



# DLS IT Helpdesk News

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## DETAILS

### ➤ [New Webmail interface & Features](#)

The DLS Helpdesk has a new Webmail interface. This new version is faster, feature rich and very closely replicates the look and feel of Microsoft Outlook. Anyone with a @DLS, @nel-exchange or @biology can use the webmail interface to access email from anywhere in the world securely.

For access click on this link and choose outlook web mail:

<http://lifesci.rutgers.edu/>

Some of the enhanced features are:

- Out of Office Assistant
- Junk Email Filter
- Change Password
- Mobile Device remote wipe
- Access to other mailboxes
- Access to personal and shared drive files
- Address Book
- Calendar
- Option to log on using Private, Public Computer or Web access Light
  - Private- Using this option allows for all features in webmail to work and be accessible
  - Public- Best to use on public computers more secure does not keep your username on the page once you sign off.
  - Web Access Light- Can be used with Private or Public, The Light client provides fewer features but is faster. Use the Light client if you are on a slow connection or using a computer with unusually strict browser security settings. If you are using a browser other than Internet Explorer 6 or later, please use the Light version to ensure compatibility.

Please contact the Helpdesk on how to execute any of these features. Or visit the DLS Helpdesk site on detailed instructions.

<http://lifesci.rutgers.edu/~helpdesk/DLSnewWebmailFeatures.htm>

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➤ [Run Outlook & Entourage from home without VPN](#)

Most requests for DLS VPN access is for use with email from home or off campus using Outlook and Entourage in Exchange Mode. We have recently implemented a change to the DLS email system that will now allow email to be setup in Exchange Mode without requiring DLS VPN first. If you are interested in this please contact the Helpdesk and we can send you steps on how to do this from home or feel free to stop by with your laptop to have it setup. You must have at least Outlook 2003 or Entourage 2004.

- Exchange mode provides real-time access to a full calendar, GAL, contacts and all email, unlike IMAP or POP, which only shows mail.

- Visit the DLS Helpdesk site for detailed instructions for both Outlook and Entourage  
<http://lifesci.rutgers.edu/~helpdesk/email-withNoVPN.htm>

This information can always be found under the tutorial section of the Main DLS Helpdesk Website.

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#### ➤ [Microsoft Office 2007](#)

Microsoft has released its latest Office Suite, Office 2007. The DLS helpdesk has obtained a site license for all PC's in the division. We are not rolling out this new suite as it is drastically different than 2003. Office 2007 has changed the layout of tools and interfaces, which will take some getting used to. We have started installing the program by request only on new desktops. We do not recommend this application for older PCs because it will run much slower. The new package includes all the basic programs; Word, Excel, Power Point, Access and Outlook. The office 2007 package does provide features that will not be compatible with Office 2003. The main reason is that Office 2007 has a file extension of "x" at the end, for example .docx, .xlsx or pptx. If you try to open a file created in office 2007 with Office 2003 you will not be able to do so natively. The DLS helpdesk has deployed a package that enables this feature, but only to DLS wired machines. You do have the option of choosing the default save format to be Office 2003 which will save all files with the original extension (.doc, .xls, etc). This will allow users who still run Office 2003 to open the file, but they may not see any of the design features used in 2007, because the format will save it to be compatible with 2003. If you find that you cannot open office 2007 documents because you are on a laptop, desktop that did not get it or a MAC, please contact the DLS helpdesk and we will make the package available.

A lot of new design features have been added allowing users to create professional documents with a lot more styles and layout functions. We have held an informational session with a brief introduction into Office 2007 and we plan on holding one again once we get closer to installing the software. For Faculty, Staff and Students who want to purchase the software for personal home machines you can go to <https://software.rutgers.edu/> the cost is \$20.00 for media CD and License, this is a great deal.

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## ➤ Smartphone Handheld Devices on AT&T

The DLS Helpdesk has been supporting handheld devices with connectivity to email for about 3 years. We have standardized on Windows mobile as the operating system of the device and AT&T (formally Cingular) as the carrier. Microsoft has recently released an upgrade to Windows Mobile which has gone from version 5 to 6. This upgrade includes significant features:

- Capability to perform a search of all email items on handheld
- Receive, compose and view emails in HTML
- Assign, mark and clear flags on emails in inbox
- Retrieve and Set your Out Of Office Message

For a list of more features with mobile 5 and 6 please visit <http://lifesci.rutgers.edu/~helpdesk/mobile5&6.htm>

Currently there is an upgrade to mobile 6 for owners of the 8525 device, please contact the Helpdesk to have this upgrade installed properly, because the upgrade will reset your device and remove all information. Please be aware that we only support devices on the AT&T network. However, we will assist in the setup of other network devices from other carriers (Verizon, T-Mobile, Sprint, etc) to work with your DLS email as long as it runs Windows Mobile. Be aware that in order to access email a data plan is needed. We recommend the unlimited plan, which cost \$39.99a month from AT&T Wireless.

New Devices available with Mobile 6 from AT&T

- AT&T Tilt



### Features:

- All-in-one device for simultaneous voice, data, and email
- Large tilting touch screen, slideout keyboard and Wi-Fi
- Microsoft Windows® Mobile 6 Professional with Vista compatibility
- Go global with tri-band UMTS/HSDPA & quad-band GSM/GPRS/EDGE
- Stereo Bluetooth® 2.0 - Use voice, data, and accessories simultaneously
- Microsoft Office® Mobile - Word, Excel, PowerPoint and Outlook
- 3 MP camera with 10x digital zoom and autofocus
- Built-in GPS for use with Telenav GPS Navigator(TM)

- PanTech Duo



#### Features

- Windows Mobile® 6.0 with Direct Push
- Dual slider keypads - Standard and QWERTY
- Bluetooth® Wireless capable with A2DP
- Edit Microsoft® Word or Excel files & view PowerPoint files
- Microsoft® Office Outlook® Mobile
- Internet Explorer Mobile for surfing the Internet
- Speakerphone

- Moto Q



#### Features

- Windows Mobile 6 Smartphone with integrated GPS
  - Integrated GPS for Telenav Maps and Navigator
  - Bluetooth® Wireless 2.0 with stereo headset support
  - Windows Mobile 6 with Direct Push Technology
  - Edit Microsoft Word or Excel files and view PowerPoint
  - Outlook, IMAP and POP3 email
  - Quad-band world phone with dual-band UMTS/HSDPA
  - Microsoft Internet Express for surfing the internet
  - One-touch dedicated access keys
  - Speakerphone
- 
- Devices with Mobile 6 updates
    - Cingular 8525 upgrade only available **November 1, 2007 to February 1, 2008**

## Ordering

- If you are interested in ordering a device please contact the helpdesk. We will provide you with the form that needs to be filled out and pricing.
  - All devices must have a Data plan and voice is optional. We recommend the unlimited Data plan which starts at \$39.99 a month.

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### ➤ [DLS SPAM management](#)

The DLS helpdesk has really made significant changes in the way that SPAM is filtered and has shown a significant decrease in the amount of SPAM we receive. A new SPAM filter was added to our email system as well as a subscription to a real-time SPAM blacklist. Since the change, DLS email volume has dropped by 70% with a 100% accuracy rate. The new filters in conjunction with the new email system work to stop address spoofing. This is where someone pretends to be a legitimate DLS email user and thus can SPAM freely. Technology has been enabled within the DLS email system that assigns every legitimate DLS User a key and thus the system can now distinguish legitimate users from SPAMMERS.

The last component and by far the most effective is the subscription to a real-time SPAM blacklist. This organization has identified about 70% of the worlds SPAMMERS and receives updates daily from all over the world. Every external email that the DLS receives is compared in real-time to the blacklist database. If the sender is on the blacklist database, email is rejected and a notice is sent to the sender explaining the reason and a link with instructions on how to be removed from the list. This places the burden of proof on the sender and no legitimate email is ever lost.

Please be aware that the DLS e-mail system implicitly trust any address in the Rutgers.edu domain. This means that if you have an email address like [name@rci.rutgers.edu](mailto:name@rci.rutgers.edu) and are forwarding to [name@dls.rutgers.edu](mailto:name@dls.rutgers.edu) any SPAM that gets to the RCI address will automatically be forwarded to the DLS address and NOT first filtered. The only way to work around this issue is to stop forwarding or manage 2 mailboxes. If you are in this situation, please contact the DLS Helpdesk for more information and to discuss the options.

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### ➤ [Microsoft Vista, MAC OSX Leopard](#)

The DLS has obtained the new Microsoft Operating System Vista as well as MAC OSX Leopard, only for DLS owned Desktops.

Microsoft Vista has been tested but will not be deployed to existing DLS desktops. Vista is a very powerful operating system that requires a desktop or laptop to run with average hardware specs in order for it to run normally. Also, does not provide any must have features. For this reason we have chosen not to install it on existing desktops unless brand new with the appropriate hardware requirements and per users request.

MAC OSX Leopard has also been acquired by the DLS. It is in the testing process and will be about a month or so till it is ready for any installations at the DLS. Like Vista, this OS doesn't offer any must have feature and will not be deployed. Rather it will be installed on new machines and per user request.

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#### ➤ [Printer Toner Program](#)

The DLS Helpdesk in conjunction with the Office of Undergraduate Instruction (B112) can provide all DLS personnel the option of stocking Printer toners on a per specific printer model basis. If you are interested please contact Cathie Alia at [alia@biology.rutgers.edu](mailto:alia@biology.rutgers.edu) and provide your printer type and model number along with a grant account or course number, so that the toner can be stocked. This will alleviate the need to order toner and can ensure that you are not left without toner at a critical point such as right when your grant proposal is due to go out. The individual will only be charged when the toner is picked up.

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#### ➤ [DLS Instant Messaging Service](#)

The Division Of Life Sciences Computing Services has recently deployed an upgraded IM communication system. This IM system

includes the ability to transfer text messages and files in real time over the network securely via Instant Messaging and also supports peer-to-peer audio, video, application-sharing, and data collaboration, as well as enhanced presence awareness.

The DLS IM system is supported on PC and Apple Computers, though currently PC client users will enjoy a few more features than Apple users, until the updated Apple program is released later in 2008. Additionally there is a full featured web based DLS IM Communicator which can be used from any computer either from home or here in the department.

The web-based client can be found at <http://lifesci.rutgers.edu/~helpdesk/email.htm> just remember to logon using the format life\_sciences\username . For more information about the new client for PC's please visit the DLS Helpdesk website or directly access it here: <http://lifesci.rutgers.edu/~helpdesk/dlsim-config.htm> .

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#### ➤ [VoIP Phone System](#)

What is VoIP? VoIP stands for "Voice over Internet Protocol"; which is the technology that allows computers to "talk" to each other. It is a telephony term for a set of services used to manage the delivery of voice information over the Internet. VoIP protocols carry telephony signals digitally across our data network rather than the traditional phone systems which use an analog format and dedicated copper cable. By using one cable to deliver voice and data, the DLS benefits from significant cost savings. The new VoIP phone system was first installed in the new Life Sciences Building and will be expanded to unite the entire DLS on a similar phone system. Some of the features of the new VoIP phone system are caller id, 3-way calling, conference calls, voice mail and the ability to move a phone by simply unplugging it and moving it to a new data jack. Operational costs also diminish greatly. In the new future the VoIP system will be paired with our email system so that voice mail can be checked via outlook and you can initiate and receive a calls using DLS IM.

How do you know if your phone is VoIP? Anyone who has a VoIP phone will see the label Nortel on their phone, and if you take a look at the cable in the phone you will see it is similar to the thick "phone like cable" that is plugged into your desktop for network connection. Not everyone in the DLS has a VoIP phone but DLS administration is working on funding for its expansion.

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➤ [DLS Microsoft SharePoint Service](#)

The DLS Helpdesk is now providing SharePoint Services. SharePoint is a Microsoft program that works as an information portal. This can be configured to run Intranet (internal Rutgers Sites) Extranet and Internet sites. SharePoint is designed for individuals, teams and projects and allows people to connect and collaborate.

Why Use SharePoint?

SharePoint lets you share Microsoft Office documents with others through web pages. Team members can easily upload documents, add public announcements, send alerts, track work items, and call meetings right from within Office products. Because SharePoint is a web-based application it allows teams and individuals to connect and collaborate together regardless of their physical location.

SharePoint also allows anyone to create sites within their companies intranet, could be a department website, document libraries, meeting sites, survey sites or discussion boards.

If you have any questions and are interested in setting SharePoint up for your group please contact the DLS Helpdesk for details.

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➤ [Special HP Desktop/Notebook Pricing](#)

Hewlett Packard one of our leading PC vendors is once again providing all Rutgers Faculty & Staff with special pricing on specified desktops, laptops, monitors and hardware upgrades. This special pricing is now available till April 30, 2008. We encourage everyone to take advantage of this deal if you are thinking about upgrading your lab computers, office computer or even home computer. All desktops and laptops come with a 3 year bumper to bumper warranty included in the pricing, no tax and free shipping. For more information and list of products please visit **<http://findtech.rutgers.edu/pccycle>** , here you will find all the special pricing details. If you are interested in ordering and pricing please contact the DLS IT Helpdesk.

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Please visit the Main DLS IT helpdesk website for more information and updates!

<http://lifesci.rutgers.edu/~helpdesk/>