

Technology Notes

NDSU Library Staff <NDSULIB@LISTSERV.NODAK.EDU>

on behalf of

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To: NDSULIB@LISTSERV.NODAK.EDU <NDSULIB@LISTSERV.NODAK.EDU>

Hi everyone,

I just wanted to pass along a few notes from an IT meeting that I participated in this morning.

1. Zoom – Because of the explosion in popularity during the COVID-19 situation, Zoom is releasing regular updates to its Zoom client to deal with security and stability issues. If you are prompted to install an update for the Zoom client after concluding a meeting please install the update as soon as possible. Also remember that Microsoft Teams is available for telemeetings and collaborating with Library staff.
2. Shared drives – Due to the increased load on the shared drive servers people have begun having some stability issues when having the drives mapped from home. If you are experiencing problems accessing documents or downloading them to your local computer, disconnect the mapped drive and re-map them using the instructions on the ITS website:
https://www.ndsu.edu/its/help_desk/collaboration_and_storage/file_services/map_drives/windows10/
3. Help desk availability – The ITS help desk has limited availability on campus, so if you have an emergency issue and I am off campus or unavailable feel free to contact them at 1-8685 and select option 1. If they need to come to your office they will ask you to leave while doing their work to maintain social distancing guidelines. I should still be the first point of contact for any IT issue in the main Library or any of its branches.

I hope everyone is staying safe.

Mitch Axness

Systems Support Specialist :: The Libraries

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