

Orange Coast IBM PC User Group

README.DOC

May 2002

Newsletter

Volume 18.5

ALL MEETINGS ARE HELD IN THE COSTA MESA SENIOR CENTER 695 WEST 19TH STRET
AT THE SOUTHEAST CORNER OF 19TH AND POMONA

IN THIS ISSUE

Front Page	Page 1
May Program	Page 2
Officers and Board Members	
Meeting Dates	Page 3
Schedules and Reports of Events	Page 3-4
April General Meeting	Page 5
Aviation Facts	Page 6
National Protection Center	Page 7
Quick View Plus Review	Page 8
What were they thinking	Page 9
Why a good IT training Manager	Page 9-10
is worth \$1,000,000	
Office XP Tips	Page 11
Windowless Chevy	
PC Pitstop	Page 12
Outstanding Websites for	
your Favoites	Page 13
W32.klez(mass-mailing worm)	Page 14-15
Minutes of the Executive Board	
Ever WonderWhy	Page 16
Publication Guidelines	

May 18, 2002 General Meeting



come and

Learn²SM

Upgrade your computer

Install Modems and Sound Cards

and trouble shoot your PC



Orange Coast IBM PC User Group
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Costa Mesa, California 92626-3934

ADDRESS SERVICE REQUESTED

*See mailing label
for membership
expiration date.*

General Meetings are held from 9:00AM to noon on:
18 May 2002
29 June 2002
28 July 2002
24 August 2002
23 September 2002
 For details see inside pages of this issue, Web Page, or Information Line

Meetings of the Executive Board will be held at 7:00PM on:
20 May 2002
24 June 2002
30 July 2002
29 August 2002
25 September 2002
 All OCIPUG members are welcome.

Special Interest Group (SIG) meetings are held monthly as follows:
1st Saturday 9:00 AM - New User
1st Tuesday 7:00 PM - Quicken
1st Wednesday 7:00 PM - Internet
2nd Tuesday 7:00 PM - Hardware
2nd Wednesday 7:00 PM - Windows XP
3rd Tuesday 7:00 PM - Window 98
4th Tuesday 7:00 PM - Digital Photo

May Program

PC Maintenance—Preventive Measures

Preventive Measures, you will learn how to assemble and disassemble the PC as well as many tips that will ensure that your computer will last as long as possible. We'll cover the basics of the modems, sound cards, and video cards. We'll give tips for making your own purchases. Then we'll show how to install new hardware. We'll demonstrate building a complete system from the ground up. Then install all the drives and the accessory hardware into the motherboard. Next we'll partition our Hard Drive and format it. and install an operating system. Finally, we'll discuss some general maintenance guidelines.

Maintain Your PC - Doing It Yourself

We'll cover the proper tools needed for general maintenance, perform general maintenance on our PCs, and discuss other maintenance considerations. And finally we'll demonstrate how to use Windows maintenance software and some of the third party software designed for PC maintenance and diagnosis. Then we'll discuss power protection devices, whether to turn your computer off when it's not in use. . You will also learn to diagnose and solve problems associated with these devices. In addition, you will learn about the standard devices used to connect a PC to peripherals and networks., and show how to install new hardware.

Finally, you will learn about the best practices to keep your computers running satisfactorily.

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SIG Coordinator	Robert Strader	949-548-0413	red.d3@juno.com

SCHEDULES AND REPORTS OF EVENTS

SPECIAL INTEREST GROUP (SIG)

(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.) The next SIG meeting will be:

May 2002

14 May 2002

Hardware - 2nd Tuesday, 7:00 PM

Ed Leckliter eleckliter@adelphia.net

21 May 2002

Windows 98 - 3rd Tuesday 7:00 PM

Robert Strader 949-646-1475 rstrader@attbi.com

28 May 2002

Digital Cameras / Scanning - 4th Tuesday, 7:00 PM

Robert Strader 949-646-1475 rstrader@attbi.com

June 2002

1 June 2002

New User - 1st Saturday, 9:00 AM

John Lunsford 714-995-0947

jlunsford@gentech.com

4 June 2002

Quicken - 1st Tuesday, 7:00 PM

Dan Dickinson daniel3@cox.net

5 June 2002

Internet / Web Publishing

1st Wednesday 7:00 PM

Robert Strader 949-646-1475 rstrader@attbi.com

11 June 2002

Hardware - 2nd Tuesday, 7:00 PM

Ed Leckliter eleckliter@adelphia.net

12 June 2002

WindowsXP - 2nd Wednesday 7:00 PM

Ed Leckliter eleckliter@adelphia.net

18 June 2002

Windows 98 - 3rd Tuesday 7:00 PM

Robert Strader 949-646-1475 rstrader@attbi.com

25 June 2002

Digital Cameras / Scanning - 4th Tuesday, 7:00 PM

Robert Strader 949-646-1475 rstrader@attbi.com

OCIPUG Hardware SIG - Meeting Recap

Meeting Date: April 9, 2002

There were 14 attendees (including the SIG Leader, Ed Leckliter)

The Featured Topic was: System RAM and Motherboard Features Beyond Core Logic (Chipsets) Ed brought in three motherboard samples and three RAM module samples for "show and tell" during the presentation.

There was one hardware submission. Terry Dickson had a problem with the modem in his son's system - identified by the OS (Win Me) but not functional (the Windows diagnostic was not able to test it and attempts to use it failed). After removing and reseating the card (brand and model unknown), and trying to load and test various Motorola drivers from within Windows (Motorola chip on the card), it was concluded that the problem was probably the lack of an appropriate device driver. Ed recommend that Terry spend the \$20-\$25 to get a new modem (and the required driver).

There were no questions posed during Random Access - anyway, none that the SIG Leader remembers.

Next Meeting: May 14, 2002

Next Featured Topic: Hard Drives and "Floppies"

Following Meeting: June 11, 2002

Following Meeting Featured Topic: CD, DVD, and Other Non-"Floppy", Removable-Media Drives

For the latest Hardware SIG info, please check the SIG's web site or contact Ed Leckliter (SIG Leader) at eleckliter@adelphia.net.

April General Meeting

The April 2002 General Meeting of the Orange Coast IBM PC User Group (OCIPUG) was held on April 27, 2002, with 29 members and 3 guests who actually signed in present, plus approximately 4-6 who did not sign in. Two of the guests became members during the meeting. All members present were requested to note on the sign-in sheets if they had not received the e-mail notice regarding the availability of the March Readme.Doc. Seven members so indicated.

Ed Leckliter conducted a very informative Random Access Session. Bob Strader started it off by announcing that Microsoft has republished its set of Power Toys, which includes Tweak UI, for Windows XP. PowerToys comprises a set of 10 utility programs that developers work on after a product has been released to manufacturing to add fun and functionality to the Windows experience. Tweak UI is a carryover from Windows 9X and gives the user access to system settings that are not exposed in the Windows XP default user interface, including mouse settings, Explorer settings, taskbar settings, and more. Note that PowerToys are for Windows XP only. The set of PowerToys can be downloaded for free from the Microsoft web site. Relative to Windows XP, Microsoft states that 128mb RAM is sufficient, but in reality 256mb or more is recommended. RAM is the best investment for maximizing Windows XP performance. Bob Walker reported that he was having problems with his dual monitor set-up. Also, he was having problems with the PC not turning off. It was surmised that this could be a motherboard or chip set problem

ACP Swap Meet

May 26, 2002

ACP Computer Swap Meet
which is usually held on the
fourth Sunday of the odd
month, is held at 1319 East
Edinger in Santa Ana



President Bob Walker started the General meeting by reporting that at the recent Senior Center Volunteers Appreciation dinner, Secretary Frank Mastroly was inducted into the Costa Mesa Senior Center Volunteers Hall of Fame for 2001 due to his efforts relative to the SeniorNet program. Bob then went on to remind the membership of the upcoming elections, and that anyone interested in running for office (all officer and director positions are open) should inform Bob, Kevin Moser, or Mike Conway of their interest. Mike then distributed a letter to all members present repeating this request, and Bob will mail the letter to those members not present.

The Special Interest Group (SIG) reports were as follows (because May starts on a Wednesday, the Tuesday and Wednesday SIGs will be out of phase, so to speak):

- * Internet SIG (Wednesday May 1, Bob Strader) - Will cover search engines
- * Quicken SIG (Tuesday May 7, Dan Dickinson) - Will cover bank accounts and stock portfolios
- * Windows XP (Wednesday May 8, Ed Leckliter) - Will continue with installation and set-up. During installation it was noted that Windows XP has drivers for almost any compatible device such as printers, scanners, etc.
- * Hardware SIG (Tuesday May 14, Ed Leckliter) - Will cover hard drives and other storage devices
- * Windows 98 SIG (Tuesday May 21, Bob Strader) - Q&A on resources to resolve problems
- * Digital Photography/Scanning SIG (Tuesday May 28, Bob Strader) - No definitive plans as yet

The next Southwest Regional User Groups (SWUG) Conference will be held Friday, August 9 through Sunday, August 11 at the San Diego Mission Valley Hilton Hotel. Registration fee is \$40 if paid before June. Attendees will get free meals as well as attend very informative vendor presentations and workshops. For more details visit the SWUG website at www.swugconf.org.

President Bob Walker then concluded his opening remarks by announcing that we would be having our raffle after the meeting.

The main portion of the meeting was a very informative discussion of home networking presented by OCIPUG member Steve Schiffman. For those who do not know Steve, he set up the network we use for the SeniorNet classes to connect all seven student computers and the computer for the TV to each other and to the Internet. He is also working with SeniorNet team coordinator Dan Dickinson to set up a similar installation when we receive Windows XP from SeniorNet.

Steve started his presentation by asking how many of those present have either a Local Area Network (LAN) or DSL/Cable, and approximately 50% did. In addition, approximately 1/3 of those present have 2 or more working PCs at home. A very common procedure in use today to transfer data between computers is "sneaker net" where you simply copy files onto either a floppy (God forbid!) or a CD and physically carry the disk from one PC to the other. Obviously there are better ways to do this. However, setting up a home network is not always as easy as the various manuals would have you believe.

It is possible to connect two computers directly to each other via a special crossover cable and make several network setting changes where one computer is the "host" (source) and the other is the "guest" (receiver). However, if you have several computers that you want to network with each other and to the Internet,

as well as sharing common devices such as a printer, a more elaborate system involving the use of a hub and Category 5 cables is required. The hub can be an integral part of the router which connects to the Internet or a separate component. Also, each computer will require installation of a Network Interface Card (NIC). For those who can afford it, the best way to connect computers located in different rooms is to run the cables through the walls and not across the floor with jacks in each room. There are also wireless systems, the most common being 802.11a (suitable for home installations) and 802.11b (more suitable for commercial applications). Unfortunately these two systems are not compatible with each other, and thus there is an effort being made to develop an 802.11g standard to integrate the two.

Steve then went into technical details that are beyond the scope of this report. However, there are several excellent sites on the Internet that provide valuable information. One of them is World of Windows Networking (www.wown.com). Also, you can go to Google and type in wown to get this listing and then on similar pages to get links to several other sites, some of which provide step-by-step instructions for setting up home networks and sharing Internet connections.

Steve then completed his presentation by doing a hands-on demonstration of how you would connect a laptop to the OCIPUG computer. After installing the NIC in the laptop, he then went to Network Neighborhood to make the various settings. You need to set up TCP/IP for LAN adaptor, with the IP address obtained automatically from the router. You need to check both file and print sharing, set up an identifier for the network, e.g., workgroup, and name the computers, e.g., pc01, pc02, etc, as well as identify the computer to which the printer is physically attached and which must be booted up in order to access the printer. Finally you have to set up the Internet connection; with the computers set to auto detect settings. After all this was done, the connections all worked as planned and the laptop was successfully connected to the network and was able to access the internet via our high-speed cable connection.

After the presentation, two new members who joined during the meeting, Thomas Kopacz and Yvonne Walker, were introduced to the membership. We also had one renewal, Howard Hugger, and one guest, John Nelson, who said that he would join when his wife's membership comes up for renewal in July. We also sold 2 T-Shirts during the meeting.

Finally, during the meeting several new members indicated that they have yet to receive membership badges. All members who need one should contact Bob Walker.

We concluded our meeting with the raffle. Among the prizes won were

- * Network and Cabling Manual - Red Davidson
- * ProTool PC Tool Kit - Yvonne Walker
- * Clip Art CD - Karl Wester
- * ProTool PC Tool Kit and Power Block Surge Protector — Bob Strader
- * Computer Head Set - Bob Walker
- * Lion's Club Spaghetti Dinner Ticket - Leonard Stein
- * Lion's Club Spaghetti Dinner Ticket - Jess Bequette
- * Lion's Club Spaghetti Dinner Ticket - Frank Mastroly
- * Lion's Club Spaghetti Dinner Ticket - Howard Hugger

Because of the Memorial Day Holiday, the next General meeting will be on May 18, 2002, with a presentation on computer maintenance and hard drive clean up.



For you pilots please pay very close attention (especially you Air Force guys).

Never trade luck for skill. The three most common expressions in aviation are, "Why is it doing that?", "Where are we?" and "Oh No !".

Weather forecasts are horoscopes with numbers.

Progress in airline flying: Now a flight attendant can get a pilot pregnant.

Airspeed, altitude or brains: two are always needed to successfully complete the flight.

A smooth landing is mostly luck; two in a row is all luck; three in a row is prevarication (to deviate from the truth).

I remember when sex was safe and flying was dangerous.

Will Rogers never met a fighter pilot.

We have a perfect record in aviation; we never left one up there!

If the wings are traveling faster than the fuselage, it's probably a helicopter - and unsafe.

Flashlights are tubular metal containers kept in a flight bag for the purpose of storing dead batteries.

Navy carrier pilots to Air Force pilots: Flaring is like squatting to pee.

Flying the airplane is more important than radioing your plight to a person on the ground incapable of understanding it.

When a flight is proceeding incredibly well, something was forgotten. (Robert Livingston, "Flying The Aeronca")

Just remember, if you crash because of weather, your funeral will be held on a sunny day. (Layton A. Bennett, "Never fly the 'A' model of anything")

When a prang seems inevitable, endeavor to strike the softest, cheapest object in the vicinity as slowly and gently as possible. (Advice given to RAF pilots during W.W.II)

The Cub is the safest airplane in the world; it can just barely kill you. (Attributed to Max Stanley, Northrop test pilot)

A pilot who doesn't have any fear probably isn't flying his plane to its maximum. (Jon McBride, astronaut)

If you're faced with a forced landing, fly the thing as far into the crash as possible. (Bob Hoover)

If an airplane is still in one piece, don't cheat on it; ride the bastard down. (Ernest K. Gann, advice from the 'old pelican')

Though I Fly Through the Valley of Death I Shall Fear No Evil For I Am 80,000 Feet and Climbing. (Sign over the entrance to the SR-71 operating location on Kadena)

You've never been lost until you've been lost at Mach 3. (Paul F. Crickmore)

Never fly in the same cockpit with someone braver than you. (Richard Herman, Jr., "Firebreak")

There is no reason to fly through a thunderstorm in peacetime. (Sign over squadron ops desk at Davis-Monthan AFB, AZ, 1970)

The three best things in life are a good landing, a good orgasm, and a good bowel movement. The night carrier landing is one of the few opportunities in life where you get to experience all three at the same time. (Author unknown)

"Now I know what a dog feels like watching TV." (A DC-9 captain trainee attempting to check out on the 'glass cockpit' of an A-320)

What is the similarity between air traffic controllers and pilots? If a pilot screws up, the pilot dies; If ATC screws up, the pilot dies.

Without ammunition the USAF would be just another expensive flying club.

If something hasn't broken on your helicopter, it's about to.

Basic Flying Rules:

1. Try to stay in the middle of the air.
2. Do not go near the edges of it.
3. The edges of the air can be recognized by the appearance of ground, buildings, sea, trees and interstellar space. It is much more difficult to fly there.

Regards, Daniel J. Smith Pratt & Whitney
Customer Service Representative
Düsseldorf, Germany



National Infrastructure Protection Center



Seven Simple Computer Security Tips for Small Business and Home Computer Users consult www.nipc.gov for more information. Use strong passwords. Choose passwords that are difficult or impossible to guess. Give different passwords to all accounts.

- Make regular backups of critical data. Backups must be made at least once each day. Larger organizations should perform a full backup weekly and incremental backups every day. At least once a month the backup media should be verified.

- Use virus protection software. That means three things: having it on your computer in the first place, checking daily for new virus signature updates, and then actually scanning all the files on your computer periodically.

- Use a firewall as a gatekeeper between your computer and the Internet. Firewalls are usually software products. They are essential for those who keep their computers online through the popular DSL and cable modem connections but they are also valuable for those who still dial in.

- Do not keep computers online when not in use. Either shut them off or physically disconnect them from Internet connection.

- Do not open e-mail attachments from strangers, regardless of how enticing the Subject Line or attachment may be. Be suspicious of any unexpected e-mail attachment from someone you do not know because it may have been sent without that person's knowledge from an infected machine.

- Regularly download security patches from your software vendors.

Quick View Plus A Software Review

by Alan Mildwurm

Quick View is a file viewer that is bundled with Windows. In some installations, Quick View is not natively installed and you must add it from the control panel utilizing the ADD/REMOVE Windows component utility. The program allows you to access files created by programs which you don't have on your computer. In other words, if someone sends you a file created by a program that you don't have, Quick View may allow you to view that file. The version of Quick View that is bundled with Windows is not the full version of the program. Quick View Plus (version 6) by Jasc Software, www.jasc.com, (publishers of Paint Shop Pro) is the full version of this necessary utility.

With Quick View Plus you have access to view more than 225 Windows, DOS, Macintosh and Internet formats including text, spreadsheet, graphic, database, presentation, compressed, embedded objects, HTML and UUE files. With the program you can view and print any portion of the file. You can also cut and paste any portion of the viewed file into another application. Quick View Plus also integrates well with Zip files, browser and e-mail plug-ins.

Quick View Plus uses a two pane navigation system. A Folder Tree shows volumes and folders and a Folders Content View shows the actual contents. The orientation is customizable through the View=> Options tool bar. Unlike the version contained in Windows, there are several additional commands available including: Opening for editing (if the program used to create the file is on your computer); quick compress; print; make wallpaper; send (as an attachment).

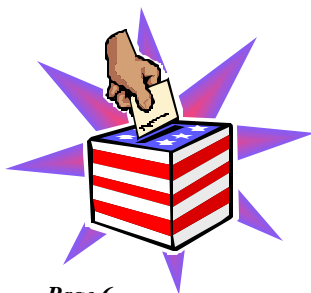
I like the ease of navigation between several quick view windows and the ability to pin the current view to the desktop. Normally, Quick View Plus is accessed by utilizing a right click in Windows Explorer, however, the full version of the program can also be started directly from a command line or within a web browser by running the executable: `qvp32.exe`. (Several switches are available and described in the manual but I find the tool bars easier to use and don't require my failing memory to remember!)

This is truly a wonderful utility, which I have relied upon for years. This latest version adds several new features and has a very intuitive interface. In fact, the manual is almost superfluous!

OCIPUG Annual Elections of Officers

Nominations from the floor at our June General Meeting

Balladots mailed to you in July for voting.



This year, every elective office in OCIPUG is open and must be filled. These offices include President, Vice-President, Secretary and Treasurer/CFO, plus all four members of the Board of Directors. The current Secretary and Treasurer/CFO are willing to serve another year. But we really need people to run for the other six offices

The only requirement to run for office and to vote is that you be a paid-up member in good standing at the time of nominations and election. It helps if you are a get-things-done person who enjoys working with others. And don't worry if you haven't had any experience. You will have help, from people who have been there and done that.

Page 6

What were they thinking

by Steve Bass Pasadena IBM User Group

Products that Never Saw the Light of Day

Ever wonder about the stuff we never write about? I write for PC World and I'm on the inside. I get to see all junky software, bizarre gadgets, and wacky hardware. Here are a few that ended up in the trash can.

Tell Me About It

Do you need to get some work done? Tired of hassling with Windows and exhausted from installing all those upgrades? Try The Couch, a hot new product from the cool streets of Beverly Hills. Within six hours of using The Couch, you'll be ready to give up your computer and get a life. Features include WAVs with appropriate and supportive responses, dynamic help screens so you can determine your weekly progress, and a handy dialer for those late night crises. Helpful Wizards are also available to guide you—step by step—through those times when you're nagged with insecurities and doubts. And if that's not enough, you get valuable look-up tables with the most common psychiatric disorders, such as Schizophreniform, Paranoid Schizophrenia, Psychogenic Fugue, and the Writers Disorder, also known as Attention Deficit Disorder, to name just a few. The list price for The Couch is \$150 an hour but I've seen interns and psych assistants working for as little as \$50. The Couch, Psyche International, (800) LAY-DOWN, www.psyintl.com

Just Expense It!

Face it: no one likes the hassle of filling in expense accounts. But there's no getting around it, especially if you want to get reimbursed. Fortunately, there's FillUp 2.0, a handy macro for getting your spreadsheet up to speed, quickly and easily. All you need to do is give FillUp a starting range, say, \$150. Within seconds, FillUp works backwards, breaking the amount into your spreadsheet categories, including travel and entertainment, transportation, and lodging, to name just a few. The program's smart, using odd numbers, such as \$5.21, \$16.63, and \$35.17, and the total is never an even number. Don't have a spreadsheet with categories? No problem because FillUp will do it for you, in over seven professional categories including sales rep, attorney, and journalist. What's more, FillUp even prints receipts, from taxi and airline tickets to restaurant stubs and itemized hotel portfolios. Macros available for Excel, Quattro Pro, and Paradox. List Price: \$75. FillerUp Corp, (212) 555-fill, www.fillerup.com

Lickity Split Replies

It's a fact of life: In today's economy, many people are out of work. At the same time, busy executives barely have time to read, never mind answer, their electronic mail. But with Quick Reply, there's a quick solution for everyone. QuickReply is a remote communication package that actually pays you to log onto an executive's e-mail service, read the messages and respond with bright, business-like repartee. There's more free time for the executive and you get a couple of bucks in your pocket. The program comes complete with a built-in spell checker, thesaurus, and grammar checker, and includes plenty of sample responses. Don't know an executive? It's easy. Just choose from a list of high quality execs supplied by QuickReply. Price includes payment of \$1 per message processed. List price: \$149. Total Solutions, (415) 555-quik, www.quickreply.com

Give me an A+

Want to help your child get into college? Forget about Encarta. Ignore Comptons. What you need is Make the Grade, an extraordinary CD-ROM based program that actually writes your child's reports and term papers. Here's how it works: From an easy to use menu, you—or your child—answer some simple questions. Start with “What grade do you want?” Then, “What's the subject or topic of the report?” One more. “What grade of school are you in?” Choose from writing styles including casual, terse, convoluted, and scientific, to name just a few. Finally, decide how many pages you'll need. Make the Grade searches through the CD-ROM's 200 gigabytes of highly indexed, compressed data. The program quickly finds the facts and details about the chosen subject, keeping your child's profile in mind. In no time flat, your child has a polished report ready to go. What's more, Make the Grade discovers items even the professor probably doesn't know. The professional version creates theses, dissertations, and newspaper and magazine articles. List price: \$79; Professional \$249. MG Systems, (213) 555-grad. www.makethegrade.com

1. Only in America..... can a pizza get to your house faster than an ambulance.
2. Only in America..... are there handicap parking places in front of a skating rink.
3. Only in America..... do drugstores make the sick walk all the way to the back of the store to get their prescriptions while healthy people can buy cigarettes at the front.
4. Only in America..... do people order double cheeseburgers, large fries, and a diet coke.
5. Only in America..... do banks leave both doors open and then chain the pens to the counters.
6. Only in America..... do we leave cars worth thousands of dollars in the driveway and put our useless junk in the garage.
7. Only in America..... do we use answering machines to screen calls and then have call waiting so we won't miss a call from someone we didn't want to talk to in the first place.
8. Only in America..... do we buy hot dogs in packages of ten and buns in packages of eight.
9. Only in America..... do we use the word 'politics' to describe the process so well: 'Poli' in Latin meaning 'many' and 'tics' meaning 'bloodsucking creatures'.

Title Bar Tricks

Here are a couple of tricks with title bars of windows: Double-click a window's title bar to maximize it (if the current window supports maximizing). Double-click the window's title-bar again to restore the window to its previous size.

Right-click on a window's title bar to bring up a list of options. These will probably include such things as “Close” and “Minimize;” but windows such as the “DOS Prompt” will give other useful options.

Why a Good IT Training Manager is Worth \$1,000,000

by Bob Lit

As an IT Training Manager I know the benefits of IT Training: Increased productivity, efficiency, and employee retention, to name a few. But as a Business Manager I know the most important benefit to the organization is the money IT Training can save. In many cases (depending on the size of the organization) the productivity savings can easily exceed \$1,000,000 per year. IT Training has acquired the undue perception that it is just an employee benefit (which it can be). But, in reality, the bulk of the benefit of IT Training is gained by the organization that sends the employee for IT Training. And that benefit can be substantial. Employees become more efficient, produce better work, and are less of a drain on the other resources of the organization.

Or, to put it in the reverse If you expect your staff to perform work using computers, and you do not train them to use those computers efficiently, then you are paying them a full days pay for less than a full day's work.

You might be thinking, "That last statement sounds kind of reasonable, but that \$1,000,000 thing, isn't that a bit exaggerated?" The answer is "no" and, if you do think this way, it is time to change your perception of IT Training. Don't equate the cost of IT Training with purchasing a product. Instead, start to realize that when you train your workforce you are really buying time, time that your staff can use to make the organization more profitable.

Time is Money

Computers are a great business tool, but let's remember that people do the work that runs the business, not the computers. And people cost money. A typical organization has an Average Employee Cost of \$65/hour (check with your CFO or HR Director for your company's figure). A significant percentage of each of those hours is spent in front of a computer. And, as most organizations become more and more dependant on Information Technology, the good news is that the per capita cost of business machinery keeps decreasing. The bad news, however, is that the cost of the people to run those machines continues to rise.

It's Not a Computer' It's a Time Machine

If we use an Average Employee Cost of \$65/hour, for an organization with a staff of 1,000, that comes to a total workforce cost of \$1,083 per minute ($\$65/\text{hour} / 60 \text{ minutes/hour} \times 1,000 \text{ employees}$). Unfortunately, not every one of those minutes will be used efficiently. What if some of those minutes could be reclaimed? If each employee could reclaim just four minutes per day, that would come to over \$1,000,000 per year ($\$1,083/\text{minute} \times 4 \text{ minutes} \times 250 \text{ days/year}$).

Time is money. And each inefficient minute costs the organization income from lost productivity. IT Training can help buy back a significant portion of that time.

Muddling Through

Without IT Training, employees will muddle through somehow (but it will take longer to accomplish the same goals). Steve Krug,

in his book Don't Make Me Think! A Common Sense Approach to Web Usability © 2000, puts it quite succinctly:

Faced with any sort of technology, very few people take the time to read instructions. Instead, we forge ahead and muddle through... And muddling through is not limited to beginners. Even technically savvy users often have surprising gaps in their understanding of how things work... If people manage to muddle through so much, does it really matter whether they "get it"? The answer is that it matters a great deal because while muddling through may work sometimes, it tends to be inefficient and error-prone. (emphasis added)

We're Not Talking Rocket Science Here

But computer users don't have to learn to be rocket scientists to increase their efficiency. In most cases learning basic to moderate skills (not just "high tech" skills like programming macros) will accomplish the goal:

- Using keyboard shortcuts instead of always using the mouse
- Setting formatting defaults for all new documents
- Understanding file management so documents aren't "lost"
- Using built-in "Wizards" that come with many applications
- Being able to use the "right" software for the task
- Taking advantage of the functionality of the software for which your organization has already paid.

Reasonable Assumptions

My assumption is that IT Training will produce (at least) a small increase in efficiency and therefore a productivity savings. To calculate the productivity savings we'll need to make some assumptions. Let's suppose your organization has a staff of 1,000, your Average Employee Cost is \$65/hour, each employee works 7 hours/day, and each employee attends 12 hours of IT Training per year.

Even by attending just one class in basic skills, most users can learn a few useful techniques that they can use every day. Let's make the conservative estimate that IT Training will produce a productivity increase of one minute per hour of work, or a productivity savings of \$1.08/hour ($\$65/\text{hour} / 60 \text{ minutes/hour}$).

Support Savings

Besides the problem of untrained users being inefficient, they also occasionally require help from others. That help may come from the Helpdesk, the IT Training staff, or from knowledgeable co-workers. In any case it means that at least two employees are sidetracked by the "problem." Let's assume that IT Training will reduce the need for help by 1-1/2 minutes each day for the average user. That comes to 7-1/2 minutes per week. But remember that help entails two people: The user needing help and the co-worker providing help. So, the weekly reduction in help is actually 15 minutes per user. $15 \text{ minutes/week} \times \$1.08/\text{minute} \times 50 \text{ weeks/year} \times 1,000 \text{ employees}$ equals a productivity savings (due to the need for reduced support) of \$810,000 per year.

Real Costs

Of course, the time each employee spends in IT Training is a cost against any productivity savings. If each staff member attends 12 hours of IT Training per year (e.g., 1-1/2 days of training, 6 2-hour sessions, or 4 3-hour sessions) then the productivity loss is substantial at \$780,000 per year ($\$65/\text{hour} \times 12 \text{ hours/year} \times 1000 \text{ em}$

PC World's Office XP Tips

Create a Custom Style Template

Word makes it easy to format text in your documents. Between the Styles and Formatting task pane and the various formatting buttons on Word's toolbars, you can quickly spit-shine your letters, reports, memos, publications, and other documents in no time flat. However, if you routinely create the same types of documents—with the same formatting—over and over, you can greatly simplify your life by taking advantage of Word's stylefeatures.

One of the great features of styles is their ability to define not only the format of the current paragraph, but also the paragraph that follows. When you create a series of styles that take advantage of this, you can save a ton of formatting time. For instance, suppose you write a highly popular, award-winning Office XP Newsletter that's published weekly for thousands of adoring (not to mention charming and attractive) fans.

The newsletter always takes the same format. There's a title, a subtitle, a byline, and body text, all with their unique formatting. You could create Word styles to take care of all that formatting, so you'd never have to do it again. Even better, you could save those styles in a Word template that you could use each week when you write your newsletter. Better still, you could take advantage of the ability for one style to determine the following paragraph's style so that each time you pressed Enter, Word would automatically know which style to change to next!

That's truly the best of all possible worlds. This week, to illustrate, I'll present a recipe for a series of styles that roughly mimics the formatting for this newsletter. However, this recipe has thousands of applications. I hope you'll modify it to take some of the drudgery out of your daily formatting chores.

Setting Up the Template A template is a Word document that serves as the basis for new Word documents. Once you've set up your style template, you can use it whenever you want to take advantage of those styles. To create the template, choose File, New to open the New Document task pane. Next, in the section called "New from template," click General Templates. In the Templates dialog box, click the General tab and click Template in the lower-right corner of the dialog box. Now, double-click Blank Document to open a new, blank template. Now you're ready to create your styles.

Creating the Styles

In this example, we'll create four styles, using the following formatting:

My Body Text—Verdana, 10 point

My Byline— **Verdana, 8 point, bold**

My Subtitle— **Verdana, 12 point, bold**

My Title— **Verdana, 14 point, bold, light blue**

To implement the automatically-switch-styles-when-I-press-Enter feature, we'll create the styles in the reverse order they'll appear in the document. We'll use the Styles and Formatting task pane to create them, so open it now by selecting Format, Styles and Formatting or clicking the Styles and Formatting button on the Formatting toolbar. Let's get this party started. Since these steps are kind of monotonous and repetitive and redundant and tend to repeat themselves, I'll speed things up by slipping into this phone booth and change from mild-mannered Prose Guy into—

Page 9

ployees).

We must also factor in the cost of implementing the IT Training program. Let's assume a small IT Training staff providing an IT Training program that includes outsourcing. An approximate yearly budget might be:

- **IT Training Manager with a staff of 2 trainers \$ 300,000**
- **Outsourcing at \$25/classroom hour 300,000**
- **Miscellaneous equipment and supplies 150,000**
- **Total Yearly IT Training Budget \$ 750,000**

You Do the Math

So, let's calculate the productivity savings. If the Average Employee Cost is \$65/hour and we increase productivity by 1 minute/hour, that translates to \$1.08 per hour worked per employee. When we multiply \$1.08/hour x 7 hours/day x 250 working days/year x 1,000 employees, we get a gross productivity savings of \$1,890,000.

Once we add the support savings of \$810,000, subtract the real cost of employee time of \$780,000, and also subtract the \$750,000 cost of implementing the IT Training program, we are left with a net productivity savings of \$1,170,000.

A Business Reason for IT Training

There is a significant and legitimate business reason for IT Training. IT Training not only provides a real Return-On-Investment, it can sometimes mean the difference between a moneymaking and an unprofitable organization. IT Training positively affects the bottom line. And that is why a good IT Training Manager, who can implement a successful IT Training program, is worth \$1,000,000.



ta da!—Numbered List Man!

Create My Body Text:

1. In the Styles and Formatting task pane, click the New Style button.
2. In the New Style dialog box, type “My Body Text” in the Name text box.
3. Under Formatting, in the font pick list, choose Verdana.
4. Under Formatting, in the font size list, choose 10.
5. Click OK.

Create My Byline

:

1. In the Styles and Formatting task pane, click the New Style button.
2. In the New Style dialog box, type “My Byline” in the Name text box.
3. In the “Style based on” list, choose My Body Text.
4. In the “Style for following paragraph” list, choose My Body Text.
5. In the font size list, choose 8.
6. Click the “B” or Bold button.
7. Click OK.

Create My Subtitle:

1. In the Styles and Formatting task pane, click the New Style button.
2. In the New Style dialog box, type “My Subtitle” in the Name text box.
3. In the “Style based on” list, choose My Body Text.
4. In the “Style for following paragraph” list, choose My Byline.
5. In the font size list, choose 12.
6. Click the “B” or Bold button.
7. Click OK.

Create My Title:

1. In the Styles and Formatting task pane, click the New Style button.
2. In the New Style dialog box, type “My Title:” in the Name text box.
3. In the “Style based on” list, choose My Body Text.
4. In the “Style for following paragraph” list, choose My Subtitle.
5. In the font size list, choose 14.
6. Click the Bold button.
7. In the color list (click the little down arrow next the underline letter “A”), choose Light Blue.
8. Click OK.

Note that we based each style on My Body Text. That means that if you later want to make a global change to all the styles—say, change the font—you need only modify the My Body Text style and the change will show up in all the styles (but only for new documents, not ones you created before the change).

Now that you’ve created your styles, there’s one more step before you save and close the template: assigning the My Title style to the template’s one and only paragraph. Without entering any text at all in the template, choose the My Title style from the Styles and Formatting task pane or the Formatting toolbar. Finally, click the Save icon or select File, Save. Type “My Style Template.dot” in the “File name” box, click Save, and close the template.

Taking the New Template for a Spin

Ready to try out your groovy new template? Choose File, New to open the New Document task pane. In the section called “New from template,” click “My Style Template.dot.” Word opens a new document based on the template, with the My Title style active. Next, type “Wow! It’s a Big Ol’ Blue Title” and press Enter. Word will automatically switch to the My Subtitle style. Type “Can it be? Why, yes, it’s a subtitle!” and press Enter. Word automatically switches to the My Byline style. Type “By Me” and press Enter. Word switches to the My Body Text style. Now, type the Gettysburg Address—or not. It’s up to you.

If your template later gets bumped from the New Document task pane’s “New from template” list, click General Templates to open it from the Templates dialog box. You’ll find it on the General tab. Personalizing the Template Whether you subscribe to the HTML version of this newsletter or the text version, or read it on the Web site, you’ll notice the template I described above doesn’t look exactly like the formatting for this column. That’s because it would take too much space here to exactly replicate this column’s formatting in all its versions, especially considering that you probably don’t want to own a template that formats this newsletter. Instead, I hope you’ll use the steps to create a document that meets your peculiar formatting needs. (Not that your needs are peculiar.)

The New Style dialog box offers every formatting option under the sun. For instance, you might include a first-line indent in your body text style or tinker with the line-spacing options to fine-tune your white space. Heck, click around to explore the options the New Style dialog box’s Format button offers. Go crazy!

Finally, keep in mind that you can apply any style at any time just by clicking its name in the Styles and Formatting task pane. Just because you can automatically format a document from start to finish as you type (beginning with the title in this example) doesn’t mean you have to.

Forward Thinking

Are you thinking of forwarding this newsletter to a friend? Now, that’s forward thinking! And if someone thought to forward this newsletter to you and you’re thinking of getting your own subscription, here’s where you can do it: <http://www.pcworld.com/resource/newsletters> Is Your Hindsight 20/20? Be sure to check out my back issues for more on formatting, styles and all things Office: <http://www.pcworld.com/howto/locations/0,loc,82,tk,xpx,00.asp>

About the author:

Jim Welp is the founding editor of PC World’s formerly owned TipWorld line of e-mail newsletters, including the Microsoft Office Tip of the Day and daily tips covering Word, Excel, Access, PowerPoint, FrontPage, and Publisher individually.

Windowless Chevy

For all of us who feel only the deepest love and affection for the way computers have enhanced our lives:

At a recent computer exposition (COMDEX), Bill Gates reportedly compared the computer industry with the auto industry and stated:

"If General Motors had kept up with the technology like the computer industry has, we would all be driving \$25.00 cars that got 1,000 miles to the gallon."

In response to Bill's comments, GM issued a press release stating:

"If General Motors had developed technology like Microsoft, we would all be driving cars with the following characteristics:-

1. For no reason whatsoever, your car would crash twice a day.
2. Every time they repainted the lines in the road, you would have to buy a new car.
3. Occasionally your car would die on the freeway for no reason. You would have to pull over to the side of the road, close all of the windows, shut off the car, restart it, and reopen the windows before you could continue. For some reason, you would simply accept this.
4. Occasionally, executing a maneuver such as a left turn would cause your car to shut down and refuse to restart, in which case you would have to reinstall the engine.
5. Macintosh would make a car that was powered by the sun, was reliable, five times as fast and twice as easy to drive — but would run on only five percent of the roads.
6. The oil, water temperature, and alternator warning lights would all be replaced by a single "General Protection Fault" warning light.
7. The airbag system would ask "are you sure?" before deploying.
8. Occasionally, for no reason whatsoever, your car would lock you out and refuse to let you in until you simultaneously lifted the door handle, turned the key and grabbed hold of the radio antenna.
9. Every time GM introduced a new car, car buyers would have to learn to drive all over again because none of the controls would operate in the same manner as the old car.
10. You'd have to press the "Start" button to turn the engine off.

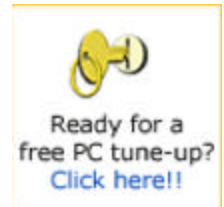


<http://www.pcpitstop.com/default.asp>

At PC Pitstop you can help you get your PC in top form running fast, stable and secure. PC Pitstop runs diagnostics on your PC to identify things that might help improve performance.

The process is fully automated, private and safe. After the diagnostics run, they will give you tips for improving all kinds of things. Best of all, the service is free!

There diagnostic tests are safe, passive evaluations of your system. The test will not change any settings on your PC. As for privacy, They have adopted a stringent policy that protects any personal information you give us.



PC Pitstop Full Tests

The PC Pitstop tests start page! gives you a key to click on to start you test.

Just park your PC in one of their bays and grab a cup of coffee. Their automated mechanics will put your PC safely through a battery of tests to check its health, configuration and performance. In many cases, if our testing detects a problem you can direct our mechanics to fix it while you're online.

The diagnostics take between one and five minutes depending upon your system and modem speed. You'll be informed along the way on the status of our testing, and at the end you'll get a 'clickable' report on your PC's health and performance. We keep all the information you give us private. See our privacy policy for full details.

All you have to do is to follow the instructions. In addition to ensuring your PC is running at maximum performance, they also help you eliminate many problems that can cause headaches down the road.



Three more outstanding websites you may want to include in your Bookmarks or Favorites

by Roger Poverny, TUGNET

OK Now, Come Clean

www.howtocleananything.com

This site boasts that it is “the ultimate FREE online cleaning resource” and actually contains over 1,000 unique cleaning tips for in and around your home. These tips are divided into the following categories: House Exterior, House Interior, Pets, Autos, Recreation and Stains. Each of these major categories is broken down into sub-categories, and each sub-category lists “How to Clean” tips. For example, when you click on House Interior, the sub categories of Kitchen, Living/Dining Room, Laundry, Floors, Carpets, Bedroom, Bathroom, Upholstery/Furniture, Utility/Basement, as well as the more general Hints + time savers and Through-out. When I clicked on “Laundry” I got a list of several dozen cleaning tips, covering such diverse items as blood from dry-clean only fabrics, crayon from clothing (dryer), ink from clothes and red wine from silk. Each category contains similar lists of cleaning tips.

A built-in search engine makes your quest for cleaning tips even easier. You can search by keyword or search by problem and surface. And, if the search engine doesn't list your particular cleaning problem, you can ask a pro from their permanent staff of cleaning professionals who will send you the cleaning information by e-mail.

They have a list of articles that you can read, some with humor but all with a cleaning theme. I particularly liked the one about Coca Cola being used to clean the engine blocks of the Coke delivery trucks. I clean forgot: If you are looking for a professional cleaner in your neighborhood they can help you out here, too. Just fill in your city and state and it will give you a list Ellis Island Archives www.ellislandrecords.com

Most Americans have a family heritage that includes immigration to the U.S. by their parents or grandparents from countries all around the world. One of the main entry ports for these immigrants was New York City where, from 1892 to 1924, Ellis Island, located in NY Harbor, served as the their first contact and experience with America.

Over 22 million people (including ships' crewmembers) passed through Ellis Island during these years. Information about each person was written down in ships' passenger lists, known as “manifests.” Manifests were used to examine immigrants upon arrival in the United States. Millions of these entry documents have been stored in the Ellis Island Archives, but you had to visit the island to examine these records that were not well organized. When Lee Iococca took on the job of renovating the Statue of Liberty for America's Bicentennial Celebration, he insisted that the renovation of the badly disheveled Ellis Island be included in the project. In the

process of renovating, he established the Ellis Island Immigration Museum on the site, and on the World Wide Web, the American Family Immigration History Center (AFIHC). Both allow visitors to explore the extraordinary collection of immigrant arrival records stored in the Ellis Island Archives.

The Internet site has just recently been opened and is still undergoing refinement. And, because the site is so new, and because of the heavy traffic at this time, it may take a long time to get your desired information. When you begin your search in the Passenger Record Archive, you'll find: passenger records, giving passenger name, date of arrival, ship of travel, age on arrival, and more; original manifests, showing passenger names and other information; ship information, often with a picture, giving the history and background of each ship that brought the immigrants. You can keep copies of the passenger records, manifests, and ship images in Your Ellis Island File—which you can personally open on this Website. And you can purchase copies of these documents at the online Gift Shop.

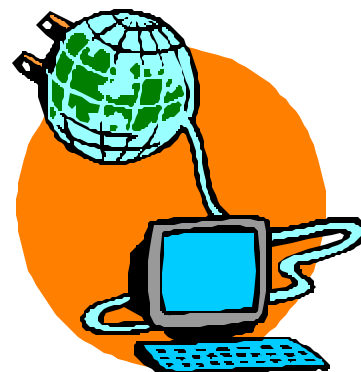
Still More Best of the Web

www.refdesk.com

In previous DOT.Comment articles I have included such great sources of high quality web links as The Los Angeles Public Library (www.lapl.org/inet/inet.html), Hot sheet (www.hotsheet.com) and CEO express (www.CEOexpress.com). These sites were so great, each with its own outstanding compendium of links, which it seemed difficult, if not impossible to improve upon them. WRONG! You can find the best of virtually everything of general or special interest on Refdesk. It's a step above the rest. I'm told that the U.S. Secretary of State Colin Powell uses this site all the time. Refdesk bills itself as “The single best source for facts on the net.”

After you explore its many facets I'm sure you will agree. You will probably recognize several sites that have previously been featured in this column. This was not by design since I had not yet discovered this site when the articles were written: However, I am absolutely certain that some of my future picks will come from an exploration of the diverse links that can be found here.

This site contains so much information it's hard to describe... so I won't try. Just take my word that you will definitely want to bookmark it or add it to your favorites. Better yet, make Refdesk your start-up page. I did. Directions on how to do this can be found at the top of their home page.



W32.Klez. Mass-Mailing Worm

Security Response: W32.Klez.gen@mm W32.Klez.gen@mm is a mass-mailing worm that will send itself to all email addresses in the Microsoft Outlook Address Book.

The subject and attachment name of incoming emails are randomly chosen. The attachment will have one of the following extensions: .bat, .exe, .pif or .scr.

The worm may include a virus that will destroy all files on the 13th of March and September. Due to an increased number of submissions, this threat has been upgraded to Category 4.

W32.Klez.gen@mm is a generic detection that detects variants of W32.Klez. Computers that are infected with W32.Klez.gen@mm are most likely infected with either W32.Klez.E@mm or W32.Klez.H@mm. Please refer to the appropriate write-ups for more information.

Removal tool

Symantec has provided a tool to remove infections of W32.Klez.E@mm, W32.Klez.H@mm, W32.ElKern.3587, and W32.ElKern.4926. If your computer is detected as infected with W32.Klez.gen@mm, download and run the tool. In most case, the tool will be able to remove the infection. Click here to obtain the tool.

This is the easiest way to remove these threats and should be tried first.

W32.Klez.gen@mm is a mass-mailing worm that searches the Windows address book for email addresses and sends messages to all recipients that it finds. The worm uses its own SMTP engine to send the messages.

The subject and attachment name of incoming emails is randomly chosen. The attachment will have one of the following extensions: .bat, .exe, .pif or .scr.

The worm exploits a vulnerability in Microsoft Outlook and Outlook Express in an attempt to execute itself when you open or even preview the message. Information and a patch for the vulnerability can be found at <http://www.microsoft.com/technet/security/bulletin/MS01-020.asp>. W32.Klez.gen@mm attempts to copy itself to all network shared drives that it finds.

Depending on which variant of the worm, the worm will drop one of the following viruses:

- W32.ElKern.3326
- W32.ElKern.3587
- W32.ElKern.4926

which will then infect the system.

Email spoofing

Some variants of this worm use a technique known as “spoofing.” If it does this, it chooses at random an address that it finds on an infected computer as the “From:” address that it uses when it performs its mass-mailing routine. Numerous cases have been reported in which users of uninfected computers receive complaints that they have sent an infected message to someone else.

For example, Linda Anderson is using a computer that is infected with W32.Klez.E@mm; Linda is not using an antivirus program or does not have current virus definitions.

When W32.Klez.gen@mm performs its emailing routine, it finds the email address of Harold Logan. It inserts Harold’s email address into the From:” line of an infected email that it then sends to Janet Bishop. Janet then contacts Harold and complains that he sent her infected email, but when Harold scans his computer, Norton AntiVirus does not find anything—as would be expected—because his computer is not infected.

If you are using a current version of Norton AntiVirus, have the most recent virus definitions, and a full system scan with Norton AntiVirus set to scan all files does not find anything, you can be confident that your computer is not infected with this worm.

Symantec Security Response encourages all users and administrators to adhere to the following basic security “best practices” · Turn off and remove unneeded services. By default, many operating systems install auxiliary services that are not critical, such as an FTP client, telnet, and a Web server. These services are avenues of attack. If they are removed, blended threats have less avenues of attack and you have fewer services to maintain through patch updates.

If a blended threat exploits one or more network services, disable, or block access to, those services until a patch is applied. Always keep your patch levels up-to-date, especially on computers that host public services and are accessible through the firewall, such as HTTP, FTP, mail, and DNS services.

Enforce a password policy. Complex passwords make it difficult to crack password files on compromised computers. This helps to prevent or limit damage when a computer is compromised.

Configure your email server to block or remove email that contains file attachments that are commonly used to spread viruses, such as .vbs, .bat, .exe, .pif and .scr files.

· Isolate infected computers quickly to prevent further compromising your organization. Perform a forensic analysis and restore the computers using trusted media.

Train employees not to open attachments unless they are expecting them. Also, do not execute software that is downloaded from the Internet unless it has been scanned for viruses. Simply visiting a compromised Web site can cause infection if certain browser vulnerabilities are not patched.

Removal using the removal tool

Symantec Security Response has developed a tool to remove infections of W32.Klez.E@mm, W32.Klez.H@mm, W32.ElKern.3587, and W32.ElKern.4926. Click here to obtain the tool. Because W32.Klez.gen@mm is a generic detection that detects variants of W32.Klez, computers that are infected with W32.Klez.gen@mm have most likely been exposed to either W32.Klez.E@mm or W32.Klez.H@mm. If your computer is detected as infected with W32.Klez.gen@mm, download and run the tool. In most case, the tool will be able to remove the infection.

This is the easiest way to remove these threats and should be tried first.

If you cannot obtain the tool, follow the removal instructions in W32.Klez.E@mm or W32.Klez.H@mm.

OCIPUG Executive Board Of Directors Meeting

April 29, 2002.

President Bob Walker called the meeting to order at 7:10pm with five of nine officers and directors (sufficient for a quorum) present. One officer showed up later. The Treasurer was absent due to being on vacation and two directors, Sandi Tierney and Red Davidson, were absent having previously indicated that they would not be present. There was also one member, Kevin Moser, present. In a motion by Vice President Morris Fier, seconded by Director Bob Strader, and carried, the minutes of the March 2002 Executive Board of Directors meeting was approved as published in the April Readme.Doc.

President's Report - President Bob Walker reported that he had received some information from former Webmaster Michael Moore (who has resigned) regarding how to upload the Readme.Doc to our website. He and Director Bob Strader plan to meet with Michael soon to discuss this further. One problem we may soon have is running out of server space. One possible solution is to contact APCUG to see if they can host our newsletter on their web site as they do for other user groups. Kevin Moser then suggested that since we are saving money not printing and mailing the newsletter that perhaps we could now rent server space. Bob also indicated that he would like to upgrade the web site to add more graphics and asked for volunteers. These items will be discussed at a future meeting.

Secretary's Report - Secretary Frank Mastroly reported that we have two new members, Thomas Kopacz and Yvonne Walker, who joined during the April General Meeting. We also have received two renewals, Morris Fier and Howard Hugger, and Frank is holding onto the checks and cash from these and from T-Shirt and raffle ticket sales until the Treasurer returns from vacation.

Treasurer's Report - Treasurer Charles Schreiber was absent due to vacation. However, he had given us a day-by-day printout of all transactions from 15-Aug-2001 through 24-Apr-2002. In the report, it was noted that two new members joined in January 2002 but that their names were unknown. There was some discussion on the format of the report, with the consensus being that there should be a one-page summary of income and expenses for each month. This will be discussed with Charles upon his return, probably at the next board meeting.

Activities Report: Director Chris Davidson reported that at the May General meeting we will have presentations on computer maintenance, including hard drive clean-up, and multimedia. She has a set of CDs and will e-mail information to President Bob Walker for inclusion in the May Readme.Doc. Director Sandi Tierney is working with Chris on getting several vendor presentations, and is in contact with several.

SIG Meeting Report - Director Bob Strader has agreed temporarily to conduct both the Internet and Windows 98 SIGs, in addition to the Digital Photography/Scanning SIG. However, volunteers for both the Internet and Windows 98 SIGs would be appreciated. Director Red Davidson is going through the results of the recent membership survey to identify candidates for hosting various SIGs. President Bob Walker reiterated his request that SIG leaders get their reports to him for the Readme.Doc as early as possible so that the current issue can cover advance notice of the material to be covered in all of the SIGs for that month. The goal is to publish the Readme.Doc during the first week of each month.

SeniorNet Report: - Secretary Frank Mastroly reported that there

was a SeniorNet team meeting on Friday, April 19, 2002, and that the next one is scheduled for Friday, May 10, 2002, at 3:00pm. We have received notification that our request to IBM for a grant of \$1,000 has been approved. It is planned to use this money for upgrading the computers for Windows XP which is expected soon from SeniorNet and as required to network the SeniorNet and OCIPUG computers. However, there are currently no plans to dual boot with Windows 98SE. Since WinXP can be configured to "look like" Win98SE, there appears to be little to be gained and much to lose in the way of complexity to set up a dual boot arrangement. SeniorNet is currently in the middle of an 8-week session of classes, with the next session tentatively scheduled to start on Monday, June 17, 2002. In conjunction with the Digital Photography/Photo Shop Elements class, the scanner has been found to operate well and a set of instructions prepared.

Long Range Planning Report - Past President Leonard Stein invited all interested parties to attend a long range planning committee meeting to be held at the conclusion of this meeting at a local restaurant. Director Red Davidson and his committee consisting of himself, Vice President Morris Fier, and President Bob Walker are continuing their review of the results of the membership survey prepared by Kevin Moser and will put together a summary package for the membership.

Financial Review - No report (Treasurer on vacation)

Maintenance and Operations - Director Red Davidson is planning to construct a new cabinet for the computer used to drive the TV in the SeniorNet classes to make the computer monitor more visible to the instructor. Also, Red is working with Steve Schiffman on setting up a Windows XP network for the SeniorNet computers.

Webmaster Report - With the resignation of Webmaster Michael Moore, we are in need of a new Webmaster (see also President's report). President Bob Walker has received a copy of Michael's distribution list for the Readme.Doc e-mail announcement.

Publications (Readme.doc) - No report except repeat of the request by President Bob Walker that all SIG leaders e-mail him a synopsis of the most recent SIG as well as a summary of what is planned for the next session, and that these be sent in time to get into the current issue of the Readme.Doc.

Public Relations - Vice President Morris Fier has sent publicity faxes to various local newspapers, e.g., the "Daily Pilot" and the Costa Mesa "Breeze." However, he has yet to see any results.

Membership - Due to increased responsibilities in her work over the past 6 months, Director Sandi Tierney can no longer be committee chairperson but will continue her membership promotion activities working with Director Red Davidson and Treasurer Charles Schreiber, as well as working with Director Chris Davidson on getting programs. President Bob Walker has given Sandi a copy of a reminder notice to be sent to those members whose membership is about to expire, with follow-up post cards planned. The membership data base update is still in process, with one of the problems being that the format of the previous versions presented some problems when trying to update it. Bob intends to reformat it to Excel 97/2000 format, but was reminded to save it also in Works 4.5 format so that those who do not have Excel 2000 can open and read it.

Nominating Committee - Mike Conway will be the chairman of the nominating committee, with Kevin Moser and Bob Walker as members. As noted in the minutes of the April General meeting, anyone interested in running for office (all officer and director positions are open) should inform Bob, Kevin, or Mike of their interest. At the General meeting, Mike distributed a letter to all members present repeating this request, and Bob will mail the letter to those members not present. Ballots are to be mailed to the membership no later than 15 days after the June General meeting, (or before July 15, 2002), with the ballots to be counted no later than 30 days after being mailed. Installation of new officers and directors will be at the July 2002 General meeting, with all to assume office on August 1, 2002.

As noted in the minutes of the February board meeting, all officer and director positions are open. Thus there will be four directors elected, with the top two vote getters being elected for two years and the next two for one year. Because of the limitation imposed by the bylaws, President Bob Walker is ineligible to run for reelection, having served two consecutive terms as President.

New Business

New Software for OCIPUG Computer - Our primary need is for a copy of Windows XP to be used for the SIG (Ed Leckliter uses his own computer for the time being). This will probably require repartitioning the hard drive to provide a separate 2gb partition for Windows XP in a dual boot mode with Windows 98 2nd Edition. Secretary Frank Mastroly has contacted Microsoft Mindshare about the possibility of Microsoft donating a copy of Windows XP for use in our SIG and has received a positive response which will be followed by President Bob Walker.

Southwest Regional User Group Conference - The next SWUG Conference will be held Friday, August 9 - Sunday, August 11 at the San Diego Mission Valley Hilton Hotel. Registration fee is \$40 if paid before June. The hotel rate is \$119 per room per night irrespective of the number of occupants, with a \$4/night parking fee. All board members, especially the new ones, are encouraged to attend, as in addition to being very informative, these conferences are a very good way of networking with your counterparts in other user groups, not too mention the free meals and software. For more details, go to www.swugconf.org.

Miscellaneous - President Bob Walker will contact his counterparts at Winners during the SWUG conference regarding setting up joint General meetings in order to have sufficient attendance to attract a representative of a major software supplier.

Adjournment - Moved by Chris Davidson, seconded by Morris Fier, and carried. The meeting was adjourned at 8:05pm. Because of the Memorial Day holiday, the next BOD meeting will be on Monday, May 20, 2002 at 7:00pm.

Respectfully Submitted

Frank Mastroly, Secretary

EVER WONDER:

Why the sun lightens our hair, but darkens our skin?

Why women can't put on mascara with their mouth closed?

Why don't you ever see the headline "Psychic Wins Lottery"?

Why is "abbreviated" such a long word?

Why is it that doctors call what they do "practice"?

Why is it that to stop Windows 98, you have to click on "Start"?

Why is lemon juice made with artificial flavor, and dishwashing liquid made with real lemons?

Why is the man who invests all your money called a broker?

Why is the time of day with the slowest traffic called rush hour?

Why isn't there mouse-flavored cat food?

When dog food is new and improved tasting, who tests it?

Why didn't Noah swat those two mosquitoes?

Why do they sterilize the needle for lethal injections?

You know that indestructible black box that is used on airplanes? Why don't they make the whole plane out of that stuff?

Why don't sheep shrink when it rains?

Why are they called apartments when they are all stuck together?

If con is the opposite of pro, is Congress the opposite of progress?

If flying is so safe, why do they call the airport the terminal?

ORANGE COAST IBM PC User Group

(O C I P U G) ©

Mailing Address

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

Meetings Location

Costa Mesa Senior Center
Southeast Corner of 19th and Pomona

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Publication Deadline

Material for the **June** issue must be received on or before **May 31 2002**
rwalker820@msn.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 Robert Walker
rwalker820@msn.com and newsletter coordinator
Michael Conway 714-962-2194 mchbca@aol.com
2. Mail a 3.5" disk so as to be received by the deadline by the Newsletter Coordinator at the OCIPUG mailing address above.
3. Hard copy to Editor at the OCIPUG mailing address above.

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 e-mail.

* 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: _____