

# THE UT CHRONICLES

*The Official Newsletter of Drew University Technology*



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**DREW**  
TECHNOLOGY

## WHAT DOES END OF SUPPORT EVEN MEAN?

Microsoft ended support for Windows 7 on January 14, 2020 (if your Drew-issued computer is still on 7, please reach out to the Helpdesk!). When a company stops supporting a particular version of something like an operating system (OS)\*, it means that the company is no longer putting out security updates or bug fixes for that software. If a vulnerability is detected in an unsupported OS, criminals will likely target computers with that vulnerability. This is analogous to a warranty; once the warranty is up, you may have the option of paying a great deal more for extended support, but the odds are that you will be told to buy the newest version of what is no longer working properly.

Once a company stops issuing updates for an OS, companies that offer software for that OS will also stop supporting it (though this usually takes longer). For example, Windows XP ended support in April of 2014, and Chrome stopped supporting XP two years later.

Finally, new hardware is less likely to support an old OS. Manufacturers have no reason to make their hardware compatible with a less secure OS.

For more information, check here:

- [Article from How-To Geek](#)
- [Apple security updates](#)
- [Google Auto Update policy for Chrome devices](#)
- [Windows lifecycle fact sheet](#)

\* Operating System (OS): the software that supports a computer's basic functions, such as scheduling tasks, executing applications, and controlling peripherals. Examples include Microsoft's Windows XP, Apple's Mountain Lion, or Google's Chrome OS.

## INSTRUCTIONAL TECHNOLOGY UPDATES

Over the holiday break, the classroom team upgraded several classrooms and learning spaces, including a larger monitor and new podium in BC13A, wireless display units in BC120 and coming soon to BC204, new video conferencing technology in SEM 116, a smaller streamlined podium and newer touch panel in Sem212, and permanent speakers in the Space in the EC. The team also performed cleaning and maintenance in all classrooms. Per earlier mention, we've moved 1ITS, x1487 to 973-408-3001, which can be reached via cellphone. The classroom landlines remain active and dialing either x1487 or x3001 will get you connected to Instructional Technology staff.

Planning continues for replacement of support provided by the vacated positions of Instructional Technologist and Instructional Designer. In the meantime, we continue to support the University's key educational technology platforms, including the Moodle Learning Management System and the Digication ePortfolio platform. If you or your students need assistance, send email to [helpdesk@drew.edu](mailto:helpdesk@drew.edu), fill out a ticket at [help.drew.edu](http://help.drew.edu) or call x4357. Please be patient as responses may require some extra time.

## THE MITEL/SHORETEL OFFICE PHONE HAS A BUILT-IN DIRECTORY

Take a look at the six buttons beneath the circle with triangles on it. The middle button on the left reads "Directory". If you press this button, you can type someone's name (4357=HELP) and see what results come up (this example shows the Research Help Desk or Technology Helpdesk). Use the triangles to choose the right entry and the leftmost soft button to choose to "Dial" that number.

### What is NameConnector?

Q: I get calls that show up on my phone as NameConnector, but the name changes when I pick up the phone. What is NameConnector?

A: NameConnector is the automated system that answers Drew's extension 3000, asking the caller to say the name of the person or department they wish to call. After you pick up, you are connected to the caller and shown their number (if their carrier shares that information with ours!).

