

Re: Re: Job Depends On This

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-07/msg11949.html>

- *From:* "Martyn Howells" <martyngh@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 23 Jul 2005 21:17:21 +1200
-

Teach them how to post on a newsgroup without regurgitating every single sodding previous message.

"Sparda" <UseLinkToEmail@xxxxxxxxxxxxxxxxxxxx> wrote in message news:3_1319053_c779a5454a00f797b1ba3d92ed67b286@xxxxxxxxxxxxxxxxxxxx
> "" wrote:
>> "R2D2Groupie" <R2D2Groupie@xxxxxxxxxxxxxxxxxxxx> wrote in
>> message
>> news:4E760754-A85D-4518-8A14-4D59DFBEDD97@xxxxxxxxxxxxxxxxxxxx
>>> I'm a finalist for a computer trainer/support position and
>>> Monday
>>> morning
>>> they want me to do a 15 minute test teach "on some aspect or
>> option in
>>> Windows XP that users probably don't know but could probably
>> benefit
>>> from."
>>> The users are accountants and financial gurus who have a
>> good but not
>>> great
>>> knowledge of computers. I'm unable to come up with anything
>> that would
>>> impress them. Can anyone suggest anything? Desperate Dan
>>
>>
>> Tell them about Microsoft's support site
>> (<http://support.microsoft.com/>)
>> and show them how to perform basic and advanced searches.
>> That way,
>> with a hint towards inclining them to do even a little bit of
>> investigation before crying for help, maybe they'll use that
>> instead of
>> calling or posting with their knee-jerk inquiries. Telling
>> them how to
>> use the Start -> Help and Support menu would be obvious but
>> lots of
>> users never even bother looking there, either.
>>

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>> Otherwise, and besides the security topics already mentioned
>> by other
>> respondents, tell them the advantage of defragmenting their
>> hard drives,
>> how to run it, and how to schedule a regular defrag of their
>> drives
>> during off-hours (but note to them that the computer must not
>> be in
>> standby or hibernate mode unless they enable the wake-up
>> option – but
>> that will also bring their computer out of hibernate mode).
>>
>> Tell them how to use msconfig.exe to disable startup programs
>> to help
>> when troubleshooting a problem in behavior of their computer.
>>
>> Try to instill in them the need to backup their system either
>> by saving
>> drive images and/or by backing up their data. Yes, they are
>> accountants
>> and should be familiar with backing up their data but often
>> they assume
>> that a network admin is backing up some networked file server
>> from which
>> they retrieve and write their files and yet that doesn't help
>> them when
>> their own workstation crashes because of a hard drive failure.
>> Mention
>> to them that the included NT Backup program will only span
>> tapes and not
>> any other type of removable or fixed media, like CDRs, Zip
>> disks, or
>> hard drives, so they'll need a non-crippled 3rd party backup
>> program to
>> do that.
>>
>> For those still too lazy to do backups, tell them how to use
>> the System
>> Restore utility (to create their own restore points and how to
>> use
>> them). Remind them that this is for restoring the system and
>> NOT for
>> their data, so they should not be trying to use it as a
>> equivalent to
>> GoBack or RestoreIT.
>>
>> When using NTFS, you can create ADS (alternate data streams)
>> on files.
>> Their filesize reflected in Windows Explorer will only show
>> the size for
>> the primary data stream and yet when they try to copy a 10KB

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>> file onto a
>> floppy they lose the 10MB ADS attached to that file. However,
>> it is
>> likely that you don't know how to manage and create ADS'es,
>> either. See
>> <http://www.ntfs.com/ntfs-multiple.htm> as an intro to the
>> subject. There
>> are tools to let you see if ADS is used, like LADS and
>> CrucialADS. Some
>> anti-virus products, like Kaspersky, use the ADS to store a
>> hash code of
>> the file and a status of a scan, so a subsequent scan on an
>> unchanged
>> file can be skipped and how Kaspersky sped up their scanning.
>> Unfortunately, uninstalling the product does not also have it
>> remove all
>> those now superfluous alternate streams that they attached to
>> the files.
>> Few anti-spyware will scan the ADS (AD-Aware does but only
>> since the SE
>> version), so malware could reside in the ADS and not get
>> detected;
>> however, eventually it needs to be read by a program to load
>> the content
>> of the ADS (to read it or to execute it) and that is when,
>> hopefully,
>> the anti-spyware's real-time scanner or the anti-virus
>> on-access scanner
>> will detect the malware on your system. Few anti-virus
>> programs scan
>> the ADS of files, and some only do so by enabling some option
>> that
>> doesn't sound like anything to do with ADS, like archive
>> scanning.
>>
>> Tell them how to create junctions and hard links to files and
>> folders.
>> Under Unix, you can create soft links and hard links. Soft
>> links are
>> like shortcuts in Windows: they are fixed in their definition
>> and point
>> to where the file was when the link was created. If you move
>> the file,
>> the soft link can't find it (unless the OS helps out to update
>> the soft
>> link). Deleting a soft link (i.e., shortcut) does not delete
>> the file.
>> A hard link is another entry in the file table for that file,
>> so
>> deleting a hard link will delete the file. A hard link will
>> know

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>> wherever is the file after you move it. Peculiarly Microsoft
>> calls hard
>> links for files as hard links but hard links for folders are
>> called
>> junctions. Same thing.
>>
>> Install the Windows XP powertoy for multiple desktops, enable
>> it in the
>> taskbar, and show how they could have multiple virtual
>> desktops to
>> reduce the clutter of having lots of windows open on the same
>> desktop.
>> This powertoy is limited and sometimes popup dialogs will show
>> up in
>> other virtual desktops, but it will give them an idea if it is
>> something
>> that they might be interested in rather than using multiple
>> monitors and
>> video cards.
>>
>> Have them use the TweakUI powertoy for Windows XP and configure
>> to group
>> all icons for an application under one button in the taskbar.
>> That way,
>> they can get the equivalent of tabbed browsing, for example,
>> for
>> Internet Explorer. Click on the one taskbar button for IE and
>> get a
>> roll-up listing of all open instances of IE with the full text
>> of their
>> titles without ending up with a dozen buttons for IE in the
>> taskbar that
>> get squished into tiny buttons with useless truncated titles.
>>
>> Show them how to use Fast User Switching (provided your
>> audience
>> actually perceives any value for that feature).
>>
>> Tell them how to enable and setup the Fax Service so they can
>> fax from
>> their computer (provided they have an analog modem with fax
>> capabilities). Unfortunately, it is not designed to send
>> multi-page
>> faxes but you could use Word to compose your fax and then
>> print it to
>> the Fax printer to then send your multi-page fax. Faxing
>> isn't much
>> used anymore but sometimes they may need to use it.
>>
>> Somehow, by asking what topics to discuss in just 15 minutes
>> to train

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>> your pupils, it looks like instead are a wannabe trainer in
>> need of
>> training yourself. I've run out of interest in coming up with
>> more
>> topics since there are plenty. You could simply walk through
>> your Start
>> menu looking at all the submenus to pick out something that is
>> little
>> used or little understood by non-techie users. You could also
>> just lurk
>> around the newsgroups for Windows XP and look at past posts to
>> see what
>> type of questions are asked that you are qualified to answer.
>
> searching microsoft web sites is far easier by just using
> site:support.microsoft.com on google, the search engian on microsofts
> site is the most pathetic search engian i have ever used.
>
> I think teaching "How to use google" should definitely be in basic
> computer training, how many poeple have i found that dont know how to
> google, more thne 1 is too many, i have found more then 10!!
>
> --
> Posted using the <http://www.windowsforumz.com> interface, at author's
> request
> Articles individually checked for conformance to usenet standards
> Topic URL:
> <http://www.windowsforumz.com/General-Discussion-Job-Depends-ftopic399296.html>
> Visit Topic URL to contact author (reg. req'd). Report abuse:
> <http://www.windowsforumz.com/eform.php?p=1319053>

• *References:*

- ◆ ***Re: Job Depends On This***
 - ◇ *From:* Vanguard
- ◆ ***Re: Re: Job Depends On This***
 - ◇ *From:* Sparda
- Prev by Date: ***Re: New KB Article: How to ask a question***
- Next by Date: ***Re: number of installs***
- Previous by thread: ***Re: Re: Job Depends On This***
- Next by thread: ***Re: Re: Job Depends On This***
- Index(es):
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