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Lincoln University,  
U.S. Department of Agriculture  
& Local University Extension  
Councils Cooperating

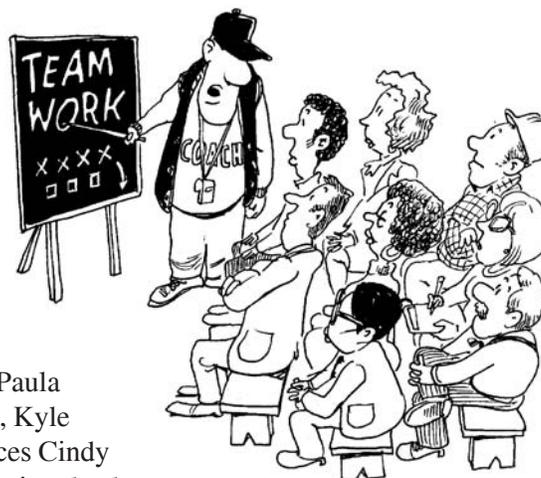
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## The Changing Face of ETCS

by John Myers

ETCS has and continues to undergo many changes since the merger of campus and system Extension. People have moved from other units and we have hired a new person. We have grown from ten to fifteen employees. We have also inherited more responsibilities.

The new employees joining ETCS are Paula Hudson, Carol Hutchison, James Meng, Kyle Ming, and Chris Pfingsten. Paula replaces Cindy Martin. She is responsible for the Extension databases and helps users with problems entering or retrieving information. Carol Hutchison joined our ranks bringing her expertise in ITV and Centra scheduling. James Meng comes from the Business and Industry program. He develops and maintains the various databases and web sites used by business specialists. Kyle Ming comes to us from OSEDA. Kyle is a web and database programmer who will be working very hard to provide tools to make your jobs easier. Chris Pfingsten also comes to us from OSEDA. Chris is a valued addition to the pc/network area and has been helping us with our county broadband project.



I've heard from a number of people that our phone tree is too long. We cover a broad range of services. Grouping our people together by function might help you understand ETCS better and give you an idea of who to call. ETCS employees' direct phone numbers are listed at the end of this article.

The majority of our calls are for computer and network support. When your computer doesn't work or you can't connect to the internet or you have questions about the standard software set, you should call Charles Baerwald, Chris Pfingsten, Zimm Reeves, Steve Giesel, or Joe Lear. This covers a lot of territory, so we are working with the TCRCs' IT personnel to allow you the option of calling the nearest TCRC for support. We are presently developing materials to help them in this regard. We really appreciate the help and will announce in *Weekly News* when things are ready.

Another major area where we provide support is to the Continuing Education units. We have and continue to develop a product called CEIS (Continuing Education Information System) to allow these units to better perform their jobs. CEIS is a

relational database that integrates the functions of customer management with mail list, learner registration, and project accounting. Questions in this area should be sent to Paula Hudson, Darlene Schmitz, Ali Saheli, Kirk Sumpter, or Brad Hardin.

We have also taken on the scheduling and support of ITV and Centra. ETCS now has two facilities Extension can use for ITV; room 10 of the Heinkel building for small meetings (6 or less) and room 226 of the Heinkel building for large events (up to 24). We also have a portable ITV unit that can be used in other locations if enough lead time is given to allow the proper setup. We are also supporting the use of the internet meeting software Centra. Extension only has a 50 user license for this product which means that any combination of Centra events at one particular time cannot exceed 50 users. Questions in this area should be sent to Carol Hutchison, Steve Giesel, Charles Baerwald, Chris Pfungsten, Joe Lear, or John Myers.

A new and exciting service is our database support area. Here we will help units develop database and web applications. Our first big project is the redesign of Extension's administrative databases. We are working on a "frequently asked questions" (FAQ)/ask the expert system that any Extension unit can use. Questions in this area should be sent to Paula Hudson, Kyle Ming, James Meng, Kirk Sumpter, Ali Saheli, Brad Hardin, or John Myers.

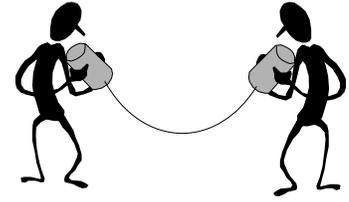
Our final support area is administrative, inventory, purchasing, billing, etc. Questions in this area should be sent to Jeanne Meyer, Joe Lear, or John Myers.

#### Direct Numbers (alphabetically):

Baerwald, Charles	573-882-7172
Giesel, Steve	573-884-6267
Hardin, Brad	573-884-4588
Hudson, Paula	573-882-7260
Hutchison, Carol	573-882-2243
Lear, Joe	573-884-3629
Meng, James	573-884-8794
Meyer, Jeanne	573-882-7130
Ming, Kyle	573-882-5482
Myers, John	573-882-7284
Pfungsten, Chris	573-884-9216
Reeves, Zimm	573-882-7691
Saheli, Ali	573-882-1704
Schmitz, Darlene	573-882-7146
Sumpter, Kirk	573-882-6884

## New Collaboration Tool

by John Myers



It's been a very long month since the last *Inner Circuits*, August

2004, where I said we would be introducing you to the team services tool. With all the changes Extension has been going through, this project just seemed to slip between the cracks. We've found it again and I truly believe this tool will change the way you work with others. The best way that I can describe it in a few words is that team and portal services are the S drive on steroids. These tools will allow you to group and organize all your digital data to be shared with others in our organization and the best part is that you only need a web browser to use them.

The concepts of team and portal services are easy to understand, but as with any major software, the more options it has the harder it is to learn to use, and these services have many options. These services can be divided into three main areas: the portal area, the team area, and the "My Site" area. For this article, we will touch lightly on the portal area and more heavily on the team area. We will save a more detailed analysis of the portal area and the "My Site" area for a later time. Before we start to learn about this software, I need to stress the point that this software is for internal use only. Our licensing agreement does not allow us to use it with people outside the University; they must have an active directory account with us to use it.

Let's start our discussion with the team area; this is where the real work is done. We will refer to each team area as a site. A site has a list of users that are allowed access to the site. In our implementation we are using e-mail distribution groups to grant access to a site. This means that the owner of a site will be responsible for granting and restricting access to the site. This is accomplished by using Outlook to add and remove names to the e-mail distribution group (MU EXT ...).

A site also has many web parts. These web parts are where information is stored. Each web part is

designed to hold different information to help you organize your data. The web parts that we will be using are files, pictures, links, events, announcements, tasks, contacts, threaded discussions, and surveys. Depending on what you want to do in your site, the layout of the site can make things easier. Therefore, we have developed two templates for you to choose from; team site and meeting site. To see examples and more detailed information about these sites go to <http://etc.ext.missouri.edu/Sharepoint/SPtest.htm>. These pages have been developed to help you navigate the sites and not get into areas that you can't use.

After viewing the examples you will find that many things can be done with sites. In fact, if you want to get even more organized, meta data can be added to your web parts. Meta data is information that further describes the content of the piece of information you are storing. You can then filter and search off this information to easily find what you are looking for.

Another feature of sites is that alerts can be set up. Alerts are e-mails to you that something has changed on a site. This way you won't have to visit the site to check for updated information. The software allows you to create alerts for just about anything.

With all the versatilities of sites, I'm sure we will have plenty of sites. In fact, I would bet that we will have more than we can keep track of. This is where the portal area comes into play; <http://extteam.missouri.edu/>. One thing the portal area can do for us is to organize our sites. When I look at Extension, I see it from two different views; program and administrative. We all work in both areas and sometimes the projects we work on are in both. To help organize our sites we have developed multiple views for our sites; including both a program and administrative view. This way we hope you will more easily find the site you are looking for.

Another place the portal can help us is with searching. The portal search is very powerful. It is designed to search all sites as well as web sites of our choosing. At present the <http://extension.missouri.edu/> and the <http://muextension.missouri.edu/> sites have been included in the portal search. One point I need to stress is that the sites also have a search function, but the sites only search within the selected site, only the portal

search will search all sites and web sites of our choosing.

In order to help you understand these new tools better, we have created two test sites to let you play. These sites are <http://extteam.missouri.edu/sites/teamtest> and <http://extteam.missouri.edu/sites/meetest>. This will allow you to experience both templates to more easily select the proper site for your collaboration. When you try to enter these or any of our sites, you will be presented with an authentication window. In the User name box enter your e-mail username in the domain\username format. For example, I would enter um-users\myersj, but George Laur would enter umc-users\laurg since he is in the umc-users domain. In the Password box, enter your e-mail password. If you don't like entering your password and are using a windows pc that is logged into your domain, see the *Inner Circuits* article "Trusted Web Sites" in this issue. These sites will periodically be purged so please don't try to use them for production purposes. After you and your colleagues play with the test sites and feel you are ready to precede with a production site, please contact Steve Giesel, Paula Hudson, Joe Lear, or me and we will process your request.

This software will be used to replace the function of the web board software. We will be contacting the owners of the web boards to help determine if the web board can be deleted or if their data needs to be moved to a site.

## Trusted Web Sites

by Joe Lear

Tired of having to type in your username and password when asked for access to the Publications web site, UOEShare web site and other University web sites that require your username and logon password? You can set Internet Explorer (IE) to trust the site and it will try to log you on automatically with your username and password.



To trust web sites in Internet Explorer, open IE and click on Tools, and go to Internet Options. Click the

Security Tab, and Click the Trusted Sites icon under "Select a Web Content Zone to specify its security settings".

Click the Sites Button under the Select a Web Content Zone Field.

In the Trusted site dialog box that appears, remove the checkmark from "Require server verification (https:) for all sites in this zone".

Type [muextension.missouri.edu](http://muextension.missouri.edu) in the "Add this web site to the zone:" field and click the Add Button.

Repeat the process for [uoeshare.ext.missouri.edu](http://uoeshare.ext.missouri.edu) and [extteam.missouri.edu](http://extteam.missouri.edu) (Extension SharePoint Site).

Click OK and OK to return to IE and then try to go to publications or the S drive and you should go directly to the web sites without having to log on.

You can repeat this process for any website on Campus that uses your login username and password.



## Revealed

by John Myers

E-mail is our number one user application, but we don't always know enough about it. It's time we review a few facts about our e-mail system and understand the new changes that will be implemented **March 21st**.

The first thing to understand about our e-mail system is that there are limits. We have limits on the amount of space, the size of messages, and the number of people we can address in a single message.

We have two places for storing e-mail; our mailbox and our personal folders. Since personal folders reside on our own computers or file servers, limits are 2GB per personal folder and the size of your hard drive. The mailbox, on the other hand, has disk quotas that we all need to understand. The first quota starts when your entire mailbox exceeds 50MB. At this point, the e-mail system nags you with messages that you are exceeding your first quota. The second quota starts when your entire

mailbox exceeds 100MB. At this point, the e-mail system prevents you from sending any e-mail until you get below 100MB. The third and final quota starts when your entire mailbox exceeds 150MB. At this point, all incoming e-mail to your mailbox is bounced back to the sender until you get below 150MB.

How do you know how much space you are using? To find out, right click on your name in the "All Mail Folders" box on the left side of your Outlook program and choose Properties. An "Outlook Today" window appears with a "Folder Size" button on the bottom left side. Left click the "Folder Size" button. A "Folder Size" window appears showing your total mailbox size as well as the size of each folder in your mailbox. You can decrease your mailbox size by either moving messages to your personal folder or deleting them. Remember, if you delete messages, you must empty your deleted items folder or they will still count against your quota.

The size of messages also has limits. The simplest thing to say is never make your messages bigger than 10MB. The internet connector to our e-mail system (the part that sends and receives messages outside of our e-mail system) has a limit of 15MB. Our e-mail system will allow 50MB messages to be sent internally, but this is a bad idea for two reasons. First, when you send a message, a copy is put in your sent items folder and that counts against your quota. When the user receives their copy then that is counted against their quota. Second, if the person receiving the message is on a slow link, it would take too long to receive and they would think something is wrong with their computer. Remember, when you have large files to send, use the S drive to distribute the file and then send an e-mail telling where you put the files.

There is even a limit on the number of people you can address in a single message. That limit is 500. That means that if you address a message to 501 people, then only the first 500 addresses would get the message. So, who would ever address a message to 500 people? Anyone who uses distribution lists. The e-mail system does not count a distribution list as one user. It counts all the names in a distribution list. So if you select multiple distribution lists in a single message, you will probably hit the 500 limit.

Now that we've talked about some of the limits to our e-mail system, you need to know about some mailbox management policies that are being put in place. The first policy went into effect at the start of the year and runs every evening and deletes any messages in the Junk E-mail folder that are more than 30 days old. The second and more important policy is the one that will be implemented on March 21. This policy will automatically remove any item in the Deleted Items folder that is older than 60 days. "Remove" means that the messages are gone and can not be retrieved by the Recover Deleted Items option. So do not use the Deleted Items folder as storage. Any messages you wish to save should be moved to another folder in your mailbox or your personal folders.

## Connectivity Update #2

*by Joe Lear*

In August, 2004, we told you that 48 counties were scheduled to receive faster bandwidth through DSL provided by commercial providers. Since that time we have managed to connect 64 counties with faster bandwidth through DSL, cable Internet, or wireless Internet providers. We are still waiting final installation on one county due to construction issues with the provider which will bring our total to 65. Download speeds vary from 384Kb to 3Mb and upload speeds are between 128Kb and 512Kb.

We also have 6 offices sharing bandwidth through the county courthouse Internet service or through the college campuses where the Extension Centers are housed.

Two Extension Offices (Marion and Buchanan) have been set up to share the T-1 lines at the Regional offices. This was accomplished through a wireless network bridge between the two sites. Each site has an antenna on the roof or in a window that has an open line of sight to the other office. An access point at the regional office and a workgroup



bridge at the county office allow the Internet connection to be shared.

We are currently in the process of bidding the remaining counties for DSL, wireless, or cable Internet service. We have requested that MOREnet proceed with this process. The following Counties in the final bid are Adair, Atchison, Barry, Benton, Bollinger, Butler, Boone, Callaway, Chariton, Clay, Cooper, Daviess, Gasconade, Greene, Hickory, Howell, Jefferson, Knox, Lewis, Maries, McDonald, Miller, Morgan, New Madrid, Perry, Phelps, Ray, Ripley, Schuyler, Scotland, Scott, Shelby, St. Charles, Stone, Sullivan, and Wayne counties. As soon as the bids are returned and accepted, we will begin to notify each county and make sure the proper equipment is sent to each office.

When the high speed Internet access is installed in your county, new equipment will be installed. This equipment will consist of a DSL\Cable\Wireless Modem and a DSL\Cable Router. When the line is installed and the equipment arrives, we will walk you through the installation of this equipment. We will then make changes to the server to work with the new connection and walk you through changes necessary for your desktop and laptop computers to work with the new configuration.

One change you will notice after moving to the new connection is the way you will login to the computer. To make sure you have connectivity to your Q, R, and S drives and have access to e-mail we will have you start up the Cisco VPN software that has been installed on your computers (the Extension VPN shortcut many of you have asked about). After we make the changes to your computer, the software will appear in the lower left hand corner of your computer screen after you press CTRL+ALT+DEL to login. Before you type in your password, Click the Connect button on this software, wait for it to disappear, and then login. The VPN software creates a secure connection between your computer and the Columbia Campus. This connection is necessary because many of the Commercial ISP's are no longer allowing Microsoft Networking to travel across their connections. Microsoft Networking is necessary for you to authenticate to get access to your network drives as well as e-mail. The VPN allows you to authenticate by creating a direct and secure connection to campus and allows

authentication to occur. This is the only change you should see to the way you use your computer except for higher speeds when accessing the Internet, the S drive, and e-mail.

If we do not get a bid back for your county, we will work with you to try and locate a local provider that may have been missed during the bid process or another alternative that may work for your office.

<b>Anti-Virus Corner</b>	
<b>Current Norton Anti-Virus Versions</b>	
<b>Program Versions:</b>	
 <b>Program:</b>	<b>8.00.9374</b>
<b>Scan Engine:</b>	<b>4.1.0.15</b>
<b>Virus Definition File:</b>	
<b>Version:</b>	<b>rev. 32</b>
<b>Date:</b>	<b>3/9/05</b>
	
(Your versions should be at this level or greater.)	
See <a href="http://etcs.ext.missouri.edu/tips/default.htm">http://etcs.ext.missouri.edu/tips/default.htm</a> for instructions on updating your anti-virus.	

***Inner Circuits Mailing List Corrections/Additions***

- Send an email message to ETCS or call 573-882-7130 to correct an address, add someone to or delete someone from the mailing list.