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September 2010 dates to remember:

Scheduled maintenance slot

The next maintenance slot is set for 19 September 2010 from 09:00 to 17:00. Voice services to the Middle and Lower campuses will be unavailable between 10:30 - 12:00, and phone calls to x2222 (Campus Security) will be redirected to the Upper Campus security office.

GroupWise Client Upgrade

ICTS will release version 8.0.2 of the GroupWise client at the end of September. You will receive full instructions on how to upgrade from your current version nearer the time.

Quickly create an Excel chart:

1. To instantly create a chart in Excel, select the data you want to present as a chart, and then press either F11 or Alt+F1.
2. If you want to change the chart type, right-click the chart and then click *Chart Type*.

Training: Want to learn more Microsoft Excel tips & tricks? [Book your seat](#) for the half-day Excel 2007: Level 2 (Intermediate) course on 20 - 23 September.

Need help?

Log a call via our:

Congratulations to the winners of the UCT respects copyright quiz



Main prize winner:
Thembeka Kamanga

2nd prize winner:
Marilyn Wilford

3rd prize winner:
Kyla Mc Nulty

Runners up: Ahmed Saheb, Allan Brinckmann, Ariane Spitaels, Eugene Williams, Naeema Brey, Ntombi Mfiki, Oscar Noels, Reece Brooks, Richard Cheng and Terri Ladbrooke.

Spot prize winners (just for having taken part): Andrew Rand, Janine Dunlop, Kholo Mashoene, Linet Huchu and Rifquah Hendricks.

Prize details and answers to the Quiz are available on the [UCT Respects Copyright](#) page.

Student IT survey results

To better understand students' ICT needs we conducted a [Student IT Survey](#) on Vula from 15 April to 2 May. The 2378 responses we received have provided useful information that will allow us to address any service gaps. Here is a snippet of the data collected. *Of the students surveyed:*

- 43% own large screen notebooks and 83% use the Windows Operating System.
- 54% use Faculty Labs and 25% use the Library to access Internet on campus.
- 86% use their Internet quota for academic and personal use.
- 76% are generally happy using their UCT mailbox.
- 77% say their courses make use of Vula.

Thank you to everyone who completed the survey and congratulations to Chad Centner (pictured right with Kira Chernotsky: HOD of CSD) who won a Proline netbook in the survey lucky draw.



Spring clean your computer

Here are three easy ways you can "spring clean" your computer to improve its performance:

1. **Do a disk clean up.** This tool will free up disk space on your computer's hard drive. It searches and analyzes your hard drive for files that are no longer of any use, and then removes them. To action, select *Start | All Programs | Accessories | System Tools | Disk Cleanup*.
2. **Defrag your drives.** The defrag tool re-organises the data on your hard drive and frees up extra space that will make it easier for your computer to find your data faster. Select *Start | All Programs | Accessories | System Tools | Disk Defragmenter*. Select a Volume such as your C: drive and click *Defragment*. Depending on the amount of data you have on your drive/s this may take some time to complete so we recommend that you leave it to run overnight.
3. **Clear your cache.** Every time you visit a new website, content is stored in your Temporary Internet Files folder (or cache). You



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should regularly clear out the cache by opening **Internet Explorer** and clicking *Tools | Internet Options| General*. Under *Browser History* click *Delete* (twice) and then *OK*. In **Firefox version 2**, click *Tools | Options | Privacy | Cache | Clear Cache Now* and then *OK*. In **Firefox version 3 and 3.5**, click on *Tools | Options | Advanced | Network*. Next to *Offline storage*, click *Clear Now* and then *OK*.

Hidding wireless link upgrade

On 1 September, ICTS commissioned a 16Mbps full-duplex point-to-point wireless link between Hiddingh and Upper Campus. This has significantly improved the speed of access to services such as GroupWise, iPrint, SAP, online UCT Library resources and the Internet.

Intel buys McAfee for US\$7.68 billion



Intel announced on 19 August that it will be acquiring security firm McAfee for about \$7.68 billion. Intel has raised the priority of security to the same level as energy efficiency and Internet connectivity, and aims to produce hardware-enhanced security products in the future. [Read the full article](#)

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