



## Email Replacement Project:

### Student Pilot to Begin in November

*By Shannon Robinson, Technical  
Support Services, smrits@rit.edu*

The Email Replacement Project is starting its second phase with student email implementation. A student email pilot will begin in early November. The pilot consists of approximately 300 students across the University using Microsoft Exchange for their email. The pilot will be completed in December 2003 with a planned January student rollout. A student information forum took place on October 28.

The new email environment will enable collaboration providing faster delivery of email, stable web access to email and extended functionality. The system will contribute to a positive learning environment by connecting users to users and users to knowledge. Students will get a hands-on experience sharing information and collaborating using the features of the new email system, such as calendaring and folder sharing. Students will also save a significant amount of time accessing their email and contacts through the new web access, Outlook Web Access (OWA).

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Migrations to the new email system, Microsoft Exchange continue into this academic year. This is an interesting time as nearly 1,000 RIT customers have already migrated to Exchange while others are scheduled to begin the migration process. Issues of ITS News will have information about Exchange for BOTH of these groups as we move through the remainder of this major project.

This issue of ITS News will feature background information about the migration process (for those who will begin migrations) as well as feature information such as Outlook Web Access and Recovering Deleted Messages (for those already using the email service.)

"Information and Technology Services has sought to construct its services under a consolidated but flexible model. This attempts to control costs while still providing customers with a wide variety of choices," said Dave Pecora, ITS operations manager in an earlier issue of ITS News. He went on to add, "Consolidated services are not just about saving money; they can deliver integrated solutions for faculty, staff and students in ways that decentralized services simply cannot."

The previous email system served us well for its time. Now, with the increase in the number of users, higher end applications and more integration required, this email system is a foundation technology for RIT's future.

## Exchange Information Available on the ITS Web Site

*By Shawn Whiteside, Customer Support Services, [swwdss@rit.edu](mailto:swwdss@rit.edu)*

The ITS Web Site is a valuable resource for learning how to configure and manage your email client. We have recently updated our web site to include more information about RIT's Microsoft Exchange 2000 email system.

You will find information about the Email Replacement Project, using Outlook Web Access, Configuring Clients for Windows and Macintosh, and documents on how to use Outlook for Windows with RIT's Exchange environment.

Also available online is an overview of Email at RIT, which explains the different email systems, and what email clients ITS recommends for these different systems. Configuration documentation for email systems for both Windows and Macintosh clients is also available.

Email: General Information – Accessing and Managing Your Email  
<http://www.rit.edu/its/services/email/index.html>

Email Replacement Project Information  
<http://www.rit.edu/its/services/email/project.html>

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### Change to Exchange

You'll be seeing the logo to your right a lot more as we continue the migrations to the Microsoft Exchange email solution. As we went to press the Student Pilot was beginning and faculty/staff migrations are continuing (see the timetable on page 8). Also in development, an updated web page with the latest information about Exchange, its features and benefits as well as documentation about using the system effectively. Contact ITS with any questions; we're glad to help our customers better understand the system and their "Change to Exchange."

## ITS Staff Member Part of Team Staff Council Recognition Award

Nancy Simonds, Sr. Programmer/Analyst and member of Customer Support Services was part of the team that was recently recognized by the RIT Staff Council for work on the Housing Selection Team. The team was instrumental in re-designing an important housing selection process, helping the Housing Operations group to transition from the previous lottery-style process to an online process.

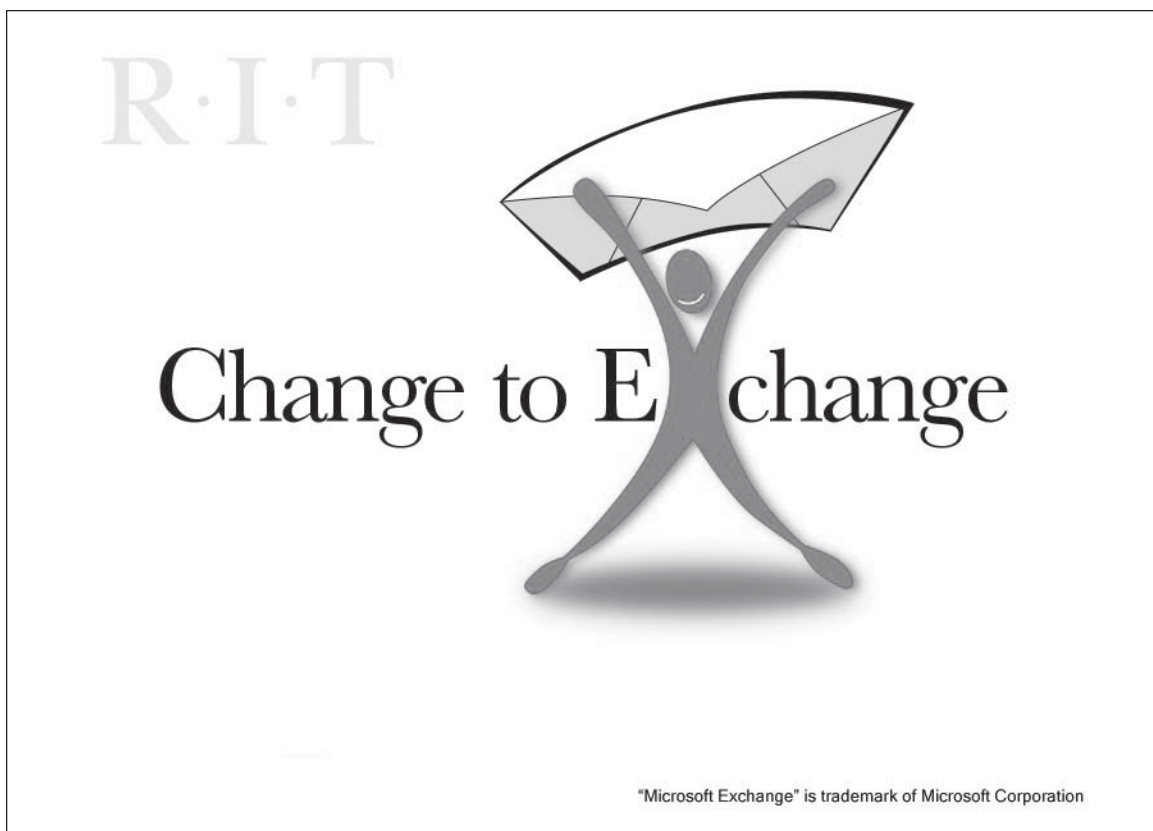
“The Housing Selection Committee was formed to evaluate an outdated cumbersome process that caused much stress and anxiety for staff and students,” said Simonds. “Team members were cross divisional (Student Affairs, ITS and F&A) and included students. In addition, several RIT staff members also represented the RIT parents. Basically the team threw away the old process and developed a new process from scratch. The guiding principle of the project was “students first.”

Online access, additional information sessions through FYE classes, earlier notice of eligibility as well as notification of the student’s housing selection before leaving campus for the summer were all part of an improved process developed by team members.

Nearly 4000 students went through the Housing Selection process, Simonds added and it should be noted, every student was guaranteed an assignment. Comments from students were very positive including from David Blonski, RHA President, “To say that this change was an improvement would be a dramatic understatement. Not only did the committee undertake and meet RIT’s goal as an institution to better integrate higher technology into campus life, but it far surpassed it. While this process was undoubtedly faster and easier, it was also better tailored to the needs and abilities of this institution’s technologically minded students.”

Another ITS member nominated in the Staff Recognition Group category is Tim Smith, Sr. Programmer/Analyst also of Customer Support Services. He was part of the Onbase Implementation Team. This team worked to make processes in the Financial Aid Office virtually paperless.

Congratulations Nancy and Tim!



## Is Email SPAM Leaving a Bad Taste in Your Mouth?

Patrick Saeva, ITS Program Management Office, [pjsits@rit.edu](mailto:pjsits@rit.edu)

*With a straight face, the editors of this newsletter asked me to write an article about the growth of email usage, including statistics. They said to make it interesting, I think you understand my challenge. So, I met with Mike Young from ITS, the “Email Guru” on campus, and had a great brainstorming session. Mike fed me full of information regarding the current state of the email service. He shared his excitement of the future of Microsoft Exchange, and gave me some very interesting statistics. Then, I remembered my task; I was supposed to keep it interesting. Then, we had a breakthrough. Mike began to talk about his fight against the spammers. He started talking about the benefits of migrating to Exchange, and the leveraging of an enterprise service, and how all of this will result in cost containment for the University. Finally, I felt as though I had something to write about, and that you would read. – P. Saeva*

Email SPAM has become a major problem at RIT and on the rest of the Internet. As with many other universities, there are no policies developed as to how to fight this problem. So, it has become quite a challenge to develop a consistent approach that provides an aggressive stance against spammers, yet allows for freedom of web/email usage.

ITS attempts to intercept emails at the “RIT Border” that include words that elude to pornography, blatant advertisements, etc., yet needs to make sure that RIT faculty, staff, students’ email can pass through such filters. RIT is completely blocking email that originates from any system listed on the Register of Known Spam Operations (ROKSO) hosted at <http://www.spamhaus.org>.

*Since February 2002,  
the growth rate of  
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1328%.*

Since February 2002, the growth rate of SPAM rejections at RIT (both ROKSO and otherwise) has soared 1328%. No, that is not a typographical error. RIT is now rejecting 63,000 spam messages per day, which equates to roughly 1.1 million rejected SPAM emails a month.

Throughout the same timeframe that we have seen SPAM increase, the Internet has also been subject to several widespread and sophisticated computer viruses or worms. This has caused an increase in incoming email to RIT’s mail servers. Currently, RIT mail servers are configured to protect against the infection of desktop computers by filtering, blocking, and virus scanning at the “RIT Border”. There are several layers of protection which include:

- Step 1: High profile worms/viruses are dropped immediately upon receipt
- Step 2: High risk attachments are removed
- Step 3: Full virus scanning and protection (available if on the RIT Exchange solution)

In the month of September alone, this approach blocked 600,000 email messages that were infected with the Sobig.F worm. On September 27, there were another 600,000 SPAM messages received from computers infected with the “Qhosts-1” virus in a five-hour span. So, as you can see, on a daily basis RIT is experiencing a drastic increase in unwanted and unsolicited email traffic.

ITS staff members have worked diligently to protect the RIT campus from the most significant threats. This effort also aids in creating a more stable email environment for faculty, staff and students. The complete email environment to date delivers 8.2 million messages per month, which is a 200% increase from February 2002.

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## Macintosh Users: Entourage Available for Exchange Support

*By Jeremy Reichman, Customer Support Services, jjracc@rit.edu*

**M**icrosoft Entourage is currently the preferred program to use if you want the deepest Exchange support in a native Mac OS X program.

Entourage supports Exchange email through the IMAP protocol. All versions of Entourage work with IMAP and POP email accounts — just as other popular Mac programs like Apple Mail, Microsoft Outlook Express, and Netscape Communicator do.

With the Microsoft Exchange Update for Entourage X (released in summer 2003) installed, you get more features. The update brings Entourage up to version 10.1.4, and a 10.1.5 update has also been released. These versions are beneficial, even if you are not currently connecting to RIT's Exchange environment.

With these updates, you will have access to a personal Exchange calendar and address book from within Entourage v.X. Entourage already has the ability to HotSync to a Palm OS device. This means you can have your events and contacts on-the-go, too! (There are also third party utilities that can provide synchronization with a PocketPC handheld, if you are adventurous.)

Even though Entourage will have some Exchange features, there are limitations. Access to other people's calendars, delegating access to another person, or seeing your Exchange-based task list or notes in Entourage are a few of the limitations. Also, you can only see mail messages (not calendars and contacts and so on) in Public Folders.

Future versions of Entourage, released after Office v.X, will have Exchange support built in. RIT is also working with the Microsoft Mac business unit to improve Exchange integration on the Mac in the future.

*NOTE: A future article will detail any new Exchange-related improvements that Apple introduces with Mac OS X 10.3 "Panther," scheduled for release fall 2003.*

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## Email SPAM

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### **How does this affect you?**

One important item to keep in mind is that despite the blocking efforts, worms and viruses can still make it into the RIT computing environment via other methods. Many of the recent virus/worm attacks on the Internet have been spam-producing. It is possible that should your machine get hacked, the virus will turn your computer into a spam-generator. Your compromised computer will begin forwarding email messages, and make it appear as though they were coming from anyone including yourself and your friends.

The best way to protect yourself against future attacks is through education and proactive patching. Make sure you have virus protection software on your computer, that it is up to date, and that all operating system patches have been applied.

Chasing down spam, viruses, and worms is an everyday task of ITS. The challenge is we are trying to hit a moving target. Other universities and businesses are facing the same challenges, and RIT is further ahead than many of them.

The most successful way of securing your system is to patch, use personal firewall software, and have up-to-date virus protection running at all times. In next month's issue we will focus on information security. In the meantime, please contact an ITS representative or your local system administrator to see what you can do as part of your responsibility to the campus. For assistance with securing your system, please contact the ITS Helpdesk at 5-HELP (5-4357) or 5-2810 (TTY) or [helpdesk@rit.edu](mailto:helpdesk@rit.edu)



## RIT's Online Learning Department: Supporting Distance and Blended Learning

*By Joeann Humbert, Director of Online Learning*

Similar to Information & Technology Services, RIT's Online Learning Department has a keen focus on building a stronger technology infrastructure, as well as providing the necessary levels of instructional support, for helping RIT students and faculty succeed.

It is in that spirit that I have been meeting with department chairs across campus to explain what the Online Learning Department offers to the RIT campus community. Our mission, in brief, revolves around helping RIT faculty use online technologies that can produce more effective teaching and learning experiences. We are also the student-services support center for all distance learners at RIT.

### **Enhancing Teaching and Learning without Increasing Workload**

Recently, the Online Learning Department has embarked on a new "blended learning" pilot. The driving force behind the blended learning pilot is to show faculty how they can use educational technology software, in conjunction with effective, time-tested, online teaching practices, to enhance the teaching and learning experience without increasing their workloads.

We are applying the most effective practices and educational technology tools being used today for converting very specific portions of in-class interactive activities to online interactive activities. For example, discussion forums, group projects, one-on-one mentoring, various forms of testing, and the use of content modules for student review purposes can all be conducted online instead of face-to-face by using course and communication management tools such as RIT's myCourses.

The blended learning pilot will be in beta-testing with 24 faculty/courses this academic year, seven of which are currently in progress during this Fall quarter. Faculty who may wish to take part in this project during the upcoming Winter or Spring

quarters can apply by emailing me at [JMHEC@RIT.EDU](mailto:JMHEC@RIT.EDU). Faculty who participate in the pilot this year will receive a one time stipend.

### **Beefing Up Support**

In other news, Online Learning will be providing a new online course evaluation service. Our surveys indicate that students in online courses prefer to complete course evaluations online. Starting Winter quarter, faculty will have the option of conducting online evaluations instead of paper-based evaluations for all their distance courses.

We are also adding a new level of sophistication to our CD-ROM production for faculty teaching distance courses. The new CD-ROM format has a larger screen-size format that will make for clearer viewing and easier-to-navigate searchable text and captioning functions. This "Super CD Technology" will also become available next quarter.

In our Studio G facility, all RIT faculty can take advantage of newly purchased audio and video production equipment designed for instructors to create self-prepared digital video/audio clips for use in their courses, both online and on-campus.

And, of course, our faculty training modules on such topics as getting started with myCourses; extending your classroom with online discussions; improving teaching and building scholarship with online survey tools; and a "myCourses Happy Hour," for mastering specific aspects of myCourses, continue to be offered on a regular basis in the Teaching, Learning and Technology Lab.

In short, we serve as the operational support and services center for online learning at RIT. For more information, come visit us in the lower level of Wallace Library, <http://online.rit.edu>, phone 585.475.5089 (Voice), 585.475.5896 (TTY)

## Coming Soon to a Desktop Near You: Desktop Visits by the Exchange Migration Team Ensure a Seamless Transition

by Omar Phillips, ITS HelpDesk, [odphelp@rit.edu](mailto:odphelp@rit.edu)

### What the migration to Exchange means to you

One of the last steps of your migration to RIT's new email solution is for one of the Exchange migration team members to visit your office to work on your desktop computer. This article will help you get an idea of what will take place during the visit.

Before the team member arrives, the email project team and your system administrator have already done a significant amount of work to make sure that not only the visit, but the entire migration is as unobtrusive as possible. The length of each individual visit varies based on multiple factors, including the software you are using (and the software you will be using, if you are changing email programs) and the amount of mail you will be moving to the new servers.

### Anatomy of the desktop visit

The first step is to verify your computer hardware and software information; this information is gathered prior to the creation of your Active Directory and Exchange accounts. After you have been migrated to Active Directory, a member of the Exchange migration team will initially contact you for a short, informal session. This interview is to gather information on the software you are currently using to access email and which accounts you access. The team member will then schedule a desktop visit to perform the migration.

Immediately prior to the scheduled desktop visit, your Exchange mailbox is created on the server. Once it is created, the Exchange migration team member will come to your desktop and begin the migration process.

Generally, once the desktop team member arrives, they will take the following steps:

1. Set forwards from OSF and VMS to direct incoming messages to your new mailbox on the Exchange server.
2. Move address book and local mail to an Outlook client, if applicable
3. Set up the Exchange account in your client software.
4. Move your Outlook contacts to the Exchange server (if using Outlook)
5. Move your address book and local mail to the Exchange server.

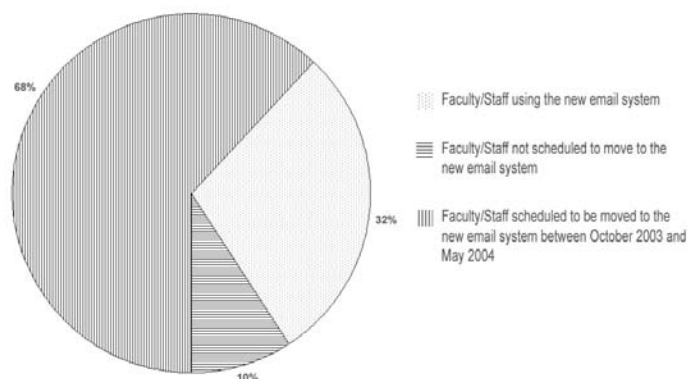
If you use any email client other than Outlook 98 or Outlook 2000 (eg. Outlook XP, Outlook Express, Netscape, Eudora), then your migration is complete. The team member will give you a welcome packet that includes plenty of useful instructional and contact information. If any problems arose during the migration process, the team member will follow up as necessary to make sure your mail remains in working order. Keep in mind that though you can use other software, clients other than Outlook 98, 2000, and XP will not be able to take full advantage of Exchange features.

Because Outlook 98 and 2000 do not allow the coexistence of Exchange and Internet mail accounts (IMAP or POP) in the same client, the process is slightly different (assuming you have mail currently saved on the IMAP server that you would like to move over to Exchange). When your Exchange account is set up in your client, it is initially set up as an IMAP account. This allows you to view both your old IMAP account and your Exchange account together, making it easy to drag and drop messages (not folders) from one account to the other. The migration team member will then schedule another visit with you in approximately two weeks. In that time, you will need to move any messages you would like to save from your IMAP account to your Exchange account or locally on your computer. Once the two weeks have passed, the team member will return to remove your IMAP accounts and create your Exchange account exclusively.

- Directory Service Migration (2 visits, 30 minutes)
  - Automated desktop inventory
  - Desktop prep
  - Virus Scan/Software upgrade
  - Desktop visit to complete migration
- Email Migration (2 visits, 30 minutes)
  - Desktop visit to initially configure client
  - Move email to new folder (user activity)
  - Desktop visit to complete cutover

## Email Replacement Project

*continued from page 1*



### Exchange Calendar

RIT is making significant progress in moving to the new email system, Microsoft Exchange. As you can see from the graph above, approximately one-third of faculty and staff have already started to enjoy the benefits of the new email system. The project anticipates having the majority of the campus transitioned to the new system by May 2004, which is when calendaring is targeted to rollout.

Microsoft Exchange Calendaring is integrated within the new email system. Exchange calendaring will replace the current Corporate Time calendaring system, providing extended functionality and usability, such as creating meetings and tasks with

additional features like sending invitations for meetings where users have the ability to accept and decline meetings; sharing calendar content, free/busy times; the ability to manage who can view and write to your calendar. Faculty, staff, and students will also share the same calendaring space contributing to a positive learning environment and further building a seamless university.

As you can see from the schedule below, many areas have already started transitioning to the new email system with many to begin shortly. Faculty and staff are finally experiencing a greater level of stability with email, less downtime and slowness instances, and "single-sign-on" to limit the number of usernames and passwords required. Users are also experiencing improved Web-based access through Outlook Web Access (OWA).

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## Email Replacement Project Faculty/Staff Transition Schedule

Winter 2003	Spring 2003	Summer 2003	Fall 2003	Winter 2004	Spring 2004
<b>Implementation Rollout</b>					
Undergrad Admissions Part-time Enrollment Graduate Enrollment NorthStar Center NTID 80+ users COB lab	COE - 20% complete Student Affairs - 30% NTID - 30% CIAS - 12% ITS - 40%	COE - 35% complete Student Affairs - 60% CAST - 13% Wallace Library - 100% ITS - 80% NTID - 60%	COE - 35% complete Student Affairs - 60% CAST - 28% ITS - 81% NTID - 61% Online Learning - 11% ETC - scheduled CLA - scheduled COS - scheduled Development & Alumni Relations - scheduled Software Engineering - Scheduled	COE - continued Student Affairs - continued CAST - continued NTID - continued Online Learning - continued ETC - continued CLA - continued COS - continued Office of the President - scheduled EMCS - scheduled	Academic Affairs - scheduled F&A - scheduled



## Email Replacement Project

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### How to Be Scheduled

Each college and division within RIT has a designated administrator who manages faculty and staff transitions. This administrator is known as the OU Administrator. Please contact your OU Administrator for more information and scheduling details. You can also contact the ITS Helpdesk at 475-4357 (TTY: 475-2810) for more information and assistance.

### Faculty/Staff New Email Address

As you are aware, faculty and staff will have the ability to utilize a standard RIT email address very soon. It will not be required to use this standard address, but will be available and optional for you. Your current email address will remain in existence and functional for as long as you choose. Many faculty and staff requested the ability to have an email address for ease of use that was standard; this new address will follow `firstname.lastname@rit.edu` standard. This functionality is being developed and is targeted to be completed in January 2004. Further communications will be sent articulating the standard, how to use it, and other options available as we near our completion date. Stay tuned!

College	Designated OU Administrator	Email Address	Department
NTID	Rocco Saccente	rltso@rit.edu	TSO
NTID	Steve Campbell	sscncs@rit.edu	TSO
CAST	Joel Yates	jeydss@rit.edu	ITS
CAST	Ken Garland	k_garland@cast-fc.rit.edu	ECTET
CAST	Lloyd LeBlanc	jpleee@rit.edu	ECTET
CAST	Robin Tremblay	rxtmet@rit.edu	MMETPS
GCCIS - IT	Dave Emlen	dte@it.rit.edu	GCCIS
GCCIS - SE	Sanjay Patel	sanjay@mail.rit.edu	SE
College of Engineering	Mark Chast	mecdss@rit.edu	ITS
College of Business	Dave Ballard	djb4763@rit.edu	COB
Imaging Arts & Sciences	Kevin Schoenfeld	kjspgd@rit.edu	CIAS
Wallace Library	Chris Butler	cmbwml@rit.edu	Wallace Library
Wallace Library	Joe Zoda	jszwml@rit.edu	Wallace Library
College of Liberal Arts	Jennifer Gates	jlgdss@rit.edu	ITS
College of Science	Gary Skuse	grssbi@rit.edu	Biological Sciences
College of Science	Tom Allston	tdasch@rit.edu	Chemistry
College of Science	Bill VanDerveer	wrvsps@rit.edu	Physics
College of Science	Chris Brown	cjbpsps@rit.edu	Physics
College of Science	Denise Lake	dmdss@rit.edu	ITS
Center for Imaging Science	Sue Michel	sjmics@rit.edu	Center for Imaging Science
CIMS	Paul Allen	pha1775@rit.edu	CIMS
Online Learning	Damon Betlow	debetc@rit.edu	Online Learning
Educational Technology Center	Raman Bhalla	raman@firstclass.rit.edu	Educational Technology Center
Student Affairs	Vince Incardona	vxiacc@rit.edu	ITS
Student Affairs	Ron Siem	rssdss@rit.edu	ITS
Finance & Administration	Sean Davie	sdfa@rit.edu	F&A
Finance & Administration	Dan Pedersen	drpfa@rit.edu	F&A
Development, Alumni Relations, & Executive Customers	Jason Polito	jmpdss@rit.edu	ITS
EMCS - Undergraduate Admissions	Vince Incardona/Cheryl Williams	vxiacc@rit.edu, cmwacc@rit.edu	ITS
EMCS - Undergraduate Admissions	Lo-yi Chung	lycadm@rit.edu	Admissions
EMCS	Vince Incardona	vxiacc@rit.edu	ITS
Cooperative Education & Career Services	Vince Incardona/Cheryl Williams	vxiacc@rit.edu, cmwacc@rit.edu	ITS
Cooperative Education & Career Services	Jim Bondi	jtboce@rit.edu	Coop
ITS	Sid Pendelberry	slpits@rit.edu	ITS
ITS - CSS	Vince Incardona	vxiacc@rit.edu	ITS
ITS - CSS	Cheryl Williams	cmwacc@rit.edu	ITS
Office of the President	Jason Polito	jmpdss@rit.edu	ITS
Development & Alumni Relations	Vince Incardona/Cheryl Williams	vxiacc@rit.edu, cmwacc@rit.edu	ITS
Academic Affairs	Vince Incardona/Cheryl Williams	vxiacc@rit.edu, cmwacc@rit.edu	ITS

## You're Mobile. Why Shouldn't Your Mail Be?

### Mobile Email for Exchange Users: Outlook Web Access Available

By Jason Polito, Customer Support Services, jmpdss@rit.edu



You're mobile, your mail isn't. Well, that's the way it used to be. Now when you are on the road, you need not worry about lugging a computer along unless you want to. With the proliferation of computer cafes and in-house stations at hotels, motels and airports, you can check your e-mail just about anywhere and just by visiting a web page. Mac, PC, UNIX? It doesn't matter as long as you've got a browser.

Outlook Web Access (OWA) is one of the strongest features of Microsoft Exchange, and will eliminate many headaches common with home users and frequent travelers. OWA is straight forward and simple to use. Visit the web page, log in and you're off and running! It's that easy. You can read your mail! You can send new mail! You can even use your own contacts! You can identify yourself as being out of the office with the Out of Office assistant – right from this web page!

Using OWA is unlike experiences with web mail. In the spring ITS Customer Service Survey, many participants commented on the need for a more robust email system with web access for travelers or those working from home. The Exchange system is a response to those comments. We are one third of the way through the current campus migration to Exchange. This winter quarter a pilot for students will begin to include them on the Exchange system.

#### USING OUTLOOK WEB ACCESS

At the site <http://mymail.rit.edu>, here's what you'll see:

This is known as the log in screen. At this point you'll need to enter your user name and password. It should look something like this (see below).

A screenshot of a web browser window titled 'Connect to mymail.rit.edu'. The page has a light gray background with a small key icon in the top left. Below the title, there's a section for 'mymail.rit.edu'. It contains a 'User name:' label followed by a dropdown menu showing 'main/username'. Below that is a 'Password:' label followed by a text input field with masked characters. There is a checkbox labeled 'Remember my password' which is currently unchecked. At the bottom right are 'OK' and 'Cancel' buttons.A screenshot of a web browser window titled 'Connect to mymail.rit.edu'. The page has a light gray background with a small key icon in the top left. Below the title, there's a section for 'mymail.rit.edu'. It contains a 'User name:' label followed by a dropdown menu showing 'main/username'. Below that is a 'Password:' label followed by a text input field with masked characters. There is a checkbox labeled 'Remember my password' which is currently unchecked. At the bottom right are 'OK' and 'Cancel' buttons.

**The important thing here is to add the main\ in front of your DCE account user name.** This is for security reasons, which leads me to the next tidbit, and that is accepting the security certificate. You'll be prompted to accept a security certificate. Because RIT is providing this security certificate, accept by clicking YES.

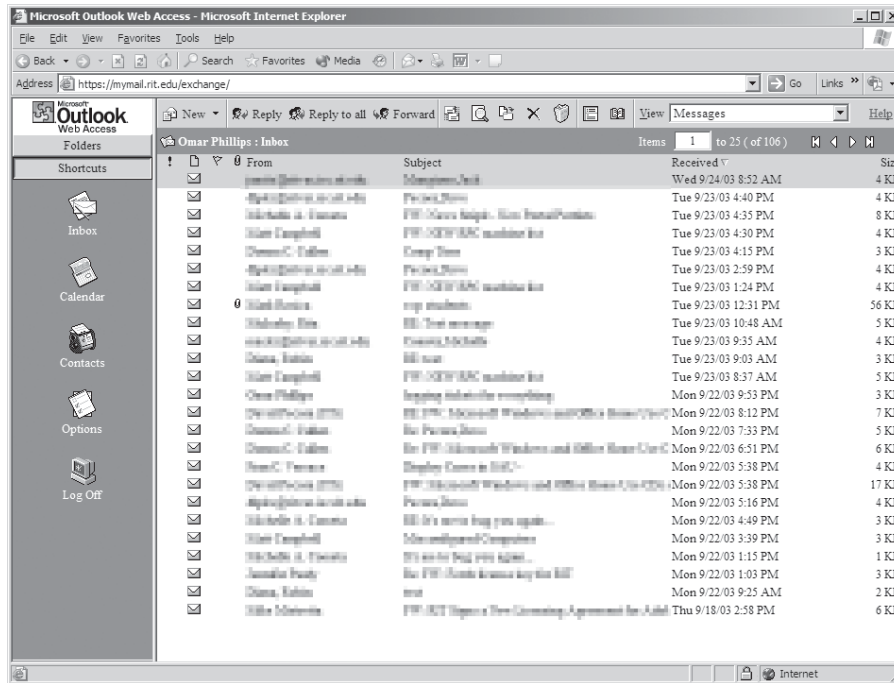
This is the second in a series of articles about the features of Microsoft Exchange. The information about several important features is for current users and those getting ready to migrate to the new system through the academic year. The migration continues from last spring for specific colleges and departments in a staged implementation. All articles about the features will be re-run at a later date for new users and will be available online at the ITS web site: <http://www.rit.edu/its>

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## Outlook Web Access Available

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Once you're in, it looks a lot like the normal Outlook interface, with a bit of a "Twilight Zone" feel since it's being rendered as a web page. Don't fret, it's the same mail, and the differences are slight.



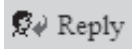
Notice the familiar buttons across the top. These help you navigate



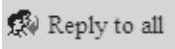
### Button Breakdown:



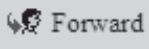
Press this button to compose a new e-mail message



Press this button to reply to the sender of an e-mail



Press this button to reply to all of the recipients of an e-mail



Press this button to send the e-mail to another user



Press this to check for new messages



Press this to find specific words or senders within your inbox



Press this to move mail into other Exchange Folders



Press this to delete an e-mail message

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## Outlook Web Access Available

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Press this to permanently delete e-mail



Press this toggle to turn the preview pane on and off (shows the e-mail below the messages)



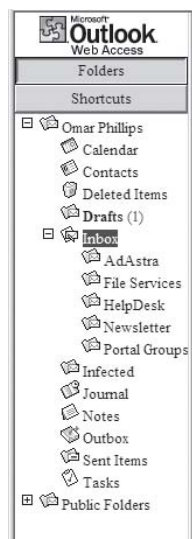
Use this to access your contacts folder



This will change how your e-mail is organized on screen (i.e. by sender, By Subject, etc.)



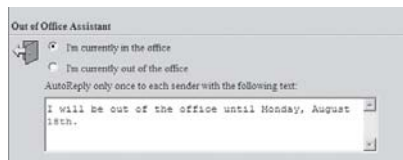
This is the “Oracle” of the OWA world. Heed and honor it well.



The screen shots to the left illustrate the two available views for OWA. There is the folder view (left) and the Shortcuts view (right). The folder view is self explanatory. The options view does deserve some attention, however.

When you click on the ‘Options’ button, you will see a scrollable window allowing you to make several changes to your webmail client. Unfortunately,

the screen is too big for a whole screen shot, so it is divided into its individual sections below.



message letting them know your return date or an alternate contact.

### E-mail Options



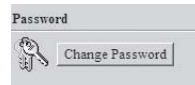
The ‘E-mail Options’ field lets you set audible or visual queues for new mail.

Use the field ‘Contact Options’ to use your personal address book or the Global Access List (the list of current Exchange users) as your default address

### Contact Options



book. The Contacts folder is recommended if you tend to send e-mail to the same recipients.



This is to change your password and takes you to <http://start.rit.edu>.



This field will allow you to recover an accidentally deleted message.

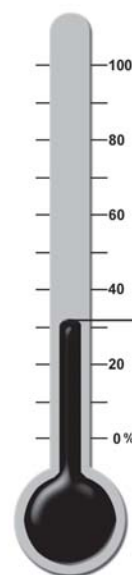
And finally, when you are finished, make certain that you press the ‘Log Off’ button and close your browser when you are finished. This will help prevent unauthorized access to your mail. This is especially important if you are on a public machine! [NOTE: If you are in FOLDERS View, switch back to SHORT CUT View to log off.]



Enjoy the new unfettered freedom of OWA. As always, if you have questions or problems, please contact your local administrator or the ITS Help Desk at 5-HELP(4357).

## Email Replacement Project

### Status Update



**32% Complete**  
**820 Active users**  
as of October 10, 2003



By Tom Dixon, ITS HelpDesk, [trdhelp@rit.edu](mailto:trdhelp@rit.edu)

## Being Aware of Computer Security – Safety Begins with You

*It is great to be back here in the ITS News. As you may or may not have noticed this column was missing from last month's issue. Some of you may have noticed that RIT had a small virus issue on campus in September. If you didn't notice the virus problems, I hope you enjoyed your interstellar travel, because it was pretty wild here on Earth. As a result of this, the HelpDesk was a little busy during September. I am glad to say things are finally getting back to normal. –T. Dixon*

Since I love statistics, I thought I would share a big stat with all of you. Did you know that the ITS HelpDesk took 35,498 calls from September 2002 until the end of August 2003? And did you know the HelpDesk took 7,840 calls this September alone?! That was equal to 22% of all the calls we took all of last year!

One of the reasons for this increase was due to the virus outbreak. Our ITS staff worked quickly and intelligently to quarantine and contain the virus and worm breakouts. Quarantining and disabling network connections allowed for RIT to contain the destruction that other businesses and universities experienced during these attacks. Although these outages were inconvenient, it was much better than it could have been. As I am writing this article several businesses remain devastated by the effect of these viruses.

Prior to these viruses and worms, most people had not protected themselves against viruses. Sure, most of us ran virus protection software but how often had we updated it? Since the latest outbreaks, many more people are aware of the problems viruses cause. The one thing that these attacks have done for us is make more people aware of computer security and how to protect themselves from future viruses, worms and Trojans.

This month I would like to share a few websites that talk about what viruses are, what they do, and how to prevent them.

### McAfee Security

[www.mcafee.com/virusinfo/default.asp](http://www.mcafee.com/virusinfo/default.asp)

This is the “official” website for Virus Scan, the virus protection software RIT has a site license for and supports for Windows systems. McAfee is, in my opinion, the place to go when you have questions about suspicious email, new problems or the history of viruses. McAfee even has a link on their site that explains hoaxes.

The map is a cool little feature; it allows you to see what part of the world that has been hit by a virus and how hard. The very first thing you see at the top of the page is the latest viruses and their impact potential. A nice site with everything you wanted to know about viruses but were afraid to ask.

### Hoax Center

[www.symantec.com/avcenter/hoax.htmls](http://www.symantec.com/avcenter/hoax.htmls)

This site doesn't necessarily deal with viruses per se; it deals with hoaxes that may be sent by unscrupulous people to cause panic or get you to do something for them. For instance, everyone has gotten that mail from the “Nigerian Minister of this” or “Ugandan Ambassador of that” asking for your checking account information so they can deposit some money for you. Obviously this is a hoax. This website addresses many hoaxes that you haven't even heard of. This is a great site to use when you get an email that just seems too good to be true, or if you get something that seems a little fishy.

### Urban Legends

[www.urbanlegends.com](http://www.urbanlegends.com)

Ok, so this doesn't have much to do with viruses, but the Urban Legend emails can be just as scary. Ever heard that Saran Wrap in a microwave can kill you? I have; got that email the other day. What about the AIDS infected needles in gas station pump handles? Yep, I got that one too. How about Bill Gates giving \$25 to you for every email you for-



## RIT Email Statistics

One of the reasons a new email system was sought out was to better support the increase in the number of users and messages sent through the RIT network on a daily basis. This table is part of a presentation ITS staff makes within colleges and departments as they prepare these groups to migrate to the new email system, Microsoft Exchange. It is a snapshot of one week showing incoming messages, delivered messages and scanned messages. ("Scanned Messages" refers to the process of ITS systems administrators filtering out spam and potentially infected attachments.) A reliable email system on a strong infrastructure was needed to accommodate the almost 2 million email messages that come into RIT on a weekly basis.

	# per day	# per week	# per month
<b>Incoming Messages (includes listserver traffic)</b>	366,806	1,854,136 <sup>1</sup>	7,614,895
<b>Delivered Messages</b>	281,332	1,474,094 <sup>2</sup>	5,999,998 <sup>3</sup>
<b>Scanned Messages</b>	236,954	1,226,224 <sup>4</sup>	5,007,728 <sup>5</sup>
<b>Attachments Removed (potentially infected attachments)</b>	590	4,122	17,956

1 - 30% of this is spam

2 - 23% increase from previous year

3 - 22% increase from previous year

4 - 28% increase from previous year

5 - 26% increase from previous year

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## Tom's Tidbits

*continued from previous page*

ward of the email "he" sent you? How many of these "important" messages have you forwarded to your friends?

Well before you send the next one go to this website to find out if they are true. Let me give you a few hints: There are no needles, no, Bill Gates is not giving away money, and no, Saran Wrap does not give off toxic fumes. Although most of those stories are false, you would be surprised. Some strange stories are actually true, or can't be disproven.

### The History of Computer Viruses

<http://www.securityfocus.com/news/2445>

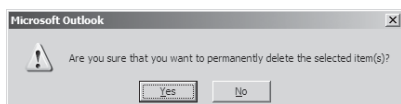
This site talks in plain English (not "tech talk") about everything from the first reference of the technological "bug," all the way to our current bout with the Slammer/Blaster/Nachi worm. It has some really good information, and even talks about the Melissa and I Love You viruses (\*sigh\*). Ah, the good old days!

As the "Great 2003 Blackout" proved, our lives are now dependent on electricity and technology whether we like it or not. To keep your data and your computer protected, it is important to keep your machine updated with all the patches required, and to keep your virus scanning software up-to-date. Although we made it through the last virus, the next one is only a few mouse clicks away. It is more important than ever to be a vigilant, educated and prepared Internet user.



## Recovering Deleted Mail Messages with Exchange

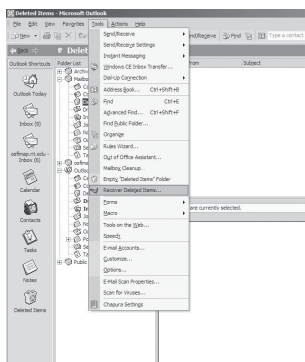
By Diane Cavallaro, Customer Support Services, dmcacc@rit.edu



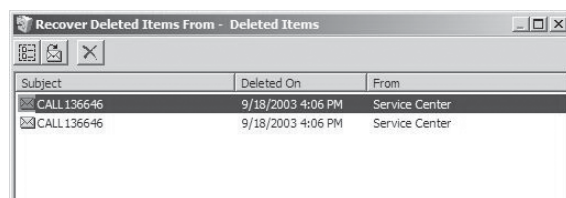
One of the many new features available to migrated Exchange users is the ability to recover deleted mail messages. If you need to recover email or folders that you've deleted in the last 30 days from your Exchange account you may do so by following the steps below.

With the new email system when you empty your deleted items folder the Exchange server keeps a copy of the email or folder for 30 days. These items do not count against your email quota. **This feature is only available if you are using Microsoft Outlook or Outlook Web Access (OWA).**

### Recovering messages with Microsoft Outlook

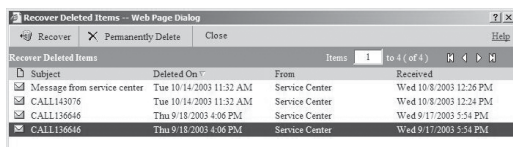


1. Click on your 'Deleted Items' folder under the Exchange mailbox and then click 'Tools'
2. Select 'Recover Deleted Items' from the drop down menu.
3. When the 'Recover Deleted Items' window opens click on the deleted item you would like to recover and then click on the envelope with an arrow icon and the item will be moved back into your 'Deleted Items' folder under your Exchange account. You may then move the item to another folder or empty it from your 'Deleted Items' folder when you are done reviewing it.



### Recovering messages with Outlook Web Access (OWA)

Outlook Web Access also allows you to recover deleted items. Log into OWA and do the following:



1. Click on the 'Shortcuts' button, located below the Outlook Web Access logo. This allows you to view the 'Outlook Bar', instead of a folder list.
2. Next click on the icon labeled 'Options' and scroll to the bottom of the page

3. At the bottom of the page under the 'Recover Deleted Items' section click on the 'View Items' button.
4. When the 'Recover Deleted Items' window opens highlight the message you would like to recover and press the 'Recover' button. The item will be moved back into your 'Deleted Items' folder under your Exchange account. You may then move the item to another folder or empty it from your 'Deleted Items' folder when you are done reviewing it.

To view the 'Deleted Items' folder using OWA you will need to click on the button listed 'Folders' under the Outlook Web Access logo.

NOTE: The deleted items that you are recovering must have been deleted using Outlook or OWA. Items deleted using an IMAP or POP connection to the Exchange server are not available for recovery.

# 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](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](mailto:helpdesk@rit.edu)

#### Regular hours

Sunday	12 p.m.–6 p.m.
Monday–Thursday	8 a.m.–8 p.m.
Friday	8 a.m.–5 p.m.

*ITS News* is published monthly, September–May, for RIT students, faculty, and staff. It is available in electronic form at <http://www.rit.edu/its>

*ITS News* is created with AdobePageMaker 6.5 on a Dell OptiPlex GX260 and is printed at a service bureau through RIT's HUB. Photographs taken with Nikon COOLPIX 900 digital camera.

**Managing Editor:** Dave Pecora, [dlpits@rit.edu](mailto:dlpits@rit.edu)

**Editor:** Michelle Cometa, [macits@rit.edu](mailto:macits@rit.edu)

**Design/Layout:** Omar Phillips, [odphelp@rit.edu](mailto:odphelp@rit.edu)

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Information & Technology Services

135 Lomb Memorial Drive

Rochester, NY 14623-5608