IRT News

Updates from IRT

Information Resources & Technology aims to enhance the overall learning experience for the University's students, assist in the research of the University's faculty and enable the University's staff to perform their duties effectively and efficiently.

Here, IRT will update the University community on initiatives, projects and services that further those objectives, as well provide information regarding technology-related news, enhancements and additions on campus.

- Change your password
- Outlook WebAccess
- Gmail for Students
- Banner Self Service
- Blackboard Login
- Access From Anywhere

News Articles

Read the January 2018 edition of the IRT newsletter

O'Neill, Erin E. posted on Feb 01, 2018

The latest edition of Information Resources & Technology's newsletter includes information about the Meltdown and Spectre vulnerabilities https://confluence.rowan.edu/x/VxepB, news about McAfee Endpoint Security https://confluence.rowan.edu/x/BxepB and tips for creating a secure password https://support.rowan.edu/kb_view.do?sysparm_article=KB0012429. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

Emergency maintenance to cause network outage tonight

O'Neill, Erin E. posted on Jan 31, 2018

Information Resources & Technology will be performing emergency maintenance on network infrastructure tonight (Jan. 31) in order to address a backup power issue. This work will cause a roughly one-hour outage beginning at 10 p.m. The outage will affect phone services for Public Safety. If you have a police, fire or medical emergency during this outage, please call 911. The outage will also affect wired and wireless network services in all buildings on the north side of Route 322 in Glassboro,…

Android phone on Verizon won’t connect to RowanSecure? Take these steps.

O'Neill, Erin E. posted on Jan 26, 2018

Some students with Android phones on Verizon have reported issues connecting to RowanSecure. Information Resources & Technology has identified a recent security update released by Verizon as the cause of this problem. A security app on your phone may be blocking you from connecting to RowanSecure. We are working with Verizon on a long-term resolution, but for now, you can take the following steps to connect to RowanSecure: Open the Verizon Security & Privacy app on your phone. https://lh4....
Meltdown & Spectre: How chip flaws may affect students
O'Neill, Erin E. posted on Jan 12, 2018

Recently-discovered security flaws in computer chips could allow hackers to steal personal information from computers and smartphones. Technology companies have started to release software updates to address these flaws, called Meltdown and Spectre, but these important updates have the potential to affect the anti-virus software students need to log in to the Rowan Network. How May I Be Affected?

RESOLVED: Turnitin maintenance on Wednesday, Dec. 27
Hegel, Marybeth posted on Dec 27, 2017

The Turnitin maintenance planned for Wednesday, Dec. 27, has been completed as of 2:30 a.m. The system should now be operating as normal. Please contact the Technology Support Center at support@rowan.edu if you continue to experience any issues accessing Turnitin services. As was previously announced in the Rowan Daily Mail, maintenance on Turnitin was scheduled for Wednesday, Dec.

New anti-virus software coming soon to Rowan-owned computers
O'Neill, Erin E. posted on Dec 21, 2017

Information Resources & Technology will be installing new anti-virus and anti-malware software on all Rowan University-owned and managed computers during the spring 2018 semester. The new software, McAfee Endpoint Security, will replace Symantec Endpoint Protection. This update to McAfee Endpoint Security is the first step in a larger upgrade that we expect to finish in 2019. As part of that larger upgrade,

Read the December 2017 edition of the IRT newsletter
O'Neill, Erin E. posted on Dec 21, 2017
The latest edition of Information Resources & Technology's newsletter includes information about recently-completed network upgrades https://confluence.rowan.edu/x/OgapB, details about new anti-virus software coming soon to University-owned computers and other technology news. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

**Reminder: ITAP approval required for IT purchases**

O'Neill, Erin E. posted on Dec 15, 2017

Information Resources & Technology (IRT) and Contracting & Procurement want to remind employees that most hardware and software purchases and renewals must receive approval through the Information Technology Acquisition Process (ITAP). While end-of-year deals on technology may be attractive, IRT needs to ensure that all information technology (IT) resources purchased at Rowan University are compatible with existing technology and meet security requirements and regulations.

**Network upgrades boost internet speed, reliability for Rowan University**

O'Neill, Erin E. posted on Dec 05, 2017

Information Resources & Technology recently achieved a significant milestone in our ongoing effort to provide a faster, more reliable internet connection to the students, faculty and staff of Rowan University. In November, we finished a more than fourfold increase in the University’s internet bandwidth and added a second internet service provider. The University is now served by 13 gigabits per second of internet bandwidth, which means students...

**Read the November 2017 edition of the IRT newsletter**

O'Neill, Erin E. posted on Dec 01, 2017

The latest edition of Information Resources & Technology's newsletter includes information you can use to protect yourself from phishing attacks, a warning about email scams during tax season and other cybersecurity tips. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

**Outage due to network update on Saturday, Dec. 2**

O'Neill, Erin E. posted on Nov 27, 2017

Information Resources & Technology will be integrating new firewalls into the University's network this weekend. This work
will cause a network outage on Saturday, Dec. 2, between 2 p.m. and 4 p.m. During that two-hour window, all services on the Rowan University network will be intermittently unavailable. Those services include internet access, wired and wireless networks on campus, telephone service, email, Google Apps, Citrix, EMR,…

Network upgrades to cause outage on Saturday, Nov. 18
O'Neill, Erin E. posted on Nov 14, 2017

Information Resources & Technology will be deploying new network management devices and adding a second internet service provider (ISP) to the Rowan University network this weekend as part of our ongoing network redesign project. A three-hour outage is planned on Saturday, Nov. 18, from 2 p.m. to 5 p.m., as we deploy and validate the new network management devices. We may also need to perform additional maintenance on Saturday and Sunday that may affect connectivity.…

System maintenance to cause Banner outage on Friday, Nov. 10
O'Neill, Erin E. posted on Nov 06, 2017

Information Resources & Technology will be installing security updates for the database that supports Banner beginning at 9 p.m. on Friday, Nov. 10. This work is scheduled to be finished by 4 a.m. on Saturday, Nov. 11. Banner will not be available during that time frame. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.

Read the October 2017 edition of the IRT newsletter
O'Neill, Erin E. posted on Nov 01, 2017

The latest edition of Information Resources & Technology's newsletter includes recommendations for securely shopping online, information about new features available in Google Drive and other news. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.

UPDATE: RowanSecure connection issue
O'Neill, Erin E. posted on Oct 30, 2017

Update: Nov. 1, 2017 Information Resources & Technology has updated the security certificates for ClearPass in order to address the issue that required some students to re-authenticate to RowanSecure. After connecting to RowanSecure, you
Updates to Google Drive: New desktop application and Team Drives
O'Neill, Erin E. posted on Oct 30, 2017

Rowan University faculty, staff and students now have access to two new features from Google Drive: Team Drives and Drive File Stream. You can create shared files that belong to a group, rather than just one individual, using Team Drives. Drive File Stream is a new desktop application that provides fast and easy access to all of your Google Drive files, directly from your computer. This new application is replacing the Google Drive client for Mac/PC. Team Drives With Team Drives,....

Update on deployment of new network firewalls
O'Neill, Erin E. posted on Oct 29, 2017

Information Resources & Technology successfully completed the deployment of new network firewall devices this weekend. We will continue to closely monitor the network this evening and throughout the week to identify and respond to any potential issues. An after-hours hotline is now open to help us quickly address any network-related support requests. The number for that hotline is 856-256-6466....

Internet outage due to network update on Saturday, Oct. 28
O'Neill, Erin E. posted on Oct 23, 2017

As part of the ongoing network redesign project, Information Resources & Technology is planning to install new network firewall devices this weekend. This work will cause a network outage on Saturday, Oct. 28, from 2 p.m. to 4 p.m. During that time frame, internet service will not be available through Rowan University’s network on any campus and users will not be able to remotely access network resources through the University’s VPN. Following the deployment of these new devices,....

IRT's new Training and Instructional Support department
O'Neill, Erin E. posted on Oct 18, 2017
In order to realign our resources to more effectively provide training to the University community and manage access to major applications like Blackboard and Qualtrics, Information Resources & Technology has established a new department called Training & Instructional Support. This department will oversee the following services: Training Blackboard management Qualtrics management Kaltura Media Visit the Training & Instructional Support page https://irt.rowan.

Major hardware upgrade strengthens Banner system

O'Neill, Erin E. posted on Oct 04, 2017

Information Resources & Technology has recently implemented significant improvements to the system that supports Banner in order to deliver a better experience to the thousands of students, faculty and staff who use that platform on a daily basis. The most noteworthy improvement that we made is the installation of more powerful hardware. With double the amount of memory and nearly four times the number of processor cores, the new hardware is far more powerful than our previous setup.

Banner outage due to emergency maintenance on Sunday, Oct. 1

O'Neill, Erin E. posted on Sep 29, 2017

Information Resources & Technology will be performing emergency maintenance on the database that supports Banner on Sunday, Oct. 1, beginning at 11 p.m. This work is expected to be finished by 2 a.m. Banner will not be available during that time frame. This maintenance is necessary to address issues users are experiencing with administrative forms. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.

Read the September 2017 edition of the IRT newsletter

O'Neill, Erin E. posted on Sep 28, 2017

The latest edition of Information Resources & Technology's newsletter includes recommendations for safely navigating social media networks, tips for protecting your personal information after the massive Equifax data breach, updates on projects and other news. Click on the arrows in the lower right-hand corner of the PDF viewer to view the newsletter in full-screen mode.
Internet outage due to network update on Tuesday, Oct. 3
O'Neill, Erin E. posted on Sep 27, 2017

Information Resources & Technology will be reconfiguring the connection to the University’s internet service provider during the evening of Tuesday, Oct. 3. This work will cause a 30-minute internet outage beginning at 11 p.m. Students, faculty and staff will not be able to access the internet through our network during that 30-minute outage window. This outage will affect all campuses. This work, which is part of the ongoing network redesign project,…

Do not update to macOS High Sierra yet, Rowan University
O'Neill, Erin E. posted on Sep 25, 2017

The new Mac operating system, macOS High Sierra, that was released on Monday, Sept. 25, is not compatible with certain applications and services that provide access to the Rowan Network. Please do not install macOS High Sierra on your laptop or desktop computer until Information Resources & Technology certifies that our systems are able to support the new operating system. If you update your computer, you may be prevented from accessing the Rowan Network.…

How to protect your data after Equifax breach
O'Neill, Erin E. posted on Sep 20, 2017

A massive breach at Equifax, one of the nation's three major credit reporting agencies, potentially exposed the Social Security numbers, birth dates and other sensitive data of roughly 143 million Americans. If you have a credit report, your personal information may be at risk. While no Rowan University data was involved in this breach, our team wants to ensure that you take steps to determine whether your personal information may be compromised and respond appropriately.…

Windows/Office upgrade planned for classrooms, labs in 2018
O'Neill, Erin E. posted on Sep 19, 2017

Information Resources & Technology will be installing a new operating system on Windows computers in technology enhanced classrooms and computer labs on the Glassboro campus and in the Camden bank building starting in the summer of 2018. In addition to the upgrade to Windows 10, we will also be equipping those computers with Office 2016. Please consider this upcoming change when planning for the fall 2018 semester,…
Upgrade to cause Banner outage on Friday night
O'Neill, Erin E. posted on Sep 18, 2017

Information Resources & Technology will be upgrading the hardware that supports the Banner system beginning at 9 p.m. on Friday, Sept. 22. This scheduled work is expected to be finished by Saturday, Sept. 23, at 3 a.m. Banner will not be available during that time frame. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.

RESOLVED: WiFi issues on Glassboro campus
O'Neill, Erin E. posted on Sep 18, 2017

Sept. 18, 2017 at 3:08 p.m. We have resolved the issues affecting WiFi access in the following locations: Holly Pointe, Edgewood Park Apartments, Townhouses, Evergreen, 6 High Street, 232 Victoria, Rowan Hall, Engineering Hall, Business Hall and the Enterprise Center. Please contact the Technology Support Center at support@rowan.edu or 856-256-4400 if you experience any additional issues. Sept. 18, 2017 at 12:49 p.m.…

Network equipment to be installed this weekend
O'Neill, Erin E. posted on Sep 13, 2017

Information Resources & Technology will be connecting new equipment to the University's network this weekend as part of our ongoing network redesign project https://confluence.rowan.edu/x/WUEpB. This work will begin at 11 p.m. on Saturday, Sept. 16. We expect to be finished by 1 a.m. on Sunday, Sept. 17. We will be disconnecting and reconnecting the fiber links that run between the University's Glassboro, Camden and Stratford campuses during that two-hour window.…

Read the August 2017 edition of the IRT newsletter
O'Neill, Erin E. posted on Sep 06, 2017

The latest edition of Information Resources & Technology's newsletter takes a look back at some of our highlights from the last year, including equipping new academic buildings with state-of-the-art technology https://confluence.rowan.edu/x/unKpAw, launching a new service management platform https://confluence.rowan.edu/x/1yApB and deploying a new streaming TV service for students https://confluence.rowan.edu/display/IRT/Cable+TV#CableTV-online.…

Emergency phone maintenance on Sept. 2
Information Resources & Technology will be performing required maintenance on the University’s phone system in order to address ongoing issues with dropped calls. This work will start at 4 p.m. today and is expected to be finished by Sunday, Sept. 3, at 8 p.m. We do not expect this upgrade to cause a total phone outage on any campus, but service may be affected throughout the maintenance period as servers are rebooted. We thank you for your patience as we complete this necessary work.

Do you need to update your Banner bookmarks?

Information Resources & Technology will be taking down a server that has been used to support Banner applications on Friday, Sept. 8. That change may require some employees and students to update the bookmarks they use to access Banner. If you have bookmarked a link to Banner that begins with adminweb.rowan.edu, please delete or update that bookmark. The vast majority of students and employees only access Self Service Banner.

Need IRT support? Click new desktop icon

Do you need to request help with an application, device or system that isn’t working properly? Or do you want to search for a solution to a common technology problem? Information Resources & Technology has provided employees using Rowan owned and managed computers with a new desktop support icon that’ll help you get the information and resources you need in just a few clicks.

RESOLVED: Visitor wireless network outage

Update: Aug. 21, 2017 The outage of the visitor wireless network for Rowan University has been resolved. Guests may now log into Rowan_Visitor_Wireless to get online. Original Message: Aug. 17, 2017 The visitor wireless network for Rowan University is currently not available. This outage is due to a contractor cutting a fiber optic cable during a renovation at Glassboro High School. The internet connection used for the University’s visitor wireless network is shared with the high school.

System performance issues during week of Aug. 7

Information Resources & Technology is aware of intermittent performance issues that some employees have been
experiencing this week with multiple applications and services, including Exchange email and Citrix. We have been working with our vendor to address these issues, and we will be performing ongoing maintenance on our storage system in order to completely resolve the underlying problem. This work is scheduled to begin on Friday, August 11, at 9 p.m.

Network, phone system tests scheduled from July 29 to Aug. 4
O’Neill, Erin E. posted on Jul 27, 2017

Information Resources & Technology will be conducting several tests on the University’s network and phone system over the next week to ensure those services continue to operate in the event of a partial network failure. We do not expect these tests to cause major service interruptions for the University’s three campuses or clinical offices. We will be closely monitoring each system during these tests, and we should be able to restore services within 15 minutes if problems occur. On Saturday....

TV system maintenance scheduled for July 28
O’Neill, Erin E. posted on Jul 27, 2017

The vendor that manages the cable TV and streaming TV service for Rowan University has network maintenance scheduled for Friday, July 28, beginning at 12:01 a.m. The work is expected to take six hours to complete. While this maintenance is underway, users may experience a service interruption of up to five minutes. Please contact the Apogee support team, which is available 24/7,....

UPDATE: New network equipment to be installed next week
O’Neill, Erin E. posted on Jul 21, 2017

Update: August 4, 2017 Following the successful testing of the University’s network resiliency this week, Information Resources & Technology is moving forward with the installation of new equipment as part of the network redesign project. This work will begin on Tuesday, August 8, at 11 p.m. and is expected to be finished by Friday, August 11, at 11 p.m. Over those three days,...

System maintenance to affect Banner on July 28
O’Neill, Erin E. posted on Jul 20, 2017
Information Resources & Technology will be installing security updates for the database that supports Banner beginning at 9 p.m. on Friday, July 28. This work is scheduled to be finished by 3 a.m. on Saturday, July 29. Banner may be intermittently unavailable during that time frame. We will notify the University via email when this work is complete. Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.

Network upgrades planned in 2017
O'Neil, Erin E. posted on Jul 18, 2017

Information Resources & Technology is working to provide the University with a faster, more secure network that is designed to serve a growing population, handle an ever-increasing amount of data and safeguard the University against security threats. We will be rolling out more than 40 initiatives as part of a network redesign project, and many of the major upgrades will be finished by the end of the year....