

## **Massive PC Upgrade Update**

In the second fiscal quarter, Oakland County launched a major technological upgrade of approximately 1,600 personal computers county wide. The County is currently upgrading all personal computers and laptops that are running Windows 3.1 and 3.11. This upgrade was needed to replace aged equipment, move to a faster, more reliable software application environment (32-bit), resolve Year 2000 date issues, and provide computers capable of running newer application software.

This upgrade will also include a major change in Oakland County's software environment. All new systems will include Windows NT, the Microsoft Office Professional 97 suite (includes Word, Excel, Access, PowerPoint), GroupWise 5.5, Netscape Communicator 4.5, Internet Explorer 4.0, WordPerfect 6.1 and Lotus 1-2-3 v.5.0.

As of September 1999, approximately 1,450 new Windows NT PCs have been installed throughout the County. To help ease the transition for the new NT PC users, this newsletter will be heavily focused on many topics and issues that may be encountered.

Please keep in mind that if you run into problems with your new PC, the **Software Help Desk** (858-8812) is available 8:30 a.m. - 5:00 p.m., Monday through Friday to assist with problems related to the software products listed above. The **Hardware Help Desk** (858-5265) is available 24 hours a day, 7 days a week to assist with problems related to hardware problems, repairs, mainframe issues, networking problems, dial-up, and Secure ID's.

If you need instruction or training on the new software, you might want to consider taking a class at the IT Training Center. The Training Schedule, Course Descriptions, and Registration Form are available to view and print in WordPerfect format on the "O" drive, specifically, "**o:\infotech\training**".

## **Novell GroupWise 5.5 Instructions Available On The Internet**

Novell GroupWise 5.5 instructions are now available on the Internet in Portable Document Format (PDF). PDF is a file format created by Adobe that allows you to view and print a file exactly as the author designed it.

The instructions that are available include:

- ◆ **Quick Reference Guide**
- ◆ **Granting Proxy Access Rights**
- ◆ **Using Rules**
- ◆ **Saving and Archiving.**

# October 1999, IT Quarterly Newsletter Archive

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To view or print the instructions,

1. From Netscape Navigator, open the Oakland County Internet Start Page at <http://www.co.oakland.mi.us/start/start.html>.
2. Click on the **Employee Tools** link.
3. From the **O.C. Intranet** area, click on a **Novell GroupWise** link. Adobe Acrobat Reader will now launch and the Novell GroupWise instructions will be available to view or print.

If you have any problems and need further assistance, please contact the Software Help Desk at 858-8812.

## WordPerfect and Lotus File Conversion

WordPerfect and Lotus documents can be easily converted into Word and Excel. Before you begin converting your files, it is recommended that you do the following:

- Write down the name of the drive and directory where the WordPerfect and Lotus files are located.
- Print out each document in WordPerfect and Lotus to have available for comparison.

**NOTE:** Macros and Merge Codes do not convert.

### WordPerfect - Converting Files Using File...Open

WordPerfect documents, opened in Word, will automatically be converted. Each document, however, must be saved as a Word file to actually complete the conversion process.

To convert a WordPerfect file into Word format,

1. From Word, select **File...Open** from the menu bar.
  2. Change to the drive and folder that contains the WordPerfect files.
  3. Select the file(s) to be converted. (*To select multiple files, hold down the Ctrl key and click on file names wanted.*)
  4. Click on the **Open** button. (*Word will convert the documents.*)
  5. Compare each converted document to the original WordPerfect file for completeness, accuracy, and function.
  6. If a document has converted properly, select **File...Save As** from the menu bar.
  7. Make sure the **Save as type:** is set to **Word Document (\*.doc)**.
  8. Click the **Save** button.
- ◆ WordPerfect files ending in *.wpd* will automatically be changed to *.doc*.

# October 1999, IT Quarterly Newsletter Archive

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- ◆ WordPerfect files ending in most other extensions will have a *.doc* added after the other extension (e.g. *budget.mlr.doc*).

The conversion is complete. Open each file and compare it to the WordPerfect version. Make adjustments as needed.

Word also has a Conversion Wizard available. This is a good option for quickly converting large groups of WordPerfect files. Conversion Wizard instructions are available on the "O" drive, specifically "**o:\infotech\training\office97\wpconver.doc**".

## **Lotus - Converting Files Using the Conversion Wizard**

To convert a Lotus file into Excel format,

1. From Excel, select **Tools...Wizard...File Conversion** from the menu bar.
2. From the **File Conversion Wizard** dialog box, click on the **Browse...** button and select the drive and folder where your Lotus files are located, then click **Open**.
3. Make sure the **File Format** shows **Lotus 1-2-3 (\*.wk?)**, then click the **Next** button.
4. Either click the **Select All** button or click on the file names you want to convert.
5. Click on the **Next** button, then click the **Finish** button.

The conversion is complete. Open each file and compare it to the Lotus version. Make adjustments as needed.

If you have any problems and need further assistance, please contact the Software Help Desk at 858-8812.

## ***Computer Security Day***

Computer Security Day is an annual event that was established in 1988 by the Association for Computing Machinery (ACM).

It is celebrated each year on November 30th to remind everyone who uses a computer to take appropriate actions to protect their computer, computer programs, and data.

Interest and support for this annual event has continually grown over the years. Today it is celebrated worldwide in over 40 countries.

### **How does one participate?**

Here's a couple of ideas on how you can participate on Computer Security Day,

- ◆ Check for computer viruses.

Viruses are capable of destroying all of your data. It is important to always scan any new diskette before using it on the PC. If you suspect that a virus has infected a file, call the Software Help Desk at 858-8812 immediately.

Instructions for using McAfee VirusScan software are available on the "O" drive, specifically, "**o:\infotech\training\windows\virus.doc**".

- ◆ Backup your data.

Backup is a procedure for your PC that provides a security measure to prevent loss of data due to viruses, system "glitches" or system "crashes". It will allow you to have a copy of your computer data on an external storage medium, such as a diskette or SuperDisk.

Backup instructions are available on the "O" drive, specifically "**o:\infotech\training\windows\winntbu.doc** (NT) or **win95bu.doc** (95)".

By taking these preventative measures, we can help to ensure that the County's computers, computer programs, and data are more secure.

## ***WordPerfect & Lotus - Technical Support***

Information Technology has received many inquiries regarding the continuance of WordPerfect and Lotus technical support and when the software will be physically removed from the PC. The official dates for both are as follows:

### **Software Help Desk Telephone Support**

Modified telephone support for WordPerfect and Lotus will be effective **01/03/2000**. While you may still use WordPerfect and Lotus, if your help desk inquiry is of a procedural matter, you will be instructed to use Word or Excel. To help clarify how support calls will be handled listed below are some sample questions.

- Q.** How do I create a table in WordPerfect?  
**A.** Support will not be provided, however you will be instructed on how to perform this function using Word.
- Q.** I'm getting error messages on my PC and now WordPerfect will not open.  
**A.** If possible, the help desk will first attempt to fix the problem over the phone. If the problem cannot be resolved over the phone, a service request will be written up and a technician will visit the customer site to fix the problem.
- Q.** How do I create a formula using Lotus?

- A.** Support will not be provided, however you will be instructed on how to perform this function using Excel.
- Q.** My Lotus date formulas are now showing the year 1900 instead of 2000.
- A.** Because Lotus is not Y2K compliant, the only way you will be assured that the dates are year 2000 compliant is to begin using the four digit year code versus letting the system automatically assign the century date. For more information on this topic, please refer to the **Year 2000 Issues Using Lotus 1-2-3** article that was covered in the September 1998 edition of the IT Quarterly.
- Q.** Are the instructions available for converting my WordPerfect and Lotus files?
- A.** Yes. Please refer to the **WordPerfect and Lotus File Conversion** article on page 2 for more details.
- Q.** Can I get help converting my WordPerfect and Lotus files to Word and Excel?
- A.** Yes. Help is available for this. Please refer to the **IT Training Center Quarterly Update** article on page 6 for more details.

### **WordPerfect & Lotus Software Removed from PC**

WordPerfect and Lotus will be removed from all PCs and will no longer be available after **12/31/2000**. Although this gives most users over a year to convert their data, we are strongly advising that all users begin converting their data into Word and Excel format as soon as possible.

If you have any questions or concerns, please contact the Software Help Desk at 858-8812.

### ***Using The Favorites Folder In Microsoft*** ***by Karen Laforge, Software Help Desk***

Many WordPerfect users utilize the **Quicklist** option to easily access their frequently used drives, directories and files. The Microsoft Office 97 suite includes a similar feature, called **Favorites**, that allows the user a quick way to open frequently used folders and files. You can create shortcuts in the Favorites folder to files and folders on your computer's hard drive or network drive. The Favorites folder includes a shortcut to the default **My Documents** folder. Since a shortcut only stores the file location, you don't actually move or copy the file. This feature is available in Word 97, Excel 97, Access 97, and PowerPoint 97.

To add a file or folder to the Favorites folder,

1. Select **File...Open**.

## **October 1999, IT Quarterly Newsletter Archive**

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2. Select the drive that contains the file or folder you want to create a shortcut for.
3. Click the **Add to Favorites** button.
4. Click **Add Selected Item to Favorites**.

To open a Favorite file or folder,

1. Select **File...Open**.
2. Click the **Look in Favorites** button.
3. Double click the shortcut to the file or folder you want.

If you have any problems and need further assistance, please contact the Software Help Desk at 858-8812.

### ***County Toll Free Telephone Number***

Please be advised that the County has a toll free telephone number (888-350-0900) available. This number should be used for employees calling back to the office when traveling outside of the local 248 area code. If the employee is calling within the 248 area code, the 858-1000 number should be used.

Note: To avoid long distance toll costs, calls made from the City of Troy, Rose and Holly Township or south of 14 Mile Road, should also dial the 888 toll free number.

If you have any questions regarding the use of this phone number, please contact Diane Brown at (248) 858-0159.

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

***By Mary Lou Regner, Training Center Instructor***

#### **Training Schedule Information**

As always, the fourth quarter training schedule (October - December 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.

#### **Conversion Workshops are "Out"... Individual Assistance is "In"**

Due to a lack of interest, the previously offered half-day workshops on Word 97, Excel 97, and Access 97, will no longer be offered. The purpose of these workshops was to provide help on conversion of documents.

Recognizing that a need for conversion assistance still exists, customer support will continue to be provided. Depending on conversion complexity, training classes at the Intermediate and/or Advanced levels must be completed prior to requesting an appointment. Please refer to the **Customer Assistance Request Form** under “o:\infotech\training\assist.doc” for detailed information.

Based on availability, instructors will:

- ◆ review your needs
- ◆ determine which conversion method can best accomplish the task
- ◆ help you get started on conversion of files
- ◆ provide further guidance, if needed

If you are ready to schedule an appointment, please submit a **Customer Assistance Request Form** to Lisa Corpus and state the following:

- ◆ who will need help
- ◆ what type of help is needed
- ◆ an estimate of the number of files to be converted
- ◆ the number of files containing macros

### New Instructor Joins Training Center

As a final note, we would like to announce that Marc Macelli has joined our training program. Marc 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 him.

### ***Novell GroupWise 5.5 - Using Existing Rules***

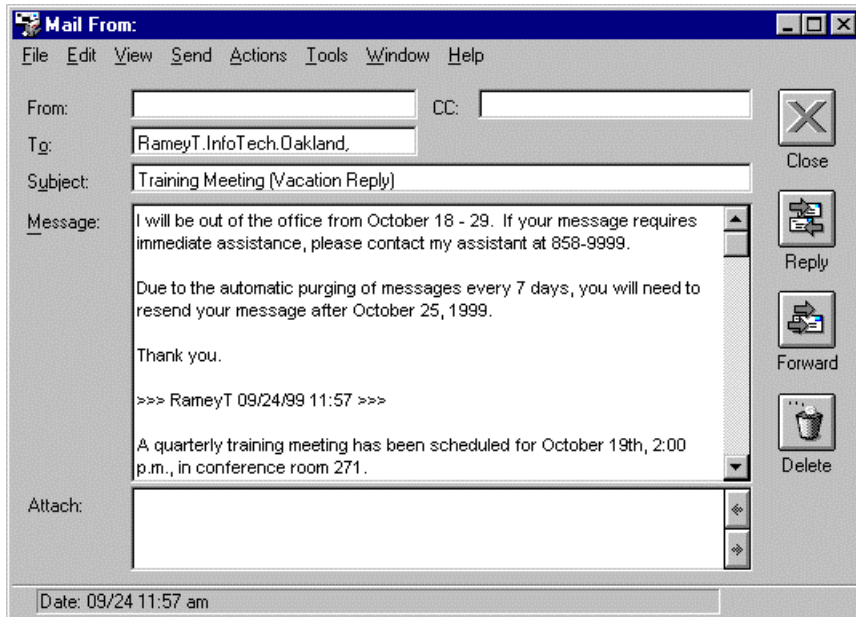
The GroupWise **Rules** option allows sets of actions to be automatically performed on groups of items when various conditions are met. Many users use Rules to generate a reply message for all incoming mail when they will be out of the office for a period of time (e.g. vacation).

We have discovered that when an existing Rule which was created from GroupWise 4.1 or 5.2 is used in GroupWise 5.5, the **Reply to Sender** reply message does not indicate who the reply is from.

The following is an example of how a reply message would appear if an existing GroupWise 4.1 or 5.2 Rule is used in GroupWise 5.5. Notice that the message does not state who the reply is from.

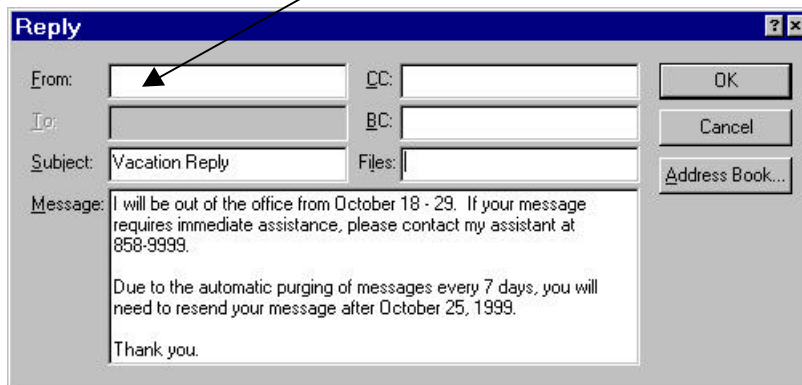
# October 1999, IT Quarterly Newsletter Archive

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Listed below are two options to fix this problem,

1. Create a new Rule. Your name will automatically appear in the **From:** text box.  
or
2. Edit the existing Rule. You will need to add your name to the **From:** text box.



## ***IT Quarterly On The Internet***

You can now view the latest version of the Information Technology Quarterly on the Internet. The newsletter is in PDF file format so please feel free to open the document, review, and print as needed.

To view or print the newsletter,

1. From Netscape Navigator, open the Oakland County Internet Start Page at <http://www.co.oakland.mi.us/start/start.html>.
2. Click on the **Employee Tools** link.
3. From the **O.C. Intranet** area, click on the **IT Quarterly** link. Adobe Acrobat Reader will now launch and the newsletter will be available to view or print.

If you have any problems and need further assistance, please contact the Software Help Desk at 858-8812.

## ***Using WinInstall With NT Laptops*** ***by Jemarice Tademy, Office Automation***

Over the past couple of months, the Department of Information Technology has been issuing new Windows NT laptops to departments. Based on the need within the department, personnel will share laptops.

Below are some issues that have arisen concerning the use of WinInstall with Windows NT laptops. WinInstalls are upgrades for various programs on the County network. These installs occur automatically and take place when the user logs into the County network.

1. If the user is dialing into the County network remotely a WinInstall will not take place automatically. All dial-in users must bring their laptops on campus and log into the County network in order to receive a WinInstall.
2. In a multiple user environment, WinInstalls will not occur unless the user names are listed in the WinInstall table. For instance, if there is someone using the departments' laptop and their name is not in the table; this will halt the WinInstall process.

In order to avoid the bypassing of upgrades, please provide your Information Technology liaison with the names of your departments' laptop users.



### ***Helpful Internet Web Site***

If you're having trouble keeping up with all of the computer and Internet terms and acronyms, try using **[www.webopedia.com](http://www.webopedia.com)** for clear, concise, and practical explanations.