

UCA

# Information Technology

<http://www.uca.edu/it/>  
Helpdesk: 501-450-3107

## Did You Know?

**Teamviewer:** is a quick remote support application for **UCA Faculty and Staff.**

Visit the Information Technology website to download Teamviewer. Teamviewer is available for Windows and Mac users.

## Need Assistance...

Contact the Information Technology Helpdesk.

Burdick Hall Room 106  
Phone#: 450-3107  
Email: [helpdesk@uca.edu](mailto:helpdesk@uca.edu)

## Upcoming events...

Call the Helpdesk to attend a training session.

6 Feb 10:00 - 11:30  
GroupWise Calendar  
Burdick Hall 218

17 Feb 10:00 - 11:30  
Anti-Virus/Spyware  
Burdick Hall 218

Network Maintenance every Friday of each month starting at 5:30 p.m.

## Microsoft Campus Agreement

The Microsoft Campus Agreement allows us to install Microsoft Office on any University owned computers, as well as providing a "work at home" option that allows University employees to install Microsoft Office on one computer at their home for work purposes. Please understand that by installing Microsoft Office on two or more personal computers is a contract violation of the agreement

Unfortunately, this contractual agreement does not allow for the installation of Microsoft Office for students on their computers.

- Staff and Faculty **do not** own the license or the media; rather they are authorized to use the software pursuant to the terms and conditions of the license.
- Software is for work-related purposes at home. You are **not** licensed to use the software at home for personal purposes.
- Only the primary user of a work computer may install a work at home copy on a personally owned computer.
- Each Staff and Faculty has the right to run **one** copy of the product on a home PC (including laptops).
- No technical support is provided by Microsoft in association with work at home use.
- Any software installed at home under the Work at Home agreement **must** be removed when a Staff or Faculty member's employment ends, or UCA terminates their agreement with Microsoft.

## Mac OS Lion

The issue with connecting to pool drives with Mac OS Lion has been resolved. Those with this version should now be able to access network drives again.

## Blackboard Supports Java 6.30

Blackboard now supports Java Version 6 Update 30. If you would like to update your computer to the latest Java, go to <http://www.java.com/en/download/index.jsp>

## New Member of the IT Staff



Meet Tina Wells, the newest employee to the IT family. She graduated from UCA with a Bachelor's of Science degree in

MIS and later completed her Master's degree from Keller Graduate School. She says she loves what she is doing and the positive atmosphere given from her co-workers on an everyday basis. Tina is the Network Engineer responsible for Windows server management and network data backup systems."

## Some Things Cannot Last Forever

Please be aware that the following computers and operating system(s) will no longer be supported by the UCA Information Technology Department. The expiration date is July 2012. For more information, visit the Supported Computer Models (<http://uca.edu/it/supported-computer-models/>)

### Desktops

Optiplex 520  
Optiplex 620

### Laptops

ThinkPad R60  
Latitude D420  
Latitude D430

### Operating Systems

10.4 (Tiger)