

### ***Elvis Has Left The Building***

***by Lori Jansen, Supervisor, Special Projects***

At least that was the buzz around the Information Technology building on June 7<sup>th</sup>. ELVIS is the code name selected for the new LAN-Based Imaging System (LBIS). LBIS sounded more like a disease than a software application so the project team took to calling it ELVIS. ELVIS was launched on June 7<sup>th</sup> to replace the ImagePlus imaging system deployed at Friend of the Court and the County Clerk's office in the early 1990's.

This original AS/400 imaging system was running on an aging infrastructure well-past its technological prime and was overdue for replacement. Its computer framework was separate from the county's network and standard software, leaving its imaging users segregated from the rest of the county's computer users, unable to share GroupWise mail or files. Further, this old system was unable to expand to meet the growing demands such as adding additional users or scanning larger volumes of documents.

As is evident from its acronym (LBIS), the new imaging system is a client-server application that runs across the county's Local Area Network (LAN). FileNET's Panagon suite of document imaging software serves as the foundation for this imaging system. FileNET has been the industry-leader in imaging software geared toward the enterprise. Pyramid Solutions, a systems integration firm based in Troy, has been involved in customizing the application to make it work in the County's computing environment and to make it more user-friendly than the out-of-the-box FileNET product. This new imaging system includes batch scanning, batch indexing, ad-hoc scanning and indexing, document retrieval, workflow, case based security, exception handling and system maintenance components.

Departments with problems managing, finding and sharing paper files may look to document imaging as a potential solution. Document imaging offers the most return on investment when applied to a paper-intensive process where files must be shared and the documents/files are accessed often, even by multiple individuals. Retrieval is the key to realizing imaging's benefits.

Document imaging has allowed Friend of the Court to become virtually a paperless office. Case-related documents are scanned into the imaging system, indexed for easy retrieval and the paper is eventually destroyed. Prior to the implementation of the new system, the County Clerk's office was scanning only a proportion of the documents filed for Circuit Court. The old system did not have the ability to handle the full load. ELVIS was designed to be robust, and the infrastructure (servers, jukebox, etc.) was purchased with growth in mind. Paper volumes are estimated at more than 113,000 pages per week and the new system was designed to more than accommodate that many documents being scanned, indexed and retrieved. As soon as the new system was implemented, the County Clerk's office began full case scanning - committing to image all documents filed for Circuit Court cases. The imaging system allows for multiple users to access the same document/case file simultaneously, providing for

improved service. With imaging, lost case files are no longer a problem, and time spent previously searching for files can now be spent on more rewarding endeavors.

The State of Michigan filed rules in November of 1998 that apply to imaging systems used to store and reproduce images of official public records of local governmental entities. These rules are part of the Records Media Act (Optical Imaging Systems) and were established to provide standards for the use of imaging technology. A critical component of these rules stipulates that if imaging is used as the sole storage medium for public records with a retention period of more than ten years, or for public documents with archival value, a human-readable copy must also be kept. The State is defining human-readable as paper, photographs, photocopy or microform, including microfilm or microfiche. Since the Circuit Court documents are public records with archive value, these Optical Imaging Systems rules must be followed, and the County Clerk's office cannot use imaging as their sole storage medium for these documents without keeping a copy in human-readable form.

Departments with paper problems that ELVIS could possibly address should complete a Scope & Approach document and submit it to their respective Leadership Group for consideration. A sample Imaging Scope & Approach Document can be found on the network, as follows: **o:\infotech\leadgrp\scopesam\imaging.scp**. If you have questions about document imaging, or would like to have a consultation to discuss your potential imaging project, please contact Lori Jansen at (248)452-9840. There are likely to be more ELVIS sightings in the future. Who knows? Maybe ELVIS will be in your department someday.

### ***Please Turn That Assistant Off!***

For the new Microsoft Office 97 users, the Office Assistant is an appealing little tool at first. But after a while, the fascination wears off and everyone seems to want to get rid of the Assistant. You may have wondered how to stop that pesky Office Assistant from popping up whenever you least expect it.

#### **To turn off the Office Assistant:**

1. Click on **Start...Programs...Windows Explorer**.
2. Go to **C:\Program Files\Microsoft Office\Office\Actors**.
3. Right click the **Actors** folder and choose **Rename**.
4. Rename the folder to **Non-Actors** and press the [**Enter**] key on your keyboard.

The Office Assistant will now stop trying to assist you. You can still access the Office Assistant by clicking on the Office Assistant icon located on your toolbar.

### ***Archiving and Saving In GroupWise 5.5***

*by Karen LaForge, Software Help Desk*

GroupWise 5.5 has a new look and some new features. However, the **Mailbox** (In Box), **Sent Items** (Out Box) and **Trash** folders will still be purged every seven days. If you need to keep any of these items past seven days, you will need to **Archive** or **Save** them to your hard drive.

Archiving stores GroupWise items in a separate database on your hard drive or floppy disk. Archiving physically moves items to another location and is for storage and information retrieval only. You cannot send or receive new items within an archive. Archived items cannot be retrieved in WordPerfect or Word.

Saving produces a copy of the item in another format (e.g. WordPerfect or Word) at a new location and the original is left in place. Detailed instructions on archiving and saving GroupWise items are available for your review "O" drive, specifically **o:\infotech\training\groupwis\archiv55.wpd**.

### ***Information Technology Training Center Quarterly Update***

Due to popular demand, we have added Introduction and Advanced PowerPoint 97 classes to the 3rd Quarter 1999 training schedule. The Introduction class runs two-half days and is geared toward the student who has little or no knowledge of basic PowerPoint skills. The Advanced class also runs two half days and is geared toward the student who wants to learn advanced features of PowerPoint and how to embed Microsoft Excel charts and Word tables into a presentation.

As always, the third quarter training schedule (July, August and September 1999) is available for your review in WordPerfect format on the "O" drive, specifically "**o:\infotech\training\schedule.doc**". If you cannot find a class listed on the schedule which you need to take, or the dates and times are not convenient for you, please contact the Information Technology (IT) receptionist at (248) 858-0810. Your name can be placed on a waiting list. When any class has a waiting list of six or more individuals, IT will attempt to open an additional class.

In addition to our wonderful instructors Cheryl Dickow, Kelly Dykstra and Sandy Miller, Mary Lou Regner has joined our training program. Mary Lou will help with the increased class load due to the Windows NT upgrade and conversion to the Microsoft Office 97 suite. Please join us in welcoming her.

## **WordPerfect to Word Macro Conversion**

*by Jemarice Tademy, Office Automation*

Macros are a series of commands and instructions, which work together to automate a complex series of tasks, such as, speed up editing and formatting, combining multiple commands, and making options in dialog boxes more accessible. Due to programming language differences between WordPerfect and Word 97, WordPerfect macros will not convert to Word 97.

WordPerfect stores its macro information in files, which translates into a group of command statements. These statements translate to automate routine tasks. Word 97 stores its macro information as templates or documents within Visual Basic as Modules. In the Visual Basic window, the user is able to write, edit, and debug their macro commands. Visual Basic for Word 97 does not read the WordPerfect macro commands as a list of instructions, it views the data as just words and displays the data as such in a blank document, all command lines are unfulfilled. In Word 97, you will have to create new macros to replace the old ones in WordPerfect.

Word 97 offers new built-in features, such as, Insert Symbols, Shortcut keys, Customized menus, and Styles. Before creating the macros in Word 97, review the new features, they may perform the same action as the WordPerfect macro. These features may satisfy the need for some of the WordPerfect macros and make the transition to Word 97 a little easier.

There are two ways to create macros in Word 97: the macro recorder and the Visual Basic Editor. The macro recorder allows the user to record the macro instructions in Visual Basic. In order to edit the recorded macro, you have to open the Visual Basic Editor. The Visual Basic Editor allows the user to edit recorded macros and to create complex macros, which are too extensive to record.

Follow the instructions below to record a macro in Word 97.

1. From the menu bar, select **Tools... Macro...Record New Macro**.
2. From the **Macro name** text box, type in a name for the macro.
3. From the **Store macro in** text box, select the **template** or **document** you want to use as storage for the macro.
4. From the **Description** text box, type in a description for the macro.
5. Select **OK**.
6. Perform the actions you want to include in your macro.
7. From the menu bar, select **Tools...Macro**
8. **Stop Recording**.

## Understanding File Extensions

by Matt Pawlowski, Software Help Desk

A file extension is the letter or letters after the '.' in a file name, such as spreadsheet.xls. Many people often create their own extensions in order to remind them of the files contents (.mem for a memo, .cal for a calendar). What most don't realize is that file extensions serve a purpose for the operating system (Windows 3.1, 95 or NT). When an application such as Microsoft Excel is installed on a computer, the installation process registers certain file extensions with the operating system (OS). Microsoft Excel, for example, registers XLS and XLW among others. When the OS is asked to interact with a file with an XLS extension, it knows it is dealing with an Excel file and can start the Microsoft Excel application.

Changing the file extension from the default suggested by the application can have some inconvenient consequences. Let's say you're in Microsoft Excel and click on **File...Open**. By default, Excel will only list files with the Excel extensions (XLS, XLW, etc.). If you had created your own extension, your file will not be immediately visible. In order to view files with non-Excel extensions you will have to change the **Files of type** option to **All Files (\*.\*)**. This is an inconvenience at most, but there are other hassles you may face.

The biggest problem occurs when, for example, you receive an email with a file attached. If the file was saved with a standard extension, the file attachment icon will reflect the application it was created in, so it will be visibly obvious to you what type of file it is. The OS will also know what type of file it is and will be able to launch the proper application if you decide to open the file. If the file was saved using a non-registered extension, the icon will appear generic and non-descriptive giving you no idea as to what type of file the attachment may be. If you attempt to open the file, at best you will be asked what application to open it with. Worse, if the file was saved with an extension registered for another application, when you attempt to open the file the wrong application will be launched and that application will more than likely give you an error message.

If you are using Windows 95 or NT, all Microsoft Office applications (Word, Excel, Access, PowerPoint) will allow you to use a file name of up to 255 characters. You can get as descriptive as you would like without using a non-standard extension. **Note:** If you are planning to share files with other users (outside agencies), you may need to limit the file name to eight characters.

The Software Help Desk recommends using standard file extensions in all applications to help applications work together and to make your day less frustrating.

### Common File Extensions

Microsoft Word	.doc
Microsoft Excel	.xls
Microsoft Access	.mdb

Microsoft PowerPoint .ppt  
WordPerfect .wpd  
Lotus 1-2-3 .wk4

### **Massive PC Upgrade Update – Questions From Recent Installations**

*by Rob Hurchalla, NT Installation Team*

In the first and second quarter, 1999 IT Quarterly Newsletters, IT wrote about the County-wide upgrade of approximately 1,600 personal computers. As of mid-July 1999, approximately 900 new Windows NT PCs have been installed throughout the County. Listed below are some frequently asked questions that have stemmed from previous installations of the new Windows NT computers.

- Q. Do I have to go through all of these steps every time I want to login to the network?
- A. No. If you are the only person who uses your computer, you will only need to press **Ctrl+Alt+Del**, type your password and press **Enter**. Some of the other procedures you see when you first login are there because someone else was using your computer (IT techs).
- Q. Does it always take this long for the computer to boot up?
- A. Yes. Windows NT takes a little longer to boot up, but once you are in you will notice an increase in speed with your computer's performance.
- Q. Is this new computer always going to be this loud?
- A. Yes. The system does make a little more noise. The new computer has more ventilation openings for cooling and a new type of hard drive.
- Q. Will GroupWise **Notify** start automatically when I start my computer?
- A. No. As it is now, **Notify** will not start up when you login to your computer. We can; however, put a **Notify** icon onto your desktop so that after you login all you have to do is double click on the icon to turn it on.
- Q. Will I still have to change my password like before?
- A. Yes. You will still be prompted to change your password every 45 days with a minimum required length of five digits for your password.
- Q. Is there help available for converting my files from WordPerfect to Word, Lotus to Excel and Access 2.0 to Access 97?

- A. There are conversion workshops available through the Information Technology Training Center. Detailed information is available for your review on the "O" drive, specifically **o:\infotech\training\workshop.doc** (Workshop Registration Form) and **o:\infotech\training\schedule.doc** (Training Schedule).

## Using File Management

*by Matt Pawlowski, Software Help Desk*

One of the most important concepts for computer users are file management and directory structure. File management includes saving, copying, moving and deleting files. Your local hard drive, a component of your computer, acts as a file cabinet in which you can store documents, spreadsheets, images and other types of files. In order for the operating system (Windows 3.1, 95 or NT) to organize the files saved on the hard drive, a directory is created.

Your hard drive has been divided into two sections, called Partitions. The designated drives for these partitions are **C:\** and **D:\**. The C: drive contains files for the Windows operating system, and also all system files that allow your computer to run desktop applications, such as Word, Excel and Access. The D: drive contains a "**Folder**" (formerly known as a "directory") called **\$Data**. Under the d:\\$data folder are more folders (or subfolders) where you can save all of your files from different applications.

The Windows 95 and NT computers are also equipped with a 3.5" LS-120 floppy diskette drive, called the A: drive, which can read and write to either a standard 3.5" 1.44 MB floppy diskette or a 120MB SuperDisk (NT only). There are also network drives such as N: and O: that are not physically located in your computer, but on a server elsewhere.

Each of these drives has their own directory structure. The examples used in this article will pertain to the Windows 95 and NT machines but the concepts can also be applied to the Windows 3.1 computers.

The D: drive directory is structured in the following manner (less pertinent folders omitted):

```
D:\$Data
  123wks
  Database
  Gwmail5
  Inet
  My Documents
  Wpdocs
```

The D:\ drive by itself is called the **root** directory, which is the top level of the hierarchy. The hierarchy branches downward and forms a tree-like structure of **folders**. The folders within D:\ are called **subfolders**. For example, My Documents is a subfolder of

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\$Data which is a subfolder of D:\. This could be written out as D:\\$Data\My Documents. This is known as the file **path**.

All applications have default folders in which to save their files. As you may have noticed, these folders are all subfolders of D:\\$Data.

Default folders for several desktop applications:

<b>Microsoft Word</b>	D:\\$Data\My Documents
<b>Microsoft Excel</b>	D:\\$Data\My Documents
<b>Microsoft PowerPoint</b>	D:\\$Data\My Documents
<b>Microsoft Access 97</b>	D:\\$Data\My Documents
<b>Microsoft Access 2.0</b>	D:\\$Data\Database
<b>WordPerfect</b>	D:\\$Data\Wpdocs
<b>Lotus 1-2-3</b>	D:\\$Data\123wks

You are free to create your own subfolders, however, please be aware of the path you are saving your files to, or opening files from. For maintenance and application integrity purposes, please keep all of your file maintenance on the local drive limited to the D: drive.

Each application has a dialog box allowing you to interact with your files that can generally be accessed by clicking on **File...Open**. This dialog box is identical in all Office 97 applications. All other applications use a similar tool. You can also work with files by using the **Windows Explorer** (similar to the File Manager in Windows 3.1). The Windows Explorer can be accessed by clicking on **Start...Programs...Windows Explorer**. The Explorer gives you a broader look at all of the drives accessible to you and their directories. When working with multiple drives it is often easier to move or copy files using the Explorer.

A new feature of Windows 95 and NT is the **Recycle Bin**. When you delete a file from within an application designed for Windows 95 (Office 97 applications) the file is not actually deleted, but is sent to the Recycle Bin. Any file in the Recycle Bin can be restored by double clicking on the Recycle Bin icon, selecting the file and clicking **File...Restore**. Files deleted from applications not designed for Windows 95 (WordPerfect, Lotus 1-2-3), a network drive or a floppy disk will not be sent to the Recycle Bin.

## ***Helpful Internet Web Sites***

Need help spelling a word or looking for a synonym? Check out Merriam-Webster OnLine at **www.m-w.com**. This web site provides an on-line dictionary, thesaurus and other interesting word tidbits.

Can't find a phone number to a business? **www.555-1212.com** provides free inquiries for nationwide searches on business phone, fax and address.