Think IT

UITS Newsletter

Issue 2

November, 2008

Inside this issue:

Wireless Network Upgrade in Maqam1, 3 and 5 has now been completed.

By Huda Ali Al-Shamsi, Technology Support Services

Thanks to the combined efforts of Student Affairs, UITS and Visionnaire Company, this project has been a resounding success. Students can now access the internet from anywhere in Maqam1, 3 and 5. This project involved moving from an LRE- (Long Reach Ethernet) based network to the more advanced optic -fiber based network.

What does this mean to the end-user?

The upgrade has a number of advantages. First, it is more reliable which means network breakdowns are less frequent. Second, the network speed is much improved. Finally, this technology allows us to have complete wireless coverage of the hostels with access points throughout. This has two major implications for students who are the central focus of the university's academic activities.

The upgrade has reduced students complaints considerably, and it has produced very positive feelings among the student population as well. Student Affairs have sought students' feedback on this new milestone for the university and, not surprisingly, students have responded very positively to the much improved network coverage. Here are some of their responses: "Excellent & fits with studying," Excellent & facilitates study," Great service , we hope it is always excellent".

As can be seen from students' reactions, the upgrade has already had an impact on our students. This is simply because the wireless network coverage is convenient, speedy and reliable.

In other words, it goes a long way towards meeting students' expectations so that they can study without worrying about network breakdown and other such problems. Above all, this upgrade allows them to concentrate on what they are here for: study and be effective learners.

Now what's next? After the wireless network coverage of Maqam1, 3 and 5, we are already planning for other projects to follow and – hopefully – achievements, so watch this space for new developments in the other hostels in the very near future insha Allah.

E-mail Phishing Scam Targeted UAEU user

By Fatima Saif AL-Dhaheri , Helpdesk Analyst

How often do you receives e-mails from UAEU helpdesk
Have you ever suspected those e-mails

?

You are familiar with receiving messages from the Help Desk informing you about services maintenance, interruption & alerts. Etc.

Recently, however, some users have received a different sort of e-mail from people claiming to represent the university. This e-mail message appears to come from an unknown source yet tries to act as if it is originating from the UAE University. The e-mails attempt to illegally capture sensitive information such as e-mails username and password.

The scam uses various tricks in order to elicit a users e-mail account information:

- One says their inboxes are currently too large. It warns that the University will have to delete all such accounts to make space for new ones.
- Another says that the help desk is deleting old or unused e-mail accounts to free up space in the server.
- A third says the University is upgrading its server and is now able to offer more features and enhancements to interested users.

The scam e-mails were presented in such a way that it is easy to mistake them for regular messages from the university's helpdesk.

What to DO

If you receive an e-mail like this, Delete it and Do NOT respond to it .
The University has sent several e-mail & SMS announcements warning students of the risk of providing passwords. Be sure, the university would never request your passwords or personal information by e-mail .

For more information about the scam, visit
http://www.uaeu.ac.ae/uits/news/.

Some users were surprised that such a scheme would be used against the university.

Dr. Abdel-Hamid Ismail Mourad, an Associate Professor at college of engineering said *"The e-mail was very official!! I was worried about losing my account if I didn't reply within 7 days"* he said, laughing *"that's what we gain from helpdesk for replying to their e-mail*

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SPAM as Scam

What is SPAM?

Spam is unsolicited commercial e-mail and is sometimes referred to as Junk or unwanted mail .

Some 'Spam' messages are more than 'adverts'. Some Spam are 'Scams' which try to trick people into sending money to fraudsters or revealing personal information (Phishing). Others are generated by viruses and could infect your PC.

What UAE university IT Centre is Doing About It?

UAE University employs sophisticated systems to examine incoming mail messages and separate valid messages from ones that are likely to be spam. The university has recently introduced a spam filter which will help reduce the amount of spam you receive in your Inbox. This will save you time and make your Inbox easier to manage

How to protect myself from SPAM ?

The best way to avoid Spam is to protect your e-mail account. As a minimum you should avoid whenever possible using your primary e-mail account when purchasing products or services online. Sign up for a separate free account at a service like Yahoo or Google and use this account whenever you want to avoid possible junk mail in your primary account.

What Should you do if you receive a SPAM email?

If you find receive a message which you believe to be Spam, please send the message subject line and the sender's address only (not the entire message) to helpdesk@uaeu.ac.ae.

Where the word **SPAM** come from?

The term spam was inspired by the Monty Python sketch, first shown in 1970, in which a restaurant only serves the processed meat product. They did a bit on a restaurant that only featured dishes made with SPAM which is a canned ham. When the waitress describes items on the menu, a group of Vikings sing a song that goes something like " SPAM , SPAM , SPAM Lovely SPAM lovely SPAM… "

So SPAM was thus named because, like the song, it is an endless repetition of worthless text.
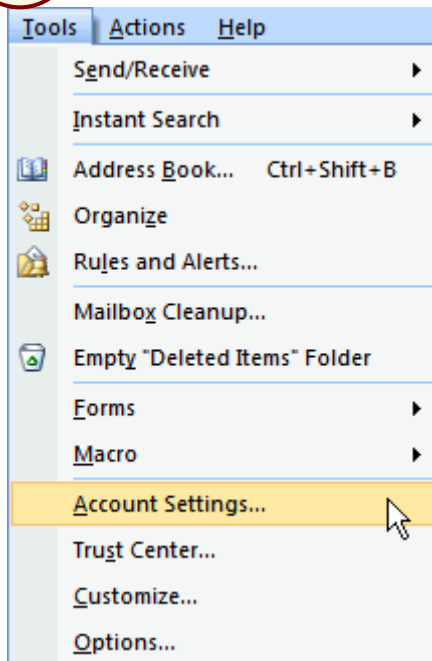
Th nk IT

Setting up OUTLOOK 2007 for IMAP

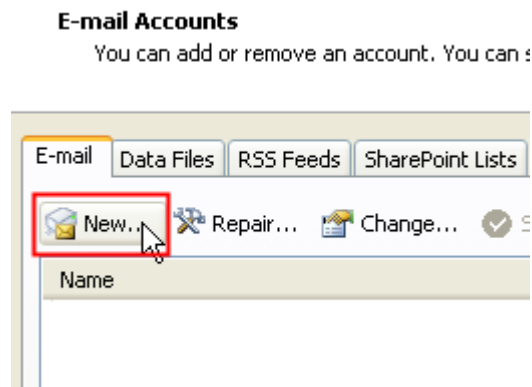By Eng. Abdullah Muzaffar, Micro-computer specialist

This tutorial shows you how to set up Microsoft Outlook to work with your e-mail account. This tutorial focuses on setting up Microsoft Outlook 2007, but these settings are similar in other versions of Microsoft Outlook. You can set up previous versions of Microsoft Outlook by using the settings in this tutorial.

1 Open Outlook. Select Account Settings... from the Tools menu

2 On the E-mail tab, click New

E-mail Accounts
You can add or remove an account. You can s

3

Microsoft Exchange, POP3, IMAP, or HTTP
Connect to an e-mail account at your Internet service provider (ISP) or your organization's Microsoft Exchange server.

Other
Connect to a server type shown below.

4 Select "Manually configure server settings or additional server types" and click Next >.

☑ Manually configure server settings or additional server types

5 Select "Internet E-mail" and click Next >.

◉ **Internet E-mail**
Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.

○ **Microsoft Exchange**
Connect to Microsoft Exchange for access to your e-mail, calendar, contacts, faxes and voice mail.

○ **Other**
Connect to a server type shown below.

IMAP Advantages:

- messages are stored on the server are accessible from any computer and webmail any-where in the world.

- IMAP mail folders remain syn-chronized with IMP (webmail).

- sent messages and drafts are also stored on the server.

- server-side spam filtering is easily implemented with IMAP.

- IMAP mail is backed up nightly on the server and can be re-stored .

- ease of migration from a pro-gram to a program and from a computer to another com-puter/location .

- ease of setting up additional computers to check your e-mail, no need to copy anything from one computer to another.

Setting up OUTLOOK 2007 Continue ..

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6 Enter the following information for E-mail Accounts.

Internet E-mail Settings

Each of these settings are required to get your e-mail account

User Information

Your Name:	Helpdesk
E-mail Address:	helpdesk@uaeu.ac.ae

Server Information

Account Type:	IMAP
Incoming mail server:	mail.uaeu.ac.ae
Outgoing mail server (SMTP):	smtp.uaeu.ac.ae

Logon Information

User Name:	helpdesk
Password:	*******

☑ Remember password

☐ Require logon using Secure Password Authentication (SPA)

7

More Settings ...

POP3 disadvantages:

- messages are stored on your hard drive so they're not accessible from other computers..

- messages are eventually removed from the server .

- messages are stored in files that are not compatible between different programs.

- it's usually difficult to migrate from one program to another, sometimes impossible.

- it's cumbersome to copy your e-mail to another computer (office, home, school, laptop, etc.)

- users normally don't have backups of their e-mail.

8 Click on the Outgoing Server tab, and check the box labeled "My outgoing server (SMTP) requires authentication." Then choose to "Use same settings as my incoming mail server."

General	Outgoing Server	Connection	Advanced

☑ My outgoing server (SMTP) requires authentication

⦿ Use same settings as my incoming mail server

◯ Log on using

User Name:	
Password:	

☑ Remember password

☐ Require Secure Password Authentication (SPA)

9 Click Next. Click Finish.

Congratulations!

You have successfully entered all the information required to setup your account.

To close the wizard, click Finish.

Under the Spotlight

By Buthaina Bu-Humid, UAEU Webmaster

Hello everybody, our guest today is behind most of the web graphic designs in UAE University website and my.UAEU portal, not to mention he is the guy behind the design of our Think IT newsletter. With extensive experience in web graphic designing and template developing, here we ask him some questions to have a closer look on UITS Raed Mohammed Shehada.

Background about your education and experience.

I'll keep my background brief so it won't send anyone to sleep.

My name is Raed Mohammed Shehada, and was born in 1976, in Al-Ain, UAE. I graduated in 1999 with an honors dgree (BSc) in computer Science from UAE University. Then I worked as a trainer in IT Center for one year. I enrolled at work in Al-multaqa in 2000 then I moved to Alumni Affairs. In 2004 I moved to work in Web Services Section as a web designer till now.

What inspired you to become a web graphic designer?

It started back in 1999 and after graduation when I was on an internship program at the IT center of the University. During that period, I was invited to participate in designing new websites for the departments and units. I successfully made good website designs that fortunately impressed my manager. He advised me to continue working on web designing projects, since I demonstrated good technical skills that could support me pursuing my career in this area.

What is the most challenging part of your work?

The main challenge in web design is finding out what the client wants and then giving them what they actually need.

If you have a chance to choose another career, what will you choose and why?

I don't have an exit strategy from design because I love it.

Where would you like to be in your career five years from now?

My plan is to be a freelancer, providing consulting services.

What is your favorite piece of work that you have designed?

There are many things that I favor, but I think the most favorite work I would pick: UITS website, University Google maps, and "my.uaeu" portal.

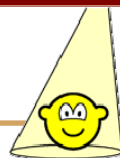## What do you feel are the most important skills for a designer to have?

Communication, patience, persistence, empathy. Among these skills communication remains the most important. If you can't communicate your vision, or understand what your client wants, then you won't be able to do a good job. Understanding is everything, because whenever something is misunderstood on the way you are in trouble, the client will not be happy, and the work will be difficult to do. All creative work provides a sense of enjoyment even if is challenging.

Do you think you are successful in your career? Why?

Yes, I would say that. Let me explain. You can not be successful without teamwork. It is basically the main factor in achieving your career success.

What would you like to say at the end of the interview?

A good leader enable everyone to feel like they are part of a winning team - we know this mantra in our hearts, yet making it happen is much more difficult. So thanks very much for our Web Team.

Note: *We hope you enjoyed this interview with Raed. We will have more interviews, if you would like to be featured/interviewed on Think IT newsletter, e-mail us* thinkit@uaeu.ac.ae

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Welcome!

University IT Services welcome

- **Constantin Vaduva**
  Assistant Director, ICT
- **Mohammed Zaghal**
  Web Developer
- **Shamma Al Ketbi**
  Web Administrator
- **Amna Al Noimy**
  Microcomputer Specialist
- **Jamela Al Ameri**
  Microcomputer Specialist
- **Sumaya Al Shamsi**
  Microcomputer Specialist

Congratulations !

- **Helal Al Kuwaiti**
  Executive Director, UITS
- **Afraa Al Shamsi**
  Director, IT Support Services
- **Shamma Al Muhairy**
  Assistant to CIO
- **Aamir Idris**
  Team lead, IT Support Specialist, Central Services
- **Sharath Hegde**
  Team lead, IT Support Specialist, UGRU
- **Mariam Al Khaily**
  Team lead, IT Support Specialist, Student Affairs
- **Latheef Kambi Kai**
  Clerk II
- **Lamya Al Gazoli**
  IT Coordinator
- **Dr.Mahdi Ismail**
  Mahdi has defended his PH.D on Friday, October 17. Mahdi's Ph.D. was in Management Information System (MIS) from NorthCentral University in Arizona, USA.

Think IT

An easy way to find your way!

By Buthaina Bu-Humaid, UAEU Webmaster

When Muhammad Al-Idrisi drew his famous most accurate ancient world map, I'm sure it didn't come across his mind, that the entire world map would be a couple of clicks away! Not only the satellite view, but also detailed depictions of roads.

Free web mapping tool provided by Google created a great difference in the web since February 2005. Probably the most beautiful aspect of Google maps is that third parties can take advantage of its huge library of satellite images and detailed maps by customizing it through its beautiful APIs (Application Programming Interface).

For UAE University being a multi-campus university was problematic for new students, faculty, staff members, or even guests of many events hosted by UAEU. In the web team it was one of our priorities to provide the most accurate detailed maps as possible that would help people find their way to different campuses around Al-Ain or from/to other emirates as Abu-Dhabi and Dubai.

The University maps http://www.uaeu.ac.ae/maps/ were introduced as one of the main new features launched with the new website on January 2008. Using Google maps within UAEU was a leap to a friendly interactive interface taking advantage of zooming and dragging tools provided by Google maps.
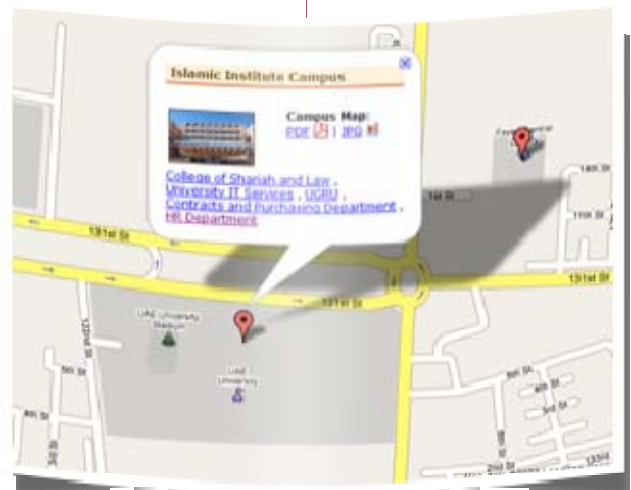
At first Google wasn't providing the detailed road maps, so we used Google maps as a presenting tool of satellite images provided by GIS department. As we were developing the maps, it seems that we've created thousands (probably millions ;) of hits on the Islamic Institute coordinates, and later in 2007, Google in-troduced a full detailed street map of Al Ain which minimized our customization by 50% and helped us concentrate on more important issues such as detailed building maps for different campuses.

We built the UAEU maps leaving space for improvement as continuous improvement is the web team's motto. In the future, in cooperation with other departments and divisions within UAEU we will provide more detailed and accurate maps Insha Allah.

So have we helped you yet, to find your way around here?

Other Resources:

  * http://maps.google.com/
  * http://en.wikipedia.org/wiki/Google_Maps
  * http://en.wikipedia.org/wiki/Al-Idrisi

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Jokes Hahaha
hehahhhhh

(: Math
Why is the math book is so unhappy?
Because it's full of problems
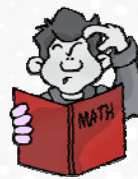
(: Examination
Two friends Ahmed & Salim meet each other after completing their exam
Ahmed   : Did you write your exam well?
Salim   : No, I just returned the blank paper.
Ahmed   : I too did the same.
Salim   : Oh god, the teacher will think we copied!!"

This Way or That Way?

Life is FULL of Good and Bad choices

The most powerful , greatest and ugliest ......

The most destructive habit.....................Worry
The greatest Joy.....................................Giving
The ugliest personality trait....................Selfishness
Greatest natural resource...................... Youth
The most powerful force in life.............Love
The world's most incredible computer....The Brain
The worst thing to be without................ Hope
The deadliest weapon............................The Tongue
The two most power-filled words...........I can
The greatest asset ....Faith
The most beautiful attire...................... .SMILE!

We're on the Web !
www.uaeu.ac.ae/uits/