

MSA Computer Support Newsletter

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Computer Support Newsletter Audience

A note to our many readers.....This newsletter is published mainly to inform MSA employees of Information Technology (IT) news and happenings. Much of the newsletter will relate to the local user base. If you are NOT at Stoneville, some of the contained items may not be relevant to you

Email all questions and comments to:
MSA-Helpdesk@ars.usda.gov

Is Your Browser Hijacked?

There are unscrupulous sites in cyberspace that will capture the data you send to and from the Internet for the purposes of marketing or possibly malicious activity. These sites can collect, analyze and store everything you send and receive from your computer's browser to any web site. Such data may include passwords, credit card numbers, account names, etc.

How does one become a victim?

Have you installed the latest Christmas tree screensaver, or a program to make your internet faster? If you have, you may become a victim. A piece of software will have to be installed on the system to make this possible. *Please avoid the temptation of installing every free enticing software you find.*

How do I know if my browser has been hijacked?

Here is a quick test: If you know your IP address, try clicking on the link below and see if it matches the output on the page: <http://www.whatismyip.com>

If the first pair of numbers are not 199.133, then you have a hijacked browser. *(MS State and certain Oxford IP addresses will not begin with 199.133)*

If you are not certain about your IP address, check with your computer contact.

How do I remove such software?

If possible, contact your Location or Unit Computer Contact (first) for assistance. If not possible, download and install a spyware removal program, such as [Ad-aware](#) or [Spybot - Search & Destroy](#).

How do I avoid becoming a victim in the future?

- Stay vigilant and avoid installing software that you don't know its purpose. *Please avoid the temptation of installing every free enticing software you find.*
- Keep your system up-to-date www.windowsupdate.com
- Run an up-to-date antivirus program with anti spy-ware features
- Change your passwords regularly

MSA News

MSA Helpdesk

In our efforts to respond to your needs in a more efficient manner, we have begun to use an MSA-HelpDesk email forum.

Please email all Area IT needs or issues to MSA-HelpDesk@ars.usda.gov. This email ID will forward to the MSA Area IT staff and will ensure that your issue is dealt with in as quickly a manner as possible.

Coming Soon—MSA Network Scans

Make sure your computers are secure and up-to-date by reviewing these concepts covered in previous newsletters:

- [Importance of AntiVirus Software](#)
- [Windows Updates](#)
- [Password Security](#)—If you use a Guest account, make sure to use a complex password

Q&As

I Hate Groupwise!

Why can't I use another email system?

AOL mail, Yahoo mail, Hotmail, Netscape mail and other browser-based email systems are not permitted for security reasons.

Presently we are able to block virus and other malicious programs delivered

through the Groupwise email system. We can not block these programs through other email systems.

By limiting the email system, we are better able to protect the network, computers and the user's files and information.

Why can't I send emails from Groupwise to certain universities?

In an effort to cut down on unwanted emails, many universities have begun to implement Gray Listing.

What is Gray Listing?

Gray Listing is an anti-spam measure. It works as follows: when a remote server attempts to deliver mail to a local recipient, the local server stores an IP address and the email address of the sender, and recipient, and then sends a "try later" server reply to the remote server. If the same server retries again within a specified period of time, the local server will accept and deliver the mail. The idea

behind it is that, legitimate servers usually try to deliver mail again, while spammers - don't.

How do I get around Gray Listing?

If a message is returned as "undeliverable" *and you know the address is correct*, simply: Go into your "sent items" folder, right click the original sent message, select resend (within 10 seconds to 4 hours). This method requires the GroupWise Client software to be able to resend this way, otherwise you will have to create a new message within the time window.

Why can't I use Groupwise web access instead of installing the client?

There is a difference between Groupwise Web Access email and Groupwise client email.

Web Access is intended for email use while away from the office. It is a scaled-down email utility that allows minimum email service. Access is acquired by submitting a request to MSA-Helpdesk@ars.usda.gov

Groupwise email client is a full-scale email utility that provides the total utility that email software is intended to render in the workplace. **All desktop email users** should have a working version of Groupwise email client on their desktop. If you do not, please see your computer contact or email MSA-Helpdesk@ars.usda.gov for further information.

Click [here](#) to view *Groupwise User Manual*

Click [here](#) for a list of *file extensions blocked by Groupwise*

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ARS NEWS

Annual IT Security Training

All employees who use a PC, full-time, part-time or student, are required to take the annual IT security training.

Full-time employees who use computers in the workplace, should take the course through Ag-Learn. Ag-Learn has a mechanism in place to log status and completion of training. To login to Ag-Learn, use your eAuthentication username and password.

Students and part-time employees do not require eAuthentication, but **ARE**

required to take the training if they use a PC in the workplace. A CD version of the training has been provided to each location's LAO. Employees completing the CD version of the course should send an email to ARS-OCIO-Cybersecurity@ars.usda.gov with "2005 Security Course Completed" in the subject line.

Please ensure you **complete the course by August 12, 2005.**

Click [here](#) for instruction on taking Security Training

How do I know if I have eAuthenticated?

Back in August 2004, a directive was sent out for all full-time employees to eAuthenticate. It required the user to go to <http://www.eauth.egov.usda.gov>

to create an account. Afterwards, you should have received an email containing your user ID and a link to activate your account. The account had to be activated within 7 days. If you completed the activation process within the 7 day

period, congratulations, you successfully eAuthenticated. If you did not complete the registration process within the 7 day period, you will have to begin the eAuthentication process over again.

To check your login credentials, go to [My USDA](#), click login and enter your ID and password.

Click [here](#) for instructions on eAuthentication

ARS Sharepoint A New Way To Do Teamwork

This Fall ARS will launch a Sharepoint Production System with account access for all ARS employees, plus collaborator accounts as requested.

What is Sharepoint?

Sharepoint is a secure website that will provide central storage and collaboration space for documents, information and ideas. It is intended to help groups/teams

to share information and work together more efficiently.

Using Sharepoint, groups/teams can:

- Coordinate projects, schedules and calendars
- Discuss ideas
- Share information
- Review documents and proposals

Click [here](#) for informational video on ARS Sharepoint

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