<http://www.bus.brocku.ca/portal>

## And the Survey Says...

Surveys are an integral part of research in the Faculty of Business. Creating a survey using a hosted service on the internet is not always an experience that one wishes to remember, and some tools cost a small fortune!

Privacy is also a concern with hosted survey tools as you often

don't know where your collected data is being stored or who can see it.

In order to solve these problems the FOBTECH Team is now running SelectSurvey.NET (SSN) on premise. SSN is a very powerful survey creation and collection tool that brings feature

rich survey creation to the FOB, running in a secure environment. Best of all, there is **no fee** to use SSN, it has no survey size limit, and it supports an unlimited number of respondents!

To get started in creating your surveys go to: <https://survey.bus.brocku.ca> and log in

with your Campus ID.

Survey creation training manuals can be found [here](#) and in the FAQ section of the [portal](#).

