

## RAITSUPPORT UPDATES

March 15<sup>th</sup>, 2012

### Tivoli® Big Fix® Updates

- Central campus system, licensed from IBM, which we are starting to use for all non-Microsoft updates since we set up MS updates to be automatic
- The updates happen silently, at a trickle so as not to affect system performance, but we push them out in the middle of the night anyway
- We are using this system to replace Sophos with IBM Tivoli® Endpoint Manager Protection
  
- **To Help us use the Big Fix System Better, please**
- Don't hard power down your computer at the end of the day, instead just log out
- Periodically, once or twice a week, completely restart your computer at the end of the day. Some do this right before the weekend as a regular practice.
- Let us know at [raitsupport@ucsd.edu](mailto:raitsupport@ucsd.edu) if you have some critical computer work at the start of any given day and would prefer that we hold off the night before on any patching or software updates to one or more of your computer devices.

### Phishing Mail

Some of you have been notifying us or asking us about suspicious email. It is much better to ask than to leave it in your inbox where you might accidentally activate a malicious "payload." We also report these to postmaster who in turn blocks them which helps reduce the potential overall campus exposure to malware. So....please keep up the good vigilance and let us know if you are doubtful about any email that you receive.

**New RAITSUPPORT phone number** —*for after-hours emergencies or when you can't get to a working computer, tablet, or smart phone:*

***(858) 534-9499***