

# Orange Coast IBM PC User Group

# README.DOC

March 2000

Newsletter

Volume 16.3

General Meetings are held in the Costa Mesa Senior Center at the southeast corner of 19th and Pomona from 9:00AM to noon the last Saturday of every month, unless otherwise noted.

Speakers and Topics are described on page two of *Readme.Doc* and on the OCIPUG Web page.

Meetings of the Executive Board will be held in the Costa Mesa Senior Center at the southeast corner of 19th and Pomona at 7:00PM on the following dates:

27 March 2000

24 April 2000

22 May 2000

All OCIPUG members are welcome.

Special Interest Group (SIG) meetings are held monthly at the Costa Mesa Senior Center as follows:

1st Saturday, 1:00PM - New User  
1st Wednesday, 7:00PM - Internet  
2nd Wednesday, 7:00PM - Genealogy  
3rd Wednesday, 7:00PM - Windows  
4th Wednesday, 7:00PM - Digital photo  
Details on page 3 of *Readme.Doc*

OCIPUG Web Page: [www.ocipug.org](http://www.ocipug.org)

OCIPUG Information line: 714-751-2939

OCIPUG BBS: 714-751-3242

President	Leonard Stein	714-533-4971	len1124@vinet.com
Vice President	Red Davidson	949-548-0413	red.d3@juno.com
Secretary	Shirley Wozniak	714-556-8878	shirleywoz@iname.com
CFO/Treasurer	Larry Pearce	714-543-5661	larry.pearce@juno.com
Director-2000	Michael Moore	714-535-0608	mmoore@inreach.com
Director-2000	Dennis Walz	714-545-1762	dawalz@worldnet.att.net
Director-2000	Sam Wozniak	714-556-8878	samwoz@pacbell.net
Director-2000	Robert Lynch	714-546-8977	gridleak@earthlink.net
Director-2001	Jess Bequette	714-549-1347	jnbequette@worldnet.att.net
Director-2001	Leonard Robertson	949-855-3030	ayamari@pacbell.net
Director-2001	Robert Walker	949-642-7681	rwalker820@email.msn.com
Director-2001	Frank Yaeger	714-971-0475	yaeger@ix.netcom.com
Past President	Wayne Ali (h)	714-972-4695	wk.ali@prodigy.net
Newsletter Coordinator	Morris Fier	949-646-8292	fier@bigfoot.com
Membership	Kenneth Paeth	714-544-5158	kenpaeth@bigfoot.com
Programs	Robert Walker	714-642-7681	rwalker820@msn.com
SIG Coordinator	Richard Hunter	714-968-6362	rthunter@bigfoot.com
Webmaster	Michael Moore	714-535-0608	mmoore@inreach.com

See mailing label for membership expiration date.

Orange Coast IBM PC User Group  
2973 Harbor Blvd Box 621  
Costa Mesa, California 92626-3934

ADDRESS SERVICE REQUESTED

DATED MATERIAL — DELIVER BEFORE 24 March 2000

NONPROFIT ORG.  
U.S. Postage  
Paid  
Santa Ana, CA  
Permit No. 340



## PRESIDENT'S MESSAGE

*Leonard Stein*

Hello again,

I was very happy again to see the fine turnout at the last meeting. It's heartening to see people getting interested in our club once again. We all owe Bob Walker and his committee for the fine work they are doing to get us interesting programs. Also a big thanks to our vice president for his Sig updates and a lot of work he does that doesn't get noticed. I am blessed to have such a fine crew to help me out. This goes to everyone else on the board of directors who do a thankless task. We owe them a lot.

I have been very busy trying to learn the club's copy of PageMaker 6 so that I can take over the editorship of *README.DOC* for next term. There is so much to learn but I am having lots of fun. My thanks to Preston Hill for his tutoring. While I'm giving out accolade I wish to thank Kevin Moxser for getting my computer back on line.

I hope to see all of you at the next meeting as I am bringing down a lot of software that the club has acquired not too long ago for our raffle.

### **BBS- BBS- BBS- BBS- BBS**

Effective April 1, 2000 the OCIPUG Bulletin Board System (BBS) will be shut down permanently. The hard drive with the files and programs will be installed on the former Brookhollow 'B' space computer now in the first floor "Sun Room" of the Senior Center so club members will have access to them. The files and programs may be posted on the OCIPUG Web site if there is enough interest. Most of the material effected is DOS based, for which there seems to be little call. The BoD feels that the lack of use does not warrant the expense of maintaining two phone lines for something that is no longer used. It also a fact that material is no longer being uploaded to the BBS. Thank you for your understanding and cooperation in this matter. If you have an opinion please respond to the BoD.

## SCHEDULES AND REPORTS OF EVENTS

### General Meeting Report

February 26, 2000

Richard Black

The February 26, 2000 [standing room only] General Meeting was held at the Costa Mesa Senior Center. Prior to the official meeting, Michael Springer led a Random Access session. At 9 A.M., President Leonard Stein called the meeting to order. Vice President Red Davidson and the SIG leaders announced the up-coming SIG meetings.

The club is trying to set up a hardware SIG, but because of scheduling at the Senior Center the SIG may not be able to begin until June. Once started it will probably be held on Tuesday, Wednesday, or Thursday evenings.

Program Chair Robert Walker announced that Caere is being bought and will not be able to supply user group support until March. Michael Moore will present Caere's OmniPage Pro after the break.

A video tape of Corel's presentation of Print Office 2000 and Corel Draw 9 given at the Association of PC User Groups (APCUG) meeting at Comdex was shown. After the break, Webmaster Michael Moore demonstrated installing and using Caere's OmniPage Pro 10.0, which Caere was to present. A scanned image of a document including multiple columns, a table, and a graphic was used to show OmniPage Pro's abilities, including the ability to audibly read the document in any of 13 languages.

Those members interested in Caere's products were given a sheet with special user group pricing.

A discussion of some web sites ensued and while Michael downloaded some programs off the Internet to demonstrate, the drawing was held. The meeting was officially ended at noon and those members interested in the downloaded software stayed for more information.

### General Meeting Topics

25 March 2000

Robert Walker, Programs Chairman  
*(All General Meetings will be held at the Costa Mesa Senior Center on the southeast corner of 19th and Pomona from 9:00AM to noon.)*

\* Random Access 8:30 to 9:00.

\* SIG Meetings reports.

\* March General Program

**View Sonic Monitors and Projectors**  
View Sonic Corporation a leading worldwide provider of advanced display technology including computer monitors, flat panel displays, and projectors for today's business, education, entertainment, Internet, and professional markets. View Sonic products have won more than 600 awards from such publications as *Computer Reseller News*, *PC Magazine*, *PC World* as well as many European, Asian and Latin America magazines.

The company is ranked the United States NO 1 best-selling flat panel display provider. Our program will be a Monitors 101 lecture: Learning the basics, How a monitor displays colors, CRT Screen Technology, and Choose a monitor by application. Come learn about - Resolution - Refresh Rates - Dot Pitch - etc. A demo of View Sonic Projectors will be included.

#### **NetPack Inc.**

NetPack is a new Provider of Software, Music, and E Books by a unique distribution system with many sites, who already downloads software and services. NetPack now makes it possible for Internet products and services to be purchased in a retail store. This is accomplished with discreet innovations. - NetPack's First Internet Access Card makes it possible for ISP's (Internet Service Providers) to offer pre-paid Internet access cards in any retail environment similar to a pre-paid telephone card - Special Application Package's for software manufacturers and book publishers and other Internet products and services to be purchased in a retail store and then later downloaded from the Internet.

\* Drawing

## Special Interest Group (SIG) Topics

(All Special Interest Group (SIG) meetings are held at the Costa Mesa Senior Center on the southeast corner of 19th and Pomona at the times noted below.)

### Internet - 1st Wednesday, 7:00PM

Michael Moore - 714-535-0608

mmoore@inreach.com

5 April 2000 - Call SIG leader

### Genealogy - 2nd Wednesday, 7:00PM

Richard Hunter - 714-968-6362

rthunter@bigfoot.com

12 April 2000 - Call SIG leader

### Windows - 3rd Wednesday, 7:00PM

Richard Hunter - 714-968-6362

rthunter@bigfoot.com

19 April 2000 - Call SIG leader

### Digital Cameras and Scanning -

4th Wednesday, 7:00PM

Rex Sutton - 949-786-5862

rexss@aol.com

22 March 2000 - Call SIG leader

26 April 2000 - Call SIG leader

### New User - 2nd Saturday, 1:00PM

John Lunsford - 714-995-0947

jlunsford@gentech.com

### 8 April 2000 - APPLICATIONS.

*"Doing Something Useful."* Introduce different basic applications types, their gradation of complexity and cost, and their operating system/hardware requirements. Negotiating with software vendors will be covered as well.

13 May 2000 - Repeat first session to start a new cycle.

### Hardware - 2nd Tuesday, 7:00PM

Ed Leckliter

11 April 2000 First Meeting

## Has Intel Fallen Behind in the Chip Race?

Jesse Berst, Editorial Director

ZDNet AnchorDesk

Wednesday, March 01, 2000

The 1 GHz chip is coming soon. Intel and AMD are racing to break the gigahertz barrier this spring.

Chip progress continues unabated — and may in fact accelerate as aggressive rivals challenge Intel in both the desktop and server markets. Intel was once the processor king. It could keep its older chips in play for a long time, secure from any challenge. That's no longer the case. Tuesday AMD slashed prices on its 800 MHz Athlon chips by 29%, undercutting Intel, which lowered its prices Monday.

Keep in mind, I'm referring to chips for personal computers. Not for handhelds, workstations, servers or embedded devices. As I said, the gee-whiz story is the 1-gig chip, which Intel and AMD will bring out in Q2. Who needs that much horsepower? Graphic artists. Designers. Engineers. And high-end gamers. For most mainstream users, however, 1-gig is overkill. But speedy new chips bring price cuts on slower, older chips.

Bottom line: The chip wars are heating up again. It's time to update the road map so you can make wise purchase decisions.

**AMD.** AMD is the frontrunner with its 850 MHz Athlon, introduced Feb. 11. And Athlon availability is good, according to PC makers. Here's what's next:

A 900 MHz processor, which like the 850 supports a 200 MHz bus, is expected this month 1 GHz Athlon chips ship to PC makers in the next 60 days A new processor core that promises greater performance and the ability to scale past 1 GHz Spitfire, an Athlon core designed for sub-\$1,000 PCs, in Q2

**Intel.** At its developer forum earlier this month, the chip giant showed off three near-production 1 GHz Pentium IIIs, suggesting a faster-than-anticipated delivery schedule. But Intel has gaps to close before it hits the 1-gig mark. Plus demand issues haunting its PIII and Celeron processor lines. Here's what's coming:

850 MHz and 866 MHz IIIs are expected in the next couple of weeks, with support for 100 MHz/133 MHz bus systems respectively A 933 MHz P3 (133 MHz bus)

is due by the end of Q2 A 1 GHz Pentium III chip (133 MHz bus) in limited quantities Q2, widely available Q3 An early version of a 1.5 GHz Willamette chip was demoed earlier this month

So how long before we get to 10 GHz? Microprocessor gurus tell ZDNN a desktop 100 times more powerful than the 1 GHz could operate as your personal server, network all your electronic appliances and respond to voice commands. They expect to see it in 2011.

## Ford Supports Tech Goals, Offers Computers to Employees

*A Ken's Korner TidByte from Ken Fermoye*

As an old Ford man, with ties that began in 1951 and spanned 25 years, off and on, I was impressed to learn that Ford Motor Company is making good its promise to stay on the leading edge of technology and connect more closely with its customers. In support of this goal, Ford reports that eligible employees worldwide will be provided a computer, printer and Internet usage at home for a mere \$5 per month

"We're committed to serving consumers better by understanding how they think and act. Having a computer and Internet access in the home will accelerate the development of these skills, provide information across our business and offer opportunities to streamline our processes," Ford Chief Executive Office and President Jac Nasser said.

Delta Airlines followed quickly on Ford's heels, announcing a very similar program for its employees. It will be interesting to see if other companies follow suit, especially hi-tech firms. None of the big computer-related corporations offer anything nearly as attractive, as far as I know. (If some do, please correct me.)

Enlightened self-interest? Sure. But smart. I hope those of you at Ford or Delta who read this will send me e-mail to let me know how these deals work out for you

## Ken's Korner

### Error Messages: As hard to decipher as the Dead Sea Scrolls

by Ken Fermoye

Error messages plague users today just as much as they did at the dawn of the micro-computer age two decades ago. The messages themselves change as new technologies evolve, but the enigmatic numbered horrors persist. They remain as hard for most of us to read as the Dead Sea Scrolls! Internet error messages especially are often ambiguous or misleading. Many mean essentially the same thing: you can't get through to the site you've requested because it is too crowded right now somewhere along the way.

One of the most common of these is: "The Server does not have a DNS entry." This is infuriating as a telephone busy signal, and often means the same thing! It can also mean that you aren't connected to the Internet, that you had a typo in the URL (Universal Resource Locator, fancy name for a Website's address), or the Website doesn't exist. Usually, however, it's a Net busy signal; try again in a few minutes.

I thought it would be helpful to give you the following "plain English" definitions for common browser error messages.

**400 Bad request** - The URL (Universal Resource Locator, official name for an Internet address) you entered has something wrong with it. Perhaps the page you are looking for does not exist, or the server you are contacting does not recognize the URL. Check your typing, especially special characters, like slashes or colons, and upper-case letters.

**401 Unauthorized** - The page is password-protected or does not accept visitors from your domain. If you entered a password, you may have typed it incorrectly.

**403 Forbidden** - Same as 401 Unauthorized. You should try your password again.

**404 Not Found** - This common message means the page doesn't exist, or exists at a different URL. Try deleting everything after the last slash in the URL to see if you get a page with a link to the page you want. Check your spelling. And if the URL ends in .htm, type .html instead (and vice versa). Sometimes, however, pages are just missing.

**503 Service Unavailable** - Similar to a busy signal. Wait briefly and try the page again. It's probably there.

**Host Unknown** - Site may have moved. Try looking for it with a search engine (or, if the URL you had was long and complicated, guess how it may have been simplified). Also, check to see if you lost your Internet connection (this happens most often if you're away from the computer for a while); if you aren't connected, use your dialer to reconnect and retry the site.

**Host unavailable** - Generally, this means the host machine is down temporarily for maintenance. Wait awhile and try again.

**Unable to locate host or Unable to locate server** - Similar to Host Unknown; check to see if you may have been disconnected from the Internet. If you have, log back on and retry.

**File Contains No Data** - The page is there but for some reason it is empty. Try again later; data may have arrived by then.

**Bad file request** - This is a forms error. That usually means your browser does not support the type of form you are trying to use, or there is an error in the form.

**Too Many Connections** - Like a busy signal. Try clicking the Refresh/Reload button, or wait briefly and try again.

**Connection refused by host** - Similar to 401 and 403; the page is restricted to certain domains or password-protected. If you think you should have a working password, try entering it again.

**Failed DNS lookup** - Similar to "The Server does not have a DNS entry."

**Helper application not found** - You asked to view a kind of file that your browser does not recognize (a graphic format, multimedia, or compressed file). You may need to install a plug-in (helper application) that extends the capabilities of your browser.

I also discovered several Web sites that include definitions of other kinds of error messages.

One, at [www.sysopt.com/biosbmc.html](http://www.sysopt.com/biosbmc.html), covers definitions and solutions for AMI and Award BIOS error beeps and messages/codes. It also includes links to other sites that offer BIOS message information.

Another is [www.codemicro.com/windows.htm](http://www.codemicro.com/windows.htm), which contains basic troubleshooting steps to help resolve the following Windows 95 generated error messages: Illegal Operation, Fatal Exception Error, Windows Protection Error, and General Protection Faults.

Then there are some sites that might restore your good humor after a computer session that produced far too many real error messages.

Try [www.geocities.com/Athens/Acropolis/5551/comperro.html](http://www.geocities.com/Athens/Acropolis/5551/comperro.html) for one. Another, with messages in the form of three-line Haiku poems, is: [members.nova.org/~dsaum/j-chaiku.htm](http://members.nova.org/~dsaum/j-chaiku.htm).

If you know of other sources for definitions or information on different categories of error messages, please send them to me ([kferoye@earthlink.net](mailto:kferoye@earthlink.net)) and I will include them in a future column.

Ken

(Author's Note: I want to give credit to Earthlink Network, [www.earthlink.net](http://www.earthlink.net), source of much of the information contained above. Its site deserves regular visits because it contains a lot of useful Web-oriented information that is updated frequently.)

Copyright 1999 by Ken Fermoye, Fermoye Publications.

Ken Fermoye has written some 2,500 articles for publications ranging from Playboy, PC World and Popular Science to MacWeek & Microtimes. He was cohost/producer of a radio show on computers and a partner in a DTP service bureau during the '80s. Ken's Korner articles are available free to User Group newsletters and Websites. For permission to reprint this article, contact [kfermoye@earthlink.net](mailto:kfermoye@earthlink.net).

## Herb's Hangout

By Herb Huey

### Computing in Vietnam

I just returned from a vacation to Vietnam and Thailand. One of the purposes of my trip to Vietnam is to improve the computing situation for my wife's nephews and niece. I expected that I would probably buy a new computer for the two older nephews and transfer the old computer to the younger kids. Before I get into the details, I like to spend a little time describing Vietnam.

I stayed mostly in the city of Da Nang, which is in the central region of Vietnam. The central region is semi-tropical country and the weather was muggy and in the 80s during my stay. Da Nang has a charming small city flavor but poverty is as evident in Da Nang as in much of Vietnam. The houses are crammed together with few having any garden space. My brother-in-law's home is a brand new 2500 square feet three-story house with many of the conveniences that we expect. It is probably the most modern home in the area. In contrast, his younger brother lives in a more modest 900 square foot house that few of us in Orange County would care to live in. However, even his younger brother's home is extremely desirable in Da Nang. Many homes are merely concrete shacks with corrugated sheet metal roofs.

The streets have not been repaired since the war ended in 1975. The only new street construction is part of a new bridge financed by the French. However, just two blocks away is a pile of street rubble partially surrounded by concrete barriers. There are few cars or trucks on the roads. Most cars are taxis and rental cars. Bicycles and mopeds are the main mode of transportation. Only the most intrepid Orange County driver would try to drive in Da Nang. There are no obvious traffic rules except for the universal rule, "The bigger vehicle always wins!" The line in the road simply is the line in the middle of the road. Traffic follows the right hand rule but if someone decides to drive the opposite way or jump in front of you they will. There are no stop signs. Traffic lights exist only in the downtown area and are used only for the morning and evening rush hours. Left hand turns are exercises in intestinal fortitude since there are always

simultaneous 4-way lane crossings. I was involved in four hits; three sitting a taxi and one in a cyclo-cart. My drivers often yelled at the opposing driver for their idiocy.

Still, a ride through the market area brings out some of the charm of Da Nang. Merchant shops are closely crowded together. Many people have a shop in front and live in the back of the building. I see women bickering over the prices of a colorful array of fruits and vegetables for sale. Street vendors can quickly cook up a quick snack for you. An old woman balances a long flexible pole with two large, heavy baskets. The baskets bob up and down in rhythm with the easy loping stride of the woman. Cyclo-cart riders weave through the streets with their fare riding in front. The tree-lined road along the Bach Dang River is as beautiful as any in the US.

With the great amount of poverty, you would believe that computers are a luxury item in Vietnam. Many businesses are already computer equipped and signs proclaiming "Computer training classes taught here" were quite evident around the city. Still computers are mainly bought by businesses. Well to do families usually buy the lower priced configurations. My wife and I went to six stores to go computer shopping. Shopping in Vietnam is a very different experience than in the US as you will soon find out.

Three years earlier, my wife was able to purchase a Pentium 100 for \$1500. I judged the technology was about two years behind the US. Thus, I expected to see early Pentium II PCs as top of the line equipment going for around \$1200. Imagine my surprise when I looked at the price list at the first store and found out that a 450 MHz Pentium II was a low end computer going for only \$600-\$700. Top configurations with 500 or 550 MHz Pentium IIIs were going for \$1100. However, these configurations would be considered barely functional with only 32 MB SDRAM and 4.3 GB hard drives.

Knowing that prices are negotiable I figured that my \$1200 price is realistic. I started writing out a 550 MHz configuration with 128 MB SDRAM, 13 GB hard drive, 40X CD-ROM, 17-inch monitor and AGP graphics card with 8 MB RAM. At every store, eyes opened wide at my written configuration and several people worked on a

quote as I asked for a very high performance configuration. Quotes ranged from a low of \$1172 to \$1315. We decided to drop down to a 15-inch monitor and back down to a 500 MHz CPU (550 MHz CPUs were not available, anyway) to meet our \$1200 limit and when I found that Intel motherboards were available we called the store with the lowest quote. They told us that the Intel motherboard was available for the same price and our total price will be \$1000. When we got to the store we were told a different story.

The salesman said that he was not authorized to give the Intel motherboard and gave us a revised quote of \$1170 with the smaller monitor. In addition, he further insulted us by declaring that he had to jack up the individual prices of the CD-ROM and graphics card. We called over the manager and he asked the salesman to recheck his calculations but the salesman said he came up with the same figure. We asked him if he would honor his quote for the original configuration. He said no and I informed them that it was not the money since we had actually budgeted \$1500 for the computer but that we would not do business with people that would not honor their word.

It was now late in the afternoon. We quickly eliminated the store with the second lowest quote since the salesman was the same one who sold the original computer to my wife. It had a computer virus and the salesman was not sorry at all to hear about it. The stores with the next two lowest quotes were already closed at 4:15pm. We were left with the store with the highest quote but they were a Samsung dealer and had the most impressive equipment. We told them our experience with the first store and we quickly reached agreement of \$1169 with the smaller monitor. The motherboard was not an Intel but was a well made Korean board instead of the cheaper Taiwan boards. The computer was delivered and set-up the next afternoon while I was at the coastal city of Hue where my wife was born and many of her relatives still lived. The next morning, I loaded the Mijenix Fix-It 99 utilities and verified the important components. I was also able to double check computer performance with the pre-installed Norton Utilities 2000. I opened the computer case and checked the motherboard. Everything was as it should be.

The old computer had some problems. It had only 16 MB of EDO RAM and a 2.1 GB hard disk. I noticed that the CMOS battery seemed to be dead and that the startup screen showed a 66 MHz Pentium even though the Mijenix Fix-It 99 said that the CPU was running at 100 MHz. The technician came back and informed us that he could boost the performance of the old computer with a 300 MHz Pentium, 64 MB RAM and a 4.3 GB hard disk for \$250. We agreed to this and our experience will be the subject of next month's column.

## Interesting Internet Sites

by Mike Alcorn

### Better Surfing

[Http://www.quickbrowse.com/cgi-bin/aqb\\_logon.pl](http://www.quickbrowse.com/cgi-bin/aqb_logon.pl) The site that patches your favorite pages together into one (or more big pages). If you have a set of sites that you visit frequently, why not use Quickbrowse to stitch them together into a single page. It speeds up surfing. You can also set up several different virtual pages if you wish. This concept is a step beyond the Yahoo (and others) idea for personalized home pages. In my limited testing, Quickbrowse did have some trouble with sites that required a login and/or a password.

**Online bookmarks** Here is another one of those "why didn't I think of that" ideas: **online bookmarks**. Many web surfers would be lost without their bookmark lists of favorite places. Their utility is often lost if you switch computers frequently, use a laptop and a desktop or use more than one browser. The answer to all these problems is **online bookmarks**. As you might expect, this idea has occurred to more than one person. You might check out the following sites.

[Www.blink.com](http://www.blink.com)

[Www.clickmarks.com](http://www.clickmarks.com)

[Www.hotlinks.com](http://www.hotlinks.com)

[Www.bookmarkcity.com](http://www.bookmarkcity.com)

**Comparison Shopping** I wrote last month about shopping bots. Here is some additional information.

[Www.clickthebutton.com](http://www.clickthebutton.com) This site installs software on your computer that puts a "button" in your system tray. When buying online you are supposed to "click on the button" when you get ready to purchase. ClicktheButton will pop up a list of comparison prices so you can be sure you are

getting a good deal. They also allow you to select a basket of items and comparison check for the best total price including shipping according to them. ZDNet thinks highly of this service. I think the concept is great but the execution was lacking in my very limited trials. Try it yourself and see what you think.

[Www.rusure.com](http://www.rusure.com) Their web site serves both as a price comparison tool and as a shopping portal, containing thousands of links to related sites, including product reviews, shop reviews, popular shops, auctions, classifieds, users' opinions, catalogs, shopping guides, freebies and much more. In addition, they offer a downloadable application that sounds very much like the one offered by ClicktheButton.

[Www.evenbetter.com](http://www.evenbetter.com) This site is similar to both of the above. For me, its current downside is that it concentrates on books, CDs movies and DVDs but not electronic and computer items. However, it may be just right for your needs.

**Online Mailing Lists** As I do more and more surfing I find myself getting on more and more e-mail lists. I now get almost daily e-mails from perhaps a dozen different web sites. The good news is that these sites make it very simple to get off their lists should I wish to do so. If you don't get enough e-mail, you might look into [www.topica.com](http://www.topica.com) This site provides access to some 40,000 mailing lists covering almost every topic imaginable.

**Scanning tips** [Www.scantips.com](http://www.scantips.com) Wayne Fulton has put together one of the best sites for information about scanners and scanning that I have found on the web. The material here is appropriate for beginners but knowledgeable folks will learn much as well. For those interested Wayne has put this all in a real book which is available at the site for \$21.95.

### Investor-Advice

[Www.kidon.com/media-link/index.shtml](http://www.kidon.com/media-link/index.shtml) If you are looking for sources of news from far-away places, this may be the place to start. There are thousands of links to newspaper, radio, T.V, magazine and other sites around the world.

[Www.wn.com](http://www.wn.com) WN stands for World News and they have that. More than just news, you can zero in on topics like [www.earthquake.news.com](http://www.earthquake.news.com),

[www.solarpower.com](http://www.solarpower.com), or [www.gml.com/](http://www.gml.com/) (which covers the currently-hot topic of genetically-modified foods).

The Tax Man is Coming [Http://pages.prodigy.net/agkcalman](http://pages.prodigy.net/agkcalman) Alan G. Kalman makes this site available as a public service. Its purpose is to provide a portal for users to access tax assistance, education and resources that are available on the World Wide Web for individual and small business taxpayers. One of the nicest features of this site is the fact that Alan keeps his links up-to-date. He even posts the following statement on his home page: *All links are verified at least once a month. Last test: 2/17/00.*

Calling All Information Junkies [Www.newsletters.com](http://Www.newsletters.com) Come here to browse a slew on investment and legal newsletters, from the Buyback Letter to Investech. You can search by title or author, plus areas like finance have 16 subtopics useful in narrowing your searching. Keep in mind there is a lot of marketing going on at this site. Also available are bios and links to the letters. To buy you simply add to your cart and give them your credit card number.

This article has been brought to you by the Association of Computer User Groups (APCUG), of which this group is a member.

Mike Alcorn has been a user group member for over 15 years. He has been Newsletter Editor of the Connecticut PC Users Group (CTPC) for just over a year.

# Netscape Address Book Sync for Palm Pilot User Guide

## Part 2

*John Goodman, Ph.D.*  
**Troubleshooting**

### HotSync Problems

**I cannot get my palm organizer to HotSync with the Netscape Address Book.**

- \* Make sure your PC's HotSync Manager (Start > Programs > Palm Desktop > HotSync Manager) is on.
- \* Make sure that Netscape Address Book Sync is installed. You can verify this by selecting "Customize..." from the HotSync Manager menu or by running NSABPPIN.exe.
- \* Close all HotSync windows on your PC (e.g. HotSync Log, Custom menu).
- \* Verify that your palm organizer is placed properly in its cradle.
- \* Make sure the Netscape Address Book HotSync Custom settings are not set to Do Nothing.
- \* Verify the Serial Port settings using the Setup dialog box (opened when you click the HotSync manager icon on your PC's Taskbar and choose Setup). Make sure no other programs are using the same Com Port as HotSync.
- \* Close the HotSync Manager and then open it again.

**The HotSync keeps timing out.**

It is possible for HotSync to time out while waiting for Communicator to launch. If this is occurring, make sure Communicator is running before synchronization.

**The HotSync is taking too long.**

You can cut down the time it takes by doing the following:

- \* The first time you synchronize can take a long time. 3000 records can take up to 20 minutes depending upon the speed of your PC. Subsequent synchronizations will be much faster.
- \* Set unused applications to Do Nothing in the HotSync Manager Custom menu.
- \* Exclude unwanted address books from the synchronization - see Configuring Netscape Address Book Sync.

### Record Problems

**Some palm organizer Records do not appear in Netscape after synchronizing.**

- \* Make sure the record did not get filed in the default address book (usually the Personal Address Book). This can occur if the Palm record was Unfiled or filed in a category corresponding to an offlined LDAP directory.

**Some Netscape Records do not appear in the palm organizer after synchronizing.**

- \* Only the first 15 address books will be synchronized. Make sure the records are in an address book that actually got synchronized. See Synchronizing your palm organizer for the first time for more information.
- \* Make sure the records aren't in an address book that is specifically excluded from synchronization. See Configuring Netscape Address Book Sync for more information.

**What happens to a record that has been modified in both Netscape and the palm organizer when I perform a HotSync?**

When a HotSync is done and the Custom menu setting for Netscape Address Book Sync is Synchronize the files, you will notice that the record has been duplicated (for more information about the duplication, open the HotSync Log). Simply delete the unwanted record (either on your palm organizer or in Netscape) and HotSync again.

**I filed a record in different category on my organizer and it got re-filed in it's original category when I synchronized.**

Netscape Address Book Sync does not support this change. You must move the record in Netscape and perform a HotSync to change its category.

**I created an Unfiled record on my organizer and I can't find it.**

The Unfiled category is not supported by Netscape Address Book Sync. All records in the Unfiled category will be moved to Netscape's default address book, usually the Personal Address Book, and filed in the corresponding category.

### **I keep getting multiple copies of my records.**

- \* If you modified a record in both the palm organizer and Netscape, records will be duplicated when you do a HotSync and the Netscape Address Book Sync setting in the Custom menu is Synchronize the files. Simply delete the unwanted record (either on your palm organizer or in Netscape) and HotSync again.
- \* If a HotSync gets stopped with an unexpected error, power loss, etc., it is possible that the next time a HotSync is performed some records will be duplicated.

### **Changes I made to a record in my palm organizer were not transferred to Netscape.**

- \* Make sure the field you modified is supported. See Fields.
- \* Change the Netscape Address Book Sync setting in the HotSync Manager Custom menu to Synchronize the files.

### **Some palm organizer record fields appear in a different order after synchronizing.**

The order of the phone fields on the Pilot will be reset during sync. On the Pilot, there are 5 phone fields and you can choose the label for each field from the popup menu. When you synchronize, the order of these fields is reset according to the current field mapping. For instance, if you set the first phone field to be "Home" and the second to be "Work", after synchronization the order will be "Work", then "Home".

### **Fields that contain multiple lines get changed when I synchronize.**

All Netscape fields with the exception of the Notes and Address fields cannot contain multiple lines. When synchronizing, field values on the organizer that contain multiple lines will be changed to single line entries with each line separated by ", ".

## **Other Problems**

### **How do I delete Netscape Address Book Sync?**

Run NSABPPIN.exe and select Uninstall.

## **Addendum - Field Mapping**

This section describes the conversions that occur when transferring data between the Netscape Address Book(s) and your palm organizer's Address Book. Apart from the special conversion rules that apply to specific fields, some general rules apply:

- \* Text fields are cut to the maximum allowed length on the destination platform.
- \* Text fields that can contain multiple lines on the Pilot but not in Netscape will be changed to single line entries with each line separated by ", ".
- \* Fields that are available in Netscape but not on the Pilot and vice versa will not be modified during synchronization.

## **Categories**

Address records are filed in Categories on the Pilot, in Netscape, records are stored in Address Books. Netscape Address Book Sync matches categories and address books. After a successful synchronization, each category on the Pilot will have a corresponding address book in Netscape. Pilot categories can only be 15 characters long so Netscape Address Book names are truncated on the Pilot. Following is a description of what happens to categories and address books during synchronization.

<b>Netscape Address Book action</b>	<b>Pilot category action</b>	<b>Synchronization</b>
New address book created	n/a	New Pilot category created IF there is an available category. The Pilot can only contain 15 categories. If the maximum has been reached then this address book will not be synchronized.
Address book deleted	category not changed, category renamed, or category deleted	All of the records from this address book will be deleted and if the category still exists it will be deleted as well - even if it was renamed.
n/a	New category created	A new address book with the same name as the category will be created in Netscape. All new records filed in the category will be created in the new address book.
n/a	Category renamed	The category will be renamed to match the address book it corresponds to.
n/a	Category deleted	The category will get re-created and all appropriate records re-filed into the category.

## Fields

### Netscape field

First name  
Last name  
Display name

### Email Address

Nickname  
Title  
Organization  
Department  
Notes  
Address  
City  
State  
Zip  
Country  
Work phone  
Home phone  
Fax  
Pager

### Cellular

Prefers to receive rich text (HTML) mail  
Conferencing

### Taken from the Wall Street Journal:

1. Compaq is considering changing the command "Press any key" to "Press the Enter key" because of the flood of calls asking where the "any" key is.
2. Gateway support had a caller complain that her mouse was hard to control with the dust cover on. The dust cover turned out to be the plastic bag the mouse was packaged in.
3. A Compaq technician received a call from a man complaining that the system wouldn't read word processing files from his old diskettes. After troubleshooting for magnets and heat failed to diagnose the problem, it was found that the customer had labeled the diskettes and then rolled them into the typewriter to type the labels.
4. Another Gateway customer was asked to send a copy of her defective diskettes. A few days later a letter arrived from the customer along with Xeroxed copies of the diskettes.
5. A Dell technician advised a customer to put his troubled floppy back in the drive and close the door. The customer asked the technician to hold on, and was heard putting the phone down, getting up and crossing the room to close the door to his office.
6. Another Dell customer called to say he couldn't get his computer to fax anything. After 40 minutes of troubleshooting, the technician discovered that the man was try-

### Pilot field

First name  
Last name

### E-mail

Title  
Company  
Note  
Address  
City  
State  
Zip Code  
Country  
Work  
Home  
Fax

### Mobile

### Notes

There is no Pilot field for Display name. The Pilot can be configured to list records by Last name, First name or Company, Last name

Not synchronized

There is no corresponding Pilot field for Department.

Multiple lines are allowed in this field.

Multiple lines are allowed in this field.

Only 5 phone fields are available on the Pilot. Work, Home, Fax, Email, and Mobile are synchronized.

Not synchronized.

No Conference fields or settings are available on the Pilot.

ing to fax a piece of paper by holding it in front of the monitor and pressing the "Send" key.

7. Another Dell customer need help setting up a new program, so a technician suggested he go to the local Egghead. "Yeah, I got me a couple of friends," the customer replied. When told that Egghead was a software store, the man said "Oh, I thought you meant for me to find a couple of geeks."

8. Yet another Dell customer called to complain that his keyboard no longer worked. He had cleaned it by filling his tub with soap and water and soaking the keyboard for a day, then removing all the keys and washing them individually.

9. A Gateway technician spoke to a customer who was enraged because his computer had told him he was "bad and an invalid." The technician explained that the computer's "bad command" and "invalid entry" responses shouldn't be taken personally.

10. An exasperated caller to Dell couldn't get her new computer to turn on. After making sure the computer was plugged in, the technician asked her what happened when she pushed the power button. Her response was "I pushed and pushed on this foot pedal and nothing happened." The "foot pedal" turned out to be the mouse.

11. A customer called Compaq to say her brand new computer wouldn't work. She

said she unpacked the unit, plugged it in and sat there for 20 minutes waiting for something to happen. When asked what happened when she pressed the power switch, she asked "What power switch?"

12. This guy calls in to complain that he gets an "Access Denied" message every time he logs in. It turned out he was typing his user name and password in capital letters. Tech Support: OK, let's try once more, but use lower case letters. Customer "Uh, I only have capital letters on my keyboard."

13. True story from a Novell NetWire technician: Caller: "The cup holder on my PC is broken and I'm within my warranty period. How do I get it fixed?" Tech: "I'm sorry, but did you say a cup holder?" Caller: "Yes, it's attached to the front of my computer." Tech: "Please excuse me if I seem a bit stumped, it's because I am. Did your receive this as part of a promotional, at a trade show? How did you get this cup holder? Does it have any trademark on it?" Caller: "It came with my computer. I don't know anything about a promotional. It just has '32X.' on it." At this point the technician had to mute the caller, because he couldn't stand it. The caller had been using the load drawer of the CD-ROM drive as a cup holder, and had snapped it off the drive! Admit it, you feel just little superior after reading these, don't you?

## A WEB SITE FOR EVERYONE - PART 3: HOW TO MAKE ONE!

*Steve Morgan*

Over 800 million web pages are in existence. More than 20,000 domain names are being registered every week: will it ever stop? My guess is that it will only get worse. By the end of the year, there could be over 2 Billion web pages out there, so why not join in on the fun! So in this article we will talk about how anyone with Internet access can create his or her own web site!

These days, creating a simple web site is as easy as writing a letter. With most word processors, you can save the document you just created as a web page, just by clicking on file, and specifying "save as HTML". Even multiple pages will just save as a very long home web site. This is a great way to create a web site, add some pictures and then practice uploading it to your Internet Host.

Perhaps an even easier way to create a web site is to use one of the commercial services such as Yahoo/GeoCities. These sites use simple wizards to let you have creative control over how the web site looks. They let you import documents, pictures and create the links that bind everything together.

As a test, I created 2 different web sites on Yahoo/GeoCities. My first simple web site took me 20 minutes to create (I was told it should take about 10 minutes), mainly because I was plagued by long waits between the set-up screens. I then went in and created an elaborate site, with several uploaded pictures and articles that were already stored on my computer. This site took me over 6 hours, with over an hour spent just uploading documents to the web. Both sites looked very good, since the wizards guide you on where to put pictures and text.

Yahoo/GeoCities also lets you upload a pre-existing web site that you have made using other programs. This is a huge timesaver since you will not waste time uploading each individual document and using the Yahoo wizards. The downside to having a commercial site host your homepage is that they will put advertising on every page of your site.

My favorite program for creating web sites is Microsoft Publisher. With just a basic knowledge of creating documents with pictures, it is very easy to use the included Web Wizard to create a detailed web site. The same site that took 6 hours to create online took me less than 2 hours with Publisher. By using simple copy all and paste commands, along with its easy import picture commands, my web site took less than 30 minutes to set up and get the documents in place. Then I spent the next 90 minutes being picky as I aligned the text and pictures by using the "view as web page" command.

As easy as it is to use, Publisher has a few drawbacks. First, it does not always accurately show exactly how the web page will look. Secondly there is no embedded File Transfer Protocol (FTP) utility that would allow it to be easily uploaded, this makes you download and learn 3rd party software.

Another Microsoft product, FrontPage is one of the most powerful consumer/professional web page creation programs out there. Unfortunately, it also has a high learning curve. It took me about 10 hours of reading the "FrontPage for Dummies" book and following along in order to start using FrontPage. I would estimate that it took about 20 more hours of experimenting with the program and consulting the book again before I was confident about my ability to create a good site. Once you do learn it though, FrontPage makes it a snap to create a web site that will look just as good on the web as it does on your computer. And since it includes its own File Transfer Protocol program, it is a snap to upload and update your pages with compatible hosting services.

Creating a Web Site is something that more and more people are doing. The last estimate that I have seen is that there are over 5 million personal web sites available on the web. I think that within 3 years, a majority of the world's industrialized population will have their own web site. The coming incredible fusion of computers, wireless modems and the Internet will continue to make access to the Web as common as using a telephone is today. When you add in

the hundreds of companies actively competing to host web sites, you should agree, there is no better time to start than today

The Association of Computer User Groups (APCUG), of which this club is a member, brings this article to you. Stephen Morgan is the Program Chair for the Plateau PC Users Groups in Tennessee, and also serves as the Regional APCUG Advisor for North and South Carolina, Tennessee, Georgia, Alabama and Mississippi.

## Ken's Korner Writer Offers New, Free Column for Readers

Are you looking for interesting, useful content for a personal or organization website? If so, check out the new offering by Ken Fermoye, who writes the popular Ken's Korner column on computing used regularly by more than 225 editors and webmasters. He reports that he now writes a monthly column about books and book news.

"I've reviewed books on and off for nearly 50 years, for weekly and daily newspapers, magazines and radio shows, and it's truly a labor of love. I had asthma as a child and had a lot of sick time during which I read voraciously," Fermoye says.

"I've become a serious book collector in recent years, and am during book reviews for an online magazine, plus a chain of Southern California weekly papers. So I decided to offer the column free to individuals and non-profit organizations. Each article will include at least one review of a current book, one from remainder tables, and general information of interest to avid readers."

If you are interested in subscribing to the column, contact Ken at [kfermoyle@earthlink.net](mailto:kfermoyle@earthlink.net).

## Meeting of the Executive Board

February 28, 2000

Pursuant to a determination that a quorum was present, a regular meeting of the Executive Board of Directors of OCIPUG was called to order by President Leonard Stein at the Costa Mesa Senior Center, 695 W 19th Street, Costa Mesa, CA 92627 at 7:00 p.m.

### OFFICERS PRESENT:

Leonard Stein, President  
Red Davidson, Vice President  
Shirley Wozniak, Secretary  
Larry Pearce, CFO

### OFFICERS ABSENT

Wayne Ali, Past President

### DIRECTORS PRESENT:

Jesse Bequette\*  
Michael Moore \*  
Bob Walker \*\*

Sam Wozniak \*

### DIRECTORS ABSENT:

Dennis Walz \*  
Frank Eager \*\*  
Leonard Robertson \*\*

### ALSO ATTENDING

Morris Fier	Ken Paeth
Preston Hill	Robert Lynch
Richard Hunter	Kevin Moser

Copies of the minutes of the January 31, 2000 meeting were distributed to the members of the Board of Directors to be read. The minutes were approved.

### PRESIDENTS REPORT:

Attendance was very good again at the General Meeting in February.

The Calendar for the year was presented to the Board.

### VICE PRESIDENTS REPORT:

We may have a Sig on Hardware in April.

### SECRETARYS REPORT (correspondence)

Bob Nelissen submitted a written report of the correspondence received from January 26, 2000 to February 25, 2000.

Jesse Bequette will now be picking up OCIPUG mail and delivering it to Larry Pearce's office.

### TREASURERS REPORT

Larry Pearce reviewed our current balance sheet and status of finances compared to the year's budget as of 02/28/2000. State and Federal tax reports have been prepared and filed for the OCIPUG Corporation by Larry Pearce and his wife, Nita, at no cost

to OCIPUG. This is a substantial saving for the club and we owe them a great debt of gratitude for their work in our behalf.

### COMMITTEE REPORTS

#### Program Committee

Prospective future programs:  
Net Pac.com

APCUG program on Windows 2000

A presentation by a physician on the use of the internet in conjunction with your medical care by your physician.

Ford Motor Co. to discuss how computers and automobiles will interface.

Useful sites on the internet.

Any information or suggestions concerning possible future programs should be sent to Bob Walker or Morris Fier.

#### Publishing Committee

All material for the README.DOC should be sent to Morris Fier by e-mail. He will collect and forward it to Charles Schreiber.

### OLD BUSINESS

Surplus Equipment: It was moved by Larry Pearce and seconded by Red Davidson that the copy machines be moved from Preston Hill's home to Bob Walker's home to be put in working order and then donated to needy groups. Motion carried. The committee to carry out this motion will be composed of Bob Walker, Robert Lynch and Leonard Stein.

The 32-inch TV set needs to be set up at the Senior Center for use with the VCR.

Michael Moore will donate a 56K modem to the club.

Shipman still needs to install the hard drives. Red Davidson will call him.

Hot Line The Hot Line is working and Wayne Ali has been reimbursed for the use of his phone line.

### BBS

The BBS will be cancelled as of April 1, 2000.

### SENIOR CENTER

Most of our meetings are now held at the Senior Center at no cost to the club, in ex-

change for our volunteer work with computer classes. More volunteers would be very welcome.

### MEMBERSHIP

A roster of our club members, names only, is available if requested in writing.

### NEW BUSINESS

We discussed what to put on the OCIPUG web page at great length. At present we will only put information about our club on the web page. We will investigate other clubs web pages to determine what we wish to put on ours in the future. Morris Fier will extract OCIPUG information from the README.DOC and forward it to Michael Moore who will place it on the OCIPUG web page.

OCIPUG WEBSITE: <http://www.ocipug.org/>

### ANNOUNCEMENTS

The next General Meeting will be at the Costa Mesa Senior Center, 695 W 19th Street, Costa Mesa, CA 92627 on March 25, 2000, at 9:00 AM

The next Board of Directors Meeting will be at the Costa Mesa Senior Center, 695 W 19th Street, Costa Mesa, CA 92627 on March 27, 2000, at 7:00 PM.

### ADJOURNMENT

Red Davidson moved and Michael Moore seconded that we adjourn the meeting. Motion carried. The meeting was adjourned at 8:33 PM.

Respectfully submitted

Shirley Wozniak, Secretary

# ORANGE COAST IBM PC User Group (OCIPUG) ©

2973 Harbor Blvd, Box 621  
Costa Mesa, CA 92626-3934

OCIPUG, founded in 1985, is an independent California nonprofit (IRC 501-c-3) corporation, and is not affiliated in any way with IBM, any vendor, equipment manufacturer, or other organization.

**Publication Copyright © 2000**

A newsletter, *Readme.Doc*, is published monthly. A subscription of \$12 per year is included with all paid memberships. Address all inquiries, address changes, and material for publication to the above address marked "ATTN: Editor".

Opinions expressed by the authors are not necessarily those of this newsletter, its staff or OCIPUG. Mention of products does not constitute endorsement by OCIPUG. Omission of trademarks does not imply that the products or names are not so protected. *Readme.Doc*, its contributors, and staff assume no liability for damages arising out of the publication or non-publication of any advertisement, article, or any other item in this newsletter.

Permission is granted to other user groups to reprint herein material, not specifically copyrighted, for non-commercial use only, provided credit is given to *Readme.Doc* and to the author.

**Advertising**

For information, details and rates on all advertising sales and scheduling, please contact:

Preston Hill      714-893-2403      prestonlh@bigfoot.com

**Publication Guidelines**

All material submitted will be published *exactly* as submitted, but may be subject to editing at the *Editor's* discretion. We reserve the right to refuse any material submitted for publication. Send all submissions as follows:

1. Send via Internet e-mail to: editor@ocipug.org, or
2. 3.5" disk mailed so as to be received by the deadline by the Newsletter Coordinator at the OCIPUG mailing address.

**Publication Deadline**

Material for the April 2000 issue must be received on or before 10 April 2000 by the Newsletter Coordinator — Morris Fier, fier@bigfoot.com.

**Membership**

Benefits of OCIPUG Membership include, but by no means are limited to:

- \* Subscription to OCIPUG's monthly newsletter, *Readme.Doc*, with up-to-date information on meeting schedules as well as the newest software and hardware.
- \* Free monthly General Meetings with speakers from industry and academia describing advances in technology.
- \* Free Special Interest Group (SIG) meetings/seminars to exchange tips and tricks and to solve problems.
- \* Free technical support from knowledgeable fellow members via telephone and/or OCIPUG's electronic bulletin board system (BBS).
- \* Pleasure in helping your fellow member solve their problems.
- \* Camaraderie with those of similar interests.
- \* Discounts from vendors on software, hardware, and other items.

## Orange Coast IBM PC User Group

2973 Harbor Blvd Box 621  
Costa Mesa, CA 92626-3934

Membership status:  New  Renewal - Member # \_\_\_\_\_ Membership type:  Individual  Family

Title: Mr. Mrs. Ms. Dr. Prof. Hon. ( ) (Circle one)

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: ( ) \_\_\_\_\_ Work Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

E-mail address: \_\_\_\_\_

Profession/Trade: \_\_\_\_\_  Retired  Current Occupation: \_\_\_\_\_

Family Member(s) Names: \_\_\_\_\_ Company: \_\_\_\_\_

**Annual Dues:**

Make check payable to OCIPUG  
and mail to the above address  
or bring to the General Meeting.

Individual	\$30.00	\$ _____
Family	\$35.00	\$ _____
*Full-time student	\$20.00	\$ _____
Donation	\$	_____

I consider my skill level to be:  
 Beginner  Novice  Intermediate  Advanced

Total Amount Paid \$ \_\_\_\_\_  
\*(U-grad 12 units; grad 6 units)

I learned about OCIPUG from: \_\_\_\_\_

Today's Date: \_\_\_\_\_