

Semester Communication

Here are a few things to consider and a few steps you can take to address some of these considerations.

Leaving campus (May 2022)

As the end of the Spring semester approaches, CNS IT would like to remind everyone of some much-needed device/application cleanup to run on your devices. We would also like to provide information about certain services that could come in handy as you leave for the summer, plan for your summer or fall courses, or host events in CNS spaces. CNS IT wishes everyone the opportunity to be successful when working with technology be it for administrative, instructional, or research needs. We strive to continue to provide exceptional support for all managed systems, applications, and CNS IT-provided services. As always, any questions you might have can be submitted to CNS IT via help@cns.utexas.edu or to our Assistant Director of IT Operations via CNSIT-Operations@austin.utexas.edu.

Event Support:

CNS IT is no longer able to provide support with staging or running a campus event. The best approach is to seek out assistance with Campus Events (https://ut.service-now.com/sp?id=kb_article&number=KB0011025) or (512) 471-9238, or email multi-media@its.utexas.edu. We can be a resource for any network needs they might require via email (help@cns.utexas.edu)

Classroom and conference room AV tech:

We would like to remind everyone that all equipment that is mistakenly taken from the room you taught/hosted in should be returned as soon as possible. Technology is extremely difficult to come by these days due to supply-chain issues and we are unable to replace the classroom equipment to get rooms working correctly. Report any technical issues you run into immediately. Classroom emergencies should use our classroom emergency line (512-232-9173). Anything else should be submitted via our ticketing form <https://cns.utexas.edu/help>. The sooner you report an AV issue, the faster we can address it for others who will be using the room throughout the day. This also helps CNS IT identify recurring problems and plan corrective measures. We also ask that you not rewire/disconnect/turn off any gear in these rooms. The rooms were not designed to have technology/settings altered outside of their original configuration, as altering the setups may inconvenience others who rely on the configuration, or hinder compliance.

Issues with your computer while off campus:

All CNS IT managed Apple computers are purchased with AppleCare+ so if there is any issue while you are off campus, you can set an appointment to a local Apple Store Genius Bar. Please note that you should only allow repairs covered by AppleCare to take place. If there is a fee because the system is out of warranty or the damage is not covered, please do not proceed with the charge. There is no mechanism to compensate you for out of pocket expenses. Contact CNS IT immediately so that we can work with Apple to make payment arrangements prior to having the service performed. To locate and schedule an Apple Store Genius Bar visit: <https://www.apple.com/retail/geniusbar/>

Computer Hardware:

We are still running into supply chain issues across IT hardware. We recommend that you report any devices that need to be replaced/upgraded/purchased immediately so orders can be placed. It is expected that systems needed for the start of the summer will be hard to come by at this point. If you anticipate a need for Fall 2022, ordering before summer improves your chances of receiving it by Fall.

Unsupported Operating Systems:

Campus has a security policy stating computers used for university work or accessing UT services are required to run an Operating System (OS) version that is currently supported by the vendor. This includes personal machines used to access a UT service via DUO or VPN. We recommend that you keep your OS regularly updated. If you need assistance, you can submit a ticket to CNS IT (<https://cns.utexas.edu/help>). Make sure you have a complete backup of your important files before attempting to upgrade your machine.

Critical Operating System patches:

These should ALWAYS be immediately installed. Campus ISO has a no-tolerance policy toward unpatched systems/devices. Campus ISO regularly scans the network for unpatched systems and quarantines them immediately upon detection. For systems that cannot be patched, there is an exception process you must follow to document the state of the system and the business case for why it must be in that state. You can also reach out to CNS IT (<https://cns.utexas.edu/help>) if you wish to request assistance with alternative options of securing your device from the campus network.

UT Productivity Applications:

Campus ISO expects that your applications be updated with the most current security updates available from the vendor. Managed machines are scheduled by CNS IT. Your system is set to alert you when it is time to allow an update to take place. Personal/unmanaged machines used to access University services/data/work should have their updates run regularly. Setting your applications to automatically update is recommended.

Antivirus Software:

All computers (managed and unmanaged) should have a fully licensed and continuously updated antivirus program. Licenses for personal and unmanaged machines can be purchased at the campus computer store (<https://store.hied.com>). Managed machines are regularly updated by the campus central offering (CISCO AMP/Microsoft Defender for Endpoints).

Administrative Account Usage:

The campus ISO recommends that you use a standard account (an account without admin permissions) when using your machine. When actions you initiate require an administrative account, we recommend using a separate, local administrative account to elevate the privilege of your current standard account. More information can be found here (<https://security.utexas.edu/policies/irusp#standard5>).

Office Computers:

If you plan to leave for an extended period, we ask that you please leave your office computer turned on but not logged in. Leaving them on allows CNS IT to push security updates to your device. When you come back, it is best to restart your machine to complete any pending updates before using your device.

Instructional Lab Computers:

If you are scheduled to use an instructional computer lab, we ask that you submit a ticket to have the computers updated and the hardware cleaned of any unnecessary data before the start of the semester you plan to teach. Campus requires that unnecessary data and login accounts be purged after use to prevent potential hackers from potentially using that data as ransom to get it back. DUO and Travel:

If you plan to travel to areas where your DUO device will not be online or on its normal service provider, we recommend reviewing options here (<https://wikis.utexas.edu/display/cnsoitpublic/How+To%3A+Duo+Two-Factor+Authentication>) to manage your DUO alerts. If you have any questions related to DUO, you can contact ITS (512-475-9400) for further assistance.

New Hires:

CNS IT would like to remind all supervisors hiring new staff to submit the CNS New Employee Form as soon as the position is offered to ensure hardware/software/services/etc are available for your new hire at their start date. Please note that we are unable to accommodate emergency hires as there could be a need to wait for hardware to be made available for deployment. New Hire form can be found here: https://utexas.qualtrics.com/jfe/form/SV_7ZE6lwRCJkgRzsV

Research Equipment:

If you plan to add computers to your research lab, we recommend not connecting it to the campus network. The campus network is regularly scanned by the campus ISO and unmanaged/unpatched/vulnerable machines are immediately quarantined as a security measure. If there is an absolute need to have it on the network, the device will need to be managed by CNS IT and/or have an exception filed with the ISO. For assistance/guidance with this, please submit a ticket.

Update Your Directory Information:

Be sure to update your location and your phone detail on the campus directory. Our ticketing system relies on the UT directory to gather location information which helps our techs locate you. We also use this information to update the campus network inventory with location detail so the more accurate your directory information is, the more accurate the network inventory. This directly impacts e911 calls from UT VoIP systems allowing first responders to locate you in the case of an emergency.

Filing Security Exceptions:

These are reviewed and approved by the Campus Chief Information Officer. Once an exception request has been approved, the local IT unit (CNS-IT) is immediately informed of the exception request result. If you feel your system has a solid business case for why it cannot be managed and/or cannot be regularly patched/updated, submit an exception request here: <https://utexas.isora.saltcloud.com/r/compliance>

Personal Devices for Work:

As the University works to strengthen its security posture across campus, changes in policies are taking place to address the use of personal devices for work. Section 5.11 of the Acceptable Use Policy states that all personal devices used for work, including storing work emails or to access/download University data, must also be secured and maintained by the owner of the device. More details can be found here: <https://security.utexas.edu/policies/aup>. CNS IT suggests that you reach out to your department to provide a University-owned device for work purposes or contact us to request guidance with this.

Returning to campus (Summer 2022/Fall 2022)

Prior to joining any UTexas Network:

If your machine is not managed by CNS IT, please consider asking CNS IT to set it up for management. This reduces your need to "harden" your system(s) to meet the minimum requirements needed to navigate the UT network. You can also start by installing our Nessus Agent. The installers are available here: <https://security.utexas.edu/nessus-agents#automating-deployment>. This app sends user and system vulnerability information to the campus Information Security Office. It also helps identify any systems that might need extra attention to ensure they are not compromised or suffer ransomware attacks while on the UT network. If you are using a personal machine, we advise that you work with your department to obtain a University-owned device. If you are an instructor, you may request a system from CNS-IT via our help form: <https://cns.utexas.edu/help>. Please note that this is limited to one machine per requestor. The system is replaced every 4-5 years depending on the state of the system.

Joining any UTexas Network:

- Wireless Networks:

If you have been out of campus for a while, chances are you probably need to reconnect to the utexas wireless network. Steps to connect to the network are here: [Connect to utexas Wireless Network](#)

- Wired Networks:

Some buildings have now employed what is called General Networks. This service acts similar to wireless in that it requires that you sign in with your EID. Once this process is completed, your system is then inventoried against your EID.

Mac: [Connecting to General Networks: macOS](#)

Windows: [Connecting to General Networks: Windows](#)

Alternatively, every port activation now requires that you identify details for the machine to be connected. Please be sure to supply everything from the list below when submitting a port activation request.

☐ **EID of PI or Responsible Owner of device:**

- ☐ **Department:**
- ☐ **Building:**
- ☐ **Room:**
- ☐ **Wall port:**
- ☐ **Type of device (computer, phone, printer, instrument, microscope, etc):**
- ☐ **Operating system:**
- ☐ **UT Tag if available:**
- ☐ **MAC address:**
- ☐ **Are other devices connecting to it (if so please detail):**
- ☐ **Do you need remote access from on/off campus to this system:**
- ☐ **Is this for research or administrative use:**
- ☐ **If this is a computer, will this be dedicated to a single-user, multi-user, or will it not have a defined user?:**

💡 This detail should be sent to help@cns.utexas.edu

Hardware Replacements:

★ **ATTENTION:** Please note there are significant manufacturing delays with technology at the moment so the sooner you get your order/request in, the better your chances are at having that system up and running for Fall 2022.

Is your hardware older than 6 years? Consider a hardware replacement!

- Instructional Staff: If you are instructional staff, feel free to [request a complete system from CNS IT](#). The department handles funds supplied by the Dean's Office to address undergraduate instructional needs.
- Departmental Staff: If you wish to replace your system, please initiate the process with a [deployment survey](#) to make sure you get something that will handle your needs for the next 4-5yrs.

University Data:

Employees should make an effort to utilize UTBox (<https://utexas.box.com>) to store all University Data. There are so many benefits that can easily improve workflows and help units organize and take control of data.

- Box Training: (*Select Log in with Box*)
https://box.csod.com/LMS/catalog/Welcome.aspx?tab_page_id=-67&tab_id=-1
- Benefits of using UTBox:
 1. **Access it anywhere**– save a PowerPoint in your office and then open it in the classroom, library, coffee shop, home, airport, hotel, or conference center.
 2. **Use it on multiple devices**– save files on your desktop and open them later on your laptop, tablet, or smartphone.
 3. **Work across platforms**– sync up a to-do list from a Windows machine and modify it on a Blackberry, Mac, Linux, iPhone, or Android device.
 4. **You decide what to sync**– unlike Dropbox, Box lets you decide which folders automatically sync to your various clients.
 5. **The app is optional**– if the computer doesn't have Box installed, simply access your files from a browser.
 6. **It's good to share**– set up a folder that is accessible by a specific set of Box accounts. Try this with students, colleagues, committee members, co-authors, family, or other groups.
 7. **Make items public**– create a folder that is available to anyone who has the link; you can even link to an item from a course website ([here's an example](#)).
 8. **"Back up" essential files**– everything you save in a synced Box folder is automatically copied, not only to "the cloud" but also to other devices connected to your account.
 9. **Keep files in sync**– always have your most recent to-do list or browser bookmarks. Every device will show the latest file updates you made on other devices.
 10. **One less thing to forget**– become less reliant on that USB flash drive or portable hard drive.
 11. **We have a history**– my files have a "version history" (not true for Free Personal Accounts). When I replace a file in a directory, the previous version is filed away and I can recall it later.
 12. **It's FREE**– The University of Texas at Austin has purchased an enterprise Box account. Currently, the service is considered a common good so as long as you are affiliated with UT, you have full access to the service. There is a file upload limit of 15GB but very few files ever hit that size.

Alternative to UTBox: Microsoft OneDrive:

- <https://office365.utexas.edu/onedrive>

- Perfect for Administrators and Departments that depends on Office365 products like email/calendar and Teams!

Backups:

Every UT employee should make the effort to ensure they have a backup of their critical university data. The University utilizes Code42 (UTBackup). Managed machines have the app installed but there are many factors that can prevent a backup from running. Always make sure to review whether or not you have a current backup.

- Check status of your backup: [Backup Status](#)
- If you do not have it installed or need instructions on reactivating/signing in: [Code42 CrashPlan UT Backup](#)

Find out which macOS your system is using:

<https://support.apple.com/en-us/HT201260>



OS Min Requirements

The University of Texas at Austin's network access Minimum OS requirements:

- Windows: Windows 10 (Greater than version 1809)
- Mac: Mojave 10.14 (expires Nov 2021)

Steps to take with an Upgrade:

Before performing any upgrade, it is best practice to check that your hardware is doing ok. Most failed OS updates occur because the system is having technical issues that need to be addressed. You can perform some of these steps on your own. **NOTE:** If you run into errors, please submit a ticket to CNS IT and supply the error messages you have received.

Steps to Check if your Hardware is having Technical Issues:

- Mac: Navigate to Go (main menu)Utilities Disk Utilities. Select the top level of your drive and click the First Aid option.
- Windows: Follow the steps for Win10 Disk Check Utility instructions: <https://www.lifewire.com/check-and-fix-hard-drive-errors-3506860>

Steps to Upgrade your system:

- [macOS Updates and Upgrades](#)
- [Windows Updates](#)



ALERT

Always verify your critical applications are compatible with the OS you intend to install. NEVER upgrade unless this step has been completed!

I can't upgrade and am not in compliance. What's next?

There are certain instances that qualify for exceptions. If you feel strongly that you cannot proceed with these steps and must have an exception filed for you, please submit a ticket so that we can facilitate the process for this.

TICKET: <https://cns.utexas.edu/help>



Campus Tool Updates

Tools are always getting minor updates and changes. To see the latest, click [here](#):