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## Web Mail Client Replacement

*Email Working Group <email-wg@uwo.ca>*

Western's new web mail client, Convergence, is now fully released as the default web mail client available at <http://mail.uwo.ca>. Convergence is the next generation web mail client and personal organization tool for the University. This new interface is Oracle's (Sun) Web 2.0-based communication client. Its rich features and interactive functions enable this thin browser application to compete with fat email clients such as Outlook and Thunderbird. Convergence provides users with integrated access to mail, calendar and address book. Additionally, the highly customizable nature of Convergence will allow us to improve user experience by adding features in the future.

The previous Communications Express interface will remain available through a link on the Convergence login page for an interim period. However, we plan to decommission this service in the future.

### User Satisfaction Survey

A user satisfaction survey has recently been launched to help us gauge performance and functionality of this new interface. Please take a moment to complete the brief Convergence Feedback Survey. There is a link to the survey on the Convergence Web mail Client login page. The link goes to <http://www.uwo.ca/cgi-bin/convsurvey>

### Subscribe to In Touch

In order to join the mailing list (or to remove yourself if you wish to stop receiving it), email:

[in.touch@uwo.ca](mailto:in.touch@uwo.ca)



## About In Touch

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Editor: Merran Neville

The purpose of In Touch is to inform our users about activities and events of Information Technology Services.

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We welcome your comments, suggestions, and articles.

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Web: <http://www.uwo.ca/its/>

### Notices/Information

- Scheduled System Maintenance takes place during Sundays, 6am - 12pm; Thursdays, 12am - 7am
- ITS Services Document available at:  
<http://www.uwo.ca/its/services.pdf>

### Need help, have a question?

- Call ITS Customer Support Centre:  
519 - 661-3800 ext. 83800
- ASK ITS: <http://askits.uwo.ca/>
- Email using the web form:  
<http://www.uwo.ca/its/helpdesk/question.html>

## Helping Hands Award

ITS staff members Chris Poblocki and Dave O'Halloran have received the **Helping Hands Award** this year. Chris was a recipient in March and Dave was a recent recipient in October.

Congratulations to Chris and Dave for the recognition they have received for providing excellent customer service to the people they support. Both are deserving recipients of this award.

See **In Touch** Winter 2009, Vol. 16 No. 2 for details about the Helping Hands Award <http://www.uwo.ca/its/doc/newsletters/InTouch/vol16-0910/win2009.pdf> page 6.



## Going Green Strategies

### In Touch Online

Merran Neville  
<mneville@uwo.ca>

In support of the University's green initiative, ITS is considering moving to an online-only *In Touch* publication.

*In Touch* has been available online for many years and issues are published at <http://www.uwo.ca/its/doc/newsletters/InTouch/>

Please let us know if you would like to be added to the mailing list and notified when an issue has been published. The email will include a link to the online location.

**To request to be added to the mailing list, please send an email to [in.touch@uwo.ca](mailto:in.touch@uwo.ca).**

*In Touch* is a quarterly publication so the mailing list will be used four times a year for this purpose.

**Going Green with how we use our computers and saving money to boot!**



Logo by Tanja Coso

### Saving on Computer Energy Use

Kim Hoffman <khoffman@uwo.ca>

How much power do your computer and peripherals consume?

- Desktop computers range from 100-500 watts
- Laptops range from 20-50 watts
- Monitors range from 20-150 watts

You can download **Joulemeter** software from Microsoft to estimate the power consumption of your computer at: <http://research.microsoft.com/en-us/downloads/fe9e10c5-5c5b-450c-a674-daf55565f794/>

Using Joulemeter, I discovered that my home computer uses 150 watts for both the computer and the monitor. If I leave my computer on 24 by 7 with my screen saver kicking in after 30 minutes of idle time, I will be using at least

$$150 * 24 * 365 = 1314 \text{ kWh/yr}$$

You can further reduce energy consumption by enabling power management on your computer by switching it to **sleep mode** or **hibernation mode**. See the Microsoft FAQ on "Turning off a computer" at <http://windows.microsoft.com/en-CA/windows-vista/Turn-off-a-computer-frequently-asked-questions>

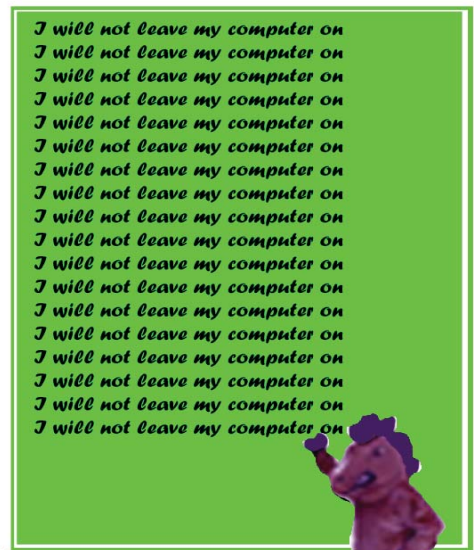
I am paying 5.6 cents per kWh for the first 1,000 kWh and 6.5 cents per kWh for the additional kWh. If I were to turn off my computer equipment and only have them on for 8 hours per day, I could be saving

$$2/3 * 1314 * 6.5 = \$57/\text{yr}$$

and reducing 630 kilograms of carbon dioxide emission per year!

**Turning off your computer at work when you leave for home will help the University potentially save thousands of dollars and reduce thousands of metric tons of carbon dioxide emission per year!**

Reference: <http://www.epa.gov/cleanenergy/energy-resources/refs.html>



Save Energy! Reduce GHG!



## VoIP Deployment Update

Mona Brennan-Coles <mona@uwo.ca>

VoIP deployment is a multiyear project (2008-2011) with two components:

1. The Power Strategy Closet Upgrades which includes providing UPS and generator power, upgrading closet electrical and heating, ventilation and air conditioning (HVAC) as needed and replacing existing network switches with ones able to provide power to the IP telephones. Physical plant is managing the power, electrical and HVAC upgrades. ITS is managing the UPS and network switch deployments.
2. When a building is ready for VoIP, ITS installs grey IP telephones and removes the black digital phones.

<b>Power Strategy Closet Upgrades</b>	
<b>Year Two (2009-2010)</b>	<b>Year Three (2010-2011)</b>
<p><b>Completed:</b>                      Western Sciences Centre                      Elborn College                      Thompson Engineering                      University Community Centre                      Social Sciences Building                      Faculty of Education (except for Portable)                      Cronyn Observatory                      Law Building                      Spencer Engineering Building                      Weldon Library</p> <p><b>In Progress / Planning:</b>                      Boiler House</p>	<p><b>Completed:</b>                      3M Center                      B&amp;G (South)                      Middlesex College                      Faculty of Music Building                      North Campus Building                      Somerville House                      Staging Building                      Talbot College                      Thames Hall                      University College                      Visual Arts Center</p> <p><b>In Progress / Planning:</b>                      Boundary Layer Wind Tunnel                      McIntosh Gallery                      Westminster Property</p> <p>Physics &amp; Astronomy (as part of Renovation)                      Stevenson-Lawson (as part of Renovation)</p>

<b>IP Telephone Installations Completed</b>	
Advanced Facility for Avian Research Biological & Geological Sciences Biotron Research Building Chemistry Building Claudette MacKay-Lassonde Pavilion Clinical Skills Learning Building Cronyn Observatory Dental Sciences Elborn College Faculty of Education Building Graphics Building Health Sciences Addition ICFAR Kresge Building Law Building Material Sciences Addition	Medical Sciences Building Molecular Biology Building Molecular Biology Laboratory Robarts Research Institute Siebens Drake Research Institute Social Science Centre Spencer Engineering Building Staging Building Support Services Building Taylor Library Thompson Engineering Building TRAC UCC West Valley Building Western Student Support Building Western Science Centre

<b>IP Telephone Installations scheduled for completion within the next 4 months (February 2011)</b>
3M Centre Middlesex College Faculty of Music Building North Campus Building Somerville House Talbot College Thames Hall University College Visual Arts Centre

### New Contact Centre Services at Western

ITS selected Cisco's Unified Contact Centre Express (UCCx) to provide contact centre services to the Western community. The project team members Paul Bottone, Sandi Patterson, Doug Vandevrie (Project Team Leader), and Brad Wells worked with Dimension Data to install and configure UCCx and then migrated the ITS Help Desk Application in August 2010.

The project team is currently working with Western's Registrar and Dimension Data to migrate the Registrar's application to UCCx in mid-December.

Please contact Mona Brennan-Coles at ext.82510 or email [mona@uwo.ca](mailto:mona@uwo.ca) if you have any questions.

### Western's Public Wireless Upgrade

On Wednesday, October 20, 2010 between 6:00-7:00 am, Network Operations upgraded a portion of the authentication services associated with Western's Public wireless infrastructure. This is the first of several upcoming upgrades that will see the implementation and deployment of new hardware to address performance issues and prepare for the future deployment of 802.11n on campus.

## Trend Micro/Mac Antivirus Update

Nancy Wellard <[nwellard@uwo.ca](mailto:nwellard@uwo.ca)>

Following our RFP process in the Spring, ITS continues to apply enhancements to our infrastructure that supports the Trend software deployed for antivirus protection on faculty and department desktops and servers across campus.

As mentioned in the Summer issue of In Touch, Trend now offers a client for Macintosh systems. Our previous contract with Sophos expired on August 31, 2010.

Features we have implemented over the summer include the following:

- Central console to manage Macintosh clients
- New consoles to manage Windows clients for Version 10 of Officescan
- Trend Micro Control Manager which is an overlaying management console designed to streamline administrative functions and provide additional reporting

- Smart Scan, which leverages signatures that are stored in the cloud. When using Smart Scan, the security agent first scans for security risks locally. If the client cannot determine the risk of the file during the scan, the client connects to our central Smart Scan server. Some of the features of Smart Scan include the following:

- o Provides fast, real-time security status lookup in the cloud.
- o Reduces the time it takes to deliver protection against emerging threats.
- o Reduces network bandwidth consumption during pattern updates.

Items we plan to address over the coming months:

- Leveraging more features of the Trend Micro Control Manager

- Improving both the frequency and the detail in reports provided to network administrators across campus concerning virus activity on their systems
- Investigating further the use of the Officescan desktop firewall. We looked at this briefly over the summer but would like to implement a pilot in the near future.
- Planning for the upgrade to the next version of OfficeScan.
- Planning for migration to the InterScan Messaging Security Virtual Appliance (scans mail on the central mail servers).

For details concerning the use of Trend's software and to download the client for faculty and department computer systems, please visit <http://security.uwo.ca/antivirus/>

For home machines, you can purchase a copy of the Trend Micro software for your Windows or Macintosh systems from the Campus Computer Store for a nominal charge.

## Surveys, Elections, Conferences - Three Free Web Applications!

Gerard Stafleu <gerard@uwo.ca>

ITS has developed three web applications that you can use free of charge. They are:

- The UWO Web Surveys Tool - to create surveys
- The UWO Web Elections Tool - to hold elections
- The UWO Conference Registration Tool - to create registration forms for conferences, including the possibility of on-line payment

### All these tools include:

- Secure storage of your data in an SQL Server database
- An easy to use user interface where you design the specifics of your survey/election/registration
- Extensive help documents that tell you exactly how the applications work
- Web forms generated by the applications where the users can fill out the survey, ballot or registration form
- The ability for the administrator to view and/or export the results and data

**To use any of these applications all you need to do is go to the web site in question and log in with your Western userid and password (the same one you use for your Western email).**

### The UWO Survey Tool

The web survey tool is located at:  
<https://rabbit.vm.its.uwo.ca/Surveys/default.aspx?type=adminLogin>

The site should be fairly self explanatory, but there is a help file which you access via the **Help** button.

Examples of Survey questions are given at:

<http://www.uwo.ca/its/doc/newsletters/InTouch/vol17-1011/Tools/>

Surveys can be filled out both by Western and non-Western people. You can make the survey open, meaning anybody can complete it, or restrict it a list of people you provide.

### The UWO Web Elections Tool

You may already be familiar with the UWO Web Election Tool; it is used every year to elect the members of the Senate, the Board of Governors, and other elections. You can also use it to hold your own elections. Just go to:  
<https://rabbit.vm.its.uwo.ca/ElectionsNew/default.aspx?type=adminLogin>

Login with your Western userid and password. The help file can be found under the **Help** button on the left side of the screen. It is a good idea to read this first. An example of a simple election is given at:  
<http://www.uwo.ca/its/doc/newsletters/InTouch/vol17-1011/Tools/>  
Both Western and non-Western people can be voters.

### How do I get the results?

The application has a Count button. You click it and it counts and lists the candidates in descending order of votes received and lists the number of votes each candidate got. This is an easy process.

### Are the elections anonymous?

Yes, the elections are anonymous and there is no way to link a vote with a voter. The system knows if a voter has voted (so they cannot vote more than

once). It knows how many votes were cast and for whom (which is handy when generating the results). It does not know who cast which vote.

### The UWO Conference Registration Tool

We have also developed a simple conference registration tool. You can find it at:  
<https://rabbit.vm.its.uwo.ca/Conferences/Default.aspx?type=adminLogin>

Login with your Western userid and password. Once you have logged in, you can access the documentation via the **Help** button.

Conferences can be either free or paid for. In the latter case, payment can be by credit card (you have to set that up with the Western e-commerce team) or with some other method that you specify (e.g. "send a cheque to ..."). A conference can have one or more registration costs associated with it, the registrants will have to choose one of them. A conference can also have "extra options" from which the participant can choose. These options can have a cost and the cost is added to the total. An example of a registration page is given at:  
<http://www.uwo.ca/its/doc/newsletters/InTouch/vol17-1011/Tools/>

Both Western and non-Western people can register.

### How do I see who registered?

New registrations show up on a special web page. You can also make a report of registrations in csv format (readable by Excel).

For further assistance, please email [uwo-surveys@uwo.ca](mailto:uwo-surveys@uwo.ca).

## Western Launches Mobile Apps

Dennis Antrobus <danrob@uwo.ca>

The University of Western Ontario launched its first version of mobile apps on October 6, 2010. This was a joint venture between the Department of Communications and Public Affairs and ITS. The launch included two types of mobile apps; a native iPhone application and a mobile web application built using HTML, CSS and Javascript. The native iPhone application aptly named iWestern supports iOS 3.1.3 and later and it currently includes 9 modules:

- **Directory Search** – Search for faculty, staff and students
- **Campus Map** – Search for building locations on campus.
- **Sessional Dates** – Important academic dates provided by the Registrar's office
- **Gazette News** – Online version of *Gazette News*
- **Western News** – Online version of *Western News*
- **Mustang News** – Mustang sports updates

- **Western Events** – A month's worth of event listings
- **Media Relations** – Updates from media relations
- **Giving Back** – Allows users to learn more about the Make A Difference campaign

Over 1000 downloads occurred within the first week of the iPhone application's launch with users providing healthy feedback via numerous avenues such as the Apple App Store, Twitter, Facebook and our own feedback tool.

The UWO mobile web application (found at <https://www.uwo.ca/its/mobile-prod/>) provides the same modules as the iPhone application, as well as a mobile optimized version of the well-known **Ask Western** tool. The web application provides BlackBerry (BlackBerry browser version 4.7.1 and higher supported), Android, and any other smartphone users with a capable

enough browser access to the same features as their iPhone companions.

Valuable guidance, resources and feedback was received from the Mobile Apps Steering Committee and the various persons who agreed to assist in testing the apps during the development process. Your help was greatly appreciated!

Special thanks to the development team behind the apps: Mathew Hoy (Comm&Public Affairs), Tracy Laughton, Candy Shum, and Dennis Antrobus all from ITS.

For further information and links to both our iPhone and mobile web apps, please visit our mobile landing page: <https://www.uwo.ca/its/mobile-doc/>

**The UWO mobile web application is found at:**  
<https://www.uwo.ca/its/mobile-prod/>



## Instructional Support Team News

### OWL Flight Plan

Shawn Foster <[sfoster9@uwo.ca](mailto:sfoster9@uwo.ca)>

The OWL Flight Plan project team is gathering suggestions and feedback from the Western community to guide the choice of the next OWL learning management system (LMS).

WebCT, Western's current LMS, will no longer be supported by the vendor, Blackboard, as of January 2013. Because being in an unsupported state leaves WebCT vulnerable to security risks and software incompatibilities, Western will move to a new LMS before 2013.

The OWL Flight Plan was initiated to find a new LMS. The impending change gives us, as a university, the opportunity to evaluate the needs of the Western community and to see what systems are available to meet those needs. (Western has been using different versions of WebCT since 1998.)

The OWL Flight Plan project team visited most faculties across campus during the last few weeks of October to inform the Western community about the project and to encourage everyone to participate.

The OWL Flight Plan website at <http://webct.uwo.ca/owlflightplan/> provides all of the information related to the project, including dates, sessions, team members, and frequently asked questions. The website also has a **Get Involved!** page that provides links to the

surveys and a **UserVoice** suggestion forum. Western staff, faculty, and students are encouraged to fill out the short survey that asks questions about the current WebCT and about what they would like to see in the next version of OWL. If you haven't completed one yet, the surveys will be available until November 15. If you have more suggestions after you've completed the survey, the UserVoice suggestion forum provides members with a location to post suggestions and vote on others' suggestions.

After feedback and suggestions have been collected, vendors with products that fit the needs of the Western community will be invited to present their products in early 2011. The new OWL will be chosen by May 2011. The implementation of the product, migration of course content, redevelopment of existing applications, and retraining of users will take place between May 2011 and August 2012. Following a pilot during the summer of 2012, all courses will go live in the new OWL for September 2012.

The OWL Flight Plan project team encourages you to pass the information about the project and the website <http://webct.uwo.ca/owlflightplan/> on to your co-workers, staff, faculty, and students.

### Turnitin

At the end of August a new Turnitin proxy tool was implemented in WebCT OWL. Feedback from instructors told us that the new version of this tool is problematic and has caused a disruption in workflow for them. We therefore reverted to our previous version of the Turnitin proxy tool on October 4. For more information, please visit <http://webct.uwo.ca/turnitinchange.html>



## ITRC Project: Flowcharter

Jennifer Sadler <itrc@uwo.ca>

In the summer of 2009, Professor Luiz Fernando Capretz from Software Engineering approached the ITRC with a project to find a way to help test code, and to make programming concepts more accessible to his students. Since many of the ideas taught in computer programming are quite abstract, he wanted to develop a way to help students visualize how algorithms work and facilitate testing. We created the Flowcharter program to meet the requirements of this project.

In essence, algorithms are simply a series of statements and binary decisions. Any code can be reduced to a flowchart. However, a static flowchart can be difficult to keep track of by hand, especially when the same piece of code is repeated multiple times with different values. The Flowcharter program aims to solve this problem. With the program, a user can create a flowchart that is similar to one created with traditional flowchart software. Instead of simply displaying the information, the Flowcharter analyzes the algorithm and highlights the path that a computer would take while executing it.

The program is useful as a teaching tool because it gives some structure to the ideas behind complex functions, such as searching and sorting. It allows the students to walk through the code step-by-step to see which parts of an algorithm are executed, given different sets of test cases. For example, a student might test the efficiency of a sorting algorithm by trying out two different sets of numbers. By going step-by-

step through the algorithm using the Flowcharter, the student can see that the program takes much longer to complete when the numbers are in reverse order than it does when the numbers are partially sorted. This characteristic is difficult to observe by just running the code, as both sets of numbers can be sorted in a matter of milliseconds.

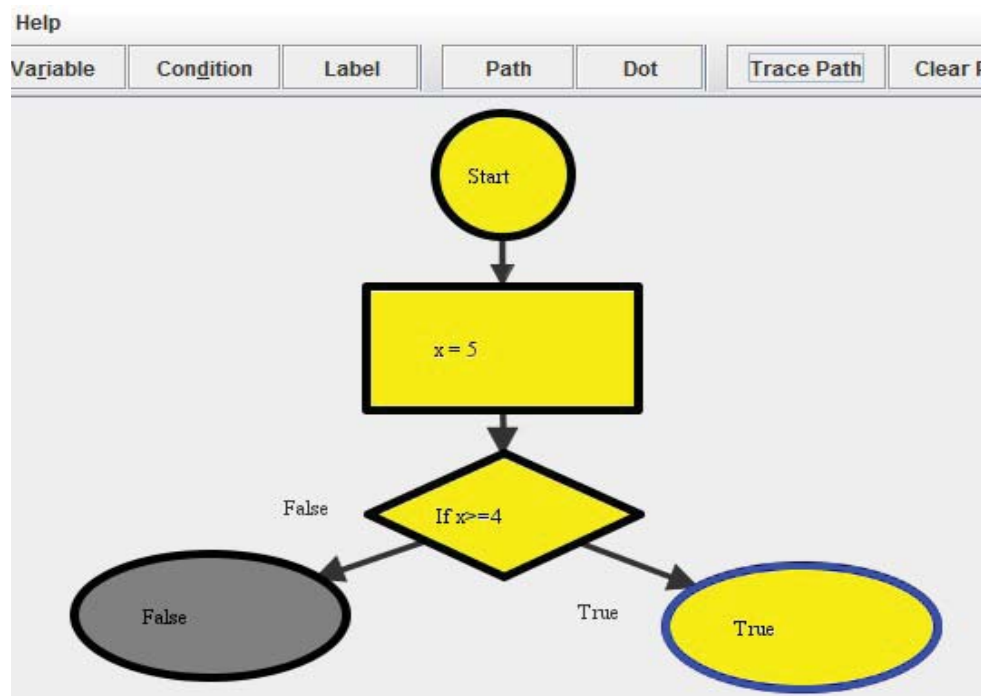
By running through the flowchart with many different variable combinations, students can see if there are parts of the program that are never highlighted (executed). Then, by eliminating parts of the code that are not reached, more efficient code is generated. As well, test cases that execute different paths in the program can be created. In this respect, the Flowcharter makes a good testing tool for students and instructors alike. The program can also work as a testing

criteria tool for students who would rather plan the flow of a program visually than by other methods.

The Flowcharter allows students and instructors to diagram and test their algorithm ideas visually. They can see step-by-step how simple programs work, and help improve the quality of their code by seeing which parts need to be optimized. A tool like this is useful because sometimes the best way to solve a problem is to make sure a programmer can see it clearly in the first place.

*Jen Sadler is a 4th year Computer Science student. She joined the ITRC in May 2008.*

*Information about the ITRC student consultants is online at <http://itrc.uwo.ca/studentConsultants.html>*



## ITS In Touch Index to Volume 16 (2009-2010)

The titles of all articles appearing in Volume 16 of In Touch (2009-2010) are listed in five categories: Instructional Technology, Network News & Networking, Systems News, Telecommunications, and General.

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## ITS Information

### Network Backup Service

For network backup and recovery service, please contact the ITS Legato Group:

**Email:** [legato@uwo.ca](mailto:legato@uwo.ca)

**Web:** <http://www.uwo.ca/its/network/backup.html>

### ITS Open Hours

Building hours and hours of opening for the various areas of ITS are listed on the web at the following location.

**Web:** <http://www.uwo.ca/its/about-its/hours.html>

### ITS Mission

We are committed to delivering the best information technology services and solutions in support of the teaching and research missions of the University.

### ITS Vision

To be recognized as the preferred source of information technology services and solutions within the campus community and recognized as one of the leaders in the North American university community.

## Commonly Used Numbers

ITS Customer Support Centre	519 - 661 - 3800	ext. 83800	<a href="http://www.uwo.ca/its/helpdesk/question.html">http://www.uwo.ca/its/helpdesk/question.html</a>
Voice & Data	519 - 661 - 3800	ext. 83800	<a href="http://www.uwo.ca/its/telecom/tele-install.html">http://www.uwo.ca/its/telecom/tele-install.html</a>
Administration Office	519 - 661 - 2151	ext. 82151	FAX 519 - 661-3486 ext.83486
Computer Accounts Office	519 - 661 - 3800	ext. 83800	<a href="mailto:accting@uwo.ca">accting@uwo.ca</a>
Computer & Network Operators	519 - 661 - 3525	ext. 83525	<a href="mailto:operator@uwo.ca">operator@uwo.ca</a>
ITRC	519 - 661 - 2111	ext. 85513	<a href="mailto:itrc@uwo.ca">itrc@uwo.ca</a>
ITS Non-Credit Courses	519 - 661 - 2151	ext. 82151	<a href="mailto:its-courses@uwo.ca">its-courses@uwo.ca</a>
Dial-in Line (all modem speeds)	519 - 640 - 5305		
E-mail Postmaster	519 - 661 - 3800	ext. 83800	<a href="mailto:postmaster@uwo.ca">postmaster@uwo.ca</a>

## Facilities

ITS Support Centre	SSB 4100	General Purpose Labs:	
PC Lab	SSB 4230	UC - 2	NCB - 105,
ITRC	SSB 4320	NSC - 110	HSB - 13, 14, 16
		SC - 1310	SSC - 1000, 1012, 1032