

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

Microsoft Internet Explorer 7 (IE 7) Coming this Fall

What are some of the improvements in IE 7?

Building on the broad success of Microsoft Internet Explorer 6, IE 7 focuses on three key areas:

Everyday Tasks Made Easier and Faster: IE 7 provides improved navigation through tabbed browsing, web search right from the toolbar, advanced printing, easy discovery, reading and much more.

Dynamic Security Protection: IE 7 takes security to a new level with new functionality that thwarts malicious software, as well as protects users against data theft from fraudulent Web sites. Additionally, IE 7 gives users full control over adding functionality to their browsing experiences, and allowing for safe and easy add-on functionality while avoiding inadvertent downloads of unwanted software.

Improved Platform for Web Development and Manageability: Enhancements to the IE 7 display engine allow Web developers to more easily create attractive and functional Web sites, while maintaining the ability to browse existing Web content. The new Really Simple Syndication (RSS) platform support allows other applications to integrate with the browsing experience. Also, it is now easier for network administrators to centrally deploy and manage Internet Explorer for large numbers of users.

Get more details about these added features on [Microsoft's website](#).

How do I get IE 7?

Microsoft plans to automatically push IE 7 to users when the browser update is ready for delivery in the fourth quarter.

Users of Windows XP SP2 and Windows Server 2003 SP1 will be offered IE 7 as a high-priority update if they have Automatic Updates enabled or if they perform a manual scan for updates using the "Express" install option on the Windows Update or Microsoft Update sites. IE 7 will also be offered as a recommended update to any user who performs a manual update scan on the Windows Update and Microsoft Update sites using the "Custom" install option.

Although IE 7 will be pushed out over Automatic Updates, users will be able to choose whether they want to install it or not. Automatic Updates will first notify users when IE 7 is ready to install and then show a welcome screen that presents key features and the choices to install, not install or postpone installation. The notification and installation process will not start unless and until a user who is a local administrator logs on to the machine. Users who are not local administrators will not be prompted to install the update and will thus continue using Internet Explorer 6.

Microsoft has also made available a special tool to block automatic delivery of the new browser version. The free IE 7 Blocker Toolkit will not expire and is available from Microsoft's Download Center Web site.

The Area IT office has already begun testing the new version of Internet Explorer and we have begun making notes of potential problems with agency software. After our initial testing period, we will submit our list of problems to HQs and hope to have any problems resolved by the time the update is released.

Groupwise Tips & Tricks

Take that Message Back

How many times have you clicked the **Send** button in an e-mail message only to realize that you forgot the attachment, sent the message to the wrong person, or included the wrong information? Don't panic. Everyone makes mistakes, er, mistakes. If you are sending the message to another Groupwise user, here's how to recall the message.

Scenario 1— Retract

You accidentally send a message announcing a party for your staff that afternoon. A thoughtful gesture on your part; however, the surprise party isn't until next week. Oops! You want to retract the message, and not replace the message at this time.

1. In Groupwise, in the Navigation Pane, click Sent Items.
2. Right click the message you want to retract or replace.
3. Select Delete.
4. There are three delete options:
 - a. My Mailbox—deletes message from your sent items only
 - b. Recipient's Mailbox—deletes message from the recipient's inbox only; message still shows in your Sent Items folder. If you have selected to retract this item from other recipient mailbox, you can type a comment to the recipient, explaining why the item was retracted.
 - c. All Mailboxes—deletes message from recipient's inbox and your Sent Items

There's only one catch. If the recipient

has already read the message, there's no way for GroupWise to retract it.

You can check the Properties of the original item to see if GroupWise was able to retract it. Right click the item in the Mailbox > click Properties. Beside each name, under the action column, the status will show Retracted.

Scenario 2— Retract and Resend

You send an e-mail message, asking your co-workers to review the attached file. After you send the message, the flood begins — "What attachment?" "I didn't get the attachment!" "Can you resend the attachment?"

How can you undo your error? You want to recall the original message, then resend it with the missing attachment. For all of your co-workers who haven't opened the message yet, you can play an e-mail sleight of hand and replace the original message with one containing the attachment.

1. In Groupwise, in the Navigation Pane, click **Sent Items**.
2. Right click the message you want to retract or replace.
3. Select **Resend**. The original message opens.
4. Make needed changes to the message and/or include the attachment.
5. Click Send.
6. When asked if you want to retract original item, click Yes.

Once again, if the recipient has already read the message, it can not be retracted. That user will end up with both versions of the email in his/her inbox.

REMINDER

Email Migration Preparation

- "Clean up" your email.
- Delete messages/folders that are no longer needed.
- If you have messages with large attachments, particularly .pps, .jpg, or other graphic attachments, save the attachments to your hard drive, and delete the attachments from email.
- Stop both manual and auto archiving.
- DO NOT un-archive GroupWise messages (our server storage space is limited). See your IT support contact for information on cleaning up archives.

Email all questions and comments to:

MSA-Helpdesk@ars.usda.gov

MSA Policy

MSA-Helpdesk

In February 2006, the Area IT Office implemented use of the MSA-Helpdesk email account for all IT related issues.

Why do we ask for all IT requests to be sent to the MSA-Helpdesk?

Email sent to MSA-Helpdesk@ars.usda.gov is forwarded to all the staff in the Area IT Office. By sending IT requests to MSA-Helpdesk, your request will be answered quicker, especially in the event that the Area IT employee you send your request to is

out of the office.

How do I find MSA-Helpdesk in the address book?

In the address book the MSA-Helpdesk account is listed as Lastname = Help_Desk_MSA or Firstname = MSA-HelpDesk. You can also just type the full address (MSA-Helpdesk@ars.usda.gov) in the To: field.

Thank you for sending all IT requests to MSA-Helpdesk@ars.usda.gov.

Password Reset Policy

The Area IT Office's policy for resetting passwords is that passwords are reset on Mondays and Thursdays only.

Why do I have to wait to have my password reset?

Among all of our other IT duties, we reset passwords for approximately 950 employees on Active Directory accounts, approximately 100 employees on 5 different NFC systems, over 500 employees on email accounts and over 50 employees on Netware accounts. This amounts to roughly 2000 password resets.

How can I help?

The most important thing you can do is remember your passwords and change them before they expire.

Click [here](#) for detailed information on all system password requirements.

You can also find additional articles on passwords at:

[Password Security](#)

[Password Best Practices](#)

Agency Update

USDA Initiatives

There are still employees that need to eAuthenticate and complete the USDA required training. As of September, MSA statistics:

eAuthentication: 91% complete

USDA Privacy Basics: 94% complete

USDA Security Literacy and Basics: 90% complete

Thanks to all who have already eAuthenticated and completed the training!

If you have not completed the training you can find instructions at:

eAuthentication: [ARS Employees](#)

[Contractors/Collaborators](#)

[USDA Security Literacy and Basics](#)

[USDA Privacy Basics](#)

Password Reset Contact Points

Active Directory

(SharePoint/eForms/REE Directory Updates) -

Stoneville— [Kathi Tullos](#)

All Others— [MSA-Helpdesk](#)

ARIS – [Sandra Hanks](#) and [Robin Jordan](#)

BRIO – [MSA-Helpdesk](#)

CATS – [Debra Magee](#)

Groupwise (except MS State, Oxford, SRRC) - Sonja Tucker

All NFC Programs (except IAS) - [MSA-Helpdesk](#)

IAS - [IAS Helpdesk](#)

Novell - Sonja Tucker

PCMS/ Discoverer - [Terry Jones](#)

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