



Winter 2015-16

Coeur d'Alene Tribe

Issue #3

### Special points of interest:

- Upgrades!!!!
- Malware Removal
- Recycling E-waste
- Printing from EWS site
- Cleaning wiring closets
- Telecom News
- Networking Changes
- Updates!!!

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## About Our Department

The Coeur d'Alene Tribe Information Technology (IT) Department includes a consortium of programs such as IT Government Services, Red Spectrum Communications, Geographic Information Systems (GIS), and the Tribal Radio Station, KWIS 88.3 FM. The goal at IT Services is to provide innovative and accessible technical solutions that preserves and promotes tribal knowledge. We accomplish this by providing Network and Computer Services, Telecommunications, and Information Systems support to all departments within the Tribal Government. Our competent staff provides

- access to the tribal network and its myriad of resources (e.g., internet, email, shared files)
- oversees Network and computer installation, and upgrades as well as troubleshooting and repairs issues
- provide a centralized location for new telephone service or a change in service
- offers information security, backup, sharing, document archiving, and information dissemination through the intra- and inter-nets.
- Tribal website design and maintenance is under IT Services purview.

## Coming Soon....

### WINDOWS 10 IS HERE!

The new and exciting operating system is out and most of you probably downloaded it on your home computers for free. It is a big upgrade from Windows 8. Many of you probably didn't like Windows 8, and no one blames you.

Windows 10 didn't want to steer completely away from 8 but knew that many enjoyed the simplicity of 7. So they combined them and now we have 10.

We have been working with Windows 10 at IT government services to make sure that all of the programs you use on a regular basis are compatible with the new operating system. We are still working some the kinks out.

Bear with us and in the near future, we can offer it to you for your work computers.

### Staff

#### IT Director

- Valerie Fasthorse

#### IT-GIS Manager

- James Twoteeth

#### Network Administrator

- James Franklin

#### Database Administrator

- Andrew B. Schiley

#### Telecommunications Technician

- Jim Taylor

#### Computer Technician

- Greg Harper

#### IT Help Desk

- Casey Moore



## Need to Upgrade?

In technology, we are always moving forward. Eventually older versions of software will be outdated and unsupported by their manufacturers. Such as Windows XP is no longer supported by Microsoft and eventually so will Windows Vista. So we would like to let you all know that we can upgrade you to Windows 7 with no issues. Plus newer software means less security issues and makes users lives easier to do their work. I would say the upgrade process is about an hour to complete, so when you want to upgrade please plan around this hour for upgrading purposes. All you need to do is give us a call at IT government services and schedule a time for us to do that for you.

We would also like to ask everyone to upgrade their Microsoft Office. If you have Office 2007, please call us and we can upgrade you to 2010. It is a short process to upgrade Office, about 20 minutes depending on network connectivity. Office 2010 has only a few changes and will be just as easy to navigate as Office 2007 was.

So please give us a call at the IT help desk @ 208-686-2064. Thank you.

## Internet Explorer needs updated!

Most computers on the network are running Windows 7 or newer. Since January 12, 2016, Microsoft no longer supports older versions of Internet Explorer (IE). Pretty much all computers on the network are running IE11, and that is great.

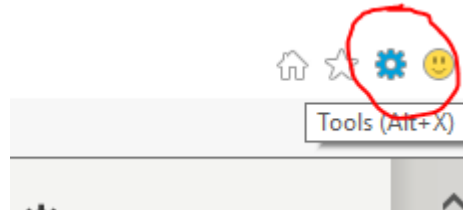
If you are still running older versions on your computer then you will need to update your browser or use Google Chrome or Mozilla Firefox. Microsoft will no longer give out security updates for older versions.

If you would like to know what version you are running please call IT Government Services for assistance. Thank you.

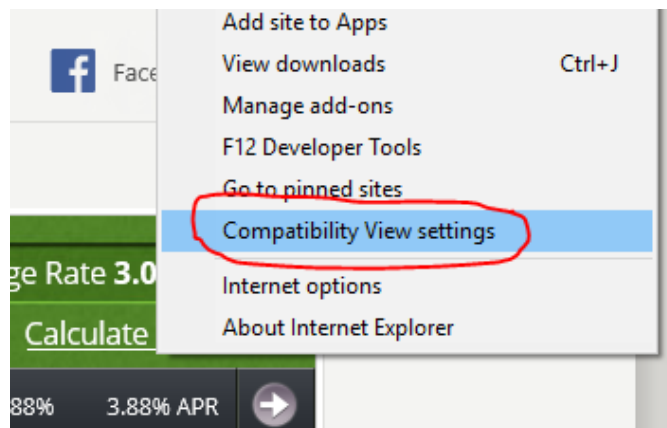
## Printing Reports from the EWS Site

Follow these steps to print your reports from EWS, using the Internet Explorer Browser. The reports will work in Google Chrome and Firefox. But if you prefer Internet Explorer, this is what needs to be done.

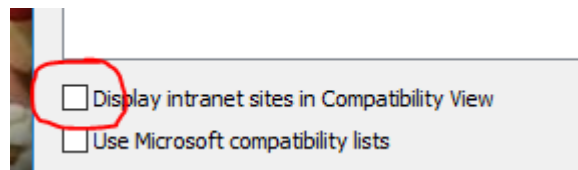
Click on the gear in Internet Explorer. This is also call options or tools. It is located in the top, right corner of your browser.



Next, click and open "Compatibility View Settings". This is close to the bottom of the list.

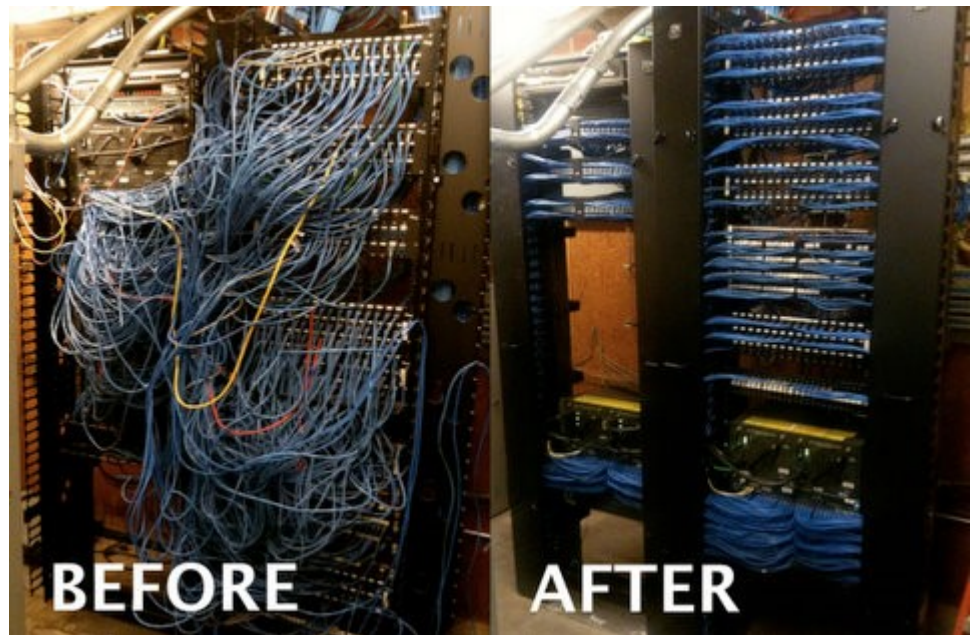


Finally, **UNCHECK** "Display intranet sites in Compatibility View." This is the **FIRST** check box below the large "Websites you've added to Compatibility View" box. Generally this box is blank. If it is not, that is not a big deal. Once this is completed, you will need to restart your browser and log back into EWS. Then you should be able to run your reports in Internet Explorer again.



## Server Room and Wiring Closet Cleaning

We at IT Government Services are going to be going to all departments and start cleaning all the wiring closets and server rooms. All the power cables and data cables are getting pretty messy and we want to address that with some cable management systems to make the closets a lot neater and easier to maintain. We have already begun this project and will continue until all the closets and server rooms are finished. It is a long process, but it will get done. Thank you for your patience in this project.



## Dispose of your unwanted equipment!!!!!!

### We can Help!!

- Computers/laptops
- Monitors
- Key boards/Mice
- UPS/Surge Protectors
- Printers
- Old Cell Phones
- Old video/tape cassette recorders
- And many more!



#### Property disposal process

In the event that you have old computers or old electronics that you don't need anymore, there is a process for getting rid of them.

1. You can contact IT Government services for a disposal form. The IT representative will tell you what you need to fill out to process your request.
2. Once you have filled out the form and received the proper authorization and signatures, then IT can take the form and disposal item.
3. Finally, we have someone that comes and takes all the disposal items and recycles them.

So please get with IT Government Services, and have your equipment recycled and out of your way.

Call us anytime at 208-686-2064.

Thank you.



**REUSE**   
**REDUCE**  
**RECYCLE**

## Recent Telecommunications News

- **Cell phones and billing:** The new 2016 smartphones are out and in high demand with the most popular including the Samsung Galaxy S6, S6edge+, Note 5, iPhone 6S, and 6S Plus getting all the attention. The Tribe receives a great government discount with Verizon and AT&T as we've been in business with them for several years. Throughout our departments we utilize over 160 cell phones and tablets with 90 percent using Verizon while the remaining 10 percent using AT&T. This is due to the wider range of coverage that Verizon has over AT&T.
- I would like to thank all of the office administrators for their cooperation in submitting their **invoices to Finance** in a timely manner and would like to offer my continued assistance with any questions regarding changes, purchases, or billing issues.
- **VoIP desk phones:** Are you switching offices or moving to a different department? Well just unplug your desk phone and take it with you, it will come up as your same number once you plug it in. And if it's a new department just call me and I can make necessary changes remotely from my office. New employees will receive a phone and new number and will be added to the system accordingly. If you need training on how to use the phones just give me a call and I'll come see you.
- **Old computers:** If you have old or dead equipment laying around taking up valuable space, call our IT Help Desk and we will arrange to pick them up and discard, recycle, or re-distribute them.
- **Shout Out...** I would like to give a Big "Shout Out" to Andy and Casey for covering my back over the last several months while I was out in the field working on the "Fiber to the Home" project. This includes Dell e-quote information, Dell orders, shipping and receiving, cell phone and desk phone stuff, and keeping my office clean. Thanks guys and "may the force be with you!"

**Jim Taylor**

**208-686-1304    jdtaylor@cdatribe-nsn.gov**

## Networking Changes for 2016

Network changes are going to happen this year starting this summer. These changes involve a movement from the old email server and an upgrade to Windows 10. Each department will be updated in small sections that will last no longer than three hours per section. This movement to the new server will be completed by January 2017 for all departments. Although this plan is still in the development stage, it is noted that the IT department will be sensitive to all users and their work schedules. There will be at least a weeks' notice when your department will be receiving this upgrade. This notice should provide enough time for you all to make adjustments to your schedule. We feel comfortable that you will enjoy the new upgrades.

We welcome your feedback about the new system!



Windows 10

Compatible



 Outlook.com



## To update, or not to update computer software. That is the question...

Updates generally address functionality issues, add features or, most often, security vulnerabilities. So which programs should you update on your computer? Well, since you're running a Microsoft operation system and using their productivity software (Microsoft Office) for e-mail, word processing, spreadsheets and other tasks, updating its software should be obvious. But what about other software, the programs that vie for your attention with their constant—many think annoying—reminders, usually in the form of pop-ups?

Three of the most common sources of those update messages are generated by Reader and Flash, two Adobe products, and Java, a Sun Microsystems programming language and computing platform that many applications and websites rely on to work properly. Since most of us use Adobe Reader often, or daily, you should definitely make sure it's current; updating Adobe Flash and Java should also be part of your maintenance routine.

Unless you've specifically installed other software on your workstation or laptop, and you're confident it's legitimate, go ahead and update it. Most other program requests for updating or installation, however, should be ignored or regarded suspiciously to be on the safe side. The best policy? If in doubt, contact the IT Helpdesk.

—Anonymous Contributor



**Coeur d'Alene Tribe  
GIS/IT Services**

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Find us on the internet!

<http://www.cdatribe-nsn.gov/IT/InformationTechnology.aspx>

<http://intranet/Pages/IT.aspx>

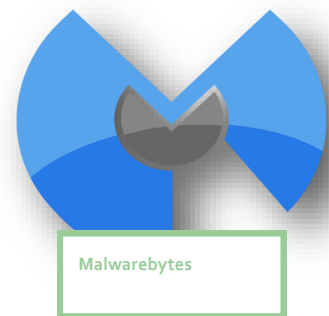
## Malware is an issue

All computers are vulnerable to malware. Sometimes they are running in the background and you will never know until your computer starts acting abnormally. There are ways to protect your computer from these malware attacks. And most of these tools are free and easy to come by.

Every computer setup by IT Government Services includes Antivirus software. Microsoft Security Essentials is installed on all computers and it provides real-time protection. It gives you a notice whenever you are due for a scan. The image to the right shows a little orange house. When you see this it is time to scan. Keep up with this and your computer will run normally.

We also provide another software called Malwarebytes. It is a really good tool that works well with Security Essentials (SE) and cleans your computer alongside SE. Keeping all your data safe.

If you do not have either one of these programs on your computer, please call IT Government services. We will install both of these for your peace of mind.



Thank You!