County Computer Replacement Plan Update

By John Myers

Phase one of the county computer replacement plan is well under way with less than twenty counties left to receive their new file servers. These new servers will provide greater security for your data and automatically back themselves up nightly. They are specially configured to allow you to access your data even if your office internet connection goes down.

We are now gearing up for phases two (new computer purchases) and three (old computer upgrading) of the county computer replacement plan. All computer orders for the county extension centers, regional offices, etc. have been processed and requisitions entered into PeopleSoft. Projected starting ship dates are the middle to the end of March. When you receive your computers, you will need to send the packing slip(s) to Jeanne Meyer at ETCS. These new computer purchases are going to be handled differently. Instead of shipping the computers to ETCS for setup, we have supplied Dell with an image of the software as we would set them up. This way, we will have Dell ship the computers directly to the county offices, thus saving time.

We have two small problems with shipping the new computers directly to the county offices. First, the computers will need about 15 to 20 minutes of individualized work before they can be used. Second, we CANNOT do the individualized work until your new server is installed. So if your new computers arrive before your new server is installed, just leave the computers in their boxes.

To help with the individualizing of the computers, ETCS is sending each office a care package this week. In this care package will be an emergency restore cd, computer ID stickers, and instructions to check that your data was moved to the new server. Please put this "emergency restore" cd in a safe place. We will be using it to setup your machine as well as in the future to repair your computer. The stickers will allow us to enter your computer into our database for inventory and problem solving tracking. The instructions will allow you to make sure that your data has been moved to the new server. What good is a new computer if you can't get to your data? If after your new server has been installed and you find that your data was not moved, please contact ETCS so we can move your data prior to the individualizing process. No moving of data will be done when individualizing the computers.
If your new server is installed, your data has been moved, and your new computers have arrived you can follow the procedure below to get your new machine online.

1. Put your new machine together.
2. Put an ID sticker on the machine.
3. Have someone in the office email both the ID sticker number and the computer serial number to etcs@missouri.edu.
4. Wait for our call.

We will process requests in the order they come to the ETCS mailbox. When we call you back, we will walk you through two reboots of your computer. We will then grant you rights to your machine, ask for your password so we can setup your email, and setup printers that are connected to either your machine or the file server. If your office does not have a printer connected directly to the network or on the file server, please make sure that the first new computer to be setup for the office has the main printer you want everyone to use. After this, we will instruct you to boot the emergency restore cd and issue some commands. At the completion of those commands, you will reboot your computer and logon with your username and email password. You will then be ready to use your new computer!

After phase two is complete, we can start on phase three. The TCRC's have agreed to help us with phase three. If your computer meets the requirements of 700 MHz and 256MB of ram and is listed below, then you can take it to your nearest TCRC (except Camdenton and Jefferson City) or ETCS for upgrading. If your computer meets the requirements and is not in the list below, then it will need to come to ETCS.

Computers that can be upgraded at TCRC's
1. Gateway V866
2. Gateway V700
3. Gateway E3600
4. Gateway E4000
5. Gateway Solo 1200
6. Gateway Solo 1450
7. Gateway Solo 5300
8. Gateway Solo 400
9. Dell GX240
10. Dell GX260
11. Dell GX270

If you have ordered memory for your computer upgrade, we need to know the location at which you are going to have your computer upgraded and when. ETCS will make sure the hardware is at the correct site when you bring your computer. If you haven't ordered memory and you need memory to meet or exceed the minimum requirements, please email ETCS the computer ID number and amount of memory you want for prices.

This upgrade process will destroy everything on your computer. If there is data on your machine that you need, you need to copy it either onto your office file server or burn it to a cd before having it upgraded. The upgrade process will take from 1 to 4 hours depending on the speed of your machine. You will need to schedule times with the site doing the upgrade.

We appreciate your patience with the implementation of this computer replacement plan. The increased security that will come because of this replacement plan will benefit us all, but it also complicates the processes for distributing the computers. In the coming months we will share new technologies such as team services, real time communications, and content management systems we all can use to make our jobs easier. Also make sure you read the March, 2004 Inner Circuits article Get a Jump on Office 2003 so you can see the new software before it arrives in your office.

Steve!

by John Myers

Steve Giesel joined ETCS in January as our System Support Analyst. His primary emphasis will be our Blackboard guru, ETCS Webmaster, and trainer. Steve has written the following to better introduce himself:

"My name is Steve Giesel, and I just started with ETCS at the end of January. I'm taking over Jill Dourty's place as Blackboard administrator, ETCS Webmaster, and will participate in your user support for the Office suite. I've been here at Mizzou since July of 1999 when I started as an instructional design specialist with the Distance Learning Design Center. Soon after that, the DLDC merged with another group on campus and changed its name to Educational Technologies at
Missouri, or ET@MO where I’ve been ever since. That experience has a direct influence on my new duties at ETCS. Over the last 4½ years I’ve had extensive experience working with faculty, helping them develop their programs for distance delivery over the Internet. And that’s part of my expanded mission here—to work with you in our field offices (and campus) in the development and delivery of non-credit courses and internal training for our Extension staff and faculty."

Get a Jump on Office 2003

By Steve Giesel

By now you’re aware that new computers and versions of the Microsoft® Office Suite are coming soon to your eager fingertips. You now have a chance to get a head start on Office 2003 by making use of the MELL system, (Microsoft Enterprise Learning Library). My purpose today is to give you a few pointers for getting into and using these self-tutorials.

In order to make up for the loss of NETg, the university is now offering the MELL system to its users. More to the point, this is where you will have a chance to learn about a number of Microsoft products including Office 2003, now and in the future. The system contains a series of computer-based tutorials focused on the various software applications. It includes pre- and post- tests to help assess your abilities and is completely self-paced, allowing you to work at your leisure.

To use MELL, just point your browser to, https://iatservices.missouri.edu/training/mell.html. This page provides a brief description of MELL, a link to the MELL home page, helpdesk access, and a list of titles covered by MELL. The first two main list entries at the bottom of the page will link you to sections dealing with Office 2003. The first one covers Core Training for the four basic Office 2003 components: Excel, Outlook, PowerPoint, and Word in separate lessons. It is more detailed than the second section but does not include tutorials for Publisher as does the Core Training for Office Professional Enterprise Edition 2003. You can spend time in either one or both to get the familiarization you need.

From the MELL homepage http://mell.umsystem.edu/, choose the group you want to work in. You’ll notice this page is a repeat of the list at the first link above.

- Click on your chosen group.
- A login dialog box will open asking for your Pawprint (there’s an example at the top of the page).
- The actual tutorial links will open up in Internet Explorer, where you will do all of your work.

It’s important to note at this point that the system is available only to computers/IP addresses owned by the university. This means you cannot access the system from home through your own ISP, or a public ISP somewhere else. You will be able to access MELL from your desktops, and laptops at the office, and from your laptops outside of the office if you use the 800 number dialup previously setup in that machine.

That’s probably everything you need to know to enter and use MELL. I’ve spent some time in the system myself over the last few days and it’s fairly easy to use. Unlike many folks who serve in a technical support role my "geek" factor is fairly low, so if I can use a computer system without too much agony—you probably can too.

Special Note: I encourage you to tryout MELL when you have some free time, though you may find that the Office 2003 tutorials are not working properly at present. If they aren’t, feel free to explore some of the other sections and get a feel for the way the system works. In the meantime IAT Services and UM System are working to resolve the problems. Thanks for your understanding.

Windows XP Tricks

By John Myers

Windows XP allows us to do some new things with our computers that we couldn’t do with older versions of Windows. This article will concentrate on the features of Ctrl+Alt+Delete. ETCS has enforced a new rule on all Windows XP machines that you must press Ctrl+Alt+Delete to log onto your
computer. This is not just for added security, but as a reminder on how to make your computer do some new tricks that you might not be aware of.

After you have logged onto your computer and are setting at your desktop, press Ctrl+Alt+Delete. This should bring up a Windows Security window that tells you who is logged into this computer and at what time they logged in. The window also contains six buttons: Lock Computer, Log Off, Shut Down, Change Password, Task Manager, and Cancel. These buttons allow you to do some neat tricks with your computer.

The Lock Computer button allows you to secure your computer. If you press the Lock Computer button, the system will display a message that this computer is in use and has been locked. Only the user or an administrator can unlock the computer. The computer can be locked with applications open and will return to the same state that it was when it is unlocked. This is the preferred method to use when you are going to be leaving your computer for lunch, an appointment, or a meeting, but are working on things and don't want to log off. It not only stops people from reading your email, it stops them from using your computer. When you return you just unlock your computer by pressing Ctrl+Alt+Delete and enter your password.

The Log Off and Shut Down buttons do exactly what they say, they allow you to either log off or shut down your computer. If you have auto hide turned on on your task bar and are having problems finding your Start button you can press Ctrl+Alt+Delete and choose either of these options to quickly perform the desired function.

The Change Password button can be used to change your password, but the preferred method is to go to the web page https://iats.missouri.edu/iats/servlet/PasswordManager and follow the instructions. This page will sync your password among the many systems found on the campus. Thus you will have to remember fewer passwords.

The Task Manager button will return you to the point you were at before your pressed Ctrl+Alt+Delete, but will also open the Windows Task Manager window. This window has four different tabs. The Applications tab allows you see which applications are running and allows you to end them if you so choose. The Processes tab allows you to see all the processes running on your computer and allows you to end any you choose. (Special Note: Unless you know what you are doing, don't end applications or processes. You can lose data or crash your computer by ending applications and processes.) The Performance tab shows you how busy your processor is and how much memory you are using. The Networking tab shows you how much activity you are doing on the network. This can be useful in finding machines that have spyware installed.

If all your applications are closed and you see more than an occasional spike on this graph, then you probably have spyware installed on your computer and are using more bandwidth than you should be. Remember, every office has only so much bandwidth, so if spyware is using it then that bandwidth is not available to you or anyone else in the office. What runs on your computer can effect everyone in the office.

The Cancel button will return you to the point you were at before you pressed Ctrl+Alt+Delete. See future issues of Inner Circuits for more tips and tricks that you can do on your computer.

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**Anti-Virus Corner**

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<thead>
<tr>
<th>Current Norton Anti-Virus Versions</th>
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<tbody>
<tr>
<td><strong>Program Versions:</strong></td>
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<tr>
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<tr>
<td>Scan Engine: 4.1.0.15</td>
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<td><strong>Virus Definition File:</strong></td>
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(Your versions should be at this level or greater.)

See http://etcsc.ext.missouri.edu/tips/default.htm for instructions on updating your anti-virus.

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