

Technology Support Committee Minutes

September 10, 2008

Sub-Committee Reports

Laptop Standards went to EIP. A few changes were made to the exception form which included a change to the signature line and the entire third paragraph was struck. There may be some purchasing ramifications. Dave is working with Ryan Lindstrom.

Zen has an imaging solution. There will be a demo on Friday morning at 8 a.m. in BA005 for those interested. This will help move us forward on the decision for imaging.

KeKau is using the new image from Gerald. There was a question about the \$10 fee. Dave will check with Brandon. We have purchased 1000 licenses of the universal imaging utility.

Computer Labs

The login on a lot of the media-enhanced classrooms has been disabled. Travis is working on this issue. If you are aware of any problems with the Crestron in the LA building or other media-enhanced classrooms let Dave know. The IDs for the logins will be pulled from Banner. We may need to set up grace logins when we start authenticating everyone again.

If you are running out of ports, check with Chad. He can run a report and find out which ports and switches aren't being used.

There have been some IPrint errors reported for wireless printing. Let Darel know any issues or server problems.

For certain Groupwise issues, techs will need to unload, use the clean utility, and then reinstall. There is an issue with Groupwise not closing completely. Outlook or Office 2007 have file control issues with it as well. Also, we need to know who hasn't switched over to the new email system. Brett will print a table of people who have switched to the new system so techs can check to see who is not switched over. Courtesy email accounts, generics, and group accounts can be forwarded.

Download Server

The bigger hard drives have been installed and Gerald is starting to put ISOs out there. Magic ISOs are already out there for help in installing different ISOs. They are on the Help Desk Admin folder in UVLink. Contact Dave if you need the folder.

Computer Shop Response Times

The new process seems to be working well. It would be helpful to set a priority for a request, such as low, medium, high. For now, we will continue with what we are doing.