

# IT Support Newsletter



## A Challenging Term

In the past term we have had some disruption and challenges, most notably with the discovery of a serious vulnerability in Adobe Acrobat.

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### Problems with Profiles

First what is a profile? Your profile enables you to have the same environment wherever you log in within Manor Road. It holds your Desktop, your Favorites and all the other information about you as a user.

Each time you login this profile information is loaded from a central storage area to customise your Windows session. Finally when you log out this information is then saved back again to preserve any changes you have made.

In the last few weeks we have noticed a dramatic increase in the number of people reporting profile corruptions. We are not sure exactly what has triggered this and are working to resolve the issue. In the meantime there are some things you can do to help yourselves.

#### How to help yourself

Large profiles are more likely to corrupt. They also

slow you down as they will increase the time it takes to login. You can make sure your profile is not excessively large by making sure that you don't save files to your desktop. It is always best to save files to your network drives (Drive N: or S:). Here they will be backed up.

The symptoms of a corrupted profile include errors in Outlook and Word (messages that normal.dot can't be saved), and problems with Adobe and Firefox.

#### I think my profile is corrupt

If you get these please contact the IT Team. Your old profile (and its copies on all the Terminal Servers and PC's you have used) will need to be deleted and a fresh profile created. In most cases we can preserve your customised data, though it can take some time for us to sort out in the more complex cases.

#### AutoSaving in Word

Word tries to ensure that its users don't lose work in the event of a power failure or through carelessness. This protection isn't perfect and it can be important to understand what it does and doesn't do.

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## Contact Us:

You can contact the Helpdesk in three ways; by visiting the IT Office which is in the front of the Manor Road Building on the ground floor and is accessed through the Social Science Library. Alternatively you can phone or email us. IT Helpdesk telephone number, guaranteed to be answered in office hours.

**84240**

This number can also be used out-of-hours. You will be asked to record a message – which will be forwarded to the Helpdesk email address.

Our IT Support email is: [itsupport@manor-road.ox.ac.uk](mailto:itsupport@manor-road.ox.ac.uk)

We prefer you to use these methods rather than try and contact a particular member of the IT staff, as it ensures your call is properly recorded and processed through our helpdesk system. This then allows us to chase up any subsequent problems with your request.

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### Terminal Server Disconnections

Users of the Terminal Servers have been reporting that they have been disconnected from their sessions. We would be grateful if users could report this to the IT Team. Send an Headed 'TS Disconnection'

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(Autosaving in Word cont.)

The early versions of Word simply had a mechanism that saved the current file periodically. This was useful but had limitations so now there is an auto-Recovery mechanism instead, which is different.

This saves a recovery copy instead in parallel. If Word suspects that you have lost or have failed to save it gives you the option of using this recovery copy instead.

In your Word options you can specify where these recovery copies are to be saved. By default they go in local user storage on the hard disk of the machine you are using. If you are a Terminal Server user, this area only persists while you are logged in. So once you log out there will be no possibility of recovering your unsaved files.

So as ever it is best to save your work regularly. Don't automatically assume Word is doing it for you. It will do its best, but it isn't infallible.

## **Oracle Financial Update**

A new update to the Oracle Financial package has been released. This has to be rolled out to all Financials users by April 9<sup>th</sup>, when the current version will stop working.

Users of Oracle Financials are asked to check with their Departmental Administrator

that they are included on their Department's upgrade list.

The IT Team will be talking to Departments shortly to put in place an upgrade programme for each unit and will be asking for a list of users from each.

So if you are a Financials user make sure you don't get missed out.

## **Looking after your Laptop**

We get regular requests from users asking if we can fix problems with their personal laptops.

Unfortunately our remit only allows us to maintain and support Departmentally owned equipment, but this doesn't mean you need to be on your own.

OUCS run an excellent computer hardware breakdown service (see <http://www.oucs.ox.ac.uk/breakdown/>). You can register your equipment for a reasonable fee and know that there is someone to help you when the worst happens. Oh and it covers Mac's too.

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(Terminal Server Disconnections cont.)

to [itsupport@manor-road.ox.ac.uk](mailto:itsupport@manor-road.ox.ac.uk). It would be helpful to us if you could specify which TS cluster you were using and the time(s) this occurred.

Without this feedback from users it is difficult for us to isolate the reason for these events.

## **New Arrival**

We have a new member of the IT Team, Stephen McVay. Stephen will be taking your calls and sitting on reception in the IT Room, so callers should soon get to know him.

It will obviously take some time for Stephen to become familiar with the ways of the Manor Road Building, so I hope you will all help him and show him some patience.

## **Your Feedback**

We hold a termly MRB Computer User group meeting. Any topics for discussion on the IT service are welcomed. Comments can also be sent directly to me or through your Departmental Administrator.



Andrew Chapman  
IT Manager  
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