CBT Systems Becomes
by Kristie Sapp

CBT Systems, the company that provides our Computer Based Training Courses on-line, has changed its name and logo. For those of you currently using these CBT Courses, they will continue to function in the same way they always have.

While traveling the state conducting various training sessions and when presenting at annual conference, it became apparent that many of you still haven’t tapped into the computer based training courses that are found on-line. The hardest part of these courses is to get the computer ready for them. After that, you can’t help but have fun and learn at your own pace WITHOUT having to leave the comfort of your own desk. Oh, and of course, if you score a 70 or better on the course test we will send you a Lego® Certificate.

Get CBT installed and running on your machine so you can take advantage of this training opportunity. See the May, 1999, Inner Circuits article “Getting CBT Installed and Running on Your Machine” for detailed instructions. You may also find the article in the Inner Circuits on the web at http://etcs.ext.missouri.edu. Select the Inner Circuits link.

You can minimize the CBT Classroom window at anytime if you need to take care of a client in person, answer the phone, or work on something else for a while. Simply go back to it when time permits.

NOTE: It is very important that if you have registered before and are prompted with the “You have entered an unregistered Student ID”, you go back and try to login again. Remember the ID is case sensitive and you may have keyed a lowercase letter where you needed an uppercase letter. If you think you have typed the correct user name and password please DO NOT register again. Contact me by e-mail or call 573-882-2096 and I will look up your Student ID and password. If you choose to register again, you will not know what courses you have taken and what ones you have not. This information is stored with your Student ID and password and if you use multiple Student ID’s this will be impossible to keep track of.
Screen Savers, Pictures, and Wallpaper

by Joe Lear

As we’ve been virtually visiting all the county offices over the last month, we’ve noticed that people love to customize their computer screens by adding wallpaper, screen savers and even pictures from the Web or pictures they scanned or took with the digital camera. While these features allow you to make the computer workspace your own, they can also rob you of processor power and other computer resources. It also slows the computer down by taking over memory resources, the hard drive, and some of the processor speed. This can restart scandisk and disk defragmenter causing them to take longer to run. Also, files take longer to copy from the Web and to and from the S:\ drive when screen savers kick in.

Screen Savers had a role to play when computer monitors were monochrome and more prone to image burn in. They kept things on the screen moving and prevented images from being permanently etched on the screen. Today’s monitors don’t have the burn in problems so now screen savers are mainly for entertainment and decoration. We recommend disabling the screen saver and see if your computer works faster.

While Wallpaper and pictures allow you to personalize your desktop, they also can rob you of computer performance. We have noticed that some computer wallpaper and images may be causing some of the computers to run slowly and to have other problems. Removing the wallpaper and/or image has solved the problem.

Wallpaper and images also can impair our ability to help you using the new remote control software SMS. Since we actually see your screen on our computer after you allow us access, our computers have to refresh the screen image on a regular basis at our end. Images and wallpaper increase the time it takes for changes in your screen to occur. For some images and wallpaper this can be up to 2 minutes. Therefore it takes us longer to help you and decreases the amount of time that you have to be productive on the computer.

Try turning your wallpaper and/or graphics off and see if it makes a difference in your computer’s performance. If you want to keep your wallpaper and images, let us know when we call to assist you that you have them and we’ll walk you through turning them off while we assist you using the remote control software. We’ll also help you turn them back on so you can keep your personal workspace. Also if you want assistance making your scanned images on your desktop smaller in file size, give us a call and we will help you reduce the image file size so it will reduce the amount of resources it uses when on your screen.
We want you to be able to personalize your desktop, but not at the price of reducing your ability to get your work done on the computer at the computer’s highest performance.

Antivirus News

by Charles Baerwald

With the emergence of the BubbleBoy “virus” and it’s media coverage, people are becoming aware of new types of viruses and their capabilities. BubbleBoy was important, because it infects computers in a different way than previous viruses, not because of the risk of getting it on your computer. New virus types and the recent outbreak of Explore.Zip worm (and subsequent statewide blitz to install the latest version of VirusScan) brings to attention the importance of current antivirus software, despite its time and space consuming nature. Several folks out there are very aware of the file blasting Explore.Zip worm, which in some cases wiped out thousands of Microsoft application files (not nearly that many in Extension).

It’s pleasing that many questions have arisen from the field, indicating that people are curious and interested in protecting their computers. For these people, as well as for those who have viruses and need information, there is a new VIRUSinfo folder in UOEshare on Share $\backslash$Mucampus$\backslash$ETCS$\backslash$AntiVirus$\backslash$VirusScan$\backslash$Win95-98. As mentioned above, the ETCS staff made virtual visits to every county to install and/or update VirusScan in response to the real threat of Explore.Zip worm so most of you already have the latest installed and configured. If you have questions regarding the configuration or version of VirusScan, refer to the new instructions. Take note that updates of virus definitions are still necessary, which brings us to a few installation notes.

Some of you experienced an error message on the update of virus definition (DAT) files: “Corrupt or missing DAT files...press any key to continue”, where pressing any key allows the computer to boot up, and VirusScan finds DAT files without further error messages. This should only happen once and then you can restart as normal.

Another common occurrence after updating is the Vshield and Scheduler icons disappear from the taskbar. When this happens, the computer needs to be manually restarted after which VirusScan reactivates and makes use of the newly installed definition files. Still others have experienced their computer restarting itself after an “AutoUpdate” takes place – if they went to lunch with documents open, the documents as well as the computer get shut down. Be aware of when, and if, AutoUpdate is scheduled to run, and take necessary steps to save your data before the update occurs.

“How often should I update?” If you’re manually updating virus definitions, as most in the state are (and is recommended by ETCS as most trouble-free), the greatest protection available is by updating once per week. Make it a part of your “computer maintenance” routine (see “Computer House Cleaning” article by Joe Lear in this issue’s insert).
One final note: VirusScan is designed to run also from within Microsoft Outlook, and needs to be configured from within Outlook. Check your configuration next time you are in Outlook by going to Tools/E-Mail Scan Properties. Under “Messages to scan”, choose “All highlighted messages”. Under “Mail attachments to scan” choose “Scan all file attachments”. Click “Scan compressed files”. Now click on the Heuristics button, and enable heuristics. Also enable “macro and program file heuristics scanning”. Click OK, Apply, and OK again.

Back to CD gets Cheaper!

by Joe K. Lear

In the October Inner Circuits we talked about using CD-Recorders to back up your important data. In that issue we stated that CD-Recorders could be purchased for under $300 dollars. As of this writing, we have found CD-Recorders from HP around $200 dollars. These units are capable of writing to both CD-Recordable and CD-Rewritable Disks.

As we stated in October, these CD-R recorders are reliable, can write 600 MB to a CD-R in less than 30 minutes, and provide a means of sharing data and information with other computers and people. You can use it to move your files to laptops for presentations and sharing with others, as well as create disks with educational programs to use in schools and other locations where data cannot be transferred across the network. The CD-Recorders also provide a great way to back up large amounts of data.

Training Schedule

by Kristie Sapp

The following classes will be held in in the ETCS Training Room, 22 Heinkel Building.

December

Wednesday Dec. 1st - Publisher 98 - 9:00 a.m. to 3:00 p.m.
Thursday, Dec. 2nd - Intermediate Word 97 - 9:00 a.m. to 3:00 p.m.
Tuesday, Dec. 7th - Introduction to Excel - 9:00 a.m. to 3:00 p.m.
Tuesday, Dec. 14th - Publisher Workshop - 9:00 a.m. to 3:00 p.m.
Thursday, Dec. 16th - PowerPoint Workshop -9:00 a.m. to 3:00 p.m.

I will post detailed course outlines of these courses on our website under training.  http://etcsext.missouri.edu. To sign-up for one of these sessions, contact ETCS by telephone at 573-882-2096 or send an e-mail to ETCS.

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Inner Circuits Mailing List Corrections/Additions - Send an email message to ETCS or call 573-882-2096 to correct an address, add someone to or delete someone from the mailing list.
Computer House Cleaning

by Joe K. Lear

Just like your home your computer needs cleaning and rearranging on a regular basis. You should plan on doing this once per week. Performing the weekly cleanup procedure that follows will help to keep your computer running as efficiently as possible.

Deleting Temporary Files

Temporary files must be deleted from two locations on your hard drive.

1. First close all active programs
2. Open Windows Explorer
3. Find the Temp Folder under the C: drive on the left hand side of the Screen. Click once to open the folder.
4. Hold down the CTRL key and press A to select all the files and folders.
5. Hold down the SHIFT Key and press DELETE. Click Yes to Confirm the File Deletion
6. If you are asked, answer Yes to All to remove files with the *.exe extension or files that are read-only.
7. Click the “+” next to the Windows folder on the left side of Explorer
8. Scroll down until you find the folder Temp and Click Once to Open.
9. Hold down the CTRL key and press A to select all the files and folders
10. Hold down the CTRL and Click once on the folder Vbe to deselect it.

Delete Browser Cache Files

For Netscape Navigator 4.51 and up:
1. Start Netscape Navigator (Icon may say Netscape Communicator)
2. Click Edit on the Menu Bar and Click on Preferences.
3. Click the “+” next to Advanced, then Click Cache. Click the Clear Disk Cache Button. Click OK.
4. Click the word Navigator on the left side of the dialog box. Click the Clear History Button.
5. Click OK.
6. Exit Navigator

For Older version of Netscape (3.0 and Older):
1. Start Navigator.
2. Click on Options on the Menu Bar. Click Network Preferences.
3. Click the Cache Tab, and then click the Clear Disk Cache Button.
4. Click OK to Confirm Removal and then Click OK to Close Dialog Box.
5. Exit Navigator.
For Internet Explorer
1. Start Internet Explorer.
2. Click View on the Menu Bar then Click Internet Options. For IE 5.0, this option is located under the Tools Menu.
3. Under the General Tab, Click the Delete Files Button. Click OK.
4. Click the Clear History Button. Click OK.
5. Exit Internet Explorer

Empty the Recycle Bin

Right Click on the Recycle Bin on the Desktop, and Click on Empty Recycle Bin. Click Yes at the Confirm File Delete.

Run Scan Disk and Defrag

1. Click on the ScanDisk icon on your Windows Desktop or Click the Start Button, Go to Programs, Accessories, System Tools, and Click on ScanDisk.
2. Click Start. The Dialog will have an indicator bar that will indicate progress.
3. If you receive a message that ScanDisk has Restarted 10 times. Click No to discontinue the warnings, then Right Click on the V-shield icon next to the clock on the task bar and Click Exit.
4. If you receive a message, that ScanDisk has found lost file fragments. Click discard file fragments and click Ok. Other messages that you receive, you can click repair the error or call ETCS for assistance.
5. When ScanDisk is finished, click Close.
6. Run Disk Defragmenter by clicking on the icon on your desktop or Click the Start Button, Go to Programs, Accessories, System Tools, and Click on Disk Defragmenter.
7. A dialog box will appear and allow you to choose the drive to be defragmented. Choose C: (default) or All hard drives (if you have multiple hard drives).
8. A dialog box will appear stating the percent a hard drive is fragmented. No matter what this says, Click Start.
9. When Disk Defragmenter has completed, Click Yes to Close the Program.
10. Restart your computer to restart the V-shield.

Performing these small tasks, which will take about 15-30 minutes of your time per week, will help to keep your computer running at its best.