

THE DOWNLOAD

INFORMATION TECHNOLOGY UPDATES FOR EHSD STAFF



What Your IT Team is Working On

- › **Window 10 PC Upgrades** – IT has replaced the majority of older PCs with new ones that allow IT to remotely upgrade the entire PC environment. The last few PCs for IT to upgrade are those at MacDonald, Linus Pauling, 300 Ellinwood and 400 Ellinwood. We are excited that this upgrade will minimize interruptions when IT makes future upgrades.
- › **Telephone Upgrades** – Upgrading EHSD’s phone system is a joint effort between DoIT and EHSD. Locations where the upgrade is complete are 40 Douglas, Sand Creek, 4545 Delta Fair and 1505 MacDonald. 300 Ellinwood is scheduled for August 2021 and 500 Ellinwood is scheduled for November 2021. We will be scheduling the rest of the locations soon. Thank you, Kellie Case, for your question!
- › **IT is “In the Know”** – IT regularly reviews vendor announcements about the software EHSD uses to be sure we are on the latest version. IT scans industry announcements to keep track of potential changes heading our way.

Security Note

- › Apple extended its warning about vulnerabilities to more products. IT recommends you update to the latest version for all of your Apple products. Remember, versions change frequently, so be proactive and check for updates often. Here is the list:
 - iCloud for Windows prior to version 12.3
 - Xcode prior to version 12.5
 - Safari prior to version 14.1
 - macOS Big Sur prior to version 11.3
 - macOS Catalina prior to security update 2021-002
 - macOS Mojave prior to security update 2021-003
 - iOS prior to version 14.5
 - iPadOS prior to version 14.5
 - watchOS prior to version 7.4
 - tvOS prior to version 14.5
 - iTunes prior to version 12.11.3
 - GarageBand prior to version 10.4.3

Testing, Testing

- › Testing continues on Windows Virtual Desktop, the solution to eliminate staff members’ dependency on remoting into their local PCs. The testing community expanded from IT to include staff from different bureaus.

- › Four of the prior in-house applications that did not work correctly with Edge have been updated to resolve that issue. We expect the application’s remaining update to be complete by end of June.

Remote Worker Tips

- › Work-from-home\telecommute staff experience the common problem of sound and video not working in Teams. This issue is usually caused by a worker launching Teams within a remote desktop through Citrix or Cisco AnyConnect rather than locally. Use these steps:
 1. Open Teams on the mobile laptop or mini PC first, and use this application outside of your remote desktop.
 2. If you have scheduled Teams meetings you can launch them directly from Teams by clicking on the calendar button, selecting the meeting and clicking Join.
 3. Once you launch Teams and open your remote desktop connection, you must minimize your remote desktop anytime you wish to open a Team call or meeting.

In-office Worker Tips

- › If your Teams is not working properly, turn the PC’s power completely off, then turn it on again. Next, log into your account as you normally do. This should reset Teams and enable it to work correctly.

If we missed a topic or there is one you would like us to cover, email Kathy Gaughen at kgaughen@ehsd.cccounty.us.