



Truckee Meadows Community College

Information Technology Operations

What's New

11/30/2011

- TMCC will complete the final migration of user accounts from the GroupWise system to Google Apps for Education from December 31, 2011 through January 2, 2012.
- Academic computing has completed Symantec policy and definition updates on 900 academic computers.

10/31/2011

- The Academic/Instructional Lab Software Installation Request form for spring 2012 has been posted and can be downloaded at the following URL: <http://www.tmcc.edu/ito/downloads/forms/submit/softwarerequest/>.
- Microsoft Visio Premium and Microsoft Project for Microsoft Office 2010 are now available for use on Windows-based operating systems through our new KACE software distribution system. Please submit a work order to ITO Help Desk at the following link for installation: <http://www.tmcc.edu/facstaff/servicerequest/>.

09/30/2011

- Academic computing has finished installation of a new computer lab in EDSN 210 of 18 new student PCs.
- Academic computing has completed distributing the fall/spring image in all classrooms and labs

08/31/2011

- Academic computing has completed distributing the fall/spring image in all classrooms and labs

07/31/2011

- Administrative computing has begun the delivery of the new pc's for the 2011 life-cycle replacement program.
- The new academic fall/spring image has been cast to 90% of the class rooms/labs.
- Symantec endpoint protection has been made available for free to TMCC employees. From your home pc or laptop, login to the TMCC cisco vpn, then open a browser and go to <https://kbox.tmcc.edu/>. Sign in with your TMCC user name and password use **Admin** for the Organization.

06/30/2011

- Academic computing has completed imaging of the Meadowood Center in preparation for the fall semester.
- Academic computing completed the installation of a new Xerox ColorQube printer for the main student computer lab in sierra 109.
- Administrative computing has received 190 new pc's for the 2011 life-cycle replacement program.

05/31/2011

- A new campus wide wireless system was installed, we now have complete saturation for the wireless network.
- Academic computing has begun to deploy the new image for the fall 2011 semester.

04/30/2011

- The Software and account maintenance team has made available iTunes, Google Cloud Connect and Mozilla Firefox.
- Administrative computing is currently compiling a hardware inventory list for the purpose of upgrading student employee workstations with window 7 compliant pc's.

03/31/2011

- Academic Computing has completed the installation of the KACE Agent on all 1200 academic computers for our new desktop management system.

02/28/2011

- ITO's Software / Account Management team has released update's for adobe flash, adobe reader and java though zenworks.
- Administrative computing has begun the delivery and installation of the 2011 lifecycle replacement PC's.
- ITO has begun deployment of our new desktop management system K.A.C.E. that is replacing all the Novell zenworks components.

01/31/2011

- Administrative computing has delivered and set up 97 out of 101 new windows 7 PC,s
- ITO has compiled the 5 year PC replacement list for 2011 and will begin the replacement process this month.

12/31/2010

- Administrative computing has delivered and set up 64 out of 101 new windows 7 PC,s
- Academic Computing has completed updating 500 Pc's with Windows, Adobe & Symantec updates as well as the removal of the Numara and Softrack clients.
- MAC OS X, Adobe and Symantec updates were performed on 45 Macintosh computers.
- ITO evaluated several new desktop management systems and decided on Dell's K.A.C.E. In the next few months we will roll out the new desktop management system which will replace all the Novell ZENworks components.

11/30/2010

- Administrative computing has delivered and set up 46 out of 101 new windows 7 PC,s
- Completed academic storage container and equipment move.
- Performed Apple, Adobe, Symantec & Microsoft updates in ATC-205, 206, 216 & 217.
- Ordered MAC OS X Server to help manage the Macintosh computers.

10/31/2010

- Completion of ITO's portion of SimMan project at RCB-108.
- Installation of 158 copies of Power DVD on all teachers' stations.
- Resolved single-sided printing problem for Duplex printers in ATC-109.

9/30/2010

- Made Flash Player 10.1.82 available in the Zenworks' adaptive agent.
- Replaced 4 new scanners in RDMT-244, SIER-109 & MDWS-124.
- Imaged remainder of academic workstations (30) with Windows 7.

- Installed new printer drop for RDMT-315 Financial Kiosks and moved printer out by kiosks

8/31/2010

- Administrative computing completed all the moves associated with the Red mountain building carpet upgrade as well as the student services reorganization and the starting point conversion to the welcome centers.
- Replace 207 PCs with new Dell 780s
- Image 750 Academic computers with Windows 7 Fall 2010 Image

7/31/2010

- Administrative computing completed the Meadowood Renovation project putting all administrative computers back to their original locations
- Academic computing completed the Meadowood Renovation project putting all academic computers back in their original locations, replaced 6 new HP 4015DN printers.
- Academic computing setup new computer lab in RED-124 with 25 new Dell 780s & HP 4015DN printer.
- Academic computing setup new computer lab in RED-112 with 23 new Dell 780s & HP 4015DN printer.

6/30/2010

- ITO completed Phase 1 and phase 2 of the Meadowood campus HVAC project resulting in the temporary relocation of all T.M.C.C. PC's.
- Academic computing moved RED-111 computers (6) to RED-114.
- Academic computing reduced number of computers in RED-122 from 10 to 6.
- Academic computing installed 25 removable HDD rack and caddy systems into RED-204.
- Academic computing relocated RED-315 computers (4) to lobby area in RED-315, installed kioware and create new configuration file containing Access Control List for Financial Aid.

5/31/2010

- ITO Administrative Computing has purchased the 2010 Life Cycle replacement pc's and will begin imaging and delivery this summer.
- ITO has begun testing Windows 7 for administrative environment.

4/30/2010

- Implemented a new work tracking software (Numara FootPrints 9.5)
- Server team began planning for new server hardware upgrades

3/31/2010

- Installed remaining 350 physical security cable hardware systems in the academic environment.
- Upgraded an additional 4 public kiosks to Windows 7.
- Installed 4 new Electronic Medical Billing computers in RED-413.
- Performed updates on 128 academic MAC workstations.
- Verify operation and connectivity of academic workstations after cut over to new hardware for ED-VDF, MS-VDF & RF-VDF servers.

2/28/2010

- Upgraded 23 public kiosks to the Windows 7 operating system
- Released the latest Flash player, Acrobat Pro 9.3 and Acrobat Reader 9.3.1 as software updates through ZENworks.

- Completed 110 of 134 Administrative computer life cycle replacements.
- Completed memory upgrades to 2GB on 16 laptops in the RDMT 310 classroom.

1/31/2010

- Installed security cabling on 125 additional academic computers.
- Updated 700 academic computers with the latest Windows and Symantec updates.
- Verified hardware operation on 700 academic computers.
- Deployed Windows 7 on two public kiosks for testing.

12/31/2009

- Updated 206 academic computers with the latest Windows and Symantec updates.
- Verified hardware operation on 206 academic computers.
- Installed security cabling on 206 academic computers and monitors.
- Installed 27 new HDD removable caddy systems in ATC-112.

10/31/2009

- ITO academic computing has completed a review of five-year life-cycle plan. Submitted Tech Fee Requests for Academic replacement equipment for SIER, EDSN, MDWS & RCB buildings consisting of 24 laptop PCs, 157 mid-tower PCs, 37 desktop PCs, 20 iMacs & 5 laser printers.

9/30/2009

- ITO telephony has tested and confirmed operation of the 911 emergency towers.
- ITO has completed deployment of Symantec end point protection to all campuses
- ITO has successfully deployed a secure wireless access point for use in the TMCCPD

8/31/2009

- ITO Academic Computing has completed security cabling for 200 computer stations in the Sierra Building for a total of 412 stations.
- Installed 31 removable rack and caddy systems in ATC-111.
- Reviewed RAM status on all academic workstations and upgraded 12 stations that were 512MB up to 1GB.
- Added new catalog station in Elizabeth Sturm Library
- Upgrade RAM for 31 stations in ATC-111 from 1Gb to 4GB.
- Installed new Dell 2330DN printer in RED-115 for ASTM

6/30/2009

- ITO Administrative Computing has finished the installation of wake on Lan as well as Zen 10 on all administrative pc's.
- ITO Administrative Computing has implemented a new nightly automatic PC shutdown program.
- ITO Software and Account Management Team have released Service Pack 2 for Office 2007 to all pc's that are using Office 2007.
- ITO Administrative Computing Has began the imaging and delivery of 135 life cycle replacement pc.

5/31/2009

- ITO Administrative Computing has purchased the 2009 Life Cycle replacement pc's and will begin imaging and delivery this summer.

3/31/2009

ITO has added the Nell J. Redfield Foundation Performing Arts Center (RPAC) to the TMCC network and user log in to the domain like all other users do. This will allow for remote sessions to alleviate immediate problems, keep computers up-to-date with critical updates, etc....

Academic Computing has implemented two new WEB-REB kiosks one has been placed in Vista building and the other in the ATC building.

Academic Software Installation Request Form for FAL 2009 is now available on-line at

<http://www.tmcc.edu/ito/downloads/forms/submit/softwarerequest/>

2/28/2009

ITO has moved the Anti-Spam appliance into the DMZ (Demilitarized Zone) thus allowing you to safely manage your anti-spam settings from home or other remote locations.

Occasionally, issues arise in the TMCC computing environment that TMCC faculty and staff should be made aware; however, pending a voice mail to everyone, there hasn't been a good way to communicate these issues. ITO has created a Splash page that will display on Windows-based systems after you have successfully logged in. It will only display if ITO needs to provide information about issues (i.e., problems with GroupWise, computer or network security issues, etc.).

1/31/2009

As a result of the NSHE-wide security audit, use of the college's Virtual Private Network (VPN) will be the primary method used by TMCC faculty and staff access to TMCC networked resources and applications. Instructions for setting up VPN access can be found at <http://www.tmcc.edu/ito/helpdesk/faq/>.

12/31/2008

A new GroupWise client is available; it must be installed on all computers to eliminate a major security flaw. Laptop users should contact the Help Desk to arrange installation on their system.

6/30/2008

Academic Computing has released the fall 2008 image for testing by faculty in the sierra 109 computer lab.

The ITO Server Team has successfully upgraded the hard drives on all four of the acad backup servers.

The Software and Account management team has released a Dymo label printer push for Finical Aid.

ITO Help Desk has completed performing security updates and routine maintenance at the Meadow wood campus that will help keep computers running smoothly.

Information Technology Operations continues to work on the fire code moves, various departments in the Red Mountain Building are affected at this time.

5/31/2008

Campus wide Student Authentication was implemented on May 27th, all students are now required to activate their student e-mail accounts and confirm login names and password are correct at <https://my.tmcc.edu/mytmcc/>.

3/10/2008

NOTICE: Truckee Meadows Community College will be migrating equipment to a new data center on Friday, March 21, 2008. Beginning at 5 p.m. to approximately 11 p.m., the main Dandini campus will not have Internet/WAN connectivity. All network traffic should be routed to the TMCC Redfield link where alternate/disaster systems are operational. Only the following services will be available to the college during that time:

Main TMCC web site
Angel and Moodle Learning Management Systems
Citrix applications (via the Web)
Internet access from Meadowood and Redfield locations to the Internet
Access to the Meadowood and Redfield file and printer servers

On Saturday, March 22, 2008, the remaining servers and services will be restored. The timetable for restoration of the rest of these services is through Sunday night, March 23, 2008. As a priority, access to the Library server will be restored as quickly as possible.

In addition, to prevent problems please do not perform either a Password Reset or New Account creation request (via NASA) during this time frame.

1/01/2008

- Academic computing has Upgraded 24 wireless academic work stations from 802.11b to 802.11g for faster throughput for labs RED – 301, 302, 320 & The Dental Lab.

12/01/2007

- Adobe reader 8.1.1 has been released to all administrative Desktop pc's.
- Java 1.6.030, Shockwave 10.2.0.23, and Flash player 9.0.47.0 have all been released to administrative pc's.

11/01/2007

- Internet Explorer version 7 has been released to all T.M.C.C. registered pc's.
- QWS3270 secure has been released and is available from Application Explorer icon on the desktop of T.M.C.C. registered pc's.

10/01/2007

- We have upgraded our work order tracking system Track-it! 7.5 To Track-it! 8.0.

9/01/2007

- Internet access speed has been doubled by installing an extra link to the Redfield Center, which also gives us redundancy and improves failover.

8/01/2007

- Microsoft Office 2007 has been made available for install from the Application Explorer Icon on your desktop.
- Microsoft Office 2007 has been successfully deployed in the entire academic environment.
- GroupWise 7.0.2 has been made available for install from the Application Explorer Icon on your desktop.

7/01/2007

- The Microsoft office 2007 converter has been installed on all registered workstations.

6/01/2007

- We have replaced the eight-and-a-half year old voice mail system with a voice mail system.

03/16/2007

- Mac vpn and Symantec for vista

02/05/2007

- We have posted a new web site for Information Security and Privacy <http://www.tmcc.edu/security/>

01/17/2007

- IT Operations computer Help Desk has updated our web site <http://www.tmcc.edu/ito/helpdesk/> for password registration and reset as well as barracuda documentation and Faxing with the Xerox.

10/24/2006

- Barracuda, a personal spam filter for e-mail became available this month for your use at T.M.C.C

9/30/2006

- GroupWise 7 is now available from the Application Explorer folder on the desktop for windows based pc's. We encourage you to install this GroupWise up date at you convenience prior to the mandatory install / push date of November 15th.
- On Wednesday September 20th, we began enforcing current TMCC and State of Nevada password policy. This consists of the following:
 - Your login password will need to be changed at least every 90 days (for most of you, this will occur sometime in October).
 - Your login password must meet the minimum security requirements outlined here:
 1. Is at least 8 characters;
 2. Must be unique; that is, it has not been used in the previous 24 passwords
 3. Contains at least three of the following four character groups:
 - English uppercase characters (A through Z);
 - English lowercase characters (a through z);
 - Numerals (0 through 9);
 - Non-alphabetic characters (such as !, \$, #, %).

8/24/2006

- IT Operations computer Help Desk has completed the 2005 -2006 Lifecycle replacement of 100 administrative computers and have begun the 2006-2007 Lifecycle replacement of an additional 145 pc's. I am also happy to report that all of the office moves for the new student service centre have been completed on time.

6/13/2006

- To accommodate the growing needs of the college, the IT Operations computer Help Desk has activated a password management system on our network. This system will help you manage your own TMCC passwords in the following ways:
 - If you forgot your password, you will be able to reset it yourself without call the Help Desk.
 - If you get locked out of your account, you will be able to reset it yourself without calling the Help Desk.
 - If you want to change your password reset registration information, you will be able to change it yourself, without calling the Help Desk.
- Lifecycle replacement of administrative computers 79% complete.
- New Help Desk tracking software is installed and replaces Workflow for the ITO Help Desk (Facilities Services still uses Workflow).

4/14/2006

- Anti-virus scanning: A full scan of network computers will occur on Wednesdays. Quick scans of local hard drives for common locations for viruses will occur on all other days.
- Lifecycle replacement of 100 administrative computers is in progress.

2/13/2006

- Migration of Dandini GroupWise accounts to a new email server is ongoing through February and March. Most of the migrations will occur before 7:30 a.m. or on weekends. Customers may experiences outages of up to two hours during the migration. Advance notice of migrations will be provided.

1/6/2006

- Improved version of GroupWise Web Access available. It has a look and feel more similar to the GroupWise client.
- New version of the GroupWise client is installed for use on the myTMCC portal.

9/13/2005

- The Web Portal is live and available at <http://mytmcc.tmcc.edu/portal/> for use at all TMCC locations and remotely. Instructions for access and use can be found at the Help Desk [File Access](#) Web page.
- GroupWise Messenger is available for use by those with a TMCC network login. It can be downloaded from the TMCC Portal.
- Symantec Anti-virus for home use (Windows) is available for download via the TMCC Portal.
- Paperport software is available for installation on TMCC computers.
- All TMCC windows-based workstations supported by the [Help Desk](#) have been upgraded to Windows XP.

8/1/2005

- myTMCC portal available for accessing network resources via the Web.
- Migration of file and print services to Windows 2003 server completed for the Dandini campus.

7/15/2005

- Testing of administrative portal has begun.

6/30/2005

- Hardware and operating system upgrades for 260 faculty and staff in progress.
- 170 lifecycle replacement computer systems have been received and are being imaged for deployment into the academic computer labs.
- Installation or reconfiguration of 40 servers is in progress. 16 servers are being prepared for salvage.
- New tape backup systems installed for Dandini, Edison, and Meadowood sites.

4/12/2005

- An update to the GroupWise email software will be released during the month of April.
- Fax confirmation sheets are now active on the Xerox copiers.

3/12/2005

- IT Operations is pleased to announce the availability of mobile cart containing 22 laptop computers for use in Dandini classrooms with computers. This wireless cart will provide connectivity to the Internet along with a dedicated laser printer for use with the laptops.

2/18/2005

- Wireless access available for TMCC students, faculty and staff on the 2nd floor of the Sturm Library.

1/24/2005

- Gradebook access available for all faculty
- Wireless access available for TMCC students, faculty and staff in the Student Center.
- Inbound faxing to designated fax email accounts enabled.

11/24/2004

- All existing Xerox systems were replaced with newer models and new, enhanced features. See the Xerox FAQ page for more information.

11/1/2004

- IT Operations has installed a newer Anti-SPAM fighting product called Barracuda to check our email for junk/SPAM. This has improved the spam detection and filtering rate of inbound email significantly.

10/12/2004

- The Xerox copier/printer/scanners throughout the college will be replaced with newer models in the next 45 days. Optical character recognition software will be upgraded, scanners will be able to create PDF files, scanned files can be sent directly to your email inbox, and a fax server will allow you to send faxes directly from your email.

08/19/2004

- Completed a substantial portion of the James V. Eardley Student Center cabling infrastructure.

07/06/2004

- Over the past three months, we've seen a large increase in the amount of SPAM and viruses that have been filtered through our anti-SPAM and anti-virus tools. This will in turn, contribute to periods of time when the processing of email is slowed.

03/19/2004

- We will be upgrading the bandwidth of the microwave systems at Edison and Meadowood from 10MHz to 45MHz on March 19th. There may be intermittent interruptions of connectivity to the Dandini campus and to the Web/email from the sites on that day.

02/23/2004

- The price of copper world-wide is going up. This will cause the price for installing new voice and data drops to go up significantly (i.e., approximately \$50 more per line) beginning in March 2004.

02/13/2004

- Symantec Anti-Virus is now available for downloading for home use. Click on the Symantec AntiVirus Software link on the [TMCC Faculty and Staff Web page](#) to download. Download instructions for installing are on the [Help Desk](#) Web page.
- The Microwave link to Edison will be upgraded during the month of February on a Friday afternoon. This will require a two hour outage that will prevent access to the Internet or Mainframe during that time.

01/05/2004

- The college is now licensed for Symantec Anti-Virus (i.e., Norton) instead of Norman Anti-virus. Installation on college computers will occur throughout the month of January.
- Grokker Web research software will be installed on selected systems in January.

12/8/2003

- Security patches and client updates are being pushed out to all workstations throughout the month of December.
- Power modifications in the Server Room will occur on Dec 20, 2003 resulting in a Internet and Web site access outage from 4 a.m. to 7 a.m.

- Only limited Help Desk services will be available during the Christmas break for those working at the Meadowood Center.

10/1/2003

- Forward any unwanted SPAM that you receive through your GroupWise email account to spam@tmcc.edu for filtering.
- Meet Me Conference Bridge for local conference calls is now available. This will allow up to 11 individuals to be connected to the telephone conference call.

9/18/2003

- Warning — A virus is attached to a false email from "MS Internet Security Center" with a Subject of "Network Security Update" - the attachment "Pack5341.exe" contains the virus/email worm. Even though this email looks realistic, Microsoft never sends updates by email. DELETE this email if you receive it! If run, the attachment will also attempt to disable any anti-virus software running on your computer!

9/8/2003

- Microsoft XP Professional and Microsoft Windows Professional Upgrade available for faculty and staff purchase at the Library Circulation desk
- Data and Phone service established at the Performing Arts Center - their new primary phone number is 789-5671.

8/12/2003

- Intermittent outages between 10 p.m. and 6 a.m. due to server room rewiring.
- Windows 2000 Professional Upgrades completed for all full-time faculty and staff computers.
- Microsoft Windows XP Professional Upgrade and Microsoft Office XP Professional available for purchase by faculty and staff at the Library circulation desk.

6/20/2003

- Voice Mail system upgrade will occur. Voice Mail will be unavailable beginning at 5:00 p.m. on June 20, 2003 until noon on June 21, 2003.

6/8/2003

- Backup Generator power successfully tested for the Dandini server room.

5/16/2003

- New server installed and placed in operation at the Dandini campus.

4/11/2003

- New server installed and placed in operation at Edison Way.
- Upgrade made to ViewWise Document Imaging System.
- SEVIS upgraded to the latest version.

3/17/2003

- Beginning upgrade/migration of all Dandini campus workstations to Windows 2000 Professional and Office XP.
- Completed installation of redundant server for delivery of Academic instruction.
- Dedicated air conditioning and backup generator power feed installed for the Dandini server room.

2/1/2003

- Beginning upgrade/migration of all Dandini campus workstations to Windows 2000 Professional and Office XP.
- Separate server for Meadowood academic programs in place and in production.

1/31/2003

- Completed upgrade/migration of all Edison and Meadowood workstations to Windows 2000 Professional and Office XP.

12/31/2002

- Completed connection of all network and phone systems at Meadowood Center.

12/7/2002

- Reno Town Mall network services unavailable for administrative offices (email, Internet and file server access). Preparatory network work in advance of the move to Meadowood Mall will occur.

11/23/2002

- Access to Citrix Applications will be down for maintenance purposes.

9/27/2002

- TMCC's Internet link inbound and outbound Internet traffic capacity is restored.

9/11/2002

- Problems with TMCC's Internet link have significantly reduced inbound and outbound Internet traffic capacity.

8/16/2002

- 145 new faculty and administrative staff computers were delivered between June and August.
- 250 academic computers were delivered and configured between July and August.
- All new computers installed with the Windows 2000 Professional operating system.

6/14/2002

- Tighter Firewall policies enforced.
- 90 Faculty Replacement computers received; 250 academic and administrative computer replacements ordered.

5/1/2002

- Network communications and Internet access will be unavailable beginning at 6 p.m. on May 23rd to 6 a.m. on May 24th and again from 6 p.m. May 24th to 6 a.m. May 25th. The primary server room will be undergoing major electrical and data rewiring.
- Office XP available for check out from the Sturm Library Circulation Desk.

4/19/2002

- GroupWise 6 has been successfully released and deployed on all TMCC computers.

3/4/2002

- New version of GroupWise Web Access released on the Faculty/Staff Web page; allows virtually all of the same features available in the GroupWise desktop client.

12/19/2001

- Voice Mail will be down for maintenance from noon to 1 p.m. on December 24, 2001.

11/20/2001

- Internet Explorer 5.5 Support Pack 2 is the standard Internet browser that will be used at TMCC. The Help Desk can assist with this upgrade/installation. Netscape browsers can be used but must be installed by each individual. WebCT does not support Netscape or IE 6.x versions.
- The IT Operations [3-year forecast](#) for upcoming projects and upgrades is available on the IT Operations Web site.

10/16/2001

- Extended Day Services has been issued 500 voice mail boxes for distribution and use by all part-time (adjunct) faculty.
- Effective immediately, use the Help Desk as your one-stop contact for all technology related problems (computer, phone, application, system access, multimedia, etc.).

- During the month of October, IRMA connections to the mainframe will be disconnected. The college has been notified since January that IRMA will no longer be used for mainframe connectivity.

08/17/2001

- Faster connection to the Mainframe installed.

06/01/2001

- Testing of new telephone system capabilities in the Vista Building.
- Installation of faster network connectivity equipment in the Sierra Building academic labs and Red Mountain Building administrative areas.

04/01/2001

- Fiber cable maintenance during the month of April through Spring Break (April 20th). Network and telephone outages can be expected between 6 a.m. and 7:45 a.m.

02/16/2001

- The Anna Kournikova virus has made an appearance; if TMCC workstations are running the latest Norman Anti-virus software, the virus will be detected.

12/11/2000

- Login instructions to the network are now online. You must have a Novell NetWare login ID and password to access network files.

10/2/2000

- Xerox copiers now require a billing code. Individuals should contact their department to request a billing code; department heads should contact Administrative Computing for a code.
- Instructions for using the Xerox available on this Web site.

8/14/2000

- Office 2000 is available for installation via ZenWorks on administrative workstations having the computing power to run the application. FrontPage 2000 will follow.