



March 12, 2021

TO: Faculty and Staff

FROM: Tony Moore
Chief Information Officer

RE: CITE Services Restoration Updates

CITE **is continuing** to restore IT services since the cybersecurity event last month.

While many services have been restored, some are still unavailable or partially available. Please refer to the list below for an updated status on some applications.

Unavailable:

- **VDI (Panther Desktop):** VDI environment is currently being rebuilt and should be ready by 3/22.
- **Voicemail to email:** Technicians are working to restore this feature and it should be resolved by 3/22..
- **Remote Desktop:** New security protocols had to be adapted so Remote Desktop is currently suspended until the CITE team can evaluate a new solution. Expected completion date is 3/29.
- **Panther ID and Meal Plans:** CITE is working on a resolution at the earliest possible date.
- **Student Network (Home) Drives:** These are currently unavailable to students however students can continue to use their Google drives which are available to them.
- **RightFax:** RightFax services have been restored but the services are unstable. Updates and patches to the system are being implemented to stabilize the system.

Partially Restored:

- **Shared Drives:** Network (shared/home) drives are now available for users. You may have to remap the drive. [Instructions are available below](#) and on the [CITE Training page](#).
- **Printers & Scanners:** Xerox printers and scanners are currently operational. If you are experiencing issues with scanning, please open a ticket with the helpdesk.
- **Phones:** The majority of phone services have been restored, however some users may have trouble with IP Communicator over VPN. IP Communicator is being transitioned to Cisco Jabber. Stay tuned for more details and continue to report any service issues to the CITE Network Team..

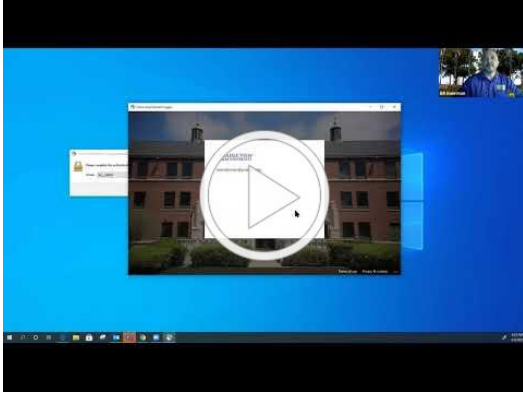
You can visit the [Restoration of IT Services site](#) for additional information about changes or workarounds for various applications. **Please see the information below for instructional videos and guides about some common issues and workarounds.**

For all other IT related problems or questions, please call 936-261-2525.

Restoration of IT Services

Below are some of the updates and workarounds:

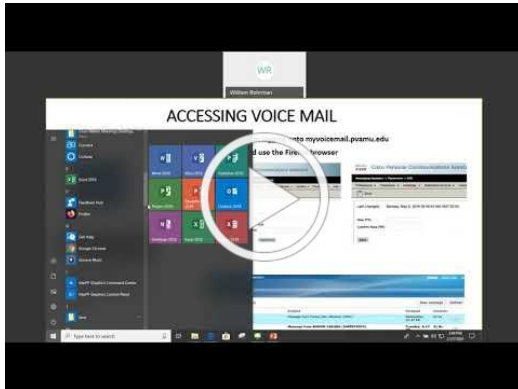
VPN



VPN is available for all users to utilize phones, voicemail and access shared drives.

- Learn more by watching the video, downloading the doc.

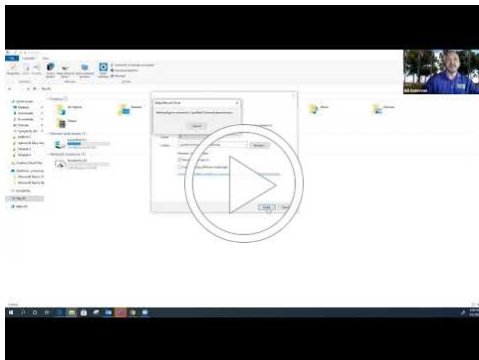
[Download the steps](#)



Voicemail

Voicemail is available online (as long as you are logged into VPN) or by calling your phone.

- Learn more by watching the video.



Shared Drives

Shared drive access has been restored.

- Shared drives may need to be remapped using the steps in the video or in the document below.

[Download the steps](#)

Password Reset

If you have not completed the password reset process or setup your multi-factor authentication, please complete ASAP.

[Password Reset Steps](#)

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