# The New Microsoft Office Professional 2007 Presents File Compatibility Challenges

File incompatibility between the old and new versions of Office may cause problems between departments, faculty, students, and operating system platforms

by Mark Chast, ITS Distributed Support Services, Mark.Chast@rit.edu
with Jeremy Reichman, ITS Desktop Engineering, Jeremy.Reichman@rit.edu

Microsoft released the new Office 2007 product for the Windows platform to enterprise customers at the end of November, and will release it to the general public in late January 2007.

With it comes two major changes to the Office product line.  The first big change is to the user interface and how menus and functions are accessed.  The second change, and most likely to cause problems, is in the new default document file formats.  With the switch to Office 2007, Microsoft has changed Word, Excel, and PowerPoint to read and write its new Open XML file formats rather than what was used in previous releases dating back to Office 97 on Windows and Office 98 on Mac OS classic. (The old document types are still available in Office 2007, and file format converters are available for Office 2003 on Windows.)

The new documents are identified by their filename extensions:

- .docx for Microsoft Word
- .xlsx for Microsoft Excel
- .pptx for Microsoft PowerPoint.

The next version of Microsoft Office for Mac OS X will *also* default to and natively support reading and writing the same Open XML document formats as Office 2007 for Windows. Based on public information (at the Office for Mac Team Blog), we expect the new version of Mac Office to debut between July and October 2007 (or six to eight months after Office 2007 for Windows ships to the general public in late January 2007). Microsoft's Mac Business Unit will produce free, downloadable beta document converters for Office 2004 on Mac OS X; these are expected in late March or early April 2007. Unfortunately, there are no document converters available for the Mac today, and they are not expected until spring.

Therefore, a gap exists between Office 2003 and 2007 on Microsoft Windows—and more seriously between Office 2007 on Windows and Office 2004 on the Mac. If you use the new default document formats, others may not be able to read your Open XML files without extra effort, or at all. You should be aware of this if and when you begin using Office 2007.

For additional information on Windows to Mac compatibility of Microsoft Office documents, see http://www.rit.edu/its/services/desktop_support/mac/msofficefileformats.html.

As a result of this new product, we all should be aware that students and others who have tried out Microsoft's public beta of Office 2007 for Windows may be working with the new Office suite and submitting projects and homework with the new file format. This is important if you are teaching a class where you may receive electronic documents or are distributing documents to others. It is unreasonable at this time to assume that everyone can read or write the new Open XML documents. The following information will help you plan accordingly.

**Opening the new document formats on Microsoft Windows**

In order for an Office 2003 user to open an Office 2007 document, one of two things will need to be done:

1. **Office 2003 User:** Install a compatibility toolkit from Microsoft.  This could be a problem for people who may not have administrative rights to install software on their computers.
2. **Office 2007 User:** Change the way Office 2007 saves documents either by using the "Save As" dialog to choose the Office 97-2003 file format each time a file is being saved or by changing the default "Save" preferences for each office application.

**Office 2007 "Save As" – Where is it?**

One of the first questions that may be asked when moving to Office 2007 on Windows is "Where did my 'File' menu go?"  The answer is the "Office Button" located in the top-left corner of the application window (Figure 1).  This is the new home of the basic file options such as saving, printing, and accessing a quick list of recent documents.  The actual "Office Button" menu is shown in Figure 2.
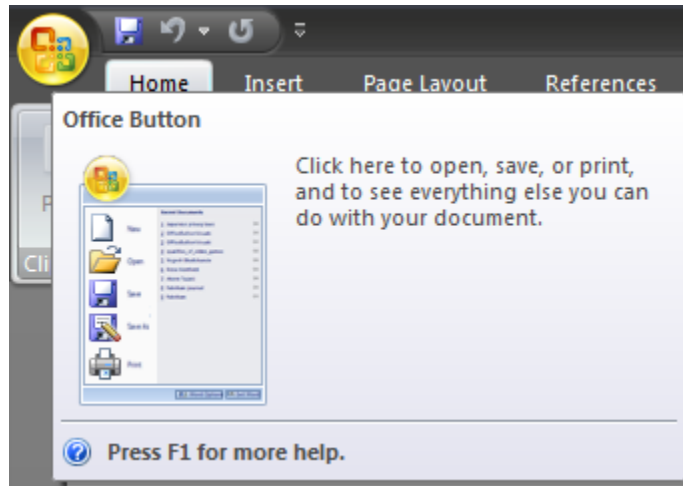
Figure 1


Figure 2

**"Save As" – One file at a time**

Files can be saved in the older version's file format on a file-by-file basis. In order to save a document in the older format, simply follow these steps:

- Left-Click on the "Office Button" in the top-left corner of the Office application

- Move the mouse pointer down over the "Save As" menu item and a sub-menu will appear in the area to the right (see Figure 3).
- Move the mouse pointer to the right into the sub-menu and select the "97-2003" format for the Office application that is being used.
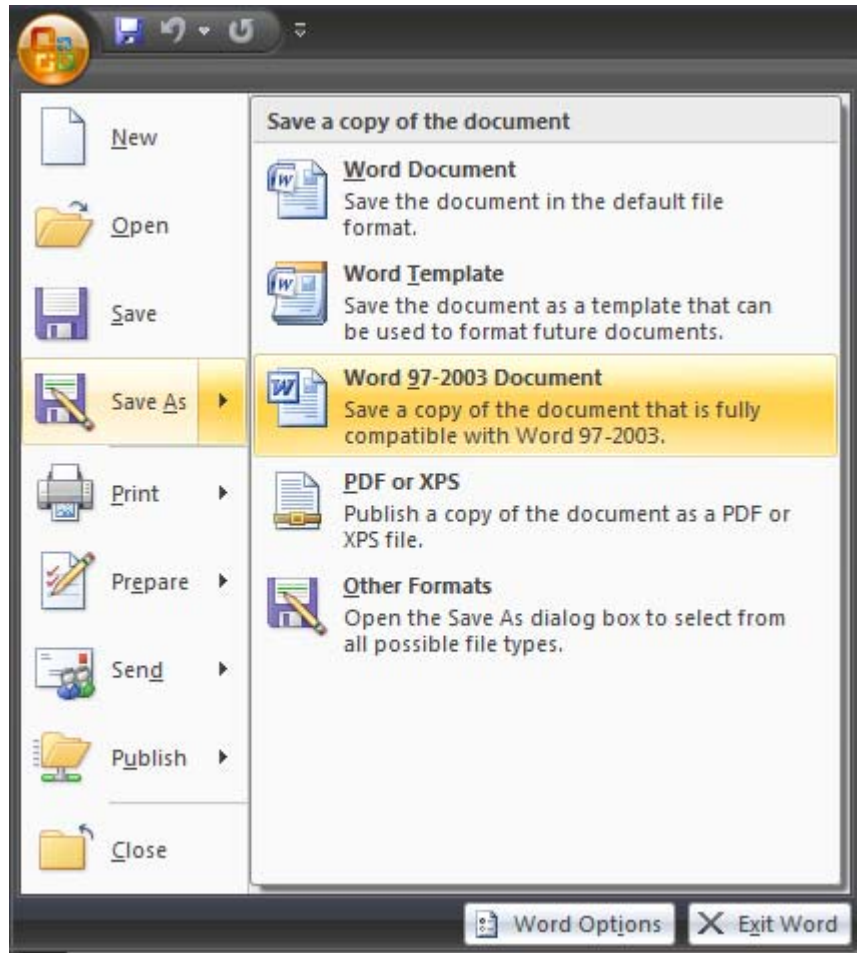


Figure 3

**"Save" – Changing the default format**

There is an option to change the default file format for Office 2007 on Windows to be the previous file format from Office 97-2003 for Windows and Office 98-2004 on Mac OS. Making this change means that any new documents that are created and saved, will automatically be saved so users of previous Office product versions can open them without the need for a compatibility/conversion tool.

- Left-Click on the "Office Button" in the top-left corner of the Office application

- Move the mouse pointer down to the "Word Options" button at near the bottom-right corner of the menu and left-click to open the options window (Figure 3). For Excel or PowerPoint the "Options" are in the same location.
- In the options window select "Save" on the left side.
- Under the "Save documents" section select the drop-down menu next to "Save files in this format:" and choose the 97-2003 format as the default. Then left-click the "Ok" button near the bottom-right of the "Options" window (Figure 4).
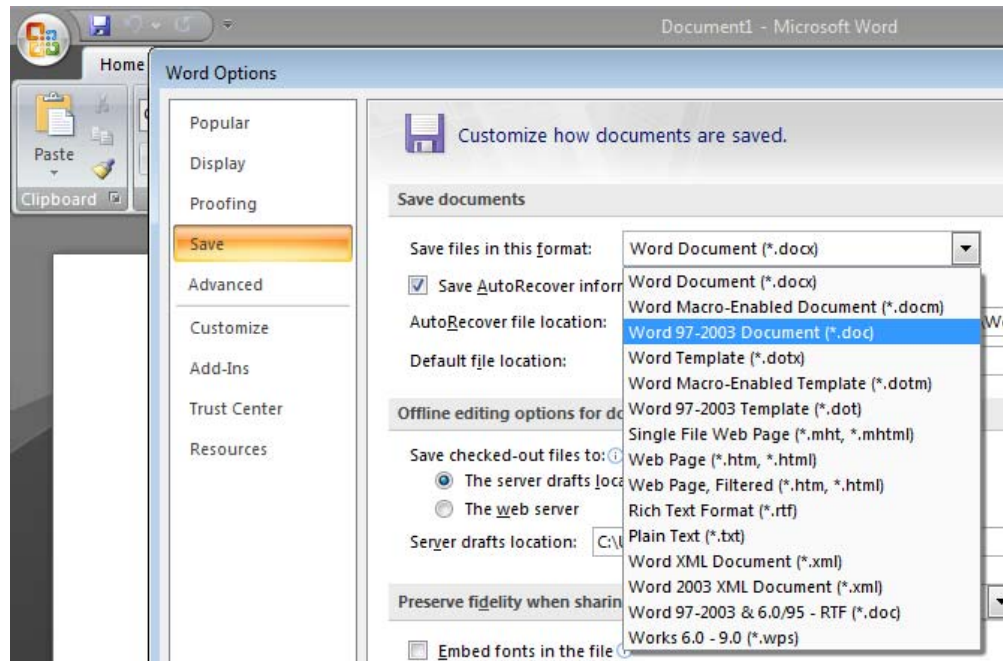


Figure 4

After changing this default "Save" setting, all documents will automatically be saved in the old format. The same changes should be made in each of the Office applications that you use most frequently. Changing the option in Word does not change it for Excel or PowerPoint.

**Opening the new document formats on Mac OS**

Unfortunately, the Open XML document formats *cannot* be read or written to under *any* circumstances in today's versions of Microsoft Word, Excel, or PowerPoint on Mac OS X. This will be true until Microsoft releases free beta version of the Open XML file converters, expected to be downloadable in late March or early April 2007. Final versions of these Office 2004 converters are slated to be downloadable in fall 2007, after the next version of Office for Mac OS X ships. We anticipate that the next Mac Office will have similar "save as" options as described for Office 2007 on Windows, above.

Several other applications—including some of Apple's own, like TextEdit (bundled with Mac OS X) and Pages (part of the iWork suite)—read Office 2003/2004 documents, particularly

Word files. We will provide more information when and if other applications on Mac OS X begin to support the Open XML documents.

No converters are expected for the Mac OS classic versions of Microsoft Office, such as Office 4.2, 98, and 2001. Therefore, if you are still using Mac OS 8 or 9 and require document compatibility, we recommend an upgrade to Mac OS X or the latest Microsoft Windows. Contact the ITS HelpDesk for advice and assistance.

**Final Note**

Making these changes will help with sharing documents between users and departments.  It will also help to minimize support calls and visits related to incompatible office file formats. Eventually the install base for Office 2007 will be large enough that it will be okay to use the newer file format as the default, but for now it is not possible to expect that all of the people we share documents with are using the latest Office suite available.

# New Academic Planning System Launched

*Academic Planning – One small step for students, one giant leap into the next generation of student services.*
*https://registration.rit.edu*

The first step towards the next generation of student services, Academic Planning, was successfully launched in October 2006.  The first phase of Academic Planning provides advanced course browse and search capabilities.

Academic Planning is a web based application that provides ease of navigation making finding classes easier.  It includes basic and advanced search functionality.  You can search based on a time range, by instructor, the type of class (on-line, blended, evening) and more.  The search results provide course description, prerequisites and restrictions giving students all they need to plan their schedule.
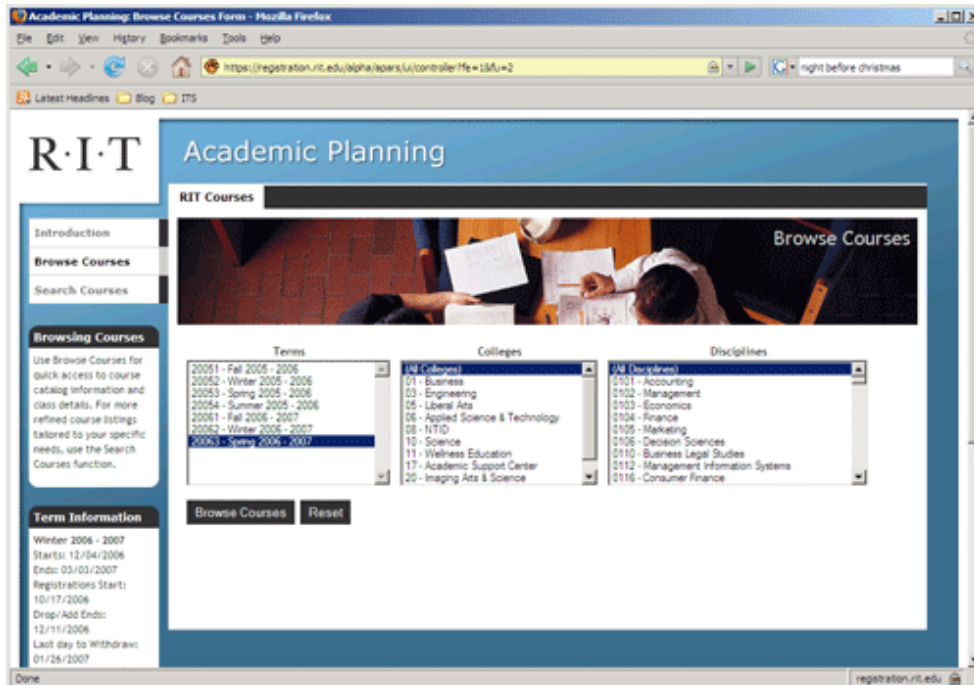
Significant effort was put into building the core foundation for the next generation of student services. The response to Academic Planning has been very positive. Over 1,600 students filled out a survey and 97% gave a rating of satisfied or better. Kudos to the development team on a job well done.

# Defying the Laws of Gravity

By Donna Cullen, ITS Computer Policy Analyst, donna.cullen@rit.edu

Fido is a happy pup these days. The peon hidden in the back room is still clocking in. Rather than assigning blame to the powerless, universities and businesses are pinning the fault on top execs.

The agency's inability to make progress in overhauling the IT infrastructure and authority led to the resignation of Robert McFarland as the Chief Information Officer at the U.S. Department of Veterans Affairs. Weeks later a security breach led the acting chief information officer (CIO), Pedro Cadenas Jr. to resign. Neither was officially implicated in the compromise of a VA employee's laptop.

Early August brought the firing of suspended IT officials at Ohio University. This time a compromise of alumni data resulted in the resignation of the CIO and the release and defamation of a university's director of communication network services and the manager of Internet and systems for the school. In the dismissal letters to his colleagues, the former CIO stated "It has become clear from my analysis that you clearly should have foreseen the risks and consequences of IT security breaches, and also should have taken a much more responsible role in securing the wide are and local area networks under your responsibility."

It is evident that in both of these incidents there was identity data that was unprotected. Some of the data was subject to compromise for over a year. Some entities have rushed to assign the risk for such security breaches to the CIO. The issues associated with this assignment include the unwillingness of a single individual to be the scapegoat for a security compromise of a complex structure that is largely out of their jurisdiction. Such risk assignment also diminishes the culpability of each individual given the privilege of accessing identity data. In a rather cruel twist of fate, a security breach can result in the firing of an IT exec that previously warned about and sought funding for initiatives to diffuse a risk. The extreme lack of data security is being met with equally extreme measures (firing of execs) with little attention being brought to resolving the actual issues.

Should, therefore, a university indemnify its IT executives? Should the "Fidos" of an organization begin cowering in a move to allow the blame to gravitate downhill?

RIT has put into place many of the measures that mitigate the risks that caused both the VA and Ohio University experienced. The measures include a data center firewall, SPAM filtering, a data classification scheme, limits on accessing identity data, virus protection and OS update standards, password standards, VPN, elimination of Social Security number in most transactions, quarantining of machines, scanning for known compromises and deletion of expired computer accounts.

Are these measures enough to protect the data at RIT? Anyone in information security or risk management has stories of significant success in stopping a security incident. They are also likely to marvel of the ingenuity of some identity thieves or wince at what was overlooked in the wake of some major breach. Some security holes put classified data at risk even though they are used to perpetrate some unrelated crime. For example, a weak password on a machine housing identity data results in the password being cracked for the purposes of illegally distributing copyrighted material. The short answer to whether RIT is protected at a level that prevents any incidents and at a level that never needs to be modified, is no. Cyber crime proceeds exceed the profits associated with the sale of illegal drugs – more than $100 billion a year. It is not just the neighborhood computer geek breaking into systems. Organized crime, with all its funding and connections, is a significant player in some incidents. It is also true that compromise is aided by individuals who do not protect their personal machine from physical theft or data theft, by "innocent" acceptance of attachments, override of security measures, neglecting to update virus protection, etc.

Security breaches teach several lessons. Vigilance is required at many levels – all the doors must be closed to would be intruders. Blame can and may be assessed at many levels within an organization – a CIO could be fired or a data technician be released. Acting in hindsight is costly in terms of dollars, reputation, and loss of data. RIT has acted expeditiously to avoid being taught these lessons through on campus incidents. RIT realizes, however, that risk is not a constant. Initiatives to protect the systems and information on campus require funding, cooperation and forethought on an ongoing basis.

# Ctrax and the State of Unauthorized P2P Music Sharing at RIT

Nathan Fisk, nate.fisk@rit.edu

*The following article is excerpted from Nathan Fisk's master thesis about Peer-to-peer(P2P) file sharing. He has been part of the campus team, lead by Professor Sam McQuade of the Center for Multidisciplinary Studies, to determine the extent of P2P file sharing on campus and if the C TRAX online music service RIT uses has had an impact on file sharing. Some of the data collected at RIT is detailed below.*
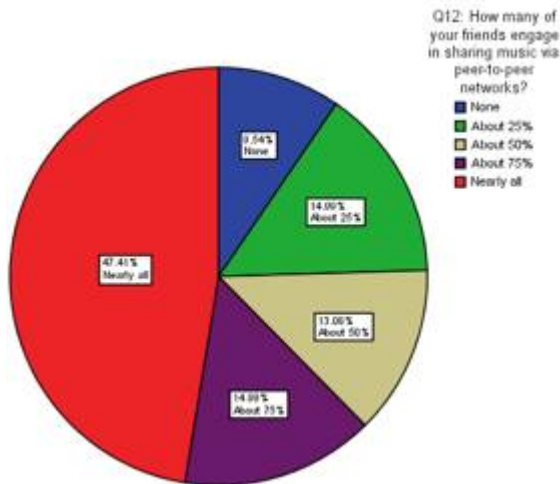
If you're a regular reader of ITS eNews, you've probably aware that RIT has had an issue with unauthorized file sharing by students. Both federal law enforcement and the intellectual property industry have attempted to manage this problem through a 2001 raid by the U.S. Customs Service (Operation Buccaneer) and copyright infringement lawsuits, respectively.

The unauthorized file sharing issue has placed RIT (like other universities across the nation) in a difficult position. On the one hand students—paying customers, demand unrestricted and open access to the Internet and file sharing networks. On the other hand, the federal government and copyright industries are demanding that colleges begin to take steps towards managing the rampant copyright violations on their campuses. To offer a legal alternative to file sharing networks, RIT offers the music downloading service Ctrax to RIT students.

In order to both measure the effectiveness of implementing the Ctrax service as a method of reducing unauthorized music downloading and to determine the extent of unauthorized file sharing on the RIT campus, ITS engaged Dr. Samuel McQuade III. Dr. McQuade designed an online questionnaire loosely based on the original RIT Computer Use and Ethics survey, and on April 12, 2005 invited all students who were users of Ctrax at RIT along with an equal number of randomly sampled non-Ctrax using students to participate. Coincidentally, the day after the questionnaire became open for participation, the RIAA announced a new wave of lawsuits directed at RIT students. Despite the potential impacts on student behavior from the new lawsuits, the survey remained open for student participation for 2 weeks, gathering data from a representative sample of 447 students.

So, what did we find? Well, almost exactly what those of you who work closely with student computer users would have expected. Student peer-to-peer (P2P) use for unauthorized music, movie and software sharing is still very high. In particular, music is still the most commonly shared form of media, and of all the different forms of computer abuse, unauthorized music sharing is one of the only forms that is viewed favorably by students.

Students see other people doing it, and they believe that the majority of their friends are doing it. 58% responded that they observe others sharing music through P2P networks at least once per week, and 15% responded that they observe others sharing music through P2P networks more often than once per day. 47% reported that "nearly all" of their friends participate in sharing music via P2P, and only 10% reported that none of their friends share music via P2P.

Q12: How many of your friends engage in sharing music via peer-to-peer networks?
- None
- About 25%
- About 50%
- About 75%
- Nearly all

8.54% None
14.00% About 25%
13.00% About 50%
14.00% About 75%
47.41% Nearly all

The ethical perceptions of students were also found to be somewhat favorable towards unauthorized music sharing. The most common response among students (131) described unauthorized music file sharing as neither ethically wrong nor ethically right. The remaining respondents were almost evenly split between those who believed unauthorized file sharing to be ethically right and those who believed it to be ethically wrong.

Q77: Indicate how wrong it is to: "Unauthorized music file sharing"

Not Wrong — Neutral — Very Wrong
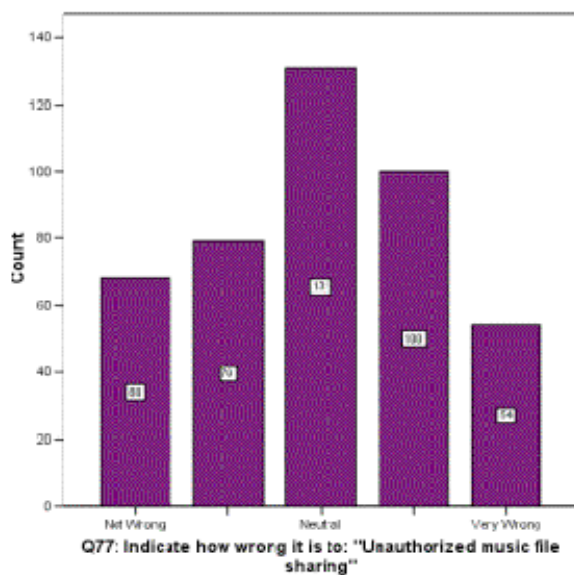
Despite the increased efforts by the RIAA and MPAA, students still don't believe that they will be caught or severely punished for engaging in unauthorized music sharing. 58% responded that it was unlikely that they would be discovered sharing movies, music or software, and 42% responded that even if they were caught, there would be little to no punishment for doing so.

Overall, students observe their friends engaged in unauthorized music sharing, many believe there's nothing wrong with doing it, and they believe they probably won't be caught or punished for doing it themselves.

So, how prevalent is unauthorized music sharing on campus? Half (225) of the respondents admitted that they had used a P2P application to share or download music, and of those respondents, 47% (107) indicated that they had downloaded over 100 songs within the past year.
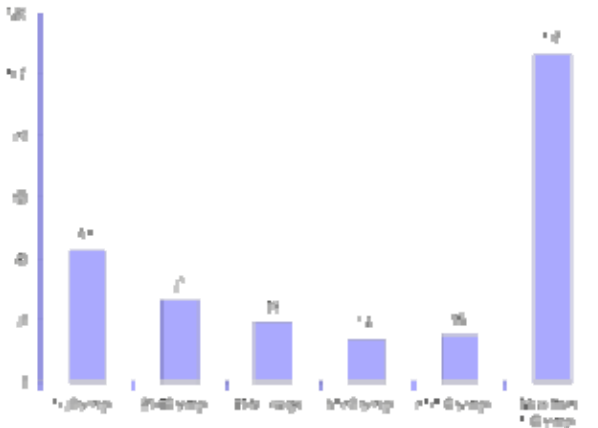


While Ctrax does provide a useful and somewhat popular service to students, there are no silver bullets in a situation like this. Illegal file sharing on campus is not perceived as deviant behavior, and is generally acceptable to the students. Even with a legal music service available, the data gathered from the survey indicates that there is no significant difference in music sharing behavior between Ctrax users and non-users. Ctrax users are still illegally downloading and sharing just as much music as the non-users are.

Based on the 2003 research, it appears that RIT still has a long way to go before making a dent in unauthorized music sharing on campus; but it's not all bad news. The data is over a year old at the time of this writing, and even back in 2005 at least 30% of students knew that sharing music was ethically wrong. Since that time, Ctrax enrollment has grown rapidly, so there is a possibility that the prevalence of illegal file sharing on campus has changed.

However, keep in mind that every year RIT gains another generation of students who may be unaware of the ethical and legal issues surrounding unauthorized file sharing. After giving a presentation on computer security and ethical computer use (including a segment on file sharing) to the incoming NTID students, and although I was introduced as an official representative of the RIT Information Security Office and was wearing my Information Security Office name tag, I was asked by a freshman "So, how do I get on the DC++ hub?"

It seems that we still have some more educating to do.

*NOTE: The notations in the graphs above refer to questions on the survey given to campus participants. Contact Nathan Fisk for more information about the survey and questions posed.*

# ITS Staff News

ITS Customer Support Promotions and Job Changes

**Tom Dixon** has been promoted to Sr. Resnet Analyst.  Tom has been with RIT and ITS for over 5 years, providing our customers with outstanding service both at the HelpDesk and at Resnet.  Tom is an effective leader, and as a result of other recent ogranizational changes, he has assumed a larger leadership role within the Resnet organization.

**Jeremy Reichman** has been promoted to Sr. Desktop Systems Engineer. As a Macintosh technical expert, Reichman is a member of the Microsoft Customer Council for the Macintosh Business Unit. This group meets regularly with Microsoft developers to discuss Macintosh inter-operability of new software. Reichman will continue to serve Macintosh customers as well as broadening his responsibilities to develop and deploy new technologies to improve service and security to customers.

**Shawn Thomas** has been promoted to Sr. Desktop Systems Engineer for his work on several recent campus-wide projects, such as the Registrar's PhotoID system and a new Student Health Center database system. He will focus primarily on Windows desktop solutions for campus.

**Dan Swab**, formerly of the Residential Networking team (Resnet) has been promoted to Manager, Desktop Engineering. Swab will manage the Desktop Engineering team, with emphasis on system solutions for both Macintosh and Windows applications.

Several CSS staff also have title changes to reflect broader responsibilities and re-alignment of staff resources within the group: **Dave Bradstreet**'s title has been changed to Manager, ITS HelpDesk, and **Vince Incardona's** title has been changed to Manager, Desktop Operations. Bradstreet will continue to manage the ITS HelpDesk team, supervising both full time staff and student employees. Incardona will continue to manage members of the desktop support team as well as Resnet staff and student employees.

New staff member joins Systems Development

Joining the ITS Financial Systems Development team this past month is **Diana Hiatt**. The 2003 graduate of RIT will serve as an ERP programmer with the team. She returns to Rochester after living in Salisbury, North Carolina. Welcome Diana!