

News from the Help Desk - Importance of Cold Booting

What is Cold Booting? If you represent one of the over 6,000 calls to Information Technology 's Help Desk during the past twelve months, it's very likely that you have been asked to Cold Boot your PC. Cold booting occurs when you completely exit the Windows environment and turn off the processor. Once the processor has been left off for approximately thirty seconds, it can be turned back on.

Why Cold Boot? Many reasons, some may include:

Loss of Network Connection. On occasion the network may go down for an instant. When this occurs you are no longer connected to the network. Once you have lost the network connection you will not be able to print to a network printer. If you are attempting to save to a network drive (N:\) you will receive an error message stating that you do not have access to this drive. (You may also see a red - network connection failure screen on the PC when turning on your monitor or when exiting Windows).

Available Memory Exhausted. Each personal computer has a certain amount of memory which can be used. Once that memory has been exhausted, various error messages will be received. For example, the spell check feature in WordPerfect may not be able to be used. When attempting to open additional applications you may receive general protection fault errors. When an individual is working with multiple applications the memory resources deplete very quickly. Think of the memory allocations the same as our brain. We can only hold onto a certain number of thoughts before we begin to forget things. We need to rest before we can continue. Or, like a car with a full tank of gas - you can only drive the car a certain number of miles before running out of gas. Once the computer is turned on, every action that is performed is placed in memory. Opening applications, closing applications, running macros in WordPerfect, Lotus or Access, using graphics, spell check, opening and closing files - all of this is placed in memory. With the depletion of memory resources you may also develop video problems. Pictures or text on the screen start disappearing or looking very strange. Cold booting is the only way to refresh the PC 's memory.

What does Cold Booting do? Cold booting refreshes the system (memory) resources; it provides a clean slate.

When should I Cold Boot? You may not have a choice of when you should cold boot - your system may freeze up. At this point a choice must be made to reset or cold boot. We've found that cold booting may actually be better than resetting. Resetting does not refresh the system resources the same way that cold booting does.

If you discover that you have sent various print jobs to print and nothing has been produced - you will want to cold boot. Remember you want to cold boot your personal computer and quite possibly the PC that is directly connected to the printer.

NOTE: If the PC connected to the printer is turned off, cold booting your PC will have no effect on the printer. The PC connected to the printer must be turned on in order to print.

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If you attempt to save a document on the network drive and find that it is missing - you have lost your connection to the network. A cold boot will be required to reconnect to the network.

If the spell check is not working or you have video problems, you will want to cold boot.

If you have worked with many files, macros, merge documents, and/or graphics it 's a good idea to cold boot periodically throughout the day - maybe right before or after lunch.

How Do I Cold Boot? If you are able to - the best way to cold boot is to exit all applications. Once all applications have been closed you can then exit Windows. After exiting Windows shut the processor off for at least 30 seconds. Then turn the processor back on and log into the Network. If your PC has frozen, you have no choice but to shut the processor off without closing applications. Yes, you could reset the PC but we have found that this is not the same as shutting off the processor and cold booting.

News from the Help Desk - Refreshing GroupWise's Notify Feature

Occasionally you will discover that when using GroupWise 's Notify feature you will be notified for another person 's incoming messages. Why does this happen? We have found that if someone else has logged into the Network using your PC and then uses the Notify feature to receive their mail messages the Notify feature does not refresh itself when you have signed on. To refresh Notify:

1. Close Notify
2. Open GroupWise
3. Select View...Refresh
4. Close GroupWise
5. Open Notify

Notify has now been refreshed and will notify you of your incoming messages.

Training Class Schedule

For your convenience, Information Technology has established a Training Directory found on the County-wide publish drive "O", under **o:\infotech\training**. The Training Schedule, Course Descriptions, and Registration Form are now available to most Network PC users on this published drive ("O"). Those individuals who have access to this drive can now access the training schedule and related material through WordPerfect. These documents were created in WordPerfect 5.2 for Windows and are read-only. Therefore, please feel free to open the documents, review, and print them as needed.

The Training Schedule currently has classes offered through May, 1996 and includes the new WordPerfect 6.1 for Windows classes including the Upgrader's WordPerfect 6.1 class.

Point of Interest - The Advanced Lotus class material has been revised as a direct result of student feedback supplied through course evaluations and comments made. In April, two new Lotus classes will be offered. A specialized two half-day Macro class has been added for Lotus user's wanting to learn what macros are and how they can use them. Also a specialized half-day Lotus Database Management class has been added for those users interested in learning more about Lotus' Database features.

User Groups - What are They and What Do They Accomplish

In January 1995 the Department of Information Technology launched User Group meetings. Participation in User Groups allows an employee the opportunity to encounter similar users and exchange ideas and techniques; observe how other departments and users are using their PCs; and participate in group discussion on methods and techniques used to solve automation problems.

There are currently four user groups: Database (Access), Word Processing (WordPerfect), Spreadsheet (Lotus), and Electronic Office (GroupWise). The User Groups meet once each month always on Wednesdays at noon in the Information Technology Building. County employees have participated and shared in discussion on various topics in each of the user groups.

The Database (Access) User Group has discussed importing and exporting from both WordPerfect and Lotus, queries, one to many relationships, running reports from forms, shared user samples, and participated in miscellaneous discussions. Upcoming topics include: working with macros and modules.

The Spreadsheet (Lotus) User Group has discussed set-up and design of spreadsheets, using WordPerfect and Lotus together, sorting and database functions, using multiple worksheets, shared user samples, and participated in miscellaneous discussions. Upcoming topics include: inventory tracking.

The Word Processing (WordPerfect) User Group has discussed file management, organizing files and directories, using tables and columns, sorting, working with macros, shared user samples, and participated in miscellaneous discussions. Several meetings have also focused on WordPerfect 6.1 overviews. Upcoming topics include: WordPerfect 6.1 merge features.

The Electronic Office (GroupWise) User Group has discussed utilizing Oakland County's Electronic Office, setting up folders, clean up dates, menu bars, filtering, setting rules, and setting alarms for calendar items. Upcoming topics include: using busy search and calendar viewing options.

The topics discussed are decided on by the employees attending the User Group meeting. It is most beneficial to the participants if users bring in samples to use in the discussion.

For a copy of upcoming User Group meetings, you may access the Training Directory found on the County-wide publish drive "O". The user group information is found under **o:\infotech\training\usergrp**. Those individuals who have access to this drive may open the user group flyer through WordPerfect. Feel free to open the document, review, and print as needed. Or, you may contact the Information Technology Help Desk at 858-8812 for a copy.

Backup - Should You or Shouldn't You?

In April 1995 the Department of Information Technology sent Backup Procedures to each department. These procedures were to be copied and distributed to each PC user. It was explained that the Information Technology Department does conduct tape backups of network directories and subdirectories (those directories in N:\ drive). However, each PC user is responsible for backing up all of their non-network computer data (data stored on A:\, B:\, and C:\).

Regardless of the location of your information, it is important that ALL data be backed up on a regular basis. In addition to regular backups, the PC user is responsible for backing up their data prior to any Hardware or Software upgrades. This led to the question from users: "what does **regular** imply?". We responded by stating that "regular" could vary among individual users. Each user must decide how much data they want to recreate should there be a system failure. If "regular" is once a month and you backed up your data files on June 30th and there was a system failure on July 23rd you would need to recreate any files created between July 1st and July 23rd. If this is agreeable to you, monthly backups would be appropriate. However, the majority of users should backup at least biweekly or weekly.

Please call the Help Desk at 858-8812 if you have any questions on backup, or review a copy of the Backup Procedures found under **o:\infotech\training\backup.pro**.

Software Updates - WordPerfect 6.1

As most of you are aware the County has begun upgrading from WordPerfect 5.2 to WordPerfect 6.1. The upgrade of all PC 's is expected to take approximately three to four months to complete. All departments will be notified in advance of any installation date. In coordination of the upgrade, the Department of Information Technology is offering an Upgrade WordPerfect 6.1 for Windows class. The class assumes the employee has already had Introduction and Intermediate WordPerfect 5.2 for Windows and uses the skills learned regularly. If the employee has not had Introduction and

Intermediate WordPerfect 5.2 for Windows they should register for the Introduction to WordPerfect 6.1 for Windows class.

HELP! I've been Upgraded to WordPerfect 6.1 - Now What Do I Do?

The Help Desk has heard this many times since the installation of WordPerfect 6.1 began. Our first response is to schedule a WordPerfect 6.1 class right away. In the meantime several concerns/questions come up over and over again.

Call #1 - My envelopes no longer automatically feed from the envelope feeder. When WordPerfect is upgraded all paper size definitions are changed back to default. You must change the paper size definition for the envelope paper location back to envelope feeder. To do this:

1. Select **Format...Page...PaperSize**
2. Select **Envelope #10 Landscape**
3. Select **Edit**
4. Change paper location to **Envelope Feeder**
5. Select **OK**
6. Select **Close**

Call #2 - My letterhead paper size is gone. Once again, it 's the paper size definitions. If you use a letterhead paper size you will need to recreate it using the **Format...Page...PaperSize** and **Create** feature.

Call #3 - All my documents that I created in WordPerfect 5.2 were created with an Arial font. Now it 's Times New Roman. The Times New Roman font is a default font in WordPerfect 6.1. To change the default for ALL new documents Select **Format...Document...Initial Codes Style**. Within this **Initial Codes Style** dialog box select the font, margins, paper size, etc. that you prefer to use for your documents. Make sure you mark "Use as Default" before selecting OK.

At the time that the Information Technology technicians installed WordPerfect 6.1, the Department was not distributing a "quick reference guide" for assistance to those who understood WordPerfect 5.2, but not the 6.1 version. On March 1, 1996, a quick reference guide (derived from sections of the training manual used for the County 's Upgrader 's WordPerfect 6.1 Class) has been prepared. The Print Shop is presently running these copies. The reference guide will be provided at the time of installation. If you have had a recent installation of WordPerfect 6.1 and have yet to attend training class and want this quick reference guide, please call the Information Technology Help Desk at 858-8812 and a copy will be sent to you.

Did You Know?

Many of you have seen the PC 's being installed in your department/division over the last two years; however did you know that since January 1, 1993, the total number of personal computers has increased from 290 to 2,009 county-wide. Of these, 70% are Desktop PC 's (1,414), 11% are Notebook PC 's (225). Many of the personal computers installed have mainframe access. This has allowed more employees to access mainframe data, while also providing the flexibility to manipulate data in a multitude of ways using personal computer software. (*Source: Information Technology Data Center Statistics - January 26, 1996*)

Technology Stars - A Call to Arms

Technology and technological expertise resident in County employees abounds. The County must begin to unlock this untapped resource of ideas on how the technology can assist employees in performing their assigned responsibilities and in service to the public.

The Department of Information Technology wants employee suggestions for improving service through technology. Frequently business or operating issues resolved by one department through technology, can satisfy another department 's issues. Accordingly, future issues of the Information Technology Quarterly will feature unique and creative uses of the technology in solving business or operating problems.

A call to arms - we need your ideas - please forward your ideas to Janette Wager, Editor, Department of Information Technology.

Department Acquired Software

The Department of Information Technology is currently developing protocols, along with the Purchasing Division, to permit operating departments the ability to acquire low-cost, user-friendly software. More to follow in the next edition!