



# Western Regional Center

## National Oceanic & Atmospheric Administration

U.S. Department of Commerce



## OCIO Systems Support Seattle IT Updates - August 2008

### Reading mail on travel and from home, new computers, and printing problems.

- **Use mail.nems.noaa.gov** - When on checking email on travel and away from the office, you can use the link <https://mail.nems.noaa.gov> to check your email using a web browser. The advantage to using this link instead of connecting directly to mercury1 is it is somewhat easier to remember, plus if we ever have to move our email accounts during a disaster scenario (COOP), the mail.nems.noaa.gov will automatically redirect your log in to the appropriate temporary email system.
- **Acquisition steps** - All Information Technology (IT) purchasing should be coordinated through the OCIO Systems Support Division (SSD). This includes the acquisition of computers, printers, software and support services. The OCIO SSD is responsible for supporting and administering equipment connected to our network while ensuring that all IT activities comply with the DOC, NOAA, and IT architecture. IT coordination for the Technical Administrative Support Branch offices should continue to go through their respective System Division Chiefs.
- **Printing problems resolved** - The last update from Microsoft caused some of your computers to develop printing problems. We finally identified the problem to be some machines would not communicate with our print servers running the older Windows 2000. We moved all of our printer information to a new server.

Next week we will start changing everyone's computers to use the new print servers. For most of you this will happen automatically and you will not notice any change. A few machines might have a problem with the change. If you see an error message next week during your login, please call the help desk and we will manually make the change for you. This should only take a minute to manually update.

### August Tech Tip

- **Patchlink Updates revisited (see March 2008 IT notes for more information)**

Occasionally, security updates need to be applied to our machines to prevent a vulnerability from being used against us. Sometimes these updates need to be installed very quickly because

malicious groups are using the security problem against any machine that isn't patched.

- If you see the green Patch Link notification icon in the lower right corner of your machine, it means there are patches waiting to be installed. You can click on the icon and select to install the updates immediately or at the end of the day. This allows you to decide when to install the updates and allows you to be prepared if the system needs to reboot. If you just wait for the update period to reach its last day, the update will automatically install and reboot with little or no warning. Typically, this type of patch notification will give you 5 to 10 days warning before automatically installing.



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