Surprise surprise, just when you thought InnerCircuits was gone forever—here it is! Welcome to the August 2007 issue.

Often it’s hard to predict what will happen with a newsletter like this one, so I won’t bore you with details. I will say that time and project demands pushed InnerCircuits to the back burner, and upcoming project opportunities make it important to resurrect the newsletter. A number of us felt next year’s Vista/Office2007 rollout was the perfect opportunity.

InnerCircuits should be familiar in that we’ll continue to include timely articles about relevant technology topics. I also hope to inject fresh perspective by making InnerCircuits more interactive. We may even move to a new publishing format, such as a Blog. I’ll want to know if specific topics and issues we report about are relevant to your needs. I would like to see some of you contribute articles and insights you find useful in your day-to-day activities. I believe that approach will make InnerCircuits a timely publication for all of us. Contact me at; etcs@missouri.edu.

Look for extensive updates of our online Help Desk resources, including a comprehensive set of “Tips in less than a minute.” I’ll admit the new tips probably won’t be limited to one minute; but they will be concise and pithy—enough to represent an important task. Bandwidth improvements in the county offices make the richer content possible. I’ll probably call them something like “Minit Tips”, or “Quick Tips”, or even “Smart Tips.” By the Way; I’ve already begun making new movies, so check out the Help Desk at the ETCS Web site.

Security continues to be the proverbial 900 lb. gorilla of the computer world. Increased access speed at the county office level requires continued vigilance in our computing practices. ETCS’ move to Microsoft Vista will help us address the many security issues facing us today, but with it comes added complexity. Joe Lear is at the forefront of our network and security operations, and he will always keep us abreast of developments in the months ahead.

One thing ETCS will strive for is user empowerment. As an instructional designer I firmly believe any time I can help you bolster your self-reliance we all benefit. Expect to see timely topics from all of us about computer management, user maintenance, Help Desk resources, Web Apps and CEIS documentation, and problem-solving strategies in general.
Finally, in this issue look for articles from ETCS staffers giving you a broad view of what to expect from them in the coming months, as well as particulars about things you need to know now. Paula Hudson has an article about the Webapps system, outlining some of its purpose and benefits. Joe Lear discusses software compatibility with the Vista Operating System. Charlie Baerwald reminds us about the benefits of computer maintenance. I feel his lengthy article is critical, so please be sure to read it. Most of it takes the form of bullet-list tasks.

You'll also find three articles from Kate Akers of the Extension Web Support team. Her job is Web and editorial support for those of you tasked with the upkeep of regional and county Web sites. Be sure to read her articles as she provides tips and a link to additional information at the Extension Web Support Web site.

We hope you find this latest issue informative. Happy computing!

How Compatible is Vista Anyway?

By Joe Lear

Next year we will be upgrading to Microsoft’s latest Operating System, Windows Vista. As with any computer upgrade, there are always questions of compatibility with current hardware and software.

We have done our best to test Vista against all of our current standard software packages. Our testing shows no known issues with the current software packages ETCS supports. We’ve completed some testing with departmental software, but we are not sure that we have covered all the programs. You may want to check with your department about Vista compatibility for provided software packages.

We know that offices purchase and use software packages we do not support, such as Adobe PageMaker. For these programs we recommend you contact the manufacturer by going to their web site and looking up information about Vista Compatibility. Some may have a patch or recommend an upgrade. Some may recommend a different software package completely.

This is the case for Adobe PageMaker; Adobe is not supporting the software on Vista. They recommend you replace PageMaker with Adobe InDesign, which can open PageMaker Files. Adobe also recommends you purchase InDesign and begin converting your PageMaker Files to the InDesign format before moving to Vista. This is an extreme circumstance, but by checking now, you can save yourself and your office lost productivity.

The same goes for hardware compatibility. In most cases we have purchased HP printers and scanners and currently we’ve not detected compatibility issues with known models. We still recommend you check with the manufacturer of each printer, scanner or other device about Vista compatibility, and what you will need—if anything—to make it compatible.

Microsoft is helping with these issues as well by providing the Vista upgrade advisor. This software scans your computer software and hardware, (it must be plugged into the computer directly) testing for vista compatibility. You can download the file from:
Office 2007
By Steve Giesel

Perhaps the most exciting thing happening with the upcoming Vista/Office 2007 rollout is Office itself. I can hear the groans already, but don’t worry we’ll help you get through it. And it’s really not that bad.

The biggest, most obvious change in Microsoft Office (MSO) 2007 is the new menu command structure—it’s called the Office Fluent User Interface. The common term for this new look is simply; “The Ribbon.” You’ll see it right away, it will look foreign to you and you’ll think “Lovely, I get to re-learn Office all over again.” I had the same thoughts but once I began working the tutorials at office.microsoft.com it became evident they’ve made a breakthrough in the Office command structure.

I’m a visual learner, so verbal discourse and reading through written lists and narratives are troublesome for me. The new tabbed menus are grouped more logically according to extensive user research by Microsoft. Icons are larger and access to various levels of sub-commands is much quicker. The default display makes the new menu—The Ribbon—visible all the time. It uses a little more screen space, but if you like you may hide the Ribbon until needed.

Not every Office module uses The Ribbon, but it is common to Excel, Outlook, PowerPoint, and Word—the four Office applications we use the most. Access also uses The Ribbon.

At this point you are wondering if you can revert to the old command structure in the Preferences settings. You may not. Microsoft has chosen not to allow this for whatever reason. That’s why it’s a good idea to familiarize yourself with the new Office before the rollout begins next year. I encourage you to investigate the many tutorials at the Microsoft Office Web site, check out the relevant links at the end of this article.

There’s lot’s more I could say here but I’ll leave that for the coming months. Stay tuned.

   This is the starting point for the Office 2007 Test Drive. By clicking the “Test Drive Microsoft Office” button you’ll begin a verification process for your computer.
   NOTE: It’s not necessary to install MSO 2007 for this task. You’ll be asked to create a Microsoft Live account before continuing, go ahead and do so but good security practice dictates you not use your existing Outlook password. Once your account is set up you can bookmark https://www.runaware.com/microsoft/en-us/2007office/td/launch and directly launch the test drive when you want to explore the new Office.
2. **Basic Training for the Ribbon:** [http://office.microsoft.com/en-us/getstarted/FX101938921033.aspx](http://office.microsoft.com/en-us/getstarted/FX101938921033.aspx) This page gives you quick access to a number of Ribbon-oriented tutorials. I encourage you to review as many of these as you can in the next few months.

3. **Help and How-to’s:** These four links will take you to more in depth demonstrations.

4. **New ETCS Quick Tips in Flash format:**
   - Introductory movies on the four main Ribbon components.
   - New Office 2007 tips beginning with Excel.

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**Webapps — More Than a Reporting System**

By Paula Hudson

Did you know that the Webapps system is used for more than just reporting? Webapps has five different modules – Planning, Scheduling, Reporting, Absence Reporting, and ISE Registration/Information. There is also a Report generation module for creating the various report types required by Extension.

**Planning Module:** Specialists use the Planning Module to create their County Plan of Work. That information allows Program Directors, Regional Directors, State Specialist’s and other Extension staff to view programs planned by specialists for a particular fiscal year.

**Scheduling Module:** Extension staff use this module to schedule upcoming events that in turn may be posted to County, Regional, and State-wide calendars. A report such as the Event Information report can pull relevant date and event information as needed. From that report A County Program Director may share this information with their County Council.

**Reporting Module:** A Report tells the story about an event. The event story recounts information about contact time, contact information and participant data relating to demographics and outcomes. Extension uses this information for a wide range of reporting needs such as; USDA, ARERA, legislatures, affirmative action, various campus entities, county councils, annual reports, state extension specialists and other stakeholders.

**Absence Reporting Module:** Full time monthly paid specialists and some campus staff use this module to report time away from the job. All of an individual’s entries are visible to him or her and may be edited or deleted at any time until approved.

**ISE Module:** When a facilitator creates an ISE, the system sends electronic notification to the Program Director. Once an ISE is approved, staff may then register for it. With the new system, staff now have the ability to; view information about, register for, or review attended ISE’s with ease. In the past, ISE registrations were attached to the academic calendar making the process cumbersome, but this is no longer the case.
Another useful report is the County Contact Summary. This report displays the information for an event once the leader makes the report. CPD’s can use this report to show their County Councils what Extension has been doing in their County, and how we have reached the people of their County.

If you want to view your accomplishments with diverse audiences, run the Direct Contact by Specialist report. This report displays data about the audiences you’re working with.

Specialists may also use the Reports Module to view what others are doing around the state. This ability can serve as a springboard for innovative ideas and approaches to planning activities and programs within their own counties.

These are just a few examples of the many different reports found in the Reports module of the Webapps system.

Another bright spot of the ISE module is the Travel Voucher. Specialists may now monitor the approval process and contact the appropriate person with questions regarding their travel vouchers.

**Reports Module:** There are several different reports Extension staff may create from the Reports module. The Event Team Information report is a favorite. Based on your selection criteria, this report displays all entered events meeting your criteria. It collects all scheduled—and reported—information.

When viewing this report you will see the name of the event, its program connection, the session dates, the team members, and the reporting individual. If you click the Event Summary link next to an event, you will view a summary displaying all of the reported information and who reported the data.

**Update your Professional Profile and Preferred Name**

*By Kate Akers*

Have you ever searched for yourself on the MU Extension Web directory at [http://extension.missouri.edu/staffdirectory/directorysearch.aspx](http://extension.missouri.edu/staffdirectory/directorysearch.aspx)?

When you click on your name, your “business card” comes up. It contains your photo (if we have one on file), your name, job title, department or unit, office address, phone number and e-mail address.

Your first and last name are displayed exactly as they are in your personnel file unless you have specified a preferred name. Once you’ve specified a preferred name, that is how it will be displayed in all Web sites that are fed from the Webapps system (e.g., online directory, staff list on county sites).

Below the “card” portion is an area for additional professional information that you may customize with details about your areas of work (programming and specialization) and professional background. If you would like to insert a professional bio, it should go in the “background” section.

“Once you’ve specified a preferred name, that is how it will be displayed in all Web sites…”
Customizing these fields is done through Webapps, the online reporting application.

- Log in to the reporting application: http://extension.missouri.edu/webapps/
- Click Planning » Directory Information
- At the top left, click Edit My DataHere you can specify your preferred name, add information to your “areas of work” and “professional background” fields, and add links to related professional Web sites. These should be links to pages that either you maintain for MU Extension (related to your work) or to programmatic information about programs you support (e.g., Missouri 4-H site, Show-Me Select site) This is not a place to add links to your favorite external Web sites.
- Once you have made changes, click Save at the top left of the page.

If you do not have a photo on your business card, you can add one by sending a photo as a JPG file to me, Kate Akers.

If you notice errors or omissions in your contact details, corrections should be sent to:
- Diane Dews, if you are an MU employee
- Brenda Montague, if you are a county employee

Full, detailed documentation for the Webapps system is located here: http://extteam.missouri.edu/SiteDirectory/webapps/Pages/default.aspx

Do You Moodle?

By Steve Giesel

Over the last six or eight months ETCS has been quietly testing an open-source course management system called Moodle. When we developed the EDEN Plant Biosecurity Course two years ago it was apparent we would need an application containing management features that just weren’t viable with the MU campus’ implementation of Blackboard.

What does this mean to you? The short version is Extension personnel will have available a Web-based course building/delivery system, allowing content delivery on a self-paced tutorial basis, or as a more traditional instructor-led course. Moodle will allow course managers to track enrollments and completions, and it will allow self-registration where appropriate.

We anticipate that most of the “courses” created will be non-credit, although Moodle has Gradebook modules available. This means you may offer a course as non-credit, for CEU’s, or for university credit. Moodle should be able to meet most content delivery need where controls on registration, interaction and feedback, or completion are required. Additionally we are planning for the system to work with the university’s e-commerce system, allowing ‘for-fee’ courses when needed.

An open-source software application can be double-edged. On one hand it’s free, on the other it may require extra effort for updates and trouble shooting. On one hand there is a world-wide community of developers and users who contribute experience and problem solving within the user forums, on the other there’s no corporate help desk. On one hand there’s a much greater level of customization possible, on the other there’s no corporate identity to take responsibility for functionality. Applications like Moodle may not always have the polished look and feel of Blackboard or some other commercial CMS, but you can count on it being far more flexible and adaptable.

A number of you have already approached me about Moodle and I can tell you that ETCS plans to have it up and running sometime in December. If you have projects in mind
there's no need to wait. I encourage you to start meeting with me so we can discuss your needs. That way I can help you get on the right track for content development. Once you have content completed it's a small matter to place content into a course site.

If you would like to know more about Moodle and just how widespread its use is, review the links below. The Moodle Demo site will require you to create an account but that's free and can be done from the home page. Contact me if you have questions or projects, etcs@missouri.edu.

- Moodle home page: http://moodle.org/
- Documentation for teachers: http://docs.moodle.org/en/Teacher_documentation
- Pedagogical Principles: http://docs.moodle.org/en/Philosophy
- Moodle Demo Site: http://demo.moodle.org/ (requires an account)
- Articles: http://moodle.org/mod/data/view.php?id=6140
- Moodle sites: http://moodle.org/sites/
- Moodle statistics: http://moodle.org/stats/

Update Regional & County Office Web Sites
By Kate Akers

MU Extension county office Web sites are a highly visible communication tool for your local programs and services. It is essential that county office sites are kept accurate and timely.

If no one in your office knows how to update the Web site — or just hasn’t done it lately — then now is the time to do it!

Getting started

If no one in the office has ever worked on the Web site, the CPD should contact me, Kate Akers to set up authoring permissions for appropriate employees.

Whether you have never worked on your county site before or you just need a refresher, there are support tools to help you get started at the Web Support site:
http://extension.missouri.edu/webteam/

Here you will find:

- MU Extension Web publishing policies and guidelines
- County office site walkthrough (stuff you need to know to maintain your county site)
- Detailed instructions for specific tasks such as logging in to your site, creating and posting PDF documents, pasting content from other types of documents, and inserting and working with graphics and photographs

I'm the technical and editorial support person for all regional and county office Web sites. You can contact me at akersk@missouri.edu or 573-882-4509.
That’s right; it’s time once again to begin planning for desktop replacement in the county offices. Our current Dell computers were delivered in the spring of 2004 and we will be deploying new desktops to the counties in the first part of 2008.

The current deployment plan will provide a computer for all full-time county extension faculty, youth program positions funded through a regional pool, plus one additional computer to be assigned by the county.

As with the deployment in 2004, county offices and departments on campus will have the ability to purchase additional computers for the office at the same price we receive from the vendors.

The University has entered into an agreement with two vendors for computer purchases. We will be able to purchase HP or Lenovo (through CDW-G) computers. We are waiting for firm pricing information from these vendors and should know more information by the end of September. Once we have configuration and pricing details, we will share that information with all the offices and begin taking orders for computers.

We are looking at a possible option of replacing the desktops for field faculty with laptops and docking stations. YPA’s and support staff would be provided with standard desktops. This option will depend on pricing from the vendors, we have a fixed total pool of funds to cover the costs of this deployment so price per unit will drive the final combination of machines that can be covered with University resources. If the price is too high, counties would have the option of ordering laptops and paying the difference between the cost of the laptop/docking station over the cost of the standard desktop configuration.

The new computers will come with Windows Vista and Office 2007 installed on the computer. Watch for additional information on the Vista operating system and Office package as we move closer to the deployment of these new computers.

The file servers in each county will be replaced during this deployment.

For every new computer that is delivered during this replacement, we are expecting an older computer to be removed from service. We’re looking into how to make the disposal process easy for everyone and we will provide more information on the disposal process in the coming months.

The goal is to have no computer older than what was deployed in 2004. For the Desktops this would be the Dell Optiplex GX 270 and for Laptops, the Dell Latitude D600. These machines can be upgraded to Windows Vista and Office 2007 if additional memory is purchased (at county expense). We will get pricing on the memory for these computers as we begin to upgrade computers capable of running Vista and Office 2007. This upgrade will occur after all the new computers have been delivered and setup.
We would like to recommend that you plan to replace any Gateway Desktops currently in use in your office. If you have the need for general use laptops in your office and are currently using Gateway laptops, we would recommend trying to plan to replace these laptops during the deployment. We know this may not be possible due to local funding constraints.

We will keep you informed as we get new information regarding the deployment, computer configurations, and pricing.

The Future of Desktop Conferencing

By Steve Giesel

As most of you know, Extension uses the Centra Desktop Conferencing system—hosted through MoreNet. What you may not know is that as of January 1, 2008 MoreNet will no longer host desktop conferencing of any type.

Campus and ETCS are investigating a number of alternatives so that we may continue to use such a tool. At this point we’re not certain which alternative will be chosen, but we are researching it.

For now I encourage you to continue planning your Centra conferences as before. Just be aware that we can’t schedule anything beyond December. Flexibility is the watchword when it comes to next year. If you keep your meeting agenda and content neatly structured in a PowerPoint or Word document, there shouldn’t be too much difficulty making the switch to a new system, should that be necessary.

Make Calendar Events Count with Search Engines

By Kate Akers

Events entered into the reporting system show up on the MU Extension Web site as calendar events on the statewide, regional and county level calendar lists. Google indexes these events and makes them findable though searches within a couple days of being posted. You can use calendar events to connect with potential clients for your programs if you write your event titles and descriptions to include key words your clients are likely to search for. Additionally, being specific in your naming will help visitors viewing the statewide, regional and county lists of events know what and where things are happening.

Some tips:

• Use a locale name in your event title. i.e. Northwest Missouri Master Gardeners Training Class or St. Charles Co. Master Gardener Plant Sale.
• Always fill in the location field when you create an event. Use a county name at the minimum, and include town names as well when appropriate.
• Make sure to select your event counties for each session of a multi-session event.
• In your event “Web description,” use consumer-friendly terms that clients are likely to use when searching the Web.
• If your event is multi-session and is being held in multiple locations, be sure to explain that in the Web description and list the locations counties and/or town names).
• Use seasonal terms when appropriate.
• Check out the Web server statistics to see the list of search terms that are most used. These change seasonally. http://extension.missouri.edu/stats/
Clean Up your Computers!
By Charlie Baerwald

It's been nearly four years since new computers were distributed to Extension, meaning some have likely been in use for 3 to 4 years without major attention. Some folks are fairly savvy about computer maintenance. Some just don’t know how, or even that it needs doing, and others have had enough problems they’ve sent the computer to ETCS for a “rebuild.”

Software has changed significantly in that time, and security is one of the major issues facing software vendors, resulting in many updates. In this article, I’ll outline what you can do to clean up your computer making it work faster, hang less, and up-to-date with software for security and function.

Check antivirus software: is it up-to-date? I mean more than just up-to-date with virus definitions, is the program version up-to-date? If it is, do you have “threats” (that’s what they call them now) in Quarantine? Current antivirus software program versions are 10.1.4 and 10.1.5. To check your installed version, click

Start » Programs » Symantec Client Security » Symantec Antivirus (you may also double-click the Symantec Antivirus icon in your System Tray to open it).

1. Look on the right side toward the middle for the program version. If you’re not up-to-date, see instructions in $\text{S:\MU Campus\ETCS\Antivirus\Windows XP}$ to install the latest version.
2. If you are up-to-date, take a look at Quarantine, also in the grey area on the right of the window, under General Information. If you see Quarantine: 0 items, there’s no need for action – click Exit.
3. If there are items in quarantine, click View on the toolbar, and Quarantine.
4. Highlight all items in the Quarantine window, and click the red X on the toolbar to proceed with the deletion process.
5. If you found items in quarantine and deleted them, it’s a good idea to run a full virus scan of your C: drive (Scan on the toolbar, Full Scan, then click the Scan button).

Update Java: Java is a Web page programming language in wide use today; it is considered cross-platform and works with any operating system or browser. Your computer has software installed that allows Java applications to run. Older versions have “vulnerabilities” that allow a remote, unauthenticated attacker to execute arbitrary code, so it’s a good idea to update Java.

You may have seen a message in your System Tray (bottom right of the computer screen) that Java updates are available—we recommend you download and install them any time they are available. If you don’t see these messages, here’s how to update Java manually:

1. Click Start » Settings » Control Panel.
2. Double click the Java or Java Plug-in applet to open.
3. Select the Update tab, and click the Update Now button. You’ll see a message in the system tray that an update is ready to download or install (if you already have the latest software you’ll be notified).
4. Click the message, and click **Download** or **Install** (this varies depending on what version you already have installed).
5. Accept the license agreement. **UNCHECK the box to install Google Toolbar** (they try to sneak this in) and click **Next** to install.
6. When the installation is complete, click **Finish**.
7. Close the Java Control Panel window and double click Add/Remove Programs.
8. Uninstall all old versions (unfortunately they don’t do that for you.)

**Clean up Internet Explorer:** Most of you are using Internet Explorer (IE) version 6, but some have installed IE7. When IE7 was initially released, there were compatibility problems with QuickBooks and Centra, along with other minor issues, so we discouraged the installation of IE7. These issues have been largely resolved. Instructions for cleaning both versions are included here.

*Note: If you do install IE7, your installation should be less trouble-prone if you clean up your computer first, and uninstall any 3rd party web browser toolbars from Yahoo, Google, or Viewpoint. These can be uninstalled from the Control Panel Add or Remove Programs applet (Start » Settings » Control Panel » Add or Remove Programs).*

To clean up IE 6 or 7, click **Tools** on the IE toolbar, and **Internet Options**. From here the two versions are different.

**IE6:**

1. In Internet Properties under the General tab, click **Delete Cookies**, let it complete the task, then click **Delete Files**, and allow it finish.
2. Now click the **Settings** button. Check to make sure that **Automatically** is checked under “Check for newer versions of stored pages.”
3. Click the **View Objects** button further down on the right. Press Ctrl + A on your keyboard to select all, and then push the delete key on your keyboard.
4. Select **Yes** to remove the downloaded program files (current versions will be downloaded the next time they’re needed.)
5. Click OK to any Incomplete Removal window that may appear, until all the files are gone.
6. Close the window
7. Click **OK**, and **OK** again.

**IE7:**

1. Under **Browsing History** click the **Delete** button. That opens a window where you can delete all history (with the **Delete all…** button at the bottom), or delete specific components of your browsing history.

   Unless you want to keep a history of the web sites you’ve visited, or have cookies that contain passwords for web sites for which you no longer know the password, just delete it all. Otherwise choose the components you’d like to delete.

2. When you’re finished, click **Close**.
3. Under **Browsing History** click **Settings**.
4. Make sure “Check for newer versions of stored pages” is set to **Automatically**.
5. Click **View objects**.
6. Press Ctrl+A to select all, then click the **Delete** button on your keyboard. Click **Yes** to confirm, and **OK** to any “Incomplete Removal” message that you get. If they don’t all get deleted try the procedure again.
Now go to the Security tab. IE7 security is a little different than version 6, so we need to make some changes allowing IE7 better compatibility with Extension.

1. First, click the button on the bottom to “Reset all zones to default level”.
2. Then click the Trusted sites zone icon toward the top of this window.
3. Click the Sites button. Remove all web sites that are listed in this zone – we’re going to put them somewhere else.
4. Click Close when they’re gone.
5. Click the Local intranet zone icon, then the Sites button.
6. Click the Advanced button.
7. Uncheck “Require server verification (https) for all sites in this zone”.
8. Type in these web sites and add them one at a time:
   - http://extension.missouri.edu
   - http://uoeshare.ext.missouri.edu
   - http://extteam.missouri.edu
   - http://econ.more.net.
9. Click Close, OK, and OK.

**Clean Windows temp files:** Windows, and the programs installed on it, are supposed to clean up after themselves when you close programs or restart Windows. Often this is not the case. Many times when the computer stops responding and you shut it down, temp files tend to “hang around,” causing oddball problems. To clear them, close all open programs including Outlook, then browse to C:\Documents and Settings\your user profile\Local Settings\Temp. Delete everything inside this Temp folder – folders, files and all. If one or two files can’t be deleted, just delete all the files you can. If there are several files that can’t be deleted, and your computer is working well, don’t worry about them - if your computer is not behaving well, call ETCS.

There’s a new free program called **ATF Cleaner** that cleans more temp files than this. On computers we’ve recently worked on, you’ll find it on the root of C:, or there’ll be a shortcut in the Programs menu for it. Otherwise you can find it in S:\MUCampus\ETCS\Utility. I like to run this whenever my computer is acting strange, then restart.

1. Copy and paste ATF-Cleaner.exe to the root of your C: drive, then double click it to open it.
2. Click the Select all box if you don’t mind emptying your Recycle Bin and Internet Explorer history, otherwise uncheck those and any other option you’d like.
3. Click Empty Selected. ATF cleaner will report how many bytes it cleaned.
4. Click OK and close the program.
Check the disk for errors:

1. Open **My Computer**
2. Right click on **Local Disk C:** and choose **Properties.**
3. There click the **Tools** tab, and click **Check Now.**
4. You have two disk options – check the first one always, if you have time to spare check the second one too.

The disk check will take place the next time you restart your computer. If you select just the first one, Windows checks the C: drive for errors and they’ll be fixed automatically – this takes roughly a minute (before the computer boots to Windows XP).

If you select both boxes the check will take 10 to 30 minutes, and Windows will test the C: drive for bad sectors, or actual physical corruption of the disk surface, and fix if possible.

5. Click **Start**, select **Yes** to schedule the disk check, click **OK.**

You may also **defragment your drive.**

1. Go to the Tools tab (from Local Disk C: properties)
2. Select the **Defragment** button. This tool places file fragments physically closer together on your disk, leading to better performance and shorter file-open times. Defrag at least once a month, more often if you download and delete lots of files.

**Update Adobe Reader:** Yes, another program with security holes that needs to be updated. To identify which version you have installed;

1. Click **Start** » **Settings** » **Control Panel.**
2. Double click **Add/Remove Programs.** Look toward the top of the list to find your version of Adobe Reader (Reader is the only one we’re concerned with here). If you have version **7.09 or 8**, you’re done – you can close all windows.
3. If it’s version **7.08 or below**, click to highlight, and click the Remove button. Follow the on-screen instructions to complete the uninstall. You may need to reboot your computer.
4. To install the new version (8), browse to **S:\MUCampus\ETCS\AdobeReader**.
5. Download **AdbeRdr80_en_US.exe** to your desktop, or to a shared drive if others may need access to it (Q: for instance).
6. To install, double click **AdbeRdr80_en_US.exe** and follow instructions.
7. Do not allow the Yahoo Toolbar to be installed unless you specifically want to install it. **We recommend against it and don’t support it.** They try to sneak it in, just like Java installations try to sneak in the Google Toolbar. They like you to install them because they want to collect data about what you do on the web (known as data mining).
**Update and run Spybot:** This program will remove most adware infections if it’s the latest program version (1.4) and contains the latest updates. Updating must be done manually. To do this, see `S:\MUCampus\ETCS\Antivirus\Spybot` for instructions on installation and use of Spybot. If you have IE7 installed **do NOT** immunize.

You may have other programs installed on your computer containing known security vulnerabilities, they should be updated as well. Two common examples are Apple Quicktime Player and Adobe (formerly Macromedia) Flash Player. You may visit each respective web site to download and install the latest versions (Google each program name to quickly find the download site).

If an old version is not properly uninstalled during your update process, you may finish that task from the Add/Remove Programs applet in the Control Panel.

This is a lot of work, but if you take the time and trouble, you’ll enjoy a more secure and trouble free computing experience.

“… if you take the time and trouble, you’ll enjoy a more secure and trouble-free computing experience.”
Mission:
The mission of Extension Technology and Computer Services (ETCS) is to provide leadership in the application of information technology for Extension faculty and staff both in the field and on the MU campus.

Vision:
The vision of ETCS is to empower University of Missouri Extension faculty and staff with information technology appropriate to their needs, within the necessary funding constraints. We want to lead Extension into the use of appropriate information technology.