



Information & Technology Services

ITS
news

The official source of news from ITS Information & Technology Services

April 2004

Security Projects for Data Center and Desktop Firewalls Underway

By Jack Mangione, ITS Project Management Office, jamits@rit.edu

Question: Firewalls, what are they?

Answer: Firewalls are either hardware or software, sometimes used in combination to prevent unauthorized access to resources and allow 'trusted' interaction.

Question: Why do we need them?

Answer: To block 'un-trusted' network traffic based on rules about the source, destination and type of traffic. Data needs to meet specific criteria to be allowed access. Creating a layered security approach minimizes the risks by presenting multiple barriers and allowing network administrators time to react to intrusions.

Question: What is ITS doing to safeguard the RIT infrastructure?

Answer: Desktop Defense Project and Data Center Firewall Project

The **Data Center Firewall Project** addresses the need to protect the data center. It is an integral part of the first layer of defense to manage who and what accesses RIT networks.

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ITS Survey - 2004

by Dave Pecora, Operations Manager, ITS dlpits@rit.edu

Information and Technology Services (ITS) is once again conducting our Customer Satisfaction survey.

We listen carefully to our customers as we evaluate and look to improve our services. Our Annual Customer Satisfaction Survey is an important part of this process. Last year over 500 students, faculty, and staff filled out the on-line survey. The survey is a major part of our assessment process. The feedback you provided last year helped to shape many decisions. The open comments that you provided were especially helpful, and we appreciate the time you took to make them. The survey will be available in mid-April, and should take no more than 15 minutes to complete. An e-mail message will be sent at that time with a link to the on-line survey. We encourage and appreciate your participation in the 2004 ITS Customer Satisfaction Survey.

R·I·T

The Media Ecology Convention at RIT June 10-13

By Susan Barnes, faculty, College of Liberal Arts, Communications Department

The Fifth Annual Media Ecology Convention is turning into an exciting event. This year's convention is taking place at RIT on June 10-13 bringing in experts in media from across the country. Featured presentations are by Denise Schmandt-Besserat, Gary Gumpert, Sue Drucker, and Douglas Rushkoff. Additional sessions will include presentations by RIT faculty Liz Lawley, Steve Jacobs, John Roche and Sue Barnes. Two plenary panels are also scheduled: The Future of Literature in Digital Environments and The Future of Digital Media and the Internet.

There will be panels on blogs, video games, digital poetry, media ecology theory, Canadian contributions to media ecology, and visual ecology. Along with the panels, organizers will hold tributes for Walter Ong and Neil Postman. Time is allotted to talk and reflect on the work of these two important influences in the media ecological tradition.

As a special added attraction, private tours of RIT's Cary Graphic Arts Collection will be conducted by the collection's curator, David Pankow. The Cary Graphic Arts Collection is one of the world's premier libraries on the history and practice of printing. It contains many rare volumes and manuscripts along with working historic letterpresses and handpresses. (To find out more about the collection visit: <http://www.rit.edu/cary>.)

For more information about the convention, including registration information, check the blog (www.rit.edu/~sbbgpt/mea-rit/) and the website (www.media-ecology.org) for conference updates.

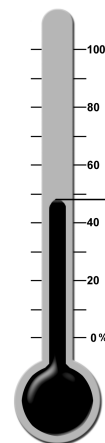
A Special Note...

In conjunction with the conference, Sue Barnes will be teaching the graduate course, Electronic Communication Society (0535 705.70), an inquiry about the Internet and how it exerts a powerful influence on communicative practices and society. Positioned at the intersection of technology, identity and culture, the Internet has altered the ways in which people communicate in a wide range of contexts. The course will explore the current and potential future impact of electronic communication in social settings. The course will be taught as a blended course that combines face-to-face interaction with online discussions. Students will have the opportunity to interact with scholars who have contributed to the required readings, including Lance Strate, Gary Gumpert, Susan Drucker, and Douglas Rushkoff. For more information about this course please contact Sue Barnes at sbbgpt@rit.edu.

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Email Replacement Project Status Update



RIT Awarded CampusEAI Grant

Institute Joins Higher Ed Consortium to Improve Portal Technology

By Michelle Cometa, assistant to the CIO, macits@rit.edu

Despite the spam that fills one's email box, there are some messages sent that, in hindsight, prove to be beneficial and financially lucrative. This was the case for Dave Hostetter, director of Customer Support Services (CSS) in ITS.

An email from an associate about a grant opportunity led to a call to a peer for more information, then an application for the grant – and, ultimately, an award. RIT was the recipient of a grant worth more than \$1 million to upgrade and expand the myRIT portal.

The grant is from CampusEAI. This is a non-profit organization that supports universities as they develop portal solutions. RIT will partner with four other colleges through the grant - Case Western Reserve, Washington State University, Virginia Commonwealth University and California State University. Also involved in the grant is the Internet2 organization.

“This is a way to leverage the expertise and development abilities with leading universities for portal improvement,” said Hostetter. From the RIT standpoint, the group will be involved in converting current portal architecture to a more robust, scalable system. This means new “portlets” and information resources for all campus users.

Working with the consortium, RIT will contribute its expertise in the area integrating Oracle applications and Microsoft Exchange into portal usage. “This is a unique combination compared to other schools,” Hostetter added.

The portal project team interacts regularly with consortium members. The unique aspect of the CampusEAI project is in its use of a centralized depository. This depository can be accessed securely by members to gather and use the resources developed by group members.

“This is an opportunity to use the collective power of all the schools in the consortium to build more functionality for our customers than we could do on our own,” said Hostetter.

About CampusEAI

CampusEAI is a non-profit organization that was established by leading educational institutions, to address the unique integration needs of the educational community. It is the mission of CampusEAI to facilitate collaboration amongst member institutions of higher education for the purpose of sharing, developing and distributing community-source software and content.

Depository

The distinguishing feature of CampusEAI that allows for the collaborative exchange among CampusEAI members is the Depository, which is managed and maintained by CampusEAI. The CampusEAI Depository allows for member institutions to exchange source code for portlets and application programming interfaces and to share best practices for integration with member institutions. The Depository is comprised of community-source software and content contributions made by CampusEAI member institutions. Access to the Depository empowers CampusEAI member institutions to build an affordable, community-source portal solution catered to the needs and requirements of their respective environments.

For more information about CampusEAI, check out their web site at: <http://www.campuseai.org>



Information Security Blueprints

By Jim Moore, CISSP, Information Security Officer, jhmfa@rit.edu

Whenever you want to build something, whether it is a library or an airplane or a community of practice, it is important to first take the time to draw up plans and blueprints. Likewise, our collective efforts to safeguard Institute information need a clear set of “blueprints.” While these blueprints are still in the draft stage, we invite the RIT community to contribute feedback that may enhance our ability to ensure the confidentiality, integrity, and availability of Institute information.

To start us off, the Information Security Office has drafted a series of documents to:

- Identify what RIT is committed to do to safeguard information,
- Define the strategy RIT intends to follow,
- Describe the major goals and objectives the group will measure success against, and
- Outline the procedures RIT will follow to accomplish our mission of safeguarding RIT information by reducing vulnerabilities and increasing resistance to attack.

General Information Security Policy

Privacy legislation has mandated, and good business practice is leading us to establish a high level information security policy. Our drafted policy is both a commitment statement and high level strategy. It deals with things that don’t change. You can view the current draft at http://security.rit.edu/Procedures/RIT_InfoSec_Policy.pdf.

Information Security Strategic Plan (ISSP)

The strategic plan outlines the goals and objectives related to information security at RIT. Information security is everyone’s business and everyone at RIT needs to work together to make it happen. You can view the current draft of the ISSP at http://security.rit.edu/restricted/procedures/RIT_ISSP.pdf.

Information Security Procedures

The information security procedures specify the minimum security requirements associated with the first five information security initiatives. More procedures will be added as more initiatives are introduced. Information security procedures are designed to allow continuous improvement and include a “mediation process” for custom implementations or exceptions while still maintaining sound risk management. You can view the current drafts of the procedures and associated information pages at <http://security.rit.edu/Procedures>.

We Invite Your Input

The Information Security Office has formed standing work groups within the Colleges and Departments to be virtual Information Security teams for implementation and advisement. Initially, we are focused on the critical tasks that will fortify existing information security measures and encourage would-be hackers and identity thieves to look elsewhere. However, information security is an ever-changing challenge; this process will be ongoing and require contributors from across the entire Institute. We need and encourage your input as we unfold the plan and revise the procedures. Information security truly is everybody’s business and this is your chance to let us know what you think!

About the Information Security group at RIT:

The Information Security Office is sponsored by the Finance & Administration Division. They are charged with collaborating with on campus partners to monitor, assess, and protect the integrity of online/network information.

Over the next few months, the Information Security group will provide information security awareness communications and training to help users understand their role in safeguarding their desktop systems as well as network systems. In support of Information Security efforts, ITS News will publish several feature articles in the remaining issues. –Eds.

Readers are encouraged to provide feedback to the Information Security Office through their website at <http://security.rit.edu>.

Managing Email Like Managing Postal Mail

By Charles Hall, Customer Support Services, cjhacc@rit.edu

I often cringe when tech-heads attempt to delicately translate a technical problem or situation into terms a “layperson” can get their arms around and understand or, better yet, appreciate. However, I find myself doing the same when it comes to e-mail citizenship; the collective use and management of e-mail accounts.

E-mail citizenship has an associated philosophy no different from what we all practice with our personal paper mail at home. Indulge me here for a moment. Picture someone standing at the end of their driveway or outside their front door reading mail, then putting it **back** into the mailbox or deciding not to read the mail at all until “later.” Now picture that person doing it day after day. The absurdity is blatant. Minus the possibility of polka dot pajamas and/or a bad hairdo, the scenario and implications are parallel with e-mail.

Everyone knows we read our mail at home, then we put it somewhere. At home, we have the luxury of filing mail in desks, boxes, a junk drawer, on top of the fridge, wherever. A friend of mine (yes, I really do have at least one) actually files mail between couch cushions in the family den.

Here at work, we can file mail on our hard drives in folders named and arranged for the way we manage information contained in the mail. The mail is thereby organized and readily accessible even if the mail server was to ever go down..., for a brief moment..., in the middle of the day..., followed by a phone broadcast message..., like at other places, of course.

Factors influencing how e-mail disk space is purchased include limited budget and projected use of accounts per storage space for those accounts. We therefore, need to come to grips with the fact that e-mail storage is just as finite as our paper mail inboxes at home and should be managed in much the same way. We don’t generally purchase larger mail boxes to accommodate the proliferation of mail delivered to our inboxes at home. Nor do we leave mail in them for weeks or months at a time.

Of course, exceptions are considered and accommodated by contacting the ITS HelpDesk (475-HELP). You can also arrange to have someone from ITS Customer Support Services assist with moving mail from your Inbox to your hard drive. It’s fairly straightforward, easy to maintain and best of all, unlike e-mail storage space, it’s free.

Collaboration is the Name of the Game for the ITS Student Systems Team



Student and Development Systems Team members are: (front row, left to right) JoEllen Shaffer and Ramona Akpo Sani. (back row, left to right) Paul Bufano, Tim Smith, Kevin Dudarchik and Nancy Simonds.

The Student and Development Systems Team is part of the ITS Customer Support Services department. The team collaborates with a vast group of their peers to improve all aspects of student records and systems. They work primarily with Admissions, Financial Aid, Student Records and the Student Information System (SIS) as well as Student Billing/Receivables, Residence Life, Apartment Management and the Development/Alumni Affairs division. Several team members were recently recognized in the 2003-2004 Staff Recognition Group category for work on an improved Housing Selection process and transitioning several Financial Aid processes to a “paperless” environment. Up ahead for this team, they will support numerous Retention initiatives as well as prepare for systems support as the new RIT strategic plan is developed.

Managing Your Email Inbox

By Michelle Cometa, assistant to the CIO, macits@rit.edu

*Do you have more than **300** email messages in your Inbox?*

*More than **500** messages?*

*More than **1,000** messages?*

There are people at RIT who **do** have hundreds, even thousands of email messages in their inbox. They are messages from managers, vendors, and co-workers about department issues and information. They are class messages and notes from peers about meetings and events on campus.

There are also messages from friends inviting others to lunch, passing along jokes and articles. There are the usual SPAM messages – all filling the allotted storage space for individual mailboxes. And we wonder why, on some days, the mail moves slowly, the system seems to be “hung up” or why we get messages from the mysterious Systems Administrator stating that we are over our limit and must manage our mail.

In the change to Microsoft Exchange, the new email system, accounts have had an increase in mailbox size to 50 megabytes (MB). Yet, despite the increase in storage, accounts still go over the limit.

For those who are not sending or receiving data files that are in the megabyte ranges, the storage limit should be adequate. The dilemma is not so much storage space as storage technique. This article is about suggestions for storing email to manage the messages, filing them easily and later accessing them when needed. There **are** ways to manage an inbox so that going over the storage limit won’t disable your email account.

Moving Messages from the Inbox to Personal Folders

The Inbox and Sent Messages folders hold the messages received as well as those you’ve sent. Both folders store these incoming and outgoing messages on the main Exchange server. It’s in this area that the most impact to the overall system is seen.

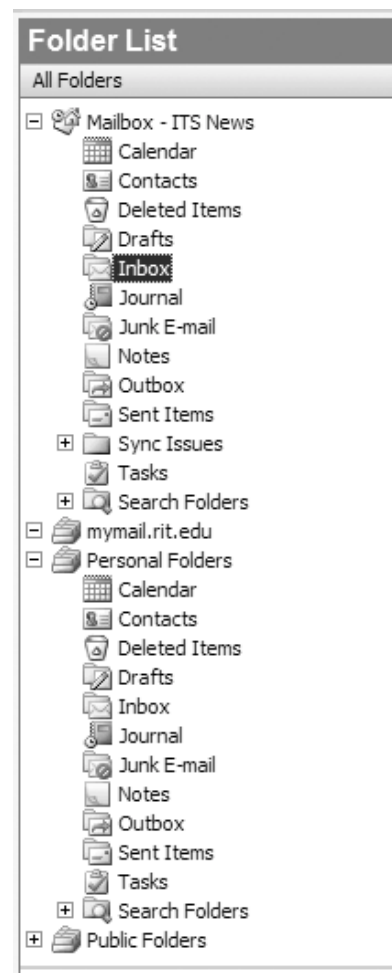
By not moving or deleting messages from the Inbox or Sent Messages folders, the server holds onto them, fills closer to capacity, and decreases the speed at which other mail travels through the system. This is the simplistic version of the email message traffic jam, but illustrates that action needs to be taken by individual “drivers” to manage the flow of traffic, in this case, to manage the flow of messages.

Exchange comes with a Personal Folders area. Users can select and name their personal folders to hold messages that come in through their Inbox. The simple action of moving a message from the Inbox to a Personal Folder moves the message from the larger network area (the main Exchange server) to a local server.

In talking to ITS staff involved in the email migration to Exchange, they’ve come across several suggestions from customers about how they manage their Personal Folders.

“I have people who insist on keeping each email they send and receive,” said Jason

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EXCHANGE CALENDARING

preview

Movement from Corporate Time to Exchange Calendaring Expected the First Week in June

By Shannon Robinson, Project Manager, ITS Technical Support Services, smrits@rit.edu

Today, sending email, scheduling appointments, and locating email addresses can be a challenge because it requires multiple applications. Using the new email system, combined with Microsoft Outlook (Windows), Microsoft Entourage (Macintosh), or Microsoft's Outlook Web Access from a Web browser (Windows/Macintosh/etc.), such tasks become easier, improving communication across the university.

Some benefits of the new calendaring system:

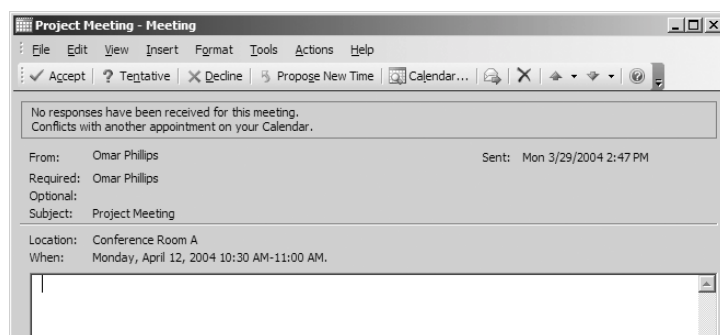
- Users can give other people permission to see, add to, or revise their calendar
- Look for free times in someone else's schedule
- Accept meeting invites, decline, or mark as tentative

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This is the Exchange Calendaring view. To schedule an appointment or a meeting, the user fills in several areas: Subject, Location, Start and End Time. Additional features include a Reminder function as well as a "Show Times As" function. This area allows users to designate blocks of time for public or private viewing. A new feature of this calendaring option is the ability to attach documents or files related to the meeting for participants. More details about the many calendaring features will be in forthcoming issues of ITS News and on the ITS web pages.

Exchange Calendaring - Preview

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Another feature of the Exchange Calendar is the ability to reply via email to a requested appointment. Across the top of the email message are four replies: Accept, Tentative, Decline and Proposed New Time. The calendaring/email functions are closely tied to give users the ability to use both systems effectively.

If you have a connection to the Internet and a Web browser, you can also access your calendar and email when you are not on campus. The URL to type into the browser field is: <http://mymail.rit.edu>. You will need to enter your RIT computer account username and password to log into the Exchange server.

This will open a browser window that will look similar to the Outlook interface on Microsoft Windows. (While you can use Outlook Web Access from most platforms and Web browsers, you may see differences between them.) You can track tasks, add items to your calendar, and send an email using your address book or the university address book.

Microsoft Exchange improves communication between people and departments by providing flexibility and enhanced functionality. One of the biggest benefits of the Exchange calendaring system is that it is integrated with email. This will allow you to “click and drag” documents into an appointment in Exchange.

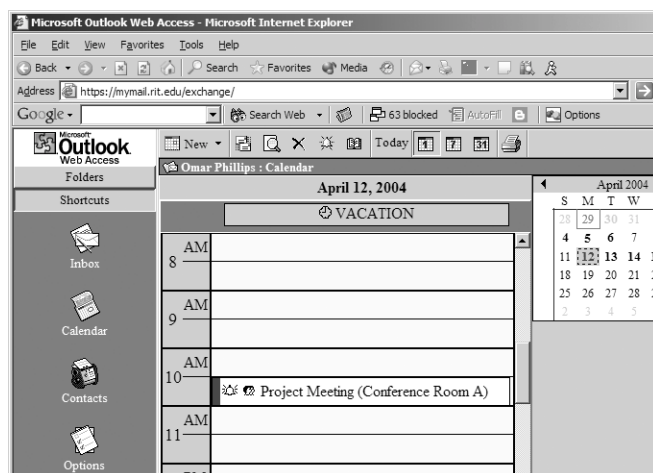
Using the Global Address List, or GAL, as a university-wide address book makes finding people and directory information much easier. With Exchange, you can find free times for a group of people and schedule meetings through your email client. On top of that, you can book resources like conferences rooms and projectors for your meetings.

When will Exchange Calendar be ready and what is the process for moving to it?

The move from Corporate Time Calendar to Microsoft Calendar is targeted for the first week of **June, 2004**. The team is currently working on developing a transition process along with documentation; the goal is to make the transition as easy as possible.

Information Sessions About Calendaring Scheduled in April

ITS will be hosting two sessions on April 15, 2004, in the Xerox Auditorium to provide more information about new the calendar system and the transition process. The first session is scheduled from 11:00 a.m. – 12:00 p.m. A second session will follow from 12:00 p.m. – 1:00 p.m. Additional forums will be scheduled later in April.



Those who access email using Outlook Web Access (OWA), can also access their calendar. This is the view users will have using OWA, very similar to the view when logged into Exchange on campus.

April Technology Seminar Showcases IT Faculty Research on Serverless Wireless Networks

Join the close of the 2003-2004 ITS Technology Seminar series with a presentation by faculty members of the Information Technology Department on April 22. Dr. Nirmala Shenoy, Dr. Hans-Peter Bischof, Professor Jay Yang and Professor Bruce Hartpence present research about “*A Robust Framework for Secure Connectivity and Roaming over Serverless Wireless Networks.*” The presentation begins at 9 am in the Laboratory of Applied Computing (LAC) in the Golisano College of Computing and Information Sciences.

The research project is a collaborative effort across the departments of Computer Science, where Dr. Bischof is based, Information Technology, home department of Dr. Shenoy and Professor Hartpence and Computer Engineering, Professor Yang’s department.

The abstract for the group’s study states:

“The structure of future or next generation networks will be markedly different from the structure of today’s communication networks. Increasing dependence on wireless connectivity and a departure from typical application models will necessitate new protocols and techniques. These protocols and techniques must ensure security and seamless connectivity across diverse wireless networks regardless of the communication environment and in the absence of centralized servers. They must be embodied in a single communications framework.”

Join the team as they discuss their research and findings as well as the status of the project. The seminar will take place in the Laboratory for Applied Computing in order to demonstrate facets of the research.

ITS Technology Seminars are free and open to faculty, staff, students, alumni and trustees. To register for this event, contact Michelle Cometa at cioits@rit.edu. (NOTE: If faculty would like to have their class participate in the session, they are welcome; please provide the number of students attending to ensure that all can be accommodated.) Interpreters are available upon request.

ITS Technology Seminar:
**“A Robust Framework
for Secure Connectivity
and Roaming over
Serverless Wireless
Networks.”**

April 22, 9-11 am

Laboratory of Applied Computing (LAC) in the Golisano College of Computing and Information Sciences.

Presenters: Dr. Nirmala Shenoy, Dr. Hans-Peter Bischof, Professor Jay Yang and Professor Bruce Hartpence

Managing Your Email Inbox

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Polito a member of ITS Desktop Support team. “For these folks, I suggest moving messages to local files based on year and month. In other words, I’ll have them create a folder called ‘2003’. Within the 2003 folder, I then have them create subfolders for each month. We then sort the mail in the Inbox based on date, and move it to the appropriate folder.”

An additional idea is to name the Personal Folders by topic areas that are recognizable to the user. Michelle’s Notes might have no meaning to anyone but this writer but, Financial Information/Tech Seminars would be easily identifiable.

On the downside, for Office 2000 and Office XP, the local folder limit is 2 gigabytes. “If they reach this size, they become corrupt and result in a good amount of data loss,” Polito said. But 2 gigabytes is a generous amount of data.

Moving Messages to a Desktop File and Shared File Space

There’s always the option of saving both the message and the attachment (if the note comes with added material) to the desktop or another share drive. Many desktops have a larger, general My Documents area where one can create folders and subfolders to store information.

Email messages can be saved just like Word files. The process is similar and involves 1) locating the site where they will be saved and 2) giving the file a name that will be identifiable to the user. Additionally, the Save function offers the ability to save the attachments in the same manner.

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Security Projects for Data Center and Desktop Firewalls Underway

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The project team first analyzed firewall solutions from the industry's top three companies. After many months of testing, evaluating and conferring with other colleges and universities a system was chosen that will seamlessly integrate into our existing hardware. The major benefit with this solution is the introduction of technology to protect the subnet*, workgroup or Local Area Network (LAN) segment level. This allows administrators to establish security domains with custom security policies within their own organization. In other words, other colleges, departments and labs on campus can benefit from this single solution by providing security autonomy.

The project is in the process of developing firewall security rules for its Windows and UNIX systems, creating a launch

Creating a layered security approach minimizes the risks by presenting multiple barriers and allowing network administrators time to react to intrusions.

plan, defining the support model and integrating with the Information Security department's new information classification and accessing standards. Time is also being spent testing and evaluating the solution's reliability, ease of use and performance. The project team is in the process of communicating our findings on a larger scale and in more detail.

The **Desktop Defense Project** was instituted to add another protection layer which can also be centrally managed and administered. This layer's focus is the client and desktop applications.

Creating a layered security approach minimizes the risks by presenting multiple barriers and allowing network administrators time to react to intrusions.

The first phase of the project deals with building the management and delivery foundation upon which subsequent software and policy updates will be administered. A support directory structure will be populated with sites (college or de-

partment) and administrative accounts.

Site administrators will be able to customize software and security policy updates for their own site, by group or by workstation. This flexibility allows for individual attention depending on the needs and requirements of their users. This will also become the foundation for administrators to keep a watchful eye out for any signs of virus activity and provide the means to evaluate their environment and quickly take corrective actions.

STATISTIC: "The FBI indicates that 70 percent of all security problems originate from inside an organization with a majority of the break-ins going undetected." *According to 20% of those responding to an FBI survey as published by Cisco Systems Data Sheet; Firewall Services Module for Cisco Catalyst 6500 and Cisco 7600 Series.*

One of the most important benefits to any centrally managed system is the ability to report on various events from any group of selected client computers. This solution will allow us to produce a wide range of useful reports and queries from events and properties sent by the client agents to the management server. We can also control what data appears and limit the results by selecting specific product criteria. This flexibility will provide more meaningful report information from which informed support decisions can be made.

Initially this centrally managed system will be in place to support client anti-virus software. The next phase will provide administrators and users a desktop firewall software package which will provide yet another level of protection in addition to the anti-virus software. The purpose is to limit client exposure and prevent unauthorized executable files from running.

It is the security industry's recommendation that the closer to the client you can get to establish a secure zone the more restrictive the zone can be and the smaller the network vulnerability zone will be. The Data Center Firewall and Desktop Defense projects will very shortly deliver security services based on these recommendations.

* A subnet is the logical division of an Internet Protocol (IP) network by address groupings. Essentially this allows computers in the subnet, or working group, to "talk" to each other. (Information from METAGroup 2003.)

Managing Your Email Inbox

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While this may be a challenge to the main drive of your desktop computer, there are options to moving entire folders to shared drives as well as to back up your material to disks or CDs.

“You can save email messages on your desktop in what’s called “personal folders,” said Dave Pecora, operations manager for ITS Customer Support Services. “If you do this using Outlook, they will be stored in a file on your desktop computer. The main advantage of personal folders is that you can store or archive many more message than you could if you kept all of your messages on the mail server.” Pecora adds a caveat: “Anyone using personal folders should be sure to periodically back up their personal folder files. If your desktop hard drive were to crash, you could lose all the mail stored on your desktop computer.

“One of the drawbacks of personal folders is that messages stored with them are not viewable using Outlook Web Access,” he added.

Other Tips: Offline Folders and Outlook Views

Pecora adds that within Exchange there are several features to benefit laptop users. “Exchange and Outlook provide another feature called ‘offline folders.’ An offline folder essentially takes a mail folder from the server and copies, or synchronizes it to your desktop,” he said. “You can then read your offline folder even if you are not connected to the network. Say you’re leaving the office to go on a business trip. With offline folders, you can synchronize your Inbox and read your email on an airplane ‘un-tethered’.”

Do you sometimes expect an email from a certain colleague? Busy managers like Pecora also benefit from viewing incoming messages By Sender, for example.

“Outlook has lots of extra views that many people don’t realize exist. You can see them by going to **View > Current View** from one of your folders. Since I get tons of mail, one of my favorites is the ‘By Sender’ view,” he said. “Go to **View > Current View > By Sender** and see what happens. The resulting view will organize all of your mail by sender, and allow you to “drill down” and view all of the messages sent by a particular sender. Go to **View > Cur-**

rent View > Messages to set you folder back the way it was. You can experiment with other views, or even create new ones.”

Checking Mail Box Size

So, how do you check to see when you are approaching your mail box limit? How can you see which folder is getting filled to capacity?

According to ITS documentation for the Exchange system, *“the storage limit for e-mail and attachments is now 20MB by default for students and 50MB for faculty/staff. When you have reached your quota you will receive a message from the system notifying you to ‘clean up’ your mail that is stored in the server. At 30 MB for students and 75MB for faculty/staff you will no longer be able to send email and at 40 MB for students and 100MB for faculty/staff you will no longer be able to send or receive email.”*

In Exchange, under TOOLS in the tool bar, click on MAIL-BOX CLEANUP. This will take you to a screen with each of the folders in the main mail box itemized per size. The largest folders may be the Inbox and Sent folders. These would be good starting points for weeding out those messages that are not necessary and can be deleted or the ones that can be moved.

Open each folder area, and begin deleting or moving items. Categorize by sender, date or even the size of the file sent or received. Then begin managing the area. It’s like a haircut. Sometimes a trim is all that is needed; other times an entirely different hairdo is in order.

Finally, Deleting Messages

If you check through your Inbox and Sent Mail folders, the number of short notes that have nothing more than “Thanks for the info” or something similar are numerous. Let these be the first that are deleted from your email account.

Although some might need to have records of when responses were sent or proof of information shared with other individuals, these messages can also be stored elsewhere. Items in the Inbox can be truly miscellaneous. Moving these messages to a folder of that name can be very, very useful.

ITS Update

ITS Contact Information

DSS Computing Labs

Hours, locations, hardware, software, and reservations information available at:
http://www.rit.edu/its/services/computer_labs

Telecommunications Services

Located in the Facilities Mgmt. bldg. (99)
To contact the Telecommunications Services call 475-5800.

ITS HelpDesk

Located in the Gannett building, rm. 7B-1113

To contact the ITS HelpDesk

- Call 475-HELP or 475-2810 (TTY)
- Send e-mail to helpdesk@rit.edu

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