NAVAL POSTGRADUATE SCHOOL
ITACS
INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES
2009

NETWORK UPGRADE PROJECT COMPLETED!

For the past year and a half, ITACS has been focusing on the implementation of upgraded network electronics for the NPS unclassified network, a major capital investment for the university which will provide 1 Gbps network throughput capacity to the desktop and 10 Gbps throughput between buildings or across the network "backbone." When completed, individual users will have 1 Gbps speeds across our network to resources on our internal network and beyond, depending on desktop system capabilities. The Network Interface Cards currently deployed are a mix of 1 Gbps and 100 Mbps capable. Newer systems are being deployed with 1 Gbps capable NICs, meaning over time more of our campus will experience this throughput.

The final stage of this project was completed when the network switches were installed recently on campus. All academic buildings are now capable of throughput at 1 Gbps to the desktop. This is a huge milestone which ITACS is proud to deliver to our university community.

NETWORK OPERATIONS CENTER (NOC) HOSTS FOUNDRY/BROCADE TRAINING

ITACS NOC hosted a week long course on Advanced Switch and Routing Configuration and Management in the IPCOE March 2-6, 2009. The course is the third Foundry network course hosted by NPS and is part of the Foundry/Brocade gift to the Naval Postgraduate School Foundation for the Next Generation Network upgrade. Attendees were from the Naval Postgraduate School and NAVAIR from China Lake and Point Mugu. This course will provide certification requirements for Foundry Networks Certified Network Professional (FNCNP).

VPN SOLUTION FOR MICROSOFT WINDOWS VISTA (64-BIT) USERS

ITACS has been monitoring the growing number of users who have purchased laptops or home computers that run 64-bit versions of Microsoft Windows (XP or Vista) and want to connect to the NPS ERN network via VPN.

For this small but growing group of users, the NPS VPN infrastructure is currently not capable of providing a VPN connection; however, ITACS has accelerated plans — originally scheduled for late summer — to install new equipment which will allow NPS to provide a VPN solution for 64-bit versions of Windows machines. Currently in the configuration and testing phase, ITACS will notify the campus when this solution is available.

In the interim, here are five options that are available to users with 64-bit versions of Microsoft Windows:

- Purchase an NCP VPN Client at cost of $64
- Image or reinstall a 32-bit version of Windows on the affected machine and use the NPS provided VPN client (works for most vendors)
- Utilize VMware to run a 32-bit version of Windows as a VM and use the current NPS provided VPN client
- Work on campus from a wired connection on the affected machine
- Work on one of the 400+ NPS provided machines on Campus

The Technology Assistance Center (TAC) in IN-151 can provide users with help if you are considering a new purchase, recommendations on the features that would be useful to you, and information on ITACS services currently available.

To see the Frequently Asked Questions about this issue, go to the link which can be found at: http://intranet.nps.edu/Announcements/Postings/VPNSolutionForWindows.html

PRACTICE SAFE COMPUTING!

The Internet is a wild frontier filled with many unknowns. More and more threats are showing up daily. Most recently, the world experienced "Conficker" or "Downadup" worm activity. This worm propagated to unsuspecting computer users via USB thumb drives or through the download of files from malicious web sites. Due mostly in part to the DoD and our diligence to secure our networks here at NPS, we experienced very few issues. Those issues we did find, however, were a direct result of the user's negligence. Please remember that you consented to monitoring and to following the Appropriate Use Policy when you applied for an NPS account, and that the following activity is expressly prohibited:

Activities for the purpose of personal or commercial financial gain including solicitation of business, services, or commercial products;

The use of any NPS computing resource for the purpose of transmitting or displaying inappropriate, offensive, or obscene language or material such as pornography, racial, or ethnic slurs, personal insults, "hate literature", etc.; accessing, downloading or storing files or material of a similar nature.

Many of the sites on the Internet that support these prohibited activities have been found to contain malicious code and can greatly impact you or your colleague's ability to access NPS IT resources. This can include times when you are on your personal machine but connected to the NPS campus by VPN. Please do not be a part of the problem. Practice safe computing!

CHOOSING A PASSWORD YOU CAN REMEMBER

We all struggle complying with the requirements for strong passwords on DoD networks: a minimum of nine characters in length (15 for accounts with elevated privileges), two uppercase letters, two lowercase letters, two numbers and two special characters; passwords cannot be re-used until we have used 24 different passwords, and we are required to change our password every 90 days.

To help you compose and remember your password, here is a suggestion: Use a nursery rhyme or a famous quotation. If you need suggestions, "Google" one! Choose one that you will remember. Then, take the first letter from each word in the phrase, and either bookend with special characters and numbers or change some of the letters into numbers or special characters, and you will have met the strong password criteria.

PARTNERSHIPS AND OUTREACH

SAKAI RSMART NOTES NPS IN ITS NEWSLETTER

From *The Sakai Newsletter*, April 16, 2009

"…NPS is implementing the rSmart Sakai CLE to improve the educational effectiveness of its growing distributed learning enrollment by giving faculty members more flexibility in how they conduct their distributed learning classes. Additionally, Sakai is being used to help NPS researchers coordinate their collaborative research efforts with other educational institutions and Department of Defense organizations. rSmart, through its configuration and implementation process, assisted NPS in installing an instance of Sakai that met all functional and

security requirements. "rSmart's expertise was instrumental in configuring our Sakai instance in a way that balanced our functionality and security concerns. With their help and support, we are able to more quickly deliver a more functional instance of Sakai than we otherwise would have been able to," says Jon Russell, Manager of Educational Technologies for NPS. The School is also working with rSmart on a project involving the Kuali Financial System."

REPORT FROM THE TECHNOLOGY ASSISTANCE CENTER (TAC)

From April 1 through April -- 2009, the Technology Assistance Center (TAC) received 1879 requests for assistance, 1507 of which were resolved by the Tier 1/Tier 2 areas, while the remaining 372 were escalated to groups outside of TAC for specialized assistance.

This number represents an 4% decrease in requests for assistance from April 2008.

Requests for assistance were categorized as follows:

- Phone: 950
- Email: 382
- Walk-in: 462
- Web: 85

This month, of all calls were resolved within the Service Level Agreement (SLA). Those that were carried over are awaiting parts, pending information from the customers, etc.