



information Technology Quarterly

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Phil Bertolini, Director, Information Technology



Microsoft XP In Testing Stage

by David Veit, Manager - Technical Systems and Networking

The deployment of Microsoft Windows XP as the standard operating system for Oakland County's 3500+ workstations and laptops is in the process of being planned by the Department of Information Technology. A timetable for the rollout of Windows XP has not been set and will depend on the challenges found when testing the new operating system with legacy application and network software.

In addition to building a standard Windows XP configuration, Information Technology will be testing and configuring Microsoft Office XP to be included as part of the rollout. Initial efforts will focus on hardware compatibility and capacity planning, software delivery, anti-virus protection, and security concerns. Throughout the effort, Information Technology will be evaluating the latest Microsoft announced "fixes" and service packs to see how they apply in the Oakland County environment.

Information Technology personnel will be contacting customer departments concerning special application software installed on their existing workstations. The information collected will be used to assist in testing the new configuration. Customers need to contact their vendors to ascertain if the vendor supports the software in the Windows XP environment, or if any upgrade or "fixes" are required. As the rollout nears, customer departments may be asked to participate in application tests to assure compliance of important applications.

As part of this effort, Information Technology will be removing WordPerfect and Lotus, which have not been supported since January 2000. Macros used in WordPerfect and Lotus will not convert

to Microsoft Office XP. Reading of WordPerfect documents is supported in Microsoft Word, and reading of Lotus spreadsheets is supported in Microsoft Excel.

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Information Technology will be providing further information on the Windows XP configuration and timetable as it progresses.

Internet 101: Email *by Matt Pawlowski, Software Help Desk*

The Internet is an invaluable resource, if you can find your way through the distractions, wrong turns and outright deceptions. The following are some tips to help you streamline your email experience.

Netiquette & Cautions

Netiquette refers to etiquette practiced when communicating on an electronic network. The following are some tips to help you send reader-friendly messages as well as some general information you should be aware of when sending email:

- In Microsoft Outlook, you can personalize your stationery with backgrounds, images and formatted fonts. Please keep the message recipient in mind. Stationery can be a distraction and in some cases, can make reading and replying difficult. Many email lists and discussion groups forbid sending anything but plain text.
- When you reply to a message, try to remove as much of the original message as possible. If you are quoting a previous message, just quote enough to give your message context. It can be annoying to scroll through a long message you have already read just to read “me too” at the end.
- Review messages before you send them. Double-check the content and the addressee. Your email is NOT retractable.
- Don't assume that your email is private. Privacy policies vary in different organizations.
- When receiving email, don't open attachments unless you are very sure what the attachment is, even if you know the sender. The County mail server scans incoming mail for viruses before you receive them. However, there is always a lag between the time a new virus appears and when the virus scanner is updated with the new virus signature.
- IT discourages the use of Hotmail, Yahoo Mail, AOL Mail and other web based email clients as these messages will not be scanned for viruses by our mail server.

The County mail server may also send you messages if there is a problem with a message you sent. The message will contain the details of the problem. The most common problems are:

- Permanent mapping failure – The address the message was sent to was not found. The email address either does not exist, or was mistyped.
- Server not available – The email server could not be contacted and may be temporarily down. The County mail server will retry your message and will inform you if it was unable to send the message.
- Incoming message contained a virus – When the County mail server detects a virus in an incoming email message, it will attempt to clean the messages of the virus and then forward the cleaned message to you. If the virus cannot be cleaned, you will not receive the infected message.

Junk Mail, Chain Letters & Scams

It's important to be careful where you publish your email address. If you participate in an on-line discussion group, belong to a mailing list or in other ways display your email address on-line, be

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Help Desk – Which One?



When a problem with your computer or software arises, do you know which help desk you should call? Often, users are not sure if their difficulty is hardware or software related. In instances like these, it is recommended that you call the Software Help Desk first. At this point, if the issue is a hardware problem, the Software Help Desk will log the call and forward it to the Hardware Help Desk.

For questions relating to standard Office Automation Software products such as: Windows NT, Outlook, Word, Excel, Access, PowerPoint, Netscape Navigator and Internet Explorer, call:

Software Help Desk

(248) 858-8812
Monday – Friday
8:30 a.m. – 5:00 p.m.

For low priority issues, you may email the Software Help Desk at helpdesk@co.oakland.mi.us. The Software Help Desk will not correct your document. However, the problem will be viewed and after a “fix” has been determined, you will be contacted and walked through the steps to correct it. Please be advised that phone calls to the Help Desk take priority over emails.

For questions relating to hardware problems, repairs, Mainframe issues, networking problems, paper orders, CLEMIS issues, dial-up and Secure ID cards, you may call:

Hardware Help Desk

(248) 858-5265
Seven days a week
24 hours a day

The @ccess Oakland Help Desk provides support to ‘customers on account.’ In other words, a user calling this help desk must be the designated person for their department, agency, township and/or city in order to receive assistance with a problem regarding the @ccess Oakland software. Customers may also e-mail their questions to eahelp@co.oakland.mi.us.

@ccess Oakland Help Desk

(248) 858-2100
Monday - Friday
8:30 a.m. – 5:00 p.m.

For Performance Series related problems, please contact:

Performance Purchasing:

Lisa Carrier at (248) 858-5482 or email at carrierl@co.oakland.mi.us

Performance Accounting:

Gary Gould at (248) 858-0395 or email at gouldg@co.oakland.mi.us

Performance Time & Labor:

Nancy VonKoehnen at (248) 858-0398 or email at vonkoehnenn@co.oakland.mi.us

Gail Naramor at (248) 858-0401 or email at naramorg@co.oakland.mi.us

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aware that there are organizations that scan these groups and lists, 'harvesting' email addresses for marketing purposes. This can lead to messages such as the following:

- **Junk Mail** – The electronic equivalent of the original, although some of the messages may contain adult content.
- **Chain Letters & Hoaxes** – A little different in that these are usually forwarded to you by someone you know. These messages often sound just plausible enough to be true, warning of computer viruses, propagating urban legends, or soliciting sympathy for a fictional character. They often give themselves away by including 'please forward this to everyone you know'. On the Internet, always use a healthy dose of skepticism, and don't forward chain letters or hoaxes. You can find out more information at hoaxbusters.ciac.org.
- **Scams** – There are many unscrupulous characters in the world and email has unfortunately made stealing from people easier. Messages to be wary of include those offering claim of a lost inheritance or assistance required transferring money into the country. The most common scams recently are variations of 'there is a problem with your account, please send us your password'. Some of these messages will even direct you to a bogus Web site that looks very similar to the actual site. Oakland County, nor any Internet service provider, will ever ask for your password. Again, more information can be found at hoaxbusters.ciac.org.

Microsoft Outlook has a feature that will allow you to filter out most junk mail and adult content, but it is not enabled by default. The filters are not perfect, but they can help. As always, please contact the Software Help Desk at (248) 858-8812 with any concerns.

You may also refer to documentation for all the standard software applications on the Information Technology Training Center web site at <http://www.co.oakland.mi.us/arc/ocitc/docum.html>. Here you will find instructional information for many user applied software functions as well as Frequently Asked Questions. If you're using Internet Explorer, you may easily find this web site by simply clicking **Help...Online Support**.

Web Shortcut Tip

To bring up those web sites more quickly:

1. Instead of typing the full URL, for example, www.expedia.com.
2. Type **expedia**, then press the **Ctrl + Enter** keys.

This will automatically insert the **www** and **.com** and display the web page.

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This newsletter is designed to share useful technology news and information with Oakland County Employees!

For comments, views, and suggested topics please contact Vickie Worrell at worrellv@co.oakland.mi.us