

Improved Performance

We recently received the following two important messages from the Tower D SIGNET Support Team. To help us improve the performance of *your* PC, please follow these recommendations.

When you first logon to SIGNET, the blue screen that comes up (MS-DOS 6.2 Startup Menu) has four options:

1. SIGNET
2. Analyze hard disk (weekly)
3. Optimize hard disk (monthly)
4. Standalone

To improve the performance of your PC, please remember that you **MUST** choose 2. Analyze hard disk on a weekly basis and 3. optimize hard disk on a monthly basis. If you're rushed to do this when you logon, we suggest that you take a moment before you go to lunch to re-boot your PC and then enter either option 2. or 3., as required.

A PC is like a car. To keep it running smoothly, it needs to be maintained regularly.

Virus Free

To keep your diskettes free of viruses, check them through the Utilities Group in Program Manager each time you've used them on another PC - even in the Department. It will keep the diskettes healthy.

Questions? SIGNET Support would be pleased to help.

Everybody benefits from good practices like these. We all have a role to play to ensure SIGNET runs smoothly.

Has this ever happened to you? Forwarded messages not received?

You have just forwarded a message to a colleague and the forwarded message was not received. You tried again with the same result. No, you haven't lost your mind. There are two reasons why this may have happened.

1. Many clients **SAVE** their messages before **SENDING** them. This allows them to print the message to verify the contents prior to sending the message. If you **SAVE** the message and leave the Compose Message window open (with the message displayed), then **SEND** the message, **ICONDESK** drops the forwarded message.

There is a way to avoid this problem. Close or clear the Compose Message window (using the NewMsg button) after you **SAVE** the message, then **REUSE** the message prior to sending it. The forwarded message will not be lost.

2. You **SENT** your e-mail and received a message such as: "To recipient no. 2 is wrong." You corrected the error in the address, then successfully sent the message. **ICONDESK** drops the forwarded message when there is an addressing error.

In cases such as these, you must go back to square one. If you have composed a substantial note, or forwarding address list, you may wish to copy and paste them into the new forwarding message.

Kathleen Blaney, Enterprise Networking (STEC)

FORUM How to remove Auto-Foward in ICONDESK 4.4

Question from
Louise Bissonnette Symington,
Recruitment, Staff and Workforce,
Adjustment Services (SPSS)

Before I went on leave, I activated Auto-forward to ensure that my e-mail messages would be responded to by a colleague. This morning I returned to the office and logged on to SIGNET, only to discover that my messages were still being forwarded. What happened? I thought that Auto-forward was de-activated when I logged back on.

Answer from Peter Malandra
SIGNET Client Services Division (STC)

When you logged back on to SIGNET, the Auto-forward feature

was only temporarily de-activated. When you logged out, it would have been re-activated.

Here are the steps to follow to permanently de-activate Auto-forward upon your return:

1. Logon to ICONDESK 4.4
2. In Mail Manager, click on Options
3. Click on Profiling
4. In ICONDESK 4.4 User Profiling - Mail Screen, click on Auto-forward
5. Delete Message
6. Click on OK.

The same procedure applies when de-activating Auto-reply.

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Units wishing to have a notice published in *SIGNET News* should forward the text to STC with a memo signed at the director level. All readers are invited to send via ICONDESK (Suggestions SIGNET Suggestions) draft articles they wish to have published.