

Orange Coast IBM PC User Group

README.DOC

September 2003

Newsletter

Volume 19.9

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

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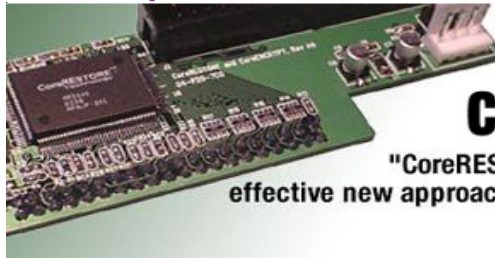
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September 27, Program



CoreRESTORE

"CoreRESTORE is a brilliant and effective new approach to an old problem..."

InfoWorld

Presenters: Steve Ritzi Director The Vicus Group and Bob Bermingham Director, Technology CorePROTECT

Presentation topic:

CorePROTECT will be discussing the only 100% hardware data recovery and restoration solution - CoreRESTORE. Representatives will be providing a comprehensive overview and demonstration of CoreRESTORE, answering questions, and holding a drawing to win a CoreRESTORE chip.



Presenter: Sam Escamilla D-Link Systems, Inc.

Presentation topic:

Company background, general stats on D-Link in the marketplace; detailed discussion of D-Link's wireless product lines for home and small business users (include a core technology discussion, present and near future); what makes D-Link unique and its products compelling in the marketplaces it serves; and, finally, a brief description of D-Link's operations in southern California.



AirPlus Xtreme G
High-Speed 2.4GHz (802.11g) Wireless Router

- Up to 54Mbps
- Advanced Firewall & Parental Control
- Easy Installation
- Compatible with 802.11b



ADDRESS SERVICE REQUESTED

Orange Coast IBM PC User Group
Costa Mesa Senior Center
695 West 19th Street
Costa Mesa Ca, 92627

General Meetings are held from 9:00AM to noon on:

27 September 2003
 25 October 2003
 22 November 2003

Meetings of the Executive Board will be held at 7:00PM on:

29 September 2003
 27 October 2003
 24 November 2003
 All OCIPUG members are welcome.

Special Interest Group (SIG) meetings are held monthly as follows:

1st Tuesday 7:00 PM - Internet
 2nd Tuesday 7:00 PM - Hardware
 3rd Tuesday 7:00 PM - Window's
 4th Tuesday 7:00 PM - Digital Photo



General Meeting - September 27 , 2003

CoreRESTORE

Now, recovering from unauthorized or unintentional operating system or application changes is as quick and simple as a reboot. CoreRESTORE provides critical data security at the hardware level by providing an unparalleled protected environment that enables rapid recovery of OS, critical configuration files and principal applications caused by viruses, application corruption and user error. This functionality is made possible by CoreRestore's off motherboard microprocessor which redirects all data changes, whether malicious or accidental, to a temporary working area that is able to be wiped clean with a simple reboot. Mission-critical data such as operating systems, sensitive or proprietary applications, complex configurations and static digital data sets are retained in a protected area, secure from unauthorized modification.

System administrators now have the option to easily maintain uniform integrity and control over network workstations, public kiosks or PC based Computer Numeric Control (CNC) machinery with minimal time spent on data maintenance or disaster recovery efforts.



D-Link, the industry pioneer in wireless networking, introduces another performance breakthrough in wireless connectivity the D-Link 802.11g AirPlus Xtreme G series of high-speed devices capable of transfer rates up to 54Mbps. And with the new 802.11g AirPlus Xtreme G DI-624 4-Port Wireless Router, D-Link once again sets a new standard for wireless broadband routers. The DI-624 features the very latest in advanced wireless silicon chip technology including enhanced security to shield and protect your wireless communication from intruders. It also includes D-Link's own robust firewall security features. The D-Link 802.11g AirPlus Xtreme G DI-624 4-Port Wireless Router is ideal for those creating their first wireless network, as well as for more advanced users looking for additional management settings and policy-based content filtering. Filters can be set based on MAC address, IP address, URL and/or Domain Name. A simple yet intelligent, web-based setup wizard makes the D-Link 802.11g AirPlus Xtreme G DI-624 4-Port Wireless Router easy for any user to quickly and securely connect computers to share a high-speed Internet connection, files, resources, games or just to communicate. An integrated 4-port switch allows direct connection of up to four computers. Several wireless clients can also securely connect to the network using WPA* (Wi-Fi Protected Access) providing you a much higher level of security for your data and communications than has previously been available. Additional security features include pass-through of multiple concurrent IPsec and PPTP VPN sessions for telecommuters or for anyone who needs to transmit sensitive information more securely.

President	Michael Moore	714-595-0608	MichaelR.More@aslxtreme
Vice President	David Wintle	714-548-7994	allart@packbell.net
Secretary	Frank Mastroly	714-960-9472	fmastroly@earthlink.net
CFO/Treasurer	Cheryl Wester	909-780-8797	kcwester@earthlink.net
Director 2003	Red Davidson	949-548-0413	red.d3@juno.com
Director 2003	Ed Leckliter	310-944-6453.	eleckliter@adelphia.net
Director-2003-2004	Morris Fier	949-646-8292	fier@bigfoot.com
Director-2003-2004	Sandi Tierney	714-648-2218	gadgetgoddess2002@hotmail.com
Past President	Leonard Stein	949-454-0158	leonard.stein@netscape.com
Webmaster	Michael Moore	714-535-0608	MichaelR.More@aslxtreme
Readme.Doc Editor	Robert Walker	949-642-5997	rwalker820@msn.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:

2 September 2003

Internet / Web Publishing

1st Tuesday 7:00 PM
Michael Moore 714-535-0608
MichaelR_Moore@dslextre.me

9 September 2003

Hardware -

2nd Tuesday, 7:00 PM
Ed Leckliter leckliter@adelphia.net

16 September 2003

Windows

3rd Tuesday 7:00 PM
Robert Strader 949-646-11475
robert.strader@comcast.net

22 September 2003

Digital Cameras / Scanning -

4th Tuesday, 7:00 PM
David Wintle 714-548-7994
allart@backbell.net

4 November 2003

Internet / Web Publishing

1st Tuesday 7:00 PM
Michael Moore 714-535-0608
MichaelR_Moore@dslextre.me

11 November 2003 2003

Hardware

2nd Tuesday, 7:00 PM
Ed Leckliter leckliter@adelphia.net

September 28th

ACP Computer Swap Meet

**Is held at 1319 East Edinger
in Santa Ana. Hours are
8:00 am to 2:00 pm**

OCIPUG Hardware SIG - Meeting Recap

Meeting Date: August 12, 2003

There were 15 attendees (including SIC Leader, Ed Leckliter)

Featured Topic(s): Graphics Processors, Video Cards, and Monitors: 2003 Update and "BIOS Settings"

Hardware Submissions - there were no submissions.

Random Access - There was no significant discussion. We spent most of the remaining time browsing the BIOS settings of the meeting room computer. The meeting was adjourned about 20 minutes early.

Next Meeting: September 9, 2003

Next Meeting Featured Topic(s): Sound Processors, Sound Cards, and Speakers: 2003 Update and "Drive Cloning"

Following Meeting: October 14, 2003

Mail List Netiquette

Steve Bass

Pasadena IBM Users Group

Many of you subscribe to interactive mail lists. I'm on many, and I moderate quite a few, including my broadband and CD-ROM yahoo groups. When you reply to a message on this sort of list, it's essentially the same as sending e-mail, but with added restrictions.

Here are a few list rules to consider adhering to and maybe applying to your e-mails.

Don't Waste Bandwidth: So many messages, so little time, right? Well, avoid responses that the entire list won't find useful and feel obligated to at least glance at. So don't reply to the entire list with "thanks", "good idea", or "I'll try it!"

Instead, reply to the sender. Look carefully and you'll probably see the sender's e-mail address near the top of the message.

Good one, Steve! In case you weren't clear about wasting bandwidth, consider this: When replying to messages, do it only when you have something substantive to say. Sorry, "Good one, Steve" does not qualify as substantive.

Snip, Snip: When replying, it takes a few seconds to snip extraneous junk and leave only essential portions of the previous message. No matter what you do, get rid of the tag line - the info about subscribing and unsubscribing - from the previous message.

Keep Snipping: Did I explain that it's best to quote only those brief portions of the previous message, and only items that are necessary to make your point? Good. I'm not kidding.

Avoid HTML: Stick with straight text when replying or sending messages on lists. Note everyone's e-mail program can read all your fancy fonts and formatting.

Keep Files to Yourself: Attachments are usually frowned upon on mail lists to avoid any chance of getting a virus.

The In's and Out's of Selling on eBay

By Mark Borison Orange Coast IBM User Group
SeniorNet Internet Instructor Costa Mesa Senior Center
mborison@yahoo.com

EBay Defined

EBay claims to be the world's largest online community of buyers and sellers! It's your place to buy what you want, sell what you have, and make a few friends while you're at it. From my experience with EBay, you can find just about anything you want. You just need to find the item you want, do some research to make sure you want to purchase the item and then place a bid. And although EBay has branched out to include merchants that sell items directly to buyers, EBay is know best for its auction of millions of items. So, let's see just how easy it is to find something you want to buy, research the item, place your bid and then sit back and see if you have won the bidding.

Getting Started

After connecting to the Internet and starting Internet Explorer (or whatever browser you use) go to www.ebay.com. This is EBay's Home page. EBay's Home page contains links or navigation tools to allow the user to quickly navigate their Web site. At the left of the Home page you will see a section that takes you to Specialty Sites. Certain items, like automobiles can be found easily using the EBay Motors link in this section. Below the Specialty Sites is the list of Categories. This section helps you to find an item by zeroing in on categories and subcategories.



At the top of the Home page, you will find four links; home, my EBay, sight map and sign in. The home link will get you back to the Home page from where ever you are in the EBay Web site. My EBay is the link to the section that allows you to track items that you are either bidding on or are considering bidding on. Here you can also save your Favorite sellers, categories, and searches saving you a lot of time and effort in finding what you may be looking for. My EBay is a valuable resource in the use of the site but you can only utilize this resource after you have joined EBay, which is free. There are no charges to a buyer on EBay; they make their money by charging the seller. I suggest that you initiate your EBay experience by signing up and then tracking some items (you

can track up to 30 auctions at a time) that you are interested in to see what the price range is for a particular item. You can also see what customers have paid in the past by checking a seller's feedback received from their customers and clicking on the item number to see what the transaction cost the buyer. A very important consideration in the total cost of the transaction is the shipping cost almost always paid by the buyer. I have seen some transactions where the shipping was more than the merchandise. When I buy certain items on EBay like Sports or Music tickets, I am just as concerned about shipping costs as I am about the ticket price. Since Event Tickets are usually a time sensitive issue sometimes one has little choice but to use an overnight or 1 day shipping which can be costly but sometimes you can meet the seller or pickup at will call. These details can be worked out by emailing the seller and asking them about any options that might help keep costs down. After all that is why you are buying here in the first place.

The sight map allows you to quickly find and go to the page or pages in the EBay Web site. And lastly, the sign in link which allows you to bid and take advantage of the many features of EBay. When you sign in, this link becomes the sign out link. If someone else shares your computer, you may want to sign out when you are finished with EBay.

Registering with EBay

In order to buy an item on EBay, you will need to register. EBay needs to know your e-mail address, your name and mailing address. To register, look for the Welcome New Users section near the top of the Home page. You will see three blue buttons in a dark blue area. If you haven't registered with EBay, click on the Register Now button. If you have an EBay User ID and Password, skip this section.

Registration to buy on EBay is a three-step process. Here are some brief instructions for each step:

1. On the first registration page, enter information required in all the text boxes that are applicable.
2. You will be asked for your e-mail address. Enter it twice. This assures that you haven't entered your e-mail address incorrectly.
3. You will need to create an EBay User ID. This is the name you will be known as on EBay. (You may need to repeat this step more than once if someone else has chosen the same User ID previously.) Write your User ID in the space given below.
4. Create a 6 character or more Password. This can be any alpha/numeric combination. Enter it twice. Write down the Password in the space given below.
5. Pick a Secret question by selecting one from the pull down list. After you click on one of the questions, type in your answer in the Secret answer text box. Write your Secret answer in the space given below.
6. Select your Month and Day of birth and type in your year of birth.
7. Click the Continue button. If you have left any information blank that is required or you have chosen a User ID that someone else has, you will be shown what information needs to be corrected. When you correct the information, click on the Continue button again.

User ID: _____
Password: _____
Secret Answer: _____

After you satisfy the user information portion of the registration process, you will be presented with the user agreement of terms page. When you have read the terms, follow the directions to

accept the terms. The final step in the registration process is the page that gives you instructions to check your mail and to confirm your registration. Be sure to check your mail and respond appropriately.

Digital Opportunity Program for Seniors

September 26, 2000: eBay CEO Meg Whitman today announced the Digital Opportunity Program for Seniors, a major initiative which will help senior citizens nationwide overcome the “digital divide” by giving them easy access to technology and education. Secretary of Commerce, Norman Mineta, joined Whitman, eBay co-founder Jeff Skoll, and SeniorNet CEO Ann Wrixon to help inaugurate the program. Mineta recently started a “Digital Inclusion” tour to stress the importance of bringing seniors online.

According to a recent study done by Pew Internet and American Life Project just 13% of those over 65 have Internet access compared to 65% of those under age 30. America’s senior citizens may be the segment of the population that least takes advantage of online technology, but can greatly benefit.

“Being online gives seniors a new sense of independence,” said Secretary Mineta. “It can open new worlds of information, entertainment and communication, particularly with family members.”

The eBay Digital Opportunity Program for Seniors helps address the online needs of the growing senior citizen population. As its major partner, eBay selected SeniorNet, the largest non-profit trainer of seniors, teaching computer technology with 195 training centers nationwide. The partnership with SeniorNet will serve as a cornerstone of eBay’s program to provide digital opportunities for seniors.

“As a leader in the online community, eBay wanted to help provide solutions that would empower seniors to take advantage of the abundance of opportunities on the Internet,” said Whitman. “We hope eBay’s pledge towards providing education and access will create significant benefits for the senior population.”

“The SeniorNet site attracts more than a million people annually, and we’ve trained over 100,000 individuals at our 240 Learning Centers,” said Ann Wrixon, President and CEO of SeniorNet. “Through this joint initiative with eBay and the eBay Foundation, we’ll be able to accelerate our efforts exponentially and help over a million more seniors reap the benefits of getting and staying online.”

Details of eBay’s Digital Opportunity Program for Seniors include the following:

1. The company pledges to bring online and train over one million seniors over a five-year span.
2. eBay Foundation will commit up to \$1 million dollars to SeniorNet
3. Funded by eBay, ten new senior computer-training centers will be created nationally over five years.
4. eBay will develop an employee volunteer program for training seniors.
5. eBay will incorporate classroom education and training into the curriculum offering at SeniorNet locations nationwide, where both basic and advanced online commerce classes will be offered.

6. eBay has created a seniors area on the eBay.com site <http://www.eBay.com/seniors> to build awareness and give progress reports on the initiative to the eBay community.

7. Part of eBay’s senior’s area will allow organizations to host online charities to raise money for senior programs.

Here are some links to tutorials on using Ebay:

Guide to using Ebay: <http://www.seniornet.org/php/default.php?PageID=5957>

The Digital Opportunity Program for Seniors: <http://www.ebay.com/seniors/>

Ebay’s Learning Center: <http://pages.ebay.com/education/>

Costa Mesa SeniorNet Classes

During August we will be starting signups for the fall classes beginning the week of September 8th. For information regarding signing up for a class please call (949) 545-2356 or stop in the Costa Mesa Senior Center at 695 19th St. and inquire at the desk.

The following classes are for beginners:

1. Intro to Computers (using Win.98): Tue. 1-3:00pm
2. Intro to Computers (using Win. 98): Fri. 9:30 - 11:30 am
3. Intro to Computers (using WinXP): Thu. 1-3:00pm
4. Windows 98 Part 1 Wed. 1-3:00pm

The following classes require you to have had a beginner’s class:

5. Word Processing Mon. 9:30- 11:30am
6. Exploring Windows XP: Mon. 1- 3:00pm
7. PrintShop: Tue. 9:30 - 11:30 am
8. Digital Photography Wed. 9:30 - 11:30 am
9. E-Mail: Thur. 9:30- 11:30am
10. Internet: Friday 1-3:00 pm

EBay Seminar 9/3 (Buying) & 9/4(Selling) @1:30PM
email mborison@yahoo.com if interested

Next Month: Selling on Ebay

Mark Borison has volunteered to teach a short course in using eBay based upon the SeniorNet material. After some discussion, it was decided to hold a single-class session for interested OCIPUG members on Tuesday afternoon, September 2, 2003, starting at 1:30 pm, and a two-session class for senior center members on Wednesday (September 3) and Thursday afternoons (September 4), again starting at 1:30 pm,

Chips Could Crunch at Light Speed

IBM researchers say tiny solid-state light emitter could supplant silicon.

John Blau, *IDG News Service*
Friday, May 02, 2003

Researchers at IBM have used carbon molecules to emit light, a breakthrough that could replace silicon as the foundation of chips and lead to faster computers and telecommunication equipment.

The focus of the research team was ultratiny, tube-shaped carbon molecules, or nanotubes, that are more than 50,000 times thinner than an average human hair, according to a statement from IBM released this week.

The scientists were able to engineer the carbon nanotubes not only to conduct current, but also to emit light.

Silicon Substitute

This is the first time light has ever been generated from a molecule by applying electricity, said Phaedron Avouris, manager of nanometer-scale science at IBM Research's Watson Labs.

Light, already the foundation of today's high-speed communication networks, could someday be used to process data in computers and other electronic devices, as engineers run out of ways to cram more performance into silicon chips. Carbon nanotubes with semiconductor properties can be made into transistors much smaller than current silicon transistors, increasing the number of transistors that can be placed on a single chip.

Silicon, the main material used in semiconductors, does not emit light, and therefore can't be used in optoelectronic products, Avouris said. The capability of these nanotubes to generate light means the same type of material is suitable for both electronic and optoelectronic uses, he said.

Optoelectronic components include solar cells, light-emitting diodes (LED), and optical-fiber communications products.

Current optical-fiber communications devices are much larger than those that could be constructed from carbon nanotubes, said David Tomanek, professor of physics at Michigan State University. Carbon nanotubes could allow the manufacture of extremely small optical fibers, allowing a greater number of fibers to be placed in a smaller device, he said.

The more fibers in a communications device, the larger the pipe for information to flow through, Tomanek said.

Tiny Emitter

The IBM lab's solid-state light emitter, which the company says is the world's smallest, is a single nanotube. It measures just 1.4 nanometers in diameter and is configured into a three-terminal transistor.

The research team detected light with a wavelength of 1.5 micrometers, a wavelength that is already widely used in optical communications, IBM representatives said. Nanotubes with different diameters could generate light with different wavelengths used in other applications.

Thursday's announcement won't translate into products for quite some time, Avouris said.

"I am cautious about extrapolating into the future. We're demonstrating the potential (of light-emitting carbon nanotubes), but a lot more work needs to be done, and we are very hopeful," he said.

IBM is publishing a report on its research work on carbon nanotube light emission in the May 2 issue of *Science* magazine, the company said.

Board of Directors Meeting

July 28, 2003

The July Executive Board of Directors (Board or BOD) Meeting of the Orange Coast IBM PC User Group (OCIPUG) was held on July 28, 2003, at the Costa Mesa Senior Center. President Leonard Stein called the meeting to order at 7:05 pm, with all nine officers and directors, Webmaster Michael Moore, Membership Committee Chairman Morris Fier, and member David Wintle present.

A draft copy of the minutes of the June 2003 Executive Board of Directors Meeting had previously been e-mailed to all board members for their review, and a revised version was e-mailed to all board members. In a motion by Treasurer Kevin Moser, seconded by Director Mike Conway, and carried, the revised minutes of the June 2003 Executive Board of Directors Meeting as e-mailed to the Board were approved.

President's Report: — No report as such. However, at least 10 (and maybe more) OCIPUG members will be attending the APCUG Southwest Regional Conference in San Diego the weekend of August 8-10. It was also noted that the conference hotel (Hilton-Mission Valley) is sold out, and so those who have not yet made their reservations will have to look elsewhere.

Secretary's Report: — Secretary Frank Mastroly reported that he had picked up nine membership renewals and two ballots at the mailbox. He is holding onto the ballots that were turned in at the July General Meeting, and will make arrangements to turn them, as well as any more that he received, over to the Elections Committee.

Director Red Davidson reported that the proceeds from the raffle at the July General meeting were \$50. President Leonard Stein reported that he is always looking for items for the raffle. It also was mentioned that we may be able to get donations from a local computer book store as well as advertisements for the Readme/Doc. Webmaster Michael Moore will follow up on this.

Treasurer's Report: — Treasurer/CFO Kevin Moser distributed the monthly financial report through July 28, 2003. Kevin restated his position that we should start shopping around to see if we can get a better deal on liability insurance, and that Winners seems to have better deal. However, Winners dealt directly with an underwriter and not through an agent, and Kevin will try to find out who the underwriter is.

Kevin also reported that he received the liability insurance policy and a refund check of \$51. However, the policy misstated the name of our organization, a problem that has persisted for several years. The Garth agency has been requested both by phone and letter to make the necessary corrections. Vice President Robert Strader reported that he received some information from Judy Taylour of APCUG as to who her group uses (Hartford), but they require us going through an agent.

Past President Robert Walker suggested that Kevin can use the results of the current year as the basis for the budget for the next fiscal year which starts in September. In a motion by Director Ed Leckliter, seconded by Director Red Davidson, and carried, the financial report as presented was accepted.

Committee Reports:

Program Committee Report: Director/Program Committee Chairman Ed Leckliter distributed a handout summarizing the programs for the next several general meetings. At the July 2003 General Meeting there were several presentations. The first was by Angela Manzano, Regional Marketing Manager for Toshiba America Information Systems (www.toshiba.com <<http://www.toshiba.com>>) in Irvine, California. Ms. Manzano provided us with an overview of the full Toshiba's line of portable devices, namely laptops, tablet PCs, and PDAs (Pocket PCs).

After that there were brief presentations by SIG leaders Michael Moore (Internet and Web Page Design), Ed Leckliter (Hardware), Robert Strader (Windows), and David Wintle (Digital Photography and Scanning) on their favorite SIG-related web sites.

For August 2003, Ed originally was to have CorePROTECT (www.coreprotect.com <<http://www.coreprotect.com>>) provide a presentation on their CoreRestore system restoration hardware and software solution. However, this presentation has been moved to September, and so at the August General Meeting Matt Jefferson, Regional Sales Manager, PNY Technologies (www.pny.com <<http://www.pny.com>>) will be joining us to present PNY's product lines and the technology behind these products, as well as provide special emphasis on their Professional Graphics (workstation) line.

The topic for the October presentation is still TBD.

SIG Reports:

The August SIG schedule is as follows:

* Internet and Web Page Design (Michael Moore), 1st Tuesday of each month. On August 5, Michael will continue his presentation on web page design as well as address questions from the audience.

* Hardware (Ed Leckliter), 2nd Tuesday of each month. On August 12, Ed will continue his discussion on what goes into a computer, with this month covering graphics chips and cards, and monitors. As usual, you are invited to bring in hardware that you want installed on your computer.

* Windows 9x/XP (Robert Strader), 3rd Tuesday of each month. On August 19, Bob will continue to cover Windows tips and tricks, and will also report on his observations on the APCUG Southwest Regional Conference of

* Digital Photography and Scanning (David Wintle), 4th Tuesday of each month. On August 26 David will continue his demonstration of useful websites related to digital photography and scanning.

SeniorNet Report: Secretary Frank Mastroly reported that the next SeniorNet team meeting will be on Friday, August 1, 2003, at 3:00 pm. The current session of classes began on Monday, July 23 and, as usual, the SeniorNet team is in need for additional coaches, with the only requirement being to be able to follow what the instructor is saying and to be one step ahead of the students. The next session of classes will begin on Monday, September 8, 2003, with the same schedule as the current session. As we sense interest in having course on using Family Tree Maker, Frank asked if there were any board members familiar enough with the program to teach a class using a class manual already prepared by SeniorNet. Some interest was shown but no volunteer(s) as yet

Community Service Report: Past President Robert Walker wondered if Steve Schiffman could help set up a wireless network for the Senior Center. 9

It was suggested that Steve coordinate this with Member Dan Dickinson and Aviva Goelman, Senior Center Executive Director

Long Range Planning/Nominating Committee Report: Past President Robert Walker again mentioned the APCUG Southwest Regional Conference in San Diego the weekend of August 8-10. He also stressed the need for all board members to submit their budget inputs to the Treasurer.

Facilities Report, Maintenance, and Improvement: Continuing work in process. Secretary Frank Mastroly reported that there were no problems whatsoever associated with the changeover from ATT-Broadband to Comcast as our cable provider.

Director Red Davidson said that he feels he should have a budget allowance of, say, \$350 to cover any unforeseen items, such as replacement of the projector bulb.

Publications Report: Readme.Doc Editor Robert Walker reiterated his request for SIG reports, both past and future, for inclusion in the Readme.Doc. He also reported that he had printed 50 copies of the Readme.Doc for distribution at the APCUG Southwest Regional Conference in San Diego the weekend of August 8-10.

Webmaster Report: Webmaster Michael Moore reported that he is in contact with InReach regarding some confusion relative to the amount of web space we have. We had previously paid for 25 Mb, but InReach claims that we are over our current allotment of 10 Mb. The distribution of the Readme.Doc was discussed. Some members want a link as was previously the case, where a coded link was e-mailed to all members in lieu of e-mailing the entire document. Also, some members in addition to those already receiving one would prefer a hard copy. Robert Walker will coordinate with Michael on this.

Membership Committee Report: Membership Committee Chairman Morris Fier reported that he had mailed out 27 renewal notices in July, 14 of which were past due. Secretary Frank Mastroly reported that an e-mail from Member Karl Cook relative to his renewal check not being cashed has been resolved...

Old Business: Vice-President Robert Strader reported that he had checked the two e-mail accounts on the OCIPUG website. Nothing of significance to report.

New Business:

Treasurer Kevin Moser suggested we consider possibly changing the by-laws to compress and perhaps move the date of our elections to sometime in the January-April time frame when perhaps we could have a greater participation in running for club office.

Director Red Davidson suggested that one thing we could without changing the by-laws would be to start working on getting a nominating committee in place as early as January. This item was left open for future possible consideration.

Members Henry Guttentag and George Thuro have agreed to serve on the Elections Committee.

Adjournment: Moved by Director Ed Leckliter, seconded by Director Red Davidson, and carried. The meeting was adjourned at 8:10 pm. The next OCIPUG Board meeting will be on Monday, August 25, 2003, at 7:00 pm.

Respectfully submitted,
Frank Mastroly, Secretary

From the Help Desk of a Company that Would Rather Stay Anonymous

by Steve Bass, Pasadena IBM Users Group.

Printer Problems

My favourite story comes from my past when working in a tech support organization for a computer company. At the time of this story, the company had released some buggy spooler software in their product, which was a database product.

We were quite used to frantic customers calling after trying to run an end-of-month job to complain that nothing is coming out of the printer. The typical fix was to dial-in to their computer, go into a debugger and through a laborious process unclog the confused spooler software so the job would print. We would then admonish the customer to install the latest patches.

In this particular instance, the customer called at the end of the day, frantic and upset. A couple of us sat around a terminal and modem and dialled into the system. After pawing through the entrails of the machine for a while, the tech next to me talked to the customer on the Speakerphone.

tech: “would you mind going over to the printer?”

customer: “OK, I’m there.”

tech: “Do you see a white, square button labeled, ‘On Line’?”

customer: “Yes, I see it.”

tech: “Is it illuminated?”

customer: “No.”

tech: “Please press it once.”

customer: “OK, I did that...Wow! The most amazing thing just happened: the report is spewing out of the printer. Good job! Thanks a lot!”

And this, of course, is why most companies don’t use local support. They know it is impossible to kill someone over the telephone.

Upside Down Envelopes

A long-time user complained that the network printer had begun printing envelopes upside-down. I told her the printer could not be printing them upside down, but the envelopes had to have been inserted backward. She insisted that she had been putting envelopes into that printer in exactly the same way for over a year and she knew it had always worked that way before. My solution was to open the printer, take out the toner cartridge, shake it up a bit, turn the envelopes around, reinsert the cartridge, and have her try again. Voila! “See,” she said, “I KNEW I had loaded the envelopes right! It really was something wrong with the printer!”

It’s Magic!

This incident occurred at a previous employer. It was not an outrageous complaint, but was more an example of how incompetent users can be. A user came to me complaining that she could not get any of her documents to print. I went through the normal checks to make sure everything was functioning properly, which it was. I then determined that she had not logged on properly to the Novell network so her documents were not getting to the networked printer.

Without her knowledge, I got her logged on, but before I printed anything, I thought I would have some fun with her. I asked her if she was familiar with the terms bits and bytes, and she said she was. I told her that her computer sends bytes of information through the network to the printer to be printed.

But for some reason, there were a large number of bytes clogging the line to the printer. We then went over to the printer where I unplugged the network connection. I told her we had to let the bytes “escape” out of the line so it would be clear to print again. I plugged it back in, went to her machine and printed a document. She was amazed!

After that, whenever she had a problem, she asked me to come “Clean the lines again.”

Black and White in Colour

Received a call from a new user wanting to know why her documents were not printing in colour. I told her that the printer is a black and white laser printer. She said well the program said what you see is what you get. I told her again that the printer only prints in black and white. She continued to blame the software and her computer and wanted someone to come take a look at it.

Click the Power Switch

I had a guy who was sitting in the building with all the power off calling me and screaming that he could not print his Excel spreadsheet.

President's Message

Hello everyone.

This is my last letter to you as we have a new president. I enjoyed my term even though (due to personnel reasons) I could not do as good a job as I would have liked. For this I apologize.

Due to the wonderful board of directors: Ed Leckliter who brought us wonderful programs, Bob Walker who did a wonderful job as editor of our Readme.Doc and will continue to do so, Kevin Moser who kept the finances from being screwed up. Frank Mastroly who kept the business of the club and the meetings up to date.

Red Davidson who kept our equipment in shape and the senior center happy. Morris Fier who kept our membership up to date Sandi Tierney for charm and good humor the year around-Mike Moore our web master and your new president who keeps us on the web and a special thank you to Bob Strader my Vice President who filled in for me when I couldn’t make the meetings. To all my thanks. You did a great job.

To the new B.O.D. and new president I wish you the best and I will continue to give my support to this club. Thanks again for wonderful work.

Computing Factoids

There are unrelated things Steve Bass picks up in e-mail that are terrific

Saving Paper? Ha!

I just bought a program (which I think is excellent) called "Cool Edit Pro" from Syntrillium <http://www.syntrillium.com> which is audio editing and processing program.

The registration card has a box to check that has this amusing statement:

"Yes! Please send me a hard-copy manual. (A complete manual is included on your CD. In the interest of paper conservation, Syntrillium ships hard-copy manuals only on demand.)"

So I can print it out (conserving their paper) or have them send me something that should have been in the box in the first place (conserving my paper, 225 pages for the manual plus 42 pages for the addendum). Since I paid \$399 for the program, I think I'll conserve my paper instead of theirs - Stan Slonkosky

Listen Up and Take Heed!

I always tell people to unplug their PC when working on the insides. It's something I never do. My unsolicited advice? Do it. All the time.

Here's why: I added a sound card to my wife's PC the other day. Easy enough, right? Then, while the system was up and running, I replaced the cover. I've done it that way since I started with PCs in 1983. This time it bit me on the butt. The case cover touched an add-in card and the system board fried. Better it should have happened to my PC, you know what I'm saying? - Steve Bass

About the Author

Steve Bass is a Contributing Editor with PC World and runs the Pasadena IBM Users Group. He's also a founding member of APCUG.

What's Your E-mail License Number?

Steve Bass

The Government is considering legislation that will force you to get a license before you can send e-mail. No, don't worry, you'll still be able to receive e-mail without any restrictions.

Sure I'm kidding. But it's no joke: People send out lots of e-mail, with much of it needlessly long, valueless, bandwidth-hogging, inaccurate, and, of course, dumb. (Did I miss anything? Right-e-mails full of Fwd: Fwd: Fwd: and >>.)

Over the years, I've collected e-mail tips: ways to help you create e-mail that not only doesn't annoy others, but actually makes your e-mail worth reading.

Think in Paragraphs: You'd be surprised how many e-mails have one, long paragraph. Oddly enough, you may be using paragraphs but your e-mail program may be missing the hard carriage returns. Suggestion: send yourself, or a buddy, an e-mail and see how it looks. If necessary, add two "returns" between paragraphs when creating the e-mail.

Write Short: Keep your sentences short and limit yourself to three short paragraphs. Go beyond the Bass Int'l. limit of, say, four paragraphs, there's a good chance it won't be read.

No Subject? Adios: Here's my steadfast rule: If I don't know you very well and your message has a blank subject line, it goes into the trash. The reason is there's a strong possibility a virus or worm is attached.

Use Smart Subjects: Say the right thing in the subject line and your recipient gets fair warning what to expect in the message.

For instance, even before I started using Yahoo groups, I started my message subject with "PIBMUG." For one thing, it helps AOL and Hotmail users, the people who get tons of spam, sort out real messages. (Others thought PIBMUG messages were spam, but that's another story.)

More important, it makes applying rules or filters to e-mail easy. For example, after a Home Office column hits the newsstand, I sometimes receive 100 messages a day. That's in addition to the usual stuff from PR flaks and PIBMUG correspondence. So I've encouraged everyone who sends me jokes to start the subject line with "jokes" enabling me to separate them from business messages.

"Fwd Fwd Fwd": Of course if you get lots of e-mail, your threshold for junk isn't very high and subjects can give strong clues for what to delete right off the bat. For instance, if I see more than two "Fwd: Fwd:" in the subject, it's immediately sent to the trash. Adios.

That's Not Funny: Make sure you at least read the joke before sending it. That's a great technique for determining if it's really funny. No, really-people often send me lame jokes that are excruciatingly bad. Keep a mental note of the type of joke you send and match it up with their response (or non-response). You may notice you rarely hear back when you send a text joke but often get an "LOL" from a cartoon.

Want to see if people are reading your mail? Flood them with lame jokes-I mean fifth generation forwards of ribald stories or cartoons that weren't funny when they first ran in Playboy 20 years ago. Then slip in a legit e-mail and see if you get a response.

And if you're still going to send jokes, remove the millions of ">>>>" brackets. The damn things make everything difficult to read.

No Reply Needed: I send dozens of e-mails each day with an explicit message that the recipient needn't reply. That's only polite because in many times the e-mail is just an FYI. So right above the message, I type, "This is just an FYI, so no reply is necessary or expected. -Steve."

Who Are You? Many users haven't changed the "Reply to" name in their e-mail program, and it drives me crazy trying to figure out who's writing. For instance, one person uses a period - that's right, a dot - as his name. So when I look at the e-mail header, I haven't a clue (and still don't know) who he is. Another person didn't know what to use so she stuck "Netscape" into the field figuring, well, something needed to go there. Head for your e-mail program's Options and poke around until you find a spot that asks for a "Reply with" or "Real Name" and put in your name.

Mailing Address

Orange Coast IBM PC User Group
Costa Mesa Senior Center
695 West 19th Street
Costa Mesa Ca, 92627



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Meetings Location

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E-mail president.bod@ocipug.org

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Publication Deadline

Material for the **November 2003** issue must be received on or before **September 30,, 2003**
rwalker820@msn.com

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Orange Coast IBM PC User Group

2973 Harbor Blvd Box 621
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