

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

Cyber Gunk Remover

I once read that our personal computers are like fine automobiles—they need preventive maintenance to run efficiently and avoid major breakdowns. Gunk builds up inside a computer over time and after a while, it doesn't start right up like when it was new, it stalls unexpectedly, and performance is sluggish on the information highway.

Is there something like engine cleaner that we can pour into our personal computer to restore that "like new" performance? Actually, yes! Here's a recipe to clean that gunk out of your computer's pipes, so Windows will start quicker, run more reliably, and go faster on the information-superhighway.

INGREDIENTS:

- 1 tbsp Windows Updates
- 2 cups Virus/Malware remover
- 3 lbs Software Cleanup powder
- 2 tbsp Hard Disk Scrubber
- 1 slice Defrag
- 1/2 cup IE Shavings

DIRECTIONS:

Add all ingredients one by one in a large bowl. Sprinkle over monitor, keyboard and system. Click to restart.

If only it was so easy! But actually, it's not so hard to take action on those items I listed above. Here's the scoop on how to implement each step.

Apply Windows Updates

If you run Windows and you use the Internet, you MUST stay up to date with the system patches. Failure to do so is an open invitation to hackers and crackers to invade your privacy and enslave your computer in a spam spewing network.

Read more about [Windows Updates](#).

Clean out Viruses and Malware

Are you running a good anti-virus program, with automatic updates? Have you scanned your system for spyware, adware and other unwanted pests? Viruses and malware can slow down your system a LOT, because they use your resources to generate popup ads, send spam, and often interfere with the operation of good programs. Read more about [viruses](#) and [malware](#). Find [information](#) on free resources.

Remove Unnecessary Software

You may have a bunch of software packages on your hard drive that are no longer needed, or they were gratuitously installed when you downloaded some other package. Toolbars, file-sharing programs, free email enhancers, online shopping "companions" and download managers are notorious for this practice. These uninvited guests can put a big drag on your startup time, cause web pages to load slowly, and generally bog down your computer. Read more about [removing unnecessary software](#) under new pc setup.

Scrub That Hard Disk

Both Windows and application programs tend to leave temporary files lying around on your hard drive, taking up space needlessly. A hard drive that is close to being full can cause Windows to act strangely, and will slow down or interfere with efficient disk access and virtual memory operations. Also if you surf the web a lot, your temporary internet files folder can become quite large, causing Internet Explorer to slow down or malfunction. Cleaning up unneeded files, scanning for disk errors and defragmenting the hard drive can help to restore some zip to your system. [Read more about scrubbing your hard disk](#).

Creating and Sharing Personal Address Books

Groupwise allows you to create, edit, save, and rename multiple address books for your personal use, and you can share these address books with other users. Read below to find out how.

Create a Personal Address Book

To create a personal address book:

1. *Click* on the **Address Book** button on the toolbar.
2. *Click* on **File, New Book**.
3. Type in a name for the new book.
4. *Click* **OK**.

Share a Personal Address Book

To share a personal address book,

1. *Control-click* on the book name in the left pane of the window that you want to share and select **Sharing...**
2. *Click* on the **Shared with** radio button.
3. Type in each name in the **Name** field, or use the Address book button at the end of the Name field to look them up in the Address Book Selector.
4. Once the name you want is displayed in the name field, *Click* on the **Add User** button.
5. Once you have built the list of people with whom you want to share the address book, *Click* on each name, then click on the appropriate radio button in the **Access** area at the bottom for the access rights you want to assign to each person.
 With **Read only** access, others can use the address book, but not make changes to it.
 With **All** access, they can add, delete, and change entries.
6. When you have determined all of the access rights, *Click* on **OK**.

A message will be sent to each person. They can Accept or Decline the new address book.

Accessing a Shared Book

When someone shares an address book with you, GroupWise sends a message to you to let you know. When you click on the Accept button, the e-mail message disappears from your inbox and the new book is "installed" in your Address Book.

You can search for and select contacts and groups from the new shared book just as you would any other book.

Add Names to an Address Book

Add a name from scratch

To add a name to one of your personal address books,

1. Open the Address Book.
2. *Click* on the name of the address book on the top tabs.
3. On the file menu, *click* on **Edit > Add** and select **Person** from the list. *Click* **OK**.
4. Type the person's first name in the **First** name box, and their last name in the **Last** name box. GroupWise will create the Display name from the information you enter.
5. Type the person's e-mail address in the **E-mail Address** box.
6. Type as much additional information for the person as you want, then *click* **OK**.

Save an address from an incoming e-mail

When you reply to a message that address is automatically added to your Frequent Contacts address book. You can also save the address directly from the mail message to Frequent Contacts, then copy that entry to another personal address book.

To save an e-mail address from an incoming message,

After sharing an address book, any updates made to that address book by the sharer is also updated in the sharee's address book.

If you copy a contact from one personal address book to another, then edit the info, that info is updated in all books.

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1. *Right-click* on the text that displays who the message is **From**.
2. Select **Add to Frequent Contacts** from the short-cut menu that appears.
3. A **New Contact**: dialog box appears with (**Frequent Contacts**) in the title bar.
4. You can add any additional information that you want.
5. Click **OK** when done.

If the e-mail is not one you are going to use frequently, you may want to copy it

over to a personal address book and delete it out of Frequent Contacts.

To copy an address from Frequent Contacts (or any personal book) to another book:

1. Select the address you want to work with.
2. Click on **Edit, Copy To...** on the menu.
3. Choose the name of one of your personal address books.
4. Click **OK**.

Did you know that you use the same userid and password for eAuthentication and AgLearn?

ARS NEWS

Annual Computer 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 fill out the 2006 completion survey and either fax it to Sonja Tucker at 662-686-5373 or scan the form and email a copy to sntucker@ars.usda.gov with "2006 Security Course Completed" in the subject line. **NO forms will be accepted without a signature.**

The deadline for employees who take the IT Security Awareness training by CD is April 25th. The deadline for employees who take the IT Security Awareness training via AgLearn is April 30th. **Please ensure you complete the course by the deadline.** It is expected for the Mid South Area to have a 100% completion rate.

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

End of Support for Windows 98 and Windows Me

June 30, 2006 will bring a close to Extended Support for Windows 98, Windows 98 Second Edition, and Windows Me as part of the Microsoft Lifecycle Policy. Microsoft will retire public and technical support, including security updates, by this date. Existing support documents and content, however, will continue to be available through the Microsoft Support Product Solution Center Web sites. Microsoft is retiring support for these prod-

ucts because they are outdated and can expose customers to security risks.

We recommend that customers who are still running Windows 98 or Windows Me upgrade to **Windows XP Professional** as soon as possible. After June 30, 2006, any computer running these versions of Windows will have to be removed from the ARS Computer Network.

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