Report Title: Knowledge List
Run Date and Time: 2023-06-29 02:18:19 Pacific Daylight Time
Run by: Rohit Das
Table name: kb_knowledge
Query Condition: Class != label
Sort Order: Number in descending order

83 Knowledge

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KB0010055	Use of OpenAI in ServiceNow	******AI Generated Knowledge Article********* Use of OpenAI in ServiceNow OpenAI is an artificial intelligence research laboratory that focuses on developing artificial general intelligence (AGI). It is a non-profit organization founded by Elon Musk, Sam Altman, Greg Brockman, and others. OpenAI has been used in various applications, including robotics, natural language processing, and computer vision. Recently, OpenAI has been used in ServiceNow, a cloud-based enterprise service management platform. What is ServiceNow? ServiceNow is a cloud-based enterprise service management platform that helps organizations automate and manage their IT, customer service, and other business processes. It provides a single platform for managing all aspects of an organization’s operations, from customer service to IT operations. ServiceNow also provides a range of applications and services that can be used to customize the platform to meet the specific needs of an organization. How is OpenAI Used in ServiceNow? OpenAI is used in ServiceNow to provide a range of AI-powered capabilities. These capabilities include natural language processing, computer vision, and machine learning. OpenAI can be used to automate tasks, such as customer service, IT operations, and other business processes. It can also be used to provide insights into customer behavior and preferences, as well as to identify potential areas of improvement in an organization’s operations. OpenAI can also be used to create custom

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		applications and services that are tailored to an organization’s specific needs. For example, OpenAI can be used to create a chatbot that can answer customer queries or provide personalized recommendations. Additionally, OpenAI can be used to create predictive models that can be used to identify potential areas of improvement in an organization’s operations. Benefits of Using OpenAI in ServiceNow Using OpenAI in ServiceNow provides a range of benefits, including: Automation of tasks, such as customer service, IT operations, and other business processes.Insights into customer behavior and preferences.Identification of potential areas of improvement in an organization’s operations.Creation of custom applications and services tailored to an organization’s specific needs.Creation of predictive models that can be used to identify potential areas of improvement in an organization’s operations. Conclusion OpenAI is a powerful tool that can be used in ServiceNow to automate tasks, provide insights into customer behavior and preferences, and create custom applications and services tailored to an organization’s specific needs. By leveraging the power of OpenAI, organizations can improve their operations and provide better customer service.

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KB0010054	Outlook email issue	******AI Generated Knowledge Article********* Outlook Email Issue Outlook Email Issue Outlook is a popular email client used by many people. However, it is not without its issues. This article will discuss some common Outlook email issues and how to resolve them. Outlook Not Sending or Receiving Emails If Outlook is not sending or receiving emails, the first thing to do is to check your internet connection. If the connection is working, then the issue may be with Outlook itself. Try restarting Outlook and see if that resolves the issue. If not, then you may need to reconfigure your Outlook settings. You can do this by going to the File tab and selecting Account Settings. From there, you can check your account settings and make sure they are correct. Outlook Not Syncing Emails If Outlook is not syncing emails, then the issue may be with your email server. Try restarting the server and see if that resolves the issue. If not, then you may need to reconfigure your Outlook settings. You can do this by going to the File tab and selecting Account Settings. From there, you can check your account settings and make sure they are correct. Outlook Not Displaying Emails If Outlook is not displaying emails, then the issue may be with your email server. Try restarting the server and see if that resolves the issue. If not, then you may need to reconfigure your Outlook settings. You can do this by going to the File tab and selecting Account Settings. From there, you can check your account settings and make sure they are correct. Outlook Not Responding If Outlook is not responding, then the issue may be with your computer. Try restarting your computer and see if that resolves the issue. If not, then you may need to reinstall Outlook. You can do this by going to the Control Panel and selecting Programs and Features. From there, you can uninstall Outlook and then reinstall it. Conclusion Outlook is a popular email client, but it is not without its issues. If you are having trouble with Outlook, then the first thing to do is to check your internet connection. If the connection is working, then you may need to reconfigure your Outlook

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		settings or reinstall Outlook. Hopefully, this article has helped you resolve any Outlook email issues you may be having.
KB0010053	Email forwarding issue	******AI Generated Knowledge Article********* Troubleshooting Email Forwarding Issues Email forwarding is a useful tool for managing your emails. It allows you to forward emails from one account to another, so you can keep track of all your emails in one place. However, sometimes email forwarding can cause issues. This article will help you troubleshoot any email forwarding issues you may be having. Check Your Email Settings The first step in troubleshooting email forwarding issues is to check your email settings. Make sure that the email address you are forwarding to is correct and that the forwarding is enabled. If the settings are incorrect, the emails will not be forwarded correctly. Check Your Email Filters Another possible cause of email forwarding issues is email filters. If you have any filters set up, make sure that they are not blocking the emails you are trying to forward. If they are, you will need to adjust the filters to allow the emails to be forwarded. Check Your Email Provider If you are still having issues with email forwarding, it may be due to your email provider. Contact your email provider and ask them if they are blocking the emails you are trying to forward. If they are, they may be able to help you resolve the issue. Check Your Firewall Settings Finally, if you are still having issues with email forwarding, check your firewall settings. If your firewall is blocking the emails, you will need to adjust the settings to allow the emails to be forwarded. By following these steps, you should be able to troubleshoot any email forwarding issues you may be having. If you are still having issues, contact your email provider for further assistance.

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KB0010052	How to check my profile in native view in ServiceNow?	******AI Generated Knowledge Article********* How to Check My Profile in Native View in ServiceNow? How to Check My Profile in Native View in ServiceNow? ServiceNow is a cloud-based platform that provides a wide range of services, including IT service management, customer service management, and enterprise service management. It also provides a native view of your profile, which allows you to view and manage your profile information. This article will explain how to check your profile in native view in ServiceNow. Step 1: Log in to ServiceNow The first step is to log in to ServiceNow. You can do this by going to the ServiceNow website and entering your username and password. Once you are logged in, you will be taken to the ServiceNow home page. Step 2: Access the Profile Page Once you are logged in, you can access the profile page by clicking on the “Profile” tab at the top of the page. This will take you to the profile page, where you can view and manage your profile information. Step 3: View Your Profile in Native View Once you are on the profile page, you can view your profile in native view by clicking on the “Native View” tab. This will open up a new window that displays your profile information in native view. You can view and manage your profile information from this window. Step 4: Log Out Once you are done viewing and managing your profile information, you can log out of ServiceNow by clicking on the “Log Out” button at the top of the page. This will take you back to the ServiceNow home page. Conclusion Checking your profile in native view in ServiceNow is a simple process. All you need to do is log in to ServiceNow, access the profile page, view your profile in native view, and then log out. With this information, you should now be able to easily check your profile in native view in ServiceNow.

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KB0010051	how to create incident in servicenow	******AI Generated Knowledge Article********* Creating an Incident in ServiceNow Creating an incident in ServiceNow is a simple process that can be completed in a few steps. This article will provide a step-by-step guide on how to create an incident in ServiceNow. Step 1: Log in to ServiceNow The first step is to log in to ServiceNow. You can do this by navigating to the ServiceNow website and entering your username and password. Once you are logged in, you will be taken to the ServiceNow homepage. Step 2: Navigate to the Incidents Page Once you are logged in, you will need to navigate to the Incidents page. This can be done by clicking on the "Incidents" tab at the top of the page. This will take you to the Incidents page, where you can view all of the existing incidents. Step 3: Create a New Incident Once you are on the Incidents page, you can create a new incident by clicking on the "Create New" button. This will open a new window where you can enter the details of the incident. You will need to enter the details such as the incident type, description, priority, and any other relevant information. Step 4: Submit the Incident Once you have entered all of the necessary information, you can submit the incident by clicking on the "Submit" button. This will create the incident and assign it to the appropriate team or individual for resolution. Conclusion Creating an incident in ServiceNow is a simple process that can be completed in a few steps. By following the steps outlined in this article, you can easily create an incident in ServiceNow and ensure that it is resolved quickly and efficiently.

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KB0010050	What are phishing scams and how can I avoid them?	******AI Generated Knowledge Article********* What are Phishing Scams and How Can I Avoid Them? Phishing scams are a type of online fraud that involves sending emails or other messages that appear to be from a legitimate source, such as a bank or other financial institution, in order to trick people into providing personal information or money. The goal of these scams is to steal sensitive information, such as passwords, credit card numbers, or bank account information. How Do Phishing Scams Work? Phishing scams typically involve an email or other message that appears to be from a legitimate source, such as a bank or other financial institution. The message will usually contain a link or attachment that leads to a website that looks like the legitimate source, but is actually a fake website designed to steal personal information. The website may ask for personal information, such as a username and password, or may ask for credit card or bank account information. How Can I Avoid Phishing Scams? The best way to avoid phishing scams is to be aware of them and to be cautious when providing personal information online. Here are some tips to help you avoid phishing scams: Be wary of emails or messages that appear to be from a legitimate source, such as a bank or other financial institution. If you receive an email or message that appears to be from a legitimate source, do not click on any links or attachments. Instead, contact the source directly to verify the message.Be cautious when providing personal information online. If you are asked to provide personal information, such as a username and password, make sure you are on a secure website. Look for the “https” in the URL, which indicates that the website is secure.Be aware of spelling and grammar mistakes in emails or messages. Legitimate sources will not send emails or messages with spelling and grammar mistakes.Be aware of offers that seem too good to be true. If an offer seems too good to be true, it probably is. By following these tips, you can help protect

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		yourself from phishing scams and other online fraud.
KB0010049	how to pull network devices using servicenow discovery	******AI Generated Knowledge Article********* How to Pull Network Devices Using ServiceNow Discovery ServiceNow Discovery is a powerful tool that can be used to discover and manage network devices. It can be used to pull information about devices on the network, such as IP addresses, MAC addresses, and other device information. This article will explain how to use ServiceNow Discovery to pull network devices. Step 1: Create a Discovery Profile The first step is to create a Discovery Profile. This is a set of parameters that will be used to define the scope of the discovery. This includes the IP address range, the type of devices to be discovered, and any other parameters that need to be specified. Once the profile is created, it can be used to start the discovery process. Step 2: Start the Discovery Process Once the Discovery Profile is created, the next step is to start the discovery process. This can be done by clicking the “Start Discovery” button in the Discovery Profile. This will start the process of scanning the network for devices. Depending on the size of the network, this process can take some time. Step 3: View the Results Once the discovery process is complete, the results can be viewed in the Discovery Results page. This page will show all of the devices that were discovered, along with their IP addresses, MAC addresses, and other device information. This information can then be used to manage the devices on the network. Conclusion ServiceNow Discovery is a powerful tool that can be used to discover and manage network devices. By following the steps outlined in this article, you can use ServiceNow Discovery to pull network devices and view the results. This can be a useful tool for managing devices on the network.

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KB0010048	What is Servicenow?	******AI Generated Knowledge Article********* ServiceNow is a cloud-based platform that provides IT service management, IT operations management, and IT business management solutions. It helps organizations automate and streamline their IT operations, including incident management, change management, asset management, and more. ServiceNow also provides a suite of applications for customer service, HR, and other business processes.

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KB0010047	Outlook forwarding issue	******AI Generated Knowledge Article********* Outlook Forwarding Issue Outlook Forwarding Issue Outlook is a popular email client used by many people. However, sometimes users may experience issues with forwarding emails in Outlook. This article will discuss the common causes of Outlook forwarding issues and how to resolve them. Common Causes of Outlook Forwarding Issues Outlook is not configured correctly.The email account is not set up correctly.The email server is not responding.The email server is not configured correctly.The email account is not connected to the server.The email account is not authenticated.The email account is not authorized to send emails.The email account is not authorized to receive emails.The email account is not authorized to forward emails.The email account is not authorized to delete emails. How to Resolve Outlook Forwarding Issues Check the Outlook settings and make sure they are configured correctly.Check the email account settings and make sure they are set up correctly.Check the email server settings and make sure they are configured correctly.Check the email account connection and make sure it is connected to the server.Check the email account authentication and make sure it is authenticated.Check the email account authorization and make sure it is authorized to send, receive, forward, and delete emails.If the issue persists, contact your email provider for further assistance. Conclusion Outlook forwarding issues can be caused by a variety of factors. To resolve these issues, it is important to check the Outlook settings, email account settings, and email server settings. If the issue persists, contact your email provider for further assistance.
KB0010046	outlook issue	

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KB0010045	How to set auto reply in outlook with images in formatted way	******AI Generated Knowledge Article********* 1. Open Outlook and select the Home tab. 2. Click the Rules button and select Manage Rules & Alerts. 3. Click the New Rule button. 4. Select Apply rule on messages I receive and click Next. 5. Select the conditions you want to apply to the rule. 6. Select reply using a specific template and click Next. 7. Click the a specific template link. 8. Click the Import button. 9. Select the template file you want to use and click Open. 10. Click OK. 11. Click Next. 12. Select any exceptions you want to apply to the rule and click Next. 13. Give the rule a name and click Finish. 14. Click OK. 15. Your auto-reply rule is now set up and will be applied to all incoming messages.
KB0010044	Vendor	Vendor management is a term that describes the processes organizations use to manage their suppliers, who are also known as vendors. Vendor management includes activities such as selecting vendors, negotiating contracts, controlling costs, reducing vendor-related risks and ensuring service delivery. The vendors used by a company will vary considerably depending on the nature of the organization, and could include companies as diverse as seafood suppliers, IT vendors, cleaners and marketing consultants. Vendors can also range in size from sole traders to large organizations.

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KB0010042	Procurement	Procurement management is responsible for overseeing all the processes involved in acquiring the products, materials, goods and services needed for efficient business operations. Depending on the business and industry, the terms “sourcing,” “purchasing” and “procurement” may be used interchangeably to describe the function of procuring supplies and managing the process, with sourcing considered more strategic, and purchasing and procurement used to refer to the actual operational function. Organizations across all industries depend on the expertise of procurement management in seeking out and managing external supplier relationships to ensure these needed items are acquired at the best possible cost. For these reasons, procurement management has a direct impact on an organization’s bottom line and strategic business operations.
KB0010041	Month End Close Process	The following is the list of steps to complete the month end close process. Collect all financial information. The first step in the month-end closing process is to collect all the relevant financial information. ...Verify and reconcile the data. ...Assess fixed assets. ...Make financial statements. ...Conduct a final review.

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KB0010040	New emails not receiving in Outlook	New emails not receiving in Outlook Symptom: User not able to receive new emails in Outlook. Open outlook and in the right-hand bottom corner if it is connected to Microsoft Exchange. Skip Step-2 If it is in Work Offline mode. Go to Send/ Receive> Click on Work Offline then you will be able to see Connected to Microsoft Exchange. Check if any Rules are existing under user mailbox. Go to “Manage rules and alerts” to see if the user can spot the missing emails which have a rule created. Select “Run Rules now”. If you are not able to locate new emails in Rules too, login to OWA and check whether they can receive new emails in OWA. If yes, follow below stepsOpen Outlook and navigate to File > Account Settings > Double click on email profile. If the Cached mode is set to a bigger timeframe example 5 years or All, reduce it to 1 year or 6/3 months. Exit the Outlook. Send test email to user and check if the user receiving emails. If still issue persists, escalate to GL IMS EXCHANGE SUPPORT documenting the steps already performed.

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KB0010038	Mailbox quota reached its maximum limit	Mailbox quota reached its maximum limit Open Outlook and locate to File you will be able to see the size of mailbox If the mailbox size is exceeded the user won’t be able to send or receive emails.If an end user prefers to delete unwanted emails, advise the user to clean up emails according to their preference either from Outlook or OWA. If emails are deleted from OWA, they will take some time for updating in Outlook desktop since OST update is not immediate.In case user needs all the emails and doesn’t prefer to delete emails, then the In-place archive should be enabled so that emails can be moved to Archive thereby increasing free space in primary mailbox. Note: Due to O365 architecture, the maximum mailbox limit is 99 GB and cannot be extended in any circumstances. Note: Do not advise the user for creating a PST, since emails are permanently removed at server level whenever the client moved emails to PST.Create a Task to enable In-place archive and escalate to GL IMS Exchange Support

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KB0010036	To Access the mailbox with Permission	To Access the mailbox with Permission Step 1: After permissions are assigned please wait for 30 Minutes and then restart the Outlook. You will be able to see the mailbox mapped in your current Outlook profile. Please see the below screen shot for your reference. Note: Mailbox will be Visible by the Display Name of the Mailbox. If mailbox is not getting Mapped (Appeared) Automatically in the outlook profile then follow the Step 2 Step 2: Run the Outlook in online mode. Open Outlook, and from the tabs at the top click on File. Select the Account Settings drop down menu and then click on the Account Settings options From the Account Settings double click on your email address Under the Offline Settings header in the Change Account window, uncheck the box next to Use Cached Exchange Mode and then click Next. You will see a pop-up window reminding you that the changes won't take effect until you restart outlook. Click OK. The final window will confirm that the change was completed successfully. Click Finish. Restart the Outlook and then check again are you able to see the mailbox mapped as to be seen in below screenshot if yes then please revert the changes back that made on step 2 and check again. If still you are unable to see the Mailbox Mapped in the profile, then follow the Step 3. Step 3 : Add the Mailbox Manually. Click the File tab > Account Settings > Account Settings From the Account Settings double click on your email address

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		In the Change Account menu, select 'More Settings'. In the Microsoft Exchange window, select the 'Advanced' tab, then click 'Add'. Enter the shared account name and click OK.Click Apply > OK > Next > FinishThe shared mailbox will now automatically display in your Folder pane in Outlook. After performing all the above steps if still you are unable to see the mailbox Mapped on your Outlook.Please reply back the email or else reach out the DL ITS-GTO-GSC EXCHANGE SUPPORT ITS-GTO-GSCEXCHANGESUPPORT@ball.com

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KB0010035	Unable to Serch emails in Outlook	Unable to Search emails in Outlook Symptom: Unable to Search emails in Outlook Note: Pay attention to the search criteria in search column and filter using Current Mailbox, Current Folder depending on the scenario Open Outlook and navigate to File > Options > Search and check below settings are in place. If mentioned settings are in place and still unable to find search option. Follow below steps Choose File > Options > SearchIn the "Change the Outlook stores indexed by Windows Search", click Indexing Options Select Advanced. In the Index Settings section, select Rebuild. After selecting Rebuild it will take some time to rebuild depending on the size of the mailbox. If the mailbox is large, it may take extended amount of time. Do not terminate the process until it is completed. Select Close when finished. Click OK to close out of options. Exit outlook and reopen it and check.If the issue persists, Escalate to GL IMS EXCHANGE SUPPORT.

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KB0010034	How submit a Trave Exepense Report - Demo Data	Creating a Travel Expense Report 1. Log in to Concur via Single Sign-On Method 1: To start from Concur Requests: 2. Select the Requests module at the top of the page3. Select the approved Travel Request, and under the Action select Expense; this action will populate CoA information from the Travel Request to the Travel Expense Skip to Step 7 below ("Once the Expense Report has been created...") Method 2: To start from Concur Expense:2. Select the Expense module at the top of the page3. In Manage Expenses, select Create New Report 4. In Create New Report > Report Type verify Travel Expenses is selected 5. Fill out all of the required Trip Information, the necessary Chart of Accounts (CoA) information, and the Business Purpose for the trip a. For CoA, confirm that you are searching using the proper parameters; by Text or Codeb. See this guide for more details on CoA; if you are unsure as to what to enter for these Chartstring fields, please consult your Fund Manager 6. Click Create Report 7. Once the Expense Report has been created, you can start adding Expenses, e.g., T&E Card transactions, CTS charges, out-of-pocket expenses8. The Report Header has the unique Concur Document Number: Report Key or Report ID Adding University Card Transactions to a Travel Expense Report 1. In the open Expense Report, select Add Expense 2. In the Add Expense dialog box, in Available Expenses, view all available University Card charges, i.e. Travel & Entertainment Card, CTS Air/Hotel3. Select the trip-related card transaction(s) and select Add to Report 4. Hover over and select each Card Charge to proceed to the Expense Details 5. Enter pertinent travel Expense information a. Update the default Expense Type if there is a more applicable one for the card transaction, e.g.

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		Parking, Meals & Incidentals b. To distribute or split costs across different CoA's, allocate the Expense(s) at the entry level i. For more information on Allocation, review the Allocations KBA 6. If Travel & Entertainment Card charges represent multiple types of Expenses (such as Hotel + Parking), create an itemization for each Expense Type in the charge by selecting the itemization tab 7. If charging expenses to a Project, search for and enter the proper Expenditure Type (depending on type of travel) where indicated a. 536000 - Travel-In-State b. 536001 - Travel Out-of-State c. 536002 - Foreign Travel 8. Provide a Receipt as necessary by selecting the Attach Receipt Image box and following the instructions to attach a Receipt9. Repeat this process until you have claimed all card transactions for the Expense Report a. For more information, please refer to the How to Reconcile Travel & Entertainment Card Transactions KBA Manually Adding Expenses to a Travel Expense Report 1. In the Manage Expenses > Report Library, select your report, e.g. Test Expense Report 2. In the open Expense Report, select Add Expense 3. In the Add Expense dialog box, select Create New Expense 4. In the Search field, enter keyword for the Expense Type, e.g. Airfare 5. In Expense Details section, enter the required Expense Type, Transaction Date, Payment Type, Amount and Currency a. If you are reconciling a lodging Expense, you are required to itemize the hotel folio, for specific guidance refer to the Hotel Itemization KBAb. For out-of-pocket expenses paid by the Employee Traveler (Concur User), use Payment Type: Payment to Employee 6. If charging expenses to a Project, search for and enter the proper Expenditure Type (depending on type of travel) where indicated

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		a. 536000 - Travel-In-State b. 536001 - Travel Out-of-State c. 536002 - Foreign Travel 7. If required, attach a receipt by selecting the Attach a Receipt box, select Upload Receipt Image, and select your desired attachmentAcceptable file formats: .png, .jpg, .jpeg, .pdf, .tif, or .tiff – 5MB limit per file 8. Select Save ExpenseThe system will save the expense and return to the Manage Expenses tab 9. Repeat this process until you have added all of the reportable Expenses10. If paying an outside entity; a Travel Supplier or Guest Traveler directly, verify the proper selections: a. Payment Type is Payment to Payee (Non-Employee) and their preferred reimbursement method b. You will be prompted to enter in the Payee's ID/Name and Address, e.g. PAYMT CK or PAYMT ACH c. For Prepayments, prepaying the Travel Supplier, provide payment details and any special requests in the Comment section 11. To claim the total prepayment amount on the final Travel Expense Report: a. Manually add an Expense and select the same Expense Type as the Prepayment, e.g. Seminar/Conference Registrationb. Enter the total Prepayment amountc. Verify the Payment Type is University Prepaidd. In the Comment section, provide the Report Key or Report ID of the Expense Report with the prepayment expensee. Reminder: University Prepaid refers to advances/prepayments directly to Travel Vendors and is not to be used for University Card charges, which automatically post to Available Expenses and shows Payment Type as the card name Attaching a Travel Request to a Travel Expense Report *If you created the Expense Report from the Request (Method 1 above), you can skip this section 1. Select the desired Report, in Report Details, select Manage Requests 2. In Requests, select Add

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		3. The list of your approved Requests will display, select the desired Request and select Add to Report 4. The Travel Request will be linked with your Expense Report, close the window Submitting a Travel Expense Report 1. Once all the Expenses, manually entered, as well as any relevant Travel & Entertainment Card Charges have been added, you are ready to Submit Report2. Click Submit Report and then Accept & Submit in the dialog box that displays 3. The Expense Report has been submitted for approval a. When a Delegate clicks on the Submit Report button, Concur will prompt any potential errors and automatically send a notification to the Traveler that their Expense Report is ready for their Review and Submission Viewing Options for Expense Reports To view all your Expense Reports and check status:1. Select the Expense module from the top of the page, the Manage Expenses > Report Library will display2. Change the View selection from Open to Completed Reports To view the status of an Open Expense Report:1. Select the desired Report2. In Report Details drop-down menu, select Audit Trail or Report Timeline a. You will be able to view who has approved and whose approval is pending To download, print or email the Expense Report:1. With the Report open, click Print/Email or Print/Share (varies depending on user role)2. Select **Report-Detailed a. Detail Report: Prints a Report that includes report-level information from the Report Header and Expense entry level, including Itemization and Allocation details 3. Select Feature Option a. To download a copy, select Save as PDFb. To print the Report, select Printc. To email the Report, select Email, enter email address(es) for Email Recipients, and message in the Comment field, then select Sendd. To email multiple recipients: separate the email addresses by a semicolon or a comma; however, do not insert a space following the semicolon or comma

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KB0010033	How to Submit an Expense Report	When you complete your expense report, you can print it to save a hard copy for your records or to review required receipts. From the expense report, click the Print / Share dropdown arrow. Select the type of document from the dropdown menu that you want to print. After reviewing your expenses and attaching your receipts, click Submit Report to submit your report for approval. In the Report Totals window, click Submit Report. The report is submitted, and its status is listed in the Active Reports list. From this page, you can check the status of any submitted report.
KB0010032	Please follow below guidelines for vaild to	Please follow below guidelines for vaild to
KB0010029	test	
KB0010027	Check Valid date	
KB0010025	This article helps the users to Understand the process of CSM	This article helps the users to Understand the process of CSM
KB0010022	This is a test article for accounts	This is a test article for accounts . check the workflow
KB0010021	Test Article	Test Article
KB0010019	Insurance calim process	Preliminary Steps in the Insurance Claim Process The insurance claim process varies somewhat depending on the type of insurance you’re dealing with, but there are some common tips to keep in mind regardless of the exact details of your situation. For starters, you should examine your insurance policy so that you understand your rights and responsibilities, including: Whether or not your policy covers the situation you’re dealing withApplicable timelines for filing a claim (some instruct you to file a claim within 24 hours of the relevant incident)Whether you have multiple types of policies that could cover the same thing (for example, an umbrella policy provides coverage in addition to certain existing policies)If you have any deductibles that could apply to your situation (if the amount of your claim is less than your deductible, it may not be worth pursuing a claim which could raise your insurance rates)

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KB0010018	New User On-boarding Process	During the onboarding process, an insurance agent should inform a new client of the coverage, rules, and limitations of the chosen policy. Alongside preparing an in-depth contract with a ton of formalities, it’s good to create a digestible brochure where all the critical information is summarized. Use digital applications and tools to manage the onboarding processse digital applications and tools to manage the onboarding processProvide clarity on their new insurance coverage and planCreate a personalized experienceProvide documentation and tutorials on any client self-service online portalsHave an omnichannel communication strategyShow your policyholders you understand their concerns and needsReach out on a consistent, regular basis

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KB0010017	Vehicle Insurance Guidelines	Important Motor Insurance Terms You Should Know About The process of selecting the perfect motor vehicle insurance plan can be a tedious task. However, a common problem that most people face while purchasing any type of motor insurance online is the technical jargon and terminology. As a result, potential vehicle insurance buyers are confused and might not get what they are looking for. This problem can be put to rest by stating some of the important terms associated with this type of insurance. These include: Policyholder. Representative. Policy period. Premium. Insured declared value. Deductibles. Cashless garages. Personal accident cover. No claim bonus. Add-ons. Policyholder The person whose name in which the motor insurance policy has been taken or the group that has taken up the policy is referred to as the policyholder. Usually, the policyholder is the main beneficiary of the insurance policy. Also, the policyholder can be a business or other entity. Note that the policy has two parties involved - the policyholder and the insurance company, or insurer. Representative A representative is referred to as the insurance agent or salesperson who sells insurance policies on behalf of the insurer or insurance company. Also, a broker is a person who is a representative who advises clients on which insurance policy to take. Policy Period The policy period begins from the day the insurance policy has been taken out by the policyholder. The period that extends from the first

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		day of the policy to the last date before expiration is referred to as the policy period. Premium The motor vehicle insurance premium is the amount you pay to keep your motor vehicle covered against fires, theft, accidents, and other problems. As a policyholder, you have to pay a fixed policy amount, and on part of the insurance company, they provide relief to policyholders against losses. Insured Declared Value The term insured declared value or IDV is often used while discussing motor insurance online plans. IDV refers to the maximum amount that the policyholder is eligible to receive from the insurer. The IDV is calculated based on the vehicle’s current market value with depreciation factored in the valuation. In case the IDV is less, then the policyholder has to pay a premium that is lower. However, it must be noted that the pay-out that policyholders will receive will be lower at the time of filing a claim. Therefore, one must pay attention to the IDV fixed at the time the policy is being drawn up by the insurer. Deductibles Another important term related to motor insurance in India is deductibles. The term deductible refers to an amount of money that is deducted from the claim amount that is borne by a policyholder. Deductibles can help reduce the premium amount payable by the policyholder. There are two types of deductibles: Voluntary: The policyholder can select a percentage to be deducted. Compulsory: The percentage to be deducted is fixed by the insurer and the policyholder has to pay the claim amount. Cashless Garages Cashless garages refer to a network of garages where the policyholder need not to pay cash at the time of service. However, the drawback is that the service is limited to only garages that the insurer has a partnership with. Personal Accident Cover Personal Accident Cover refers to insurance cover meant for the person driving the vehicle. It is particularly helpful in case the policyholder meets with an accident and is hospitalized up to a certain limit. No Claim Bonus Another commonly used term associated with motor vehicle insurance is no claim bonus. It refers to a bonus or discount given to the policyholder if

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		no claims have been made that year. It is a way in which the insurer rewards the policyholder for driving safe. Additionally, when the no-claim bonus gets accumulated, then insurers give policyholders a significant discount for the payable premium up to a limit of 50% (which accumulates with every claim-free year). Add-Ons Add-ons or riders offered by motor insurance providers can be added to a comprehensive or an existing insurance plan. There are several types of add-ons that are available, including zero depreciation cover, personal accident cover, key replacement cover, and roadside assistance just to name a few. Each insurance company has different policie and premium amount please go through those documents.
KB0010016	test	
KB0010015	test	
KB0010014	Test	
KB0010013	Test	
KB0010012	Test	
KB0010011	Test	
KB0010009	test	
KB0010008	Test	
KB0010007	Test	

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KB0010007	My paystub and my Direct Deposit show different amounts	My paystub and my Direct Deposit show different amounts If you’re comparing your pay stub and a Direct Deposit or pay check amount and they don’t look the same, here’s a few things to verify that would explain why this happened. Net versus Gross Are you comparing the final check amount, or net pay, to what was deposited into your account? Your pay stub may have a variety of amounts on it, like gross pay, net pay, and deductions. Be sure to look for your net pay as this is what will actually be your take home earnings. Multiple Accounts Did you add another bank account to your Direct Deposit setup? If you set up your pay to be split between your checking and savings accounts or between two checking accounts, for example, then your pay stub won’t reflect this. Your net pay on your pay stub will show the total amount the company paid you after any deductions but that amount will be split between your bank accounts as you’ve requested it when you set up Direct Deposit. Multiple Checks or Deposits Another thing to check is if you’ve had reimbursements or bonuses paid out in the same pay period but in different checks. Be sure to check how any additional bonus payments or reimbursements were dispersed as these don’t always get deposited into your bank in the same transaction. Still need help? If you’re still not able to understand why there’s a difference, consult with your payroll department as they will be able to look at your unique situation and answer your specific questions.

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KB0010006	How to read your pay stub	How to read your pay stub Your pay stub details how your employer calculated your final pay check amount. It either comes attached to your physical paycheck or is provided digitally by your employer if you are paid digitally, for example through a direct deposit to your bank account. Here are the common elements that may appear on your pay stub. Earnings This is the part of your pay that shows how much you earned the pay period, either your salary or hourly rate and hours worked if you are an hourly employee. Usually these will be labeled as Hours and Rate. Salaried employees are usually defaulted to 40 hours worked per week. Overtime hours (if applicable), bonuses, and commissions also show up here as your gross pay. Gross vs. Net Gross Pay is what you make before any taxes or other deductions are taken out of your paycheck. Net Pay, net earnings, or the check amount is the remainder of your earnings after you take out the taxes, contributions, and deductions. This is what you take home. Deductions and Reimbursements Deductions can be subtracted from your gross pay either before taxes or after taxes. The taxes listed on your pay stub is the tax contribution for this pay period. It is your withholding taxes, not the employer taxes. Reimbursements will also be itemized on your pay stub if you received any during the pay period. It is not counted as part of your gross earnings nor is it taxed. Other Elements Year To Date, or “YTD”, is the portion of your pay stub that refers to the cumulative amounts from the beginning of the calendar year to the end date of the pay period. It usually contains the total gross pay and the total withholdings. Leave balance is sometimes on the pay stub for employees to see how many days or hours of paid

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		leave they have available to use. Still need help? If you’re still not able to understand an element of your pay stub, consult with your payroll department as they will be able to look at your unique situation and answer your specific questions.
KB0010006	Test	
KB0010005	My deductions don't look right	My deductions don’t look right Deductions and taxes are what make up the difference between your gross earnings (total salary or hourly wages for the hours you worked) and your net pay, or how much you take home in your final pay check. If one of the deductions is different than you’d typically expect to see, here are a few things to check that might explain it: Did you make any changes recently that would impact how much you are taxed?Did you change anything for your retirement contributions, if applicable, such as how much you’re putting into a 401(k)?Have you changed your medical benefit elections recently, or change your participation in other benefits offered through your employer like a stock purchase plan? If you’re still not able to understand why there’s a difference, consult with your payroll department as they will be able to look at your unique situation and answer your specific questions.

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KB0010004	I got paid a different amount than I expected	I got paid a different amount than I expected If your pay check isn’t the amount you expected, there are a few factors you can look at to understand what is going on. First, remember that your pay check is your net pay, which means it’s what you earned in salary or hourly wages minus taxes and any other deductions for a specific date range, or pay period. You can see all these different details on your pay stub. Take a look at the different sections of your pay stub to understand what got calculated: Gross earnings are made up of the hours that you worked during the pay period and your rate of pay for those hours. This will show you the hours worked during the period, including overtime but not including unpaid time off.Your deductions will show you what was subtracted from your gross pay in taxes or other withholdings. Besides taxes, this could also be something like a contribution to a stock purchase plan, employer sponsored retirement, or medical benefits. If you’ve made any changes recently that would affect how you’re taxed or benefits that you’ve elected, this is where you’d see how that impacts your paycheckYour pay check’s amount, or net pay, is your gross pay minus all your deductions. All the additions, such as a reimbursement, and subtractions (your taxes and deductions) listed on your pay stub result in this final amount that you are paid. If you’re still not able to understand why there’s a difference, consult with your payroll department as they will be able to look at your unique situation and answer your specific questions.
KB0010004	Test	
KB0010003	Test	

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KB0010003	Short term disability - United States	Short term disability – United States Under certain circumstances, regular employees may request to take extended time away from work. The following are the types of leaves of absence for which an eligible employee may be able to take time off: MedicalFamily CarePregnancy DisabilityPersonalMilitary An individual is eligible to take time off under this leave of absence policy if they are a U.S. employee and are working a minimum amount of hours per week. When you require an absence because of your own health condition, you may apply for available disability income replacement benefits. What is short-term disability? Short term disability (STD) is a type of financial benefit that pays a percentage of an employee’s salary for a specific period of time if an illness or injury prevents them from performing their regular job duties. This benefit can be used to cover specific illnesses, injuries, or medical situation. An employee’s eligibility to use this benefit will be assessed by your company’s leave entitlement administrator. In most cases, this is a private insurance program. The replacement income comes from the insurance company, and the percentage depends on the insurance plan. How long an employee can take a short-term disability leave will depend on the plan, but typically this is a few weeks to a few months. Most coverage will start some period after an employee has a condition that leaves them unable to work, usually two weeks or less. Sick time may be applied for the first calendar days of your leave of absence. The coverage will then last up to a maximum number of weeks. If the condition requires more continuous time off work than the short-term disability insurance covers, long term disability benefits may apply. What do I do if I need to take a short-term disability leave? If you have an illness, injury, or medical condition

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		that you believe requires taking leave of absence and using short term disability insurance: Contact HR to apply for short term disability coverageBe prepared to provide medical documentation that describes the disability and an estimation of the expected duration of disabilityHR will be give you legal forms to complete and determine your benefits and/or entitlements under the relevant laws for your situation

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KB0010002	Long term disability – United States	Long term disability – United States Under certain circumstances, regular employees may request to take extended time away from work. The following are the types of leaves of absence for which an eligible employee may be able to take time off: MedicalFamily CarePregnancy DisabilityPersonalMilitary An individual is eligible to take time off under this leave of absence policy if they are a U.S. employee and are working a minimum number of hours per week. When you require an absence because of your own health condition, you should apply for available disability income replacement benefits. Typically, an employee will use short-term disability benefits up until a certain period of time (for example, up to 12 weeks) and if an employee needs to continue their leave after that period of time, long term disability benefits may apply. What is long term disability? Long term disability coverage begins where short-term disability insurance expires but an employee is still unable to return to regular work due to their qualifying medical condition. This benefit can be used to cover specific illnesses, injuries, or medical situation. An employee’s eligibility to use this benefit will be assessed by your company’s leave entitlement administrator. In most cases, this is a private insurance program that an employee can purchase or an employer can purchase or subsidize for the employee. The replacement income comes from the insurance company, and the percentage depends on the insurance plan. The benefits last until you go back to work or until the length of time stated in the policy.
KB0010002	Test KB	

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KB0010001	Family and Medical leave	Family and Medical Leave – United States Under certain circumstances, regular employees may request to take extended time away from work. The following are the types of leaves of absence for which an eligible employee may be able to take time off: MedicalFamily CarePregnancy DisabilityPersonalMilitary Some of these types of leave are considered Family and Medical Leave. What is Family and Medical Leave Pursuant to the federal Family and Medical Leave Act (“FMLA”) and other state programs, employees may be granted an unpaid leave of absence of up to 12 work weeks in a 12-month period to an eligible employee for the following reasons: To care for a new child upon birth, adoption, or placement in foster care;To care for the employee’s child, parent, or spouse who has a serious health condition;To care for a registered domestic partner (where covered by jurisdiction);The employee’s own serious health condition that makes the employee unable to work at all or to perform one or more of the essential functions of his or her position;To care for an ill or injured service member; orA qualifying exigency arising out of the call to service of a military member State laws may provide for additional leaves or benefits. Eligibility To be eligible for a leave of absence under Family and Medical Leave, certain conditions may be required, such as hours worked and length of time with the company. Time off Eligible employees are entitled up to 12 work weeks of leave in a designated 12-month period. Family and Medical Leave is based upon the “rolling” 12-month period, which is measured forward from the date you first use any Family and Medical Leave. Certification If you need a leave of absence because of your own serious health condition or that of your child, spouse, or parent, you may be asked to provide a

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		written certification signed by a health care provider. Failure to submit a written certification may result in a denial of your FMLA claim. The Company may ask you for re-certification periodically if you request an extension, if the circumstances of your original FMLA claim change significantly, or if the company learns of information that casts doubt upon the continuing validity of your original certification. During an absence because of your own serious health condition, you must provide, at least every 30 days, or at the request of the leave administrator, periodic reports that describe your status and prospects for return to work. Pay while on Family Medical Leave When you become disabled, you may apply for available disability income replacement benefits. Please review your coverage for short term disability insurance, long term disability insurance, and other paid leave benefits. Returning to work If you and the Company have agreed upon a definite date of return, you will be reinstated on that date. If your planned date of return is beyond the maximum period of leave provided by applicable law, the Company reserves the right to decline to extend your leave.
KB0010001	Instance Governance	

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KB0000033	Eclipse configuration for Android development	Installing the Eclipse Plugin Android offers a custom plugin for the Eclipse IDE, called Android Development Tools (ADT). This plugin provides a powerful, integrated environment in which to develop Android apps. It extends the capabilities of Eclipse to let you quickly set up new Android projects, build an app UI, debug your app, and export signed (or unsigned) app packages (APKs) for distribution. Note: If you have been using Eclipse with ADT, be aware that Android Studio is now the official IDE for Android, so you should migrate to Android Studio to receive all the latest IDE updates. For help moving projects, see Migrating to Android Studio. You should install the ADT plugin only if you already have an Eclipse installation that you want to continue using. Your existing Eclipse installation must meet these requirements: Eclipse 3.7.2 (Indigo) or greater Note: Eclipse 3.6 (Helios) is no longer supported with the latest version of ADT. Eclipse JDT plugin (included in most Eclipse IDE packages)JDK 6 (JRE alone is not sufficient)Not compatible with GNU Compiler for Java (gcj) Download the ADT Plugin To add the ADT plugin to Eclipse: Start Eclipse, then select Help > Install New Software.Click Add, in the top-right corner.In the Add Repository dialog that appears, enter "ADT Plugin" for the Name and the following URL for the Location: https://dl-ssl.google.com/android/eclipse/ Note: The Android Developer Tools update site requires a secure connection. Make sure the update site URL you enter starts with HTTPS. Click OK.In the Available Software dialog, select the checkbox next to Developer Tools and click Next.In the next window, you'll see a list of the tools to be downloaded. Click Next.Read and accept the license agreements, then click Finish. If you get a security warning saying that the authenticity or validity of the software can't be established, click OK. When the installation completes, restart Eclipse. Configure the ADT Plugin Once Eclipse restarts, you must specify the location of your Android SDK directory: In the "Welcome to Android Development" window that appears, select Use existing SDKs.Browse and select the location of the Android SDK directory you recently downloaded and unpacked.Click Next. Your Eclipse IDE is now set up to develop Android apps, but you need to add the latest SDK platform tools and an Android platform to your environment. To get these packages for your SDK, continue to Adding Platforms and Packages. Troubleshooting ADT Installation If you are having trouble

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		downloading the ADT plugin after following the steps above and you are behind a firewall (such as a corporate firewall), make sure that you have properly configured your proxy settings in Eclipse. In Eclipse, you can configure proxy information from the main Eclipse menu in Window (on Mac OS X, Eclipse) > Preferences > General >Network Connections. If you are still unable to use Eclipse to download the ADT plugin as a remote update site, you can download the ADT zip file to your local machine and manually install it: Download the ADT Plugin zip file (do not unpack it): PackageSizeMD5 ChecksumADT-23.0.6.zip103344298 bytesf64b7e50c84799f41c642218c35f1bbe Start Eclipse, then select Help > Install New Software.Click Add, in the top-right corner.In the Add Repository dialog, click Archive.Select the downloaded ADT-23.0.6.zip file and click OK.Enter "ADT Plugin" for the name and click OK.In the Available Software dialog, select the checkbox next to Developer Tools and click Next.In the next window, you'll see a list of the tools to be downloaded. Click Next.Read and accept the license agreements, then click Finish. If you get a security warning saying that the authenticity or validity of the software can't be established, click OK. When the installation completes, restart Eclipse. To update your plugin once you've installed using the zip file, you will have to follow these steps again instead of the default update instructions. Other install errors Note that there are features of ADT that require some optional Eclipse packages (for example, WST). If you encounter an error when installing ADT, your Eclipse installation might not include these packages. For information about how to quickly add the necessary packages to your Eclipse installation, see the troubleshooting topic ADT Installation Error: "requires plug-in org.eclipse.wst.sse.ui". For Linux users If you encounter this error when installing the ADT Plugin for Eclipse: An error occurred during provisioning.Cannot connect to keystore.JKS ...then your development machine lacks a suitable Java VM. Installing Sun Java 6 will resolve this issue and you can then reinstall the ADT Plugin.

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KB0000032	Getting Around in Windows	Getting Around in Windows Windows 8.x Windows 8.x is designed for using touch, mouse, and keyboard together, on hardware ranging from touch-enabled tablets and laptops to PCs and all-in-one computers, including those without touch capability. Start screen and Desktop 8.1: Microsoft updated the Windows 8.1 interface by returning the Start button, providing its ease of access along with the option of the Metro interface. The intent is to provide a seamless experience on desktops, laptops, tablets, and phone devices. By default, the Start screen is displayed. Move your mouse pointer to the bottom left corner of the screen to make the Start button appear. Click it to display the desktop; click it again to display the Start screen. 8: The Start screen has a default application display you can customize: Right-click any app and the Application bar will appear at the bottom, with options for the application you have selected. To add an app to the Start screen, click Pin to Start. If an application is already on the Start screen, you'll see Unpin from Start instead. Power User menu The Power User menu displays the most commonly used applications from the Control Panel, File Explorer, and Task Manager, as well as Restart, Run, Search, and Shutdown/Update. Access it in one of the following ways: Press Win-x.In 8.1, right-click the Start button to launch the Power User menu. In 8, move your cursor to the bottom left corner of the screen and right-click. Viewing and closing apps Note: Some applications and features in Windows 8 (e.g., Control Panel, Internet Explorer) have both a Windows 8.x version and a pre-Windows 8 version. Windows 8.x applications (formerly called "metro" style applications) have neither close nor minimize buttons; they are designed to run as full-screen applications and cannot be resized. Tap the down arrow to view all apps (similar to viewing all programs in previous versions of Windows). Alternately, you can right-click an open area of the Start screen, and the Application bar will open at the bottom. Click All apps on the lower right, and a list of all available apps will appear.To close Windows 8.x applications, go to the top of the screen (your cursor will become a hand) and drag down to the bottom of the screen. Search Settings and other Charms Options for accessing the Charms menu: Tap the upper right-hand corner and move down to select a charm.Hover your mouse pointer at the upper right-hand corner of the screen. Then, move your mouse pointer downward to select a charm. The following options will be

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		displayed: SearchShareStartDevicesSettings Initiating a search Press Win-q. Type your search term(s) and choose the appropriate result. Typing while in the Start screen initiates a search. For best results, chooseEverywhere from the drop-down menu. Accessing the Control Panel Press Win-i. On the panel that appears on the right, click Change PC Settings. The Windows 8.x version of the Control Panel will appear.From the Start screen, type control panel, and click the resulting Control Panel. Windows 7 Windows 7 does not offer a complete Classic View or Classic Start menu. To use a Classic theme, right-click anywhere on the desktop, and then choose Personalize. Under "Basic and High Contrast Themes", select Windows Classic. In Windows 7, there is no Classic View in the Control Panel. Instead, you can switch between Category, Large icons, and Small icons. To customize your Windows 7 Start menu and Taskbar, right-click the Start icon and click Properties. Windows Vista In Windows Vista, you can choose whether to use the default views for some items (e.g., Start menu, Control Panel) or switch to Classic View. The option to switch is usually visible in the left frame, or by right-clicking and selecting Properties.
KB0000031	How can I find the MAC address of my Ethernet or wireless interface?	How can I find the MAC address of my Ethernet or wireless interface in Mac OS X? In Mac OS X, your MAC (Media Access Control) address is distinct from the IP address assigned to your Mac, and is defined by the hardware of each Ethernet orAirPort interface. The MAC address is sometimes also called the Ethernet Hardware Address (EHA). To find your MAC address, from the Apple menu, select System Preferences.... From the View menu in System Preferences, select Network. In the left column of the Network preference window that opens, click the name of your connection (e.g., Wi-Fi, AirPort, Ethernet, Built-in Ethernet). Click theAdvanced... button, and in the sheet that drops down, click the Hardware,Ethernet, or AirPort tab. The address is the string of letters and numbers next to "MAC Address:", "Ethernet ID:", or "AirPort ID:".

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KB0000030	Deleted Email Recovery	Deleted Email Recovery By default, every email deleted from your OWA mailbox goes through the following process: The email is moved to your Deleted Items folder.If you purge or remove items from your Deleted Items folder they will be moved to the Dumpster where they are still recoverable.The Dumpster only holds email message for 14 days once they've been removed from Deleted Items. Deleted email can be recovered from the Deleted Items folder or the Dumpster. Once it has been permanently deleted from the dumpster it can not be recovered. Note: Desktop clients (e.g., Outlook, Entourage, Apple Mail) may be configured to use a local trash system or be configured to purge email from the Deleted Items folder more quickly than 14 days. Deleted Email Recovery is only available in OWA or Outlook. Delete Email When you are ready to delete email from your Inbox, select the email by clicking on it once and then either: select the Delete icon on the OWA Toolbar,ORright-click and select Delete.Result: The email is moved to Deleted Items Permanently Delete Email from Deleted Items Access your mailbox and navigate to Deleted Items.Select the email you want to delete by clicking once on the email to highlight it. To select a range of emails, single-click on the first email in the range, press down the Shift key, and single-click on the last email in the range.To select random, multiple emails, press down the Ctrl key as you select emails. Choose the Delete icon on the OWA Toolbar, or right-click and select Delete.OWA asks you to confirm your action. Choose OK to continue, or Cancel to quit the Permanent Delete operation. When OK is selected, there is no chance for email recovery (unless a server backup was performed before the email was permanently deleted).Result: The Delete confirmation window displays. Permanently Delete Email from Options > Deleted Items Select Options > Deleted Items.On the Deleted Items page, select the email you wish to delete in the Recover Deleted Items scroll box. Choose the Permanently Delete option above the scroll box.OWA asks you to confirm your action. Choose OK to continue, or Cancel to quit the Permanent Delete operation. When OK is selected,

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		there is no chance for email recovery (unless a server backup was performed before the email was permanently deleted). Automatically Empty Deleted Items on Log Off OWA can be configured to empty Deleted Items when the user logs off of OWA. The items will be stored in the Recover Deleted Items scroll box for 14 days. Select Options > Deleted Items.Check the Empty Deleted Items folder on logoff checkbox.Click Save to save your changes.

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KB0000029	What is Spam?	What is Spam? Spam has increasingly become a problem on the Internet. While every Internet user receives some spam, email addresses posted to web sites or in newsgroups and chat rooms attract the most spam.' Definitions The term "spam" is Internet slang that refers to unsolicited commercial email (UCE) or unsolicited bulk email (UBE). Some people refer to this kind of communication as junk email to equate it with the paper junk mail that comes through the US Mail. Unsolicited email most often contains advertisements for services or products, but very few reputable marketers use UCE to advertise. The most commonly seen spam includes the following: Phishing scams, a very popular and dangerous form of email fraudForeign bank scams or advance fee fraud schemesPyramid schemes, including multilevel marketing (MLM)Other "Get Rich Quick" or "Make Money Fast" (MMF) schemesQuack health products and remediesAds for pornographic web sitesOffers of software for collecting email addresses and sending UCEOffers of bulk emailing services for sending UCEChain letters (see About chain mail)Illegally pirated software ("Warez") To reduce the amount of spam you receive: Don't reply to spamBe careful releasing your email address, and know how it will be usedBe proactive Don't reply to spam If you reply to spam, the spammer or the automated program on the other end will then know that your address is connected to a live person, and the spammer will then bombard you with even more spam, and circulate your address to other spammers. It is critical that you pause and think before replying to any spam. Consider the following guidelines: Setting up your email account to generate automatic responses while you are away can have the unfortunate side-effect of verifying your email address to every spammer that sends you spam. If the message appears to come from a legitimate company, the company may have obtained your email address from some transaction between you and the company. In fact, you may have inadvertently provided your email address (e.g., if you didn't check a box marked Don't send me product updates). In these cases, it is usually safe to reply and ask to be removed from the mailing list. If it is not a company you recognize, use your

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		judgment. To be safe, copy and paste the link to the company's site into the browser rather than clicking it in the email message. If the spam is clearly from a disreputable source, never respond. Do not follow the (probably bogus) unsubscribe directions. In most cases, if you never reply, the network of spammers will eventually decide your email address is a dud, and will stop using it as often. Be careful releasing your email address, and know how it will be used Every time you communicate on the Internet or browse a web site, there are opportunities for spammers to intercept your communications to obtain your email address and other personal information. Otherwise reputable companies may sell or exchange your email address with other companies, and this information may eventually find its way to a spammer. At worst, spammers will use automated programs to bombard these lists of email addresses with spam. Consider the following guidelines: Subscribe only to essential discussion lists, and ensure that they are moderated. Think twice before offering your email address to a web site. You may wish to check the site's privacy policy first to be sure it uses secure technology, and that the company does not share your email address with others. If you need to list email addresses on your web site, present the addresses in a way that makes them less vulnerable to collection and abuse by spammers.Every time you are asked for your email address verbally or on paper, think carefully about whether or not you want to receive any information from that company or organization. It is usually best to decline to provide your email address. Whenever possible, advocate that organizations you are involved in or do business with default to the opt-in model. This requires you to specifically request to be added to their email lists, rather than the opt-out model, where they add you to email lists automatically, and then give you the option of asking to be removed. Be proactive Adjusting the security settings in your web browser is a good preventive measure. For a higher level of security, have your browser disallow: Accepting cookiesListing your name and other personal information in your browser profileFilling in form fields for you This will help reduce the amount of personal information transmitted to sites at the expense of

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		full functionality, since many legitimate web sites require you to accept cookies. Do not contribute to the spam problem by producing any of it yourself! In particular, learn about chain mail and do not forward chain mail to others. Also, if you receive an email message that appears to warn of some horrible thing happening (a virus that reportedly deletes all your files, for example) or is a touching sob story (about helping to save a poor sick girl or boy, for example), be suspicious. Nearly every instance of chain mail is a hoax. The message may even come from someone you know and respect who is simply not aware that it's a hoax. Learn about hoaxes and the sites available to verify hoaxes, and do not forward them to others. Questions regarding X-rated spam (unsolicited mass e-mail) Some members of the Company have at times expressed concern to IT regarding their own accountability for unsolicited e-mail of a sexual nature sent to their Company e-mail address. In some cases, an employee worries that a supervisor or co-worker might think the employee solicited the mail. In other cases, the person fears that an IT employee asked to assist with the computer might think the person had solicited the sexually-oriented mail. Most people who either have experienced spam or have read about spam understand that spammers do not wait to be asked; they are in the business of aggressive marketing. Many spammers are deceitful, trying to fool people into opening their unwanted e-mail by pretending to be someone else or using a subject line which fools the recipient into opening the mail. Sometimes they claim falsely that the person is receiving the e-mail because the person asked for it, or expressed interest in material of a similar nature. The truth is that few people welcome spam and even fewer ask for it. If a supervisor or co-worker thinks otherwise, IT can reassure them. Certainly, IT technicians and consultants understand that spam is a plague and not something invited by the recipient. As extra protection, depending upon how you receive your e-mail on campus, there are ways to quarantine spam and/or filter your incoming e-mail. It is advisable to immediately delete any such emails you receive.

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KB0000028	What are phishing scams and how can I avoid them?	Phishing explained Phishing Explained Phishing scams are typically fraudulent email messages appearing to come from legitimate enterprises (e.g., your company, your Internet service provider, your bank). These messages usually direct you to a spoofed web site or otherwise get you to divulge private information (e.g., passphrase, credit card, or other account updates). The perpetrators then use this private information to commit identity theft. One type of phishing attempt is an email message stating that you are receiving it due to fraudulent activity on your account, and asking you to "click here" to verify your information. Phishing scams are crude social engineering tools designed to induce panic in the reader. These scams attempt to trick recipients into responding or clicking immediately, by claiming they will lose something (e.g., email, bank account). Such a claim is always indicative of a phishing scam, as responsible companies and organizations will never take these types of actions via email. Specific types of phishing Phishing scams vary widely in terms of their complexity, the quality of the forgery, and the attacker's objective. Several distinct types of phishing have emerged. Spear phishing Phishing attacks directed at specific individuals, roles, or organizations are referred to as "spear phishing". Since these attacks are so pointed, attackers may go to great lengths to gather specific personal or institutional information in the hope of making the attack more believable and increasing the likelihood of its success. The best defense against spear phishing is to carefully, securely discard information (i.e., using a cross-cut shredder) that could be used in such an attack. Further, be aware of data that may be relatively easily obtainable (e.g., your title at work, your favorite places, or where you bank), and think before acting on seemingly random requests via email or phone. Whaling The term "whaling" is used to describe phishing attacks (usually spear phishing) directed specifically at executive officers or other high-profile targets within a business, government, or other organization. Avoiding phishing scams The Company and other reputable organizations will never use email to request that you reply with

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		your passphrase, Social Security number, or confidential personal information. Be suspicious of any email message that asks you to enter or verify personal information, through a web site or by replying to the message itself. Never reply to or click the links in a message. If you think the message may be legitimate, go directly to the company's web site (i.e., type the real URL into your browser) or contact the company to see if you really do need to take the action described in the email message. When you recognize a phishing message, delete the email message from your Inbox, and then empty it from the deleted items folder to avoid accidentally accessing the web sites it points to. Always read your email as plain text. Phishing messages often contain clickable images that look legitimate; by reading messages in plain text, you can see the URLs that any images point to. Additionally, when you allow your mail client to read HTML or other non-text-only formatting, attackers can take advantage of your mail client's ability to execute code, which leaves your computer vulnerable to viruses, worms, and Trojans. Warnings Reading email as plain text is a general best practice that, while avoiding some phishing attempts, won't avoid them all. Some legitimate sites use redirect scripts that don't check the redirects. Consequently, phishing perpetrators can use these scripts to redirect from legitimate sites to their fake sites. Another tactic is to use a homograph attack, which, due to International Domain Name (IDN) support in modern browsers, allows attackers to use different languagecharacter sets to produce URLs that look remarkably like the authentic ones. Reporting phishing attempts If the phishing attempt targets the Company in any way (e.g., asks for the Company's Webmail users to "verify their accounts", includes a malicious PDF directed to human resources, or impersonates the Company), forward it with full headers to the Company Information Security Office. You can report a phishing scam attempt to the company that is being spoofed. You can also send reports to the Federal Trade Commission (FTC). Depending on where you live, some local authorities also accept phishing scam reports. Finally, you can send details to the Anti-Phishing Working Group, which is building a database of common scams to which people can refer.

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		Example of a phishing scam The following phishing scam was targeted at Servicenow users: --- From: "SERVICENOW.ORG SUPPORT TEAM" <supportteam01@indiana.edu> Reply-To: "SERVICENOW.ORG SUPPORT TEAM" <spupportteam@info.lt> Date: Sat, 12 Jul 2008 17:42:05 -0400 To: <"Undisclosed-Recipient:;"@iocaine.uits.indiana.edu> Subject: CONFIRM YOUR ACCOUNT Dear SERVICENOW.ORG Webmail Subscriber This mail is to inform all our {SERVICENOW.ORG} webmail users that we will be maintaining and upgrading our website in a couple of days from now.As a Subscriber you are required to send us your Email account details to enable us know if you are still making use of your mailbox. Be informed that we will be deleting all mail account that is not functioning to enable us create more space for new employees and managers in the company, You are to send your mail account details which are as follows: *User Name: *Password: *Date of birth: Failure to do this will immediately render your email address deactivated from our database. Thank you for using SERVICENOW.ORG FROM THE SERVICENOW.ORG SUPPORT TEAM ---

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KB0000027	Importing Address Book From CSV File	Outlook 2010 - Importing Address Book From CSV File This article explains how to import your address book from a CSV file into Outlook 2010. Start Outlook 2010.Select the File menu.Choose Open.Click Import.Select Im port from another program or file, then Next from the Import/Export Wizard.Select Comma Separated Values (Windows) , then Next. Choose Browse to navigate to the .csv file that you want to import, and then click Open to return to the Import a File window.Select Next and choose Contacts as the destination folder, and click Next again.Click Finish to import the Address Book.

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KB0000026	Create And Edit A Contact Group	Outlook 2010 - Create And Edit A Contact Group (Formerly Distribution Lists) This article explains how to create and edit a contact group in Outlook 2010. In previous versions of Outlook, this was known as a distribution list. A contact group (formerly known as a distribution list) is a grouping of email addresses collected under one name. A message sent to a Contact Group goes to all recipients listed in the group. You can include Contact Groups in messages, task requests, meeting requests, and in other Contact Groups. There is no maximum number of names you can include in a Contact Group. Create a Contact Group with New Names or Names in the Address Book In Contacts, on the Home tab, in the New group, click New Contact Group.In the Name box, type a name for the Contact Group.On the Contact Group tab, in the Members group, click Add Members, and then click From Outlook Contacts, From Address Book or New E-mail Contact.If you are adding a new email contact, enter the information for the person in the Add New Memberdialog box. ORIf you are adding a member from Outlook Contacts or an Address Book, do the following:In the Address Book drop-down list, click the address book that contains the email addresses that you want to include in your Contact Group.In the list of names, click the names that you want, and then click Members. You can add names from different address books to the same Contact Group.Do this for each person whom you want to add to the Contact Group, and then click OK. The Contact Group is saved in your Contacts folder under the name that you chose. Create a Contact Group by Copying Names from an Email Message In the message that you want to copy the names from, click the names in the To or Cc box (To, Cc, and Bcc boxes: A message is sent to the recipients in the To box. Recipients in the Cc (carbon copy) and Bcc (blind carbon copy) boxes also get the message; however, the names of the recipients in the Bcc box aren't visible to other recipients.).Right-click your selection, and then click Copy.In Mail, on the Home tab, in the New group, click New Items, then click More Items, and then clickContact Group.In the Name box, type a name for the Contact Group.On the Contact Group tab, in the Members group, click Add Members, and then

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		click either From Outlook Contacts or From Address Book.At the bottom of the Select Members dialog box, in the Members box, right-click, and then click Paste. NOTE: A member does not need to be in your Address Book in order to be added to the Contact Group. The member's name and email address will be included when you copy and paste from the original email message. Add an Address from an Address Book or a Contacts Folder On the Contact Group tab, in the Members group, click Add Members, and then click From Outlook Contacts or From Address Book.In the Address Book drop-down list, click the address book that contains the e-mail addresses that you want in your Contact Group.Browse for the name that you want, or type it in the Search box.In the Name list, click the name, and then click Members. Do this for each person whom you want to add to the Contact Group, and then click OK. Add an Address that is Not in a Contacts Folder or an Address Book On the Contact Group tab, in the Members group, click Add Members, and then click New E-mail Contact.Type the information for the email address, and then click OK. Remove a Contact Group Member In the list of names, click the name that you want to remove.On the Contact Group tab, in the Members group, click Remove Member.

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KB0000025	Automatic Replies (Out Of Office)	Automatic Replies (Out Of Office) This article explains how to use automatic replies in Outlook 2010 for Exchange accounts. Setting Up Automatic Replies Click the File tab.Click Automatic Replies.Select Send automatic replies.If desired, select the Only send during this time range check box to schedule when your out of office replies are active. If you do not specify a start and end time, auto-replies will be sent until you select the Do not send automatic replies check box.On the Inside My Organization tab, type the response that you want to send to colleagues while you are out of the office.On the Outside My Organization tab, select the Auto-reply to people outside my organization check box, and then type the response that you want to send while you are out of the office. Select whether you want replies sent to My contacts only or to Anyone outside my organization who sends you messages. NOTE: If you select My Contacts only in step 6, replies will be sent only to contacts that exist in your Contacts folder. Using Rules With Automatic Replies It is also possible to use rules to manage your messages while you are out of office. For example, you can create rules to automatically move or copy messages to other folders, to delete messages, to send custom replies, and so on. Click the File tab.Click Automatic Replies.Click Rules, and then click Add Rule.Under When a message arrives that meets the following conditions, specify the conditions that the message must meet for the rule to be applied. If you want to specify more conditions, click Advanced, enter or select the options that you want, and then click OK.If you want to specify that this rule must be applied last, select the Do not process subsequent rules check box.Under Perform these actions, select the actions that you want. You can select more than one action.Click OK three times. NOTES: Automatic Replies rules can also be edited by following the above procedure.To turn Automatic Replies rules on or off, in the Automatic Reply Rules dialog box, select or clear the check box of the rule that you want to turn on or off.

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KB0000024	Create An Email Signature	Create An Email Signature To create a personalized email signature: Open a new message. On the Message tab, in the Include group, click Signature, and then click Signatures.On the E-mail Signature tab, click New.Type a name for the signature, and then click OK.In the Edit signature box, type the text that you want to include in the signature.To format the text, select the text, and then use the style and formatting buttons to select the options that you want.To add elements besides text, click where you want the element to appear, and then do any of the following: Options How to To add an electronic business card Click Business Card, and then click a contact in the Filed As list. Then click OK To add a hyperlink Click Insert Hyperlink, type in the information or browse to a hyperlink, click to select it, and then click OK To add a picture Click Picture, browse to a picture, click to select it, and then click OK. Common image file formats for pictures include .bmp, .gif, .jpg, and .png. To finish creating the signature, click OK. NOTE: The signature that you just created or modified won't appear in the currently open message; it must be inserted into the message.

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KB0000023	Enable/Disable Wireless Laptop Connections	Enable/Disable Wireless Laptop Connections Dell Quickset UtilityOn a Dell laptop running the latest versions of Quickset and the Intel drivers (downloadable from support.dell.com), perform the following steps: Launch the Quickset utility by double-clicking the Quickset icon in the system tray.Click on Location Profiler in the upper left.Click Modify Settings on the left side in the Quickset Location Profiler windowSelect the box Disable Wi-Fi until the Wired connection is terminatedClick Save at the bottom of the window. This can be very useful to those who plug into an Ethernet port so they don't have to manually disable wireless. It also fixes a few problems where Windows might try to use both network interfaces simultaneously. Note: Sometimes it appears that the "Location Profiler" menu option is not present. If this is the case, reinstall Quickset, reboot, then re-install the Dell drivers for wireless and reboot again. This seems to correct the issue. Windows Computers; Manual Method Right-click your wireless icon in the system tray and select View Available Wireless NetworksDouble-click on the company's wireless connection to disconnectClick Yes when prompted to disconnect --OR-- (if you do not see the wireless icon in your system tray) Click on the Start buttonPull up to Connect To --> Show All Connections (in Windows 2000 or XP using the classic interface, pull up toSettings and select Network Connections)Right-click on the Wireless Network Connection and select View Available Wireless Networks. Double-click on the company's wireless connection to disconnectClick Yes when prompted to disconnect These procedures leave the wireless device active, and the wireless icon viewable in the system tray with a red X on it, to easily connect when desired. Mac OS X Computers; Manual MethodIf you Macintosh does not automatically detect the wired network when you plug in an Ethernet cable: From the Apple menu select System PreferencesClick the Network iconFrom the drop down menu select Built-in Ethernet (wired), or Airport (wireless), as needed --OR--Click on the signal strength indicator in the upper right corner of your screen and select nostrings from the menu. How to turn off network bridging and Internet connection sharingNetwork instability can also be caused if either Network Bridging or Internet

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		Connection Sharing are turned on within your system preferences. When your computer is configured for network bridging or Internet Connection Sharing, it can cause looping of network traffic. Windows Vista Click on the Start buttonClick on Control Panel and choose Network and Sharing CenterOn the left hand side of the page select Manage network connections from the Tasks listIn the Network Connections window, right-click on an active Ethernet connection (Local Area Connection). Make sure Bridge Connections is not selected. Windows XP Pro Click on the Start buttonPull up to Connect To --> Show All Connections (if using the classic interface, pull up to Settings and selectNetwork Connections)In the Network Connections window, right-click on an active Ethernet connection (Local Area Connection). Make sure Bridge Connections is not selected. Windows 2000 Click on the Start buttonPull up to Settings and select Network ConnectionsRight-click on an active Ethernet connection (Local Area Connection). On the Connection Properties screen, select the Sharing tab.Under Shared Access, make sure Enable Internet Connection Sharing for this connection is not selected, then click OK. Mac OS X From the Apple menu, select to System PreferenceUnder Internet & Network, click Sharing, then click the Internet tab.Internet Sharing Off must be displayed at the top of the tab. If you see Internet Sharing On, click Stop to disable it.

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KB0000022	How to set or change your default web browser	How to set or change your default web browser The following setting can be changed only if you have Administrator privileges on your computer. Change the default programs used in Windows 8 If not already in Desktop mode, enter it by tapping the Windows and the D key at the same time.Move the mouse to the lower-right hand corner of the screen to activate the "Gadget" bar and select Settings (gear icon)Select Control PanelSelect ProgramsSelect Default ProgramsClick on Set your default programsLocate and select the web browser you wish to set as your default from the listWith your choice selected, click on Set this program as defaultClick OK to save your settings Change the default programs used in Windows 7/Windows Vista Click on the Start ButtonSelect Control PanelSelect ProgramsSelect Default ProgramsClick on Set your default programsLocate and select the web browser you wish to set as your default from the listWith your choice selected click on Set this program as defaultClick OK to save your settings To make Firefox your default browser Open FirefoxFrom the Tools pull-down menu select OptionsClick on the Advanced tabIn the area called System Defaults, click on the Check Now button.If Firefox is not set to be your default browser, you will be given the option to make it the default.

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KB0000021	About Windows 7	About Windows 7 Windows 7 is not an upgrade to Windows Vista, but an entirely different operating system. With it, you can expect greater functionality in communication, multimedia, and security, including improved, streamlined User Account Control (UAC) performance with fewer prompts. The interface introduced with Vista, Windows Aero, uses 3D graphics and other high-end visual effects. System requirements The minimum hardware requirements for Windows 7 as specified by Microsoft are listed as follows: 1 GHz 32-bit (x86) or 64-bit (x64) processor UITS recommends: A dual-core (Core 2) processor 1 GB of system memory (32-bit) or 2 GB of system memory (64-bit) UITS recommends: 2 GB system memory A graphics processor that is DirectX 9-capable with Hardware Pixel Shader v2.0 and WDDM Driver support128 MB of graphics memory UITS recommends: 256 MB graphics memory; non-integrated video card 40 GB of hard drive capacity with 16 GB free space (32-bit) or 20 GB free space (64-bit) UITS recommends: 80-100 GB capacity DVD-ROM driveAudio output capabilityInternet access capability Windows 7 versions and upgrades The different versions and upgrades include Windows 7 Ultimate; IU departments will use Windows 7 Enterprise. If you are using any version of Windows 7 or Vista except Enterprise, you can upgrade to Windows 7 Ultimate. For example, if you purchase a new computer from an outside retailer, it might be shipped with Windows 7 Home Premium; you can upgrade to Windows 7 Ultimate if you wish. Departments that use Vista Enterprise can upgrade to Windows 7 Enterprise. If you have Vista Enterprise for personal use, you cannot upgrade that to Windows 7 Enterprise, but you can do a clean install of Windows 7 Ultimate, which will format your hard drive and remove your previous version of Windows. For all other versions of Windows, migrating to Windows 7 will require a clean install. Your upgrade path must be consistent with your system type (i.e., you cannot upgrade from Windows Vista Ultimate 32-bit to Windows 7 Ultimate 64-bit, or from a 64-bit to a 32-bit operating system).

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KB0000020	Windows: Should I upgrade to Windows 8.x?	Should I upgrade to Windows 8.x? Windows 8.x is designed for using touch, mouse, and keyboard together, on hardware ranging from touch-enabled tablets and laptops to PCs and all-in-one computers, including those without touch capability. To decide whether to upgrade, consider details surrounding system requirements, versions, features related to your own use, and support at IU. Features Another noticeable difference is the requirement of a Microsoft account to download apps from the Windows Store and access apps such as Calendar, Mail, and Messaging. By most accounts, Windows 8.x improves performance in areas such as speed, memory management, and power efficiency, resulting in faster boot times, smaller memory footprint, and more free memory for the programs you run. Windows 8.x also suspends apps and desktop programs when a device is put into sleep mode, allowing the CPU to drop into a lower-power state for battery savings. The Task Manager and Explorer have been enhanced, allowing easier views of system resource use, and more useful and functional file management. Windows 8.x comes with improved recovery options, including restoring a device to a clean install state, or performing the equivalent of a factory reset while keeping installed apps and preferences. Both these functions can be performed from a built-in recovery menu. System Requirements Computers currently running Windows 7 should not have problems running Windows 8.x. Microsoft recommends ServiceNow recommends 1 GHz 32-bit (x86) or 64-bit (x64) processor Dual-core (Core 2) processor 1 GB of system memory (32-bit) or 2 GB of system memory (64-bit) 2 GB of system memory DirectX 9-capable graphics processor, with

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		Hardware Pixel Shader v2.0 and WDDM 1.0 or higher driver support 128 MB of graphics memory 256 MB of graphics memory and a non-integrated video card. 40 GB of hard drive capacity with 16 GB free space (32-bit) or 20 GB free space (64-bit) 80-100 GB of hard drive capacity DVD-ROM drive Audio output capability Internet access capability Additionally, a new element is the requirement that modern UI applications have a minimum of 1024 x 768 screen resolution, and 1366 x 768 for the snap feature.

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KB0000019	How can I restore my computer to a previous configuration?	Restore my computer to a previous configuration You can use a feature called System Restore to restore your Windows computer to a previous working configuration. To use System Restore, follow the appropriate steps for your operating system. Note: For help navigating, see Getting around in Windows. Windows 8.x and 7 In Windows 8.x, press Win-c; from the Charms menu, choose Search, and thenApps. Enter rstrui and select the matching result. In Windows 7, in the Start menu search field, enter system restore , rstrui , or rstrui.exe and select the matching result.In the resulting System Restore menu, click Next. Choose a restore point that was created before your current configuration stopped working. Note: If you need to select a restore point that isn't listed, click Show more restore points.Click Next, and then Finish. Windows Vista In the Start menu search field, enter system restore . Click Choose a different restore point, and then click Next. Choose a restore point that was created before your current configuration stopped working. Click Next, and then Finish.

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KB0000018	About Windows Vista	About Windows Vista Note: If you are migrating from an older operating system, UITS strongly recommends installing Windows 7 rather than Vista. Windows 7 was released three years after Vista and comes with more advanced features and many bug fixes, but has the same hardware requirements. Should you choose to install Vista, use the Windows Vista Upgrade Advisor to make sure your computer is capable of running Vista. System requirements Microsoft's system requirements for Vista are listed below. Microsoft lists Windows Vista hardware requirements in two categories, Vista Capable and Vista Premium Ready. Vista Capable computers are able to run Vista, but may have limitations in the functionality of some features. Vista Capable minimum hardware requirements are as follows: A modern processor (at least 800 MHz)512 MB of system memoryA graphics processor that is DirectX 9 capable20 GB of hard drive capacity with 15 GB free spaceCD-ROM drive Vista Premium Ready computers can take full advantage of the features available in Vista, including the Windows Aero advanced graphical interface. Microsoft lists the minimum hardware requirements for Vista Premium as follows: 1 GHz 32-bit (x86) or 64-bit (x64) processor UITS recommends: A dual-core (Core 2) processor 1 GB of system memory UITS recommends: 2 GB system memory A graphics processor that is DirectX 9 capable with Hardware Pixel Shader v2.0 and WDDM Driver support 128 MB of graphics memory UITS recommends: 256 MB graphics memory; non-integrated video card 40 GB of hard drive capacity with 15 GB free space UITS recommends: 80-100 GB capacity DVD-ROM drive Audio output capability Internet access capability Vista versions If you're upgrading from Vista Home Premium, you need to upgrade to Vista Ultimate (notVista Business) if you want to keep Windows Media Center. For information about upgrading from an earlier version of Windows, see Microsoft's Installing and reinstalling Windows Vista.

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KB0000017	What is the Windows key?	What is the Windows key? The Windows key is a standard key on most keyboards on computers built to use a Windows operating system. It is labeled with a Windows logo, and is usually placed between the Ctrl and Alt keys on the left side of the keyboard; there may be a second identical key on the right side as well. Pressing Win (the Windows key) on its own will do the following: Windows 8.x: Toggle between the Start screen and the current applicationWindows 7 or Vista: Bring up the Start menu Pressing Win in combination with other keys will access shortcuts; these will vary based on the version of Windows you are using. For a list of shortcuts, see Wikipedia: Windows key. If your keyboard does not have a Windows key, you can access the Start menu, but not other shortcuts, by pressing Ctrl-Esc. If you are running Windows on a Mac in Boot Camp, the Command key functions as the Windows key.

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KB0000016	About Windows 10	Introducing Windows 10 Windows 10 is full of new features and improvements. Take a look at the highlights! Ready, set, Start menu The Start menu is back—and it’s more personal, more organized, and more fun than before.Select the Start icon button on the taskbar. You'll find your most used apps on the left, the all apps list, and shortcuts to other locations on your PC, like File Explorer and Settings. Get apps, music, and more The Store is a one-stop shop for music, videos, games, and apps.Try out an app before you buy it, or pick a free one. Your Windows 10 apps will work on all your Windows 10 devices. Cortana can get it done Cortana, your personal assistant, is right on your desktop. Ask her to set up a meeting or send an email to a friend. She can even find your files for you and tell you jokes.Select the search box and type what you want Cortana to do, or just select the microphone to talk with her instead. Rule the web with Microsoft Edge Microsoft Edge is the first browser that lets you take notes, write, doodle, and highlight directly on webpages. Use the reading list reading list icon to save your favorite articles for later, then read them in reading view reading view icon.Hover over open tabs to preview them, and bring your favorites and reading list with you when you use Microsoft Edge on another device. Plus, Cortana is built in to Microsoft Edge to help you do things faster and easier. Where you can type, you can write Microsoft Edge isn't the only app you can write in. Use your tablet pen, finger, or your mouse to write everywhere you could type before. Or just doodle in OneNote. We won't tell. Sign in and greet the day with Windows Hello If it’s available on your device, Windows Hello changes how you sign in—it uses your face or fingerprint instead of a password. Go to Settings > Accounts > Sign-in options to set it up. All your photos in one place No more endless searching. The Photos app collects all your photos and videos in one place.From your phone, and your PC, and OneDrive. Then, it organizes your memories into albums for you to enjoy and share. For more information go to this link

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KB0000015	How do I create and delete users?	Creating/Deleting users in Mac OS X To allow users to log into your Mac OS X computer, create an account for each of them. Creating a new user in Mac OS X From the Apple menu, select System Preferences.... From the View menu, select Users & Groups (Mac OS X 10.7 or later) orAccounts (Mac OS X 10.6 or earlier). If it's locked, click the padlock in the bottom left corner of the window, and then authenticate as an administrator. Under the list of user accounts, click + (the plus sign). From the menu next to "New Account:", select the type of account you want to create. To allow this user to make changes to the system settings, add programs, and perform other system functions beyond basic use, selectAdministrator. For lower access accounts, choose Standard or Managed with Parental Controls as appropriate. Sharing Only and Group are special options for specific needs. For more, refer to your operating system's documentation. Note: Selecting Administrator will give the user the ability to make changes to your system without your approval.In the "Full Name:" field, enter the new user's real name. In the "Account Name:" or "Short Name:" field, enter a username you wish to assign to the user.In the "Password:" field, type a password for the user, and then type it again in the "Verify:" field. You can optionally set a password hint for the user. For the hint, try to use something only the new user will understand; alternatively, leave this field blank. Click Create User or Create Account. Deleting a user in Mac OS X From the Apple menu, select System Preferences.... From the View menu, select Users & Groups (Mac OS X 10.7 and later) orAccounts (Mac OS X 10.6 and earlier). If it's locked, click the padlock in the bottom left corner of the window, and then authenticate as an administrator. Select the name of the user you want to delete, and, under the list of accounts, click - (the minus sign). Choose Save the home folder in a disk image, Don't change the home folder, or Delete the home folder depending on how or whether you want to save the user's data. In Mac OS X 10.7 or later, if you choose to delete the home folder, there is also an Erase home folder securely option. Then, click Delete User or OK.

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KB0000014	Can I upgrade my operating system? What are the system requirements?	Upgrade your Mac Operating System These are the specs required for upgrading to newer versions o OS X: Requirements for OS X 10.9 (Mavericks) OS X 10.9 works with these Macintosh computers: iMac (Mid 2007 or newer), MacBook (Late 2008 Aluminum, or Early 2009 or newer), MacBook Pro (Mid/Late 2007 or newer), Xserve (Early 2009), MacBook Air (Late 2008 or newer), Mac mini (Early 2009 or newer), Mac Pro (Early 2008 or newer)2GB of memoryOS X v10.6.8 or later8GB of available space Requirements for OS X 10.8 (Mountain Lion) OS X 10.8 works with these Macintosh computers: iMac (Mid 2007 or newer), MacBook (Late 2008 Aluminum, or Early 2009 or newer), MacBook Pro (Mid/Late 2007 or newer), Xserve (Early 2009), MacBook Air (Late 2008 or newer), Mac mini (Early 2009 or newer), Mac Pro (Early 2008 or newer)2GB of memoryOS X v10.6.8 or later already installed8GB of available space Requirements for Mac OS X 10.7 (Lion)Mac OS X 10.7 works with these Macintosh computers: Mac computer with an Intel Core 2 Duo, Core i3, Core i5, Core i7, or Xeon processor2GB of memoryOS X v10.6.6 or later (v10.6.8 recommended) already installed7GB of available space Requirements for Mac OS X 10.6 (Snow Leopard)Mac OS X 10.6 works with these Macintosh computers: Mac computer with an Intel processor1GB of memory5GB of available disk spaceDVD drive for installation

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KB0000013	How do I quit an application that isn't responding?	How do I quit an application that isn't responding in Mac OS X? In Mac OS X, you may occasionally find that applications lock up and do not respond to any commands, including Quit. When this happens, sometimes the only solution is to issue a Force Quit command. Force quitting an application will not save your latest changes, but it will often allow you to revive the misbehaving application without restarting your entire computer. To force quit an application, from the Apple menu, choose Force Quit.... Select the misbehaving application from the list, and then click Force quit. You can also bring up this window by pressing Command-Option-Esc. Note: You cannot quit the Finder; the only option available to you is Relaunch, which will reload the Finder.
KB0000012	Where can I obtain updates and new releases?	Where can I obtain updates and new releases for Mac OS X? To find updates and new releases for Mac OS X, try any of the following options: Use Software Update to download and install updates, and even full releases, of the operating system. To download the full version of Mac OS X 10.9 (Mavericks), open the Mac App Store, available in Mac OS X 10.6.6 and later. You may access it from the Apple menu. You can also buy other software products from Apple and third-party developers in the App Store.To order Apple merchandise, visit the Apple Store or call 800-MY-APPLE. For information about upgrades, call 800-785-9445.

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KB0000011	How to Deal with Spam	How to Deal with Spam Spam has increasingly become a problem on the Internet. While every Internet user receives some spam, email addresses posted to web sites or in newsgroups and chat rooms attract the most spam. To reduce the amount of spam you receive: Don't reply to spamBe careful releasing your email address, and know how it will be usedBe proactive Don't reply to spam If you reply to spam, the spammer or the automated program on the other end will then know that your address is connected to a live person, and the spammer will then bombard you with even more spam, and circulate your address to other spammers. It is critical that you pause and think before replying to any spam. Consider the following guidelines: Setting up your email account to generate automatic responses while you are away can have the unfortunate side-effect of verifying your email address to every spammer that sends you spam. If the message appears to come from a legitimate company, the company may have obtained your email address from some transaction between you and the company. In fact, you may have inadvertently provided your email address (e.g., if you didn't check a box marked Don't send me product updates). In these cases, it is usually safe to reply and ask to be removed from the mailing list. If it is not a company you recognize, use your judgment. To be safe, copy and paste the link to the company's site into the browser rather than clicking it in the email message. If the spam is clearly from a disreputable source, never respond. Do not follow the (probably bogus) unsubscribe directions. In most cases, if you never reply, the network of spammers will eventually decide your email address is a dud, and will stop using it as often. Be careful releasing your email address, and know how it will be used Every time you communicate on the Internet or browse a web site, there are opportunities for spammers to intercept your communications to obtain your email address and other personal information. Otherwise reputable companies may sell or exchange your email address with other companies, and this information may eventually find its way to a spammer. At worst, spammers will use automated programs to bombard these lists of email addresses with spam. Consider the following

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		guidelines: Subscribe only to essential discussion lists, and ensure that they are moderated. Think twice before offering your email address to a web site. You may wish to check the site's privacy policy first to be sure it uses secure technology, and that the company does not share your email address with others. If you need to list email addresses on your web site, present the addresses in a way that makes them less vulnerable to collection and abuse by spammers.Every time you are asked for your email address verbally or on paper, think carefully about whether or not you want to receive any information from that company or organization. It is usually best to decline to provide your email address. Whenever possible, advocate that organizations you are involved in or do business with default to the opt-in model. This requires you to specifically request to be added to their email lists, rather than the opt-out model, where they add you to email lists automatically, and then give you the option of asking to be removed. Be proactive Adjusting the security settings in your web browser is a good preventive measure. For a higher level of security, have your browser disallow: Accepting cookiesListing your name and other personal information in your browser profileFilling in form fields for you This will help reduce the amount of personal information transmitted to sites at the expense of full functionality, since many legitimate web sites require you to accept cookies. Do not contribute to the spam problem by producing any of it yourself! In particular, learn about chain mail and do not forward chain mail to others. Also, if you receive an email message that appears to warn of some horrible thing happening (a virus that reportedly deletes all your files, for example) or is a touching sob story (about helping to save a poor sick girl or boy, for example), be suspicious. Nearly every instance of chain mail is a hoax. The message may even come from someone you know and respect who is simply not aware that it's a hoax. Learn about hoaxes and the sites available to verify hoaxes, and do not forward them to others. Questions regarding X-rated spam (unsolicited mass e-mail) Some members of the Company have at times expressed concern to IT regarding their own accountability for unsolicited e-mail of a sexual

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		nature sent to their Company e-mail address. In some cases, an employee worries that a supervisor or co-worker might think the employee solicited the mail. In other cases, the person fears that an IT employee asked to assist with the computer might think the person had solicited the sexually-oriented mail. Most people who either have experienced spam or have read about spam understand that spammers do not wait to be asked; they are in the business of aggressive marketing. Many spammers are deceitful, trying to fool people into opening their unwanted e-mail by pretending to be someone else or using a subject line which fools the recipient into opening the mail. Sometimes they claim falsely that the person is receiving the e-mail because the person asked for it, or expressed interest in material of a similar nature. The truth is that few people welcome spam and even fewer ask for it. If a supervisor or co-worker thinks otherwise, IT can reassure them. Certainly, IT technicians and consultants understand that spam is a plague and not something invited by the recipient. As extra protection, depending upon how you receive your e-mail on campus, there are ways to quarantine spam and/or filter your incoming e-mail. It is advisable to immediately delete any such emails you receive.

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KB0000010	Warranty coverage details for SCI and DeSC computers	Warranty coverage details for SCI and DeSC computers Your newly acquired Dell computer comes with a limited factory warranty of 5 years for parts and labor coverage. The warranty begins the day the computer is shipped, not when you receive it. If you think that you have a hardware problem and are not sure, please call the OIT Help Desk at 8-HELP. A Help Desk representative will determine if the problem is caused by hardware or software. If it is determined to be a hardware problem, a Hardware Support technician will be dispatched to your office to repair your computer. What Are CRUs? The Dell laptops come with many CRUs (customer replaceable units). Dell does not reimburse HWS for any work done on these items. If you suspect one of these components has failed and the Help Desk, your SCAD representative or STC representative has determined your trouble to be hardware failure, you will need to contact Dell - please see the Hardware Support warranty page for information on numbers to call. The following are examples of CRUs: Floppy Drive/LS-120/Zip driveExternal Floppy Drive CableExternal Media CableExternal Media SleeveCD-ROMs/CD-RW/DVD drivePCMCIA CardMain BatteryTravel ModuleAC AdapterPower CordMini PCI Card AssemblyMemory Modules Additionally, Dell desktop systems also have CRUs. Again these are not reimbursable to Hardware Support and are dealt with by the customers also. Computer Replaceable Units are: KeyboardsMiceMonitorsExternal Speakers If one of these items needs to be replaced, you can contact Dell directly. Have your system tag number ready. When you contact Dell, they will make arrangements to have replacement parts advance shipped directly to you for immediate replacement. A return prepaid air bill will be provided for the return of your defective part. If a customer does NOT want to deal with Dell, Hardware Support can certainly obtain these items under warranty and replace them for a labor charge. Hardware Support provides service for all computers regardless of their warranty. For information regarding services and pricing for warrantied and non-warrantied computers, please see the Hardware Support warranty page.

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KB0000009	Are Copyrighted Files Illegal to Have On My Computer?	Are Copyrighted Files Illegal to Have On My Computer? Tools built to make use of the Internet easier have created special concerns for the holders of copyright. While it takes time and energy for someone to photocopy all the pages of a book, it takes scarcely any time for someone to download an album of music, a feature film, an episode of a television show, or a computer game. Sometimes, because it is easy to download copyrighted material, it is tempting to believe it is legal to do so. But it is legal only if the material being downloaded is in the public domain, if the copyright holder has given you permission to make a copy of the material, or if you are making copies for purposes of criticism, comment, news reporting, scholarly or instructional purposes such that the "fair use" exception under federal copyright law applies. However, most contemporary music, film, television shows, computer games, and computer software are not likely to be in the public domain. Nor is it likely that downloading such materials in their entirety for entertainment purposes without permission from the rights-holder will meet the "fair use" criteria. Therefore, if you do not know whether material is copyrighted or not, assume that it is, and proceed accordingly. But what if I own legal copies of the material? Even if you have legally obtained copies of copyrighted materials on your computer, you must be careful to protect those copies against unauthorized copying by others. In particular, file sharing technologies such as BitTorrent, and so-called "private" sharing networks (to the extent you have reason to use such technologies for legitimate purposes) should be used responsibly and with great care to ensure that copyrighted materials are not being made available for copying by others not legally entitled to do so. Indeed, failure to restrict unauthorized access to copyrighted materials stored on your computer may constitute contributory infringement under federal copyright law. What is legal to download? Some material is in the public domain, and is available through web or file transfer sites maintained for that purpose. Some recording artists and some television studios provide streaming versions of performances for your viewing or listening. And some performers do give permission to copy and share some of their work. How will the rights-holder know?

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		The music industry, the film and television industry, and organizations representing software manufacturers and firms creating computer games, have become increasingly concerned about copyright infringement via the Internet, and have pursued the infringers - sometimes filing lawsuits against the individuals. Other kinds of copyrighted materials also are of concern. Just as some Employees search the Internet for music, films, or other material they would like, the rights-holders or their agents often search the Internet for computers that are holding and/or distributing unauthorized copies. When rights-holders find an unauthorized copy of a work, they often file an infringement complaint with the service provider. Sometimes, they file a lawsuit. And under some circumstances, they may file criminal charges. The Company is the service provider for its employees. Unless these complaints are addressed promptly, the Company may also be held liable for infringement. So if you use the Company network to make illegal copies, or if you fail to protect legally obtained copies on your computer, you put yourself and the Company at risk. What happens if I get caught? Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than $750 and not more than $30,000 per work infringed. For "willful" infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorney's fees. For details see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense. Violation of federal copyright law is also a violation of Company regulations and will be reported to appropriate disciplinary authorities. Employees may receive a warning, disciplinary probation, or other, even more serious, penalty as a result of infringement. Company policy also requires that loss of computing and network privileges be considered as part of the penalty in cases of repeated infringement. Does IT scan my computer for illegal files? Although most campus copyright infringement is revealed when the Company receives complaints

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		from the rights-holder or agent, some unauthorized service of music, films, television, computer games, and proprietary software has been discovered by IT simply because of the network performance problems caused by the traffic. In such cases, IT does not peruse files, but makes inferences which it reports to the appropriate disciplinary authority, while notifying the employee of the potential disciplinary and legal action. As a general matter, the Company is committed to protection of privacy, unless intrusion is warranted, and does not actively monitor its computing network for purposes of seeking out infringing activity on the part of its users. Further, the language of the Digital Millennium Copyright Act makes it clear that the service provider is not expected to be aware of content carried through its services, only to be properly responsive when alleged infringement is reported. Please be aware the Company cannot knowingly assist you in illegal activity, such as making unauthorized copies or sharing copyrighted materials without authorization. To do so would be to participate in violating federal law and, in acting as agents of the Company, staff are forbidden to do so.

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KB0000008	How to configure VPN for Apple Devices	How to configure VPN for Apple Devices For an iPhone or iPad running iOS? Select Settings > General > VPN.=Click Add VPN Configuration and enter the following information: Select L2TP.Enter Servicenow VPN in the Description field.Enter vpn-nu.vpn.servicenow.edu in the Server field.Enter your NetID in the Account field.Enter your NetID password in the Password field.Enter servicenow (case sensitive) in the Secret field.Select Save. To connect to Servicenow VPN, VPN should be turned On. Once you are successfully connected to Servicenow VPN, your screen will look like the following For Mac OS X Mavericks (10.9), Mountain Lion (10.8) or Lion (10.7) Open Apple > System Preferences.Select the Network icon in the System Preferences window. Click the + button at the bottom left of the screen to add a new connection. (Note: You may need to click the LOCK icon to enable editing of Network Settings.) Select Interface: VPNSelect VPN Type: L2TP over IPSecEnter Service Name: Servicenow VPNClick Create. From the Network window enter the following information: Enter Server Address: vpn-nu.vpn.servicenow.edu.Enter Account Name: your NetID.Check the checkbox labelled Show VPN status in menu bar to allow you the opportunity to establish a VPN connection from your menu bar. Click Authentication Settings. In the Shared Secret box enter servicenowvpnClick OK.Click App ly. Click Advanced... Check the checkbox labelled Send all traffic over VPN connection.Click OK.Click Apply.

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KB0000007	What is a cookie?	What is a cookie? Cookies are messages that web servers pass to your web browser when you visit Internet sites. Your browser stores each message in a small file, called cookie.txt. When you request another page from the server, your browser sends the cookie back to the server. These files typically contain information about your visit to the web page, as well as any information you've volunteered, such as your name and interests. Examples of cookies Cookies are most commonly used to track web site activity. When you visit some sites, the server gives you a cookie that acts as your identification card. Upon each return visit to that site, your browser passes that cookie back to the server. In this way, a web server can gather information about which web pages are used the most, and which pages are gathering the most repeat hits. Cookies are also used for online shopping. Online stores often use cookies that record any personal information you enter, as well as any items in your electronic shopping cart, so that you don't need to re-enter this information each time you visit the site. Servers can use cookies to provide personalized web pages. When you select preferences at a site that uses this option, the server places the information in a cookie. When you return, the server uses the information in the cookie to create a customized page for you. Security concerns Only the web site that creates a cookie can read it, so other servers do not have access to your information. Additionally, web servers can use only information that you provide or choices that you make while visiting the web site as content in cookies. Webmasters have always been able to track access to their sites, but cookies make it easier to do so. In some cases, cookies come not from the site you're visiting, but from advertising companies that manage the banner ads for a set of sites. These advertising companies can develop detailed profiles of the people who select ads across their customers' sites. Accepting a cookie does not give a server access to your computer or any of your personal information (except for any information that you may have purposely given, as with online shopping). Also, it is not possible to execute code from a cookie, and not possible to use a cookie to deliver a virus.

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		How do I clear my web browser's cache, cookies, and history? Notes: If you don't see instructions below for your specific version or browser, search your browser's Help menu for "clear cache". If you're unsure what browser version you're using, from the Help menu, select About [browser name]. InInternet Explorer and Firefox, if you don't see the menu bar, press Alt. When troubleshooting issues with any web site, after clearing your browser's cache and cookies, exit your browser completely before attempting to access the site again. In Windows, close all your browser windows; in Mac OS X, quit (Command-q) your browser. Android Start your browser. Tap Menu, and then tap More. Select Settings. Under "Privacy settings", select Clear cache, Clear history, or Clear all cookie data as appropriate, and then tap OK to accept (or Cancel to cancel) the deletion. Chrome In the browser bar, enter: chrome://settings/clearBrowserDataSelect the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site and plug-in data). From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.Click Clear browsing data. Firefox From the Tools or History menu, select Clear Recent History. If the menu bar is hidden, press Alt to make it visible.From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything. Click the down arrow next to "Details" to choose which elements of the history to clear. Click Clear Now. Internet Explorer 8 and higher From the Tools or Safety menu, select Delete browsing history.... If the menu bar is hidden, press Alt to make it visible.Deselect Preserve Favorites website data, and select: Temporary Internet files or Temporary Internet files and website filesCookies or Cookies and website dataHistory Click Delete. Internet Explorer 7 From the Tools menu in the upper right, select Delete Browsing History.... To delete your cache, click Delete files.... To delete your

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		cookies, click Delete cookies.... To delete your history, click Delete history....Click Close, and then click OK to exit. Mobile Safari for iOS (iPhone, iPod touch, iPad) To clear cache and cookies: From the home screen, tap Settings, and then tap Safari. At the bottom of Safari's settings screen, tap Clear cookies and data, orClear Cookies and Clear Cache. Confirm when prompted. To clear history: From the home screen, tap Safari.At the bottom of the screen, tap the Bookmarks icon.In the lower left, tap Clear.Tap Clear History. Opera From the Opera menu, select Settings, and then Delete Private Data.... In the dialog box that opens, select the items you want to clear, and then clickDelete. Safari From the Safari menu, select Reset Safari.... From the menu, select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data covers both cookies and cache.

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KB0000006	Dealing with Spyware and Viruses	Dealing with Spyware/Adware Spyware is the generic term for computer software that gathers information about you and your Internet surfing habits for marketing purposes; Adware refers to programs which gather information about you for marketing purposes in order to target your computer with advertisements (often in the form of pop-up windows.) These programs are often difficult to uninstall through traditional un-installation programs and will interfere with the normal performance of your computer's software and/or networking protocol. Viruses, worms, and Trojan horses According to Webster's Collegiate Dictionary, a computer virus is "a computer program usually hidden within another seemingly innocuous program that produces copies of itself and inserts them into other programs or files, and that usually performs a malicious action (such as destroying data)". Computer viruses are never naturally occurring; they are always man-made. Once created and released, however, their spread is not directly under human control. Macro viruses: A macro is a piece of code that can be embedded in a data file. A macro virus is thus a virus that exists as a macro attached to a data file. In most respects, macro viruses are like all other viruses. The main difference is that they are attached to data files (i.e., documents) rather than executable programs. Document-based viruses are, and will likely continue to be, more prevalent than any other type of virus. Worms: Worms are very similar to viruses in that they are computer programs that replicate functional copies of themselves (usually to other computer systems via network connections) and often, but not always, contain some functionality that will interfere with the normal use of a computer or a program. Unlike viruses, however, worms exist as separate entities; they do not attach themselves to other files or programs. Because of their similarity to viruses, worms also are often referred to as viruses. Trojan horses: A Trojan horse is a program that does something undocumented which the programmer intended, but that users would not accept if they knew about it. By some definitions, a virus is a particular case of a Trojan horse, namely, one which is able to spread to other programs (i.e., it turns them into Trojans too). According to others, a virus that does not do any deliberate damage (other than merely replicating) is not a Trojan.

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		Finally, despite the definitions, many people use the term "Trojan" to refer only to a non-replicating malicious program. Fortunately, there are many options for prevention and the safe removal of Spyware/Adware from your computer: Preventing Spyware / AdwareChoose programs carefully. Often free or trial programs downloaded from the Internet contain spyware/adware to fund the creators of the programs. The most common Spyware/Adware programs are installed with peer-to-peer sharing software such as Kazaa, Bearshare, and Limewire. Reading the license agreement and "Read Me" files of these programs will often indicate the installation of additional programs. Protect yourself by knowing your options. Some programs will allow you to customize the installation, whereas others such as Kazaa's latest version cannot be installed without Spyware/Adware. Protect yourself by knowing that there are other dangers for users of these programs; particularly for those who do not understand how the software is structured to operate or for those who are not careful to share only files they own legally. Do not click on unfamiliar links in pop-up windows. Spyware/Adware creators will disguise links in their pop-up windows. The safest way to close a pop-up windows is to right-click on it in your taskbar and choose Close or select the active window and use Alt + F4 on your keyboard. Removing SpyWare / AdwareMany Spyware/Adware removal programs are free to download and use. The Solution Center has found success with a free program called Spybot, as well as Microsoft's AntiSpyWare. OIT advises that novice users request technical assistance when installing and using these programs. See "Obtaining Technical Assistance" below. Should you choose to use Spybot without assistance, read the directions online which remind you to back up your registry first, and then update the Spybot definition files before scanning your hard drive.

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KB0000005	Excel Functionality	Excel Functionality Copying formulas without changing cell locations When you want to know how to copy a formula and keep portions of the formula from changing relative to where they are being copied, precede each portion of the cell specifications that aren't supposed to change with $.For example, if a formula contains the cell reference: B2, which is not supposed to change if the formula is copied to another cell, then change B2 to B2If, for example, the column specification, B, can change in B2, but not the row specification, 2, then change B2 to B$2 Similarly, if the row specification, 2, can change in B2, but not the column specification, B, then change B2 to $B2 How to use formula to manipulate data in Col A and put results in Col B Type a value in box A1Click box B1Click the Summation (sigma) notation symbol in to toolbar (autosum)In the formula box, type "*1.03" after the "+SUM(A1)"Hit Enter -- box B1 will now show the new value.Type in more values in col A (A2,A3,A4, etc).Highlight column B, and select Edit-->Fill-->FillDown, to apply the formula to the entire column.To round values, click the B column and select Format-->Style-->Currency. Spreadsheets display 4 digit years instead of 2 digit years Click on the Start Button.Pull up to Settings.Select Control Panels.Double-click on the Regional Settings Control Panel.Click on the Date tab.Change the short date style to MM/dd/yy (from MM/dd/yyyy) to return to al 2-digit format for the year.Last Updated: March 1, 2000 Enlarging Default Font Sizes in MS Excel Click Excel in the upper left hand corner. Select Preferences....Select the General tab.Next to “Standard Font,” you can select the default font type and size.After you click OK, quit Excel to apply the changes. Defining the print area so that document fits on one page If you are unable to print the desired area of the spreadsheet on a single page, the print area may be defined incorrectly, or it may need to be specified.Click and drag the mouse to draw a selection box around the cells that should be printed. In the file menu, highlight "Print Area" and select "Set Print Area." This will surround the cells with a dashed line. Cells that fall outside the print

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		area will be moved to the next page.To clear an existing print area definition, highlight "Print Area" in the file menu, and select "Clear Print Area."The maximum size of the user-defined print area depends on the margins of the page. To change the margins, select "Page Setup" in the file menu, and click on the "Margins" tab.To fit a large area onto a single page, it may be necessary to adjust the scaling of the printed output. To change the scaling, select "Page Setup" in the file menu, and click on the "Page" tab. The output can be scaled by an arbitrary factor, or it can be automatically fit to one or more pages. I'm getting an error when trying to open an Excel file. Some users may get errors when opening files with macros in Excel X for Macintosh. Those whose User folders are being stored on a volume other than the startup volume are most likely to be affected. This has been affecting some people trying to submit the Excel-based academic HR forms, which are Excel-based. Deleting the preference file "Office Registration Cache X" often fixes the problem: Quit any programs you have running, especially any parts of the Office suite (Excel, Word, etc.)Go to Go > Home > Library > Preferences > Microsoft.Locate the file Office Registration Cache X and drag it to the trash. (Note: Don't empty the trash just yet.)Try opening the Excel form again.If it still doesn't work, repeat steps 1-4 and then continue:Open up TextEdit (found under Go > Applications) and create a new document by pressing <command> +n.Go to File > Save As....Name the file Office Registration Cache X. (Note: Be sure to get the spelling and capitalization exactly.)Save it under Home > Library > Preferences > Microsoft.Note: There are actually two libraries: one under the user's Home and one under the Macintosh HD. Be sure to use the one under Home. The exact name of user's Home is the short name of the user's local account on their Macintosh, and it will have a house icon. You can select home by pressing command - shift -h in the Save As dialogue box.Quit TextEdit.Go back to Go > Home > Library > Preferences.Click once on Office Registration Cache X to select it, and then go to File > Get Info.Check the box for Locked.Try the file again.

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KB0000004	How can I secure my Android OS device?	How can I secure my Android OS device? To secure the data on your mobile device, you should always use a pattern, PIN, passcode, or password to lock your device. If your device is lost or stolen, this precaution can prevent others from accessing your email, calendar, contacts, and other data. Setting or changing a screen lock pattern, PIN, or password From the Home screen, press Menu > Settings > Location & Security. To set a new screen lock pattern, PIN, or password, tap Set up screen lock. To change existing settings, tap Change screen lock. Select one of the following options: None: This leaves your device unprotected.Pattern: Your unlock pattern must connect at least four dots on the screen.Pin: Your PIN must be at least four and no more than 16 digits long.Password: Your password must be at least four and no more than 16 characters long, and must contain at least one letter. Follow the onscreen directions to enter and confirm your pattern, PIN, or password. By default, when you set a screen lock pattern, PIN, or password, a security lock timer is also set. Use the "When display is off" field to manage this setting. Enabling encryption Note: You should schedule an hour or more for the encryption process. If you interrupt the process, you will lose some or all of your data. Additionally, before beginning the process, you should: Set a screen lock pattern, PIN, or password (see instructions in the previous section).Charge the battery.Plug in your device. To enable encryption on an Android 4.x device: From the Home or All Apps screen, tap Settings. Under "Personal", tap Security/Security & Screen Lock , and then Encrypt device/Encryption/Data Encryption. Tap Encrypt device/phone/tablet. Additionally: If you see a checkbox for Device Data, tap to select it.If you see a checkbox for Storage (Encrypts files you save to your memory card and internal storage), tap to select it. Tap Encrypt device/phone/tablet. Note: Encrypt phone/tablet will be dimmed (i.e., unavailable) if your battery is not charged, or your device is not plugged in. To back out of the encryption process, tap Back.Enter your lock screen PIN or password, and then tap Continue. Tap Encrypt device/phone/tablet again.

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		The encryption process will begin and display its progress. The process can take an hour or more; during that time, your device may restart several times. When encryption is complete, you'll be prompted to enter your PIN or password. Additionally, you'll need to enter your PIN or password each time you power on your device. How do I clear all data from my Android OS device? Warning: The following will delete all data on your device. To clear all data from your Android OS device: From the Home screen, tap Menu > Settings > Privacy. Tap Factory data reset. Tap Reset phone.

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KB0000003	Managing Settings in Internet Explorer 10 for Windows 8	Summary Learn to set up a home page, connection settings, and parental control in Internet Explorer. Solution Want to set up a default home page? Want to set up your Internet connection? Need to block the types of sites that display on your computer? Learn how to do all this in Internet Explorer using the steps below. For all PC browser-related articles see Manage Your PC Browser. We do not support all browsers. The following information is for reference only. For specific information on using Internet Explorer 10 visit Microsoft.com. This is outdated for older XP users. Windows XP Service Pack 2 (SP2) contains a collection of new technologies designed to help keep your PC and your personal information more secure. SP2 also makes it easier to monitor these settings with the new Windows Security Center, available through the Control Panel. The Security Center lets you check the status of your essential security settings. You can also use it to find information about the latest virus or other security threat or to get customer support from Microsoft for a security-related issue. To open Security Center 1. Click Start and then click Control Panel. Control Panel with new Security Center icon 2. Double-click Security Center. You should see a window that looks like the one below. Security Center Security Center checks to make sure you have: • A software firewall. • An up-to-date antivirus program. • Automatic Updates set to download and install updates automatically. If the Security Center detects that your computer might benefit from enhanced security in one of the three essential areas listed above, it displays an alert in the notification area (to the right of the taskbar, above the clock). You will see an alert like the one below every time you log on, until the problem is fixed. Security settings alert Tip To find out how to address a problem, click any alert and the Security Center will open. In the Security Center, click Recommendations. Note If your computer is part of a domain (a group of computers on a network), your security settings are typically managed by your network administrator. In this case, the Security Center does not display your security status or send alerts. Windows Security Center checks for many common antivirus and firewall programs, but it's possible that you might be using a program that Windows can't find. For more information about using antivirus and firewall software that Windows doesn't find, read Monitor Your Firewall and Antivirus Software

▼ Number	Short description	Article body
KB0000002	Email Interruption Tonight at 11:00 PM Eastern	If the site is UP but you cant access the page, try one of the below solutions: Browser Related Problems Force a full refresh for the site. This can be achieved by pressing CTRL + F5 keys at the same time on your favourite browser (Firefox, Chrome, Explorer, etc.) Try alternative urls such as m.outlook.com Clear the temporary cache and cookies on your browser to make sure that you have the most recent version of the web page. For instructions choose your brow Fix DNS Problems A Domain Name System (DNS) allows a site IP address (192.168.x.x) to be identified with words (*.com) in order to be remembered more easily, like a phonebook for websites. This service is usually provided by your ISP. Clear your local DNS cache to make sure that you grab the most recent cache that your ISP has. For Windows - (Start > Command Prompt > type "ipconfig /flushdns" and hit enter). For details choose your operating system If you can access a website at office or from a 3G network yet it's not working on your computer, it is a good idea to use an alternative DNS service other than your ISPs. OpenDNSor Google Public DNS are both excellent and free public DNS services. Check our help page for step-by-step instructions on how to change your DNS.

▼ Number	Short description	Article body
KB0000001	Sales Force Automation is DOWN	On Friday, January 20th, we experienced a widespread outage that affected all Zoho services. The outage started around 8:13 am Pacific Time. Zoho services started coming back online for customer use at 3:49 pm, and all services were fully restored at 6:22 pm PST. We absolutely realize how important our services are for businesses and users who rely on us; we let you down on Friday. Please accept our humblest apologies. The cause of the outage was an abrupt power failure in our state-of-the-art collocated data center facility (owned and operated by Equinix) in the Silicon Valley area, California. Equinix provides us physically secure space, highly redundant power and cooling. We get our internet connectivity from separate service providers. We own, maintain and operate the servers and the network equipment and the software. The problem was not just that the power failure happened, the problem was that it happened abruptly, with no warning whatsoever, and all our equipment went down all at once. Data centers, certainly this one, have triple, and even quadruple, redundancy in their power systems just to prevent such an abrupt power outage. The intent is that any power failure would have sufficient warning so that equipment, databases most importantly, can be shut down gracefully. In fact, the main function such data centers perform is to provide extreme redundancy in power systems, provide cooling for the equipment and provide physical security. Absolutely no warning happened prior to this incident, which is what we have asked our vendor to explain, and we hope they would be transparent with us. I do want to say that Equinix has served us well, they are a leader in this field, we have never suffered an abrupt power outage like this in 5+ years. But they do owe us and other customers in that data center an explanation for what happened on Friday. They restored power quickly, but the damage was done because of the abruptness of the outage.

Knowledge

Number:	KB0010055	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-27	Display attachments:	false

Short description:

Use of OpenAI in ServiceNow

Article body:

******AI Generated Knowledge Article********* Use of OpenAI in ServiceNow

OpenAI is an artificial intelligence research laboratory that focuses on developing artificial general intelligence (AGI). It is a non-profit organization founded by Elon Musk, Sam Altman, Greg Brockman, and others. OpenAI has been used in various applications, including robotics, natural language processing, and computer vision. Recently, OpenAI has been used in ServiceNow, a cloud-based enterprise service management platform.

What is ServiceNow?

ServiceNow is a cloud-based enterprise service management platform that helps organizations automate and manage their IT, customer service, and other business processes. It provides a single platform for managing all aspects of an organization’s operations, from customer service to IT operations. ServiceNow also provides a range of applications and services that can be used to customize the platform to meet the specific needs of an organization.

How is OpenAI Used in ServiceNow?

OpenAI is used in ServiceNow to provide a range of AI-powered capabilities. These capabilities include natural language processing, computer vision, and machine learning. OpenAI can be used to automate tasks, such as customer service, IT operations, and other business processes. It can also be used to provide insights into customer behavior and preferences, as well as to identify potential areas of improvement in an organization’s operations.

OpenAI can also be used to create custom applications and services that are tailored to an organization’s specific needs. For example, OpenAI can be used to create a chatbot that can answer customer queries or provide personalized recommendations. Additionally, OpenAI can be used to create predictive models that can be used to identify potential areas of improvement in an organization’s operations.

Benefits of Using OpenAI in ServiceNow

Using OpenAI in ServiceNow provides a range of benefits, including:

Automation of tasks, such as customer service, IT operations, and other business processes.Insights into customer behavior and preferences.Identification of potential areas of improvement in an organization’s operations.Creation of custom applications and services tailored to an organization’s specific needs.Creation of predictive models that can be used to identify potential areas of improvement in an organization’s operations.

Conclusion

OpenAI is a powerful tool that can be used in ServiceNow to automate tasks, provide insights into customer behavior and preferences, and create custom applications and services tailored to an organization’s specific needs. By leveraging the power of OpenAI, organizations can improve their operations and provide better customer service.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010054	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-23	Display attachments:	false

Short description:

Outlook email issue

Article body:

******AI Generated Knowledge Article********* Outlook Email Issue

Outlook Email Issue

Outlook is a popular email client used by many people. However, it is not without its issues. This article will discuss some common Outlook email issues and how to resolve them.

Outlook Not Sending or Receiving Emails

If Outlook is not sending or receiving emails, the first thing to do is to check your internet connection. If the connection is working, then the issue may be with Outlook itself. Try restarting Outlook and see if that resolves the issue. If not, then you may need to reconfigure your Outlook settings. You can do this by going to the File tab and selecting Account Settings. From there, you can check your account settings and make sure they are correct.

Outlook Not Syncing Emails

If Outlook is not syncing emails, then the issue may be with your email server. Try restarting the server and see if that resolves the issue. If not, then you may need to reconfigure your Outlook settings. You can do this by going to the File tab and selecting Account Settings. From there, you can check your account settings and make sure they are correct.

Outlook Not Displaying Emails

If Outlook is not displaying emails, then the issue may be with your email server. Try restarting the server and see if that resolves the issue. If not, then you may need to reconfigure your Outlook settings. You can do this by going to the File tab and selecting Account Settings. From there, you can check your account settings and make sure they are correct.

Outlook Not Responding

If Outlook is not responding, then the issue may be with your computer. Try restarting your computer and see if that resolves the issue. If not, then you may need to reinstall Outlook. You can do this by going to the Control Panel and selecting Programs and Features. From there, you can uninstall Outlook and then reinstall it.

Conclusion

Outlook is a popular email client, but it is not without its issues. If you are having trouble with Outlook, then the first thing to do is to check your internet connection. If the connection is working, then you may need to reconfigure your Outlook settings or reinstall Outlook. Hopefully, this article has helped you resolve any Outlook email issues you may be having.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010053	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-21	Display attachments:	false

Short description:

Email forwarding issue

Article body:

******AI Generated Knowledge Article*********

Troubleshooting Email Forwarding Issues

Email forwarding is a useful tool for managing your emails. It allows you to forward emails from one account to another, so you can keep track of all your emails in one place. However, sometimes email forwarding can cause issues. This article will help you troubleshoot any email forwarding issues you may be having.

Check Your Email Settings

The first step in troubleshooting email forwarding issues is to check your email settings. Make sure that the email address you are forwarding to is correct and that the forwarding is enabled. If the settings are incorrect, the emails will not be forwarded correctly.

Check Your Email Filters

Another possible cause of email forwarding issues is email filters. If you have any filters set up, make sure that they are not blocking the emails you are trying to forward. If they are, you will need to adjust the filters to allow the emails to be forwarded.

Check Your Email Provider

If you are still having issues with email forwarding, it may be due to your email provider. Contact your email provider and ask them if they are blocking the emails you are trying to forward. If they are, they may be able to help you resolve the issue.

Check Your Firewall Settings

Finally, if you are still having issues with email forwarding, check your firewall settings. If your firewall is blocking the emails, you will need to adjust the settings to allow the emails to be forwarded.

By following these steps, you should be able to troubleshoot any email forwarding issues you may be having. If you are still having issues, contact your email provider for further assistance.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010052	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-15	Display attachments:	false

Short description:

How to check my profile in native view in ServiceNow?

Article body:

******AI Generated Knowledge Article*********

How to Check My Profile in Native View in ServiceNow?

How to Check My Profile in Native View in ServiceNow?

ServiceNow is a cloud-based platform that provides a wide range of services, including IT service management, customer service management, and enterprise service management. It also provides a native view of your profile, which allows you to view and manage your profile information. This article will explain how to check your profile in native view in ServiceNow.

Step 1: Log in to ServiceNow

The first step is to log in to ServiceNow. You can do this by going to the ServiceNow website and entering your username and password. Once you are logged in, you will be taken to the ServiceNow home page.

Step 2: Access the Profile Page

Once you are logged in, you can access the profile page by clicking on the “Profile” tab at the top of the page. This will take you to the profile page, where you can view and manage your profile information.

Step 3: View Your Profile in Native View

Once you are on the profile page, you can view your profile in native view by clicking on the “Native View” tab. This will open up a new window that displays your profile information in native view. You can view and manage your profile information from this window.

Step 4: Log Out

Once you are done viewing and managing your profile information, you can log out of ServiceNow by clicking on the “Log Out” button at the top of the page. This will take you back to the ServiceNow home page.

Conclusion

Checking your profile in native view in ServiceNow is a simple process. All you need to do is log in to ServiceNow, access the profile page, view your profile in native view, and then log out. With this information, you should now be able to easily check your profile in native view in ServiceNow.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010051	Article type:	HTML
Knowledge base:	Customer Service	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-14	Display attachments:	false

Short description:

how to create incident in servicenow

Article body:

******AI Generated Knowledge Article*********

Creating an Incident in ServiceNow

Creating an incident in ServiceNow is a simple process that can be completed in a few steps. This article will provide a step-by-step guide on how to create an incident in ServiceNow.

Step 1: Log in to ServiceNow

The first step is to log in to ServiceNow. You can do this by navigating to the ServiceNow website and entering your username and password. Once you are logged in, you will be taken to the ServiceNow homepage.

Step 2: Navigate to the Incidents Page

Once you are logged in, you will need to navigate to the Incidents page. This can be done by clicking on the “Incidents” tab at the top of the page. This will take you to the Incidents page, where you can view all of the existing incidents.

Step 3: Create a New Incident

Once you are on the Incidents page, you can create a new incident by clicking on the “Create New” button. This will open a new window where you can enter the details of the incident. You will need to enter the details such as the incident type, description, priority, and any other relevant information.

Step 4: Submit the Incident

Once you have entered all of the necessary information, you can submit the incident by clicking on the “Submit” button. This will create the incident and assign it to the appropriate team or individual for resolution.

Conclusion

Creating an incident in ServiceNow is a simple process that can be completed in a few steps. By following the steps outlined in this article, you can easily create an incident in ServiceNow and ensure that it is resolved quickly and efficiently.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010050	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-12	Display attachments:	false

Short description:

What are phishing scams and how can I avoid them?

Article body:

******AI Generated Knowledge Article*********

What are Phishing Scams and How Can I Avoid Them?

Phishing scams are a type of online fraud that involves sending emails or other messages that appear to be from a legitimate source, such as a bank or other financial institution, in order to trick people into providing personal information or money. The goal of these scams is to steal sensitive information, such as passwords, credit card numbers, or bank account information.

How Do Phishing Scams Work?

Phishing scams typically involve an email or other message that appears to be from a legitimate source, such as a bank or other financial institution. The message will usually contain a link or attachment that leads to a website that looks like the legitimate source, but is actually a fake website designed to steal personal information. The website may ask for personal information, such as a username and password, or may ask for credit card or bank account information.

How Can I Avoid Phishing Scams?

The best way to avoid phishing scams is to be aware of them and to be cautious when providing personal information online. Here are some tips to help you avoid phishing scams:

Be wary of emails or messages that appear to be from a legitimate source, such as a bank or other financial institution. If you receive an email or message that appears to be from a legitimate source, do not click on any links or attachments. Instead, contact the source directly to verify the message.Be cautious when providing personal information online. If you are asked to provide personal information, such as a username and password, make sure you are on a secure website. Look for the “https” in the URL, which indicates that the website is secure.Be aware of spelling and grammar mistakes in emails or messages. Legitimate sources will not send emails or messages with spelling and grammar mistakes.Be aware of offers that seem too good to be true. If an offer seems too good to be true, it probably is.

By following these tips, you can help protect yourself from phishing scams and other online fraud.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010049	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-12	Display attachments:	false

Short description:

how to pull network devices using servicenow discovery

Article body:

******AI Generated Knowledge Article*********

How to Pull Network Devices Using ServiceNow Discovery

ServiceNow Discovery is a powerful tool that can be used to discover and manage network devices. It can be used to pull information about devices on the network, such as IP addresses, MAC addresses, and other device information. This article will explain how to use ServiceNow Discovery to pull network devices.

Step 1: Create a Discovery Profile

The first step is to create a Discovery Profile. This is a set of parameters that will be used to define the scope of the discovery. This includes the IP address range, the type of devices to be discovered, and any other parameters that need to be specified. Once the profile is created, it can be used to start the discovery process.

Step 2: Start the Discovery Process

Once the Discovery Profile is created, the next step is to start the discovery process. This can be done by clicking the “Start Discovery” button in the Discovery Profile. This will start the process of scanning the network for devices. Depending on the size of the network, this process can take some time.

Step 3: View the Results

Once the discovery process is complete, the results can be viewed in the Discovery Results page. This page will show all of the devices that were discovered, along with their IP addresses, MAC addresses, and other device information. This information can then be used to manage the devices on the network.

Conclusion

ServiceNow Discovery is a powerful tool that can be used to discover and manage network devices. By following the steps outlined in this article, you can use ServiceNow Discovery to pull network devices and view the results. This can be a useful tool for managing devices on the network.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010048	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-09	Display attachments:	false

Short description:

What is Servicenow?

Article body:

******AI Generated Knowledge Article********* ServiceNow is a cloud-based platform that provides IT service management, IT operations management, and IT business management solutions. It helps organizations automate and streamline their IT operations, including incident management, change management, asset management, and more. ServiceNow also provides a suite of applications for customer service, HR, and other business processes.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010047	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-08	Display attachments:	false

Short description:

Outlook forwarding issue

Article body:

******AI Generated Knowledge Article*********

Outlook Forwarding Issue

Outlook Forwarding Issue

Outlook is a popular email client used by many people. However, sometimes users may experience issues with forwarding emails in Outlook. This article will discuss the common causes of Outlook forwarding issues and how to resolve them.

Common Causes of Outlook Forwarding Issues

Outlook is not configured correctly.The email account is not set up correctly.The email server is not responding.The email server is not configured correctly.The email account is not connected to the server.The email account is not authenticated.The email account is not authorized to send emails.The email account is not authorized to receive emails.The email account is not authorized to forward emails.The email account is not authorized to delete emails.

How to Resolve Outlook Forwarding Issues

Check the Outlook settings and make sure they are configured correctly.Check the email account settings and make sure they are set up correctly.Check the email server settings and make sure they are configured correctly.Check the email account connection and make sure it is connected to the server.Check the email account authentication and make sure it is authenticated.Check the email account authorization and make sure it is authorized to send, receive, forward, and delete emails.If the issue persists, contact your email provider for further assistance.

Conclusion

Outlook forwarding issues can be caused by a variety of factors. To resolve these issues, it is important to check the Outlook settings, email account settings, and email server settings. If the issue persists, contact your email provider for further assistance.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010046	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-08	Display attachments:	false

Short description:

outlook issue

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010045	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2024-06-08	Display attachments:	false

Short description:

How to set auto reply in outlook with images in formatted way

Article body:

******AI Generated Knowledge Article*********

1. Open Outlook and select the Home tab.

2. Click the Rules button and select Manage Rules & Alerts.

3. Click the New Rule button.

4. Select Apply rule on messages I receive and click Next.

5. Select the conditions you want to apply to the rule.

6. Select reply using a specific template and click Next.

7. Click the a specific template link.

8. Click the Import button.

9. Select the template file you want to use and click Open.

10. Click OK.

11. Click Next.

12. Select any exceptions you want to apply to the rule and click Next.

13. Give the rule a name and click Finish.

14. Click OK.

15. Your auto-reply rule is now set up and will be applied to all incoming messages.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010044	Article type:	HTML
Knowledge base:	IT	Workflow:	Review
Category:	News	Source Task:	
Published:		Attachment link:	false
Valid to:	2024-03-21	Display attachments:	false

Short description:

Vendor

Article body:

Vendor management is a term that describes the processes organizations use to manage their suppliers, who are also known as vendors. Vendor management includes activities such as selecting vendors, negotiating contracts, controlling costs, reducing vendor-related risks and ensuring service delivery.

The vendors used by a company will vary considerably depending on the nature of the organization, and could include companies as diverse as seafood suppliers, IT vendors, cleaners and marketing consultants. Vendors can also range in size from sole traders to large organizations.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010042	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	News	Source Task:	
Published:	2023-03-21	Attachment link:	false
Valid to:	2024-03-21	Display attachments:	false

Short description:

Procurement

Article body:

Procurement management is responsible for overseeing all the processes involved in acquiring the products, materials, goods and services needed for efficient business operations. Depending on the business and industry, the terms “sourcing,” “purchasing” and “procurement” may be used interchangeably to describe the function of procuring supplies and managing the process, with sourcing considered more strategic, and purchasing and procurement used to refer to the actual operational function.

Organizations across all industries depend on the expertise of procurement management in seeking out and managing external supplier relationships to ensure these needed items are acquired at the best possible cost. For these reasons, procurement management has a direct impact on an organization’s bottom line and strategic business operations.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010041	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Published
Category:	Finance	Source Task:	
Published:	2023-03-06	Attachment link:	false
Valid to:	2024-03-06	Display attachments:	false

Short description:

Month End Close Process

Article body:

The following is the list of steps to complete the month end close process.
Collect all financial information. The first step in the month-end closing process is to collect all the relevant financial information. ...Verify and reconcile the data. ...Assess fixed assets. ...Make financial statements. ...Conduct a final review.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010040	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Google	Source Task:	
Published:	2023-03-03	Attachment link:	false
Valid to:	2024-03-03	Display attachments:	false

Short description:

New emails not receiving in Outlook

Article body:

New emails not receiving in Outlook

Symptom: User not able to receive new emails in Outlook.

Open outlook and in the right-hand bottom corner if it is connected to Microsoft Exchange. Skip Step-2

If it is in Work Offline mode.

Go to Send/ Receive> Click on Work Offline then you will be able to see Connected to Microsoft Exchange.

Check if any Rules are existing under user mailbox. Go to “Manage rules and alerts” to see if the user can spot the missing emails which have a rule created. Select “Run Rules now”.

If you are not able to locate new emails in Rules too, login to OWA and check whether they can receive new emails in OWA. If yes, follow below stepsOpen Outlook and navigate to File > Account Settings > Double click on email profile. If the Cached mode is set to a bigger timeframe example 5 years or All, reduce it to 1 year or 6/3 months.

Exit the Outlook. Send test email to user and check if the user receiving emails. If still issue persists, escalate to GL IMS EXCHANGE SUPPORT documenting the steps already performed.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010038	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Google	Source Task:	
Published:	2023-03-03	Attachment link:	false
Valid to:	2024-03-03	Display attachments:	false

Short description:

Mailbox quota reached its maximum limit

Article body:

Mailbox quota reached its maximum limit

Open Outlook and locate to File you will be able to see the size of mailbox

If the mailbox size is exceeded the user won't be able to send or receive emails.If an end user prefers to delete unwanted emails, advise the user to clean up emails according to their preference either from Outlook or OWA. If emails are deleted from OWA, they will take some time for updating in Outlook desktop since OST update is not immediate.In case user needs all the emails and doesn't prefer to delete emails, then the In-place archive should be enabled so that emails can be moved to Archive thereby increasing free space in primary mailbox. Note: Due to O365 architecture, the maximum mailbox limit is 99 GB and cannot be extended in any circumstances. Note: Do not advise the user for creating a PST, since emails are permanently removed at server level whenever the client moved emails to PST.Create a Task to enable In-place archive and escalate to GL IMS Exchange Support

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010036	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Google	Source Task:	
Published:	2023-03-03	Attachment link:	false
Valid to:	2024-03-03	Display attachments:	false

Short description:

To Access the mailbox with Permission

Article body:

To Access the mailbox with Permission
Step 1: After permissions are assigned please wait for 30 Minutes and then restart the Outlook. You will be able to see the mailbox mapped in your current Outlook profile. Please see the below screen shot for your reference.
Note: Mailbox will be Visible by the Display Name of the Mailbox.

If mailbox is not getting Mapped (Appeared) Automatically in the outlook profile then follow the Step 2
Step 2: Run the Outlook in online mode.
Open Outlook, and from the tabs at the top click on File.

Select the Account Settings drop down menu and then click on the Account Settings options

From the Account Settings double click on your email address

Under the Offline Settings header in the Change Account window, uncheck the box next to Use Cached Exchange Mode and then click Next.

You will see a pop-up window reminding you that the changes won't take effect until you restart outlook. Click OK.

The final window will confirm that the change was completed successfully. Click Finish.

Restart the Outlook and then check again are you able to see the mailbox mapped as to be seen in below screenshot if yes then please revert the changes back that made on step 2 and check again.

If still you are unable to see the Mailbox Mapped in the profile, then follow the Step 3.
Step 3 : Add the Mailbox Manually.
Click the File tab > Account Settings > Account Settings

From the Account Settings double click on your email address

In the Change Account menu, select 'More Settings'.

In the Microsoft Exchange window, select the 'Advanced' tab, then click 'Add'.

Enter the shared account name and click OK.Click Apply > OK > Next > FinishThe shared mailbox will now automatically display in your Folder pane in Outlook.

After performing all the above steps if still you are unable to see the mailbox Mapped on your Outlook.Please reply back the email or else reach out the DL ITS-GTO-GSC EXCHANGE SUPPORT ITS-GTO-GSCEXCHANGESUPPORT@ball.com

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010035	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Google	Source Task:	
Published:	2023-03-03	Attachment link:	false
Valid to:	2024-03-03	Display attachments:	false

Short description:

Unable to Serch emails in Outlook

Article body:

Unable to Search emails in Outlook

Symptom: Unable to Search emails in Outlook
Note: Pay attention to the search criteria in search column and filter using Current Mailbox, Current Folder depending on the scenario
Open Outlook and navigate to File > Options > Search and check below settings are in place. If mentioned settings are in place and still unable to find search option. Follow below steps

Choose File > Options > SearchIn the "Change the Outlook stores indexed by Windows Search", click Indexing Options

Select Advanced.

In the Index Settings section, select Rebuild. After selecting Rebuild it will take some time to rebuild depending on the size of the mailbox. If the mailbox is large, it may take extended amount of time. Do not terminate the process until it is completed.

Select Close when finished. Click OK to close out of options. Exit outlook and reopen it and check.If the issue persists, Escalate to GL IMS EXCHANGE SUPPORT.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010034	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Published
Category:		Source Task:	
Published:	2023-02-28	Attachment link:	false
Valid to:	2024-02-28	Display attachments:	false

Short description:

How submit a Trave Exepense Report - Demo Data

Article body:

Creating a Travel Expense Report
1. Log in to Concur via Single Sign-On
Method 1: To start from Concur Requests:
2. Select the Requests module at the top of the page3. Select the approved Travel Request, and under the Action select Expense; this action will populate CoA information from the Travel Request to the Travel Expense

Skip to Step 7 below ("Once the Expense Report has been created...")

Method 2: To start from Concur Expense:2. Select the Expense module at the top of the page3. In Manage Expenses, select Create New Report

4. In Create New Report > Report Type verify Travel Expenses is selected

5. Fill out all of the required Trip Information, the necessary Chart of Accounts (CoA) information, and the Business Purpose for the trip
a. For CoA, confirm that you are searching using the proper parameters; by Text or Codeb. See this guide for more details on CoA; if you are unsure as to what to enter for these Chartstring fields, please consult your Fund Manager

6. Click Create Report

7. Once the Expense Report has been created, you can start adding Expenses, e.g., T&E Card transactions, CTS charges, out-of-pocket expenses8. The Report Header has the unique Concur Document Number: Report Key or Report ID
Adding University Card Transactions to a Travel Expense Report
1. In the open Expense Report, select Add Expense

2. In the Add Expense dialog box, in Available Expenses, view all available University Card charges, i.e. Travel & Entertainment Card, CTS Air/Hotel3. Select the trip-related card transaction(s) and select Add to Report

4. Hover over and select each Card Charge to proceed to the Expense Details

5. Enter pertinent travel Expense information
a. Update the default Expense Type if there is a more applicable one for the card transaction, e.g. Parking, Meals & Incidentals
b. To distribute or split costs across different CoA's, allocate the Expense(s) at the entry level
i. For more information on Allocation, review the Allocations KBA
6. If Travel & Entertainment Card charges represent multiple types of Expenses (such as Hotel + Parking), create an itemization for each Expense Type in the charge by selecting the itemization tab

7. If charging expenses to a Project, search for and enter the proper Expenditure Type (depending on type of travel) where indicated
a. 536000 - Travel-In-State
b. 536001 - Travel Out-of-State
c. 536002 - Foreign Travel

8. Provide a Receipt as necessary by selecting the Attach Receipt Image box and following the instructions to attach a Receipt9. Repeat this process until you have claimed all card transactions for the Expense Report

a. For more information, please refer to the How to Reconcile Travel & Entertainment Card Transactions KBA
Manually Adding Expenses to a Travel Expense Report
1. In the Manage Expenses > Report Library, select your report, e.g. Test Expense Report

2. In the open Expense Report, select Add Expense

3. In the Add Expense dialog box, select Create New Expense

4. In the Search field, enter keyword for the Expense Type, e.g. Airfare

5. In Expense Details section, enter the required Expense Type, Transaction Date, Payment Type, Amount and Currency
a. If you are reconciling a lodging Expense, you are required to itemize the hotel folio, for specific guidance refer to the Hotel Itemization KBAb. For out-of-pocket expenses paid by the Employee Traveler (Concur User), use Payment Type: Payment to Employee

6. If charging expenses to a Project, search for and enter the proper Expenditure Type (depending on type of travel) where indicated
a. 536000 - Travel-In-State
b. 536001 - Travel Out-of-State
c. 536002 - Foreign Travel

7. If required, attach a receipt by selecting the Attach a Receipt box, select Upload Receipt Image, and select your desired attachmentAcceptable file formats: .png, .jpg, .jpeg, .pdf, .tif, or .tiff – 5MB limit per file

8. Select Save ExpenseThe system will save the expense and return to the Manage Expenses tab

9. Repeat this process until you have added all of the reportable Expenses10. If paying an outside entity; a Travel Supplier or Guest Traveler directly, verify the proper selections:
a. Payment Type is Payment to Payee (Non-Employee) and their preferred reimbursement method
b. You will be prompted to enter in the Payee's ID/Name and Address, e.g. PAYMT CK or PAYMT ACH
c. For Prepayments, prepaying the Travel Supplier, provide payment details and any special requests in the Comment section

11. To claim the total prepayment amount on the final Travel Expense Report:
a. Manually add an Expense and select the same Expense Type as the Prepayment, e.g. Seminar/Conference Registrationb. Enter the total Prepayment amountc. Verify the Payment Type is University Prepaidd. In the Comment section, provide the Report Key or Report ID of the Expense Report with the prepayment expensee. Reminder: University Prepaid refers to advances/prepayments directly to Travel Vendors and is not to be used for University Card charges, which automatically post to Available Expenses and shows Payment Type as the card name

Attaching a Travel Request to a Travel Expense Report
*If you created the Expense Report from the Request (Method 1 above), you can skip this section
1. Select the desired Report, in Report Details, select Manage Requests

2. In Requests, select Add

3. The list of your approved Requests will display, select the desired Request and select Add to Report

4. The Travel Request will be linked with your Expense Report, close the window

Submitting a Travel Expense Report
1. Once all the Expenses, manually entered, as well as any relevant Travel & Entertainment Card Charges have been added, you are ready to Submit Report2. Click Submit Report and then Accept & Submit in the dialog box that displays

3. The Expense Report has been submitted for approval
a. When a Delegate clicks on the Submit Report button, Concur will prompt any potential errors and automatically send a notification to the Traveler that their Expense Report is ready for their Review and Submission
Viewing Options for Expense Reports
To view all your Expense Reports and check status:1. Select the Expense module from the top of the page, the Manage Expenses > Report Library will

display2. Change the View selection from Open to Completed Reports

To view the status of an Open Expense Report:1. Select the desired Report2. In Report Details drop-down menu, select Audit Trail or Report Timeline
a. You will be able to view who has approved and whose approval is pending

To download, print or email the Expense Report:1. With the Report open, click Print/Email or Print/Share (varies depending on user role)2. Select **Report-Detailed
a. Detail Report: Prints a Report that includes report-level information from the Report Header and Expense entry level, including Itemization and Allocation details

3. Select Feature Option
a. To download a copy, select Save as PDFb. To print the Report, select Printc. To email the Report, select Email, enter email address(es) for Email Recipients, and message in the Comment field, then select Sendd. To email multiple recipients: separate the email addresses by a semicolon or a comma; however, do not insert a space following the semicolon or comma

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010033	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Published
Category:	Finance	Source Task:	
Published:	2023-02-28	Attachment link:	false
Valid to:	2024-02-28	Display attachments:	false

Short description:

How to Submit an Expense Report

Article body:

When you complete your expense report, you can print it to save a hard copy for your records or to review required receipts.
From the expense report, click the Print / Share dropdown arrow.
Select the type of document from the dropdown menu that you want to print.
After reviewing your expenses and attaching your receipts, click Submit Report to submit your report for approval.
In the Report Totals window, click Submit Report.
The report is submitted, and its status is listed in the Active Reports list. From this page, you can check the status of any submitted report.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010032	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Published
Category:		Source Task:	
Published:	2022-09-26	Attachment link:	false
Valid to:	2023-09-26	Display attachments:	false

Short description:

Please follow below guidelines for vaild to

Article body:

Please follow below guidelines for vaild to

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010029	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2023-09-29	Display attachments:	false

Short description:

test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010027	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Published
Category:	Accounts	Source Task:	
Published:	2022-09-26	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Check Valid date

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010025	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Published
Category:	Accounts	Source Task:	
Published:	2022-09-26	Attachment link:	false
Valid to:	2022-10-22	Display attachments:	false

Short description:

This article helps the users to Understand the process of CSM

Article body:

This article helps the users to Understand the process of CSM

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010022	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Published
Category:	Accounts	Source Task:	
Published:	2022-09-26	Attachment link:	false
Valid to:	2023-01-28	Display attachments:	false

Short description:

This is a test article for accounts

Article body:

This is a test article for accounts . check the workflow

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010021	Article type:	HTML
Knowledge base:	Accounts Payable Vendor Knowledge	Workflow:	Published
Category:		Source Task:	
Published:	2022-09-26	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test Article

Article body:

Test Article

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010019	Article type:	HTML
Knowledge base:	Consumer Service	Workflow:	Published
Category:		Source Task:	
Published:	2022-09-08	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Insurance calim process

Article body:

Preliminary Steps in the Insurance Claim Process
The insurance claim process varies somewhat depending on the type of insurance you’re dealing with, but there are some common tips to keep in mind regardless of the exact details of your situation. For starters, you should examine your insurance policy so that you understand your rights and responsibilities, including:
Whether or not your policy covers the situation you’re dealing withApplicable timelines for filing a claim (some instruct you to file a claim within 24 hours of the relevant incident)Whether you have multiple types of policies that could cover the same thing (for example, an umbrella policy provides coverage in addition to certain existing policies)If you have any deductibles that could apply to your situation (if the amount of your claim is less than your deductible, it may not be worth pursuing a claim which could raise your insurance rates)

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010018	Article type:	HTML
Knowledge base:	Consumer Service	Workflow:	Published
Category:		Source Task:	
Published:	2022-09-08	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

New User On-boarding Process

Article body:

During the onboarding process, an insurance agent should inform a new client of the coverage, rules, and limitations of the chosen policy. Alongside preparing an in-depth contract with a ton of formalities, it’s good to create a digestible brochure where all the critical information is summarized.
Use digital applications and tools to manage the onboarding processse digital applications and tools to manage the onboarding processProvide clarity on their new insurance coverage and planCreate a personalized experienceProvide documentation and tutorials on any client self-service online portalsHave an omnichannel communication strategyShow your policyholders you understand their concerns and needsReach out on a consistent, regular basis

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010017	Article type:	HTML
Knowledge base:	Consumer Service	Workflow:	Published
Category:		Source Task:	
Published:	2022-09-02	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Vehicle Insurance Guidelines

Article body:

Important Motor Insurance Terms You Should Know About

The process of selecting the perfect motor vehicle insurance plan can be a tedious task. However, a common problem that most people face while purchasing any type of motor insurance online is the technical jargon and terminology.

As a result, potential vehicle insurance buyers are confused and might not get what they are looking for. This problem can be put to rest by stating some of the important terms associated with this type of insurance. These include:

Policyholder.

Representative.

Policy period.

Premium.

Insured declared value.

Deductibles.

Cashless garages.

Personal accident cover.

No claim bonus.

Add-ons.

Policyholder

The person whose name in which the motor insurance policy has been taken or the group that has taken up the policy is referred to as the policyholder. Usually, the policyholder is the main beneficiary of the insurance policy.

Also, the policyholder can be a business or other entity. Note that the policy has two parties involved - the policyholder and the insurance company, or insurer.

Representative

A representative is referred to as the insurance agent or salesperson who sells insurance policies on behalf of the insurer or insurance company. Also, a broker is a person who is a representative who advises clients on which insurance policy to take.

Policy Period

The policy period begins from the day the insurance policy has been taken out by the policyholder. The period that extends from the first day of the policy to the last date before expiration is referred to as the policy period.

Premium

The motor vehicle insurance premium is the amount you pay to keep your motor vehicle covered against fires, theft, accidents, and other problems. As a policyholder, you have to pay a fixed policy amount, and on part of the insurance company, they provide relief to policyholders against losses.

Insured Declared Value

The term insured declared value or IDV is often used while discussing motor insurance online plans. IDV refers to the maximum amount that the policyholder is eligible to receive from the insurer. The IDV is calculated based on the vehicle’s current market value with depreciation factored in the valuation. In case the IDV is less, then the policyholder has to pay a premium that is lower.

However, it must be noted that the pay-out that policyholders will receive will be lower at the time of filing a claim. Therefore, one must pay attention to the IDV fixed at the time the policy is being drawn up by the insurer.

Deductibles

Another important term related to motor insurance in India is deductibles. The term deductible refers to an amount of money that is deducted from the claim amount that is borne by a policyholder.

Deductibles can help reduce the premium amount payable by the policyholder. There are two types of deductibles:

Voluntary: The policyholder can select a percentage to be deducted.

Compulsory: The percentage to be deducted is fixed by the insurer and the policyholder has to pay the claim amount.

Cashless Garages

Cashless garages refer to a network of garages where the policyholder need not to pay cash at the time of service. However, the drawback is that the service is limited to only garages that the insurer has a partnership with.

Personal Accident Cover

Personal Accident Cover refers to insurance cover meant for the person driving the vehicle. It is particularly helpful in case the policyholder meets with an accident and is hospitalized up to a certain limit.

No Claim Bonus

Another commonly used term associated with motor vehicle insurance is no claim bonus. It refers to a bonus or discount given to the policyholder if no claims have been made that year.

It is a way in which the insurer rewards the policyholder for driving safe. Additionally, when the no-claim bonus gets accumulated, then insurers give policyholders a significant discount for the payable premium up to a limit of 50% (which accumulates with every claim-free year).

Add-Ons

Add-ons or riders offered by motor insurance providers can be added to a comprehensive or an existing insurance plan. There are several types of add-ons that are available, including zero depreciation cover, personal accident cover, key replacement cover, and roadside assistance just to name a few.

Each insurance company has different policie and premium amount please go through those documents.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010016	Article type:	HTML
Knowledge base:	Customer Service	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010015	Article type:	HTML
Knowledge base:	Field Service Knowledge	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010014	Article type:	HTML
Knowledge base:	Field Service Knowledge	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010013	Article type:	HTML
Knowledge base:	Field Service Knowledge	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010012	Article type:	HTML
Knowledge base:	Customer Service	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010011	Article type:	HTML
Knowledge base:	Customer Service	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010009	Article type:	HTML
Knowledge base:	Field Service Knowledge	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010008	Article type:	HTML
Knowledge base:	Consumer Service	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010007	Article type:	HTML
Knowledge base:	Consumer Service	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010007	Article type:	HTML
Knowledge base:	Human Resources General Knowledge	Workflow:	Published
		Source Task:	
Category:		Attachment link:	false
Published:	2018-03-09	Display attachments:	false
Valid to:			

Short description:

My paystub and my Direct Deposit show different amounts

Article body:

My paystub and my Direct Deposit show different amounts

If you're comparing your pay stub and a Direct Deposit or pay check amount and they don't look the same, here's a few things to verify that would explain why this happened.

Net versus Gross
Are you comparing the final check amount, or net pay, to what was deposited into your account? Your pay stub may have a variety of amounts on it, like gross pay, net pay, and deductions. Be sure to look for your net pay as this is what will actually be your take home earnings.

Multiple Accounts
Did you add another bank account to your Direct Deposit setup? If you set up your pay to be split between your checking and savings accounts or between two checking accounts, for example, then your pay stub won't reflect this.

Your net pay on your pay stub will show the total amount the company paid you after any deductions but that amount will be split between your bank accounts as you've requested it when you set up Direct Deposit.

Multiple Checks or Deposits
Another thing to check is if you've had reimbursements or bonuses paid out in the same pay period but in different checks.

Be sure to check how any additional bonus payments or reimbursements were dispersed as these don't always get deposited into your bank in the same transaction.

Still need help?
If you're still not able to understand why there's a difference, consult with your payroll department as they will be able to look at your unique situation and answer your specific questions.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010006	Article type:	HTML
Knowledge base:	Human Resources General Knowledge	Workflow:	Published
		Source Task:	
Category:		Attachment link:	false
Published:	2018-03-09	Display attachments:	false
Valid to:	2100-01-01		

Short description:

How to read your pay stub

Article body:

How to read your pay stub

Your pay stub details how your employer calculated your final pay check amount. It either comes attached to your physical paycheck or is provided digitally by your employer if you are paid digitally, for example through a direct deposit to your bank account. Here are the common elements that may appear on your pay stub.

Earnings
This is the part of your pay that shows how much you earned the pay period, either your salary or hourly rate and hours worked if you are an hourly employee. Usually these will be labeled as Hours and Rate.

Salaried employees are usually defaulted to 40 hours worked per week. Overtime hours (if applicable), bonuses, and commissions also show up here as your gross pay.

Gross vs. Net
Gross Pay is what you make before any taxes or other deductions are taken out of your paycheck.

Net Pay, net earnings, or the check amount is the remainder of your earnings after you take out the taxes, contributions, and deductions. This is what you take home.

Deductions and Reimbursements
Deductions can be subtracted from your gross pay either before taxes or after taxes.

The taxes listed on your pay stub is the tax contribution for this pay period. It is your withholding taxes, not the employer taxes.

Reimbursements will also be itemized on your pay stub if you received any during the pay period. It is not counted as part of your gross earnings nor is it taxed.

Other Elements
Year To Date, or “YTD”, is the portion of your pay stub that refers to the cumulative amounts from the beginning of the calendar year to the end date of the pay period. It usually contains the total gross pay and the total withholdings.

Leave balance is sometimes on the pay stub for employees to see how many days or hours of paid leave they have available to use.

Still need help?
If you’re still not able to understand an element of your pay stub, consult with your payroll department as they will be able to look at your unique situation and answer your specific questions.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010006	Article type:	HTML
Knowledge base:	Customer Service	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010005	Article type:	HTML
Knowledge base:	Human Resources General Knowledge	Workflow:	Published
		Source Task:	
Category:		Attachment link:	false
Published:	2018-03-09	Display attachments:	false
Valid to:	2100-01-01		

Short description:

My deductions don't look right

Article body:

My deductions don’t look right

Deductions and taxes are what make up the difference between your gross earnings (total salary or hourly wages for the hours you worked) and your net pay, or how much you take home in your final pay check.

If one of the deductions is different than you’d typically expect to see, here are a few things to check that might explain it:

Did you make any changes recently that would impact how much you are taxed?Did you change anything for your retirement contributions, if applicable, such as how much you’re putting into a 401(k)?Have you changed your medical benefit elections recently, or change your participation in other benefits offered through your employer like a stock purchase plan?

If you’re still not able to understand why there’s a difference, consult with your payroll department as they will be able to look at your unique situation and answer your specific questions.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010004	Article type:	HTML
Knowledge base:	Human Resources General Knowledge	Workflow:	Published
Category:		Source Task:	
Published:	2018-03-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

I got paid a different amount than I expected

Article body:

I got paid a different amount than I expected

If your pay check isn’t the amount you expected, there are a few factors you can look at to understand what is going on.

First, remember that your pay check is your net pay, which means it’s what you earned in salary or hourly wages minus taxes and any other deductions for a specific date range, or pay period. You can see all these different details on your pay stub.

Take a look at the different sections of your pay stub to understand what got calculated:

Gross earnings are made up of the hours that you worked during the pay period and your rate of pay for those hours. This will show you the hours worked during the period, including overtime but not including unpaid time off.Your deductions will show you what was subtracted from your gross pay in taxes or other withholdings. Besides taxes, this could also be something like a contribution to a stock purchase plan, employer sponsored retirement, or medical benefits. If you’ve made any changes recently that would affect how you’re taxed or benefits that you’ve elected, this is where you’d see how that impacts your paycheckYour pay check’s amount, or net pay, is your gross pay minus all your deductions. All the additions, such as a reimbursement, and subtractions (your taxes and deductions) listed on your pay stub result in this final amount that you are paid.

If you’re still not able to understand why there’s a difference, consult with your payroll department as they will be able to look at your unique situation and answer your specific questions.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010004	Article type:	HTML
Knowledge base:	Field Service Knowledge	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010003	Article type:	HTML
Knowledge base:	Customer Service	Workflow:	Draft
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010003	Article type:	HTML
Knowledge base:	Human Resources General Knowledge	Workflow:	Published
		Source Task:	
Category:		Attachment link:	false
Published:	2018-03-09	Display attachments:	false
Valid to:	2100-01-01		

Short description:

Short term disability - United States

Article body:

Short term disability – United States

Under certain circumstances, regular employees may request to take extended time away from work. The following are the types of leaves of absence for which an eligible employee may be able to take time off:
MedicalFamily CarePregnancy DisabilityPersonalMilitary

An individual is eligible to take time off under this leave of absence policy if they are a U.S. employee and are working a minimum amount of hours per week. When you require an absence because of your own health condition, you may apply for available disability income replacement benefits.

What is short-term disability?

Short term disability (STD) is a type of financial benefit that pays a percentage of an employee's salary for a specific period of time if an illness or injury prevents them from performing their regular job duties. This benefit can be used to cover specific illnesses, injuries, or medical situation. An employee's eligibility to use this benefit will be assessed by your company's leave entitlement administrator.

In most cases, this is a private insurance program. The replacement income comes from the insurance company, and the percentage depends on the insurance plan.

How long an employee can take a short-term disability leave will depend on the plan, but typically this is a few weeks to a few months. Most coverage will start some period after an employee has a condition that leaves them unable to work, usually two weeks or less. Sick time may be applied for the first calendar days of your leave of absence.

The coverage will then last up to a maximum number of weeks. If the condition requires more continuous time off work than the short-term disability insurance covers, long term disability benefits may apply.

What do I do if I need to take a short-term disability leave?

If you have an illness, injury, or medical condition that you believe requires taking leave of absence and using short term disability insurance:

Contact HR to apply for short term disability coverageBe prepared to provide medical documentation that describes the disability and an estimation of the expected duration of disabilityHR will be give you legal forms to complete and determine your benefits and/or entitlements under the relevant laws for your situation

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010002	Article type:	HTML
Knowledge base:	Human Resources General Knowledge	Workflow:	Published
Category:		Source Task:	
Published:	2018-03-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Long term disability – United States

Article body:

Long term disability – United States

Under certain circumstances, regular employees may request to take extended time away from work. The following are the types of leaves of absence for which an eligible employee may be able to take time off:
MedicalFamily CarePregnancy DisabilityPersonalMilitary

An individual is eligible to take time off under this leave of absence policy if they are a U.S. employee and are working a minimum number of hours per week.

When you require an absence because of your own health condition, you should apply for available disability income replacement benefits. Typically, an employee will use short-term disability benefits up until a certain period of time (for example, up to 12 weeks) and if an employee needs to continue their leave after that period of time, long term disability benefits may apply.

What is long term disability?

Long term disability coverage begins where short-term disability insurance expires but an employee is still unable to return to regular work due to their qualifying medical condition. This benefit can be used to cover specific illnesses, injuries, or medical situation.

An employee’s eligibility to use this benefit will be assessed by your company’s leave entitlement administrator.

In most cases, this is a private insurance program that an employee can purchase or an employer can purchase or subsidize for the employee. The replacement income comes from the insurance company, and the percentage depends on the insurance plan. The benefits last until you go back to work or until the length of time stated in the policy.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010002	Article type:	HTML
Knowledge base:	Customer Service	Workflow:	Retired
Category:		Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Test KB

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010001	Article type:	HTML
Knowledge base:	Human Resources General Knowledge	Workflow:	Published
		Source Task:	
Category:		Attachment link:	false
Published:	2018-03-09	Display attachments:	false
Valid to:	2100-01-01		

Short description:

Family and Medical leave

Article body:

Family and Medical Leave – United States

Under certain circumstances, regular employees may request to take extended time away from work. The following are the types of leaves of absence for which an eligible employee may be able to take time off:
MedicalFamily CarePregnancy DisabilityPersonalMilitary

Some of these types of leave are considered Family and Medical Leave.

What is Family and Medical Leave

Pursuant to the federal Family and Medical Leave Act ("FMLA") and other state programs, employees may be granted an unpaid leave of absence of up to 12 work weeks in a 12-month period to an eligible employee for the following reasons:
To care for a new child upon birth, adoption, or placement in foster care;To care for the employee's child, parent, or spouse who has a serious health condition;To care for a registered domestic partner (where covered by jurisdiction);The employee's own serious health condition that makes the employee unable to work at all or to perform one or more of the essential functions of his or her position;To care for an ill or injured service member; orA qualifying exigency arising out of the call to service of a military member

State laws may provide for additional leaves or benefits.

Eligibility
To be eligible for a leave of absence under Family and Medical Leave, certain conditions may be required, such as hours worked and length of time with the company.

Time off
Eligible employees are entitled up to 12 work weeks of leave in a designated 12-month period. Family and Medical Leave is based upon the "rolling" 12-month period, which is measured forward from the date you first use any Family and Medical Leave.

Certification
If you need a leave of absence because of your own serious health condition or that of your child, spouse, or parent, you may be asked to provide a written certification signed by a health care provider. Failure to submit a written certification may result in a denial of your FMLA claim.

The Company may ask you for re-certification periodically if you request an extension, if the circumstances of your original FMLA claim change significantly, or if the company learns of information that casts doubt upon the continuing validity of your original certification.

During an absence because of your own serious health condition, you must provide, at least every 30 days, or at the request of the leave administrator, periodic reports that describe your status and prospects for return to work.

Pay while on Family Medical Leave
When you become disabled, you may apply for available disability income replacement benefits. Please review your coverage for short term disability insurance, long term disability insurance, and other paid leave benefits.

Returning to work
If you and the Company have agreed upon a definite date of return, you will be reinstated on that date.

If your planned date of return is beyond the maximum period of leave provided by applicable law, the Company reserves the right to decline to extend your leave.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0010001	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Google	Source Task:	
Published:	2022-08-01	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Instance Governance

Article body:

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000033	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Android	Source Task:	
Published:	2015-06-11	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Eclipse configuration for Android development

Article body:

Installing the Eclipse Plugin Android offers a custom plugin for the Eclipse IDE, called Android Development Tools (ADT). This plugin provides a powerful, integrated environment in which to develop Android apps. It extends the capabilities of Eclipse to let you quickly set up new Android projects, build an app UI, debug your app, and export signed (or unsigned) app packages (APKs) for distribution. Note: If you have been using Eclipse with ADT, be aware that Android Studio is now the official IDE for Android, so you should migrate to Android Studio to receive all the latest IDE updates. For help moving projects, see Migrating to Android Studio.   You should install the ADT plugin only if you already have an Eclipse installation that you want to continue using. Your existing Eclipse installation must meet these requirements: Eclipse 3.7.2 (Indigo) or greater Note: Eclipse 3.6 (Helios) is no longer supported with the latest version of ADT. Eclipse JDT plugin (included in most Eclipse IDE packages)JDK 6 (JRE alone is not sufficient)Not compatible with GNU Compiler for Java (gcj) Download the ADT Plugin To add the ADT plugin to Eclipse: Start Eclipse, then select Help > Install New Software.Click Add, in the top-right corner.In the Add Repository dialog that appears, enter "ADT Plugin" for the Name and the following URL for the Location: https://dl-ssl.google.com/android/eclipse/ Note: The Android Developer Tools update site requires a secure connection. Make sure the update sit

URL you enter starts with HTTPS. Click OK.In the Available Software dialog, select the checkbox next to Developer Tools and click Next.In the next window, you'll see a list of the tools to be downloaded. Click Next.Read and accept the license agreements, then click Finish. If you get a security warning saying that the authenticity or validity of the software can't be established, click OK. When the installation completes, restart Eclipse. Configure the ADT Plugin Once Eclipse restarts, you must specify the location of your Android SDK directory: In the "Welcome to Android Development" window that appears, select Use existing SDKs.Browse and select the location of the Android SDK directory you recently downloaded and unpacked.Click Next. Your Eclipse IDE is now set up to develop Android apps, but you need to add the latest SDK platform tools and an Android platform to your environment. To get these packages for your SDK, continue to Adding Platforms and Packages. Troubleshooting ADT Installation If you are having trouble downloading the ADT plugin after following the steps above and you are behind a firewall (such as a corporate firewall), make sure that you have properly configured your proxy settings in Eclipse. In Eclipse, you can configure proxy information from the main Eclipse menu in Window (on Mac OS X, Eclipse) > Preferences > General >Network Connections. If you are still unable to use Eclipse to download the ADT plugin as a remote update site, you can download th

ADT zip file to your local machine and manually install it: Download the ADT Plugin zip file (do not unpack it): PackageSizeMD5 ChecksumADT-23.0.6.zip103344298 bytesf64b7e50c84799f41c642218c35f1bbe Start Eclipse, then select Help > Install New Software.Click Add, in the top-right corner.In the Add Repository dialog, click Archive.Select the downloaded ADT-23.0.6.zip file and click OK.Enter "ADT Plugin" for the name and click OK.In the Available Software dialog, select the checkbox next to Developer Tools and click Next.In the next window, you'll see a list of the tools to be downloaded. Click Next.Read and accept the license agreements, then click Finish. If you get a security warning saying that the authenticity or validity of the software can't be established, click OK. When the installation completes, restart Eclipse. To update your plugin once you've installed using the zip file, you will have to follow these steps again instead of the default update instructions. Other install errors Note that there are features of ADT that require some optional Eclipse packages (for example, WST). If you encounter an error when installing ADT, your Eclipse installation might not include these packages. For information about how to quickly add the necessary packages to your Eclipse installation, see the troubleshooting topic ADT Installation Error: "requires plug-in org.eclipse.wst.sse.ui". For Linux users If you encounter this error when installing the ADT Plugin for Eclipse: An error

ccurred during provisioning.Cannot connect to keystore.JKS ...then your development machine lacks a suitable Java VM. Installing Sun Java 6 will resolve this issue and you can then reinstall the ADT Plugin.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000032	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Java	Source Task:	
Published:	2015-06-11	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Getting Around in Windows

Article body:

Getting Around in Windows Windows 8.x Windows 8.x is designed for using touch, mouse, and keyboard together, on hardware ranging from touch-enabled tablets and laptops to PCs and all-in-one computers, including those without touch capability. Start screen and Desktop 8.1: Microsoft updated the Windows 8.1 interface by returning the Start button, providing its ease of access along with the option of the Metro interface. The intent is to provide a seamless experience on desktops, laptops, tablets, and phone devices. By default, the Start screen is displayed. Move your mouse pointer to the bottom left corner of the screen to make the Start button appear. Click it to display the desktop; click it again to display the Start screen. 8: The Start screen has a default application display you can customize: Right-click any app and the Application bar will appear at the bottom, with options for the application you have selected. To add an app to the Start screen, click Pin to Start.   If an application is already on the Start screen, you'll see Unpin from Start instead. Power User menu The Power User menu displays the most commonly used applications from the Control Panel, File Explorer, and Task Manager, as well as Restart, Run, Search, and Shutdown/Update. Access it in one of the following ways: Press Win-x.In 8.1, right-click the Start button to launch the Power User menu. In 8, move your cursor to the bottom left corner of the screen and right-click. Viewing and closing apps Not

: Some applications and features in Windows 8 (e.g., Control Panel, Internet Explorer) have both a Windows 8.x version and a pre-Windows 8 version. Windows 8.x applications (formerly called "metro" style applications) have neither close nor minimize buttons; they are designed to run as full-screen applications and cannot be resized. Tap the down arrow to view all apps (similar to viewing all programs in previous versions of Windows).   Alternately, you can right-click an open area of the Start screen, and the Application bar will open at the bottom. Click All apps on the lower right, and a list of all available apps will appear.To close Windows 8.x applications, go to the top of the screen (your cursor will become a hand) and drag down to the bottom of the screen. Search Settings and other Charms Options for accessing the Charms menu: Tap the upper right-hand corner and move down to select a charm.Hover your mouse pointer at the upper right-hand corner of the screen. Then, move your mouse pointer downward to select a charm. The following options will be displayed: SearchShareStartDevicesSettings Initiating a search Press Win-q. Type your search term(s) and choose the appropriate result. Typing while in the Start screen initiates a search. For best results, chooseEverywhere from the drop-down menu. Accessing the Control Panel Press Win-i. On the panel that appears on the right, click Change PC Settings. The Windows 8.x version of the Control Panel will appear.From the Start

screen, type control panel, and click the resulting Control Panel. Windows 7 Windows 7 does not offer a complete Classic View or Classic Start menu. To use a Classic theme, right-click anywhere on the desktop, and then choose Personalize. Under "Basic and High Contrast Themes", select Windows Classic. In Windows 7, there is no Classic View in the Control Panel. Instead, you can switch between Category, Large icons, and Small icons. To customize your Windows 7 Start menu and Taskbar, right-click the Start icon and click Properties. Windows Vista In Windows Vista, you can choose whether to use the default views for some items (e.g., Start menu, Control Panel) or switch to Classic View. The option to switch is usually visible in the left frame, or by right-clicking and selecting Properties.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000031	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	How To	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

How can I find the MAC address of my Ethernet or wireless interface?

Article body:

How can I find the MAC address of my Ethernet or wireless interface in Mac OS X?

In Mac OS X, your MAC (Media Access Control) address is distinct from the IP address assigned to your Mac, and is defined by the hardware of each Ethernet orAirPort interface. The MAC address is sometimes also called the Ethernet Hardware Address (EHA).

To find your MAC address, from the Apple menu, select System Preferences.... From the View menu in System Preferences, select Network.

In the left column of the Network preference window that opens, click the name of your connection (e.g., Wi-Fi, AirPort, Ethernet, Built-in Ethernet). Click theAdvanced... button, and in the sheet that drops down, click the Hardware,Ethernet, or AirPort tab. The address is the string of letters and numbers next to "MAC Address:", "Ethernet ID:", or "AirPort ID:".

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000030	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Outlook 2010	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Deleted Email Recovery

Article body:

Deleted Email Recovery

By default, every email deleted from your OWA mailbox goes through the following process:

The email is moved to your Deleted Items folder.If you purge or remove items from your Deleted Items folder they will be moved to the Dumpster where they are still recoverable.The Dumpster only holds email message for 14 days once they've been removed from Deleted Items.

Deleted email can be recovered from the Deleted Items folder or the Dumpster. Once it has been permanently deleted from the dumpster it can not be recovered.

Note: Desktop clients (e.g., Outlook, Entourage, Apple Mail) may be configured to use a local trash system or be configured to purge email from the Deleted Items folder more quickly than 14 days.

Deleted Email Recovery is only available in OWA or Outlook.

Delete Email

When you are ready to delete email from your Inbox, select the email by clicking on it once and then either:

select the Delete icon on the OWA Toolbar,ORright-click and select Delete.Result: The email is moved to Deleted Items

Permanently Delete Email from Deleted Items

Access your mailbox and navigate to Deleted Items.Select the email you want to delete by clicking once on the email to highlight it.

To select a range of emails, single-click on the first email in the range, press down the Shift key, and single-click on the last email in the range.To select random, multiple emails, press down the Ctrl key as you select emails.

Choose the Delete icon on the OWA Toolbar, or right-click and select Delete.OWA asks you to confirm your action. Choose OK to continue, or Cancel to quit the Permanent Delete operation. When OK is selected, there is no chance for email recovery (unless a server backup was performed before the email was permanently deleted).Result: The Delete confirmation window displays.

Permanently Delete Email from Options > Deleted Items

Select Options > Deleted Items.On the Deleted Items page, select the email you wish to delete in the Recover Deleted Items scroll box. Choose the Permanently Delete option above the scroll box.OWA asks you to confirm your action. Choose OK to continue, or Cancel to quit the Permanent Delete operation. When OK is selected, there is no chance for email recovery (unless a server backup was performed before the email was permanently deleted).

Automatically Empty Deleted Items on Log Off

OWA can be configured to empty Deleted Items when the user logs off of OWA. The items will be stored in the Recover Deleted Items scroll box for 14 days.

Select Options > Deleted Items.Check the Empty Deleted Items folder on logoff checkbox.Click Save to save your changes.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000029	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Email	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

What is Spam?

Article body:

What is Spam?
Spam has increasingly become a problem on the Internet. While every Internet user receives some spam, email addresses posted to web sites or in newsgroups and chat rooms attract the most spam.'
Definitions
The term "spam" is Internet slang that refers to unsolicited commercial email (UCE) or unsolicited bulk email (UBE). Some people refer to this kind of communication as junk email to equate it with the paper junk mail that comes through the US Mail. Unsolicited email most often contains advertisements for services or products, but very few reputable marketers use UCE to advertise. The most commonly seen spam includes the following:
Phishing scams, a very popular and dangerous form of email fraudForeign bank scams or advance fee fraud schemesPyramid schemes, including multilevel marketing (MLM)Other "Get Rich Quick" or "Make Money Fast" (MMF) schemesQuack health products and remediesAds for pornographic web sitesOffers of software for collecting email addresses and sending UCEOffers of bulk emailing services for sending UCEChain letters (see About chain mail)Illegally pirated software ("Warez")

To reduce the amount of spam you receive:
Don't reply to spamBe careful releasing your email address, and know how it will be usedBe proactive
Don't reply to spam
If you reply to spam, the spammer or the automated program on the other end will then know that your address is connected to a live person, and the spammer will then bombard you with even more spam, and circulate your address to other spammers. It is critical that you pause and think before replying to any spam. Consider the following guidelines:
Setting up your email account to generate automatic responses while you are away can have the unfortunate side-effect of verifying your email address to every spammer that sends you spam. If the message appears to come from a legitimate company, the company may have obtained your email address from some transaction between you and the company. In fact, you may have inadvertently provided your email address (e.g., if you didn't check a box marked Don't send me product updates). In these cases, it is usually safe to reply and ask to be removed from the mailing list. If it is not a company you recognize, use your judgment. To be safe, copy and paste the link to the company's site into the browser rather than clicking it in the email message. If the spam is clearly from a disreputable source, never respond. Do not follow the (probably bogus) unsubscribe directions. In most cases, if you never reply, the network of spammers will eventually decide your email address is a dud,

and will stop using it as often.
Be careful releasing your email address, and know how it will be used
Every time you communicate on the Internet or browse a web site, there are opportunities for spammers to intercept your communications to obtain your email address and other personal information.
Otherwise reputable companies may sell or exchange your email address with other companies, and this information may eventually find its way to a spammer. At worst, spammers will use automated programs to bombard these lists of email addresses with spam. Consider the following guidelines:
Subscribe only to essential discussion lists, and ensure that they are moderated. Think twice before offering your email address to a web site. You may wish to check the site's privacy policy first to be sure it uses secure technology, and that the company does not share your email address with others. If you need to list email addresses on your web site, present the addresses in a way that makes them less vulnerable to collection and abuse by spammers.Every time you are asked for your email address verbally or on paper, think carefully about whether or not you want to receive any information from that company or organization. It is usually best to decline to provide your email address. Whenever possible, advocate that organizations you are involved in or do business with default to the opt-in model. This requires you to specifically request to be added to their email lists, rather than the opt-out

model, where they add you to email lists automatically, and then give you the option of asking to be removed.
Be proactive
Adjusting the security settings in your web browser is a good preventive measure. For a higher level of security, have your browser disallow:
Accepting cookiesListing your name and other personal information in your browser profileFilling in form fields for you
This will help reduce the amount of personal information transmitted to sites at the expense of full functionality, since many legitimate web sites require you

to accept cookies.
Do not contribute to the spam problem by producing any of it yourself! In particular, learn about chain mail and do not forward chain mail to others. Also, if you receive an email message that appears to warn of some horrible thing happening (a virus that reportedly deletes all your files, for example) or is a touching sob story (about helping to save a poor sick girl or boy, for example), be suspicious.
Nearly every instance of chain mail is a hoax. The message may even come from someone you know and respect who is simply not aware that it's a hoax. Learn about hoaxes and the sites available to verify hoaxes, and do not forward them to others.

Questions regarding X-rated spam (unsolicited mass e-mail)

Some members of the Company have at times expressed concern to IT regarding their own accountability for unsolicited e-mail of a sexual nature sent to their Company e-mail address. In some cases, an employee worries that a supervisor or co-worker might think the employee solicited the mail. In other cases, the person fears that an IT employee asked to assist with the computer might think the person had solicited the sexually-oriented mail.
Most people who either have experienced spam or have read about spam understand that spammers do not wait to be asked; they are in the business of aggressive marketing. Many spammers are deceitful, trying to fool people into opening their unwanted e-mail by pretending to be someone else or using a subject line which fools the recipient into opening the mail. Sometimes they claim falsely that the person is receiving the e-mail because the person asked for it, or expressed interest in material of a similar nature. The truth is that few people welcome spam and even fewer ask for it.

If a supervisor or co-worker thinks otherwise, IT can reassure them. Certainly, IT technicians and consultants understand that spam is a plague and not something invited by the recipient. As extra protection, depending upon how you receive your e-mail on campus, there are ways to quarantine spam and/or filter your incoming e-mail. It is advisable to immediately delete any such emails you receive.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000028	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Email	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

What are phishing scams and how can I avoid them?

Article body:

Phishing explained

Phishing Explained

Phishing scams are typically fraudulent email messages appearing to come from legitimate enterprises (e.g., your company, your Internet service provider, your bank). These messages usually direct you to a spoofed web site or otherwise get you to divulge private information (e.g., passphrase, credit card, or other account updates). The perpetrators then use this private information to commit identity theft.

One type of phishing attempt is an email message stating that you are receiving it due to fraudulent activity on your account, and asking you to "click here" to verify your information.

Phishing scams are crude social engineering tools designed to induce panic in the reader. These scams attempt to trick recipients into responding or clicking immediately, by claiming they will lose something (e.g., email, bank account). Such a claim is always indicative of a phishing scam, as responsible companies and organizations will never take these types of actions via email.

Specific types of phishing

Phishing scams vary widely in terms of their complexity, the quality of the forgery, and the attacker's objective. Several distinct types of phishing have emerged.

Spear phishing

Phishing attacks directed at specific individuals, roles, or organizations are referred to as "spear phishing". Since these attacks are so pointed, attackers may go to great lengths to gather specific personal or institutional information in the hope of making the attack more believable and increasing the likelihood of its success.

The best defense against spear phishing is to carefully, securely discard information (i.e., using a cross-cut shredder) that could be used in such an attack. Further, be aware of data that may be relatively easily obtainable (e.g., your title at work, your favorite places, or where you bank), and think before acting on seemingly random requests via email or phone.

Whaling

The term "whaling" is used to describe phishing attacks (usually spear phishing) directed specifically at executive officers or other high-profile targets within a business, government, or other organization.

Avoiding phishing scams

The Company and other reputable organizations will never use email to request that you reply with your passphrase, Social Security number, or confidential personal information. Be suspicious of any email message that asks you to enter or verify personal information, through a web site or by replying to the message itself. Never reply to or click the links in a message. If you think the message may be legitimate, go directly to the company's web site (i.e., type the real URL into your browser) or contact the company to see if you really do need to take the action described in the email message.

When you recognize a phishing message, delete the email message from your Inbox, and then empty it from the deleted items folder to avoid accidentally accessing the web sites it points to.

Always read your email as plain text.

Phishing messages often contain clickable images that look legitimate; by reading messages in plain text, you can see the URLs that any images point to. Additionally, when you allow your mail client to read HTML or other non-text-only formatting, attackers can take advantage of your mail client's ability to execute code, which leaves your computer vulnerable to viruses, worms, and Trojans.

Warnings

Reading email as plain text is a general best practice that, while avoiding some phishing attempts, won't avoid them all. Some legitimate sites use redirect scripts that don't check the redirects. Consequently, phishing perpetrators can use these scripts to redirect from legitimate sites to their fake sites.

Another tactic is to use a homograph attack, which, due to International Domain Name (IDN) support in modern browsers, allows attackers to use different languagecharacter sets to produce URLs that look remarkably like the authentic ones.

Reporting phishing attempts

If the phishing attempt targets the Company in any way (e.g., asks for the Company's Webmail users to "verify their accounts", includes a malicious PDF directed to human resources, or impersonates the Company), forward it with full headers to the Company Information Security Office. You can report a phishing scam attempt to the company that is being spoofed. You can also send reports to the Federal Trade Commission (FTC). Depending on where you live, some local authorities also accept phishing scam reports. Finally, you can send details to the Anti-Phishing Working Group, which is building a database of common scams to which people can refer.

Example of a phishing scam
The following phishing scam was targeted at Servicenow users:

From: "SERVICENOW.ORG SUPPORT TEAM" <supportteam01@indiana.edu>
Reply-To: "SERVICENOW.ORG SUPPORT TEAM" <spupportteam@info.lt>
Date: Sat, 12 Jul 2008 17:42:05 -0400
To: <"Undisclosed-Recipient:;"@iocaine.uits.indiana.edu>
Subject: CONFIRM YOUR ACCOUNT

Dear SERVICENOW.ORG Webmail Subscriber

This mail is to inform all our {SERVICENOW.ORG} webmail users that we
will be maintaining and upgrading our website in a couple of days from
now.As a Subscriber you are required to send us your Email account
details to enable us know if you are still making use of your
mailbox. Be informed that we will be deleting all mail account that is
not functioning to enable us create more space for new employees and
managers in the company, You are to send your mail account details which
are as follows:

*User Name:
*Password:
*Date of birth:

Failure to do this will immediately render your email address deactivated from our database.

Thank you for using SERVICENOW.ORG
FROM THE SERVICENOW.ORG SUPPORT TEAM

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000027	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Outlook 2010	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Importing Address Book From CSV File

Article body:

Outlook 2010 - Importing Address Book From CSV File

This article explains how to import your address book from a CSV file into Outlook 2010.

Start Outlook 2010.Select the File menu.Choose Open.Click Import.Select Import from another program or file, then Next from the Import/Export Wizard.Select Comma Separated Values (Windows) , then Next. Choose Browse to navigate to the .csv file that you want to import, and then click Open to return to the Import a File window.Select Next and choose Contacts as the destination folder, and click Next again.Click Finish to import the Address Book.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge			
Number:	KB0000026	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Outlook 2010	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Create And Edit A Contact Group

Article body:

Outlook 2010 - Create And Edit A Contact Group (Formerly Distribution Lists)

This article explains how to create and edit a contact group in Outlook 2010. In previous versions of Outlook, this was known as a distribution list.

A contact group (formerly known as a distribution list) is a grouping of email addresses collected under one name. A message sent to a Contact Group goes to all recipients listed in the group. You can include Contact Groups in messages, task requests, meeting requests, and in other Contact Groups. There is no maximum number of names you can include in a Contact Group.

Create a Contact Group with New Names or Names in the Address Book

In Contacts, on the Home tab, in the New group, click New Contact Group.In the Name box, type a name for the Contact Group.On the Contact Group tab, in the Members group, click Add Members, and then click From Outlook Contacts, From Address Book or New E-mail Contact.If you are adding a new email contact, enter the information for the person in the Add New Memberdialog box. ORIf you are adding a member from Outlook Contacts or an Address Book, do the following:In the Address Book drop-down list, click the address book that contains the email addresses that you want to include in your Contact Group.In the list of names, click the names that you want, and then click Members. You can add names from different address books to the same Contact Group.Do this for each person whom you want to add to the Contact Group, and then click OK. The Contact Group is saved in your Contacts folder under the name that you chose.

Create a Contact Group by Copying Names from an Email Message

In the message that you want to copy the names from, click the names in the To or Cc box (To, Cc, and Bcc boxes: A message is sent to the recipients in the To box. Recipients in the Cc (carbon copy) and Bcc (blind carbon copy) boxes also get the message; however, the names of the recipients in the Bcc box aren't visible to other recipients.).Right-click your selection, and then click Copy.In Mail, on the Home tab, in the New group, click New Items, then click More Items, and then clickContact Group.In the Name box, type a name for the Contact Group.On the Contact Group tab, in the Members group, click Add Members, and then click either From Outlook Contacts or From Address Book.At the bottom of the Select Members dialog box, in the Members box, right-click, and then click Paste.

NOTE:

A member does not need to be in your Address Book in order to be added to the Contact Group. The member's name and email address will be included when you copy and paste from the original email message.

Add an Address from an Address Book or a Contacts Folder

On the Contact Group tab, in the Members group, click Add Members, and then click From Outlook Contacts or From Address Book.In the Address Book drop-down list, click the address book that contains the e-mail addresses that you want in your Contact Group.Browse for the name that you want, or type it in the Search box.In the Name list, click the name, and then click Members. Do this for each person whom you want to add to the Contact Group, and then click OK.

Add an Address that is Not in a Contacts Folder or an Address Book

On the Contact Group tab, in the Members group, click Add Members, and then click New E-mail Contact.Type the information for the email address, and then click OK.

Remove a Contact Group Member

In the list of names, click the name that you want to remove.On the Contact Group tab, in the Members group, click Remove Member.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000025	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Outlook 2010	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Automatic Replies (Out Of Office)

Article body:

Automatic Replies (Out Of Office)
This article explains how to use automatic replies in Outlook 2010 for Exchange accounts.

Setting Up Automatic Replies
Click the File tab.Click Automatic Replies.Select Send automatic replies.If desired, select the Only send during this time range check box to schedule when your out of office replies are active. If you do not specify a start and end time, auto-replies will be sent until you select the Do not send automatic replies check box.On the Inside My Organization tab, type the response that you want to send to colleagues while you are out of the office.On the Outside My Organization tab, select the Auto-reply to people outside my organization check box, and then type the response that you want to send while you are out of the office. Select whether you want replies sent to My contacts only or to Anyone outside my organization who sends you messages.
NOTE:
If you select My Contacts only in step 6, replies will be sent only to contacts that exist in your Contacts folder.
Using Rules With Automatic Replies
It is also possible to use rules to manage your messages while you are out of office. For example, you can create rules to automatically move or copy messages to other folders, to delete messages, to send custom replies, and so on.
Click the File tab.Click Automatic Replies.Click Rules, and then click Add Rule.Under When a message arrives that meets the following conditions, specify the conditions that the message must meet for the rule to be applied. If you want to specify more conditions, click Advanced, enter or select the options that you want, and then click OK.If you want to specify that this rule must be applied last, select the Do not process subsequent rules check box.Under Perform these actions, select the actions that you want. You can select more than one action.Click OK three times.
NOTES:
Automatic Replies rules can also be edited by following the above procedure.To turn Automatic Replies rules on or off, in the Automatic Reply Rules dialog box, select or clear the check box of the rule that you want to turn on or off.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000024	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Outlook 2010	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Create An Email Signature

Article body:

Create An Email Signature
To create a personalized email signature:
Open a new message. On the Message tab, in the Include group, click Signature, and then click Signatures.On the E-mail Signature tab, click New.Type a name for the signature, and then click OK.In the Edit signature box, type the text that you want to include in the signature.To format the text, select the text, and then use the style and formatting buttons to select the options that you want.To add elements besides text, click where you want the element to appear, and then do any of the following:

Options

How to

To add an electronic business card

Click Business Card, and then click a contact in the Filed As list. Then click OK

To add a hyperlink

Click Insert Hyperlink, type in the information or browse to a hyperlink, click to select it, and then click OK

To add a picture

Click Picture, browse to a picture, click to select it, and then click OK. Common image file formats for pictures include .bmp, .gif, .jpg, and .png.

To finish creating the signature, click OK.
NOTE:
The signature that you just created or modified won't appear in the currently open message; it must be inserted into the message.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000023	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:	Dell	Source Task:	PRB0000012
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Enable/Disable Wireless Laptop Connections

Article body:

Enable/Disable Wireless Laptop Connections
Dell Quickset UtilityOn a Dell laptop running the latest versions of Quickset and the Intel drivers (downloadable from support.dell.com), perform the following steps:
Launch the Quickset utility by double-clicking the Quickset icon in the system tray.Click on Location Profiler in the upper left.Click Modify Settings on the left side in the Quickset Location Profiler windowSelect the box Disable Wi-Fi until the Wired connection is terminatedClick Save at the bottom of the window.
This can be very useful to those who plug into an Ethernet port so they don't have to manually disable wireless. It also fixes a few problems where Windows might try to use both network interfaces simultaneously. Note: Sometimes it appears that the "Location Profiler" menu option is not present. If this is the case, reinstall Quickset, reboot, then re-install the Dell drivers for wireless and reboot again. This seems to correct the issue.
Windows Computers; Manual Method
Right-click your wireless icon in the system tray and select View Available Wireless NetworksDouble-click on the company's wireless connection to disconnectClick Yes when prompted to disconnect
--OR-- (if you do not see the wireless icon in your system tray)
Click on the Start buttonPull up to Connect To --> Show All Connections (in Windows 2000 or XP using the classic interface, pull up toSettings and select Network Connections)Right-click on the Wireless Network Connection and select View Available Wireless Networks. Double-click on the company's wireless connection to disconnectClick Yes when prompted to disconnect
These procedures leave the wireless device active, and the wireless icon viewable in the system tray with a red X on it, to easily connect when desired.
Mac OS X Computers; Manual MethodIf you Macintosh does not automatically detect the wired network when you plug in an Ethernet cable:
From the Apple menu select System PreferencesClick the Network iconFrom the drop down menu select Built-in Ethernet (wired), or Airport (wireless), as needed
--OR--Click on the signal strength indicator in the upper right corner of your screen and select nostrings from the menu.
How to turn off network bridging and Internet connection sharingNetwork instability can also be caused if either Network Bridging or Internet Connection Sharing are turned on within your system preferences. When your computer is configured for network bridging or Internet Connection Sharing, it can cause looping of network traffic.
Windows Vista
Click on the Start buttonClick on Control Panel and choose Network and Sharing CenterOn the left hand side of the page select Manage network connections from the Tasks listIn the Network Connections window, right-click on an active Ethernet connection (Local Area Connection). Make sure Bridge Connections is not selected.
Windows XP Pro
Click on the Start buttonPull up to Connect To --> Show All Connections (if using the classic interface, pull up to Settings and selectNetwork Connections)In the Network Connections window, right-click on an active Ethernet connection (Local Area Connection). Make sure Bridge Connections is not selected.
Windows 2000
Click on the Start buttonPull up to Settings and select Network ConnectionsRight-click on an active Ethernet connection (Local Area Connection). On the Connection Properties screen, select the Sharing tab.Under Shared Access, make sure Enable Internet Connection Sharing for this connection is not selected, then click OK.
Mac OS X
From the Apple menu, select to System PreferenceUnder Internet & Network, click Sharing, then click the Internet tab.Internet Sharing Off must be displayed at the top of the tab. If you see Internet Sharing On, click Stop to disable it.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000022	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Windows	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

How to set or change your default web browser

Article body:

How to set or change your default web browser

The following setting can be changed only if you have Administrator privileges on your computer.

Change the default programs used in Windows 8

If not already in Desktop mode, enter it by tapping the Windows and the D key at the same time.Move the mouse to the lower-right hand corner of the screen to activate the "Gadget" bar and select Settings (gear icon)Select Control PanelSelect ProgramsSelect Default ProgramsClick on Set your default programsLocate and select the web browser you wish to set as your default from the listWith your choice selected, click on Set this program as defaultClick OK to save your settings

Change the default programs used in Windows 7/Windows Vista

Click on the Start ButtonSelect Control PanelSelect ProgramsSelect Default ProgramsClick on Set your default programsLocate and select the web browser you wish to set as your default from the listWith your choice selected click on Set this program as defaultClick OK to save your settings

To make Firefox your default browser

Open FirefoxFrom the Tools pull-down menu select OptionsClick on the Advanced tabIn the area called System Defaults, click on the Check Now button.If Firefox is not set to be your default browser, you will be given the option to make it the default.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000021	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Windows 7	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

About Windows 7

Article body:

About Windows 7

Windows 7 is not an upgrade to Windows Vista, but an entirely different operating system. With it, you can expect greater functionality in communication, multimedia, and security, including improved, streamlined User Account Control (UAC) performance with fewer prompts. The interface introduced with Vista, Windows Aero, uses 3D graphics and other high-end visual effects.

System requirements

The minimum hardware requirements for Windows 7 as specified by Microsoft are listed as follows:

1 GHz 32-bit (x86) or 64-bit (x64) processor UITS recommends: A dual-core (Core 2) processor 1 GB of system memory (32-bit) or 2 GB of system memory (64-bit) UITS recommends: 2 GB system memory A graphics processor that is DirectX 9-capable with Hardware Pixel Shader v2.0 and
WDDM Driver support128 MB of graphics memory UITS recommends: 256 MB graphics memory; non-integrated video card 40 GB of hard drive capacity with 16 GB free space (32-bit) or 20 GB free space (64-bit) UITS recommends: 80-100 GB capacity DVD-ROM driveAudio output capabilityInternet access capability

Windows 7 versions and upgrades

The different versions and upgrades include Windows 7 Ultimate; IU departments will use Windows 7 Enterprise.

If you are using any version of Windows 7 or Vista except Enterprise, you can upgrade to Windows 7 Ultimate. For example, if you purchase a new computer from an outside retailer, it might be shipped with Windows 7 Home Premium; you can upgrade to Windows 7 Ultimate if you wish. Departments that use Vista Enterprise can upgrade to Windows 7 Enterprise. If you have Vista Enterprise for personal use, you cannot upgrade that to Windows 7 Enterprise, but you can do a clean install of Windows 7 Ultimate, which will format your hard drive and remove your previous version of Windows. For all other versions of Windows, migrating to Windows 7 will require a clean install. Your upgrade path must be consistent with your system type (i.e., you cannot upgrade from Windows Vista Ultimate 32-bit to Windows 7 Ultimate 64-bit, or from a 64-bit to a 32-bit operating system).

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000020	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Windows 8	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Windows: Should I upgrade to Windows 8.x?

Article body:

Should I upgrade to Windows 8.x?
Windows 8.x is designed for using touch, mouse, and keyboard together, on hardware ranging from touch-enabled tablets and laptops to PCs and all-in-one computers, including those without touch capability. To decide whether to upgrade, consider details surrounding system requirements, versions, features related to your own use, and support at IU.
Features
Another noticeable difference is the requirement of a Microsoft account to download apps from the Windows Store and access apps such as Calendar, Mail, and Messaging. By most accounts, Windows 8.x improves performance in areas such as speed, memory management, and power efficiency, resulting in faster boot times, smaller memory footprint, and more free memory for the programs you run. Windows 8.x also suspends apps and desktop programs when a device is put into sleep mode, allowing the CPU to drop into a lower-power state for battery savings. The Task Manager and Explorer have been enhanced, allowing easier views of system resource use, and more useful and functional file management. Windows 8.x comes with improved recovery options, including restoring a device to a clean install state, or performing the equivalent of a factory reset while keeping installed apps and preferences. Both these functions can be performed from a built-in recovery menu.

System Requirements
Computers currently running Windows 7 should not have problems running Windows 8.x.

Microsoft recommends

ServiceNow recommends

1 GHz 32-bit (x86) or 64-bit (x64) processor

Dual-core (Core 2) processor

1 GB of system memory (32-bit) or 2 GB of system memory (64-bit)

2 GB of system memory

DirectX 9-capable graphics processor, with Hardware Pixel Shader v2.0 and WDDM 1.0 or higher driver support

128 MB of graphics memory

256 MB of graphics memory and a non-integrated video card.

40 GB of hard drive capacity with 16 GB free space (32-bit) or 20 GB free space (64-bit)

80-100 GB of hard drive capacity

DVD-ROM drive

Audio output capability

Internet access capability

Additionally, a new element is the requirement that modern UI applications have a minimum of 1024 x 768 screen resolution, and 1366 x 768 for the snap feature.

Wiki:
Related Products:
Can Read:
Cannot Read:

Knowledge

Number:	KB0000019	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Windows	Source Task:	PRB0000014
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

How can I restore my computer to a previous configuration?

Article body:

Restore my computer to a previous configuration

You can use a feature called System Restore to restore your Windows computer to a previous working configuration. To use System Restore, follow the appropriate steps for your operating system.

Note: For help navigating, see Getting around in Windows.

Windows 8.x and 7

In Windows 8.x, press Win-c; from the Charms menu, choose Search, and thenApps. Enter rstrui and select the matching result. In Windows 7, in the Start menu search field, enter system restore , rstrui , or rstrui.exe and select the matching result.In the resulting System Restore menu, click Next. Choose a restore point that was created before your current configuration stopped working. Note: If you need to select a restore point that isn't listed, click Show more restore points.Click Next, and then Finish.

Windows Vista

In the Start menu search field, enter system restore . Click Choose a different restore point, and then click Next. Choose a restore point that was created before your current configuration stopped working. Click Next, and then Finish.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000018	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Windows Vista	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

About Windows Vista

Article body:

About Windows Vista

Note: If you are migrating from an older operating system, UITS strongly recommends installing Windows 7 rather than Vista. Windows 7 was released three years after Vista and comes with more advanced features and many bug fixes, but has the same hardware requirements. Should you choose to install Vista, use the Windows Vista Upgrade Advisor to make sure your computer is capable of running Vista.

System requirements

Microsoft's system requirements for Vista are listed below.

Microsoft lists Windows Vista hardware requirements in two categories, Vista Capable and Vista Premium Ready. Vista Capable computers are able to run Vista, but may have limitations in the functionality of some features. Vista Capable minimum hardware requirements are as follows:

A modern processor (at least 800 MHz)512 MB of system memoryA graphics processor that is DirectX 9 capable20 GB of hard drive capacity with 15 GB free spaceCD-ROM drive

Vista Premium Ready computers can take full advantage of the features available in Vista, including the Windows Aero advanced graphical interface. Microsoft lists the minimum hardware requirements for Vista Premium as follows:

1 GHz 32-bit (x86) or 64-bit (x64) processor UITS recommends: A dual-core (Core 2) processor 1 GB of system memory UITS recommends: 2 GB system memory A graphics processor that is DirectX 9 capable with Hardware Pixel Shader v2.0 and WDDM Driver support 128 MB of graphics memory UITS recommends: 256 MB graphics memory; non-integrated video card 40 GB of hard drive capacity with 15 GB free space UITS recommends: 80-100 GB capacity DVD-ROM drive Audio output capability Internet access capability

Vista versions

If you're upgrading from Vista Home Premium, you need to upgrade to Vista Ultimate (notVista Business) if you want to keep Windows Media Center. For information about upgrading from an earlier version of Windows, see Microsoft's Installing and reinstalling Windows Vista.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000017	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Windows	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

What is the Windows key?

Article body:

What is the Windows key?

The Windows key is a standard key on most keyboards on computers built to use a Windows operating system. It is labeled with a Windows logo, and is usually placed between the Ctrl and Alt keys on the left side of the keyboard; there may be a second identical key on the right side as well.

Pressing Win (the Windows key) on its own will do the following:

Windows 8.x: Toggle between the Start screen and the current applicationWindows 7 or Vista: Bring up the Start menu

Pressing Win in combination with other keys will access shortcuts; these will vary based on the version of Windows you are using. For a list of shortcuts, see Wikipedia: Windows key.

If your keyboard does not have a Windows key, you can access the Start menu, but not other shortcuts, by pressing Ctrl-Esc. If you are running Windows on a Mac in Boot Camp, the Command key functions as the Windows key.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000016	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Windows	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

About Windows 10

Article body:

Introducing Windows 10 Windows 10 is full of new features and improvements. Take a look at the highlights!
Ready, set, Start menu The Start menu is back—and it's more personal, more organized, and more fun than before.Select the Start icon button on the taskbar. You'll find your most used apps on the left, the all apps list, and shortcuts to other locations on your PC, like File Explorer and Settings.
Get apps, music, and more The Store is a one-stop shop for music, videos, games, and apps.Try out an app before you buy it, or pick a free one. Your Windows 10 apps will work on all your Windows 10 devices.
Cortana can get it done Cortana, your personal assistant, is right on your desktop. Ask her to set up a meeting or send an email to a friend. She can even find your files for you and tell you jokes.Select the search box and type what you want Cortana to do, or just select the microphone to talk with her instead.
Rule the web with Microsoft Edge Microsoft Edge is the first browser that lets you take notes, write, doodle, and highlight directly on webpages. Use the reading list reading list icon to save your favorite articles for later, then read them in reading view reading view icon.Hover over open tabs to preview them, and bring your favorites and reading list with you when you use Microsoft Edge on another device. Plus, Cortana is built in to Microsoft Edge to help you do things faster and easier.
Where you can type, you can write Microsoft Edge isn't the only app you can write in. Use your tablet pen, finger, or your mouse to write everywhere you could type before. Or just doodle in OneNote. We won't tell.
Sign in and greet the day with Windows Hello If it's available on your device, Windows Hello changes how you sign in—it uses your face or fingerprint instead of a password. Go to Settings > Accounts > Sign-in options to set it up.
All your photos in one place No more endless searching. The Photos app collects all your photos and videos in one place.From your phone, and your PC, and OneDrive. Then, it organizes your memories into albums for you to enjoy and share. For more information go to this link

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000015	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	How To	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

How do I create and delete users?

Article body:

Creating/Deleting users in Mac OS X

To allow users to log into your Mac OS X computer, create an account for each of them.

Creating a new user in Mac OS X

From the Apple menu, select System Preferences.... From the View menu, select Users & Groups (Mac OS X 10.7 or later) orAccounts (Mac OS X 10.6 or earlier). If it's locked, click the padlock in the bottom left corner of the window, and then authenticate as an administrator. Under the list of user accounts, click + (the plus sign). From the menu next to "New Account:", select the type of account you want to create. To allow this user to make changes to the system settings, add programs, and perform other system functions beyond basic use, selectAdministrator. For lower access accounts, choose Standard or Managed with Parental Controls as appropriate. Sharing Only and Group are special options for specific needs. For more, refer to your operating system's documentation. Note: Selecting Administrator will give the user the ability to make changes to your system without your approval.In the "Full Name:" field, enter the new user's real name. In the "Account Name:" or "Short Name:" field, enter a username you wish to assign to the user.In the "Password:" field, type a password for the user, and then type it again in the "Verify:" field. You can optionally set a password hint for the user. For the hint, try to use something only the new user will understand; alternatively, leave this field blank. Click Create User or Create Account.

Deleting a user in Mac OS X

From the Apple menu, select System Preferences.... From the View menu, select Users & Groups (Mac OS X 10.7 and later) orAccounts (Mac OS X 10.6 and earlier). If it's locked, click the padlock in the bottom left corner of the window, and then authenticate as an administrator. Select the name of the user you want to delete, and, under the list of accounts, click - (the minus sign). Choose Save the home folder in a disk image, Don't change the home folder, or Delete the home folder depending on how or whether you want to save the user's data. In Mac OS X 10.7 or later, if you choose to delete the home folder, there is also an Erase home folder securely option. Then, click Delete User or OK.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000014	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	How To	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Can I upgrade my operating system? What are the system requirements?

Article body:

Upgrade your Mac Operating System
These are the specs required for upgrading to newer versions o OS X:
Requirements for OS X 10.9 (Mavericks)
OS X 10.9 works with these Macintosh computers:
iMac (Mid 2007 or newer), MacBook (Late 2008 Aluminum, or Early 2009 or newer), MacBook Pro (Mid/Late 2007 or newer), Xserve (Early 2009), MacBook Air (Late 2008 or newer), Mac mini (Early 2009 or newer), Mac Pro (Early 2008 or newer)2GB of memoryOS X v10.6.8 or later8GB of available space

Requirements for OS X 10.8 (Mountain Lion)
OS X 10.8 works with these Macintosh computers:
iMac (Mid 2007 or newer), MacBook (Late 2008 Aluminum, or Early 2009 or newer), MacBook Pro (Mid/Late 2007 or newer), Xserve (Early 2009), MacBook Air (Late 2008 or newer), Mac mini (Early 2009 or newer), Mac Pro (Early 2008 or newer)2GB of memoryOS X v10.6.8 or later already installed8GB of available space

Requirements for Mac OS X 10.7 (Lion)Mac OS X 10.7 works with these Macintosh computers:
Mac computer with an Intel Core 2 Duo, Core i3, Core i5, Core i7, or Xeon processor2GB of memoryOS X v10.6.6 or later (v10.6.8 recommended) already installed7GB of available space

Requirements for Mac OS X 10.6 (Snow Leopard)Mac OS X 10.6 works with these Macintosh computers:
Mac computer with an Intel processor1GB of memory5GB of available disk spaceDVD drive for installation

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000013	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Mac OS X	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

How do I quit an application that isn't responding?

Article body:

How do I quit an application that isn't responding in Mac OS X?
In Mac OS X, you may occasionally find that applications lock up and do not respond to any commands, including Quit. When this happens, sometimes the only solution is to issue a Force Quit command. Force quitting an application will not save your latest changes, but it will often allow you to revive the misbehaving application without restarting your entire computer.
To force quit an application, from the Apple menu, choose Force Quit.... Select the misbehaving application from the list, and then click Force quit. You can also bring up this window by pressing Command-Option-Esc.
Note: You cannot quit the Finder; the only option available to you is Relaunch, which will reload the Finder.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000012	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	How To	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Where can I obtain updates and new releases?

Article body:

Where can I obtain updates and new releases for Mac OS X?

To find updates and new releases for Mac OS X, try any of the following options:

Use Software Update to download and install updates, and even full releases, of the operating system. To download the full version of Mac OS X 10.9 (Mavericks), open the Mac App Store, available in Mac OS X 10.6.6 and later. You may access it from the Apple menu. You can also buy other software products from Apple and third-party developers in the App Store.To order Apple merchandise, visit the Apple Store or call 800-MY-APPLE. For information about upgrades, call 800-785-9445.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000011	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Email	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

How to Deal with Spam

Article body:

How to Deal with Spam
Spam has increasingly become a problem on the Internet. While every Internet user receives some spam, email addresses posted to web sites or in newsgroups and chat rooms attract the most spam.
To reduce the amount of spam you receive:
Don't reply to spamBe careful releasing your email address, and know how it will be usedBe proactive
Don't reply to spam
If you reply to spam, the spammer or the automated program on the other end will then know that your address is connected to a live person, and the spammer will then bombard you with even more spam, and circulate your address to other spammers. It is critical that you pause and think before replying to any spam. Consider the following guidelines:
Setting up your email account to generate automatic responses while you are away can have the unfortunate side-effect of verifying your email address to every spammer that sends you spam. If the message appears to come from a legitimate company, the company may have obtained your email address from some transaction between you and the company. In fact, you may have inadvertently provided your email address (e.g., if you didn't check a box marked Don't send me product updates). In these cases, it is usually safe to reply and ask to be removed from the mailing list. If it is not a company you recognize, use your judgment. To be safe, copy and paste the link to the company's site into the browser rather than clicking it in the email message. If the spam is clearly

from a disreputable source, never respond. Do not follow the (probably bogus) unsubscribe directions. In most cases, if you never reply, the network of spammers will eventually decide your email address is a dud, and will stop using it as often.
Be careful releasing your email address, and know how it will be used
Every time you communicate on the Internet or browse a web site, there are opportunities for spammers to intercept your communications to obtain your email address and other personal information.
Otherwise reputable companies may sell or exchange your email address with other companies, and this information may eventually find its way to a spammer. At worst, spammers will use automated programs to bombard these lists of email addresses with spam. Consider the following guidelines:
Subscribe only to essential discussion lists, and ensure that they are moderated. Think twice before offering your email address to a web site. You may wish to check the site's privacy policy first to be sure it uses secure technology, and that the company does not share your email address with others. If you need to list email addresses on your web site, present the addresses in a way that makes them less vulnerable to collection and abuse by spammers.Every time you are asked for your email address verbally or on paper, think carefully about whether or not you want to receive any information from that company or organization. It is usually best to decline to provide your email address. Wh

never possible, advocate that organizations you are involved in or do business with default to the opt-in model. This requires you to specifically request to be added to their email lists, rather than the opt-out model, where they add you to email lists automatically, and then give you the option of asking to be removed.
Be proactive
Adjusting the security settings in your web browser is a good preventive measure. For a higher level of security, have your browser disallow:
Accepting cookiesListing your name and other personal information in your browser profileFilling in form fields for you
This will help reduce the amount of personal information transmitted to sites at the expense of full functionality, since many legitimate web sites require you to accept cookies.
Do not contribute to the spam problem by producing any of it yourself! In particular, learn about chain mail and do not forward chain mail to others. Also, if you receive an email message that appears to warn of some horrible thing happening (a virus that reportedly deletes all your files, for example) or is a touching sob story (about helping to save a poor sick girl or boy, for example), be suspicious.

Nearly every instance of chain mail is a hoax. The message may even come from someone you know and respect who is simply not aware that it's a hoax. Learn about hoaxes and the sites available to verify hoaxes, and do not forward them to others.
Questions regarding X-rated spam (unsolicited mass e-mail)
Some members of the Company have at times expressed concern to IT regarding their own accountability for unsolicited e-mail of a sexual nature sent to

their Company e-mail address. In some cases, an employee worries that a supervisor or co-worker might think the employee solicited the mail. In other cases, the person fears that an IT employee asked to assist with the computer might think the person had solicited the sexually-oriented mail.
Most people who either have experienced spam or have read about spam understand that spammers do not wait to be asked; they are in the business of aggressive marketing. Many spammers are deceitful, trying to fool people into opening their unwanted e-mail by pretending to be someone else or using a subject line which fools the recipient into opening the mail. Sometimes they claim falsely that the person is receiving the e-mail because the person asked for it, or expressed interest in material of a similar nature. The truth is that few people welcome spam and even fewer ask for it.

If a supervisor or co-worker thinks otherwise, IT can reassure them. Certainly, IT technicians and consultants understand that spam is a plague and not something invited by the recipient. As extra protection, depending upon how you receive your e-mail on campus, there are ways to quarantine spam and/or filter your incoming e-mail. It is advisable to immediately delete any such emails you receive.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000010	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Dell	Source Task:	
Published:	2014-09-10	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Warranty coverage details for SCI and DeSC computers

Article body:

Warranty coverage details for SCI and DeSC computers

Your newly acquired Dell computer comes with a limited factory warranty of 5 years for parts and labor coverage. The warranty begins the day the computer is shipped, not when you receive it.

If you think that you have a hardware problem and are not sure, please call the OIT Help Desk at 8-HELP. A Help Desk representative will determine if the problem is caused by hardware or software. If it is determined to be a hardware problem, a Hardware Support technician will be dispatched to your office to repair your computer.

What Are CRUs?

The Dell laptops come with many CRUs (customer replaceable units). Dell does not reimburse HWS for any work done on these items. If you suspect one of these components has failed and the Help Desk, your SCAD representative or STC representative has determined your trouble to be hardware failure, you will need to contact Dell - please see the Hardware Support warranty page for information on numbers to call.

The following are examples of CRUs:

Floppy Drive/LS-120/Zip driveExternal Floppy Drive CableExternal Media CableExternal Media SleeveCD-ROMs/CD-RW/DVD drivePCMCIA CardMain BatteryTravel ModuleAC AdapterPower CordMini PCI Card AssemblyMemory Modules

Additionally, Dell desktop systems also have CRUs. Again these are not reimbursable to Hardware Support and are dealt with by the customers also.

Computer Replaceable Units are:

KeyboardsMiceMonitorsExternal Speakers

If one of these items needs to be replaced, you can contact Dell directly. Have your system tag number ready. When you contact Dell, they will make arrangements to have replacement parts advance shipped directly to you for immediate replacement. A return prepaid air bill will be provided for the return of your defective part. If a customer does NOT want to deal with Dell, Hardware Support can certainly obtain these items under warranty and replace them for a labor charge.

Hardware Support provides service for all computers regardless of their warranty. For information regarding services and pricing for warrantied and non-warrantied computers, please see the Hardware Support warranty page.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000009	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Policies	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Are Copyrighted Files Illegal to Have On My Computer?

Article body:

Are Copyrighted Files Illegal to Have On My Computer?

Tools built to make use of the Internet easier have created special concerns for the holders of copyright. While it takes time and energy for someone to photocopy all the pages of a book, it takes scarcely any time for someone to download an album of music, a feature film, an episode of a television show, or a computer game. Sometimes, because it is easy to download copyrighted material, it is tempting to believe it is legal to do so.

But it is legal only if the material being downloaded is in the public domain, if the copyright holder has given you permission to make a copy of the material, or if you are making copies for purposes of criticism, comment, news reporting, scholarly or instructional purposes such that the "fair use" exception under federal copyright law applies. However, most contemporary music, film, television shows, computer games, and computer software are not likely to be in the public domain. Nor is it likely that downloading such materials in their entirety for entertainment purposes without permission from the rights-holder will meet the "fair use" criteria.

Therefore, if you do not know whether material is copyrighted or not, assume that it is, and proceed accordingly.

But what if I own legal copies of the material?

Even if you have legally obtained copies of copyrighted materials on your computer, you must be careful to protect those copies against unauthorized copying by others.

In particular, file sharing technologies such as BitTorrent, and so-called "private" sharing networks (to the extent you have reason to use such technologies for legitimate purposes) should be used responsibly and with great care to ensure that copyrighted materials are not being made available for copying by others not legally entitled to do so. Indeed, failure to restrict unauthorized access to copyrighted materials stored on your computer may constitute contributory infringement under federal copyright law.

What is legal to download?

Some material is in the public domain, and is available through web or file transfer sites maintained for that purpose. Some recording artists and some television studios provide streaming versions of performances for your viewing or listening. And some performers do give permission to copy and share some of their work.

How will the rights-holder know?

The music industry, the film and television industry, and organizations representing software manufacturers and firms creating computer games, have become increasingly concerned about copyright infringement via the Internet, and have pursued the infringers - sometimes filing lawsuits against the individuals. Other kinds of copyrighted materials also are of concern.

Just as some Employees search the Internet for music, films, or other material they would like, the rights-holders or their agents often search the Internet for computers that are holding and/or distributing unauthorized copies. When rights-holders find an unauthorized copy of a work, they often file an infringement complaint with the service provider. Sometimes, they file a lawsuit. And under some circumstances, they may file criminal charges.

The Company is the service provider for its employees. Unless these complaints are addressed promptly, the Company may also be held liable for infringement. So if you use the Company network to make illegal copies, or if you fail to protect legally obtained copies on your computer, you put yourself and the Company at risk.

What happens if I get caught?

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than $750 and not more than $30,000 per work infringed. For "willful" infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorney's fees. For details see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense.

Violation of federal copyright law is also a violation of Company regulations and will be reported to appropriate disciplinary authorities. Employees may receive a warning, disciplinary probation, or other, even more serious, penalty as a result of infringement. Company policy also requires that loss of computing and network privileges be considered as part of the penalty in cases of repeated infringement.

Does IT scan my computer for illegal files?
Although most campus copyright infringement is revealed when the Company receives complaints from the rights-holder or agent, some unauthorized service of music, films, television, computer games, and proprietary software has been discovered by IT simply because of the network performance problems caused by the traffic.
In such cases, IT does not peruse files, but makes inferences which it reports to the appropriate disciplinary authority, while notifying the employee of the potential disciplinary and legal action. As a general matter, the Company is committed to protection of privacy, unless intrusion is warranted, and does not actively monitor its computing network for purposes of seeking out infringing activity on the part of its users. Further, the language of the Digital Millennium Copyright Act makes it clear that the service provider is not expected to be aware of content carried through its services, only to be properly responsive when alleged infringement is reported.

Please be aware the Company cannot knowingly assist you in illegal activity, such as making unauthorized copies or sharing copyrighted materials without authorization. To do so would be to participate in violating federal law and, in acting as agents of the Company, staff are forbidden to do so.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000008	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Apple	Source Task:	
Published:	2014-09-10	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

How to configure VPN for Apple Devices

Article body:

How to configure VPN for Apple Devices
For an iPhone or iPad running iOS?
Select Settings > General > VPN.=Click Add VPN Configuration and enter the following information:
Select L2TP.Enter Servicenow VPN in the Description field.Enter vpn-nu.vpn.servicenow.edu in the Server field.Enter your NetID in the Account field.Enter your NetID password in the Password field.Enter servicenow (case sensitive) in the Secret field.Select Save.
To connect to Servicenow VPN, VPN should be turned On. Once you are successfully connected to Servicenow VPN, your screen will look like the following
For Mac OS X Mavericks (10.9), Mountain Lion (10.8) or Lion (10.7)
Open Apple > System Preferences.Select the Network icon in the System Preferences window. Click the + button at the bottom left of the screen to add a new connection. (Note: You may need to click the LOCK icon to enable editing of Network Settings.)
Select Interface: VPNSelect VPN Type: L2TP over IPSecEnter Service Name: Servicenow VPNClick Create.
From the Network window enter the following information:
Enter Server Address: vpn-nu.vpn.servicenow.edu.Enter Account Name: your NetID.Check the checkbox labelled Show VPN status in menu bar to allow you the opportunity to establish a VPN connection from your menu bar.
Click Authentication Settings.
In the Shared Secret box enter servicenowvpnClick OK.Click Apply.
Click Advanced...
Check the checkbox labelled Send all traffic over VPN connection.Click OK.Click Apply.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000007	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	FAQ	Source Task:	
Published:	2014-09-10	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

What is a cookie?

Article body:

What is a cookie?
Cookies are messages that web servers pass to your web browser when you visit Internet sites. Your browser stores each message in a small file, called cookie.txt. When you request another page from the server, your browser sends the cookie back to the server. These files typically contain information about your visit to the web page, as well as any information you've volunteered, such as your name and interests.
Examples of cookies
Cookies are most commonly used to track web site activity. When you visit some sites, the server gives you a cookie that acts as your identification card. Upon each return visit to that site, your browser passes that cookie back to the server. In this way, a web server can gather information about which web pages are used the most, and which pages are gathering the most repeat hits.
Cookies are also used for online shopping. Online stores often use cookies that record any personal information you enter, as well as any items in your electronic shopping cart, so that you don't need to re-enter this information each time you visit the site.

Servers can use cookies to provide personalized web pages. When you select preferences at a site that uses this option, the server places the information in a cookie. When you return, the server uses the information in the cookie to create a customized page for you.
Security concerns
Only the web site that creates a cookie can read it, so other servers do not have access to your information. Additionally, web servers can use only information that you provide or choices that you make while visiting the web site as content in cookies.
Webmasters have always been able to track access to their sites, but cookies make it easier to do so. In some cases, cookies come not from the site you're visiting, but from advertising companies that manage the banner ads for a set of sites. These advertising companies can develop detailed profiles of the people who select ads across their customers' sites.
Accepting a cookie does not give a server access to your computer or any of your personal information (except for any information that you may have purposely given, as with online shopping). Also, it is not possible to execute code from a cookie, and not possible to use a cookie to deliver a virus.

How do I clear my web browser's cache, cookies, and history?
Notes:
If you don't see instructions below for your specific version or browser, search your browser's Help menu for "clear cache". If you're unsure what browser version you're using, from the Help menu, select About [browser name]. InInternet Explorer and Firefox, if you don't see the menu bar, press Alt. When troubleshooting issues with any web site, after clearing your browser's cache and cookies, exit your browser completely before attempting to access the site again. In Windows, close all your browser windows; in Mac OS X, quit (Command-q) your browser.
Android
Start your browser. Tap Menu, and then tap More. Select Settings. Under "Privacy settings", select Clear cache, Clear history, or Clear all cookie data as appropriate, and then tap OK to accept (or Cancel to cancel) the deletion.
Chrome
In the browser bar, enter: chrome://settings/clearBrowserDataSelect the items you want to clear (e.g., Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site and plug-in data). From the Obliterate the following items from: drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select the beginning of time.Click Clear browsing data.

Firefox
From the Tools or History menu, select Clear Recent History. If the menu bar is hidden, press Alt to make it visible.From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything. Click the down arrow next to "Details" to choose which elements of the history to clear. Click Clear Now.
Internet Explorer 8 and higher
From the Tools or Safety menu, select Delete browsing history.... If the menu bar is hidden, press Alt to make it visible.Deselect Preserve Favorites website data, and select:
Temporary Internet files or Temporary Internet files and website filesCookies or Cookies and website dataHistory
Click Delete.

Internet Explorer 7

From the Tools menu in the upper right, select Delete Browsing History.... To delete your cache, click Delete files.... To delete your cookies, click Delete cookies.... To delete your history, click Delete history....Click Close, and then click OK to exit.

Mobile Safari for iOS (iPhone, iPod touch, iPad)

To clear cache and cookies:

From the home screen, tap Settings, and then tap Safari. At the bottom of Safari's settings screen, tap Clear cookies and data, orClear Cookies and Clear Cache. Confirm when prompted.

To clear history:

From the home screen, tap Safari.At the bottom of the screen, tap the Bookmarks icon.In the lower left, tap Clear.Tap Clear History.

Opera

From the Opera menu, select Settings, and then Delete Private Data.... In the dialog box that opens, select the items you want to clear, and then clickDelete.

Safari

From the Safari menu, select Reset Safari.... From the menu, select the items you want to reset, and then click Reset. As of Safari 5.1, Remove all website data covers both cookies and cache.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000006	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Security	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Dealing with Spyware and Viruses

Article body:

Dealing with Spyware/Adware
Spyware is the generic term for computer software that gathers information about you and your Internet surfing habits for marketing purposes; Adware refers to programs which gather information about you for marketing purposes in order to target your computer with advertisements (often in the form of pop-up windows.) These programs are often difficult to uninstall through traditional un-installation programs and will interfere with the normal performance of your computer's software and/or networking protocol.
Viruses, worms, and Trojan horses
According to Webster's Collegiate Dictionary, a computer virus is "a computer program usually hidden within another seemingly innocuous program that produces copies of itself and inserts them into other programs or files, and that usually performs a malicious action (such as destroying data)". Computer viruses are never naturally occurring; they are always man-made. Once created and released, however, their spread is not directly under human control.
Macro viruses: A macro is a piece of code that can be embedded in a data file. A macro virus is thus a virus that exists as a macro attached to a data file. In most respects, macro viruses are like all other viruses. The main difference is that they are attached to data files (i.e., documents) rather than executable programs.
Document-based viruses are, and will likely continue to be, more prevalent than any other type of virus.
Worms: Worms are very similar to viruses in that they are computer programs that replicate functional copies of themselves (usually to other computer systems via network connections) and often, but not always, contain some functionality that will interfere with the normal use of a computer or a program. Unlike viruses, however, worms exist as separate entities; they do not attach themselves to other files or programs. Because of their similarity to viruses, worms also are often referred to as viruses. Trojan horses: A Trojan horse is a program that does something undocumented which the programmer intended, but that users would not accept if they knew about it. By some definitions, a virus is a particular case of a Trojan horse, namely, one which is able to spread to other programs (i.e., it turns them into Trojans too). According to others, a virus that does not do any deliberate damage (other than merely replicating) is not a Trojan. Finally, despite the definitions, many people use the term "Trojan" to refer only to a non-replicating malicious program.

Fortunately, there are many options for prevention and the safe removal of Spyware/Adware from your computer:
Preventing Spyware / AdwareChoose programs carefully. Often free or trial programs downloaded from the Internet contain spyware/adware to fund the creators of the programs. The most common Spyware/Adware programs are installed with peer-to-peer sharing software such as Kazaa, Bearshare, and Limewire. Reading the license agreement and "Read Me" files of these programs will often indicate the installation of additional programs. Protect yourself by knowing your options. Some programs will allow you to customize the installation, whereas others such as Kazaa's latest version cannot be installed without Spyware/Adware.
Protect yourself by knowing that there are other dangers for users of these programs; particularly for those who do not understand how the software is structured to operate or for those who are not careful to share only files they own legally.
Do not click on unfamiliar links in pop-up windows. Spyware/Adware creators will disguise links in their pop-up windows. The safest way to close a pop-up windows is to right-click on it in your taskbar and choose Close or select the active window and use Alt + F4 on your keyboard.
Removing SpyWare / AdwareMany Spyware/Adware removal programs are free to download and use. The Solution Center has found success with a free program called Spybot, as well as Microsoft's AntiSpyWare. OIT advises that novice users request technical assistance when installing and using these programs. See "Obtaining Technical Assistance" below. Should you choose to use Spybot without assistance, read the directions online which remind you to back up your registry first, and then update the Spybot definition files before scanning your hard drive.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000005	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	Excel	Source Task:	
Published:	2014-09-09	Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

Excel Functionality

Article body:

Excel Functionality

Copying formulas without changing cell locations

When you want to know how to copy a formula and keep portions of the formula from changing relative to where they are being copied, precede each portion of the cell specifications that aren't supposed to change with $.For example, if a formula contains the cell reference: B2, which is not supposed to change if the formula is copied to another cell, then change B2 to B2If, for example, the column specification, B, can change in B2, but not the row specification, 2, then change B2 to B$2 Similarly, if the row specification, 2, can change in B2, but not the column specification, B, then change B2 to $B2

How to use formula to manipulate data in Col A and put results in Col B

Type a value in box A1Click box B1Click the Summation (sigma) notation symbol in to toolbar (autosum)In the formula box, type "*1.03" after the "+SUM(A1)"Hit Enter -- box B1 will now show the new value.Type in more values in col A (A2,A3,A4, etc).Highlight column B, and select Edit-->Fill-->FillDown, to apply the formula to the entire column.To round values, click the B column and select Format-->Style-->Currency.

Spreadsheets display 4 digit years instead of 2 digit years

Click on the Start Button.Pull up to Settings.Select Control Panels.Double-click on the Regional Settings Control Panel.Click on the Date tab.Change the short date style to MM/dd/yy (from MM/dd/yyyy) to return to al 2-digit format for the year.Last Updated: March 1, 2000

Enlarging Default Font Sizes in MS Excel

Click Excel in the upper left hand corner.

Select Preferences....Select the General tab.Next to “Standard Font,” you can select the default font type and size.After you click OK, quit Excel to apply the changes.

Defining the print area so that document fits on one page

If you are unable to print the desired area of the spreadsheet on a single page, the print area may be defined incorrectly, or it may need to be specified.Click and drag the mouse to draw a selection box around the cells that should be printed. In the file menu, highlight "Print Area" and select "Set Print Area." This will surround the cells with a dashed line. Cells that fall outside the print area will be moved to the next page.To clear an existing print area definition, highlight "Print Area" in the file menu, and select "Clear Print Area."The maximum size of the user-defined print area depends on the margins of the page. To change the margins, select "Page Setup" in the file menu, and click on the "Margins" tab.To fit a large area onto a single page, it may be necessary to adjust the scaling of the printed output. To change the scalin

, select "Page Setup" in the file menu, and click on the "Page" tab. The output can be scaled by an arbitrary factor, or it can be automatically fit to one or more pages.

I'm getting an error when trying to open an Excel file.

Some users may get errors when opening files with macros in Excel X for Macintosh. Those whose User folders are being stored on a volume other than the startup volume are most likely to be affected. This has been affecting some people trying to submit the Excel-based academic HR forms, which are Excel-based. Deleting the preference file "Office Registration Cache X" often fixes the problem:

Quit any programs you have running, especially any parts of the Office suite (Excel, Word, etc.)Go to Go > Home > Library > Preferences > Microsoft.Locate the file Office Registration Cache X and drag it to the trash. (Note: Don't empty the trash just yet.)Try opening the Excel form again.If it still doesn't work, repeat steps 1-4 and then continue:Open up TextEdit (found under Go > Applications) and create a new document by pressing <command> +n.Go to File > Save As....Name the file Office Registration Cache X. (Note: Be sure to get the spelling and capitalization exactly.)Save it under Home > Library > Preferences > Microsoft.Note: There are actually two libraries: one under the user's Home and one under the Macintosh HD. Be sure to use the one under Home. The exact name of user's Home is the short name of the user's local account on their Macintosh, and it will

ave a house icon. You can select home by pressing command - shift -h in the Save As dialogue box.Quit TextEdit.Go back to Go > Home > Library > Preferences.Click once on Office Registration Cache X to select it, and then go to File > Get Info.Check the box for Locked.Try the file again.

Wiki:	
Related Products:	
Can Read:	
Cannot Read:	

Knowledge

Number:	KB0000004	Article type:	HTML
Knowledge base:	IT	Workflow:	Draft
Category:	Google	Source Task:	
Published:		Attachment link:	false
Valid to:	2100-01-01	Display attachments:	false

Short description:

How can I secure my Android OS device?

Article body:

How can I secure my Android OS device?
To secure the data on your mobile device, you should always use a pattern, PIN, passcode, or password to lock your device. If your device is lost or stolen, this precaution can prevent others from accessing your email, calendar, contacts, and other data.
Setting or changing a screen lock pattern, PIN, or password
From the Home screen, press Menu > Settings > Location & Security. To set a new screen lock pattern, PIN, or password, tap Set up screen lock. To change existing settings, tap Change screen lock. Select one of the following options:
None: This leaves your device unprotected.Pattern: Your unlock pattern must connect at least four dots on the screen.Pin: Your PIN must be at least four and no more than 16 digits long.Password: Your password must be at least four and no more than 16 characters long, and must contain at least one letter.
Follow the onscreen directions to enter and confirm your pattern, PIN, or password.
By default, when you set a screen lock pattern, PIN, or password, a security lock timer is also set. Use the "When display is off" field to manage this setting.
Enabling encryption
Note: You should schedule an hour or more for the encryption process. If you interrupt the process, you will lose some or all of your data. Additionally, before beginning the process, you should:
Set a screen lock pattern, PIN, or password (see instructions in the previous section).Charge the battery.Plug in your device.
To enable encryption on an Android 4.x device:
From the Home or All Apps screen, tap Settings. Under "Personal", tap Security/Security & Screen Lock , and then Encrypt device/Encryption/Data Encryption. Tap Encrypt device/phone/tablet. Additionally:
If you see a checkbox for Device Data, tap to select it.If you see a checkbox for Storage (Encrypts files you save to your memory card and internal storage), tap to select it.
Tap Encrypt device/phone/tablet. Note: Encrypt phone/tablet will be dimmed (i.e., unavailable) if your battery is not charged, or your device is not plugged in.
To back out of the encryption process, tap Back.Enter your lock screen PIN or password, and then tap Continue. Tap Encrypt device/phone/tablet again.
The encryption process will begin and display its progress. The process can take an hour or more; during that time, your device may restart several times.
When encryption is complete, you'll be prompted to enter your PIN or password. Additionally, you'll need to enter your PIN or password each time you power on your device.
How do I clear all data from my Android OS device?
Warning: The following will delete all data on your device.
To clear all data from your Android OS device:
From the Home screen, tap Menu > Settings > Privacy. Tap Factory data reset. Tap Reset phone.

Wiki:

Related Products:

Can Read:

Cannot Read:

Knowledge

Number:	KB0000003	Article type:	HTML
Knowledge base:	IT	Workflow:	Published
Category:	IE	Source Task:	
Published:	2022-07-07	Attachment link:	false
Valid to:	2031-08-17	Display attachments:	false

Short description:

Managing Settings in Internet Explorer 10 for Windows 8

Article body:

Summary Learn to set up a home page, connection settings, and parental control in Internet Explorer. Solution Want to set up a default home page? Want to set up your Internet connection? Need to block the types of sites that display on your computer? Learn how to do all this in Internet Explorer using the steps below. For all PC browser-related articles see Manage Your PC Browser. We do not support all browsers. The following information is for reference only. For specific information on using Internet Explorer 10 visit Microsoft.com. This is outdated for older XP users. Windows XP Service Pack 2 (SP2) contains a collection of new technologies designed to help keep your PC and your personal information more secure. SP2 also makes it easier to monitor these settings with the new Windows Security Center, available through the Control Panel. The Security Center lets you check the status of your essential security settings. You can also use it to find information about the latest virus or other security threat or to get customer support from Microsoft for a security-related issue. To open Security Center 1. Click Start and then click Control Panel. Control Panel with new Security Center icon 2. Double-click Security Center. You should see a window that looks like the one below. Security Center Security Center checks to make sure you have: • A software firewall. • An up-to-date antivirus program. • Automatic Updates set to download and install updates automatically.

If the Security Center detects that your computer might benefit from enhanced security in one of the three essential areas listed above, it displays an alert in the notification area (to the right of the taskbar, above the clock). You will see an alert like the one below every time you log on, until the problem is fixed. Security settings alert Tip To find out how to address a problem, click any alert and the Security Center will open. In the Security Center, click Recommendations. Note If your computer is part of a domain (a group of computers on a network), your security settings are typically managed by your network administrator. In this case, the Security Center does not display your security status or send alerts. Windows Security Center checks for many common antivirus and firewall programs, but it's possible that you might be using a program that Windows can't find. For more information about using antivirus and firewall software that Windows doesn't find, read Monitor Your Firewall and Antivirus Software

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Published:	2022-07-09	Attachment link:	false
Valid to:	2031-08-17	Display attachments:	false

Short description:

Email Interruption Tonight at 11:00 PM Eastern

Article body:

If the site is UP but you cant access the page, try one of the below solutions:

Browser Related Problems

Force a full refresh for the site. This can be achieved by pressing CTRL + F5 keys at the same time on your favourite browser (Firefox, Chrome, Explorer, etc.)

Try alternative urls such as m.outlook.com

Clear the temporary cache and cookies on your browser to make sure that you have the most recent version of the web page. For instructions choose your brow

Fix DNS Problems

A Domain Name System (DNS) allows a site IP address (192.168.x.x) to be identified with words (*.com) in order to be remembered more easily, like a phonebook for websites. This service is usually provided by your ISP.

Clear your local DNS cache to make sure that you grab the most recent cache that your ISP has. For Windows - (Start > Command Prompt > type "ipconfig /flushdns" and hit enter). For details choose your operating system

If you can access a website at office or from a 3G network yet it's not working on your computer, it is a good idea to use an alternative DNS service other than your ISPs. OpenDNSor Google Public DNS are both excellent and free public DNS services.

Check our help page for step-by-step instructions on how to change your DNS.

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Short description:

Sales Force Automation is DOWN

Article body:

On Friday, January 20th, we experienced a widespread outage that affected all Zoho services. The outage started around 8:13 am Pacific Time. Zoho services started coming back online for customer use at 3:49 pm, and all services were fully restored at 6:22 pm PST. We absolutely realize how important our services are for businesses and users who rely on us; we let you down on Friday. Please accept our humblest apologies.

The cause of the outage was an abrupt power failure in our state-of-the-art collocated data center facility (owned and operated by Equinix) in the Silicon Valley area, California. Equinix provides us physically secure space, highly redundant power and cooling. We get our internet connectivity from separate service providers. We own, maintain and operate the servers and the network equipment and the software. The problem was not just that the power failure happened, the problem was that it happened abruptly, with no warning whatsoever, and all our equipment went down all at once. Data centers, certainly this one, have triple, and even quadruple, redundancy in their power systems just to prevent such an abrupt power outage. The intent is that any power failure would have sufficient warning so that equipment, databases most importantly, can be shut down gracefully. In fact, the main function such data centers perform is to provide extreme redundancy in power systems, provide cooling for the equipment and provide physical security. Absolutely no warning happened prior to this incident, which is what we have asked our vendor to explain, and we hope they would be transparent with us. I do want to say that Equinix has served us well, they are a leader in this field, we have never suffered an abrupt power outage like this in 5+ years. But they do owe us and other customers in that data center an explanation for what happened on Friday. They restored power quickly, but the damage was done because of the abruptness of the outage.

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