



OUTREACH & EXTENSION
UNIVERSITY OF MISSOURI
LINCOLN UNIVERSITY

INNER CIRCUITS

A Technology Newsletter for Extension Specialists

Extension Technology and Computer Services, UMC
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ETCS Summer Hours:
Monday - Friday
7:30 a.m. - 4:00 p.m.
May 8 - August 11, 2000

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Lincoln University,
U.S. Department of Agriculture
& Local University Extension
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IPM Teleconference Plus

By Bill McFarland

Dr. Barb Corwin, Extension Assistant Professor of Plant Pathology, and the IPM team, under the direction of the Plant Protection Programs Steering Committee, have initiated weekly communications between campus faculty and field staff. The IPM Teleconference Plus uses telephone conferencing and simultaneous viewing of JPG images and other documents stored on the Extension



Network Share server. The time is used not only to diagnose problems, but also to place timely recommendations and reference materials in the hands of field staff.

Corwin says, "The IPM Teleconference Plus is a revival of the old teleconferences we had back in the early to mid-80's. At that time, we had to imagine and try to visualize the symptoms described by regional staff and we usually ended up requesting samples. And if we wanted them to receive written information, that meant waiting for delivery by US mail or in the 'Friday pack'. The new teleconference takes advantage of the great linkage between campus and the regions that ETCS has accomplished."

Field staff and campus faculty connect via an 800 telephone number, then use the Internet Explorer (IE) web browser to view images and other files that have been posted to the current week's folder under the shared IpmTCPlus folder. Field and campus faculty are asked to place images in the folder prior to the weekly event. We found that JPG images, generally taken in the field with our digital cameras, are best viewed by opening them in a Web browser. IE, which works the fastest for our networks, also has other advantages over Netscape; PowerPoint presentations as well as Word documents will open directly.

The Plant Science Unit extension faculty meet in the ETCS Technical Library for the weekly Wednesday morning event. A Polycomm teleconference unit, supplied by IPM, is used to enhance voice quality, over that of a speaker phone. Campus faculty collectively view the files in question and respond during the telephone conference with questions, suggestions, and ideas. Field staff, who

join the teleconference from their desk, are directed by voice to view the same images and files from their desktop computers. This is a tremendous opportunity for campus faculty to learn what is on the minds of our clientele around the state. Through voice and images, field staff can communicate existing environmental conditions, crop growth stage, disease problems, and frequently asked questions.

Dr. Bill Wiebold, chair of the Plant Protection Programs steering committee, said that the IPMTC Plus is not meant strictly for diagnosis. For example, Dr. Chris Starbuck, State Specialist for Woody Ornamentals, has posted documents outlining chemical controls for reducing fruiting of sweetgum and the harmonization plan for management of Japanese beetle in nursery stock. Dr. Laura Sweets, State Extension Field Crop Disease Specialist, has posted printable documents outlining the decision making process for applying fungicides to winter wheat, as well as the list of labeled fungicides.

The files and images for the IPM Teleconference Plus can be posted to the S drive, and viewed at <http://uoeshare.ext.missouri.edu/share/MUCampus/ipmtcPlus>. The images and documents will be archived at the end of the season.

For more information, contact Barb Corwin at corwinb@missouri.edu or 573-882-3019.

Training on Demand

By Bill McFarland



ETCS continues to search for new and improved training methods and applications. Recently we have been experimenting with training on demand. That phrase doesn't refer to training that you demand, but training when you want it. These techniques might also be called just-in-time-training, like the modern manufacturing method, just-in-time-inventory.

It seems we learn best when we receive the instruction we need quickly and just when we need to know it. Then the next time we want to do the same thing, if we don't remember, we must get those instructions again. We need some technology to help us with delivering instructions on demand like this.

We have pointed out that the Office 97 package is full of Help files, tips, and even a little paper clip character to help you learn his applications. Not everybody likes the little paper clip guy, and few of us really like to read, or else we would have been reading the manuals. So what else can we do? Use the Network.

With this issue of *Inner Circuits* we introduce a new training feature to be found on the ETCS Web site: *Tips in Less Than a Minute*. This is an ongoing process, building a database of multimedia tips on using your computer more efficiently, which can be found at <http://etcs.ext.missouri.edu/tips>. You'll find tips in 9 categories: Outlook, Windows, Anti-virus, Word, PowerPoint, Excel, Internet Netscape, Explorer, and CEIS.

We have created these tips using the Multimedia software, Flash. Each tip will show you one or more computer screens, with animation and voice narration, so there is nothing to read. Just listen and watch. Watch for the Stop, Rewind and Play buttons so you can replay the tip until you get it. Be sure your speakers are plugged in and turned on before accessing *Tips in Less than a Minute*. If you have never accessed a Flash movie before, the first time you click on a Tip, you will be prompted to install the Shockwave player. Just click yes and in a minute it will continue downloading the tip and play it on your computer. The next tip will just come down and play when you click on it.

We have constructed our tips to download and play over the standard 56Kb line of our connected counties in less than a minute. Each tip is short and to the point. For instance, it takes us 5-6 minutes using the telephone to tell someone exactly how to check which version of the anti-virus software they have. There is a 20 second tip that does exactly the same thing.

This multimedia tips database will grow over this year, but may never be considered comprehensive. We want tips that are focused on the specific needs of our Extension users at their office computers. We know what many of these are from the calls that we get. We also would like to hear from you on topics we haven't yet covered. Email ETCS and fill in the blank, "Can you show me in 45 seconds, or less, how to ...?"

Virus?

We don't need no stinkin' virus!

By John Myers

Back in December, the UM System mail group installed Antigen software on the mail system. This software scans all users' mailboxes as well as all incoming and outgoing mail for viruses at the mail server, before it gets to you. If it knows how to remove the virus, it will clean the infected message. If not, then it will delete the infected attachment. The software will keep track of all viruses and report on who had what virus. We then use this data to determine if a file server or workstation needs further attention. Since the preferred mode of virus propagation is email, our virus cleanup duties have dropped from ten a week to one every two weeks. This one software package has freed up more time for information technology people than anything else, but it is not the total solution. Virus detection must also be done at the workstation for a total solution (see *Extension, a Virus Spreader?* article below).

Extension, a Virus Spreader?

By John Myers

Here's a little story and see if you think it's fact or fiction. Farmer Joe comes to his county extension office to drop off some soil samples. There's a long line and he knows it will take a while. He sees a public access workstation and decides to check the agriculture bulletin board. He finds a


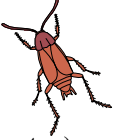
very interesting article and decides to download it to a floppy he has. He puts the disk in, downloads the file, and then returns the disk to his pocket. He then drops off his soil samples and leaves. Later that day Mrs. Jones comes in to an extension homemakers meeting with her grandson Billy. Her grandson is bored so they let him surf the web on the public access workstation. Billy finds a neat game site and downloads a demo game to a floppy disk he just happens to have. The meeting's over and Mrs. Jones takes Billy home. Billy then puts the disk in his family's computer to play the demo game and has one heck of a time. Later that night, Dad comes home and needs to use the computer. He turns it on, but it won't work. After many hours, Dad finally figures out that they have a virus and they got it from their county extension office.

Sounds very possible. What has just happened was that Farmer Joe was the virus originator. When he put his disk in the public access workstation, he infected the machine, which then infected other disks that were used on that machine. These disks are then used in other machines which spread the viruses around. The problem is that Dad blames his county extension office for his troubles and extension gets a bad reputation. Everyone forgets that viruses spread in many different ways, not just by email. We assume that since this machine is not being used for email, that it won't get viruses. It is because of this point that we must make it a habit to update all machines, especially public access machines, to the latest anti-virus updates. To help form this good habit, ETCS is introducing a new section of *Inner Circuits* called *Anti-Virus Corner* (see article below).

The Anti-Virus Corner

By John Myers

To help remind you to update your anti-virus software, ETCS will be adding the anti-virus corner. The following graphic will be displayed somewhere in each of the upcoming volumes of *Inner Circuits*.

Anti-Virus Corner	
Current McAfee VShield Versions	
	McAfee VShield 4.0.3
	Virus definitions: 4.0.4073
	Scan engine: 4.0.70
	
(Your versions should be at this level or greater.)	

The three numbers are used to identify your anti-virus software version. The first number is just the major release number of the software and should rarely change. The second number, Virus Definitions, is the most critical number. This number indicates what viruses the software knows about. This number will change weekly. Your virus definitions number should be greater than or equal to the number in this graphic. The last number, Scan Engine, is the number used to identify the version of the software used to look for the viruses. This number does not change as often as the virus definitions number. If you don't know how to check your anti-virus software to find out what the version numbers are, then check out our *Tips in Less Than a Minute* section on the web (see *Training on Demand* article on page 2.)

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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.

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Office Computer Contacts Needed

by Jeanne Meyer

ETCS has received some office computer contacts in response to the article published in the February 2000, *Inner Circuits*. However, we still have not heard from many offices. This list will be used for information sharing. We would like to have a name in each office that would take responsibility to receive the items such as software CDs, printed materials, inventory reports, etc. which ETCS sends out. Also, we will create a mail list group that would receive mail messages with information regarding any software upgrades, network announcements, etc. that everyone in the office should know about. Please send an email to ETCS giving us the person designated as the office computer contact along with their office name, address, and phone number.

ETCS Summer Hours

by Jeanne Meyer

ETCS will adopt the standard campus hours again this summer. We will be open from 7:30 a.m. to 4:00 p.m. beginning Monday, May 8, 2000 and continuing through Friday, August 11, 2000.