

LRDC Computing Services

Computing Services Newsletter

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Year 2000 Readiness Update by Karen Bassett and Gary Wilde

Important Y2K Update

Our initial plans were to use the summer to prepare for Year 2000 readiness. It was not possible to patch PCs earlier, since the Microsoft patches were not yet finalized. Even now, some of the patches are still in flux. We also had hoped to coordinate convenient times with each project for testing and patching to make this process as unobtrusive as possible. Unfortunately, this summer's building renovations left us considerably behind schedule. To help us meet the quickly approaching deadline, we are using Pitt's ALL! TEMPS service. Even with extra help, Year 2000 testing and patching has escalated to a critical priority with the new year less than three months away. We will no longer be able to schedule appointments in advance for every computer.

Effective immediately, we are patching room-by-room, floor-by-floor. We are starting with Windows 95/98/NT machines, since these are the most critical (all Mac operating systems are compliant). If your PC has not been tested and patched for Year 2000 readiness, expect to see a member of Computing Services within the next few weeks. If there are any times that are extremely inconvenient, please call x4-7033 to schedule an appointment. If you have a laptop that is not always in your office, please call to make arrangements for us to patch it. If you do not schedule an appointment, we will assume that you consider Year 2000 readiness to be of critical importance and we expect you to allow us to test and patch your PC when we arrive. Testing and patching usually takes about an hour. However, older PCs with slow CD-ROM drives could take two hours.

It is very important to allow us access to your computer or we cannot guarantee Year 2000 readiness. So far, we have been very understanding of user needs and have been able to reschedule when a user was busy. However, we no longer have this luxury and we need your immediate cooperation. Thank you in advance for your understanding.

Year 2000 Readiness for Your Home PC

by Eric Fussenegger



Microsoft recently updated and simplified the Y2K patches for all Windows operating systems and for Office 95/97. The patches are available at <http://www.microsoft.com/windows/downloads/default.asp>. Below are instructions for downloading and installing the Windows 95/98 and Office 95/97 patches. Please note that Microsoft changes patches frequently; therefore when you download these patches the procedure might be slightly different. If you have any difficulties, or if you are using Windows NT or Windows 3.x and have any questions, call Eric at x4-7060. If you encounter an error message, please write down the exact message before you call.

Important Notes: Both Windows 98 Service Pack 1 and Windows 95 Year 2000 Update modify your system files and require you to restart your computer during installation. Make sure that you save and close all open documents, and that you close all programs (including antivirus programs) before installing the software. Also, if you reinstall the Windows operating system, you will lose the benefits of the patches. If you must reinstall Windows, make sure that you also reinstall the patches.

Downloading and Installing Windows 98 Service Pack 1:

1. Microsoft requires Internet Explorer to be the default browser to access the Windows Update sites. If Netscape has been selected as the default browser on your machine, you cannot download this update without first changing your default browser to Internet Explorer. For those of you who don't want to change your default browser or do not have Internet Explorer installed on your PC, we have copies of these files available on CD for you to borrow. If you need to borrow a copy, stop by room 506.
2. You can easily change your default browser by following these steps:
 - a. Click on the **Start** button; highlight **Settings**.
 - b. Select **Control Panel** from the drop-down menu.
 - c. Double-click on **Internet Options**. Then click on the **Programs** tab.
 - d. Click on **Reset Web Settings**. To keep your current default home page, uncheck **Also reset my home page**.
 - e. Click **Yes**.

The next time you launch Netscape you will receive a message asking if you would like Netscape to be your default browser. Click **Yes** to change your default browser back to Netscape.

3. Click on the Windows **Start** button; select **Windows Update**.
4. Click the **Product Updates** link.
5. When a window appears asking if you want to install **Active Update**, click **Yes**. The Windows update will then analyze your system to determine what files are available for download.
6. Once the analysis is complete, you will see a list of updates available to download. Click the check boxes next to the following updates to select them for download. Depending on your system, you may have to download some or all of the following. Updates that are not needed by your machine will not appear in the list:

- ▶ Windows 98 System Update 1: Security fixes and hardware specific updates
 - ▶ Windows 98 Year 2000 Update: Update for Outlook Express version 4.72.3612.1713
 - ▶ Windows 98 Year 2000 Update: The 1st Y2K update for Windows 98 users
 - ▶ Windows 98 Year 2000 Update 2: The 2nd installment in the Y2K update
7. Click **Download**. A confirmation screen will appear with a list of selected updates; make sure that all of the updates you selected are included. Click **Start Downloading**.
 8. Follow the instructions on the screen to complete the update.

Downloading and Installing Windows 95 Year 2000 Update:

1. Navigate to: **<http://www.microsoft.com/windows/downloads/default.asp>**.
2. When prompted to select your operating system, click **Windows 95**.
3. On the next page, click **Windows 95 Year 2000 Update**, which is listed under recommended updates.
4. Read the information about the patch; click **Next**; click **Download Now**.
5. Follow the instructions on your screen to apply the update.

Downloading and Installing Office 97 Update:

1. Navigate to **<http://officeupdate.microsoft.com/downloaddetails/sr2off97detail.htm>**.
2. Follow the 3 steps under the heading **Before you download SR-2b**.
3. Once downloaded, locate **sr2bof97.exe** on your computer by following these steps:
 - a. Click on the **Start** button.
 - b. Highlight **Find**, then select **Files or Folders** from the drop-down menu.
 - c. In the text box labeled **Named**, type **sr2bof97.exe**.
 - d. Make sure the check box marked **Include subfolders** is selected; under **Look in**, select the **C:** drive.
 - e. Click the **Find Now** button and Windows will begin searching your hard drive. Once the search is completed, **sr2bof97.exe** will appear in the **Files Found** window.
4. Double-click on the **sr2bof97.exe** program file to start the setup program.
5. Follow the instructions on the screen to complete the update.

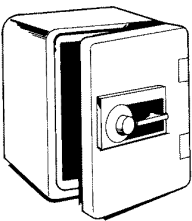
Downloading and Installing Office 95 Update:

1. Navigate to **<http://officeupdate.microsoft.com/downloaddetails/o95y2k.htm>**.
2. Click **Download Now** from the top left of the browser window.
3. Once downloaded, locate **O95y2k.exe** on your computer by following these steps:
 - a. Click on the **Start** button.
 - b. Highlight **Find**; then select **Files or Folders** from the drop-down menu.
 - c. In the text box labeled **Named**, type **O95y2k.exe**.

- d. Make sure the check box marked **Include subfolders** is selected; under **Look in**, select the C: drive.
 - e. Click the **Find Now** button and Windows will begin searching your hard drive. Once the search is finished, **O95y2k.exe** will appear in the **Files Found** window.
4. Double-click on the **O95y2k.exe** program file to start the setup program.
 5. Follow the instructions on the screen to complete the update.

Data Protection: Averting a Crisis

by Shari Kubitz



Lower quality hard drives, a sharp increase in computer viruses, and a greater reliance on technology have contributed to a dramatic increase in data loss. Every day, people lose valuable documents and data because they don't know how, or they don't take the time to safeguard their work.

If you follow these simple steps, you can drastically reduce your chances of losing your data:

1. Save your work to your LRDC file server account. Make it a habit to work on files directly from the file server instead of from your hard drive. We back up the file servers daily so important documents lost in a hard drive crash, by accidental deletion or overwrite, or by file corruption can easily be recovered.
2. Save your documents frequently as you type. When you create a new document, name it immediately and then save every 10-15 minutes. Many applications also have an autosave feature to help protect your work.
3. At the end of the day, save your documents and turn off your computer. A power outage or file server reboot could result in the loss or corruption of open files. Turning off your computer also increases the stability of your system.
4. If you do not have access to a backup system, such as the file server, make sure that you have at least two copies of important files. These files should be saved in different places; for example, if your original is on your hard drive, save an additional copy to a floppy disk, zip disk, or tape backup.
5. Always check disks for computer viruses. Having 10 backup copies of a file will not help if, upon opening each, they become infected by a computer virus.
6. If you have any questions, don't wait until you encounter an emergency; call Computing Services at x4-7033.

New Features in Eudora 4.2: An Overview

by Shari Kubitz

LRDC has a group license for Eudora Pro 4.2 for PC and Macintosh. While one of the most important new features in 4.2 is support for IMAP servers, this version has a number of new and exciting features including:

What's
new?

- ▶ The ability to download and send mail in the background.
- ▶ The ability to view messages without opening them.
- ▶ Simultaneous use of multiple accounts.
- ▶ New support for embedding and viewing a large number of file formats.
- ▶ The ability to import settings, mailboxes, and address books from Outlook, Outlook Express, or Netscape.
- ▶ An interactive spell checker displays a red underline when a spelling error is detected; an option to automatically spell check as you type is also offered.
- ▶ QUALCOMM's PureVoice™ Player-Recorder enables you record and send voice messages as attachments to your e-mail. You can also receive and play back voice messages created with PureVoice. (You must have a PC running a 32-bit Windows operating system or greater. You must also have a sound card and speakers. To record messages, you must have a built-in or external microphone.)
- ▶ A new file browser allows you to browse files on your hard drive from within Eudora.
- ▶ The ability to search for individuals on the Internet, within your company, and in your Eudora Address Book (if you have one set up) using four directory service protocols.

When Eudora is installed you also have the option to install some additional utilities. PC and Macintosh users can install such applications as Aladdin StuffIt Expander and Pretty Good Privacy. In addition, PC users can install Verity Key View. The default install does not include these utilities (described below); they will be installed only upon request.

Aladdin StuffIt Expander expands seven of the most popular compressed and encoded formats: StuffIt (.sit), Zip (.zip), Arj (.arj), Arc (.arc), gzip (.gz, .z), uuencode (.uu, .uue), and BinHex (.hqx). It also supports StuffIt, Zip, and Arj self-extracting archives (.exe, .sea), and Macintosh files in MacBinary (.bin) format.

Pretty Good Privacy (PGP™) allows you to protect the privacy of your e-mail messages and files by encrypting them so that only the intended recipients can read them. You can also digitally sign messages and files, which ensures their authenticity. A signed message verifies that the information within it has not been tampered with in any way.

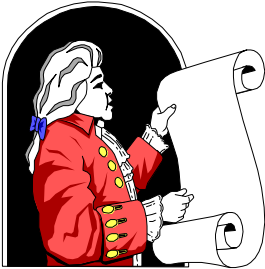
Verity Key View is a file utility that lets you view, convert, and compress files of any size or type without having the original application that created them. With KeyView Pro, you can view nearly 200 file formats including text/word processing documents, spreadsheets, graphics, presentations, faxes, and compressed documents. You can also watch and listen to multimedia (video and sound) files of AIFF, AU, AVI, MPEG, QuickTime, or WAV format.

If you would like to have Eudora 4.2 installed on your computer, please call x4-7033 to schedule an appointment.

Computing Services Staff Update

by Karen Bassett and Gary Wilde

You may have noticed student computer operator Tim Cooper in the stock room and delivering mail. At the end of the summer, Tim decided he wanted a full-time staff position. Since we did not have any openings in Computing Services, Tim accepted the stores specialist position, replacing Taegas. We're pleased to announce that Tim is now back with Computing Services as a full-time systems analyst. He replaces Kawa Shwaish, who transferred to Human Resources. We are using Pitt's ALL! TEMPS service to provide immediate replacement for the stores specialist position.



We'd also like to introduce our two new student computer operators, Katie Lawrence and Johnny Ng. Katie is in her junior year and is majoring in computer science, with a minor in English writing. She particularly likes PCs, but is happy to learn more about Macs. Johnny is a freshman engineering student. He comes recommended by Sherry Blauch, who as you may recall worked for Computing Services as a student operator and then as a systems analyst before moving back to her home town in Lancaster County, where she now works in a local school district. Last year Johnny worked with her as a student computer technician.

Computing Services Staff Roster

Karen Bassett, Manager	Room 508A, x4-7037
Gary Wilde, Manager	Room 506A, x4-7042
Tim Cooper, Systems Analyst	Room 507, x4-7060
Eric Fussenegger, Systems Analyst	Room 507, x4-7060
Shari Kubitz, Systems Analyst	Room 504, x4-2881
Kim Flotta, Head Student Operator	Room 506, x4-7033
Katie Lawrence, Student Operator	Room 506, x4-7033
Johnny Ng, Student Operator	Room 506, x4-7033