



# Smart Talk

## Oct 2009

ULearn conference time again. CORE Education's annual conference for educators, ULearn, will return to Christchurch in October 2009 after a very successful event in the city in 2008.



ULearn09 and its associated pre-conference workshops makes up four days of back-to-back inspiration, education, ideas, strategies and fun, equipping New Zealand educators with all they need to transform their teaching, learning, school or early childhood community. Our technicians are again providing the main technical support for the conference with over 1700 delegates registered.

In this issue we focus on the Ministry of Education's free Antivirus solution. In the lead up to the end of this year, the Ministry's new choice, Symantec, becomes available and the existing active product eTrust 8.1 will expire. The previous version of eTrust 7.1 expired 31 Dec 2008 and there are still a large number of Smart-Net schools that didn't upgrade leaving them with no current antivirus solution. Fortunately, in most cases the Linux signatures are still being updated so even though the workstations are not covered, the Smart-Net server is. Are you up-to-date?

While you are checking your antivirus solution, have a look at your backups too. I have included a section on what to look for below.

Cheers  
The Smart-Net Team

### Smart-Assist

We are available to assist with any computer related issues you may have. If you are outside of the Christchurch free calling area, you are welcome to use our toll free number **0508 9822233**. Smart-Assist is a chargeable service, invoiced at \$85+GST per hour. Calls are accrued during the month and only one invoice will be sent per month. Remember, we designed the Smart-Net Software Solution and want to ensure it works for you. We are good at what we do!



### Symantec SEP Antivirus



The Ministry of Education has selected a new antivirus provider and the product available for your Windows and MAC environment is called Symantec End Point Protection (SEP) which includes the following technologies:

- Antivirus
- Antispyware
- Desktop firewall
- Intrusion prevention
- Device and application control

Datacom will begin distributing this software to schools in September 2009. You must register to receive the media. The registration page can be found at [www.dsv.co.nz/moe](http://www.dsv.co.nz/moe). The licence runs through to the end of 2012.

As usual, we will create an easy installer that will uninstall any existing CA software prior to installing Symantec on the server. However, the distribution of signatures on Linux is not currently supported by Symantec. We are in discussions with the MOE and Symantec to resolve this issue.

### Tech Tip #1

**You don't know what you don't know!**



Smart-Net is New Zealand's favourite school network system for PC's and MAC's. We are continually improving the system and rolling out new features to make it the most fully featured and easy to use system around.

There are PDF manuals available on every Smart-Net server in the Server Management area

If you would like a telephone training session, contact [paula@smartie.co.nz](mailto:paula@smartie.co.nz) to book a time.

## Tech Tip #2

### Network Information Book



This feature has been rolled out to all school servers. Go to 'Assign Admin Permissions' to allocate this new icon to individual users.



The Network Information Book (affectionately known as NIB) is a place where information can be stored about your network, eg. wireless keys, broadband username and passwords, workstation info, renewal information for your school domain name and other various pieces of important information that a network administrator should be able to lay their hands on. Pre-existing categories have been set up for your use. Add information a page at a time in the same way that you would add a daily notice. The NIB icon can be assigned to an individual user or users on the network so that the information can easily be passed on to a new person if required.

## Meet some of the boys

**John Sinclair** enjoys snowboarding when there is good snow and playing the guitar



### Tony Myers

Tony spends a good portion of his down time listening to music and working on his car. He is also an avid Linux fan.

**Shane Magic** iPhone enthusiast and active in many sports including mountain biking, snowboarding and squash.



**Matt Ford** likes to play golf in his spare time. (Apparently he needs a lot more spare time!)

## New Arrivals

A big welcome to the following schools who have had Smart-Net installed recently:

Leeston School  
Taieri Beach School  
Rosebank School, Balclutha



## Backups

Backups are a form of insurance. What happens if a file is deleted by mistake? When you delete a file from your home PC, the file moves to the Recycle bin where it can be retrieved later if you change your mind. Deleting a file when you are connected to a network is quite different. The file disappears instantly. To reclaim a file deleted from the network, the data will need to be restored from a backup.

Smart-Net will backup data that is stored on your server on a daily basis, provided there is a suitable backup device present.

Your Smart-Net server sends a backup report to the 'IT Contact' email address every morning to advise the status of the previous night's backup. Does anyone get the email? Was it successful? If the answer to either of these questions is **NO**, then **PLEASE** ring us to get it checked. Alternatively, check the status of your backup through the Backup Reports icon located in the Server Management area



### Backup Reports

Backup Restore forms are located on our website. Go to the User Bookmarks and click on the Smart Computer Systems Ltd link, Support, Documentation, General, Backup Restore Request Form. We will need to know **what** is missing, **which** backup device to find it on and **where** to put it back. Fax or email the request to us and we will get a technician on to it as soon as possible. **Your data is important! Your backups are important!** Please ensure they are working successfully.

Smart-Assist Freephone 0508 982 2233

