



## EdIT Technical Services Bulletin 2

Welcome to the second edition of the EdIT Technical Services Bulletin.

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<http://www.sophos.com/virusinfo/articles/safehex.html>  
<http://www.bgfl.org/mishardware>  
<http://www.bgfl.org/info>

### Insuring your Computer Equipment!

It is strongly recommended that you take out insurance cover on your computer equipment to insure these against theft. The following company can provide this type of cover:

Summit Insurance Services  
The Robins Building  
Albert Street  
Rugby  
Warwickshire  
CV21 2SD

Telephone: **01788 563100**

Website: <http://www.completecomputercover.com>

# News Items!

## Technician Recruitment Update!

EdIT have now appointed 4 new staff within the 'Technician Service' and will be able to provide support to those Schools that are on the waiting list after half term.

## ISDN Lines and Timer Switches

Due to the problems encountered with Schools receiving excessive bills when their ISDN lines are active outside of core hours, EdIT are now providing pre-configured timer switches to all Schools.

Please contact [edithelp@birmingham.gov.uk](mailto:edithelp@birmingham.gov.uk) or the Schools' Helpline to request a Timer-switch.

## Strange Goings on!

If you have any problems relating to your Fileserver "shutting down" automatically, one of the reasons could be that the UPS battery is running very low (normally represented by a high pitch sound or flashing light on UPS). *Thanks to Alistair Smith at Woodcock Hill JI for highlighting this information.*

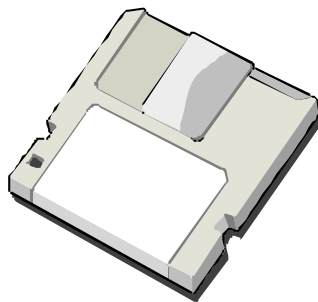
If the UPS battery needs replacing, and you have taken out maintenance cover, please contact the EdIT Helpline so that a call can be logged with SCC.

## Don't forget!

Schools that have received a 'Warrant Pack' for their new SQL Server must complete the Registration Card (and send this to the relevant address) so that if any work is required from an 'Authorised Compaq Dealer', a central record will be available for them to refer back to.

## Emergency Repair Disks (ERD) for Windows NT4/2000 Server

The above disk can prove useful if the fileserver restart due to the system 'start-up' files being damaged etc. The disk is easy to create and instructions are available from <http://www.bgfl.org/services/editsupp/networks.htm>

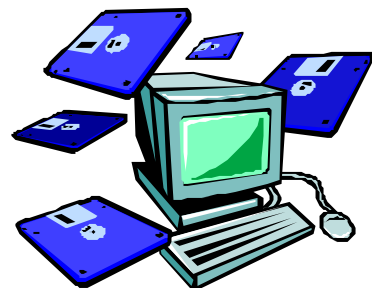


## Network Login Troubleshooter

Ever had problems logging into your network, not sure what to check and try to troubleshoot the problem? Help is here, the Network Login Troubleshooting document is now available to download from <http://www.bgfl.org/services/editsupp/userguides.htm>

## Workstation/Laptop rebuilds

In the event of your machine (Laptop or Workstation) requiring a reinstallation of its Operating System due to a Hard Disk replacement, corruption etc, please ensure that you have any driver CDs or diskettes that came with the machine as this will ensure that the machine is restored to its original 'factory' settings and will aid us to provide you with a more efficient service whilst on-site.






## How to...

### Organise your Office Documents.

Having trouble locating a Word or Excel document from a list of (seemingly) thousands? Organising your Office documents can become a must!

This process basically involves the creation of 'folders'. You can then store documents relating to that folder within it (similar to a real life filing cabinet). As well as containing files (documents) computer folders can contain other folders (which can in turn contain other folders, etc.)

- Start Microsoft Word or Excel (either the 97 or 2000 version)
- Before you open a document, click on the 'File' menu, then 'Save As...' 
- Make sure your documents are listed.
- If your documents are not listed straight away, look for the 'Look in:' box. This contains all the drives available to you. Click in this box to display them, then click on the drive you want. (Your personal documents may be on drive H: or drive P: and common documents are usually on drive Q:)
- Now press the 'Create New Folder' button:  (Across the top of the Save As window).
- Now name the new folder. E.g: 'Letters to Parents' (You can include spaces). 'Ok'.
- If you are using Office 2000, you will now be inside the new folder. Click on the  button to move out of this folder and return to its 'parent' folder.
- Feel free to create as many folders as you need by repeating these steps.

Now that you have several empty folders, you need to move your documents from their current location into its new appropriate folder. The easiest way to do this is to:

- Open the document you want to move (as if you were going to edit it).
- Click on the 'File' menu and then click on 'Save As...'
- Double click on the appropriate folder to move 'into' it. Then Click on the 'Save' button.
- Close the document.
- Delete the original document (as shown in the last issue).

Did you know we offer the flexibility of on-site 'Sophos Sweep' training to Schools who are not familiar with downloading the files or any part of the installation process. The Sophos Sweep Overview programme is structured as follows:

#### Sophos Sweep Overview' Programme:

- Overview of Sophos Anti-virus
- The 'Interchk' technology defined
- Performing the Server install
- Conducting the Central Installation (incl: how the auto-updating works)
- Setting-up configuration options to detect/disinfect viruses
- Summary and opportunities for questions

**Did you know?**

The above programme aims to provide users with a brief overview of the product and the installation process in a 'jargon-free' mode of delivery. For more information email [edittech@birmingham.gov.uk](mailto:edittech@birmingham.gov.uk)

### FREE - Windows '98SE build disk for RM 2.3 and 2.4 networks

If you have got a RM 2.3 or 2.4 network and find that you are experiencing problems building Windows '98 workstations, you can request the Windows '98SE build disk from RM free of charge at:

<http://www.rm.com/Secondary/Products/Product.asp?cref=PD14743>

Please read the enclosed booklet that is provided with the disk before installation as this contains information regarding licence implications.

### 'Third Party Installations'

If you have contracted a supplier to carry out the curriculum network installation, please remember that once you have signed-off the installation, any problems that are highlighted after the sign-off that requires a return visit by the supplier, may become chargeable. Once the installation is complete, request time to use the network before you sign off the installation as complete.'

## Hardware Facts

### Know your Routers from your Computers....

As part of the BGfL implementation, your school would have had installed a mysterious piece of equipment called a Router (pronounced Roo-ter). Nine times out of ten, your router will be located in a cabinet with your hubs and/or switches. (What's a hub and switch? You'll have to wait for a future article for that answer!).



**What does it do?** The router acts as a gateway (door) between your school network and our network. Whenever you access a resource (e.g. a web page) that does not exist on your network, the router is contacted to see if it knows where it is. ISDN users please bear in mind that the router is not always connected to our network (it connects and disconnects automatically) thus you can experience a delay while the router 'dials' into our network when no-one has used it for a while (this delay can be longer than expected by a program you are using expects, and an error is displayed- ignore the error, try again and it will work).

**What does it look like?** Your Router is almost certainly the **CISCO 1605M Dual Ethernet** model. It is a similar size to a laptop, and has several indicator lights located on the top towards the front. It requires a power source and has a lead (usually flat & blue) connecting it to your ISDN line (or Leased line). Another lead (or two) connects it to your network hub or switch.

**Am I getting the most out of it?** Your curriculum network (or at least some curriculum computers) will be connected to the Router (and therefore the Internet, BGfL, E-mail, etc), but your admin network may not be. If you are still using a modem to 'dial-up' to collect your e-mail you are missing out. Connecting your admin network to your router may be a simple task and the installation of extra cabling may not be necessary. Connection has the following advantages: Easier collection of E-mail and Reconciliation files (no more tedious dialling-up), less telephone charges (if you have a dedicated line for your modem you can disconnect it altogether) faster Internet browsing and downloads, access to Remote Support.

#### Related Links:

For technical information on the Router, please visit: <http://www.bgfl.org/services/editconn/router.htm>

For a list of ISDN Schools, please visit: <http://www.bgfl.org/services/editconn/isdnsch.htm>

For a list of Leased line Schools, please visit: <http://www.bgfl.org/services/editconn/leasesch.htm>

## Are you up-to-date?



### Useful Websites:

#### EdIT 'Backup' Site – NEW!

For information relating to common practices and checklists regarding backing-up your data, visit:

<http://www.bgfl.org/bakup>

#### Safe Computing from Sophos

Useful tips on minimising the chances of you data being infected with a virus

<http://www.sophos.com/virusinfo/articles/safehex.html>

#### New Equipment

For the latest information relating equipment specifications and prices from a choice of approved suppliers, visit:

<http://www.bgfl.org/mishardware>

#### Information Board – NEW!

Online information board containing the latest Technical Bulletins, Maintenance Contracts etc.

<http://www.bgfl.org/info>

Application	Correct Version	How to check version (after going into the 'Help' options, the current version number will be displayed)	Tick
SIMS Launcher	2.40	Log into Launcher\select Help and click on 'About SIMS Launcher'	
Sophos Sweep	3.56	Click Start\Programs\Sophos Anti-virus\Sophos Anti-virus\click on 'Help' on 'About Sophos...'	
Internet Explorer (IE)	5.5 SP 2	Open IE, select 'Help' and click on 'About Internet Explorer' <b>Note:</b> For RM Connect, this will be the RM customised version 5.01SP2	
Windows NT 4 Server	SP 6a	Click Start\Run\type in WINVER & click OK – the version of Service Pack will be displayed	
Windows 2000 Server	SP 2	Click Start\Run\type in WINVER & click OK – the version of Service Pack will be displayed	
Windows 2000 Professional	SP 2	Click Start\Run\type in WINVER & click OK – the version of Service Pack will be displayed	

The above table lists the recommended versions of core Applications that you will be running. Please use the table to check the listed Applications against the 'Correct Version' (Note: SP stands for Service Pack) and check the 'Tick' box if correct. If you do not have the required software to upgrade to the 'Correct Version' please send an email to [edithelp@birmingham.gov.uk](mailto:edithelp@birmingham.gov.uk) for further advice.

## Finally!

Thank you for taking the time to read this Bulletin. We hope that you have found the information contained in this communication useful, informative and helpful. Should you have any queries, suggestions, comments etc for this or future publications, please feel free to email us at [edittech@birmingham.gov.uk](mailto:edittech@birmingham.gov.uk)

Regards

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On behalf of EdIT Technical Services



**EdIT – leading, improving and supporting ICT in education**