

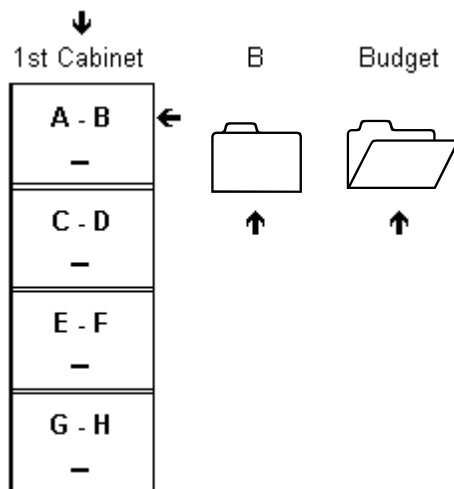
## What is File Management?

File Management is the manipulation of files. This includes copying, deleting, renaming, and moving files. File Management allows you to organize files and provides a means of locating and using the files efficiently.

### Where Should You Save Your Files?

Whether you use the Main File Manager or an applications Open dialog box you will need to save your files in a location which you can easily find at a later date. One of the best ways to relate to file management is to think of a physical filing system. For example, in your office you may have a physical storage area where you file copies of documents (credenza, drawers in your desk, or file cabinets).

If you file copies of documents in file cabinets, you have a good idea which cabinet and which drawer of the cabinet you want to file the document. For instance if you were to attempt to file a copy of your department budget - where would you store it? Perhaps in the first file cabinet which contains files from A through H. (First step of file management = **1st cabinet**.) Now where? In the drawer A-B for *Budget*? (second step of file management = **1st cabinet < Drawer A-B**.) Next step. Find the area in the drawer which contains the B's for *Budget*. This is a green hanging file with a "B" tab. (Third step = **1st cabinet < Drawer A-B < Green hanging file with "B" tab**.) Within the green hanging file is the file folder labeled "Budget". (Fourth step = **1st cabinet < Drawer A-B < Green hanging file with "B" tab < "Budget" file folder**.)



File management with the PC works the same way as storing physical files. WordPerfect documents will be saved under C:\WPDOCS; Lotus spreadsheet files are saved under C:\123WKS; and the rest of your files created in Access, Write, Notepad, etc. should be saved under C:\DATA.

In a sense you are working with one filing cabinet (C:\) and three drawers (WPDOCS, 123WKS, and DATA). Within each of the drawers/directories you may have some green

hanging folders (subdirectories) such as MEMOS, LETTERS, REPORTS, etc. You will be able to find your files quickly and easily.

In addition, by saving your files in the above directories, you will be able to backup your files quickly and easily using the Backup Program Group. There are icons for C:\WPDOCS, C:\123WKS, and C:\DATA.

As with any filing system, you should periodically sort through and delete any files which are obsolete. This will free up additional disk space as well as keep your files manageable. Sorting files should be done on both the hard drive (C:\) and the network drive (N:\). This often leads to the question of what and what not to delete.

### **Which files should you delete?**

When deleting files you should stick to the directories in which you save your files. Primarily, C:\WPDOCS, C:\123WKS, and C:\DATA are the directories you will need to delete files from. Many system files (which make your applications work) could be accidentally deleted when cleaning up outdated files. To avoid any problems with your system, be cautious not to delete files with extensions of **.ini**, **.exe**, **.sys**, **.bat**, **.pif**, **.aux**, or **.com**.

A word of caution—when deleting files, steer clear of files which you did not create. A rule of thumb to apply when deciding what and what not to delete—if you did not create it or can't remember creating it—don't delete it.

## ***HELP! Who Do I Call?***

Do you know who to call when you have a question or problem with your computer? Or, you've heard of this great software package that could possibly help you with your job responsibilities and you are not sure who could help you.

Software and equipment purchase requests should be handled first within your department. Each Department has an Information Technology Department Liaison, who deals directly with Information Technology staff, direct your requests to this person who will, in turn, contact an Information Technology Project Manager.

For problems or questions related to computer hardware, repairs needed, Mainframe issues, Networking Problems, Dial-up, Secure I.D.'s, Lotus Notes, or Paper Orders, contact the Hardware Help Desk at 858-5265. This Help Desk is in operation 24 hours a day.

For problems or questions related to standard Office Automation Software Products such as Windows, GroupWise Office, WordPerfect, Lotus, or Microsoft Access, contact the Software Help Desk at 858-8812. Help is available from 8:30 a.m. to 5:00 p.m. Monday through Friday.

Determining whether you have a Hardware or Software problem is often difficult to distinguish. If unsure, we recommend contacting the Software Help Desk (858-8812) first.

For example, if your mouse is not working correctly, should you call the Hardware or Software help desk? The Software Help Desk will provide the caller instructions on how to disconnect the mouse from the computer and reconnect it to ensure that it is not connection problem. If it is determined that it is a hardware problem (the mouse needs to be replaced) the Software Help Desk will forward the information to the Hardware Help Desk for an on-site visit from a Customer Service Technician.

### **Keyboard Not Working Correctly?**

If your keyboard is not working correctly, it may have accidentally been reprogrammed. Maybe when you're typing the letter "b" your getting an "o", or when you press the "**Ctrl**" key it doesn't do anything. If you are experiencing a problem similar to this, try the following steps to reset your keyboard:

1. Close the application you are in.
2. At the same time, press the keys "**Ctrl**" (left side of keyboard) + "**Alt**" (left side of keyboard) + "**Suspnd Macro**" (above the Numeric Keypad). *The "**Program**" light should start to blink. Wait until it stops blinking.*
3. Open the application you were in.
4. Try typing.

If the above steps don't correct the problem try this:

1. Exit the application you are in.
2. Press "**Remap**" once.
3. Press "**Ctrl**" twice (left side of keyboard).
4. Press "**Alt**" twice (left side of keyboard).
5. Press "**Remap**" once.
6. At the same time, press the keys "**Ctrl**" (left side of keyboard) + "**Alt**" (left side of keyboard) + "**Suspnd Macro**". *Wait until the "**Program**" light stops blinking.*
7. Open the application you were in.
8. Try typing.

If your keyboard is still not working correctly, please call the Software Help Desk at 858-8812.

### ***News from the Software Help Desk! Lotus Errors***

If you have encountered either a “**Main 123 General Protection Fault**” error or an “**Error Reading File**” message when trying to open up a Lotus file, chances are the file has become corrupt. The first thing you need to do is to completely exit Windows, this will clear Lotus memory of any error messages. If you do not exit Windows, you will continue to receive error messages on any file that you attempt to open. Once you have logged back onto the network and in the Program Manager, open Lotus and try opening the file again. If you receive the same error message, your file is corrupt.

**Why does this occur?** Files can become corrupt when there are too many attributes (e.g., bold, italics, colors) and formatting (e.g., formatting entire columns rather than a range of cells). Another way a file may become corrupt is if you are working with a network file (saved on the “N” drive) and the network goes down while the file is in use.

**How can your file be fixed?** If your file is corrupt, call the Software Help Desk at 858-8812 for assistance. The Help Desk will provide instruction how you can attach the file to a mail message so that they can run a Lotus Fix on the file. You can also choose to bring the file to Information Technology on diskette. Chances are good that the file can be recovered with limited editing needed.

**Food for thought!** It is a good idea to keep an extra copy or backup of all files in case a file cannot be recovered.

### ***Helpful Hints for Keeping GroupWise Running Smooth***

It has been over a year since GroupWise has been installed on many of your PCs. During this time we have learned a great deal about this comprehensive electronic mail and scheduling system. Below are several hints for keeping GroupWise running smooth:

First, we have learned that GroupWise should be closed when not in use. This reduces the number of open files on the network server. It also reduces the occurrences of mailbox corruption (those C022, D101, etc. error messages which you may receive). If you use GroupWise Notify, it can remain open and minimized.

Second, we ask that you be conservative with the number of recipients on GroupWise messages. Multiple recipients, both sent to and copied, generates additional work for the message switching processors. Large lists of recipients can delay other mail when the message switching processors become busy.

Third, take care when replying to all recipients of a message. Verify that your reply is going to only those people who need to see it.

Fourth, please try not to send large files (more than 200,000 bytes) as attachments to GroupWise mail, and keep the number of files to a minimum. Attachments are copied several times as the message moves through the system. Large files can take significant time to copy and result in delays to other mail.

Finally, we suggest keeping any customization of the GroupWise views to a minimum. Including graphics as part of a mail message view increases the size of the view which in turn increases the size of the messages being transmitted.

Many individuals have found GroupWise to be an essential communication tool within Oakland County. By following the above helpful hints we can all be ensured this communication tool is being used effectively and efficiently.

### ***Should You Have a Password for GroupWise?***

Yes! It is recommended that you set a password for GroupWise. Why? When GroupWise is open at your workstation, any individual can view your incoming and outgoing mail, or view your schedule.

While this may not be a concern for many people, a few things should be considered:

- Do you want someone to view a confidential message you may have sent or received?
- Do you want someone to send out a message from your GroupWise which may be inappropriate?
- Do you want someone to set themselves as your proxy (someone who can receive, view, and send messages through your GroupWise from a remote workstation)?

Assigning your password in GroupWise is a simple process. To assign a password:

1. Select **File...Preferences**
2. Double-click **Password**
3. Type a password in the **New Password** text box
4. Select **OK**
5. Retype the new password in the **Retype Password** text box
6. Select **OK**

**NOTE:** Passwords are case-sensitive, so if you capitalize any letters when you type your password, you must capitalize the same letters when prompted for the password. If you have questions regarding setting a password in GroupWise, call the Software Help Desk at 858-8812.

### ***Network Capacity - We Need Your Help!***

The continued growth of the personal computer network in terms of the number of networked devices and the usage of these devices has pushed the current network configuration to near its maximum capacity. Information Technology is currently planning an expansion of the network capacity, but in the interim we are asking your assistance in stretching the existing capacity. Listed below are guidelines that will help stretch the existing network capacity and allow everyone continued use of the network without disruptions.

Users should logout of the network when they are not using the network. This is accomplished on most systems by simply exiting Windows. Users should logout of the network before going to meetings, going to lunch, leaving at the end of the day, or will simply be away from their computer for more than fifteen or twenty minutes. This releases your network resources used to track your connection, increasing the number of people that can be handled on the network.

Not only is this a good security habit to develop, this practice has the additional benefit of reducing the number of open files the network must track, thereby reducing the overall load on the network as well as reducing the risk of file corruption should the network connection be interrupted.

Another suggestion to help stretch the capacity of the network would be a frequent review of files stored on the network for duplicates and timeliness. Outdated files, or duplicates should be removed to allow room for the storage of additional files.

Electronic mail should also be managed. Mail is stored as files on the network and old or outdated files consume space. Deleting any unwanted messages will return space to the system.

### ***Department Acquired Software - Update***

The Department of Information Technology developed a protocol (with the assistance of the Purchasing Division) for the acquisition of departmentally acquired software. Funds (between \$500 to \$1500) have been placed in each County division's operating budgets for the acquisition of this low-cost, specialty software. The policy was recently approved by the Strategic Planning Committee and Board of Commissioners. Shortly, the policy and related details will be communicated to all departments and County employees.

### ***Technology Stars - A Call to Arms***

In the last Information Technology Quarterly Newsletter we asked for your ideas for improving service through technology. We haven't heard from you! There must be some great feature or creative use of technology that can be shared among employees and departments. Is there a trick or tip that you would like to pass along to other users? Have you found a shortcut that has cut time from performing a task?

We have heard some great ideas through the User Group Meetings and would like you to share your knowledge with others throughout the County. Please forward your ideas to Janette Wager, Editor, Department of Information Technology. We would love to pass your ideas, tips, tricks, and shortcuts along to other users.

### ***Technology Update: Internet Pilot Project***

A pilot project was initiated to test "Outbound" Internet services with various departments throughout the County. The purpose of the pilot was to answer two essential questions:

1. How can Oakland County use the Internet for business purposes? and;
2. How can Oakland County increase productivity, lower operating costs, and improve services through the use of the Internet?

The pilot was approximately 60 days in length and concluded on June 1, 1996. Information Technology is currently preparing a final report which summarizes the findings and recommendations of the project. The report will be presented to the Strategic Planning Committee.

Look for more news in the next issue of Information Technology Quarterly!