Upcoming network maintenance

We will be performing network maintenance over the winter break on Dec. 21 beginning at 10 p.m. through 7 a.m. and on Dec. 22 beginning at 8 p.m. through 5 a.m. the next morning. During this time, users on and off campus may intermittently have limited or no access to NKU resources such as myNKU, Blackboard or VPN.

IT Help Desk closed during Winter Break

IT Help Desk will be closed beginning at 10 p.m. on Tues., Dec. 20 through 7 a.m. on Tues, Jan. 3. However, our staff will be checking voicemails left at 859-572-6911 and will respond to emergencies.

Technology support tables available the first week of classes

During the first two days of the spring semester, IT staff will be located in many buildings to help with smart classroom support and other technical questions. They will have central locations in each building (see below) but will travel throughout the buildings to assist faculty with smart classroom technical issues. As always, faculty can call X-6911 for assistance, but we hope that the on-site support will provide immediate response to technical problems.

- BC first floor, lobby nearest MP
- MP third floor, center lobby
- HC second floor, near elevator
- SC third floor, opposite elevators
- FA third floor, near main plaza entrance
- GH second floor, in commons area
- LA fourth floor, near elevators
- SU second floor, across from Starbucks

Lab software installations for spring semester are underway

Thanks for submitting your requests for software installations in labs for spring semester. We are working through all the requests now and will be in contact if questions arise. Please note that any requests received after the Nov. 15 deadline may not be installed before classes start in January. Please contact Jennifer Taylor with questions (taylor@nku.edu).
**Computer Replacement Program kicks off in January**
The annual Computer Replacement Program will begin in January. IT will be contacting the deans and department heads with the list of computers that are eligible to coordinate and schedule replacements.

**VPN software updates begin Jan. 3**
Beginning Jan. 3, the Cisco AnyConnect VPN software will update to a newer version automatically when you launch the software. No action is needed from the user. Once the software finishes updating, you will log in as usual.

http://it.nku.edu/
Check our website for the latest system alerts and news.