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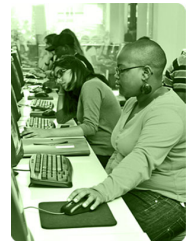
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# Bits & Bytes



Volume 3 Number 5

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### Dates to remember:

[Scheduled maintenance slot](#)

The upcoming [maintenance slot](#), scheduled for Sunday, **22 July 2012**, will last from 07:00 to 19:00 this month as we will be doing a complete shut-down of both data centres.

### Training

[How to use Word more efficiently](#)

Use Microsoft Office Word 2010 to manage lists, customise tables and charts, modify pictures, insert quick text and automate mail merges. You can learn how to do all of this and more at the [Word 2010: Level 2 \(Intermediate\)](#) from **24-27 July** (09:00-12:00).

[Give your photographs a special touch](#)

We're running the popular [Adobe Photoshop CS5: Level 1\(Basic\)](#) workshop from **06-10 August** (09:00-16:00).

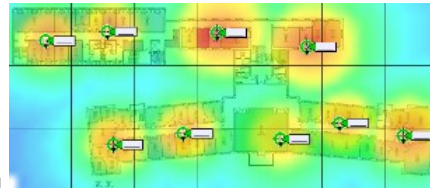
[Liven up your presentations](#)

Keep your audiences captivated by adding some excitement and animation to your PowerPoint presentations. The [PowerPoint](#)

### We're spreading the (Wifi) love

There has been a significant upsurge in the number of staff and students using mobile devices such as smartphones tablets and laptops to access the UCT network and the Internet from campus. To accommodate these users, UCT made a decision to [extend the existing wireless coverage](#) more broadly across all campuses and student residences.

Since the start of the project in June last year, more than 20 buildings have full wireless coverage and more are scheduled to follow over the next few weeks and months. To make it easier to see whether or not your building is covered by wireless, we have updated the [Wireless coverage at UCT](#) web article to include a list of all buildings as well as maps of each floor indicating where the wireless access points are located.



Wireless is ideal

for simple and frequent (network light) applications, such as email and Internet browsing. The wireless network is not recommended for bandwidth intensive applications, such as downloading large files which is why we won't be completely replacing fixed wiring with wireless. But we're sure that you'll agree that it is an extremely useful addition to our infrastructure.

### Working 9 - 5 on a Sunday

On the third Sunday of every month a host of ICTS specialists come to work to perform necessary maintenance tasks on the university's IT infrastructure. These [maintenance slots](#) ensure that the system and services offered by ICTS are always available, stable, secure and recoverable.

When drawing up the [maintenance slot schedule](#) for the upcoming year, ICTS meets with Faculty and PASS IT representatives, the UCT Library, University ICT Committee and the Operations Management Advisory Group to review and approve the proposed dates to ensure that they don't clash with any academic or operational activities. The maintenance slots are also deliberately scheduled to take place on a Sunday so that you are not interrupted during normal working hours.

"So what gets done?" you may ask. Maintenance is done on basically anything that is critical to our ICT infrastructure. Every month, ICTS teams compile a list of activities that need to be performed during the maintenance slot. During an average slot, technicians and engineers will upgrade firmware, correct hardware errors and failures, perform preventative


animation workshop runs from **15-17 August 2012** (13:30-16:30).

### Solutions to the Top 10 IT problems now available online

Have you ever wondered what kinds of calls we get coming in to the IT Helpdesk? Using data from the call logging system, we identified the top 10 IT-related issues and found that password authentication calls were at the top of the list. Connecting to the wireless network, accessing the Internet, managing full mailboxes, printing and installing Microsoft Office 2010 are also high on the list. Seeing as these are recurring themes we wrote a [Solve your own call](#) web article to help you resolve these common problems.

The article includes a list of possible causes for the problem, links to helpful articles or step-by-step instructions to solve the problem yourself. If the problem remains unresolved after trying all the suggested solutions, the article provides you with a handy way to report it to the IT Helpdesk by clicking on the *Information above has not resolved my issue* link.

### Breaking News!

We are opening an IT Shop on Upper Campus. Keep an eye out for more information over the next few weeks. 

### Online publishing for medical researchers

One of the main features of the [UCT eResearch site](#) is that it provides a way for researchers to share information about services and systems. One of the resources recently highlighted in the eResearch

maintenance, and apply the latest patches and security updates to all systems using either Linux, Windows or Apple operating systems. They update databases and online services such as PeopleSoft and update and, in some cases, replace servers and other critical ICT hardware across campus. During this time, data centre and communication room infrastructure upgrades, maintenance, repair and critical system tests are performed.




The maintenance also extends to working on the university's PABX; either replacing the battery packs or network cables, which may result in interruptions to telephone services on the day.


While this slot is mainly set aside for updates and upgrades, it also allows ICTS to conduct disaster recovery testing so that we can determine the best process to follow in case the system goes down.

Once all the upgrading and updating is complete, the engineers will check each of the systems and services that were affected during the maintenance to ensure they are functioning correctly. While most people are unaware of the work done by these engineers it is through their hard work and dedication that systems across campus run so smoothly and I'm sure that you'll join me in thanking them for giving up their personal time, once a month, to work on a Sunday.

### From GroupWise to Outlook in a few steps

We've finished the considerable prep work for the migration of staff and postgraduate student mailboxes off GroupWise and onto Microsoft Outlook. The back-end processes have been refined, the migration scripts have been tested, the new Microsoft Exchange server is in place and the migration team is ready to roll. 

The university has opted to go for a phased approach and so ICTS will move one faculty or department at a time onto the new system. The migration schedule is in the process of being finalised with senior representatives from departments and faculties and will be published soon. You won't have to do any of the work yourself - a consultant will visit your desk and will move your GroupWise mailbox and archive (if you have one) to the new platform.

We look forward to introducing the new email platform to you and hope that you will enjoy its added benefits which include a 10GB mailbox and improved support for mobile devices. To help you get up-to-speed quickly, we will publish comprehensive user documentation to the ICTS website and, in addition to info sessions across campus, we'll be running hands-on Outlook courses in our training lab. 

We pretty sure that you've got some questions, so we've put together a Frequently Asked Questions page. If your question isn't on the list, then [let us know](#) - we'll get an expert to answer it and we'll add it to the FAQ.

### New tablets to hit the market

This time of year seems to be popular for launching the latest mobile devices. Just a few weeks apart, both Google and Microsoft revealed their first offerings to the tablet market. Internet giant, Google, revealed the [Nexus 7](#) while Microsoft gave journalists a sneak peak of the [Microsoft Surface](#).

newsfeed is the [BioMed Central Internet](#) (BMC) publishing platform to which UCT recently subscribed.

This platform allows authors to pay for their successful submissions to be published on the Internet. Over the period 2007 to 2011, UCT researchers were authors on about 270 BMC journal articles, 80 of which were published in 2011 alone. The BMC offers a cheaper solution compared to using established print publishers and allows for significantly better visibility and citation of an article.

So why not check to see if you qualify to use this service and join the number of other authors who have successfully published their work online.

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Creators of both devices are hoping to compete with the likes of the Apple iPad 3, the Kindle Fire and the Samsung Galaxy tab, however, only time will tell which one consumers prefer. At the moment the iPad is still on top of the leader's board.

So what do the latest devices have to offer? Well, the Nexus 7 tablet has a 7" touchscreen which designers say is ideal for reading books and watching videos. It has a huge processor which allows for superfast gaming and



Internet access. It has a front camera which can be used for video conferencing and uses the latest Android 4.1, Jelly Bean operating system. The device will be available from mid-July in the USA, Canada, UK and Australia and will then be distributed to the rest of the world.

That's not such a long wait compared to the Microsoft Surface, which only be available from October this year. The Windows-based Surface has a 10.6" and two cameras allowing you to take part in video



conferences or to record meetings. Unlike other popular tablets, the Surface comes standard with a kickstand and keyboard which also acts as a protective cover. It has a Micro SD card slot and a USB port allowing you to connect to an external hard drive. The device will use the soon-to-be-launched Windows 8 operating system, which promises to be even better than its Windows 7 predecessor.

With each new release, designers are doing their best to outsmart their competitors. This is good news for you as a consumer as you have a wider array of top class products to choose from.

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