Tech News August 2021

Top News

Redesigned Duo Mobile App coming soon: In the coming months, Duo, the vendor behind our ArchPass two-step login solution, will introduce a redesigned version of its Duo Mobile App. This is the app you may use when you perform two-factor authentication to log into many UGA applications, including Athena, eLC, the Remote Access VPN and more. The redesigned Duo Mobile App will include features to improve your login experience including:

- Updating the position of the Approve/Deny buttons so that Approve is on the right, a more natural location.
- Improving the accessibility of the app, including adding a landscape view, variable font sizes and improved color contrast.
- Providing clear guidance on restoring your accounts if you get a new phone.
- Making it easier to find and manage your accounts with a simpler interface.

The core functionality of Duo Mobile is not changing. You can continue to receive a Duo Push notification, use passcodes, add, edit, reorder, and remove accounts, and back-up and restore accounts. Duo has not set a date for releasing the improved app. For more information, contact Lance Peiper at lpeiper@uga.edu.

IT Services in Action

Major network bandwidth expansion under way to improve connectivity: EITS networking staff are working on a multi-year project to upgrade building routers, increasing network bandwidth for research and allowing for 10G connectivity. The Building Edge Router Refresh project will upgrade the current building edge routers and cabling in 180 buildings to a new platform that connects buildings back to the university's core network. Buildings completed in July include Business Services, Riverbend North and South, Psychology, Caldwell Hall, the Law School and Brooks Hall. Buildings scheduled for August include the Ramsey Center, Memorial Hall, Rhodes ADS, Coverdell Hall, Miller Plant Sciences, Veterinary Medicine and Boyd Graduate Studies. Visit https://eits.uga.edu/network_and_phones/building_edge_router_project/ for more information.

Wireless improvements to outdoor areas to be completed this month: EITS is working to improve the wireless performance in several outdoor areas in north and central campus, making it easier for students, faculty and staff to work and study outdoors. The $417K project, funded by the Student Technology Fee, includes updates to the wireless infrastructure and access points servicing five outdoor areas: the Old College quad, the Main Library quad, Herty Field, the area in front of the Miller Learning Center and outdoor areas

around Tate Student Center. EITS plans to complete work by the end of this month. To learn more, please contact Chris Fleming, cfleming@uga.edu.

25Live, new course and event scheduling system, to go-live this month: EITS, working closely with the Registrar's Office and Campus Reservations, Events and Technology Services (CRETS), has procured CollegeNet's 25Live classroom and event management system to replace the current system, Ad Astra. 25Live provides a much improved user interface, a more stable user experience, user-friendly features and an intuitive workflow. The new system also includes customizable functionality for classroom assignment optimization and improved reporting and data analytics capability. 25Live should deliver benefits not only to the Registrar's Office but also to course and classroom schedulers and registered student organizations in need of meeting and event spaces on UGA campuses in Athens, Griffin, Gwinnett and Tifton. End-to-end testing is in progress, with a go-live planned for later this month. To learn more, please contact the ConnectUGA team at connect@uga.edu.

Introducing the new, streamlined Project Status Report (PSR) Lite for research faculty: A new reporting tool is available through the Office of Institutional Research's site for faculty conducting research. Project Report Status Lite reads like a bank statement for your projects. Summary project balances are on top with recent transactions and payroll below. The info button on the top right is a quick-start guide. There is also a link to the full-service Project Status Report under the paper airplane icon, for more robust tools like burn rate charts and balance alerts. You can set "Views" to bookmark your projects and "Subscriptions" to automatically email you the report at your desired frequency. Access Project Status Report Lite here: https://oir.uga.edu/data/oper/financials/psrlite/ . Note: If you are accessing this report from off campus, you will need to be on VPN 02.

GACRC teaching cluster available for fall semester: A small high-performance computing cluster devoted exclusively to teaching duties is available for use during the Fall 2021 semester. The cluster, which is supported by the Georgia Advanced Computing Resources Center, has been used by faculty in past semesters in courses teaching bioinformatics, computational chemistry, genetic modeling and more. Faculty members interested in discussing the capabilities of the teaching cluster and how it might integrate with their coursework should contact Dr. Guy Cormier at gcormier@uga.edu.

GACRC buy-in program available for researchers: The Georgia Advanced Computing Resource Center continues to offer a buy-in program for group-owned compute nodes on the Sapelo2 cluster. The buy-in program provides prioritized access for faculty to the GACRC-administered computational resources. For more information, contact Dr. Guy Cormier at gcormier@uga.edu.

Changes and Maintenances

Google implements security changes to Drive: Google is making security changes to Google Drive to make file sharing more secure. As part of this update, the links to some files

may change. Access to impacted files won't change for people who have already viewed them or who have direct access, but others might need to request access. Google will begin notifying users directly about this update July 26-August 25, to give users time to choose how to manage their files. Google will begin enforcing the update September 13. More information, including an example of the email Google will send to users can be found here: https://workspaceupdates.googleblog.com/2021/06/drive-file-link-updates.html

Updated VPN client now available: For users of UGA's Remote Access Virtual Private Network (VPN), the latest update to Cisco AnyConnect, version 4.10, is now available. The updated software was pushed out to Cisco AnyConnect clients in late July. Your VPN client will automatically update to the newest version of Cisco AnyConnect the next time you connect to the VPN. You can also download the latest version from the EITS website: https://eits.uga.edu/access_and_security/infosec/tools/vpn/. This latest update shows improved performance for the MacOS version on new Apple computers based on the M1 CPU. For more information, contact Lance Peiper at lpeiper@uga.edu.

Fall network maintenance set for October 23: EITS plans to conduct a network maintenance on October 23. Network maintenances are necessary to continue to support the network, allowing EITS to provide ample bandwidth and Internet capacity to the University in the future. We typically conduct large network maintenances twice a year, during which campus Internet and campus information systems are usually inaccessible. For questions, contact Chris Baines at cbaines@uga.edu.

Changes coming to wepa print kiosks cost: Effective August 1, the cost for printing from a wepa print kiosks has increased by $0.02 per page for black and white printing, bringing the total cost of printing in black and white to $0.09 per single-sided page. This increase is due to COVID-19's impact on student print volume. Price increases for other print forms this year include a $0.04 increase for black and white double-sided prints, a $0.10 increase for colored single-sided prints, and no change for colored-double sided prints. UGA is home to 63 wepa print kiosks, which includes those located on UGA's Gwinnett campus. For more information, visit printkiosk.uga.edu.

<u>**Campus IT announcements**</u>

Biannual UGA SSO upgrade planned for September 24: Our single sign-on service, UGA SSO, will undergo a scheduled maintenance September 24. This maintenance is necessary to move the service to the latest version and to receive up-to-date security patching. To prepare for this upgrade, application owners will be asked to test their applications in dev and stage to ensure the update does not affect their applications. A dev environment is available for testing now, and a stage environment will be available for testing August 9. Once the new stage environment is live in August, EITS will not move any new applications to production UGA SSO until after the upgrade is complete in September. EITS applies updates to UGA SSO twice a year, in February and September. For more information, please contact Kristi Wall at kristi.wall@uga.edu.

Virtual Server Backup Cost Recovery Service Now Available: EITS now offers the option of standard backups to clients using our Virtual Server Hosting Service. This option is only available for virtual servers hosted within this service, and there is an additional cost for this service enhancement. Information is available on our cost recovery site: https://eits.uga.edu/support/cost_recovery/service_details/virtual_server_support_and_resour ces/ . For questions, please contact Ashley Henry at ashenry@uga.edu.

Tech Tips

Best Practices for virtual special events: UGA faculty, staff and students are strongly encouraged to set up the following measures for any virtual special events, especially those which include individuals outside the university. These measures can help decrease the risk of unauthorized individuals interrupting your meeting in Zoom or Teams.

- o In Zoom, ensure the Meeting ID is automatically generated, and that the meeting has a password. Do not publicly post the Meeting ID and password. This includes posting to the UGA Master Calendar, which is public.
- o In Zoom, use the waiting room function to control when participants can join the meeting. The waiting room function is required for any participants who do not have a UGA MyID. EITS has turned on this function for all UGA Zoom accounts.
- o In Zoom, designate multiple hosts who will help manage the meeting and eject participants who disrupt the meeting.
- o In Zoom, disable the "join before host" feature and limit screen sharing to the host.
- o In Zoom, consider requiring MyID authentication for the meeting, so only those with UGA MyID accounts can attend.
- o In Teams, use the 'Who can bypass the lobby' setting to control when participants join your meeting.
- o In Teams, use the 'Who can present' setting to limit screen sharing to the host.

Have you updated your Zoom client recently? Keeping your Zoom client up to date is the only way to get access to the latest features, as well as security updates to help keep your virtual meetings secure. Zoom does not automatically update, so it is important to check for updates regularly. To update your Zoom client, open Zoom, click your profile photo in the top right corner and scroll to "Check for updates." Most students, faculty and staff should be able to update their Zoom client on their desktop and mobile devices without contacting an IT professional, but if you need assistance, please contact our Help Desk at helpdesk@uga.edu, 706-542-3106 or chat with us at hd.support.uga.edu.