



Enabling people

Search

Admin ▶

- About ICTS ▶
- Core SLA ▶
- Helpdesk ▶
- Desktop Support ▶
- Anti-Virus & Security ▶
- Identity & Access Management ▶
- Training ▶
- Email & Newsgroups ▶
- Phone & Fax ▶
- Networking ▶
- Admin Systems ▶
- Academic Computing ▶
- Classroom Support ▶
- Research Computing ▶
- Student Computing ▶
- Web Publishing ▶
- Technical Writing ▶
- About This Site ▶
- Contact Us ▶
- Utilities ▶
- Web-based services ▶
- ICTS Staff only ▶

Information and Communication Technology Services

Share |



About >> ICTS Bits & Bytes Newsletter Vol3 Number 9

[Edit | Delete]



Bits & Bytes

Volume 3 Number 9

In this issue:

1. [UCT streams events live on the web](#)
2. [Windows 8 support at UCT](#)
3. [SEACOM provides additional protection to its services](#)
4. [Get in touch with your geek side](#)
5. [ICTS goes furry this November](#)



Dates to remember:

Scheduled maintenance slot

The final scheduled maintenance slot for 2012 takes place Sunday, **23 December 2012** from 09:00 - 17:00. No ICT services will be available during this time.

Training

If you would like to see what training ICTS has scheduled for 2013, then please view our [training calendar](#) which lists all the courses and workshops that will take place during the first

UCT streams events live on the web

With South Africa's Internet bandwidth availability on the rise, the ability to watch or listen to live events over the Internet is increasingly becoming a reality.

"Live streaming" - as it is popularly known - is a growing trend that allows any occasion to be broadcast online. In the academic arena, live streaming can be used for public lectures, seminars, workshops, panel discussions and academic conferences to audiences watching via computers, mobile devices and cellular phones.

UCT streams graduation ceremonies

UCT joined the live streaming revolution by broadcasting the June 2012 Graduation ceremonies live for the world to see. Earlier this month ICTS was able to use this technology again to stream a live debate as part of the Faculty of Health Sciences' centenary celebrations. People from as far afield as London, Los Angeles and Auckland were successfully able to view the debate online. Family and friends of UCT graduates also had the opportunity to watch the 2012 December graduation ceremonies live and partake in this special moment.

Host your own event

If you are interested in streaming an event, please [log a call](#) with the IT Helpdesk and a consultant will provide you with the necessary assistance. ICTS provides the network connectivity and streaming function. You will need to put a streaming player on your web page and provide the camera, lighting and audio equipment at the venue to record the event. ICTS will put you in contact with these vendors.

Windows 8 support at UCT

The world is abuzz with excitement about the launch of Windows 8, Microsoft's latest operating system. The latest OS promises to be better than its predecessor, Windows 7, and has a whole new look and feel.

The Start screen has been designed with you in mind. Each tile represents a person, application, website, folder, or even a playlist that is important to you. Some tiles are updated in real-time, so if one of your tiles is a Twitter feed, you'll always get the latest updates before opening the app. The sharing of videos, photographs and websites is also easier - via the Share option.



Windows 8 caters for those devices that have touchscreens, those with a mouse and keyboard, as well as devices that use both methods. Also released is Windows RT, which has specifically been designed for tablets so that you can access your information on the go.

Projects

Service catalogue

Log a new call

Secure your machine

myUCT

Outlook Web App

Password Self Service

Downloads

NetStorage



Contact us

Like us on Facebook

Follow us on Twitter

quarter.

Please contact the [ICTS Training Coordinator](#) for more information about the training that ICTS has to offer.

ICTS staff achievement

We would like to publicly congratulate ICTS's Gibson Moses on scoring **98.6%** for the Cisco Certified Network Professional Troubleshooting & Maintaining Cisco IP Networks module.

Gibson is now a certified Cisco Certified Network Professional.

Recall a message in Outlook

Have you ever sent a message then only afterwards realised that you forgot to attach a file?

Outlook gives you the option to [recall a message](#) by going to your *Sent Items* and opening the message you sent. All you then need to do is click on *Actions* under the *Message* Tab and click *Recall this message*.

Just remember that this option only applies when a message is unread or if the message is sent to someone at UCT. Messages sent to people on mail systems outside of UCT cannot be recalled.

Things to do before you go on leave

If you are planning to take leave this festive season, then read the [Are you ready to go on leave](#) web

"Will Windows 8 be rolled out to campus?" you might ask. A decision on this still needs to be made and we'll keep you updated as developments occur. At this stage we will not be installing Windows 8 on new or existing Windows 7 machines, nor will the new OS be available from the ICTS Front Office.

While the IT Helpdesk will provide only basic support for staff and students using Windows 8, the UCT IT infrastructure is able to support any devices using this operating system. Based on our initial testing, we are happy to report that the UCT wireless network, Windows Software Update Service (WSUS), Microsoft Key Management Service (KMS), and McAfee anti-virus are all Windows 8-ready. ICTS still needs to test a wide range of software applications and hardware drivers to ensure that they do not conflict with existing software already in use across campus. This testing can only begin when those vendors release their Windows 8-supported software to market. You can view the [Windows 8 test matrix](#) to see what testing has already been done.

SEACOM provides additional protection to its services

For more than a year, there have been intermittent problems with the SEACOM cable in Egypt. This has resulted in either slow or no Internet access for users reliant on this system. In an attempt to reduce the number of terrestrial failures in Egypt, SEACOM has put in place two additional terrestrial routes - the first route was activated in January 2012 and the second route was activated this November.

Claes Segelberg, SEACOM's Chief Technology Officer, says: "Customers are now protected against any disruptions to the primary route across Egypt with an alternate route. We are proud to be the first cable system in the region to offer our customers this additional protection as part of SEACOM's continuous drive to enhance services to our customers."



"This important link in the system will provide an excellent resilient low-latency foundation for the IP product and content services we offer our customers," adds SEACOM's CEO, Mark Simpson.

Get your geek on

"Geek talk" seems to have infiltrated our everyday language. But, how often do you stop to query what that geeky word even means? We thought we'd break the silence and decode some of the techie language used in relation to the Internet. We've only highlighted three concepts here so if you want to find out more, read this [very non-techie article](#) that explains the [Top 30 Internet Terms for Beginners, 2012](#).

Web browser: The actual software you use to view content online is called a "web browser." The most common browsers are Internet Explorer, Google Chrome, Safari, and Firefox.

URL: The uniform resource locator (URL) is the space near the top of your web browser where you enter the web address. These web

addresses either start with "http" or "https". Http stands for hypertext transfer protocol. It allows you to view links, text, and graphics in your web browser. When you see 'https', the site you are accessing is a secure site - such as a banking website. This means that the personal information and passwords you enter will be protected.



article for a checklist of things to do before you take your well deserved.

For those of you who are working during this time, the IT Helpdesk consultants will be available to provide support.

The Acquisitions Services office will, however, close from 21 December 2012 - 31 December 2012, due to our IT suppliers closing their businesses for the festive season.

The ICTS Front Office will also be closed during this time and will reopen on 2 January 2013.

Subscribe

[Subscribe to our icts-newsletter-I](#) mailing list.

Contact us

[Email us](#) your feedback, questions and comments.

Bookmark: If you come across an article that you either want to read later or share with someone you know, then simply bookmark the page. You can then save these to a social bookmarking site, such as [Delicious](#) and [BlinkList](#) - which saves all your web browser's bookmarks so that you can access them anytime and anywhere you have an Internet connection. It also gives you the ability to organise your bookmarks and share them with your contacts.

Hopefully this article has helped to shed some light on a few of those well used terms that are so commonplace nowadays.

Challenge: Send us an IT-related word or phrase that you hear often but are not sure about. We'll find a geek to decipher it for us and will publish the answer in next month's Bits & Bytes newsletter.

ICTS goes furry this Movember

There was a lot more facial hair on display at ICTS as the men in our department grew moustaches for "Movember". This worldwide campaign takes place every November and is aimed at raising funds and awareness for men's health issues.

During the month, we provided staff with the facts and figures about these health issues and hosted our own "Mo Day" to raise funds for the Cancer Association of South Africa (CANSA).



We sold fake moustaches for those who couldn't grow their own mo, and sold moustache-themed cupcakes (without real fur). Female staff were also encouraged to dress up as men in support of their fellow bros.

Thanks to all participating staff we were able to raise over R1 200 for CANSA.

University of Cape Town: Information and Communication Technology Services (ICTS) 7 Main Road, Mowbray, Cape Town 8000.

Last updated on Wednesday, 19 December 2012 @ 15:19 SAST. (Read 7086 times)

[Printer Friendly Page](#) [PDF file](#)

Related Links

• [PHP HomePage](#) • [Microsoft](#) • [Microsoft](#) • [Google Search Engine](#) • [W3 Consortium](#) • [CSS Standard](#) • [HTML Standard](#) • [More about About](#) • [News by Cindy Mathys](#)

Most read story about About:
[ICTS Project overview and progress](#)

Admin:

[[Add](#) | [Edit](#) | [Delete](#)]



© 2016 ICTS - All rights reserved. [Legal Notices](#).
Last updated 03 October 2016 @ 15:42
Page Generation: 4.75 Seconds