

Frequently Asked Questions

Computer Related

Who should I contact for assistance?

- Students who live on campus and are experiencing Telephone or Internet connection problems should contact ResNet. <http://services.georgiasouthern.edu/aux/resnet/> (912-478-7971). Before contacting ResNet about Cisco Clean Access problems, please visit the CCA page—as it contains solutions to common issues and the requirements that must be met to connect to the Georgia Southern campus network. <http://cca.georgiasouthern.edu/>, 912-478-7971
- For Campus account problems such as e-mail, my.georgiasouthern, Wings, or WebCT, contact the helpdesk helpdesk@georgiasouthern.edu, 912-478-5429.
- If you are experiencing other computer problems please contact Eagle Computer Care for assistance. 912-478-2370. Eagle Computer Care supports any Georgia Southern affiliate including Students, Faculty, and Staff. For more information, click here.

Malware, Spyware, Virus?

- The term Malware refers to any malicious program. In general the term spyware is used to describe programs that are not viruses. Spyware programs can log what you type and steal your passwords. Viruses usually destroy computer data and tie up resources.

How does malware spread?

- Malware can be spread in numerous ways. Simply visiting a webpage that takes advantage of security holes in web browsers and operating systems is just one way malware is spread. Malware programs can run as soon as you open an infected email and no longer require you to open attachments to infect your computer. Malware can also be spread via external storage devices such as USB drives.

How can I protect myself and my computer?

- (Link to GSU security policies)
- Make sure Automatic Updates are enabled so that your computer receives that latest updates when they are released. (Enabling Windows Update, Enabling Macintosh Update)
- Make sure your computer has an Antispyware and an Antivirus program and they are kept up-to-date with the latest definition files. (Common Antivirus and Antispyware program)
- Do not open emails from unfamiliar sources.
- Do not fill out forms or follow links within emails unless you are 100% sure that the emails are from legitimate sources. Instead of following links in emails and then logging into an account, visit the home page of the company that stores your account information and log in there. Once logged in, manually look for the desired page that pertains to the information sent in the email. This will help prevent phishing attacks that are geared towards stealing your account information and credit card numbers.
- Be careful which websites you visit. While it is very difficult to determine which websites are safe to visit, try to avoid websites that have strange names or names that resemble legitimate
- Websites. An example of a link that resembles Georgia Southern would be "<http://GeorgiaSouthern.cccc.com>". While this looks like some part of Georgia Southern's website is not

part of <http://www.GeorgiaSouthern.com>. The actual Domain name (GeorgiaSouthern, Wachovia, PayPal, etc) of websites directly precedes the top level domain (.com, .net, .us, .org, etc). So in the example of "<http://GeorgiaSouthern.cccc.com>", "cccc" is the actual website's domain name because it precedes the ".com". The "GeorgiaSouthern" portion is called a sub-domain and is actually part of "cccc" and has nothing to do with Georgia Southern's website!

- Only one antivirus program should be installed at any given time! Having more than one antivirus program will most likely result in all of them functioning incorrectly, lead to security holes, and cause computer performance issues.
- While it is okay to have multiple Antispyware programs installed, only one should have active scanning enabled unless it explicitly advertises as being able to run side by side with other Antispyware products. Active scanning means that it is constantly protecting your computer in the background without you having to manually open up the program and run a scan to detect malware.
- A lot of Antivirus and Antispyware companies are offering bundled packages with their latest releases that contain both Antivirus and Antispyware protection such as Webroot Spysweeper and PCtools Spyware Doctor. (Spysweeper and Spyware Doctor usually carry excellent ratings on PCMag.com"

Symantec AntiVirus

Symantec AntiVirus is the only AntiVirus product supported by Georgia Southern University's Information Technology Services department. Symantec AntiVirus is paid for by your student fees and can be downloaded without additional charges from the Student Downloads website.
<https://downloads.georgiasouthern.edu/>

Before downloading and installing Symtante AntiVirus, please make sure that all other antivirus programs have been removed. Some examples of programs that should be removed before installing Symantec AntiVirus are: McAfee's Virus Scan and Internet Security, Norton AntiVirus and Internet Security, AVG AntiVirus and Internet Security. Please note that Symantec AntiVirus is not compatible with, nor should be used to upgrade Norton AntiVirus or Internet Security and vice versa! Installing Symantec AntiVirus on a computer that has a Norton product (AntiVirus, Internet Security, Systemworks, etc) is known to cause serious problems!

The proper way to remove programs that have been installed on Windows Machines is to use "Add or Remove Programs" in the "Control Panel". For Windows Vista users, "Programs and Features" has replaced "Add or Remove Programs". Deleting files, folders, or registry items as a means to uninstalling programs is **NOT** recommended and will likely lead to problems.

When removing Antivirus programs, if you run into problems check the manufacturer's website for solutions such as tools that can remove their products. An example of one such tool is the Norton Removal tool. The Norton Removal Tool was built by Symantec to remove Norton products off of a computer in the event that using "Add or Remove Programs" or "Programs and Features" fails to remove the products completely. The Norton Removal Tool will not work if Symantec AntiVirus is present when the tool is run! If you are having issues installing or uninstalling antimalware programs, please contact Eagle Computer Care.

If a Symantec AntiVirus Install or Uninstall continually fails, it will be necessary to remove Symantec AntiVirus manually which will require modifying the Registry, Services, Processes, Files, and Folders. If you do not feel comfortable doing this, then please contact Eagle Computer Care in room 1102 in the College of Information Technology building. 912-478-2370

Having an Antispyware program installed at the same time as Symantec AntiVirus is recommended. Most Antispyware programs will run side by side with Symantec AntiVirus so long as they do not have Antivirus scanners enabled. Having multiple Antivirus programs running at the same time will cause problems. If multiple Antivirus programs are already on the computer it is best to remove both of them and then (re)install the one that you intend to use.

Before using the Norton Removal Tool, try to remove the Norton product using “Add or Remove Programs” or in the case of Windows Vista users, “Programs and Features” in the Control Panel. The Norton Removal Tool will remove Norton 2003 products and later including the Password Manager. Running the Norton Removal Tool after uninstalling Norton Products is highly recommended and can prevent problems.

Downloading Symantec AntiVirus—To download and install Symantec AntiVirus, visit <https://download.georgiasouthern.edu>. Should this website fail try <http://download.georgiasouthern.edu>.

Log in using your Last Name and Eagle ID number to access the download page. Select the version of Symantec AntiVirus that you want to be installed on the computer. If you are unsure of which operating system you are running, click the “Start” button and then click “Run” and then type “winver”. If you do not have a “Run” option, hold down the “Windows Key” and then press the “r” key to open the Windows run box.

Configuring Symantec AntiVirus:

Default Scan Settings, Startup Scan, Scheduled scans, Tamper Protection, Automatic Updates.

Common computer boot problems

Black screen with blinking cursor is usually an indicator of a boot device problem. Make sure that no CDs, DVDs, or USB drives are connected during the boot up process. USB devices include, PDAs, Digital Media Players such as iPods or Zunes, Thumb drives, Digital Cameras, and any other device with storage capabilities that uses a USB connector. If you need assistance, please contact Eagle Computer Care.

The Windows Vista DVD is bootable and has utilities that diagnose and repair Windows Vista boot problems.

Vista DVDs **without** Service Pack 1 do not work on some computers. Symptoms of this issue include but are not limited to consistent reboots before you reach the login screen, Blue Screens of Death, inability to install Vista even when hard drives are detected and setup, and even receiving a message about an incorrect serial number after typing the correct one repeatedly.

Windows Vista tips

User Access Control (UAC) is one of Vista’s new security measures that help protect the Operating System from being infected with mal-ware. UAC restricts programs from doing certain things until the user gives the program Administrative access to the Operating System. Some programs will have to manually be run as administrator by right clicking on them and choosing the option that says “Run as administrator”

The Search bar on the Start Menu of Vista allows you to launch programs by simply typing part of their names. For instance, if you wanted to start Notepad, you would just start typing the word “Notepad” and when

it shows up at the top of the Search bar, just make sure it is selected and then press enter. The search bar also allows you to right click on the program that you wish to launch and then click "Run as administrator".

EMSD—Can be accessed via My.GeorgiaSouthern.edu. E-MSD is where students can go to purchase Microsoft and Adobe products at a discount price.

Office 2007

Office 2007 files are **not** natively backwards compatible with previous Office Applications. The default setting for Office 2007 Applications is to save the files with an extension ending in the letter "x" (docx, pptx, xlsx, mdbx, etc).

Microsoft has released the Office 2007 Compatibility pack for Word 2007, Excel 2007, and PowerPoint 2007. This compatibility pack will not work for any other programs! Microsoft Access 2007 default file format, 'mdbx', is not backwards compatible with previous versions of Microsoft Access! Databases converted to Access 2007 will not work on previous versions of Access.

By default, Word 2007 does not show the ruler bar. To enable the ruler, browse to the "View" tab and then check the "Ruler" option!

Microsoft Office 2007 can be purchased via My.GeorgiaSouthern using the E-MSD program program.

Microsoft has also released a plug-in that enables Office products to save documents as a PDF file.

Student Email

When composing a new email, you can click on "To:" to search for users or groups. When searching for another user who is not on your "Contact" list, it will be necessary to select the type of user that you want to search for. To search for another user of MiraPoint at Georgia Southern, select "User Search" from the drop down. To search for a faculty or staff member, select "External: Employees" from the drop down list.

Disabling/Enabling Trash

To reclaim or save space on the server, you can disable the trash can feature so that e-mails get removed from the server when deleted instead of being moved to the trash can. To configure the Trash can feature, click on "Options", and then "Settings" under the "Mail" option. Finally select "No" for the "Delete To Trash" option.

Problems deleting Emails and Compact

Sometimes when you try to delete an email it does not get deleted and instead a red icon with a black "x" shows up next to the e-mail. To resolve this problem check the emails that are experiencing this issue and then click on the "Compact" option if it is available!

Popping is not available! You will not be able to pop your emails into other programs. The only way to get your emails into other programs is by forwarding them.

For additional information about student email accounts or MiraPoint visit <http://services.georgiasouthern.edu/its/stututorial.php>

Student Websites

For information related to student websites visit <http://services.georgiasouthern.edu/its/stutorial.php>

Clean Access

For information related to Clean Access, visit <http://cca.georgiasouthern.edu/>

Downloading Music

Free sites are available for downloading music. Registration is required. Please read all policies and govern yourselves accordingly.

http://www.riaa.com/toolsforparents.php?content_selector=legal_music_sites

http://students.georgiasouthern.edu/housing/resNet/file_sharing.php

<http://services.georgiasouthern.edu/aux/resnet/index.php>

Georgia Southern is proud to announce that FREE & LEGAL music is now offered to Georgia Southern students! **RUCKUS** is Georgia Southern's official music discovery service which gives you access to over 3 million songs from the most current Billboard chart toppers to tracks from thousands of indie labels.



Registration takes 30 seconds at www.ruckus.com and is absolutely FREE. Are you already one of the one million college students already using **RUCKUS**? Download the new [My Ruckus Facebook Application](#) to show your friends what you've been listening to right on your Facebook profile!

Frequently Asked Questions

Library Related

1. **How to Access the GALILEO Password** - click the following link in order to obtain the GALILEO password - <http://library.georgiasouthern.edu/forms/galpass.html>
2. **How to access NetLibrary (ebooks)** –
 - a. **via the library catalog from on campus**– click the book title and ebook should display in fulltext without a username or password
 - b. **via the library catalog or GALILEO from off-campus** - if you've never accessed an ebook from off-campus then contact the reference desk at 912-478-5645 so we can create a free account consisting of a username and password. Once that account has been created you may check out the ebook by entering in your account information from the log in page after you've clicked on the book title.
3. **Accessing the Coba K:** - This drive is accessible from within the College of Business computer labs as well as within the library computer lab. It cannot be accessed from off-campus. When in the library look for an icon on the desktop that says "Coba K:\". Double click it to log in and search for the class folder of choice in order to download/upload files as appropriate.
4. **Locating library schedule & calendar** – Library hours and its schedule can be found online - <http://library.georgiasouthern.edu/calendar.html>
5. **How to access dissertations (both Georgia Southern & non Georgia Southern)** - If you're search for dissertations use this handout - <http://library.georgiasouthern.edu/libref/dissertationabs.pdf>
6. **Enabling cookies in order search databases (e.g. JSTOR, Accounting Research)** – If you having difficulty accessing certain databases your browser must have cookies enabled. Directions for doing this can be found online - http://galfe2.gsu.edu/cgi-bin/homepage.cgi?style=&_id=8da5bb88-1265156254-6269&_cc=1 or http://libweb.lib.georgiasouthern.edu/wiki/lib/exe/fetch.php?id=info_serv&cache=cache&media=galileo_cookies_instructions.doc
7. **Available software in library** – A list of available software in the library is online - <http://gasouthernlearningcommons.pbwiki.com/f/CompSoftware2009.pdf>
8. **How to request books from the ARC and/or Warehouse**- Instructions for requesting a book from the ARC or warehouse can be found online - <http://library.georgiasouthern.edu/libref/research.pdf> pgs. 17-22
9. **How to find fulltext articles from Electronic A-Z Journal list** – You'll need as much of the article citation as possible (e.g., article title, author(s) names, journal title, volume & issue numbers, page numbers, date). From the library's web page, click "Electronic Journals A-Z" then in the search box

type in the journal title name. This is usually identified by the word “Source” or “Publication”. If a list of results appear scroll through the list if necessary to locate your title. There may be one or more databases listed. You’ll need to check each one to make sure the article is not fulltext in the database.

In order to check each database, click on the first database title. Locate the year and click it. Locate the volume/issue numbers then click that. Finally a list of articles will appear so you’ll need to scroll through the list to locate the one with the article title, author(s), and page numbers you’re searching for and click the “PDF Fulltext”, “HTML Fulltext” or “Linked Fulltext” link. If the article is not available in the first database then check the remaining databases.

In some instances, one database may be listed or several may be listed then there is the possibility that the journal may not be available at all in any database. . If it’s not fulltext in any database or the journal is not available electronically then you can request the article via Interlibrary Loan.

10. **How to print Power Point slides** – Directions for printing Power Point slides can be found online - http://libweb.lib.georgiasouthern.edu/wiki/lib/exe/fetch.php?id=systems_department_pages&cache=cache&media=how_to_print_ppt_slides.doc
11. **How do I create an Interlibrary Loan account** – You must first identify yourself to the library's ILLiad system if you’ve never requested an item. To do this you fill out a registration form - <http://webill.lib.georgiasouthern.edu/illiad/logon.html> and click on “First Time User”. After creating your account you will automatically be logged into the system.
12. **How does Interlibrary Loan & Document Delivery work** – An explanation of our Interlibrary Loan and Document Delivery services are available online - <http://zachsnews.edublogs.org/interlibrary-loan-and-gil-express-services-for-georgia-southern-university-students-and-faculty/>
13. **What are the hours for Zach’s Brews Coffee shop** - Zach’s Brews offers coffee, cappuccino, espresso, caffè latte, fresh-baked cinnamon rolls, cookies, bagels, blueberry muffins, and croissants. Their hours are Monday-Thursday, 7:30 a.m. to 10 p.m.; Friday, 7:30 a.m. to 2 p.m.; and Sunday, 3 p.m. to 11 p.m. They can be reached at 912-478-1367.
14. **Where can I find a scanner** – Scanners are located in the Learning Commons on the 2nd floor. For more information see <http://gasouthernlearningcommons.pbwiki.com>
15. **What should I do if I cannot access my library account information or cannot make a GIL Express request** – Refer the user to the circulation desk (912-478-5647) to make sure their Eagle ID has been entered into the library system, they do not have any overdue books, or an expired record.
16. **How do I access databases that ask for an additional password when the username is database** – Enter the current GALILEO password
17. **How do I access Electronic Reserves** – search the library catalog at <https://gil.georgiasouthern.edu> by clicking Search Course Reserves. Select the professor’s name and/or course name/number

from the drop down list. Locate the item from the results list and click it. Enter the current GALILEO password for the username and password when prompted.