



Happy Clean Up Your Computer Month

Kick off 2016 with a fresh start for your computer! The New Year is the perfect time to grab the virtual broom and do a little spring cleaning early. And, in honor of January being "National Clean Up Your Computer Month," we have assembled the following tips. Before you embark on this task, however, please check with your IT department regarding their policies and procedures for computer maintenance/cleaning.

On the Outside (Physical Cleaning)

Tackle cleaning the outside of your PC by taking a look at these areas. Remember, to be safe, turn off and unplug before cleaning.

Monitor - It is a good idea to make sure that there are no fingerprints, dust, or other contaminants on your computer monitor. Since monitors can be made of many different materials, it is important to consult the care documentation that came with your particular monitor. Always be mindful of dust buildup near vent holes and be sure to use caution so you don't scratch the monitor display.

Keyboard - If you work while eating, chances are your keyboard has seen its fair share of crumbs. Instead of buying compressed air canisters, use a dry soft toothbrush or paintbrush to sweep out any particles or dust. You can also fold a Post-It Note in half or fourths to clean out the nooks and crannies between keys.

Mouse - Clean the top and bottom of your mouse with a soft cloth.

Laptop Bag - Open and turn over the bag and shake out any crumbs or particles. Next, take a hairdryer to blow out or a hand vacuum to suck up any leftover dust or lint. Wipe the exterior of the bag with a cloth dipped in a baking soda-water solution. Be sure to air dry before storing the laptop again.

On the Inside (Digital Cleaning)

Whether you're using a laptop or a desktop PC, here are cleaning tips to put a shine on the inner workings of your computer.

Back up all your important data - The last thing you want is to accidentally delete a file you've worked so hard on.

Clear your cache - Internet browsers, like Firefox, Safari, Chrome and others save information in a cache. Adding to the cache day after day slows down your web surfing. Learn how to clear your cache or clear your browsing data in the program you use. While you're at it, look through your bookmarks and delete as necessary, making it easier to access the bookmarks you actually use.

Update with the latest patches - Check the status of your operating system, security software, and all other applications that you use to ensure that you're up-to-date.

Do a virus scan - Removing viruses and spyware can do wonders to speed up your computer.

Take out the trash - Emptying the recycle bin, especially if you haven't done it in a while, can free up hard drive space on your PC that could be better used for files and programs that you use and need (as opposed to those you've discarded).

Clean out your cookies - If you do a lot of Internet surfing, you'll probably have old cookies that can affect the performance of your computer. Clean out cookies in your browser.

Sort through old email - E-mail accounts tend to be stored on a separate server, so paring down your messages won't affect your computer's speed and functionality, but there's nothing so instantly rewarding as a squeaky-clean inbox. *(Guest article by WVNET staff members Steven White, Randall Long and Barbara Long)*

VOLUME 6, ISSUE 1

JANUARY 2016

Happy Clean Up Your Computer Month — January 2016	1	Cybersecurity Trends We Can Expect to See in 2016	8
WVNET Accomplishments 2015	2	Applications Corner by Dana Keith	9
WVNET 2016 Calendar — <i>Get Yours Today</i>	6	EOL for MS Internet Explorer 8, 9, 10	9
From the Director	7	Trouble with Slow Opening Downloads	10
Customer Satisfaction Survey Winner	7	Directory	
		Wanted— <i>Reward for the Names of Suspects Involved</i>	10

WVNET ACCOMPLISHMENTS 2015

As WVNET completes its 40th year of service, we have a lot to show for ourselves. By now it should be no secret that we do a lot to further education through technology in West Virginia. We help many people every day, providing technical knowledge and resources that make a difference. When you add up our efforts for a year, you get quite a list. Here are some, but hardly all of our accomplishments for 2015.



Hosted the West Virginia Statewide Technology Conference

WVNET hosted the 11th annual WVSTC at the Morgantown Event Center on July 21-23, 2015. Focused on educational technology for K-12 schools, this event brought together 600 people who enjoyed 127 concurrent sessions, 68 exhibitors and 2 amazing speakers. The featured keynote speaker was Travis Allen of iSchool, who showed us how anyone can follow their dream to success. Closing keynote speaker Hall Davidson was entertaining, funny and enlightening. He examined many ways that technology is transforming how we learn and what we can accomplish, often showing examples that the audience could try using their own mobile devices.

Hosted the West Virginia Higher Education Technology Conference

WVNET hosted the 20th annual WHETC at the Morgantown Event Center on October 26-27, 2015, focusing on technology in Higher Education. We had pre-conference training sessions for Blackboard Systems Administrator XE Registration for Banner. There was a featured presentation and magic show by Dr. Michael Adelman, President of West Virginia School of Osteopathic Medicine. The keynote speaker was Dr. Robbie K. Melton, Associate Vice Chancellor of Mobilization Emerging Technology for Tennessee Board of Regents, who introduced us to a vast collection of new technological devices and solutions.



Social Media Blitz

WVNET has been focusing more on social media to reach the world. This year we stepped up our game when we recruited a team of students from West Virginia University to conduct a social media campaign at our WV Higher Education Technology Conference. Lead by WVNET Social Media Specialist Moises Cardenas, the team attended most of the conference sessions and events, tweeting reactions to Twitter and posting on WVNET's Facebook site. The buzz was contagious, and many conference attendees joined in the tweeting. WVNET's twitter feeds @wvnet and @wvnet_noc, and our Facebook

site [westvirginiannetwork](#) continue to be sources of news and comments for our organization.

West Virginia Association for School Business Officials (WVASBO) Conference

WVNET attended the West Virginia Association for School Business Officials (WVASBO) conference in Charleston, WV. This was a great opportunity for us to connect with administrators and teachers from K-12 schools throughout the state. Many people were interested in our URCast initiative and our new FREE Web Hosting. Others were happy to meet us and learn more about WVNET. We always enjoy a chance to meet face-to-face with West Virginia Educators!



WVCCA/WVADE Conference

WVNET co-sponsored and provided a mobile application for the West Virginia Community College Association and West Virginia Association for Developmental Education Conference on November 11-13 in Charleston, WV. We met many interesting educators from the CTC system while representing WVNET with our display.

West Virginia Association for School Facilities Administrators Conference

WVNET attended the WVASFA Conference where we demonstrated our OZ work order system. Schools throughout West Virginia are using OZ to coordinate and document their maintenance and facilities management work. Not only did we spread the word about OZ, but we helped facilities managers to think about workflow management.



WVNET ACCOMPLISHMENTS 2015 CONTINUED...



West Virginia Higher Education Day

On January 27, 2015 we represented WVNET for Higher Education Day at the WV State Capitol in Charleston. This was a great opportunity for us to interact with legislators and representatives from higher education institutions throughout West Virginia.

Developed and Deployed New Signage

We created and experimented with a collection of electronic sign solutions at our offices in Morgantown. Signage is a great way to provide information to employees and visitors as they walk through our facility. Our solutions used Raspberry Pi and Chromecast hardware combined with some custom-written dashboard software.



PSTachio

Public Service Training Application

WVNET rolled out our first version of the Public Service Training Application (PSTachio). This web-based software provides a powerful and intuitive interface to a complex database for the purpose of tracking information about Public Service Training. Currently used by RESA 8 in Berkeley County, this system is designed to provide management for any organization offering training.

Inventar – Web-Based Inventory Manager

We released the first version of a web-based inventory management system tailored for the West Virginia Instructional Resource Center to track inventory and product orders needed by instructors for the deaf and blind. This system has an attractive and easy-to-use interface, and it is flexible and scalable to satisfy most inventory management needs. We are currently creating a general-use version of the software and developing a bar-code interface.



WORDPRESS

WordPress and Page Builder

WVNET has offered web design and hosting for over 20 years. For the past ten years our go-to Content Management System has been Joomla, which we used for many of our web sites and customer sites. In 2015 we decided to refocus our efforts using WordPress CMS with a fantastic page builder plugin. This new platform makes it easy and fun to create or modify web sites while having impressive and powerful capabilities. We now have over 100 institutions using the new WordPress platform.

Employee Emergency Messaging System (EEMS)

WVNET's Media Services team created the EEMS on-line application that allows our management to send an SMS text message and email simultaneously to all staff members. The message contains a link which each person can click to confirm that they received the communication. A dashboard tracks who has received the message and can re-send to people who have not acknowledged. This is very useful at times when inclement weather may close roads. This application is currently in use by WVNET and the WV HEPC.



OZ Advances

As more institutions use OZ to manage work orders, WVNET continues to add capabilities to the system. This year we added a shopping cart interface for supply requests, simplified web forms for creating work orders, and new customizable reports. We also began development of an OZ native mobile application.

WVROCKS Unprecedented Success

WVROCKS is the West Virginia Remote On-Line Collaborative Knowledge System, a Blackboard-based system that helps students complete their Regents Bachelor of Arts degree from home. In just three years WVROCKS has grown from offering three courses to over 50, and has awarded more than 5000 credit hours to participating students. Constantly growing, WVROCKS has more than 600 students enrolled in the current semester. WVNET hosts and manages WVROCKS, achieving a lot with minimal resources.



WVNET ACCOMPLISHMENTS CONTINUED...



Marshall Medical CHF App

Marshall Med School CHF Application

In cooperation with doctors at the Marshall Medical School, WVNET developed a mobile application and corresponding web-based management system to help Chronic Heart Failure patients monitor their health and interact with their doctors.

NetApp SAN Upgrade

The WVNET Systems group upgraded our NetApp SAN infrastructure in our Primary Datacenter located in Morgantown and our Disaster Recovery Site located in Charleston. This technology is what provides cloud storage for our servers and customer data. The upgrade increased performance and reliability and included installation of the latest version of the NetApp software which will make possible future upgrades and scalability with reduced need for downtime.



Systems Automation

The WVNET Systems group is now using the automation tool "Puppet" to ensure that all systems receive a set of standards and to help with the deployment of new servers and services. They are also using "GIT" as a version control software for tracking any changes made to the Puppet configuration, ensuring that all changes are documented and can easily be reverted.

Bridging the Gap Grant for Analytics

WVNET was awarded a grant from the Bridging the Gap Consortium to fund a virtual infrastructure to create data analytics for the nine community and technical colleges in West Virginia. The goal is to improve student retention and services, and to increase credential completion.



Credentials for Hardware Repair

WVNET's Systems group has a great deal of knowledge about both hardware and software systems. They work with everything from large enterprise servers to desktops and portable devices. Sometimes there is value in proving what you know, so in 2015 the group completed certification for both Lenovo and Dell PC repair. Certification ensures that we understand the latest technologies and follow established repair standards.

Award Winning Service in a Pinch

WVNET worked with West Virginia University to provide a solution for video services as part of their distance learning initiatives. This was in response to a critical request after a server failed at WVU. A WVNET team worked around the clock and through the weekend to implement these services within a few days of the request and ensure that they were available for the upcoming semester. WVU later presented the team with an "Outstanding Service Award."



Microsoft

Microsoft Support

In the past year the West Virginia Department of Education elected to use Microsoft Office365 for many of their office functions. WVNET stepped up to provide support, including assistance with implementation and configuration of Office 365 tenancy, Key Management Services, and Active Directory. We also provided Office 365 support to Eastern West Virginia Community and Technical College, including migration of mail from their existing Exchange server and implementation of directory synchronization services from their local Active Directory.

Next Gen Math Learning Resources

WVNET created a virtual environment to host a West Virginia University project offering next generation on-line learning resources for K-12. WVU created the content combining efforts from West Virginia teachers, higher education faculty and WVU Academic Innovation. WVNET provided state-of-the-art server technology and the best possible bandwidth. Together we made a wonderful learning resource for K-12 students and teachers.



Keeping Security as a Top Priority

Security threats are a constant problem and they become more sophisticated every day. WVNET takes a serious pro-active role in monitoring systems for attacks, and provides mitigation when needed to ensure the safety of our customers' systems and data. In 2015 we invested substantial time and effort in improving our security measures.

WVNET ACCOMPLISHMENTS CONTINUED...



Deployed DegreeWorks at West Liberty University

To foster student success and improve retention rates, WVNET has worked closely with West Liberty University in 2015 to achieve a successful implementation of the Ellucian DegreeWorks solution for academic advising and degree audit. DegreeWorks is a comprehensive web-based advising, program planning, and degree tracking solution that aligns students, advisors, and institutions to a common goal: helping students graduate on time. Implemented throughout the West Virginia Higher Education community (and hosted at WVNET for 14 institutions), DegreeWorks facilitates the institution's goal of being student centric and supporting their students.

Banner Gets a Facelift and Tune-up!

During 2015, WVNET was busy installing, upgrading and testing various Banner XE applications for our hosted institutions. Banner XE is the latest version of the Ellucian higher education ERP system, offering web-centric tools (important for 24/7 access needs) and a modern interface. The most popular Banner XE application to be rolled-out among our user community has been Attendance Tracking - initiative application that provides faculty an easy way to track and document student attendance.



Encouraging Collaboration with Streamlined Reporting from Argos

At WVNET, we believe in supporting our user community by hosting various training opportunities. In 2015, we sponsored several training events focused on the Argos reporting tool - providing institutional reporting analysts throughout the state to network, learn and share their experiences.

Extending the Transcript - eTranscript

WVNET is beta testing the National Student Clearinghouse/Ellucian's eTranscripts solution with several West Virginia higher education institutions. eTranscripts is a secure interface that enables real-time automation of electronic transcript processing and delivery. The eTranscripts solution ensures that students have access to order transcripts 24/7.



Going Mobile - Charting New Frontiers

WVNET is working with several institutions to deploy Ellucian Mobile on their campus. Ellucian Mobile allows colleges to create apps branded to their institution that provide information to students, faculty, and visitors in the palm of their hand.

P20 Project - Connecting the Dots

In 2015, WVNET launched a major initiative to redesign and develop new reports for the statewide P-20 project. The ultimate outcome of the P-20 project is to provide practices in West Virginia schools aimed at ensuring students graduating from high school are prepared for postsecondary education as well as workforce success.



WVNET's Helpdesk became HDI Certified

Good customer service is what sets WVNET apart from other technology companies. We strive to be the best when helping customers. In 2015 all members of our Helpdesk staff were trained and certified by the Help Desk Institute (HDI), a professional association that promotes organization-wide success through exceptional customer service. How are we doing? Customer survey responses say we are excellent. Rest assured that if you need help there is a friendly and competent person waiting at 304-293-5192.

Certified Data Center Management

WVNET's Manager of Operations, Booker Walton III, earned a Certified Data Center Management Professional (CDCMP®) credential and qualification from CNET Training. CNET is the only dedicated data center training provider in the world to award both industry recognized qualifications and official certifications for their professional programs, allowing program participants to enhance their industry skill sets and their professional credentials. This achievement verifies Booker as having knowledge of data center management that is up-to-date and in-line with the industry and the ever-evolving technical changes within it. He has made a commitment to life-long learning and will refresh this certification every few years.



WVNET ACCOMPLISHMENTS CONTINUED...



WVNET brings URCAST caching service to rural West Virginia

Some areas in West Virginia do not have broadband Internet service at home, limiting the option of on-line learning. This has an impact on daily coursework, and even more so in cases where schools are closed due to inclement weather. One solution to this problem is caching, where media and assignments are downloaded at the school into a cache which is copied to student devices. When the students are at home they can access content directly from their device without the need for an Internet connection. WVNET in partnership with URCAST Network is making this happen in schools around West Virginia. As an eRate-eligible service, schools are finding this to be an effective way to expand their blended learning capabilities.

CCNP Certification for Andrew Parker

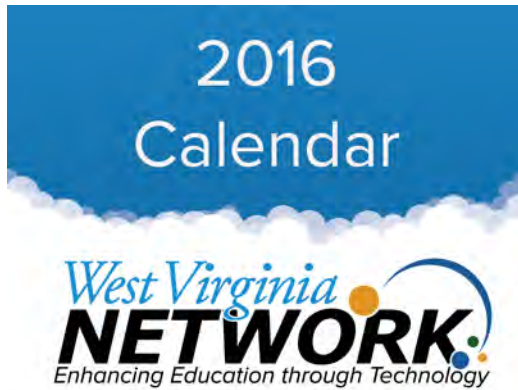
WVNET's Andrew Parker earned his Cisco Certified Network Professional Security (CCNP) certification. The CCNP Security Program is a three-year certification program intended to distinguish Cisco network security engineers who have the necessary skills to test, deploy, configure, maintain, and troubleshoot Cisco network security appliances and Cisco IOS software devices that establish the security posture of the network. Andy adds another certification to our talented networking team.



Certifications of Proven Knowledge

In 2015 our Helpdesk team earned certifications for numerous skills including cybersecurity, penetration testing and FERPA standards. This is one way that we insure staff competency to provide the best possible service.

WVNET 2016 CALENDAR



A limited number of copies are still available. Get yours now by emailing us your USPS address: newslettereditor@wvnet.edu

FROM THE DIRECTOR

With the start of the New Year, WVNET is delighted to begin yet another new service for our schools and their students. It is an extension of DegreeWorks, which gives every student a path to their degree in the shortest possible time. This helps them graduate with the lowest possible amount of student loans and has been very popular with students across West Virginia.



The new extension is called TEQ which stands for Transfer Equivalency. This allows our schools to also add to DegreeWorks any classes from other schools which count as equivalent classes to those required for the student's degree in their chosen field.

It will encourage agreements between our schools on equivalent classes. It will also allow students to take these classes when they are home over the summer or all year online. And they will know in advance that these classes will count towards their degrees.

Governor Tomblin has made this one of his education priorities, and WVNET is delighted to have been chosen to implement it.

Our thanks to Chancellor Hill and Vice Chancellors Dennison and Turner for their hard work in making this a reality. Thanks also to Barbara Long who initiated DegreeWorks and first brought TEQ to everyone's attention.

Happy New Year!

CUSTOMER SATISFACTION SURVEY And this month's winner is...



Happy New Year from the West Virginia Network! Every year, people make New Year's resolutions to improve things about themselves. Companies do something very similar. For WVNET, we resolve to continue the many things we do well, to improve on the things that we know we can do better, and to find new ways to reach customers, and enhance their overall experience with WVNET both from a technical and communication standpoint. If we aren't striving to improve what we do every day, we are failing our customer. Wanting to succeed is what drives the employees here at the Network every single day.

Each month, WVNET recognizes a customer who took the time to complete our Customer Service Survey to let us know how we are doing. We thank everyone who takes that extra few minutes to give us advice, kudos, or criticisms that can improve our service.

This month we would like to congratulate our winner, Harlan L. Lott, an employee at Lorrie Yeager Juvenile Center.

Harlan called in when he was locked out of his computer with the West Virginia Office of Technology. In accordance with our agreement with the WVOT, we were able to unlock his computer and get Harlan back to performing his job. Harlan was appreciative saying *"Relics such as myself in all probability should not be allowed to have access to a computer. I'm fortunate your people have patience with such as myself. Every time I have had an issue, your people have solved it very professionally."*

Relic is a little harsh, Harlan, however we appreciate each and every one of our customers, and the goal is to make sure that we get a resolution that works for you, whether it's a minor or major issue. We enjoy the opportunity to serve you and the State of West Virginia with the work we provide.

As always, at the end of each month, we will draw a winner, contact them by email and then send WVNET memorabilia in appreciation. Please complete our survey by looking within the incident email of any interaction that you have had with us. All comments are taken seriously and help to improve what we do on a daily basis.

Thank you, Harlan, and thanks again to all our customers who continue to shape and improve WVNET. *(Guest article by Booker Walton, III, Customer Resource Specialist, pictured.)*

CYBERSECURITY TRENDS WE CAN EXPECT TO SEE IN 2016 — GAZING INTO THE CRYSTAL BALL

As we welcome 2016, security professionals can expect hackers to continue to innovate. But just what forms will those innovations take, and what previously ignored attack vectors will now be the focus of hackers' attention? This month we take a look at the top predictions for 2016 from two major security firms – Intel and Symantec.



Intel Security's 2016 predictions and beyond

Billed as a "five-year cybersecurity forecast," the Intel Security's McAfee Labs 2016 Threats Predictions report approaches the future from two angles: interviews with security experts and predictions about future threats. In the first section, 21 insiders offer their opinions about how threats will evolve by 2020 as well as how the security industry will react to them. The second part focuses on predicted threat behavior in 2016.

Hackers' striking methods will be the biggest change, the report finds. An increase in the number of connected cars by 2020 will give cybercriminals something new to access. There's also a growing concern that wearable devices such as smartwatches will create new vulnerabilities. There will be 780 million wearable devices in use by 2019, according to the report, which describes a situation where wearables can be used to infiltrate smartphones: *GPS data collected from a running app that is tied to a fitness tracker. The spear-phisher could use that data to craft an email that you would be more likely to open. If you stop by a coffee shop after your run, using the GPS data an attacker could write an email saying "I think you dropped this at the coffee shop this morning" and include a link to an infected image file.*

Unsurprisingly, the report states that hackers will only get craftier, combing through stolen personal data like Social Security and credit card information to spot patterns and sell credentials. What's more, a rise in "hacktivism" — groups attacking information to make a point or push an agenda — is also expected.

The other burning question is what cybersecurity precautions are being taken to protect information in the future. The report touts behavioral analytics as "the next big weapon," adding that sharing threat intelligence will also play an important role in stopping hackers.

Symantec's prediction – 2016 the year of the Apple hack

In its "The Apple Landscape Threat" report, security firm Symantec outlined a future in which Apple products will become a greater focus for *cybercriminals*. Apple's traditionally secure software and devices have experienced a sharp incline of threats in recent years, according to the report.

As for Mac OS X, the number of threats jumped 15 percent in 2014. This followed an increase of 44 percent in 2013 and an increase of 29 percent in 2012. While all this pales in comparison to the number of threats found on Windows operating systems, it does show a trend that attackers are becoming more interested in finding their way into Apple devices.

A significant amount of this spike is accounted for by so-called "grayware" – applications that may not have malware attached but can still be annoying to users, by serving up unwanted ads or tracking their web-browsing habits.

"Although still small in terms of overall numbers, the number of new OS X and iOS threats discovered annually has been trending upwards over the past five years," Symantec said. "Given this trend, Apple users cannot be complacent about security. Awareness of common threats combined with properly securing Apple devices should minimize the risk of infection."

In the report, Symantec provided the following tips to mitigate the risk of being hacked:

- ⇒ **Stay updated** – Cybercriminals often take advantage of out-of-date software. By keeping your apps and operating system up to date, you will strengthen the security of your device.
- ⇒ **Skip the jailbreak** – If you are considering performing unauthorized modifications to your iOS device (aka jailbreaking), exercise caution and educate yourself on the risks you may be exposed to. The majority of iOS threats target jailbroken devices and unofficial app stores are more likely to host hacked applications.
- ⇒ **Protect yourself from compromised websites** – Land on a compromised website and it can be too late. You're already in danger of being victimized by a cyber threat. Only install software from reputable sources. Some third-party OS X app stores have been found to host malware and viruses. Grayware, such as adware, and potentially unwanted or misleading applications are often bundled with installers for other applications.
- ⇒ **Dodge fake emails** - Delete any suspicious-looking emails you receive, especially if they include links and/or attachments. Don't even open them, just delete them. If they purport to come from legitimate organizations, verify with the organization in question first. (Guest article by WVNET staff members Steven White, Randall Long and Barbara Long)

¹<http://www.mcafee.com/resources/reports/rp-threats-predictions-2016.pdf>

²http://www.symantec.com/content/en/us/enterprise/media/security_response/whitepapers/apple-threat-landscape.pdf

APPLICATIONS CORNER

By Dana Keith



Welcome to "Applications Corner!" WVNET is proud of the accomplishments, training and certifications of our staff. As a sample, we have Barbara Long's Project Management Certifications, Ron Hamilton, Dana Keith and Russell McCormack with Dimensional Design Certification and now Dianne Sisler with Financial Aid Certification. The WVNET applications group has noteworthy credentials to support you, Banner, Financial and DegreeWorks. Overall, WVNET applications staff has a combined experience with Banner of over 150 years, so although we add certifications, our knowledge base provides you with a resource we are proud to share.

Dianne Sisler remarks *"Official credentials aren't required of financial aid professionals, but the National Association of Student Financial Aid Administrators (NASFAA) has a credential program (NASFAA University) that is voluntary. In October, I participated in a two-day boot camp where each of eleven subjects was presented by a peer who had earned the credential in that area. At the end of boot camp, we were free to pursue as many of the eleven credentials as we wanted, with a challenge to earn at least one within three months. I am proud to announce that I earned all eleven credentials in three months.*

In my capacity as the Banner Financial Aid Specialist at WVNET, I don't work with day-to-day processing or assisting applicants completing the FAFSA, so my experience may be unique. My connection to Banner caused me to think about forms and Banner jobs as I studied the materials, even forms we don't use because they might be more specifically suited to private college use. The more information I gather about financial aid, the more I know about how Banner wants to do financial aid, perhaps making me a better Banner Financial Aid Consultant.

I proudly display the new credentials on my office bulletin board for anyone to see. One of the eleven credential certificates is pictured at right."

(Guest article by Dana Keith, Manager of Applications/Datawarehouse)



EOL FOR MS INTERNET EXPLORER 8, 9, 10



On January 12th, 2016, Internet Explorer 8, 9 and 10 reached 'end of life' meaning they're no longer supported by Microsoft. The browsers will no longer receive security updates or any other kind of patches, leaving those running them wide open to new vulnerabilities in the future. While web developers may rejoice because there will be fewer platforms and less compatibility issues with their code, Windows 7 and Server 2008 R2 users running older versions of Internet Explorer will start to see notifications to upgrade. A patch, which went live on January 12, will nag Internet Explorer users on launch to upgrade to a modern browser. KB3123303 adds the nag box to users still using the old browsers after installing the update.

An interesting note, the web browser in Windows 10 is named 'Edge'. This means that Internet Explorer 11 will be the last of the supported old-style Microsoft web browsers.

If you're still using any version of Internet Explorer below 11, it's time to upgrade now, before it's too late. *(Guest article by WVNET Staff Member Randy Long)*

<https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support>

Dan O'Hanlon, Director
837 Chestnut Ridge Road
Morgantown, WV 26505
304.522.7303
dohanlon@mail.wvnet.edu



Fran Barnes, Editorial Assistant
fran@mail.wvnet.edu

Also edited by:
Mike Karolchik, Manager
WVNET Media Services
mike@wvnet.edu



Follow @ [wvnet](https://twitter.com/wvnet)

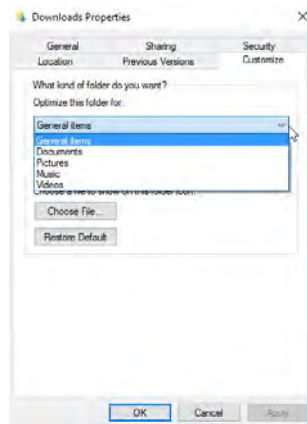


Newsletter Archives Here
www.wvnet.edu

TROUBLE WITH SLOW OPENING DOWNLOADS DIRECTORY?

An issue affecting Windows 7 through Windows 10, Windows allows users to classify directories according to the file types that will be stored there. For some reason, the "Downloads" directory is classified as "Pictures" by default. The problem with this is that Windows attempts to generate thumbnails for all the files in the directory even if they're not pictures.

The fix for a slow opening "Downloads" directory is to open Windows Explorer and right-click the "Downloads" directory. Select "Properties" then select the "Customize" tab. Under "Optimize this folder for:" open the drop-down menu, as shown in the image below.



Choose "General items" then click "OK" and close the Properties dialog. Windows is known to switch this setting back to "Pictures" so check to be sure it's "General Items" from time to time.

(Guest article by WVNET Staff Member Randy Long)



Can you name the above WVNET Staff Members (current as of December 2015)? The respondent with the most correct answers wins a prize. *Note: WVNET staff members and their families not eligible to participate.* Send your response here: newslettereditor@wvnet.edu