

PN-ACE-679

100961

**Administration of Justice Support Project
Contract No. 263-C-00-95-00134-00**

**Application of Justice Support Project
Office Network User Guide
August 1997
Systems Research Egypt
USAID/Cairo**



SYSTEMS RESEARCH EGYPT
Systems Engineers and Integrators

Application Of Justice Support Project

Office Network User Guide

AUGUST 1997



To AOJS Staff
From Dalia Anan, Advanced Technology Officer
Ahmad Salem, Senior Network Engineer
Systems Research Egypt
Date Thursday, 07 August, 1997

Subject AOJS Office LAN

This is to inform you that the AOJS office LAN is now operational, all features and facilities presented to you during the training session are available. However, some features of the original design are still not implemented due to missing hardware and software components. These will be installed as soon as they arrive.

The attached Manual is intended as a guide to the use of the network, as well as a brief introduction to the basic office automation and collaboration applications.

For further information, please do not hesitate to contact us @ 3533827 and 3530890.

Regards



SYSTEMS RESEARCH EGYPT
Systems Engineers and Integrators

Application Of Justice Support Project

Office Network User Guide

AUGUST 1997

C O N T E N T S

PART ONE THE NETWORK ENVIRONMENT	2
• The Network Community	4
• Network Overview	6
• Network Services	7
• Operating Environment	9
• Desktops (Operating System)	10
• Personal Productivity Applications	11
• Collaborations and Workgroup Applications	12
• Additional Tools & Special Applications	13
• Mobile Computing	14
• Internet Access	16
• Visitors	17
• Standards and Conventions	20
• Security	21
• Virus Protection	22
• Start –up Procedure	23
• Backup	24
• Support	25
• System Administrator Section	26
PART TWO APPLICATION USER GUIDES	27
• Windows 95	28
Getting Started with Windows 95	29
• Norton AntiVirus	39
Overview of Norton AntiVirus	40
• Microsoft Exchange	43
Getting started with Microsoft Exchange	44
Basic concepts and features	45
• Microsoft Schedule	53
Getting Started with Microsoft Schedule	54
APPENDICES	62
Appendix A	63
• Available software resources	64
• User specification	65
• Server specification	76

AOJS OFFICE NETWORK GUIDE

The main objective of this document is to acquaint users with the functionality as well as the standards and conventions available on the AOJS office LAN. The guide describes the office layout, the various workgroups constituting the office, the implementation of the network and the different tools and packages installed on every computer. It assumes knowledge of Windows95 and other personal productivity tools. The AOJS office LAN is designed to provide the AOJS professional and administrative staff with an integrated, highly efficient work environment.

NETWORK COMMUNITY

The LAN at AOJS serves the project staff which is divided into six workgroups. A workgroup is defined as a number of co-workers whose duties and functions are closely related and interdependent. At AOJS the following groups are identified:

Chief Of Party (COP)

This workgroup provides project leadership, monitoring and control function in the project. It is made up of the following personnel:

- Judge Ronald Taylor
- Monitoring & Evaluation Officer (TBD)

The Court Administration Workgroup

This workgroup provides court administration expertise and undertakes all procedural re-engineering activities. It hosts all the visiting short-term consultants in this area. It is made up of the following personnel:

- Court Administration Expert – Mr Al Szahl
- Legal Expert – Ms Shamsnoor Abdel Aziz

The Court Automation Workgroup

This workgroup provides court automation expertise, and undertakes all systems development and implementation management activities. It is made up of the following personnel:

- Court Automation Expert – Mr Walter Kuencer
- SRE Representative – Mr Sherif Hosni, SRE President

The Judicial Training Workgroup

This workgroup provides judicial training expertise and is mainly responsible for NCJS strengthening activities. It is made up of the following personnel:

- Judicial Training Expert – Ms Virginia Leavitt
- Training Expert – Mr Sameer Sultan

The Project Office Workgroup

This group provides administrative support and financial control for the project. It is also responsible for all procurement activities. It is made up of the following personnel:

- Project Administrator – Ms Janie Abel Aziz
- Accountant – Mr Gamal Kamel
- Translator – Ms Nadia Shaheen
- Receptionist – Ms Mona Rashwan

MOJ Coordinator

This group provides coordination with the Ministry of Justice. It is made up of the following personnel:

- MOJ Coordinator – Judge Ashraf Kamal

NETWORK OVERVIEW

The network at AOJS is an Ethernet star topology. It consists of a Compaq Proliant 2500 server running under Microsoft NT Server v 4 connected to it 12 Windows 95 workstations where two of them can also work as NT workstation v 4, in addition to the above, two portables are available for mobile and remote computing. A network printer and a network scanner are connected to the AOJS LAN as well. The current network domain at the AOJS office is labeled "OA" which stands for Office Automation. Other networks might be added in the future to handle other tasks such as development, Internet access, etc.

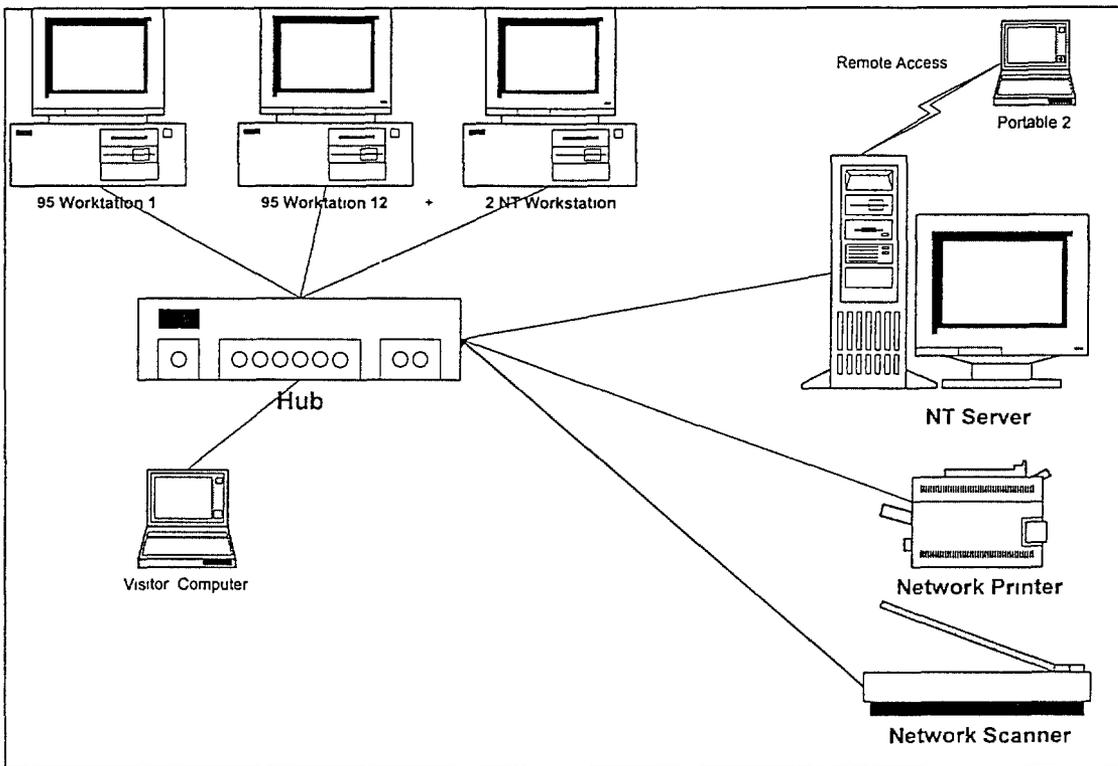


Fig 2 Network Layout

NETWORK SERVICES

The Local Area Network at AOJS is designed to perform integrated office automation services. All workstations in the office have

Desktops

The standard Desktop on the AOJS LAN is Microsoft Windows 95. Workstations used by bi-lingual members of AOJS will run the bi-lingual (Arabic / English) version of the same operating system. Windows 95 is installed in its default state, with one user profile per workstation.

However, because of the special requirements of the Automation Workgroup, their workstations will also run Windows NT workstation V 4.0 in a second partition with dual boot capability.

Personal Productivity Applications

All workstations have MS Office 97 suite. This provides personal productivity capability of word-processing, spreadsheets, and presentations. Some Workstations also have MS Access installed. Again bi-lingual members of the project have the Arabic enabled version of the office suite MS Office 97.

Collaboration and Workgroup applications

The AOJS LAN provides all staff with a strong collaboration and workgroup applications backbone, in the form of a central e-mail facility, and a workgroup enabled Personal Information Manager (PIM). These two applications provide the following services:

- Internal e-mail
- Internal Bulletin Board. The Microsoft Exchange could be used to post files to a public folder. For example, you may want to post sales projections or quarterly sales reports in a Microsoft Excel workbook so the group can quickly view or record the latest information.
- Electronic Forms. This is an easy way to distribute and collect information electronically. For example, a form can be available for anyone to order office supplies or post information in a public folder.
- Group Scheduling

Printing Facility

Users on the AOJS LAN have a very flexible printing facility providing, local, workgroup and networked capabilities as follows:

- **Local Printing**
HP 5L laser printers are attached locally to the workstations of some members of each workgroup.
- **Workgroup Printing**
Members of the workgroup can print on any printer attached to any member of the workgroup.
- **Network Printing**
All Members of AOJS can direct their printing jobs to the Heavy-duty, fast printer on the network.

Document Scanning

A combination of a Networked Document Scanner and a powerful Optical Character Recognition (OCR) program provide AOJS with a flexible and effective document scanning facility. All Long English documents can be converted to digital files and distributed as e-mail. However, Arabic Documents can only be stored and distributed as images (no OCR).

Communications

The AOJS LAN provides a comprehensive communications capability to all remote workstations through a specially configured multi port modem adapter installed into the NT server. When fully installed the AOJS LAN will provide four networked modems and three local modems for backup in case the server is down.

Remote Access

Members of the project who are working at the courts or other locations off site have the capability to connect to the AOJS LAN remotely and exchange files or operate applications on the server.

Internet Access

AOJS has a compound account with RITE, one of the most efficient Internet Service Providers (ISP) in Cairo. This account enables members of the project to send and receive e-mail and browse the Internet.

Mobile Computing

AOJS members and visitors can use any of the two Compaq notebook computers. These notebooks are fitted with a multimedia docking workstations and come with their own rigid carrying cases.

Visitor Facilities

Visitors to AOJS who are carrying their own portables or using AOJS equipment can log on the office network and use most of its facilities such as email, Internet access and extra storage and backup.

OPERATING ENVIRONMENT

AOJS local area network is designed to provide users with an integrated, easy to use office automation environment. It uses windows applications mostly from Microsoft.

Network Operating System - NOS

AOJS LAN is based on Microsoft Window NT Server 4.0

Desktops

All workstations in the office operate under MS Windows 95. All bilingual users are provided with the Arabic enabled version of the operating systems. Members of the Court automation Workgroup also have the ability to operate under MS Windows NT Workstation 4.0.

PERSONAL PRODUCTIVITY APPLICATIONS

MS Office is the standard personal productivity tool for AOJS. This is also supplemented by other products such as Lotus Organizer, and Norton Antivirus to enhance its capabilities.

COLLABORATION AND WORKGROUP APPLICATIONS

A number of workgroup and collaboration applications are also provided in an effort to simplify and streamline workgroup activities.

The components of this environment are reviewed below in a little more detail.

DESKTOPS (OPERATING SYSTEM)

Ten Workstations at the AOJS are powered by Windows 95. The remaining two workstations have Windows 95 in addition to NT 4.0 workstation installation.

Win 95 workstation

The graphical user interface of Windows 95 makes using a PC easier and faster than before. Windows 95 provides easy Internet access, multitasking, and long file names. And no worries about incompatibility. Windows 95 not only fully supports the latest, fastest productivity applications and multimedia programs, it runs most Windows 3.x and DOS programs as well.

Windows 95 operating system gives the user

- Fast performance and an easy-to-use interface
- Enhanced stability and protection
- A versatile platform for mobile computing
- The highest level of software and hardware compatibility
- A great way to get on the Internet

NT v 4.0 workstation

Windows NT workstation provides powerful performance and reliability. It enhances productivity and reduces computing costs. It is easy to use, offering the look and feel of Windows 95. The updated interface enhances usability and efficiency, and includes the familiar Windows 95 Start menu, Explorer, wizards, and interactive Help. NT workstation provides efficient management. It includes remote management and troubleshooting tools for efficient management and administration. It embodies a performance monitor and event monitor for local and remote troubleshooting.

Norton AntiVirus

Because of pervasive problem on virus infection in large workgroup, AOJS office LAN workstations are covered by Norton Anti Virus program. It provides the most complete and easiest protection tool for Windows 95 users. It protects your data and your computer from almost all viruses. Periodic updates of this program will be downloaded to all workstations at the beginning of every month.

PERSONAL PRODUCTIVITY APPLICATIONS

MS Office 97 (English / Arabic) contains the following

Microsoft Outlook Provides an integrated desktop where you can organize and manage your e-mail, calendar, contacts, tasks, and files in one place

Office Binder Stores all your files for a project in one place-you can even add common headers and footers so they look and print like one document Very useful in creating long reports created in different Office applications

Microsoft Word Gives you everything you need to create professional-looking documents, communicate your ideas, and share information The innovative new tools in Word 97 make it easy to get powerful results

Microsoft Excel Breaks down the barriers of traditional spreadsheets, making it easier than ever to analyze, report, and share your data

Microsoft Access Provides relational database power to give you the information you need to make better decisions It integrates data from spreadsheets and other

Microsoft PowerPoint You can easily organize, powerfully illustrate, and professionally deliver your ideas

Organizer 97 Lotus Organizer is a personal information and time manager for scheduling appointments, tracking to-do lists, maintaining address lists, managing contacts and more Organizer 97 became somehow redundant after the release of Outlook and Schedule+ as free components of MS Office and MS Exchange It was ordered before that event

COLLABORATIONS AND WORKGROUP APPLICATIONS

AOJS LAN provides members of the project office with two powerful workgroup applications that enable them to exchange e-mails and e-documents, also to schedule meetings and other group activities in addition to sharing contact lists and other information

Microsoft Exchange it embraces Internet standards and extends rich messaging and collaboration solutions to businesses. It creates and manages large mailing lists. Once connected to the network at AOJS, you can send mails to members of the same domain or on another domain, or Internet mail.

Microsoft Schedule+ Makes it easier to manage calendars, tasks, and contacts for yourself or share them within workgroups. Scheduling workgroup meetings is also possible.

ADDITIONAL TOOLS & SPECIAL APPLICATIONS

Visio includes everything you need to manage and clarify business information through visuals, such as organization charts and block diagrams

ABC Flowcharter Powerful tool to draw flowcharts and diagrams

Microsoft Project it's a project management solution. It makes project management a natural part of your everyday business planning. So you can plan, manage, and communicate better to stay on schedule and on budget

CoreIWPL It is a collection of products. It is used to convert any of AOJS files that need to be sent to the States to the same format as the one used over there

Microsoft Publisher Creates effective, high-impact publications. Publisher is exceptionally easy to use, so you can get creative right away. The program offers so much design help. PageWizard design assistants guide you step-by-step to help you create all kinds of projects - brochures, newsletters, flyers, Web sites, postcards, business cards, invitations, greeting cards, labels, signs and banners, stationery and envelopes, calendars, business forms, specialty items, and much more

pcANYWHERE32 Gives instantly access to data and applications from your office computer or network, from home or on the road. Quickly transfer files from location to location or from laptop to desktop. More over, you can dial into your home or office PC and work just as if you were there. Transfer files from laptop to desktop. Use office-based applications and edit documents on remote machines. pcANYWHERE32 will be installed on the two portables, in addition to any other workstations possessing a modem

MOBILE COMPUTING

The project has two notebook computers with docking stations that can be used by members of the project or its visitors. They can be connected to the network, or used as stand alone computers. They can also be carried by AOJS staff or visitors to pilot court locations (North Cairo and Ismailia). While being outside the office they can remotely access the AOJS LAN using the built in modem and a telephone line. This will be accomplished using the pcANYWHERE32.

Notebook Specifications

Item	Specifications
Model	Compaq Armada 4130T
Processor	Pentium 133 MHz
Memory	32 MB
Display	11.8 inch
Battery	Two Batteries
Operating System	Windows 95

Other Peripherals

Item	Specifications
Modem/Network Card	Xircom Credit Card Ethernet + Modem 28.8
Docking Station	8x CD-ROM = One Battery
Portable Printer	HP 320

Custody

The custody of these notebooks all their peripherals is with the project administrator. A simple procedure is used to obtain use by a member of the project or by a visitor. This procedure is as follows:

- To take a unit
 - Make sure that a unit is available
 - Fill the appropriate form
 - Test the unit to insure it is in good working order

- To return a unit
 - Complete Section B of the form
 - Demo unit to administrator

NOTEBOOK ACQUISITION FORM

Name

Position

Purpose

Location	North Cairo Court	<input type="checkbox"/>	Ismailia Court	<input type="checkbox"/>
	JIC	<input type="checkbox"/>	Home	<input type="checkbox"/>

SECTION A

Date of Borrowing / /
 Expected Date of Return

Is the docking station taken?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Is the modem connection taken?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Is the Network connection taken?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Signature of Borrower	Signature of Project Admin
-----------------------	----------------------------

SECTION B

Is the modem connection brought back?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Is the modem connection in good state?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Comments		

Signature of Borrower	Signature of Project Admin
-----------------------	----------------------------

INTERNET ACCESS

AOJS uses RITE (Regional Information Technology Enterprise) as the Internet Service Provider. The following are active e-mail addresses:

aojs@rite.com
rtaylor@rite.com
walter@rite.com
virginia@rite.com
aszahl@rite.com

At the present time access to the Internet by all members of the AOJS project is restricted due to the fact that communication server components (multi-port + modem sharing software) have not arrived yet. Only workstation with a physical modem installed can access the Internet.

VISITORS

AOJS office will often receive visitors on assignments. Two possible patterns have been identified: either the visitor does not have his own machine and will need to use the AOJS resources or he/she has his/her own portable and need to connect to the AOJS LAN. In both cases, he/she is entitled to use the AOJS resources and get connected to the LAN.

Office Resources

A visitor who is not carrying his own portable can ask the Project Administrator to be assigned the use of available computing resources. He/she may be asked to share one of the office workstations, or he/she maybe given use of one of the office portable. In either case the visitor should contact the system administrator to issue a login name.

Personal Resources

A visitor who is carrying his own portable and other peripherals can also ask to access the office LAN so he/she can use other resources such as exchanging e-mails, access files and backup his/her files on the server. In this case he/she must consult with the system supervisor on the hook up procedure (Virus check, conformance to conventions, etc.)

Issue visitor login name

Before the visitor can access and use the network resources, he must be assigned a user name and a unique password. This is done by the System Administrator immediately upon arrival. Returning visitors can have their old accounts reinstated. All Visitor names will start with the letters Visitor and his last name.

Ex: Visitor steelman

Privileges

Visitors can enjoy the following:

- Use of personal productivity applications
- Personal Mail Box
- Internet Access
- 50 MB personal space on the Server
- Automatic Backup daily

Terminate

After the completion of the visitor mission, his/her account will automatically expire. If any of the AOJS resources was used during the visit, it should be examined and returned in case of portables.

Frequent Visitors

In case of frequent visitors, they will have their accounts always up and running as well as a default folder containing all their work named after their login name.

E-mail

If the visitor has an account with a service provider outside Egypt, he can check his mail by first establishing a connection with RITE, then perform a TELNET operation on his own server and check his mail. He can perform this either from the portable he owns (if he owns one with a modem) or from his assigned portable, or from any of the three machines with the modem.

Back-up

All work done by any visitor will be kept as a backup on the server in a directory with the visitor name.

VISITOR ARRIVAL/DEPARTURE FORM

ARRIVAL

Name

Login Name

Organization

Workgroup

Duration of Stay

e-mail address

OFFICE RESOURCES NEEDED

Workstation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Portable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Printer	<input checked="" type="checkbox"/>	<input type="checkbox"/>

OWN PORTABLE

Model

Operating System

AntiVirus Protection used

LAN Access

Backup

DEPARTURE

House Keeping Performed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Equipment Returned	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Signature of Administrator

Date

STANDARDS AND CONVENTIONS

All members of the AOJS office are represented as unique entities on the NT network. Some standards are set to easily identify each member.

- **User Name (Long on name)**

User name is composed of two parts: first initial and the family name. It is used to logon to the network as soon as he/she puts the computer on. This same user name is used to denote the computer name. While using the MS Exchange, the address book shows all the available user names as well as all the previously mentioned workgroups.

AOJS Member Name	User Name
Ashraf Kamal	AKamal
Gamal Kamel	GKamel
Janie Abdul Aziz	JAbdulaziz
Mona Rashwan	MRashwan
Ronald J Taylor	RTaylor
Samir Sultan	SSultan
Sherif Hosni	SHosni
Shmasnoor Abdul Aziz	Snoor
Virginia Leavitt	VLeavitt
Alber Szahl	ASzahl
Nadia Magdy	NMagdy
Walter Kuencer	WKuencer

- **Visitor Names**

Visitors will be assigned user names for the duration of their stay. These user names will be made inactive upon their departure. However, if the same visitor returns on another trip, his user name will be reactivated. User names will always start with the word <visitor> to be followed by a point followed by the family name of the visitor.

Ex Visitor steelman
Visitor Feisen

- **Default Folder**

A default folder is created for every user on his computer, it is created on the C drive (the hard disk), with his previously mentioned user name. While using the MS Office (MS Word, Excel, etc.), any created document should be saved under this default folder. During the backup procedure, this folder is the only one which will be saved on the NT server. So it's recommended to save all your important data and documents under this folder to facilitate the recovery procedure in case of any damage or loss.

Another folder is created on the server with the user name as well. The user is automatically connected to this folder after logging in to the network. The network drive will be the F drive.

SECURITY

- **PC Password**

This security is done on the PC level. Every user has to enter password to just access the PC.

- **LAN Password**

Every AOJS user has a LAN password permitting him to check his mail, to do the daily back up and to access his directory or files on the server.

VIRUS PROTECTION

To overcome the spread of viruses at the AOJS office, Norton AntiVirus for Windows 95 is installed on every machine. All computers are now virus free and the automatic protection feature is on. The Norton AntiVirus is active in the background, its icon could be seen in the tool bar and it's strictly forbidden to close it as it should be active all the time. If a virus is ever found, Norton AntiVirus will guide the user through the process of eliminating it. It's urged to scan floppies before first use and make sure that it is not infected. The user can perform at his premises scanning of specific files, folders, or entire drives for viruses. In addition, Norton AntiVirus performs scheduled scans to run at predetermined times. The virus definition files containing information that Norton AntiVirus uses during scanning for known virus should be updated every month. This definition will be downloaded from the Internet every month and installed on every computer to maintain the latest version.

START- UP PROCEDURE

Normal Start-up

When the workstation is powered up, a logon screen calls for the user name and password to get connected to the LAN. Getting connected and remain connected is essential as it permits to use the mailing system, MS Exchange, MS Schedule+, and perform the daily back up.

At the start-up, Norton AntiVirus is active in the background.

Also, at the right of the screen, a tool bar is hanging for easy access to programs.

The following applications will be opened on start up:

MS Exchange Client

MS Schedule +

Start-Up After unplanned Shut Down

If any unplanned shut down happens, it's recommended to start in Safe Mode by pressing F8 in the startup of the computer. And in case of Registry Corruption, also start in Safe mode and then shut down properly and start in normal mode.

Shut Down Procedures

Windows 95 is sensitive to the way it is shut down. If it was shut inappropriately, a registry corruption happens and a subsequent set of problems occurs.

Planned Shut Down

The BIOS will permit unattended shut downs. So just click the icon to backup and upon completion of the backup, click Start button, and then Shut Down. You don't have to wait, just turn off the monitor and that's it.

Unplanned Shutdown

If a power failure happens, so it's advisable to start in safe mode and this by clicking on F8 during the start-up of the machine and choose from the menu Safe Mode. After logging in try to recover your documents and restart the machine again but in the normal mode.

BACKUP

An icon is created on every desktop called "Back Up" AOJS users are advised to save all their documents under the previously mentioned folder created on every workstation with their user name Upon mouse click of the icon, all documents under this folder will be backed up on the server It's worth to be mentioned here, that only newly created or updated files will be backed up

RECOVERY

The network drive on the server is "F" AOJS users will see a folder with their user name containing all the documents that have been backed up daily If a certain document is destroyed, the user can perform a simple copy and paste from the network drive to his/her hard disk under the default folder

NETWORK BACKUP

A weekly backup is done on the server itself All the data will be backed to a tape drive in case of any corruption to the initial data

PERSONAL ARCHIVING

IOMEGA ZIP DRIVE

Iomega Zip Drive is another way to copy a bulk of data This drive can accommodate data up to 100 MB

SUPPORT

Help Desk

SRE will provide on site assistance and support until August 30 1997 After that date SRE will provide telephone support from our offices in Maadi The numbers to call are

Telephone 3533827

Fax 3530890

Mobile 0122163014

If the problem cannot be resolved through the help desk,

Problem Escalation Scenario

Users are expected to be familiar with the application programs they are using They would have gone through the initial training program which would have prepared them for their work Still support issues do arise We recommend the following

Step one (RTM)

The user must be aware of his actions and the changes to the environment This is essential as he/she has to report accurately to the support specialist

Step Two (Resident Support Person RSP)

An AOJS Well-trained person will be designated in the AOJS offices to provide second line support

SRE

SRE will provide in depth support for AOJS users and visitors, the procedure for this is as follows

SRE Support Specialist

Support Number is

Email

Ahmed Salem, Dalia Anan

3533827, ext 105, 106

danan@sre.com.eg

asalem@sre.com.eg

SYSTEM ADMINISTRATOR SECTION

Care and feeding of Server

▪ **Server ON/OFF**

PowerChute provides orderly shutdown of the network file server in the event of an extended AC power failure. PowerChute prompts user notification of approaching shutdown, power event logging, auto-restart upon power return, and UPS battery conservation features. PowerChute shows real-time graphical displays of transient data such as battery voltage, UPS load, utility line voltage, run time remaining, battery capacity, and battery voltage.

PowerChute consists of two main components. The first is the UPS Monitoring Module that runs as a background process. It communicates with the UPS and the User Interface Module, logs data and events, notifies users of approaching shutdown, and when necessary, shuts down the operating system. The second is the User Interface Module gathers real-time data such as UPS output, temperature, status.

▪ **Insight Manager**

Compaq Insight Manager is a comprehensive management tool to monitor and control the operation of Compaq servers and clients. Compaq Insight Manager consists of two components: a Windows-based console application, and server or client-based management data collection agents.

Working in conjunction with the hardware and firmware, the Insight Management Agents monitor over 1,000 management parameters. Key subsystems are instrumented to make health, configuration, and performance data available to the agent software. The agents act upon that data, by initiating alarms in the event of faults, and by providing updated management information, such as network interface or storage subsystem performance statistics. With Compaq Insight Manager, you have real control over your systems, with monitoring and alerting capabilities for the critical systems in the enterprise.

▪ **Weekly Backup**

A weekly backup is done regularly on tapes. Tapes will be kept in case any corruption happens to the AOJS files located on the server.

▪ **UPS**

A UPS is installed and connected to the server. In case of any power failure, the UPS works for not less than 20 minutes giving the server time to shutdown using PowerChute. After power is on again, the UPS starts the server again.

Application User Guides

WINDOWS 95

GETTING STARTED WITH WINDOWS 95

In recent years, Windows has become a standard in the computing industry. The new Graphical User Interface (GUI) in Windows 95 has been designed to allow users to access their programs and files visually. The GUI in Windows 95 is appealing 3-D buttons and windows, color icons, guide the novice through the system. The Start Menu is the guide through all of the programs and capabilities in the Windows 95 environment. If you are already familiar with Windows 3.1, Windows 95 contains many of the features that you have taken the time to learn, such as double clicking, clicking and dragging. Other features have been improved upon and/or renamed. File Manager is now replaced by Explorer, which functions in almost the same fashion.

WHAT'S NEW IN WINDOWS 95

Windows 95 has some new and improved features that will help you to work more efficiently with your computer. Here are some changes that you should notice:

- **Start Menu & Taskbar** The Start Menu and Taskbar have been designed to replace the Program Manager and its Program Groups.
- **Desktop** The Windows Desktop now contains new icons called Shortcuts.
- **Explorer** Windows Explorer is the new improved File Manager. With it, you can get a clearer view of your folders and files.
- **Network Neighborhood** The Network Neighborhood is the tool to use when you want to find a folder or file on another computer (if you have the permission to do it).
- **Long Filenames** In Windows 95 you can name your files with any length filename even with spaces!
- **Shortcuts** Shortcuts are identical to icons, except that they can be put in the Start Menu or the Desktop.
- **Right Clicking** Most items in Windows 95 can now be clicked on with the right mouse button. After right clicking on an item, a menu will appear with options pertaining to what you clicked on.

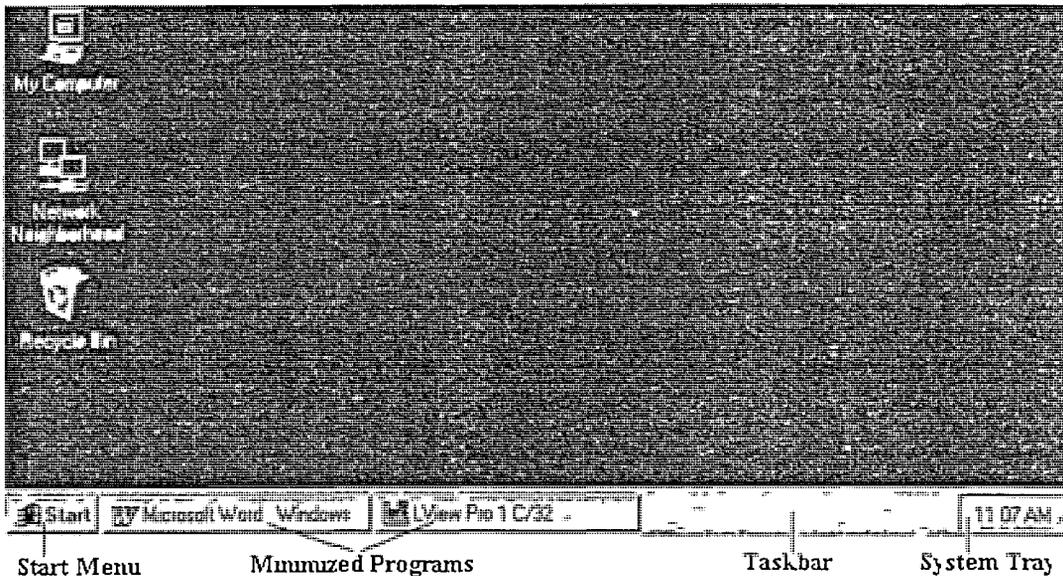
1 LOGIN TO AOJS NETWORK

As previously mentioned the domain at the AOJS office is called "OA" standing for Office Automation. All AOJS members have to login to the network the first thing in the morning after turning their computers on. A dialog box appears with the last logged user name on this machine. For example Nshaheen, followed by a password that the user has to provide and the domain name which is written by default "OA". As soon as the password is verified by the network, the user will be connected to the domain and has access to all network resources.

If any user sits on a different machine than his own and wants to get access to the network, he/she will have to provide his login name and his password on this machine. When the original user login the next time, he/she will have to write his/her name again instead of the one provided.

2 START WORKING WITH WINDOWS 95

COMPONENTS OF THE WINDOWS 95 DESKTOP



- **MY COMPUTER**

Contains all of the drives connected to your computer. After double clicking on the icon of My Computer, you will see a window that shows you icons for your floppy drive, hard drive, network drive, and any printers connected to your computer. This window also allows you to see any files and folders that are on these disk drives.

- **THE NETWORK NEIGHBORHOOD**

Is similar to the My Computer icon in that it brings up a window in which you can browse files and directories. However, the Network Neighborhood contains all of the computers on the AOJS Network. To connect to a computer on the network, you must know that computer's password or have permission to access it.

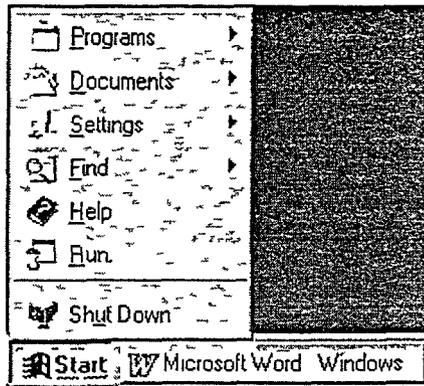
- **THE RECYCLE BIN**

Holds all of the files that you delete until you decide to empty it. When the Recycle Bin is emptied, the files are destroyed permanently.

- **THE START BUTTON AND TASK BAR**

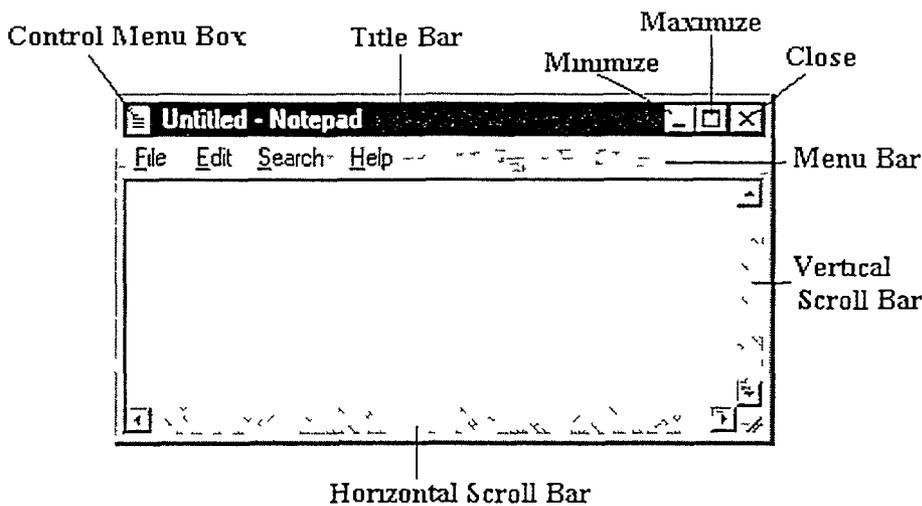
Is where Windows 95 is centered functionally. Using it, you can start, minimize, and maximize programs. The Start button and taskbar are located at the bottom of your screen when you start Windows 95. By default, they are visible when Windows is running. When you click the Start button, you see a menu which contains almost everything you need to begin using Windows. To switch between windows, just click the button of the window you want. When you close a window, its button disappears from the taskbar.

- THE START MENU



The Start Menu on the Taskbar is an easy and efficient way to access your programs and settings in Windows 95. It is accessed by clicking on the Start button located on the left hand side of the Taskbar. After clicking the Start button, move the mouse around the different menus until the desired program or function is found. Then click once on the title of the program you want to launch.

- **Programs**
The Programs menu holds all of the applications that come with Windows 95 or are installed on the computer such as Microsoft Office.
 - **Documents**
The Documents menu holds Shortcuts to documents that you have recently opened in applications.
 - **Settings**
The Settings menu contains the Control Panel, Printers Folder, and Taskbar options.
 - **Help**
Help is the familiar help program that can now also be accessed through the Start Menu.
 - **Find**
With this option, you can choose to search for files and folders on your computer.
 - **Run**
This option allows you to specify a program to run if it does not have an entry in the Programs menu.
 - **Shut Down**
Before you turn your computer off, Windows 95 needs to save changes and close certain files. It is very important to use the Shut Down command before you turn off the computer.
- **MANIPULATING WINDOWS**
All programs in Windows 95 are run within windows, or boxes that have similar properties.



- **Minimizing**

To minimize or shrink a window, click on the first button in the right hand corner. It has a bar symbol on it because when minimized, a program will appear as a button on the Taskbar.

- **Maximizing**

To maximize a window, click on the button with a box on it. The window will then fill the entire screen.

- **Restoring**

To restore a window to an in-between size, click on the button with two small windows in it.

- **Closing**

To close a window, click on the button with the X on it. If the window is a program, closing it will quit the program.

- **Moving**

To move a window, click on the title bar and hold the mouse button down. Then drag the window to where you want to position it.

- **Scrolling**

The scroll bars indicate that there are items that are not currently visible on the screen. To scroll through, move the cursor to one of the arrows and click the mouse button. The inside of the window will move to reflect the change.

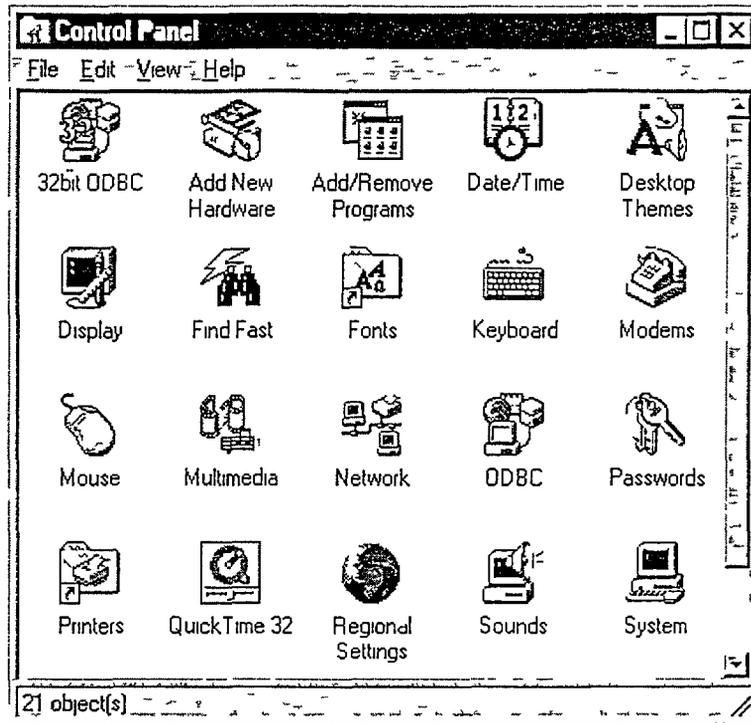
- **OPENING A DOCUMENT**

There are several ways to open documents in Windows. You can open your document from within the program you used to create it. Or using the Documents command on the Start menu to open a document you have opened recently. Also, you can use the Find command on the Start menu to locate the document if you just know its name or date of creation.

- **GETTING HELP**

There are two kinds of Help: Help about a specific procedure and Help that gives you information about what you see on your screen. You can access Help by clicking the Start button and then clicking Help; you will find a list of help topics. You can use the tabs in Help to search for information in several ways. For information about an item in a dialog box, click the item, and then click the item.

- THE CONTROL PANEL



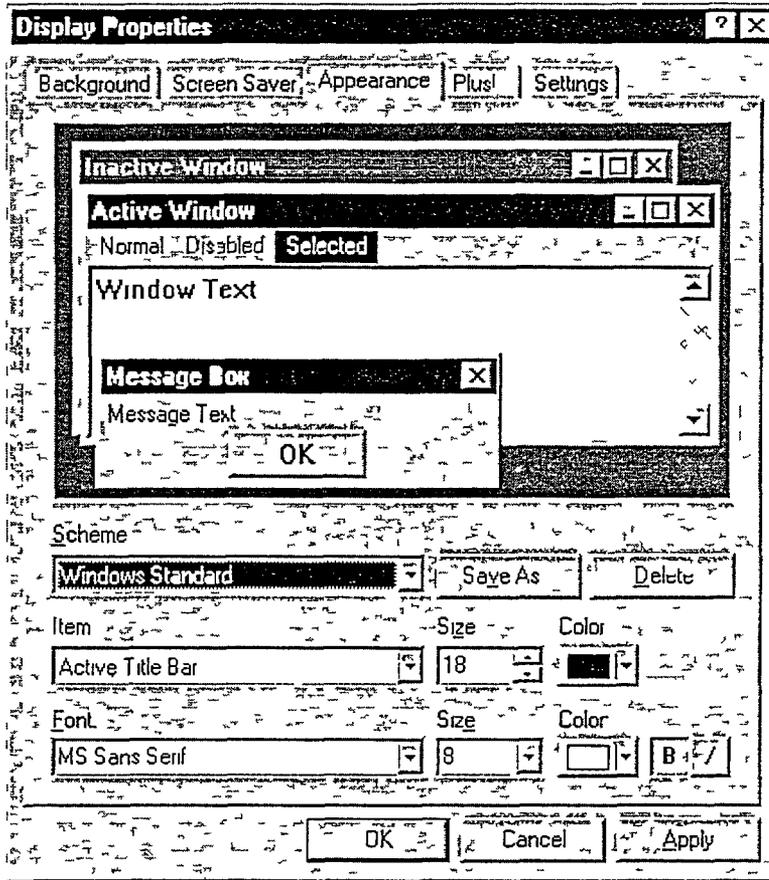
The Control Panel allows you to change how your computer looks and operates. To open the Control Panel, choose Settings, Control Panel from the Start Menu. The following window will appear. Using Control Panel, you can change the way Windows looks and works. Click the Start button, and then point to Settings, then click Control Panel. Double click the Display icon to see the settings you can change. You can change the background color of your screen, the screen saver, the appearance, etc.

The most commonly used options in the Control Panel are

Add New Hardware	Adds new hardware to your system
Add/Remove Programs	Sets up programs and creates shortcuts
Date/Time	Changes date, time, and time zone information
Display	Changes settings for your display
Fonts	Views, adds and removes fonts on your computer
Mouse	Changes settings for your mouse
Multimedia	Changes settings for your multimedia devices
Network	Configures network hardware and software
Passwords	Changes passwords and sets security options
Printers	Add, removes and changes settings for printers
Regional Settings	Changes how numbers, currencies, dates and times are displayed
Sounds	Changes system and program sounds
System	Provides system information and makes advanced changes

- **SETTING COLORS**

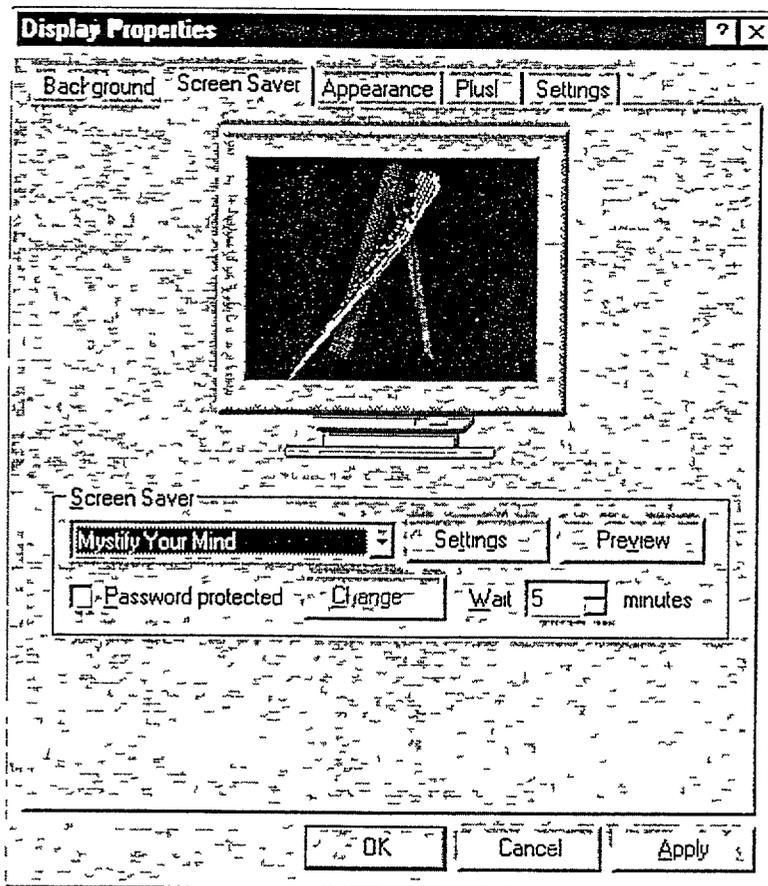
Windows provides several pre-defined color schemes. Colors for your Windows screen can be changed by clicking on the Display option and choosing the Appearance tab.



To select a new color scheme, click on the Schemes pull down menu. After choosing a new scheme, the preview will change to show it. If you want to change your colors to the new scheme, click the OK button. If you want to change the colors of individual components of a window, use the Item pull down menu and then choose a new color from the Color pull down menu.

- **SETTING A SCREEN SAVER**

A screen saver is a program that displays moving graphics or words on your screen when you are not working. In order to choose a screen saver, choose the Display option from the Control Panel and then choose the Screen Saver tab.



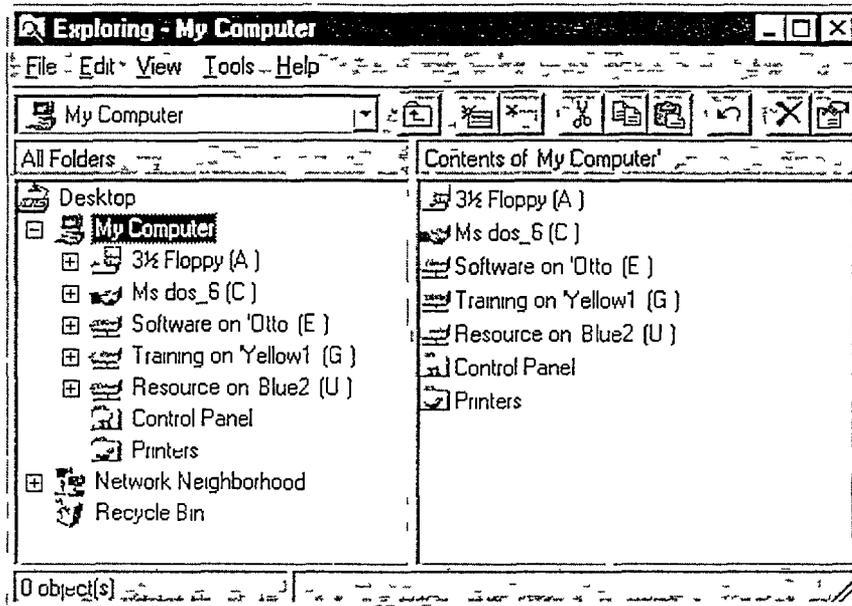
Use the Screen Saver pull down menu to choose a screen saver. The example screen will show you a preview. If you want to see a full screen preview, use the Preview button. If there are settings that you want to change for the screen saver, use the Settings button. The Wait prompt allows you to change the time it takes for the screen saver to start after no work is being done on the computer.

- SEEING WHAT'S ON YOUR COMPUTER

Double click My Computer icon appearing on your desktop. A windows appears displaying several pictures, like for example the 3 ½ floppy, your hard disk, the CD drive and the network drive where you back-up your work daily. If you double click any of these icons, you get the content of each item.

To see the hierarchy of folders and documents, click the Start button, point to programs, and then click Windows Explorer. The screen you will get is divided into two partition: the disk drives and folders appear to the left, and to the right side, the contents of the item you click on the left are displayed. In Explorer, you can browse both the hierarchy of folders on your computer and all the files and folders in each selected folder. Explorer is very similar to File Manager in its functionality.

To start Explorer, click the Start Menu, and then point to Programs
 Each item on the left hand side of the Explorer window represents its counterpart on the Desktop. The items on the right hand side of Explorer represent the contents of the selected item on the left. Therefore, if you want to see what is on your hard drive, click on the plus sign beside the entry that has C beside it. The list will expand to show all of the folders in it. Click on a folder to see its contents.



- ORGANIZING FILES AND FOLDERS

To move or copy a file or folder, find the file or folder and then click it, click Edit, to move the file, click Cut and make a copy of the file, click copy. Open the folder where you want to place the file, click Edit, and then click Paste. To Delete a file or folder, click it and then from File menu, click Delete. The files you delete are put in the Recycle Bin, a holding place for files you no longer need. They are not actually removed from your hard disk until you “empty” the Recycle Bin.

- TO CREATE A NEW FOLDER

For example, in Windows Explorer, double click the disk drive or folder in which you want to place the new folder, on file menu, point to New, and then click Folder. Type the name of the new folder, and then press Enter.

- TO COPY A FILE TO A FLOPPY DISK

Find the file or folder you want to copy, on the File menu, point to Send To, and then click the drive where you want to copy the file or folder. You can copy or move a file also by dragging. In Windows Explorer, open the folder that contains the file you want to move or copy. Use the right mouse button to drag the file to the folder where you want to move or copy it. Then release the mouse button. Then click Move Here or Copy Here. You can also move or copy a file by dragging it using the left mouse button. Dragging a file between two folders on the same drive moves the file. Dragging a file between different drives copies it instead.

- **COPYING MOVING AND DELETING INFORMATION**

Before editing any information, you must select (highlight) it. Place the mouse pointer where you want to start selecting. Then press and hold down the mouse button, and drag the pointer to where you want the selection to end. Then release the mouse button. To copy or move information, first, select the information. Click Edit, to leave the information where it is and take only a copy of it, click Copy. In the document where you want to insert the information, click the place where you want it to appear. On the Edit menu, click Paste.

- **CREATE A SHORTCUT ON THE DESKTOP**

Shortcuts provide easy access to the documents or programs that you use frequently. In my Computer or Windows Explorer, locate the item you want easy access to. Use the right mouse button to drag the item to the desktop. Then release the mouse button. Click Create Shortcut Here.

The tool bar located on every desktop at the AOJS office has shortcuts to all Office 97 components plus Windows Explorer, Norton Antivirus and Lotus Organizer.

- **SHARING FOLDERS WITH OTHER COLLEAGUES**

To share a folder, locate the folder or file you want to share and then click it. On the File menu, click Sharing. Click the options you want. Once the file is shared, if you take a look at it in the Windows Explorer, you will find a blue hand holding the folder meaning it's a shared file or folder.

- **USING A SHARED FOLDER**

Double click Network Neighborhood. Double click the icon for the computer that contains the folder you want. For example, if the file is located on Janie's computer, you click the computer named Jabdulaziz. Double click the folder that contains the document or program you want.

- **PRINTING**

There are three types of printing allowing AOJS members to select from according to their needs:

- **Local Printing**

Users with a laser printer connected to their PC will be able to print any file locally. This is recommended for short documents only. Longer documents (5 or more pages) should be printed on the network printer.

- **Workgroup printing**

Each workgroup is provided by a light duty laser printer (HP LaserJet 5L). It is usually located on the desk of the expatriate counterpart, and attached to his workstation. Members of the same workgroup can print small documents, memos, drafts etc.

- **Network printing**

Users can print large documents using the network printer as long as they are connected to the NT server. In case of very large documents, users are encouraged to print on the network printer for fast and high quality output.

Steps to follow in order to print in either case

To print the document , select File menu Print and then select from the list the appropriate printer type according to your needs

Note It should be mentioned here that each member of the AOJS will have only two options of printing either local and network, or workgroup and network printing

- MAKING YOUR WORK MOBILE

Sometimes you might work on the same document both at home and at the office, or use a laptop computer when you travel Now it is easy to keep multiple versions of a file in sync with each other Just use Briefcase located on your desktop

- SHUTTING DOWN YOUR COMPUTER

To quit Windows and shut down your computer, click the start button, and click Shut Down Click Yes and then a screen message lets you know when you can safely turn off the computer

NORTON ANTIVIRUS

- **OVERVIEW OF NORTON ANTI-VIRUS**

Norton AntiVirus is the one of the most sophisticated and powerful product available to safeguard your computer from virus infection, no matter what the source. You will be protected from viruses that spread from hard or floppy disks, viruses that travel across networks, and even viruses that are transmitted across the Internet.

Here's what Norton AntiVirus does automatically

Checks system files and boot records for viruses at system startup

- Checks programs for viruses at the time you use them
- Scans your startup drive for viruses once per week
- Monitors your computer for any activity that might indicate the work of a virus in action
- Checks floppy disks for boot viruses when you use them

Here's what you can do with Norton AntiVirus

- Scan specific files, folders, or entire drives for viruses
- Schedule virus scans to run at predetermined times
- Update virus definitions files monthly
- Customize Norton AntiVirus protection to match your risk level of virus infection

HOW TO

- **TO FIND VIRUSES ON YOUR COMPUTER**

Check one of the following options

- Initiate virus scans at any time by choosing which drives to scan and clicking Scan Now in the Norton AntiVirus (NAV) main window
- Use the Scan menu in the NAV main window to choose specific files or folders to scan
- It is advised that you always scan disks before you use them or when downloading files from bulletin boards
- Schedule scans regularly
- Leave Auto-Protect enabled
- Update your virus definitions regularly

- **TO INITIATE SCANS**

- Open the Norton AntiVirus main window if it is not already displayed
- Choose one of the following options
- Check a drive or drives in the Drives list box or check a category of drives in the Drive Types group box and click Scan Now

- The All Network Drives option is dimmed if you are not connected to a network or if Norton AntiVirus is configured not to allow network drive scanning
- Click Folders from the Scan menu, select the folder, and click Scan
- Click File from the Scan menu, select the file or type in a filename, and click Open
- The Scan dialog box reports on the progress of the scan

- **TO ALWAYS SCAN FLOPPIES (DURING SCANS YOU INITIATE)**

- Click Options in the Norton AntiVirus main window
- Click the Scanner tab if it is not already on top
- Click Advanced at the bottom of the tab
- Check All Floppy Drives in the Preselect At Start group box and click OK to save settings and exit the dialog box
- Click OK to save settings and exit the dialog box

Note If you performed a complete setup of Norton AntiVirus and accepted all recommended options, Auto-Protect scans floppies at startup and when they are accessed What you are setting here simply means NAV will also always scan floppy drives when you initiate a scan

- **TO SCAN DRIVES**

- Open the Norton AntiVirus main window if it is not already displayed
- Check specific drives to scan in the Drives list box or select multiple drives at once by checking one or more options in the Drive Types group box and click Scan Now

The All Network Drives option is dimmed if you are not connected to a network or if Norton AntiVirus is configured not to allow network drive scanning

- **TO SCAN AN INDIVIDUAL FILE**

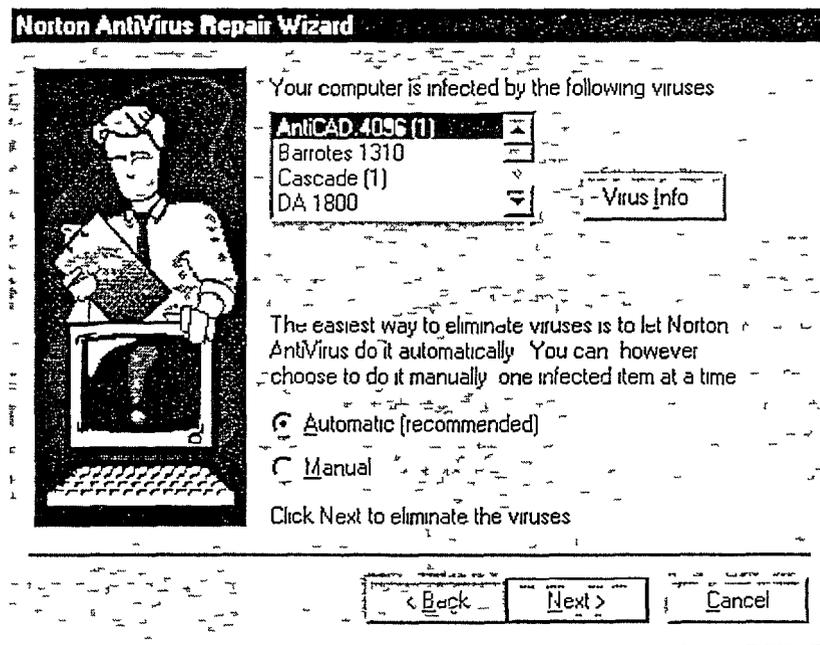
- Click File from the Scan menu
- Select the file you want to scan
- Click Open

- **REMOVING VIRUSES**

There are two ways to remove a virus from your computer

- Repair the infected file, boot record, or master boot record
- Delete the infected file from the disk and replace it with an uninfected copy

You should not leave an infected file on your computer. NAV can repair most infected files. However, in the case that a file cannot be repaired, you must delete it from your disk. You need to get into the habit of keeping original disks in a safe place and making backup copies of your files. If you do not have an uninfected backup copy of a file, the original program disk, or online access to the file, you need to get a new copy of the file from the software manufacturer.



Note that Norton AntiVirus also scans Microsoft Word documents (.doc and .dot) when scanning program files. Although these are not program files, they do contain code and can be infected by a new class of viruses called Macro Viruses. Therefore, some of your data files are now at risk. You need to make backup copies regularly.

That's why all users are urged to perform the backup procedure by clicking on the backup icon located on their desktops before leaving each day.

MICROSOFT EXCHANGE

GETTING STARTED WITH MICROSOFT EXCHANGE

• OVERVIEW OF THE MICROSOFT EXCHANGE CLIENT

With the Microsoft Exchange Client, communication and sharing of information with other people in an effective and timely manner became a reality. It enables easy sending and receiving of mails, organizing, and sharing information, regardless of its location or format.

When the user opens the Microsoft Exchange Client, he/she can see the Viewer, the window to information. The left side of the Viewer displays sets of folders, and the right side displays the contents of the selected folder. From the Viewer, the user can send and receive mail, organize and manage information, and access and exchange information with other users.

• SENDING MESSAGES

The user can send messages that include formatted text, inserted files and objects, and an AutoSignature. In addition, he/she can

- Address a message by selecting names from the Address Book
- Check spelling before sending a message
- Assign importance to a message (normal, high, or low) and request an automatic delivery notification
- Keep the message secure by signing it, sealing it, or both
- Use forms created by people in the AOJS for specific types of information, such as a phone message or an expense report

Tips

It is recommended to use the formatted text internally (I mean inside AOJS) as sending formatted text through the Internet fails cause the recipient might be using different mailing system.

• SHARING INFORMATION AMONG TEAMS AND ORGANIZATIONS

In addition to sending and receiving mail, the user can access and exchange information in public folders. Unlike the user mailbox or personal folders where he/she stores information for his/her own private use, public folders provide an easy and effective way for multiple users to collect, organize, and share information. Because public folders are centrally located on Microsoft Exchange Server computers, users always have access to the most up-to-date information.

Public folders can be designed and customized to meet specific needs. For example, you might use a discussion folder to discuss new ideas.

- **ORGANIZING AND MANAGING INFORMATION**

Folders provide the basis for organizing information. The contents of any given folder can range from e-mail, simple text files, and faxes, to documents, meeting requests, and forms. The user can place all types of related information in a single folder regardless of where it was created. There are three types of folders: mailbox folders, personal folders, and public folders.

- **MANAGING INCOMING MAIL WHILE OUT OF THE OFFICE**

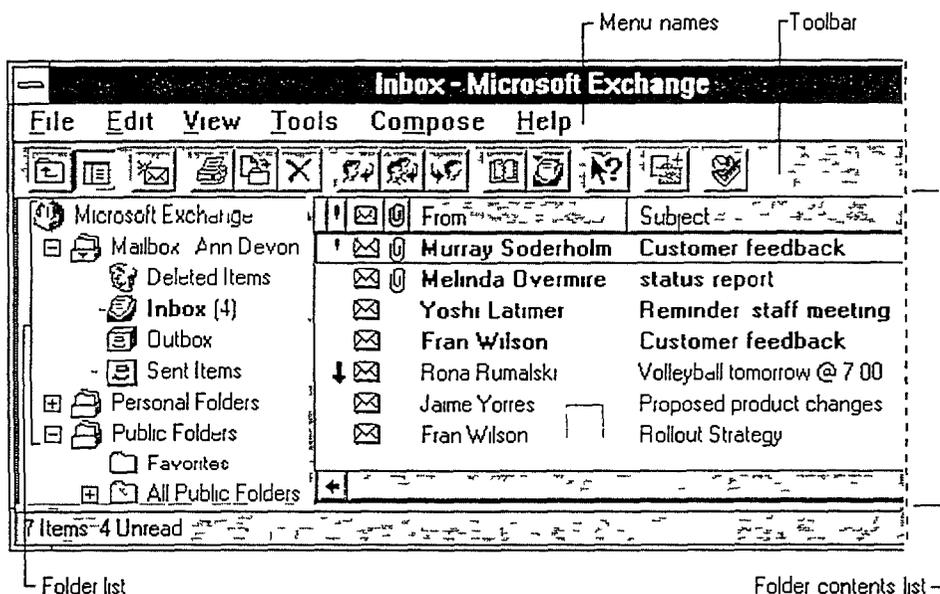
If the user is going to be away from the office, he/she can use the Out Of Office Assistant to notify the people who send him/her mail. The Out Of Office Assistant sends a message to each sender only once.

The user can also create rules that are performed only when the Out Of Office option is on. For example, he/she can forward a copy of each high-priority message that he/she receives to another person.

BASIC CONCEPTS AND FEATURES

- **STARTING THE MICROSOFT EXCHANGE CLIENT**

When the Microsoft Exchange Client is started, the Viewer is displayed. The Viewer is your window to information: the central location in the Microsoft Exchange Client where you send and receive electronic mail (e-mail), organize information, and view Schedule+ meeting requests. The left side of the Viewer displays folders, and the right side displays the contents of the open folder. The following figure shows the contents of an Inbox displayed in the Viewer.



- **Menu names**

The menus contain all the Microsoft Exchange Client commands. Choose a menu name to display its commands.

- **Toolbar**

The toolbar provides buttons to perform common tasks. To find out what a toolbar button does, position your pointer over the button for a moment, and a ToolTip will appear.

- **Folder list**

The folder list is the location where you access your mailbox and folders. It includes the following items:

- **Mailbox**

The location on a Microsoft Exchange Server computer where your incoming and outgoing mail is delivered. Mail includes messages, forms, and other items. Your mailbox contains Inbox, Outbox, Sent Items, and Deleted Items folders. You can create additional mailbox folders to store messages and other items.

- **Personal folders**

A set of folders that you have created. These folders are stored in a file that is typically located on your hard disk. You can create a set of personal folders to back up or archive folders, store related messages, forms, and files, and work with items remotely. You can also designate a set of personal folders as the delivery location for your incoming mail.

- **Public folders**

Folders that you and your co-workers can use to share a wide range of information. This feature is available only with Microsoft Exchange Server.

- **Favorites**

Your personal view of the public folder list. You can add public folders that you frequently use to your Favorites folder and then access them from there instead of looking through the entire list of public folders.

- **All public folders**

The entire list of public folders.

- **Folder contents list**

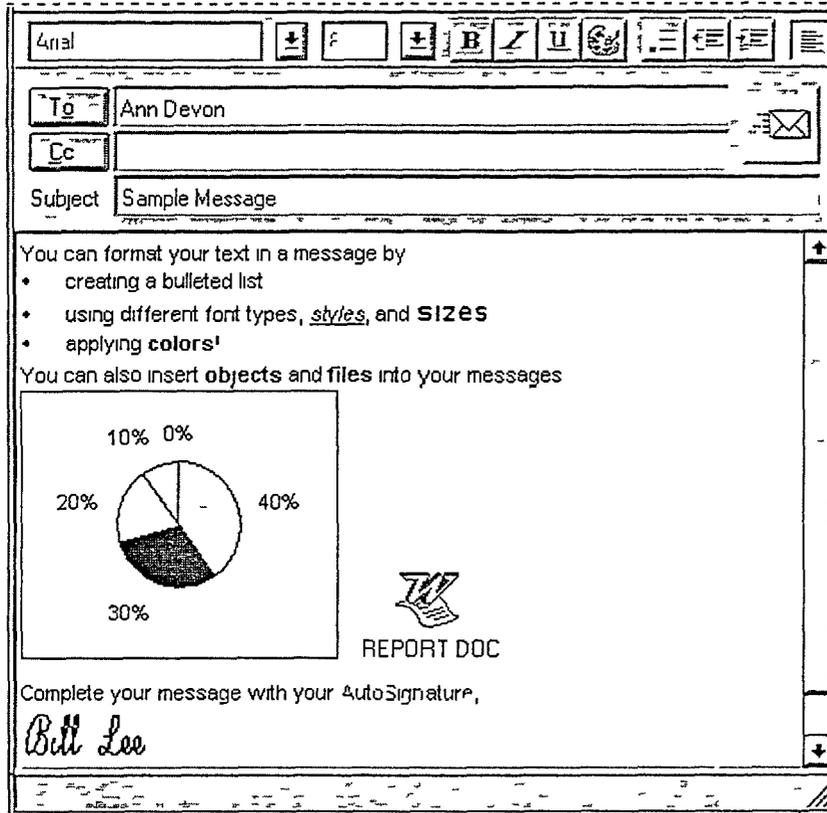
The folder contents list displays headers of items contained in the open folder. Unread items appear in bold. To open an item, double-click it.

- **SETTING OPTIONS FOR YOUR MESSAGES**

When sending messages, the Microsoft Exchange Client provides you with a variety of options. The options you choose can vary, and can be applied to a specific message or to all messages. Some of your options are:

- Formatting text by choosing font types, font sizes, and colors
- Inserting files and objects into messages
- Saving copies of messages
- Assigning high or low importance to messages

- Requesting a Delivery or Read Receipt so that you know when a message has been delivered or opened
- Signing messages with your AutoSignature
- Checking the spelling in messages before sending



• **LOOKING UP NAMES AND INFORMATION IN THE ADDRESS BOOK**

The Address Book is a directory of address lists containing user names, distribution lists, and public folder names. You can use the Address Book to address messages and get information, such as a phone number or job title. You have at least two address lists in your Address Book:

- A global address list
- A personal address book (PAB)

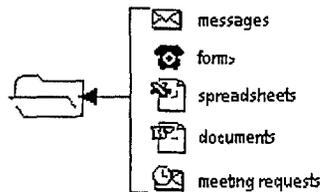
The global address list contains the names of all Microsoft Exchange users and distribution lists that you can address messages to. Your PAB is a customizable directory that you create. Your PAB can contain any kind of address that you choose to add: names of people to whom you frequently send mail, personal distribution lists (PDLs), or custom addresses of users of other mail systems, such as the Internet. If you work offline, you must have a PAB.

- **FINDING INFORMATION**

As you create folders and add information to them, you may find it necessary to search for specific items from time to time. Using the Find command on the Tools menu, you can easily search for items that meet specific conditions.

- **ORGANIZING INFORMATION USING FOLDERS**

You can create folders in your mailbox or in a separate set of personal folders to store and organize information. The contents of any folder can range from messages, text files, and faxes, to documents, spreadsheets, meeting requests, and forms. You can place all types of related information in a single folder, regardless of where it was created.



In general, it is a good practice to keep messages short and concise. Long "walls of text" in mail are difficult to read and may indicate a subject that would be better dealt with either in a printed memo or in person.

HOW TO

- **TO SEND A MESSAGE**

- 1 In the Viewer, choose New Message from the Compose menu, or click the New Message button.



- 2 To address the message, do one of the following:

Click To or Cc to select names from the Address Book.

In the To or Cc box, type the names of the primary recipients and users whom you want to receive a carbon copy. Separate multiple names with semicolons (;).

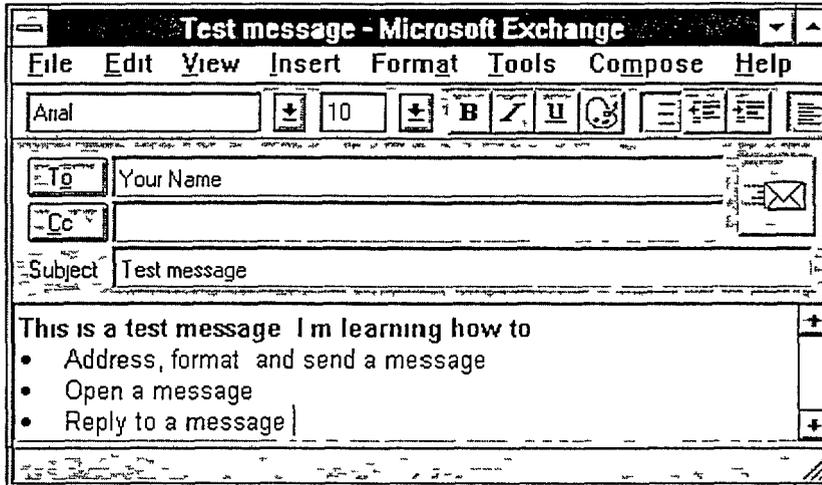
If you want to send a message to one or more users as a blind carbon copy, choose Bcc Box from the View menu. Then, click Bcc to select names from the Address Book, or type the names of the users whom you want to have receive a blind carbon copy in the Bcc box.

- 3 In the Subject box, type the subject of the message.
- 4 In the message body, type your message.

- 5 From the File menu, choose Send, or click the Send button



Note By default, all messages that you send are automatically saved in the Sent Items folder



- **TO OPEN A MESSAGE OR OTHER ITEM IN A FOLDER**
 Messages that are sent to you are listed in your Inbox. When a message sent to you arrives in your Inbox, the header appears in bold, indicating that you haven't read it.
 - Double-click the header of the message, or select the item, and then choose Open from the File menu.
- **TO OPEN THE NEXT OR PREVIOUS ITEM IN THE LIST, DO ONE OF THE FOLLOWING WHILE AN ITEM IS OPEN**
 - To open the next item in the list, choose Next from the View menu.
 - To open the previous item in the list, choose Previous from the View menu.
- **TO CLOSE AN ITEM**
 - From the File menu, choose Close.
- **TO REPLY TO A MESSAGE OR TO FORWARD IT**

1 If the message is not open, you must first select it. Then, do one of the following:

To reply Do this

- To the sender only From the Compose menu, choose Reply To Sender, or click the Reply To Sender button



- To the sender and everyone listed in the To and Cc boxes From the Compose menu, choose Reply To All, or click the Reply To All button



- You can also forward a message to another user by clicking the Forward button



2 Type your reply

You can also insert comments in the original message text

3 From the File menu, choose Send, or click the Send button

- **TO DELETE A MESSAGE OR OTHER ITEM**

If you are working in a public folder, you must have Delete Items Permission to delete an item

From the File menu, choose Delete, or click the Delete button

If the item is closed, you must first select it

Tips

To delete a list of sequential items, select the first item in the list, and while pressing SHIFT, press the down arrow key until you reach the last item that you want to delete

To delete items in a list that are not sequential, select the first item in the list, and while pressing CTRL, click each item that you want to delete



- **TO INSERT FILES OR ANOTHER MESSAGE IN THE ORIGINAL MESSAGE**

1 Click the New Message button, fill the To and Subject fields From the menu Item Insert choose either File or Message

Tips

- Internet mail It is recommended that you type the Internet mail that need to be sent via modem and Internet connection to Ms Mona Rashwan in Text Format using Note Pad or Word and save the document as Text

- In case of sending internally Word document to any AOJS members, take into consideration that the bi-lingual group has MS Office 95 and is not able to open MS Office 97 documents So the MS Office 97 group has to convert the document first to the Office 95 format before printing

- **TO SIGN A MESSAGE THAT YOU ARE COMPOSING**

- 1 From the View menu, choose Toolbar
- 2 When you finish composing a message, click the Sign button
- 3 Click the Send button
- 4 In the Password box, type your advanced security password, and then choose OK

- **TO SIGN ALL MESSAGES THAT YOU SEND**

- 1 From the Tools menu, choose Options, and then select the Security tab
- 2 Under Options, select Add Digital Signature To Message, and then choose OK

Important If you are composing a message and set this option using the Tools menu, the option will not be applied to the active message. It will be applied to all future messages.

- **TO SEND AN OUT OF OFFICE NOTIFICATION TO PEOPLE WHO SEND YOU MAIL**

- 1 From the Tools menu in the Viewer, choose Out Of Office Assistant
- 2 Select I Am Currently Out Of The Office
- 3 In the AutoReply Only Once To Each Sender With the Following Text box, type the message you want to send to others, for example, "Out of the office until the tenth of this month "
- 4 Choose OK

Note When you log on to the Microsoft Exchange Client with the Out Of Office Assistant turned on, a notice is displayed to remind you to turn it off.

- **TO GET TOOLBAR BUTTON INFORMATION**

Position your mouse pointer over the button that you want information about. Microsoft Exchange displays a ToolTip that briefly describes that button.

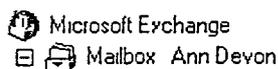
- **WORKING WITH FOLDERS**

Once you begin receiving messages, you'll want to organize them so they'll be easy to find later. You can create folders and subfolders (folders within a folder) for organizing and storing related information.

- **CREATING FOLDERS**

When you create a folder, it appears as a subfolder of the open folder.

- 1 Click your mailbox



- 2 From the File menu, choose New Folder
- 3 Type the name of the new folder
- 4 Choose OK

5 The Status Reports folder appears as a subfolder of the mailbox. If you did not select the mailbox, Status Reports would have been created as a subfolder of the open folder.

- **MOVING MESSAGES TO OTHER FOLDERS**

The easiest way to move messages from one folder to another is by dragging them.

- 1 Click the Inbox to display the message you sent to yourself.
- 2 Drag the message to the Status Reports folder, which you created in the previous procedure.

You can also move or copy a message by selecting it and then choosing Move or Copy from the File menu.

- **EXPANDING AND COLLAPSING FOLDERS**

If you create subfolders, there will be times when you want to display or hide them. To expand a set of folders, click the plus sign (+) next to the parent folder name.

 Mailbox Ann Devon

To collapse a set of folders, click the minus sign (-) next to the parent folder name.

 Mailbox Ann Devon
 Deleted Items
 **Inbox**
 Outbox
 Sent Items

MICROSOFT SCHEDULE

GETTING STARTED WITH MICROSOFT SCHEDULE

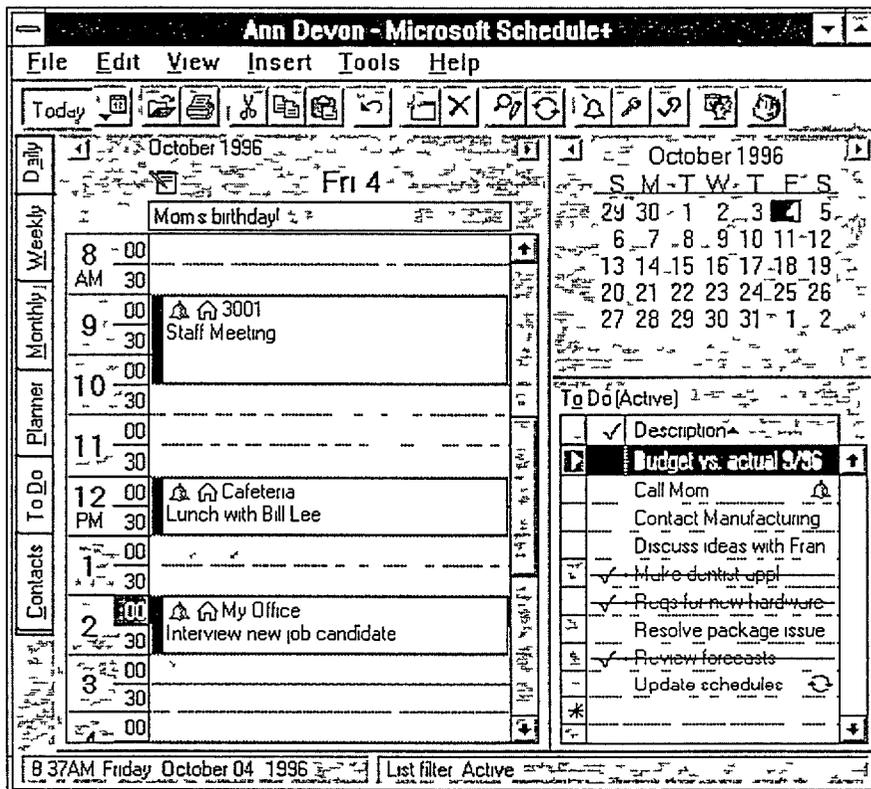
• OVERVIEW OF THE MICROSOFT SCHEDULE

Microsoft Schedule+ is an easy-to-use organizer that helps keep track of schedule and contacts. Microsoft Schedule+ is a time-management tool that allows you to manage your schedule, tasks, and list of contacts, and coordinate your schedule with others.

With Schedule+, the user can

- Track appointments
- Schedule meetings with other Microsoft Exchange Client users
- Prioritize tasks on your To Do list
- Organize business and personal contacts
- Set reminders to help you remember your appointments, meetings, and tasks

Schedule+ arranges information on different tabs. These tabs let the user see his/her schedule, To Do list, contacts, and other information in several different ways. By default, Schedule+ displays the Daily, Weekly, Monthly, Planner, To Do, and Contacts tabs. Depending on the details the user needs to know, he/she can add and remove tabs so that Schedule+ displays information in the arrangement that works best for him/her.



When you start your computer, Schedule+ is automatically activated. You can also start Schedule+ from the Microsoft Exchange Client by clicking the Schedule+ toolbar button in the Viewer. When Schedule+ is started, the Schedule+ window is displayed. The Schedule+ window includes a menu bar, a toolbar, a status bar, and one of several views of your schedule. Use the tabs on the left of the Schedule+

window to switch between views. Each view consists of one or more of the following in various arrangements: your daily, weekly, or monthly schedule, the Planner, the Date Navigator, the To Do list, and the Contacts tab. When you first open Schedule+, a set of default tabs is displayed. On the Daily tab, you can see all of the appointments and tasks planned for a given day, as shown above.

Online Help is available in Schedule+ and is your primary source of information. To get help, choose Microsoft Schedule+ Help Topics from the Help menu.

- **OVERVIEW OF SCHEDULING APPOINTMENTS**

Schedule+ displays appointments on the Daily, Weekly, and Monthly tabs, and on other tabs in your schedule. When the user creates a new appointment, Schedule+ automatically sets a reminder for the appointment.

The Schedule+ toolbar buttons make it easy to change an appointment to a recurring, private, or tentative appointment. If the user is not sure which button to use, position the pointer over a toolbar button and Schedule+ will display a toolbar tip.

When the user wants to schedule an appointment with another person, he/she can use the Meeting Wizard. The Meeting Wizard walks you through all the steps of scheduling an appointment with another person and helps schedule resources for the meeting. The user can reserve a specific time in his/her schedule to complete a task.

- **OVERVIEW OF SCHEDULING A MEETING**

The user can schedule a meeting, select attendees, and send them a Meeting Request form that invites them to attend.

The easiest way to schedule a meeting is to use the Meeting Wizard.

The Meeting Wizard is the easiest way to schedule a meeting. The Meeting Wizard automatically walks the user through the steps of scheduling a meeting by asking him/her a series of questions. When the user fills in the answers, the Meeting Wizard helps him/her check for conflicts on other people's schedules, invite attendees, and even schedule resources such as meeting rooms and computer equipment. However, the user may want to schedule a meeting on his/her own. To schedule a meeting on his/her own, follow the steps below.

Step 1 Selecting meeting attendees

Step 2 Checking the availability of meeting attendees

Step 3 Selecting a meeting time

Step 4 Sending a meeting request

Step 5 Tracking responses to your meeting request

- **OVERVIEW OF ADDING A CONTACT TO YOUR LIST**

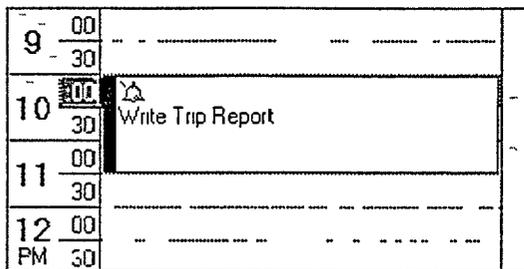
The Contacts tab is a convenient place to enter, manage, and track business and personal contacts. The user can track names, addresses, phone numbers, birthdays, anniversaries, and other information for contacts in his/her list. Schedule+ displays this information for each contact on a series of tabs. The user can add or change a contact directly on the Contacts tab or from within the Contact dialog box.

The user can give other Schedule+ users access permission to view or modify information in his/her Contacts list. If the user designates a contact as private, that contact will not be visible to other users when they view his/her list.

HOW TO

• TO SCHEDULE AN APPOINTMENT

- 1 Click the Daily tab
- 2 In the Date Navigator, click the day for the appointment
- 3 Highlight the time slots for the appointment
- 4 Type a description for the appointment
- 5 Click anywhere outside the appointment



To set a reminder or make the appointment recurring, private, or tentative, click the corresponding toolbar button.

The bell symbol indicates that a reminder message will appear before the appointment.

To schedule an appointment and set the reminder time, location, or other information:

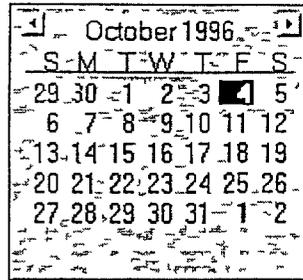
- 1 Click the Daily, Weekly, Monthly, or Planner tab
- 2 On the Insert menu, click Appointment

You can also click the Insert New Appointment button on the toolbar.

- 1 Select the date and time for the appointment
- 2 In the Description box, type a description for the appointment
- 3 Select other options for the appointment
- 4 Click OK

• USING THE DATE NAVIGATOR

The Date Navigator is a tool that makes it easy to move quickly between days and months. When you select a date, it is surrounded by a shaded box. The current date always appears with a border surrounding it. Days that have scheduled appointments or meetings are shown in bold.



Using the Date Navigator, you can

- Change the date that you are viewing by clicking different calendar dates
- View the previous or following month by clicking the left or right arrow button at the top of the calendar
- Move an appointment from one date to another by selecting it, clicking the border that surrounds it, and dragging it onto the new date in the Date Navigator

• **TO MOVE AN APPOINTMENT TO A DIFFERENT TIME OR DATE**

- 1 Click the appointment you want to move
- 2 On the Edit menu, click Move Appt
- 3 Select the time and date you want
- 4 Click OK

Another way to move an appointment to a different time or date

- 1 Click the appointment you want to move
- 2 Position the pointer over the top border of the appointment
- 3 When the pointer becomes a four-headed arrow, drag the appointment to the time slot you want or to the date you want on the Date Navigator

• **TO DELETE AN APPOINTMENT**

- 1 Click the appointment you want to delete
- 2 On the Edit menu, click Delete Item

You can also click the Delete button on the toolbar

• **SCHEDULING MEETINGS**

In Schedule+, a meeting is an appointment you make with other Schedule+ users. When you schedule a meeting, you identify the attendees, determine a meeting time, invite the attendees, and receive their responses. You can also schedule the resources for a meeting, such as a conference room or overhead projector. To view attendees' schedules, they must be using the Microsoft Exchange Client.

You can start the task from the Meeting Wizard, the Planner, or the Appointment dialog box. The first two methods for scheduling a meeting are covered below.

- **USING THE MEETING WIZARD**

The Meeting Wizard makes it easy to set up meetings by prompting you for all the necessary information. The Meeting Wizard walks you through

- Choosing required and optional attendees
- Choosing a date, time, and location
- Choosing any resources required, such as audio-visual equipment

When the Meeting Wizard is finished, a Meeting Request form opens, and you can type an agenda or any other information about the meeting that you want attendees to know. You can also insert files or objects into the Meeting Request form. When you choose Send in the Meeting Request form, all the people that you have invited receive a Meeting Request message in the Microsoft Exchange Client.

- To start the Meeting Wizard, click the Meeting Wizard button on the toolbar

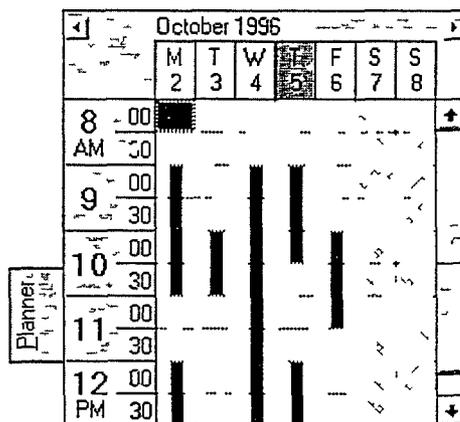


- **USING THE PLANNER**

The Planner displays your free and busy times over several days. You can also use the Planner to see other users' free and busy times. When you organize a meeting, the Planner shows busy times for users who have been invited, as well as busy locations, so that you can easily determine a satisfactory time and place for the meeting.

- 1 Choose the Planner tab
- 2 Choose Invite
- 3 Select the users whose schedules you want to view, and choose Required or Optional
- 4 Choose OK

The busy times of users who are checked in the Attendees list appear as colored lines in the Planner. To check the free and busy times of just one person, clear all other checks beside the names in the Attendees list.



- 5 Select the time slot you want, and then choose Request Meeting
You can also click Auto Pick under the Tools menu. Schedule+ will then find the first time slot when all attendees are available to meet.
- 6 In the Subject box of the Meeting Request form, type a description of the meeting.
The description will appear on your schedule.
- 7 Add message text, such as a meeting agenda, or attach files as appropriate, just as you do when sending an e-mail message.
- 8 Click the Send button.
Schedule+ automatically marks the meeting time in your Planner and places the meeting in your Appointment Book.

Tip

When scheduling meetings for a large group, you may find few or no open slots, though you can determine which time slots are the least busy. One technique is to send the meeting request even if some attendees are already booked and ask those who are booked to cancel or reschedule their other appointments. You can also expedite your planning by asking for their best alternative meeting times if they cannot make the proposed time.

• **TO INVITE PEOPLE AND RESOURCES TO A MEETING**

- 1 Click the Planner tab.
- 2 Click Invite.
- 3 Under Show Names From The, select the list you want.
- 4 Click the name you want to invite.
- 5 Click Required or Optional.
- 6 Click Resource to add a resource such as a meeting room.
- 7 Click OK.

• **TO CHECK THE AVAILABILITY OF MEETING ATTENDEES**

- 1 Click the Planner tab.
- 2 Use the following procedures to check information on the availability of meeting attendees.

To check	Do this
The names of unavailable attendees for a time slot	Double click the busy time slot.
A description of the conflicting appointment (only available if you have read permission for the attendee's schedule)	Double click the busy time slot, and then click the name of the person or resource for which you want details.
The availability of one person or resource	In the Attendees list, double click the name of a person or resource.
The availability of a group, such as all the Required attendees	In the Attendees list, double click the Required, Optional, or Resource heading.

- **TO SELECT A MEETING TIME YOURSELF**

- 1 Click the Planner tab
- 2 Highlight the time slot you want for the meeting
- 3 Click Request Meeting

To have Schedule+ select an available meeting time

- 1 Click the Planner tab
- 2 Highlight the earliest time slot from which you want to begin searching for an available meeting time Schedule+ moves forward from that time slot to find an available meeting time
- 3 On the Tools menu, click Auto Pick
- 4 To use the suggested time to schedule the meeting, click Request Meeting

- Or -

To have Schedule+ look for the next available time, click Auto Pick again on the Tools menu

- **TO SEND A MEETING REQUEST**

- 1 On the Planner tab, click Request Meeting
- 2 In the Subject box, type a description of the meeting
- 3 Add any other recipients, type any text, or attach any files that you want
- 4 To send the message, click Send on the File menu

You can also click the Send button on the toolbar

- **TO TRACK RESPONSES TO YOUR MEETING REQUEST**

- 1 Click the Daily tab
- 2 Double-click the meeting
- 3 Click the Attendees tab
- 4 Click OK

- **TO ADD A CONTACT TO YOUR CONTACTS LIST**

- 1 Click the Contacts tab
- 2 On the Insert menu, click Contact

You can also click the Insert New Contact button on the toolbar

- 1 Type the information for the contact You can move to the next area by pressing TAB
- 2 Under Phone Number, select the type of phone number and then type the number in the box
- 3 Click the Phone, Address, or Notes tab to add any other information
- 4 Click OK

- **TO SET THE REMINDER TIME FOR NEW APPOINTMENTS OR TASKS**

- 1 On the Tools menu, click Options
- 2 Click the Defaults tab
- 3 If necessary, select the check box you want to automatically set reminders for appointments or tasks
- 4 To change the reminder time, click the arrows to select the number you want
- 5 Click the down arrow to specify minutes, hours, days, weeks, or months
- 6 Click OK

- **TO RESCHEDULE A MEETING**

- 1 Click the Daily tab
- 2 Double-click the meeting
- 3 On the General tab, change the time or date for the meeting
- 4 Click OK

- **TO CANCEL A MEETING**

- 1 Click the meeting
- 2 On the Edit menu, click Delete Item

You can also click the Delete button on the toolbar

- **TO GET TOOLBAR BUTTON INFORMATION**

Position your mouse pointer over the button that you want information about. Schedule+ displays a ToolTip that briefly describes that button.

APPENDICES

APPENDIX A

The following Room Numbers / Extension Numbers used in the office

Room No	Workgroup	Occupants	User Name	Ext
01	Project Office	Mrs Nadia Magdy	Nmagdy	15
02	Court Admin	Mrs ShamNoor Abdul Aziz Mr Alber Szal	Snoor Aszal	13 14
03	Court Auto	Mr Walter Kuencer Mr Sherif Hosni	Wkuencer Shosni	11 12
04		Mr Gamal Kamel	Gkamel	27
05	Judicial Train	Mr Samir Sultan Mrs Virginia Leavitt	Ssultan Vleavitt	28 29
06		Photocopying		31
07	MOJ Coordinator	Dr Ashraf Kamal	Akamal	25
08		Conference Room		22
09	Project Office	Mrs Janie Abdul Aziz	Jabdulaziz	20
10	COP	Mr Ronald Taylor	Rtaylor	19
Reception	Project Office	Ms Mona Rashwan	Mrashwan	10

AVAILABLE SOFTWARE RESOURCES

A number of software products is available for the AOJS members to use. The list includes the following resources:

Software Product Name -	Quantity Available
ABC Flowcharter v 6 0	1
CorelWP v 7 0	1
Excel v 7 0	1
MS Exchange Win NT	1
MS Office Pro (Arabic)	2
MS Office (Arabic)	3
MS Office Pro v 97 (English)	8
MS Publisher v 4 0	1
Norton AntiVirus v 2 0	14
Norton Navigator Win95	1
Norton NT Tools v 1 0	1
Norton PC AnyWhere Win95	2
Norton Utilities v 2 0	1
OmniPage Pro v 7 0	1
Organizer 97	10
PowerChute v 4 0	1
Project 5	5
Visio	1
Windows 95 (Pre-Installed)	14
Windows 95 (Arabic)	5
Windows NT Server 4 0	1
Windows NT Workstation 4 0	2

USER SPECIFICATION SECTION

All workstations have Microsoft Exchange, Microsoft Schedule+, and Norton AntiVirus

User Name RTaylor
 Workgroup COP

Workstation Hardware

Item	Serial Number
IBM System Unit	23PVX14
IBM Monitor	23GK807
IBM Keyboard	0152960
IBM Mouse	139304

Workstation Software

Item	Serial Number
MS Windows 95	22296-OEM-0014081-42932
MS Office 97 <i>English</i>	53491-806-1720121-00878
Lotus Organizer	1F00022-72653190
Microsoft Project	35910-271-0108426-68621

User Name Wkuencer
 Workgroup Court Auto

Workstation Hardware

Item	Serial Number
IBM System Unit	
IBM Monitor	23X5630
IBM Keyboard	0198211
IBM Mouse	206215

Workstation Software

Item	Serial Number
MS Windows 95	19796-OEM-0013395-88168
MS Office 97 <i>English</i>	53491-806-1716776-65132
Lotus Organizer	1F00022-72653190

User Name VLeavitt
 Workgroup Judicial Train

Workstation Hardware

Item	Serial Number
IBM System Unit	23PVZ38
IBM Monitor	23GK390
IBM Keyboard	198209
IBM Mouse	206247

Workstation Software

Item	Serial Number
MS Windows 95	22296-OEM-0014081-71903
MS Office 97 <i>English</i>	53491-806-1770724-29250
Lotus Organizer	1F00022-72653190
Microsoft Project	3590-056-0130962-55974

User Name Jabdulaziz
 Workgroup Project Office

Workstation Hardware

Item	Serial Number
IBM System Unit	23PWC31
IBM Monitor	23GN693
IBM Keyboard	0198275
IBM Mouse	206243

Workstation Software

Item	Serial Number
MS Windows 95	22296-OEM-0014081-88184
MS Office 97 <i>English</i>	53491-806-1720623-71266
Lotus Organizer	1F00022-72653190
Microsoft Project	35910-055-0920881-77792

User Name SSultan
 Workgroup Judicial Train

Workstation Hardware

Item	Serial Number
IBM System Unit	23PVY52
IBM Monitor	23GN680
IBM Keyboard	285417
IBM Mouse	999595

Workstation Software

Item	Serial Number
MS Windows 95	24264-425-0032952-62293
MS Office 95 <i>Arabic</i>	40644-425-0004917-33400
Lotus Organizer	1F00022-72653190

User Name Snoor
 Workgroup Court Admin

Workstation Hardware

Item	Serial Number
IBM System Unit	23PVL94
IBM Monitor	23GK396
IBM Keyboard	97020
IBM Mouse	932180

Workstation Software

Item	Serial Number
MS Windows 95	24264-424-8014251-22808
MS Office 95 <i>Arabic</i>	40644-425-0004971-77863
Lotus Organizer	1F00022-72653190

User Name GKamel
 Workgroup Project Office

Workstation Hardware

Item	Serial Number
IBM System Unit	23PVZ884
IBM Monitor	23GN761
IBM Keyboard	93423
IBM Mouse	39229

Workstation Software

Item	Serial Number
MS Windows 95	22296-OEM-0014081-88363
Excel	33611-060-0103584-84785
Lotus Organizer	1F00022-72653190

MS office 97 English 8067 1771516

User Name SHosni
 Workgroup Court Auto

Workstation Hardware

Item	Serial Number
IBM System Unit	23PVY55
IBM Monitor	23X5596
IBM Keyboard	198210
IBM Mouse	206217

Workstation Software

Item	Serial Number
MS Windows 95	24261-425-0032952-57466
MS Office 97 <i>Arabic</i>	40648-425-0026625-54661
Lotus Organizer	1F00022-72653190

User Name NShaheen
 Workgroup Project Office

Workstation Hardware

Item	Serial Number
IBM System Unit	23PVY17
IBM Monitor	23GN719
IBM Keyboard	0159823
IBM Mouse	206281

Workstation Software

Item	Serial Number
MS Windows 95	24261-442-1918324-11375
MS Office 95 <i>Arabic</i>	39043-071-0100204-70860
Lotus Organizer	1F00022-72653190

User Name MRashwan
 Workgroup Project Office

Workstation Hardware

Item	Serial Number
IBM System Unit	23PV215
IBM Monitor	23GN813
IBM Keyboard	0198205
IBM Mouse	931366

Workstation Software

Item	Serial Number
MS Windows 95	24264-425-0032952-98710
MS Office 95 <i>Arabic</i>	40648-425-0026625-02635
Lotus Organizer	1F00022-72653190

User Name ASzahl
 Workgroup Court Admin

Workstation Hardware

Item	Serial Number
IBM System Unit	23PVM59
IBM Monitor	23GN765
IBM Keyboard	0092051
IBM Mouse	931457

Workstation Software

Item	Serial Number
MS Windows 95	22296-OEM-0014081-3331
MS Office 95 <i>English</i>	53491-806-1720614-80876
Lotus Organizer	1F00022-72653190

SERVER SPECIFICATIONS SECTION

- 1 processor 200 MHz Pro
- 64 MB RAM
- 2*2 1 GB SCSI hard disk drive
- 1 44 3 5" floppy disk drive
- 2 / 8 GB backup tape 4 mm DAT SCSI
- 6x SCSI CD ROM Drive
- Compaq Ethernet Network Card 10/100
- Monitor 15"
- Keyboard
- Compaq Mouse