

# Information Resources & Technology

December 2017 Newsletter

## Latest News

### Upgrades Boost Internet Speed, Reliability

We recently achieved a significant milestone in our ongoing effort to provide a faster, more reliable internet connection to the students, faculty and staff of Rowan University.

We finished a more than fourfold increase in the University's internet bandwidth and added a second internet service provider in November. The University is now served by 13 gigabits per second of internet bandwidth.

What does this mean for you?

- Faster download speeds
- Improved response times
- Better performance of cloud-based applications

We also deployed new network devices in November that will help us ensure the University's bandwidth is effectively managed for students, faculty and staff.

We look forward to rolling out more improvements in the future as part of our ongoing network redesign project.

## Tip of the Month

### New Phone? Securely Discard Your Old One



If you replace your personal mobile device or receive a tablet, phone or smartwatch as a gift this holiday season, don't just give away your old device without taking steps to protect your data. Mobile devices contain personal information like passwords, accounts numbers and email, voicemail and text message logs.

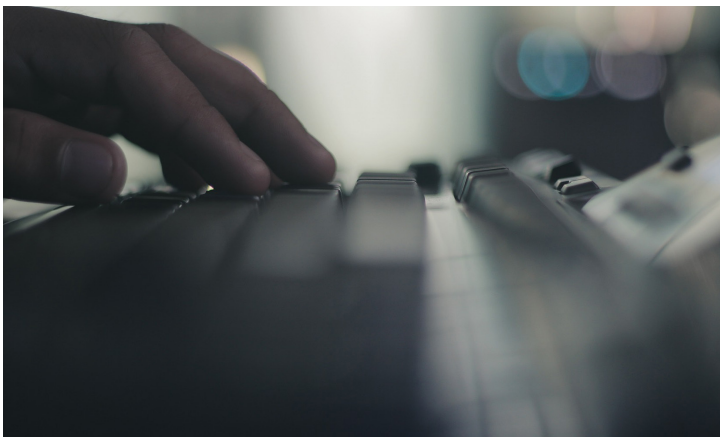
Before you donate, resell or discard an old device, back up the information you want to keep and securely wipe your device by using your device's factory reset function. Consult your owner's manual or the manufacturer's website for instructions on how to wipe your device.

You also need to consider what to do with your SIM card, and SD card, if your mobile device has one, which may retain data about you even after you wipe your device. If you can't reuse those cards, the Federal Trade Commission recommends you remove them from your device or delete the data stored on them.

For more information, [visit the FTC website](#).

# New Anti-Virus Software

## McAfee Endpoint Security to Replace Symantec Endpoint Protection



Information Resources & Technology will be installing new anti-virus and anti-malware software on all Rowan University-owned and managed computers during the spring 2018 semester.

The new software, McAfee Endpoint Security, will replace Symantec Endpoint Protection.

This update to McAfee Endpoint Security is the first step in a larger upgrade that we expect to finish in 2019. As part of that larger upgrade, we will be rolling out more features available with McAfee Endpoint Security to enhance security in the clinical and research areas

and provide employees with a more streamlined experience with encryption. We look forward to sharing more information about those changes as we finalize our deployment timeline.

The update to McAfee Endpoint Security next semester will not affect the use of Symantec Endpoint Protection on personal computers that students or employees bring to campus. If you have Symantec Endpoint Protection installed on your personal device, you may continue to use that program. We will also be making McAfee Endpoint Security available as a free download for personal devices.

## macOS High Sierra

Students who want to install macOS High Sierra on their personal laptop or desktop computer may now do so.

Information Resources & Technology has tested the new Mac operating system and verified its compatibility with applications and services that provide access to the Rowan Network.



Please backup any important documents or other content before starting the upgrade. You may lose unsaved data if the upgrade is not successful.

**Note:** If you have Symantec Endpoint Protection installed on your computer, you will also need to update that software. The latest version of Symantec Endpoint Protection is available for download on the IRT website at <https://irt.rowan.edu/display/IRT/Symantec+Endpoint+Protection>.

This upgrade is not yet approved for Rowan-owned laptops or desktops. Faculty and staff may upgrade to macOS High Sierra on their personal computers but not on Rowan-owned and managed devices.

### Buying a Laptop? Make Sure It Meets These Minimum Specifications

Students may be considering purchasing a new laptop over winter break (or asking a loved one to buy one for them).

If you are going to invest in a new computer, our technicians want to ensure you buy a machine that at least meets these minimum specifications:

- I3 processor
- 4GB RAM
- Windows 7 or higher
- OSX 10.10 or higher

Questions? Call or email us.

# IRT Policy Spotlight

## Email Auto-Forwarding

Are you automatically redirecting messages sent to your Rowan University email account to another email account? You may be in violation of the University's Acceptable Use Policy.

That policy states:

- Full-time faculty and staff are not permitted to automatically forward or redirect messages from their primary email address to a non-Rowan email address.
- Faculty, staff and students with the School of Osteopathic Medicine are not permitted to forward or redirect messages from their primary Rowan email address to a non-Rowan email address.
- Alumni and retired faculty may use email auto-forwarding if they hold no other position at the University, including as a volunteer.

To review the entire Acceptable Use Policy, visit [irt.rowan.edu/display/POLICY/Acceptable+Use+Policy](http://irt.rowan.edu/display/POLICY/Acceptable+Use+Policy).

## Security Threats



In November, we detected and blocked 51 virus attacks and 65,000 emails with malicious URLs sent to our network.

Universities are prime targets for cyberattacks due to the amount of personal data and sensitive research material stored on their networks.

Please immediately contact the Technology Support Center if you think you have clicked on a malicious link or attachment. Acting quickly will minimize the risk to the University's network.

## Need computer help?

Visit our support portal to request help and search our knowledge base for answers to common questions.

Double-click on the support icon shown below from a Rowan-managed computer, or go to [support.rowan.edu](http://support.rowan.edu).



You may also call, email or visit us in Memorial Hall for help.

**Phone:** 856-256-4400

**Email:** [support@rowan.edu](mailto:support@rowan.edu)

**Walk-In Help Available:**

Monday - Friday: 9 a.m. to 5 p.m.

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