

Orange Coast IBM PC User Group

README.DOC

September 2004

Newsletter

Volume 20.9

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

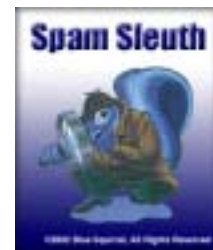
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General Meeting
September
25th



Blue Squirrel
ClickBook
Click2PDF
Spam Sleuth
& More



Orange Coast IBM PC User Group
695 W. 19th St
Costa Mesa, California 92627

ADDRESS SERVICE REQUESTED

General Meetings are held from 9:00AM to noon on:
 25 Sept
 30 Oct.
 27 Nov.
 18 Dec.
For details see inside pages of this issue, Web Page

Meetings of the Executive Board will be held at noon on:
 25 Sept
 30 Oct.
 27 Nov.
 18 Dec.
All OCIPUG members are welcome

Special Interest Group (SIG) meetings are held monthly as follows:
 1st Tuesday Internet
 2nd Tuesday Hardware
 3rd Tuesday Windows
 4th Tuesday Digital Photo

 All SIG Groups start at 7:00pm

September 25th General Meeting

Click2PDF

Create PDFs for your family and friends with photos, recipes, stories, etc. Or convert software documentation, product catalogs, newsletters, and more into PDF files that can be opened and viewed across a broad range of software and operating systems. Plus it will look exactly as you intended. PDF files can be viewed with Adobe's **FREE** Acrobat Reader

How simple is it to use?

First you set up a "Click2PDF" printer on your system. Then open a file, such as a Web page, document, spreadsheet, graphic, or whatever, and select the print option as you normally would, and choose the "Click2PDF" printer. Lastly, the program opens, and asks you to name the file, and where you want to save your PDF. Hit "OK" and Click2PDF will create a full-color non-editable PDF file with 200 or 300 DPI resolution optimized for print! You don't have to worry about fonts, formatting, or colors because it preserves the file regardless of the program you printed from.

ClickBook

intercepts pages going to laser or inkjet printers and automatically rotates, reduces and realigns pages into the correct order to create double-sided booklets and brochures. ClickBook even prints an instruction sheet showing exactly how to reinsert paper for double-sided printing.

What applications does ClickBook work with? ClickBook works with virtually any Windows application including Netscape Navigator, Internet Explorer, CompuServe, AOL, Word, Excel, Access, WordPerfect, Encarta, and thousands more! Utilizing Adobe Acrobat Reader for Windows you can effortlessly print PDF's with ClickBook. To install Adobe Acrobat Reader for Windows click [here](#).

Spam Sleuth Eliminates Spam

Before It Gets To Your InBox.

All-New — Version 4.0 offers robust features:

- **Anti-virus** - Quickly scans all messages for dangerous viruses, and eliminates them before reaching your inbox.



- **Auto Responder** - Automated process sends an e-mail back to the sender letting them know you're unavailable, or on vacation.
- **Updated Blacklists** - Improved Blacklist's to ensure you're using the most current ones.
- **Additional Bad Words** - Increased Bad Words to further block junk e-mail.

Spam Sleuth, more than a simple filter, monitors your e-mail box behind the scenes and analyzes e-mail messages for spam and virus characteristics. When your e-mail program gets your e-mail, the spam has already been removed and you can read your messages the same way you always have, but without sorting through the junk e-mail to find the gems.

Spam Sleuth requires very little configuration, removes executable attachments, gives you detailed reports, allows you to setup multiple accounts, and works with all POP3 e-mail accounts, including most company e-mail accounts, and Internet e-mail accounts. Spam Sleuth does not support the proprietary FREE Juno. Spam Sleuth works with all e-mail programs including Eudora, Lotus Notes, Pegasus, Outlook, Outlook Express, Netscape and others. It even works with MSN, AOL, free HotMail, and free Yahoo with the [Spam Sleuth + Web2POP bundle](#).

NEW! Spam Sleuth fakes spammers into thinking your e-mail doesn't exist. Spammer sees your e-mail bounce and removes your e-mail address from their list.

We have some great raffle prizes sent to us from Blue Squirrel of some of their products in addition to the excellent 50% discount they are offering!

50% off on All Blue Squirrel Products

SCHEDULES AND REPORTS OF EVENTS

SPECIAL INTEREST GROUP (SIG) SIG MEETINGS

(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:

Support Our Sigs
Oct. 5, 2004

Internet - 1st Tuesday 7:00PM
Mark Borison webmaster@ocipug.org

Oct. 12, 2004

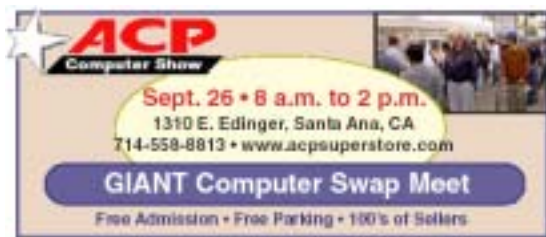
Hardware - 2nd Tuesday 7:00PM
Ed Leckliter eleckliter@adelphia.net

Oct. 19, 2004

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

Oct. 26, 2004

Digital Cameras / Scanning - 4th Tuesday 7:00PM
David Wintle allart@pac.bell.net



Upcoming General Meetings

September 25th

Blue Squirrel Products
Clickbooks, Click2PDF, Spam Sleuth

October 30th

Gene Barlow UG store Parttion Magic,
Drive Image, etc.



How-To Clinic

In September, Micro Center will be holding an In-Store How-To Clinic, this time on Wireless Networking. The presentations will cover 802.11 wireless basics, including Infrastructure (using a Router or Access Point) connections, Ad-Hoc (peer-to-peer) connections, and Wireless Security. Clinics are free and presented by Micro Center Technical Support.

When: September 25th, 2:00 p.m.

Where: Your local [Micro Center Store](#)

| | | | |
|----------------------------|----------------|--------------|----------------------------|
| President | Dave Wintle | 949-548-7994 | allart@pacbell.net |
| Vice President | Vacant | | president.bod@ocipug.org |
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| CFO/Treasurer | Leonard Stein | 949-454-0158 | leonardstein@netscape.net |
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| Director-2003 | Ed Leckliter | 310-944-6453 | eleckliter@adelphia.net |
| Director-2003-2004 | Morris Fier | 949-646-8292 | d_fier@sbcglobal.net |
| Director-2002 | Sandi Tierney | 714-648-2218 | gadgetgoddess@juno.com |
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| SIG Coordinator | Robert Strader | 949-646-1475 | robert.strader@comcast.net |

OCIPUG Hardware SIG: Meeting Recap



Meeting Date: September 14, 2004

There were 12 attendees (including SIG Leader, Ed Leckliter)

Featured Topic(s): Hardware Show & Tell - Session 2 of 2

Hardware Submissions - Mark Borison brought in his system and a new hard drive. He requested assistance in "cloning" (i.e., transferring the entire contents, bit by bit) from his old drive to the new one. The drive, a Western Digital, was purchased as a retail package and included WD's cloning utility software. We followed the instructions that came with the drive/utility and everything seemed to proceed as desired. The SIG Leader departed when it became apparent that the cloning would run past 10:00 PM. Bob Strader was kind enough to stay with Mark through the balancing of the process - and presumably through physical installation and testing.

Random Access - none
(totally involved in the noted cloning process)

Next Meeting: October 12, 2004 Next Meeting
Featured Topic(s): Network Hardware: How It Works,
Part 1 of 2 (to be presented by Steve Shiffman)
Following Meeting: November 9, 2004
Following Meeting Featured Topic(s):
Network Hardware: How It Works, Part 2 of 2
(to be presented by Steve Shiffman)

File(s) attached - PowerPoint presentations are also posted on the OCIPUG Hardware SIG's web site (http://www.edscustomcomputers.com/welcome_to_the_ocipug_hardware_si.htm). Presentation slides in Microsoft PowerPoint format (.ppt).

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

Window's SIG Recap



The SIG met on Sept. 22nd with 9 members including SIG Leader Bob Stradr present. We looked at some software programs recommed by PC Annoyances author Steve Bass.

- ◆ FolderShare lets you share files with other users. It's free and available at <http://www.foldershare.com>
- ◆ Maxthon is a Internet Explorer shell (or skin) that's free and spectacular. Get a copy at <http://www.Maxthon.com> .
- ◆ You can download the Earthlink Toolbar with ScamBlocker from PC World: "http://www.pcworld.com/downloads/file_description/0,fid,23276,tk,sbx,00.asp"
- ◆ Another tool is SpoofStick. This is nice and simple, and works just like the Earthlink Toolbar but without its other features. Once nice touch: The height of the toolbar is adjustable. BTW, the author, a forthright guy, says on his Web site, "it's not a comprehensive solution, but it's a good start." There are versions for IE and for Mozilla's Firefox. "http://www.pcworld.com/downloads/file_description/0,fid,23319,tk,sbx,00.asp"
- ◆ A nifty, free copying tool. Total Copy lets you copy or move numerous files faster than Windows can, lets you pause the action, and doesn't stop cold if it can't copy a locked file. Total Copy appears when you click your right mouse button while highlighting a bunch of files in Windows Explorer or Explorer Plus. Total Copy zipped download: This link will immediately bring you to your browser's download dialog. "<http://snipurl.com/tcopy2>"
- ◆ Get both spyware programs: spybot and ad-aware at: "http://www.pcworld.com/downloads/file_description/0,fid,22262,tk,Top10,00.asp"
- ◆ WinPatrol is available at www.winpatrol.com. The new version is 8.
- ◆ Gibson's shoot the Messenger is available at www.grc.com.
- ◆ <http://www.Chimenote.com> is the send yourself a reminder product.
- ◆ <http://www.controlkey.com> is the \$60 USB device to lock down your system.
- ◆ Great free utilities (myuninstaller and Kill Windows Messenger) are on <http://nirsoft.mirrorz.com>

Internet SIG Recap



Internet

6 members and SIG leader Mark Borison met on Sept. 7th and we looked at how to create a simple personal webpage using Microsoft Frontpage. We also looked at some new additions to the OCIPUG Website like the Geneology Page and Security Page. We will be continuing with creating a personal webpage at our next session.

President's Message



Well the election is over and YOUR new OCIPUG officers for this coming year 2004/2005 are as follows:

President – David Wintle
Vice President – Robert Strader
Secretary – Frank Mastroly
Treasure – Shirley English
Director – Eugenia Frerichs 2yr term
Director – Mark Borison 2yr term

We will be installing the new officers during this general meeting. I especially wish to thank Shirley English a recently returned member for accepting the nomination and winning the office of treasurer. I welcome Eugenia Frerichs and Mark Borison as directors. Thanks go to the Election Committee of Barto Wash, Charles Schreiber and Ron Perkins for counting the ballots. The officers will be installed during the September 25th meeting.

As mentioned, we are revising our By-Laws to reflect the current and future makeup of OCIPUG. To achieve the By-Laws revision process, a committee was created consisting of Kevin Moser, Charles Schreiber and George Thuro. Thanks for the thorough and expeditious work you did in recommending the various changes. Thanks to George Thuro for volunteering to help with the collecting of dues during the general meeting.

Mark is working very hard to get programs from new companies. If anyone has a product they would like to see a presentation on, please try to get him some particulars about the product and company. If you cannot get the information, give Mark what you can come up with and he will try to follow through. We also need people to present some of the "Presentations in a Box" that we receive from various companies. Mark could also use some help with the Your README.DOC. If there is an article you feel the group would be interested in give it to Mark to be included in the README.DOC. Don't be shy or a Girly Man!

In case you have not looked at YOUR OCIPUG website (<http://www.ocipug.org/>) lately I would suggest you do, as Mark has done a great job in expanding this publication also. There is an abundance of information included in YOUR website. Thanks to Mark for all his work on the README.DOC, OCIPUG website and obtaining programs for the general meetings. If you can help Mark in any of these areas talk to him, he would appreciate the help. Remember **OCIPUG is YOUR computer club** and your responsibility is to make it the club you want. You can do this by volunteering where and when you can.

Till next month enjoy life.

David Wintle

President
OCIPUG

Mark Borison
Editor README.DOC
Webmaster & Programs
OCIPUG

Meandering: adj : of a path e.g; "meandering streams"; "rambling forest paths"; "the river followed its wandering course"; "a winding country road" syn: meandering(a), rambling, wandering(a), winding]

I will use this area of the README.DOC to let you know about things that are happening in the areas that I head up for the club and also my thoughts about the various aspects of the club. Let me start right there with some of my thoughts. I am constantly astounded by the complete apathy of most of the members of this club and their lack of willingness to do anything but try to benefit from the work of other people. I have always felt that whatever I became involved with, I would do whatever possible to make it better. Apparently 75% of the members of this group don't give a hoot about anybody or anything but THEMSELVES! This is a NON-PROFIT Group dedicated to helping others not helping yourselves. How about acting like it!

If there are any programs you would like to see covered at our General Meeting, please contact me with whatever info you might have about the product or service. Also let me know if you would like to do the presentation.

We could use if somebody were willing to take notes and write up what happens at our General Meetings for the README.DOC. Also feel free to submit articles for inclusion in the Newsletter. I'm sure it would be more interesting if we had some (more is not appropriate since we have virtually none) input from members in the Newsletter. The likelihood of having a club who are all functionally illiterate is quite great so why don't some of you take some INITIATIVE and submit something for inclusion in the README.DOC! Anything would be appropriate, tips, experience with a particular software, how to burn a DVD, any how to, a tutorial, anything. Show your family and friends that you are capable of writing a paragraph or two.

Minutes for the July 2004 OCIPUG Board of Directors Meeting, July 31st, 2004



Minutes for the July 2004 OCIPUG Board of Directors Meeting, July 31, 2004

The July Executive Board of Directors (Board or BOD) Meeting of the Orange Coast IBM PC User Group (OCIPUG) was held on July 31, 2004, at the Costa Mesa Senior Center. President David Wintle called the meeting to order at 12:40pm, with all seven officers and directors, Webmaster/Newsletter Editor Mark Borison, SIG Coordinator Robert Strader, and Members Kevin Moser, Charles Schreiber and Bart Wash present.

Note that with the resignation of Michael Moore as OCIPUG president, there are presently only seven members of the OCIPUG Board of Directors, as Past President Leonard Stein is also serving as Treasurer/CFO. Because of this, the meeting quorum requirement is now four.

Secretary Frank Mastroly had previously e mailed a draft copy of the minutes of the June 2004 Executive Board of Directors Meeting to all board members for their review, with no comments or corrections received. In a motion by Director Ed Leckliter, seconded by Director Red Davidson, and carried, the minutes of the June 2004 Executive Board of Directors Meeting as e-mailed were approved.

President's Report: — No Report. However, President Dave Wintle had made a brief statement at the July General Meeting that there needs to be more participation by club members in club affairs, especially in the need to have more members run for office. The theme of Dave's message is that there is always a need for "new blood" with fresh ideas on how to make the club both larger and stronger.

Secretary's Report: — Secretary Frank Mastroly reported that he had received 12 renewals during the month of July, and will transmit the checks and cash to Treasurer Leonard Stein. Director Red Davidson stated that he feels that we should thank those renewing their membership by name at the General Meeting and in the newsletter. It was also suggested that perhaps we should add to the newsletter a list of those whose memberships are due to expire in the next 2-3 months. This latter item remains open

Frank reported that Darryl Kim of the Costa Mesa Senior Center staff noticed that our liability insurance declaration does not currently cover the Senior Center or its employees. Also, we need to ensure that the policy does not cover acts of terrorism. Treasurer Leonard Stein will follow these items up with our insurance agent using the language on the previous policy declaration as a guide.

Treasurer's Report: — Treasurer/CFO Leonard Stein reported that he sent out between 30 and 35 membership renewal reminder notices in July. Leonard reported several deposits and payments, including one to Editor Mark Borison to cover his costs for printing copies of the Readme.Doc for the Southwest Regional User Groups conference newsletter contest in San Diego in August. President Dave Wintle requested that in the future the Treasurer prepare a hard-copy summary of the month's activity. Finally, as Leonard is not running for reelection, he will work with the incoming Treasure to effect a smooth transition.

Secretary Frank Mastroly reported that we are now receiving our bank statements at the Senior Center, and transmitted to Leonard the most recent statements.

Committee Reports:

Program Committee Report: — Program Chairman Mark Borison reported that at the July General Meeting Member Bob Walker presented tutorials on using Photoshop Elements. In August there will be a presentation on Smart Computing Magazine's new website. For September Mark is working on having a presentation from the Digital Photo Guy, while in October we plan to have Gene Barlow who now represents several new companies since PowerQuest (of Partition Magic fame) was recently acquired by Symantec.

SIG Reports:

The upcoming SIG schedule is as follows:

Internet and Web Page Design (Mark Borison), 1st Tuesday of each month. On August 3, Mark will continue exploring web sites of interest as well as conduct a Q&A session.

Hardware (Ed Leckliter), 2nd Tuesday of each month. On August 10, Ed will present the first of a series of "show-and-tell" presentations on computer hardware, with this month's topic being processors, motherboards, and RAM. As always, members are invited to bring in any hardware they want help in the installation

Windows 9x/XP (Robert Strader), 3rd Tuesday of each month. On August 17, Robert will continue to cover Windows tips and tricks. If you have any questions or problems, send them to Robert via e mail for discussion at the SIG

Digital Photography and Scanning (David Wintle), 4th Tuesday of each month. On August 24 David will cover the workings of a charge-coupled-device (CCD) as well as conduct a Q&A session.

SeniorNet Report: — As reported by Member Dan Dickinson at the July General Meeting, the SeniorNet classes are currently in the middle of the summer session of classes. The new computers received from IBM are fully operational and are working well. The team will be offering 10 classes starting in September, with the addition of a more basic class in digital photography covering scanning and putting photos into albums using Adobe PhotoShop Album. As usual, the SeniorNet team is always in need of coaches, with the only requirement being to follow what the instructor is saying and seeing to it that the students are following these instructions. In addition, one of the benefits of coaching a class is the opportunity to learn additional things about a particular application such as Word, Print Shop, PhotoShop Elements, etc. For those interested in joining the team, the next SeniorNet team meeting will be on Friday, August 13, 2004 at 3:00pm in the large classroom.

Community Service Report: — No report.

Webmaster Report: — Webmaster Mark Borison reported that he has submitted the OCIPUG website into the Southwest Regional User Groups (SWUG) conference website contest. Mark added that he is considering added a page on genealogy to the website, and Director Sandi Tierney suggested that Mark discuss this with his counterparts at the SWUG conference.

Secretary Frank Mastroly stressed the need for the website (as well the Readme.Doc) to have the current e-mail addresses for all OCIPUG officers and directors reflect their @OCIPUG address and not their home e-mail address.

The Board thanked Mark for his efforts in revising the OCIPUG website.

Membership Committee Report: — Although we do not have a Membership Committee Chairman per se, Treasurer Leonard Stein is the ad hoc chairman. As Leonard reported in his Treasurer's report, he mailed out 30-35 membership renewal reminder notices in July with more to be mailed in August. We are still in need of a Membership Committee Chairman who, per the current bylaws, cannot be an officer or director.

Advertising and Public Relations Report: — Program Chairman Mark Borison reported that he has been attending the meetings of SCRUGS (Southern California Regional User Groups) meetings to exchange ideas. Mark is also working on a tri-fold to be placed in stores such as Costco, CompUSA, and MicroCenter. President Dave Wintle suggested that Mark talk to Member Bob Walker who once was working on developing a tri-fold.

Sunshine Committee Report: — Committee Chairperson/Director Sandi Tierney reported that she was not able to contact Member Irwin Haydock or his wife who are both ill.

Old Business: — None.

New Business: — SIG Coordinator Robert Strader inquired about the status of our APCUG membership. Director Red Davidson said that this is a budgeted item and can be paid by the Treasurer without additional authorization.

The list of nominees for the upcoming elections was finalized at the July General Meeting. Secretary Frank Mastroly will forward the list to President Dave Wintle who will prepare the ballot which he in turn will forward to Director Red Davidson who will

mail the ballots to all members whose membership is current as of August 1, 2004. Secretary Frank Mastroly will update his copy of the membership roster and forward it to Red.

Director Red Davidson reported that the raffle proceeds at the July General Meeting were \$39.00.

Adjournment: — Moved by Director Ed Leckliter, seconded by Director Red Davidson, and carried. The meeting was adjourned at 1:50 pm. The next OCIPUG Board meeting will be on Saturday, August 28, 2004, immediately following the August General Meeting.

Respectfully submitted,

Frank Mastroly, Secretary

Flaws found in XP SP2

Danish security company Secunia has uncovered a security flaw in Microsoft's Internet Explorer that affects Windows XP, even on systems that have been updated with SP2. The vulnerability affects IE 5.01, 5.5 and 6.0, and involves "insufficient validation of drag-and-drop events issued from the Internet zone." Secunia advises disabling active scripting in IE or using a different browser until a fix is available. In addition, German security company Heise has released information about a vulnerability in SP2 that could allow untrusted files to be downloaded without first displaying a warning message. Heise researchers have admitted that the vulnerabilities are largely theoretical and that no exploit code for them presently exists.

<http://www.informationweek.com/shared/>

(SANS Editor Schultz: WXP SP2 has a number of user interface problems, too. For example, you can go to the Security Center and find that the Windows firewall is turned on, yet it might not actually be working because it has not been enabled for the local area network to which a host is connected.)

(SANS Editor Pescatore: I hope no one expected SP2 to mean the end of Windows vulnerabilities being found. Until we see operating systems take more minimalized approaches, resisting the temptation to jam more and more functionality into an OS, there will be no end in sight to the need for vulnerability management.)

Windows XP SP2 now available to home users

Microsoft has begun sending out Windows XP Service Pack 2 to home users. The first people to get the update will be those who have turned on the automatic update feature. Microsoft will place a limit on the number of home PCs updates each day so company servers will not become overwhelmed. Microsoft expects that everyone who wants SP2 will have it by October.

<http://snipurl.com/8o1w>

**Excerpts from SANS NewsBites,
a free online newsletter at www.sans.org**

RULES OF INSANITY

Herb Huey
OCIPUG



Work in a place where insanity rules. I have compiled a collection of anecdotes for the past year which I keep at my work area. One day I hope to become as famous as Murphy. Meanwhile, I hope you enjoy what I have already compiled and remember: *Insanity Rules !!*

1. *Insanity Rules!*

2. In case of *disbelief*, read Rule 1 again.

3. *Mass Insanity:*

When the lead lemming jumps over the cliff, I shall follow.

4. *Optimistic Insanity:*

Don't count on miracles, rely on them!

5. *Pessimistic Insanity # 1:*

The Eternal Pessimist shall be proven to be the Optimist!

6. *Pessimistic Insanity #2:*

A Pessimist is just an informed Optimist!

Corollary: By definition, Murphy is an Optimist!

7. *Degrees of Insanity:*

a) *Insanity 101*

b) *Insanity 201*

c) *Intermediate Insanity 1*

d) *Intermediate Insanity 2*

e) *Advanced Insanity 401*

8. *Manpower Insanity:*

The Problem: Not enough workers, plenty of whips.

An Obvious Solution: Hire more workers.

Company Solution: Hire more whips!

9. *Job Security Insanity # 1:*

Never enough time to do the job right;

Plenty of time to redo the job!

10. *Job Security Insanity #2:*

Employee: I'm doing the work of three people, but I'm only getting paid for one.

Boss: I can't help you on the pay, but give me the names of the other two people and I'll fire them!!

11. *Job Security Insanity #3:*

Use me or abuse me!

12. *Chained-to-the-Desk Insanity:*

You can't win,

You can't break even,

You can't get off the program,

WELCOME!!

13. *Need Insanity:*

Q: When do you need it?

A: I needed it last week!

14. *Technology Insanity # 1:*

Isn't it funny how people will spend \$3000 on a computer system and many hours of learning just to do something that used to take them 15 minutes with paper and pencil?

15. *Technology Insanity # 2:*

It always seems more believable if it is done on a computer!

Corollary # 1: You can always trust a computer

Corollary #2: Garbage IN, Garbage OUT!

16. To *err is human*,

But you need a computer to *really foul* things up!

17. *Storage Insanity*

No matter how big your hard disk is,

you will run out of storage space!

Corollary: No matter how much RAM you have, some fool finds a way to make the RAM requirements higher than what you have available!

18. *Program Storage Requirements Insanity:*

Isn't it funny how all productivity and game programs requires multi- megabytes of storage space and 550K of RAM?

A Bit of Nostalgia: Do you remember when all programs ran in 64K of RAM and fit on one or two 360K floppies

19. *Computer Cash Register Insanity:*

Have you noticed that your computer is like a cash register?

It keeps taking your money!

20. *Computer Obsolescence Insanity:*

By the time you get all the hardware and software that you want into your computer system, you have an obsolete computer!

21. *Software Obsolescence Insanity:*

By the time you really learn how to use that software package, It is time for the next major upgrade!

22. *Schedule Insanity # 1:*

It may not be what you wanted,

but I finished way ahead of schedule!

23. *Schedule Insanity #2:*

Employee: ... and that's my five obstacles to completing the job.

Boss: It will be on schedule, right?

24. *Meetings Insanity # 1:*

Boss: What's this about your refusing to attend another meeting today just because you want to get some work done?

25. *Meetings Insanity #2:*

Have you noticed that meetings scheduled before or after working hours, goes up rapidly with the boss' rank?

26. *Three Phases of a Successful Project:*

1. *Punish the Innocent,*

2. *Promote the Guilty,*

3. *Reward the Non-participants!*

27. *Competency Dilemma # 1:*

Watch it, today's incompetent could be your Boss tomorrow!

28. *Intelligence vs. Rank Dilemma:*

Have you noticed that intelligence goes down with increasing rank?

29. *The B.S. Dilemma:*

When does B.S. equal Brilliance?

30. *The Camelot Insanity:*

For one brief shining moment, there was a gleam of sanity;

Then the storm clouds rolled back over it!

31. *Insanity World:*

The Happiest Place on Earth!

(*Sorry about that, Walt*)

32. *The Try Harder Insanity:*

That was a nice try, But that's all it was, just a try!

33. *Lead Time Dilemma:*

Regardless of the amount of lead time given to workers to complete their action items, there is only a 50-50 chance of getting your required responses on time!

34. *Notification Dilemma:*

Regardless of when the notification was given or its importance, 10% of the people will never get the message. **Cont.**

Cont. from Previous Pg.**35. *Panic Time Insanity:***

I have you noticed that panic time always seems to start just before quitting time, and panic rises in direct proportion to need time'

36. *Vendor Product Insanity:*

My system works fine as long as I don't have to meet any requirements!

37. *Customer Satisfaction Insanity:*

The Customer is always right!
Yes, but he may be out of scope!

38. *Probability Insanity:*

If there is a 50-50 chance of guessing right, 90% of the time you will be wrong!

39. *Logic Insanity:*

Stop it, you're being logical again!

40. *Plot Insanity:*

First draw the curve, then plot the points!

41. *Accuracy Insanity:*

Measure it with a micrometer, cut it with an axe!

42. *Decision Insanity:*

If you can postpone a decision long enough, one way or another the problem will get solved!

43. *Use Insanity:*

Isn't it amazing how useful things can get useless with use?

44. *Fine Adjustment Insanity:*

The finer the adjustment, the greater the error!

45. *Longevity Insanity:*

Why does an old tin can seem to last forever while a \$20,000 car will rust out in a few years?

46. *Good Enough Insanity:*

Better is the enemy of good enough
Corollary: If it ain't broke, don't fix it.

47. *Doubt insanity:*

Often wrong, but never in doubt!

48. *The Solution Insanity:*

The simplest solution is seldom the chosen one!

Editor's Note: This article is a reprint of Herb Huey's article from the June 1991 README.DOC. In the next issue Herb inaugurated Herb's Hangout with his Confessions of 'an Old ComputerHacker, which I also intend to run in the near future. Although it was written more than 13 years ago, The Rules of Insanity are certainly relevant today!

Chips-n-Dips**Dear Consummate Capitalist Consumer**

[Dennis Stacy](mailto:dstacy@texas.net) dstacy@texas.net

is a San Antonio writer and a member and regular columnist for the 64 page newsletter of the **Alamo PC Organization, Inc., PC Alamode**. His column archives can be found at <http://alamopc.org/pcalamode/columns/stacy/index.shtml>



Dear Consummate Capitalist Consumer,

First off, the family here at OneUpU would like to thank you for your purchase of the OneUpU All-in-One C130Z Color Scanner, Copier, Printer and Coffee Grinder, all for the retail price of only \$249. We would also like to thank you for returning the manufacturer's \$50-off coupon that came with your purchase.

Unfortunately, the coupon and qualifying materials you submitted did not meet our qualifications for a refund under the terms of the fine print of our agreement. Had you had on hand a magnifying glass capable of resolving 2pt print, we might not have had to reject your application for a refund for the following reasons:

1. As clearly stated, your purchase had to be made between 10 and 11 am on Saturday, February 16, 2002. Unfortunately, your purchase was made between 10 and 11 am Central Standard Time and OneUpU, located in Redmond, Washington, operates under Pacific Standard Time. We regret any confusion our wording may have caused.

2. Again as specifically stated, we asked that you enclose a copy of your proof-of-purchase receipt, not the original as you did here. If you would like your original receipt returned for any reason, please contact Customer Service between the hours of 4:30 and 5pm PST. Punch in your 12-digit product serial number and your original 16-digit CD key number located on the installation CD that shipped with your OneUpU All-in-One C130Z. The serial number itself is located on the inside of the RAM upgrade access plate on the bottom of the C130Z, easily accessible by standing the 70-pound unit on its side, unplugging the USB cable and removing the four Torq screws at each corner. Be advised that the use of a non-Torq screwdriver may void your 30-day product warranty, never mind stripping the heads of the screws themselves.

Users Helping Users

3. You were also requested to include a copy of the UPC bar code from the original product packaging, to be removed by box cutters, not pinking shears as you did. Again, you included the original. If, for any reason, you would like the latter returned, please see Note 2 above and contact Customer service between 5 and 5:30pm PST. Please have your 22-digit Customer ID number handy.

4. In order to qualify for OneUpU's \$50 cash refund, you were also required to postmark your return between 2 and 3pm on Monday, February 18, 2002. The fact that this turned out to be President's Day in some areas of the country is neither the fault nor the responsibility of OneUpU or any of its affiliates. You may want to contact the Post Office and/or your local congressperson to complain. Or visit OneUpU's user-friendly Web site, where you will learn no more than what we've just told you here, albeit with lots of colorful graphics attached.

5. You also failed to fill out some of the Personal Information data OneUpU requested. Some of these fields are optional, but others are required in order that OneUpU may better serve its customers' needs. Among OneUpU's required data fields, you neglected to mention whether your first born was a male, and, if so, whether he was circumcised or not. OneUpU does not share any data obtained from its customers and users, with the sole of exception of Microsoft, and only then because we have no choice if we want to continue to exist as a relatively independent entity. For more information about our Privacy Policy, please visit our web site. If you're a first-time visitor, just type Circumcision in the Password box and hit Enter. **Note:** that all passwords are case sensitive. If that doesn't work, you might doubleclick.

6. Finally, in order to comply with our coupon policy, OneUpU specifically requested that the purchase of your All-in-One C130Z not only meet all of the above requirements in order to assure a \$50 cash refund, but also stipulated that your purchase be made while standing on your head. We have reviewed the videotape file you submitted with your coupon (as well as the store's in-house surveillance cameras) and are forced to conclude that you never once left your feet. In addition, you also failed the breath analyzer test administered at the time of check out. And it would appear that your driver's license has expired. (Are you sure that's a picture of you and not someone else, or has your hair just prematurely turned gray?)

Your application for an additional \$5 refund on one-pound pouches of All-American Columbia Coffee Beans for first-time users failed on the same above grounds.

Again, we here at OneUpU appreciate your purchase of our product and look forward to serving you in the future. Visit our Web site regularly for additional special sales and coupon savings!

Editor's Note

There is a link on OCIPUG's webpage to all of the regular columnist's for 64 pg. monthly newsletter. It is
http://ocipug.org/newsletter_columnists.htm

Broadband Use Increases

Sandy Berger

More Americans are now using high-speed broadband connections like DSL and Cable to access the Internet. Nielsen/NetRatings just announced that their survey of 50,000 participants showed that 51% of the U. S. home Internet users are now accessing online information via broadband connections. This is a significant increase from the 38% that used broadband connections last year. Broadband connections include ISDN, cable modems and DSL. Narrowband connections are also called dial-up connections because they employ a regular home telephone line and a modem to dial a connection to the Internet.

Cable, telephone companies and Internet Service Providers have been successful in enticing computer users to upgrade to broadband with a myriad of special offers. This strategy is working to increase the number of broadband users who find it impossible to go back to the slower dial-up connections once they have experienced the faster broadband Internet. The move to richer, more interactive content on the Internet plus the increase of videos and other multi-media content is also convincing some users that it is time to ditch their old dial-up connection.

The Nielsen/NetRatings found that the younger crowd, people ages 18 to 20, were the first to embrace the faster technology with 59% of them using broadband. The majority of the more mature group of people over 50 is still using dial-up connections. Ages 65 and over had the lowest percentage of broadband use at 34%.

A similar report this past Spring from the Pew Internet and American Life Project showed that 55 percent of all adult Internet users — 68 million people — have access to high-speed connections either at home or at work.

Speedy broadband Internet connections are more expensive than dial-up connections, but they don't tie up the telephone line or require the installation of an extra telephone line. It is not surprising that more than 68 million people have found the Internet is more enjoyable with a broadband connection. I use a cable Internet connection at both home and work and find that it makes surfing more enjoyable and working more productive. Since broadband connections are "always on", you don't have to wait for the computer to connect to the Internet, which means that the Internet is much more useable and accessible.



OCIPUG
 Orange Coast IBM
 PC User Group

INTERNET TALK

by

Frank Chao

Greater South Bay PC Users Group

(GSBUG)

(September 2004)

Welcome to the 73rd "Internet Talk" article for "The Bug Report", a publication of the Greater South Bay PC Users Group (GSBUG). It is "back to school" time with computer retailers offering generous discounts and rebates to compete for your business. This is a good time to buy hardware and software. You can use your Web / Internet access to check out store inventories of items that you wish to purchase at retailers such as CompUSA (at <http://www.compusa.com>) and BestBuy (at <http://www.bestbuy.com>). However, if you need the exercise, you can go on down to Fry's Electronics, since you cannot check their store inventories online.

NEW FORMAT FOR ONLINE NEWSLETTER

Starting with last month's (August) issue, online version of "The Bug Report" will be published in Adobe Acrobat "pdf" format. You will need to have either "Adobe Acrobat Reader" or "Adobe Acrobat" in order to read these "pdf" files. As stated on the GSBUG Website, you can download the free "Adobe Acrobat Reader" at <http://www.adobe.com/products/acrobat/readstep2.html> Liz and I wish to express our thanks and accolades to Bob Hudak, Sharon Grant, and Shelly Miller for converting the online version of our newsletter from html to pdf format. It looks great !

MEMBERSHIP REPORT FOR GSBUG

Joyce Oliver reports that as of August 4th, our membership count is 154, which is 1 more than last month. Most memberships expire during the final three months of the calendar year. If your membership has or is able to expire, please renew it to help keep GSBUG a financially viable organization.

FREEDOMLIST

A comprehensive list of low-cost and free, dial-up Internet Service Providers (ISPs) can be found at <http://www.freedomlist.com> For California, this Website lists 8 free, dial-up Internet Service Providers (ISPs) at http://www.freedomlist.com/find.php3?free_isp_state=5

As expected, Juno and Netzero are listed at this page. Three of the these ISPs have initial, one-time "setup" charges. The only truly free ISP that is listed appears to be "SoCal Free Net". Their Website is located at <http://www.socalfree.net> Liz and I will try out their free, dial-up service and report back to you in the next "Internet Talk" article.

LOS ANGELES FREE-NET

Dial-up accounts at the Los Angeles Free-Net continue to be a viable way to get low-cost Internet access. The various types of

accounts that they offer are described at <http://admin.lafn.org:8000/lafn/users/welcome.html> For a private individuals, their "regular" account costs \$50 per year, has a session limit of 1 hour, except for the time period between midnight and 5AM and on weekends. For private individuals, their "slipstream" account costs \$65 per year and it also has a session limit of 1 hour, except for the time period between midnight and 5 AM and on weekends. "Slipstream" accounts provide 50 percent faster Internet access than "regular" accounts. For individuals, their "extended" account costs \$85 per year and it does not have session limits. However, these accounts are limited to 400 hours per month.

THE FREE SITE

An online listing for free samples, software, e-mail services, and giveaways can be found at <http://www.thefreesite.com> Enjoy!

NETZERO BEST OFFER

Netzero has three, non-free, low-cost options for dial-up Internet access at <http://www.netzero.com/bestoffer> Buyer beware, caveat emptor ! Read the details before you decide to take the plunge to make sure that you know what you are getting. There is a \$4.95, a \$6.95, and a \$9.95 per month option. Both the \$4.95 and \$6.95 options give you faster, advertising-free Internet access than their free Internet accounts. The \$4.95 option charges you 99 cents a minute after you exceed 10 hours in a calendar month. Both the \$6.95 and the \$9.95 options provide unlimited Internet access with no additional per-minute charges. The \$6.95 option gives you the same speed of access as a free account while the \$4.95 and \$9.95 options both provide you with enhanced caching software to speed up your Internet access.

MORE ABOUT KAROKE SOFTWARE

In my last article, I elaborated on how you can use your computer and it's Internet connection to do karaoke sing-along for free. If you need a copy of the August newsletter, it is available at <http://gsbug.apcug.org/August2004TheBugRpt2.pdf>

In the present month, I continued experimenting with this fun technology and here is what I discovered: Some midi (*.mid or *.midi) files have lyrics that display when they are played with a karaoke software application and some do not have lyrics available. A particular kar (*.kar) file will display lyrics when played in one karaoke player software application and the same file might not display lyrics when played in another karaoke player or players.

Some older karaoke player sare unable to display the lyrics inside midi files at all. For example, the "WinKaraoke 1.5" player (which is available at <http://www.francisli.com/wink/>) is unable play midi (*.mid or *.midi) files at all. However, this free player does such a good job of playing and displaying the lyrics for *.kar files that I recommend it anyway. When you wish to play a midi file (that has lyrics in it), you can use one of the other three player applications instead. If you download and install all four of the karaoke players in the August article, you should be able to play any kar or midi file and display the lyrics, assuming that the midi file has lyrics inside it.

In addition to the four free karaoke player software applications that I recommend, I tried eight additional karaoke player software applications and am unable to recommend them for a variety of reasons.

WAYS TO CONTACT ME:

If you have any questions or problems, I can be contacted by the following methods:

1. Send me e-mail at: fchao@pacbell.net
2. Leave me a voice message at (310)768-3896.
3. Send "snail" United States Postal Service (USPS) mail to
Frank Chao
 4001 Inglewood Ave., Ste. 101
 PMB 305
 Redondo Beach, CA 90278

Or sell your computer and take up golf instead !!

Social Security Online

Sandy Berger



This week I talked directly with William A. Halter, deputy commissioner of the Social Security Administration, to find out how technology is affecting his agency. I was excited to find a success story we all can applaud.

The Social Security Administration has always been a pioneer in technology. This agency launched an early government Web site back in 1994 that attracted 26,000 visitors its first year. Mr. Halter is proud of the fact that the Social Security Administration has now embraced the Internet world with its [Social Security Online](http://www.ssa.gov). This new Web tool is benefiting the agency itself, the individual Web site users, and all taxpayers. In our telephone interview, Mr. Halter was quick to point out cost efficiency was an important result of the online efforts of his agency. A specific example of cost-saving benefits from Social Security Online is the replacement of lost Medicare cards. Over 750,000 people lose their cards each year. The traditional replacement method costs \$4.50 per card compared to pennies per card using an online method.

I was impressed with Mr. Halter's energy, enthusiasm, and goals. He is not satisfied with his Social Security Administration's record in cost savings; he is also promising improved customer service to one in six Americans who are social security recipients.

Recognizing the early success of teaming Social Security with the World Wide Web, his agency has set the ambitious goal of making the Social Security Administration and its 1300 field offices the best providers within the government.

Customer service for the Social Security Administration generates staggering statistics. More than 70 million calls are received annually by the Social Security Administration on its toll free number, and over 600 million checks are distributed each year. The Web site already attracts sixteen million unique visitors per year. In March an [electronic newsletter \(http://www.ssa.gov/enews\)](http://www.ssa.gov/enews) was launched, and each month breaking news is distributed to over 100,000 subscribers. This newsletter will keep the average Social Security Administration user better informed and will play a major role in allowing the SSA to connect with its users in an efficient cost-effective manner. The SSA has recently added a retirement planner to its Web site. Mr. Halter reports the SSA plans to keep a watchful eye on security issues as it adds more useful services to its Web site. As the online approach is expanded, it will, no doubt, make dealing with the SSA quicker and easier. Mr. Halter and the SSA may soon have us applauding non-stop.

Internet Humor

When School Projects Go Bad

A class of elementary students wanted to make a planter to take home and wanted to have a plant in it that was easy to take care of, so it was decided to use cactus plants. The students planted the cactus seeds in the planters and they grew nicely but unfortunately they were not allowed to take the planters home.

A look at the photo below explains why. The cactus plants were removed and small ivy plants replaced them and the children were then allowed to take them home. The cactus plants had seemed like a good idea at the time....



*Submitted by Loren Tuthill
 ORCOPUG*

DONA'S COMPUTER CAPERS

By

Dona Z. Meilach

PLASTIC SURGERY, BANDWIDTH METER, AND CAR JACKING

It began when someone sent me a site where one could change all the physical attributes of our president. Click on eyes, nose, mouth, hair, and get a change of face for the president, from bearded blonde to cross-eye brunette. Changing images via computer graphics is nothing new, but what if you want to find out for sure how you will look with different enhancements? This isn't fun stuff or cartoon imagery, and it's not only skin deep. It may help you decide if and when and what you might want in invasive plastic surgery.

A recent article in the Los Angeles Times reported that plastic surgery in China is "the in thing to do." So much so that the latest beauty contest is Miss Plastic Surgery...and that the "natural" look does not belong in this venue. Entrants must show a doctor's certificate that surgery has been performed to be allowed in.

The Chinese claim that altering beauty is a very natural thing to do, no different than altering our bodies through exercise and diet. So in America where many people keep their surgical procedures as quiet as they can and resent it if someone asks if they've had their nose fixed, their eyes changed, their face lifted, or their bust or backside altered, how will the Chinese attitude be addressed?

Only time will tell, of course. Meantime, if you're thinking of getting on the Chinese bandwagon, you should consult several computer sites before you consult a plastic surgeon. Begin by entering plastic surgery in your search engine. What is one of the first sites listed? Awfulplasticsurgery.com. You might think the breast enhancement looks good on the woman shown until you read the caption explaining why she has a deep gap between her breasts. And another where the breasts are so high, they lift when the arms lift.

There are sites for low cost plastic surgery, the breast site, plastic surgery info, and enough sites to keep you reading and checking until you know enough to ask intelligent questions when you see a doctor. These sites are for men and women.

Consult www.beautyworlds.com for additional before/after photos, plus cautions to address before making the plunge. About 50% of women and men over 50 will tackle some kind of plastic surgery improvement either through invasive plastic surgery or non-invasive shots with Botox.

If you're considering any type of beauty enhancement, read "Awakening Beauty: an Illustrated Look at Mankind's Love and Hatred of Beauty," by Anthony Napoleon. He is a psychologist who has spent many years studying beauty and its impact on individuals and society.

COSMETIC MAKEOVERS

Is it worth \$19.95 to get a virtual makeover before you deal with the vicissitudes of plastic surgery? You can do that at www.virtualmakeover.com. You load your picture into this site sponsored by Cosmopolitan magazine and you can see how you might look with various changes of hairdo, makeup, eye makeup, and so forth. Might make a trip to the beauty parlor more profitable in the end if you can show the operator what you have in mind.

Another site that will help you find the best hairdo for you, and other beauty aids is www.stellure.com. It has a two tier price; one is \$19.95 for a stand-in model on which you can try the changes. There's a 6-month membership or \$34.95 for 1 year and \$49.95 for a lifetime membership. In the higher priced memberships, you send them a digital photo of yourself and they will provide an image that you can play with using their software. See www.Womansday.com

There are too many sites to list here but with these hints and cues, you should be able to find everything you need to know before you decide to become an entrant in the Chinese Miss Plastic Surgery contest.

HOW FAST IS YOUR ISP?

CNET recently challenged readers to learn/know the speed of their bandwidth. They provide a link to a site that performs a simple Bandwidth meter test. You may just be curious about how fast your ISP downloads information and whether or not you might find a better service. Some users can use the information to troubleshoot their Internet connections.

It's easy and quick. When the test screen appears, you fill in your area code and current ISP provider, hit GO and the test is performed. For now, it only works in the United States. It's a good idea to add this site to your favorites and check it every so often...like changing the oil in your car to be sure things are continuing to run smoothly.

http://reviews.cnet.com/7004-7254_7-0.html

NEW CAR JACKING SCHEME

One of my readers forwarded this information provided by the San Diego Police Department and it's worth sharing. You walk across the parking lot, unlock your car, and get inside. Then you lock all your doors, start the engine and shift into REVERSE. When you look into the rearview mirror to back out of your parking space, you notice a piece of paper stuck to the middle of the rear window. So you shift into PARK, unlock your doors and jump out of your car to remove that paper (or whatever it is) that is obstructing your view.

When you reach the back of the car, the car-jacker appears out of nowhere, jumps into your car and takes off! Your engine was running, (ladies would have their purse in the car) and they practically mow you down as they speed off in your car.

Don't check that paper! Just drive away and remove the piece of paper later, and be thankful that you read this notice. I hope you forward this to all your friends and family...especially women! A purse contains all identification, and you certainly do NOT want anyone getting your home address. They already have your keys!

Dona Z. Meilach is the author of over 85 books with 10 on computers. Her newest book is WOOD ART TODAY from Schiffer Publishers. <http://www.schifferbooks.com>. Put her name in the search box. Other computer organizations interested in running this column should contact the author. The column is also available as a free E-zine. Subscribe DCC: Contact Dmeilach@msn.com. Dona's Computer Capers may also be found at <http://www.smalladdictions.com/Skateboard>.

**Reprinted from
Orange County Register**

May 1st, 2004

Page 1 - Business Section, Feature Article

Hot-spot Hangouts

Adding wireless Internet to a public venue can attract customers and extra money. But where do small businesses start?

**By
TAMARA CHUANG**

At Cafe Ruba in Costa Mesa, customers can play a game of pool, pose in front of a Web cam and wirelessly surf the Internet.

The cafe's wireless Internet access, called Wi-Fi, allows customers to sip a Ruba Breezer smoothie while checking e-mail or surfing the Web on their own laptop computer or digital organizer. The technology, which wirelessly links into the building's high-speed Internet line, has been a free perk at this eclectic eatery for about a year.

But starting this week, Wi-Fi is available only to customers who sign up for Cafe Ruba's membership program, which has 9,000 members and counting. Cafe owner Ernest Taraji wanted to make the service exclusive to members and hired Hospitality Tech, a Huntington Beach firm that installs for-pay Wi-Fi systems in hotels and restaurants. With the new system, Taraji could charge for the service, but right now, it's still free to members.

"If you don't have a card, you're not going to get access for free. But it's free to get the card," said Taraji, who opened the cafe about four years ago. "We think it will double our (customer) volume."

While it's still up for debate whether a Wi-Fi hot spot itself is profitable, an increasing number of businesses are interested in

creating public wireless hot spots in restaurants, hotels, office buildings and elsewhere, as they discover that hot spots can attract more customers. But many small business owners aren't tech-savvy enough to know where to start, let alone make money off the service. There are security issues to ponder, payment systems to consider and marketing to prepare so potential customers know the hot spot exists. "It's just really confusing," said Jean Brucato, office manager of Laguna Hills Lodge, which is pondering high-speed Internet options. "(Wi-Fi) would definitely attract and improve business. We have people call here and they ask (whether we have it), and we tell them what we have, and they say, 'OK. Talk to you later.' ... We're becoming the second choice, and that's not what we want to be."

THE QUANDARY

Hot spots are proliferating like rabbits. According to market researcher In-Stat/MDR, the number of locations jumped from a few hundred four years ago to 40,000 worldwide last year. Some offer the service for free to consumers. Others charge up to \$10 a day, or more for a monthly pass. But there have been few reports about profitable ventures. "No one is making money on it," said Curt Collier, vice president of sales at NextWeb, which provides high-speed Internet through satellite connections and builds Wi-Fi hot spots. "We believe most businesses will consider it part of their marketing budget rather than something they're going to make money on." In fact, Toshiba Corp., which has its U.S. headquarters in Irvine, made a big push in the hot-spot market last year, creating a "SurfHere" program that helped businesses create, manage and collect payments at hot-spot locations. But last week, Toshiba ended the effort and gave its customers to rival Cometa Networks.

The hot-spot business wasn't a profitable venture for Toshiba, better known for its notebook computers with built-in Wi-Fi, said Chris Harrington, vice president of strategy and business development at Toshiba.

"We were part of the stimulus for the emerging market but, going forward, we don't need to grow the network. We're leaving that to someone else," Harrington said.

OUTREACH

The larger Wi-Fi providers, from T-Mobile to Wayport Networks, prefer to work with big businesses that have multiple locations needing to get unwired. Access to these better-known Wi-Fi shops hasn't been easy for smaller businesses, pointed out Floyd Hubbell, vice president and general manager of sales, marketing and business development for hot-spot membership company Boingo. Boingo works with many of these large providers by coordinating thousands of hot spots under a single membership so, for example, a Wi-Fi user at the Hilton in Costa Mesa can also use the hot spots offered by Truck stop.net. But for small-business owners that ask Boingo for help, the company points them to a do-it-yourself kit it recently began marketing with Irvine-based Linksys. The kit, essentially a Linksys Wi-Fi router, sells for \$230. The program lets the store owner install the equipment while Boingo takes care of the service. Boingo pays the owner up to \$4 for every daylong connection and \$20 for new monthly subscribers.

Cont.on Page 21

The DealsGuy for October, 2004

by Bob (The Cheapskate) Click,

Greater Orlando Computer Users Group.



Central Florida experienced Hurricane Charlie, as you may know. Charlie was originally predicted to cross just north of us and we would only get the edge. Don't we wish; the worst of it ended up passing directly over us because it unexpectedly turned ashore further south than originally predicted. Our wind gust expectations would change to in excess of 80 mph instead of 50 mph. Actual wind gusts of 105 mph were recorded at the airport. Since we have no interior rooms, we sat in the living room waiting it out. Many times our patio doors would start rattling and we saw the glass actually warp in and out, along with the same action for our front windows and their sliders, but surprisingly, no breakage. Then the whole house would shudder and I hoped the place would hold together. If the roof had come off and we got sucked out, we would have no choice but to wish each other a good trip and I forgot to keep my camera handy so I could take pictures as I left.

In the end though, our house suffered little damage. There's only one large tree near our house while many other houses had more. One house on our block had two large trees fall on it, but the damage wasn't bad. Charlie blew some soffit from under the eaves on one side of the house and blew one screen out of our back porch. While most homes on our block suffered the loss of many, if not all, of their shingles, we only had one broken shingle. Only one house on our block was unhurt, but others had considerable roof and tree damages. We had no power for five days, but many areas went without power for much longer. At this writing some are still without power.

When we were trying to find a restaurant (very scarce here for several days), it was an experience because with the power out in much of the eastern Orlando area, most traffic lights were inoperative and few people were courteous at intersections. Gas was scarce, but we had filled up before the storm. A station with gas and power to pump it usually had very, very long lines. It was impossible to find ice in stores, although a few places were set up, not near us, where volunteers passed out free ice, drinking water and Deet insect repellent. Grocery stores open for business were scarce, and if you found one, it was without milk and other necessities. Also, no lamp oil, wicks, batteries or plain telephones. I needed a new wick.

Our street had many downed tree branches, but many streets were even impassible for a few days until people and crews cleared them out. Some areas had no water, and where sewer lift stations had no power, there were problems with sewer backups, although not in our area. Our subdivision has underground utilities, but our wellbeing depends on the feeder lines coming in on poles. I saw pictures of streets where an entire line of wires and poles were broken off laying on the street. Progress Energy said that much of the grid had to be rebuilt.

There were several sad stories about people who died more or less as a result of the storm. I was unaware that a storm could affect people's pacemakers, which was the problem for one as well as his lack of oxygen. Trimming trees is also a dangerous job, which resulted in a couple of deaths. It was an experience I hope not to have again for a while. However, many neighborhoods certainly helped each other out with food when somebody had power and others didn't. Some also shared generators. The paper and TV were full of stories both sad and good for days. I'm glad we didn't live on the gulf side of the state where the storm came ashore with much more power and devastation.

Costly Celebration!

My wife and I worked the 25th anniversary of the Home Depot stores [<http://www.homedepot.com>]. It was held at five different elegant hotels and the Orange County Convention Center. We worked at the Gaylord Palms [<http://www.gaylordhotels.com/gaylordpalms/>]. The name of the game was party and that is what nearly 6,000 attendees did. A large well-decorated hall with pool tables, other games and a bar was set up, and Universal Studios Park was rented for one day. Attendees were flown in from all over, even from China, and all at Home Depot's expense. I'm told the cost for this celebration was over 25 million. One manager told me they would make that back in a short time. Perhaps, but I wonder if the shareholders would approve of that expense!

We also worked two days at the same hotel for the Sybase [<http://www.sybase.com>] (TechWave 2004) show that took place only a couple days after hurricane Charlie. In spite of Charlie, the attendance was about 1,300, including 300 employees, which surprised management under the circumstances. They promoted PowerBuilder 10 as well as their other products, and put on a great production.

While working that show, we certainly noticed that many Progress Energy workers, along with many utility workers that came in from out of state, were headquartered at the Gaylord Palms Resort. Their parking lot had many utility trucks and there was an inventory of poles, power transformers, wire and other important parts. The hotel prepared some great meals for those hard working folks, however I'm not sure who paid for that and the rooms. Power line damage was very severe in that area.

Correction

Last month one of my items was PopFile, a product to filter spam. I misunderstood Paul Witheridge's comments and said it was also an antivirus, which was incorrect. What he had meant was that with training, it could filter out spam with a virus in it, which

Cont.on Next Page

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Cmeans it might substitute for an antivirus. Sorry for that misconception on my part.

Fundraiser

This vendor might help raise funds for your treasury. They call themselves "The \$2.95 Guys" and can offer you T-shirts at good prices. They can package or compress them in all sorts of unique shapes. Quantity for that \$2.95 price is rather high and I'm not sure how competitive their prices are with the lower quantities. However, it won't hurt to take a look if you are looking for shirts. For the compressed shirt packaging, the price is more. The sample they sent me was a Hanes, which I consider a quality name. They are at [<http://www.295guys.com>], or call them at 1-800-536-5959. The person I originally talked to was Tom Hardy, but to my surprise, he has not returned my calls for a confirmation after three days of trying, so good luck if you order. I can't change this item because the column has already been sent to my "early editors." No special deal for the column, but I thought of it as a possible fundraiser.

Another Fundraiser

This might be something a bit unique, but when I heard about it I thought it would help make money for an individual, or a group. The name is CafePress and their URL is [<http://www.cafepress.com>]. You can make money with absolutely no investment. All you have to do is come up with your own individual design of some sort, or a logo that you like. They offer a number of products to carry your design or logo, which can even be a statement or question. I counted at least 70 products offered on their Web site to carry your creation. A friend designed a shirt with "Ask me where I bought this!" that he is selling.

After making your choice, set your price, which should be over their base price in order to make money for you. They handle all the ordering, sales and shipping, then send you a check when you have accumulated enough. Hopefully, their accounting is accurate. Not a bad deal considering you have nothing invested except your time and creation. Be careful you don't infringe on something copyrighted, especially phrases and sayings.

That's it for this month. Meet me here again next month if your editor permits. This column is written to make user group members aware of special offers or freebies I have found or arranged, and my comments should not be interpreted to encourage, or discourage, the purchase of any products, no matter how enthused I might sound. Bob (The Cheapskate) Click [bobclick@mindspring.com]. Visit my Web site at [<http://www.dealsguy.com>] for interesting articles from user group newsletters. I also posted some interesting Web site pages for your viewing. They contain new product announcements that I received over a period of time in 2003. More will be forthcoming when I get the ambition.

Alternative Browsers



Sandy Berger

Last month critical security glitches were found in Microsoft's Internet Explorer Web browser. Usually when this happens, Microsoft follows up quickly with a patch to repair the problem. Last month's problems were different; no immediate fixes were issued sending many security conscious computer users looking for alternative browsers.

The release of Service Pack 2 (SP2) for Windows XP solved these security issues for Windows XP users. However, only days after the release security gurus announced that they have found a security hole in SP2. Guess which program is affected? Not surprisingly, it's Internet Explorer. So using an alternative browser is still a good idea.

To use a different Internet browser, you don't have to uninstall Internet Explorer. In fact, you can actually use two or three different browsers at the same time with no interference. It's easy to get a different Web browser. Just visit one of the Web sites that provides a free browser and download it to your computer.

Right now I am using the Opera browser which is available at www.opera.com. Opera is a free 16.2 MB download that will download in approximately five minutes on a broadband connection and about 40 minutes over a dial-up connection. The free version of Opera has small unobtrusive banner ads. There is also a \$39 ad-free version, but I haven't found the ads offensive, so I continue to use the free version. I like Opera so much that I doubt I will ever go back to Internet Explorer. Opera is a tabbed browser, so when you open an Internet page, you can see it as a tab on the top of the screen. Open another window as a new tab and you can easily jump back and forth. You can also see all the Windows that you have open at any given time. I find this great for research as well as for comparison shopping. I also love the mouse gestures that are built into Opera. If you hold down the right-mouse button and move the mouse you can perform certain functions without having to move the cursor up to the menu bar. One example that I use everyday is this: Holding the right mouse button down and moving the mouse to the left will take you to a previous page. Opera also has "hotclicks". When you double-click on any word a menu pops up that offers options like searching for that word, translating it, and looking it up in a dictionary or encyclopedia.

Another good alternative browser is Mozilla's Firefox which is available as a [free download](#). When you install both Opera and Firefox you will be given the option importing your Internet information. Opera can import bookmarks and favotires. Firefox allows you to import options, bookmarks, history, passwords, cookies, and other data from Internet Explorer, Netscape or any browser

Alternative Browsers Cont.

Be aware that there is a downside to using an alternative browser. Since 95% of Web surfers use Internet Explorer some Web sites will only work properly with that browser. Luckily, these instances are fairly rare. After using Opera for several months, I have only found one Web site (www.weightwatchers.com) that would appear only with Internet Explorer. I have, however, found several that didn't function correctly in Opera and/or Firefox. For instance when trying to make a purchase at the Talbots Web site, the size and color choices could only be accessed when using Internet Explorer. Another example, I can access my Web mail with Opera and Firefox, but when I want to send mail using my Web mail account, I have to be using Internet Explorer. For this reason, it's best not to uninstall Internet Explorer. Even if you don't want to use it as your everyday Web browser, you might need to use it to access a certain Web site.

If you are used to using Internet Explorer, downloading and using a different Web browser is a big step. Although most alternative browsers are similar to Internet Explorer, you will need to invest some time into learning the new interface. If you decide to change, be sure you also invest some time in learning how to use some of the new and different features of your new browser. You may find that you uncovered a real treasure.

TECH NEWS

**By Sue Crane,
Vice President / Editor,
Big Bear Computer Club, CA**

The Check Clearing Act for the 21st Century Act goes into effect Oct. 28 and will encourage the banking industry's use of image technology. If you ask for a canceled check for proof of payment, you'll likely receive an IRD (Image Replacement Document) instead.

This fall, Californians will start paying \$6 to \$10 more for every monitor, flat panel, laptop and TV sold in the state — the result of a recycling law that will take effect Nov. 1.

Google queries can return Web sites that list personal information including names, addresses, phone numbers, and credit card data of hundreds of card holders. Google would not comment, but they've decided to allow anyone to request the removal of any document that includes a Social Security or credit-card number—simply send a note to help@google.com with a link to the page. So far this year, Visa has had 20 sites pulled from the Web for trafficking in stolen credit cards.

Intel will incorporate changes in its 65-nanometer strained silicon manufacturing process beginning in 2005. Circuits made on the 65-nanometer process can boost performance or cut power consumption or do both. The enhanced version can increase performance by 30 percent. With strained silicon, Intel is at least a generation ahead Competitors IBM and AMD who have also begun to include strained silicon in chips. In 2009 Intel expects to be making 32 nanometer chips.

Mayo Foundation will use IBM's Blue Gene supercomputer for mathematical modeling required to understand gene and protein structures and their interactions to get clues about disease

causes. The technology, aimed at improving diagnosis, curing diseases and developing individualized treatment, may help Mayo understand which genes might be responsible for certain diseases, including various cancers.

Researchers have developed a way to print sheets of solid animal tissue by filling inkjet cartridges with animal cells, or "bio-ink" and using basic AutoCAD design software. The scientists are designing and generating tissue that could someday save heart patients who need new cardiac tissue and allow doctors to study, scan, and duplicate exactly what a patient needs and develop custom treatments.

A free program from eMachineShop.com may be an inventor's dream. The program lets people design 3-D objects (such as car parts, door knobs, etc.) in metal or plastic and then order them online. The software checks to determine whether a design can be made, tells the customer how much it will cost, and sends the design to a "real world" machine shop for manufacturing. Freescale Semiconductor Inc. received certification from the FCC on Monday for its ultra wideband chip set. UWB (ultra wideband) wireless technology is expected to replace USB as a peripheral connector for PCs and could enable a new generation of wireless devices. The first generation products support 100-110 Mbps and the road map aims for speeds of 220 Mbps by the end of the year.

Sony's new television technology allows viewers to zoom in, pan and tilt their perspective in television broadcasts. Sony said the new DRC-MFv2 or "Digital Reality Creation Multifunction" controller chip will help to unlock and take more advantage of the level of detail available in high-definition digital video. Digital Lifestyles believes it's got exactly what teenage computer users want. The hip-e computer is white with screen and keyboard framed in fuzzy pink fur. Or a leopard skin. Or a graffiti pattern.


There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

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JACK BENNY
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Too Good To Be True Cheap Software Is No Bargain

By Bert Nixon

General Computing

October 2004 • Vol.15 Issue 10

Page(s) 36-37 in print issue



Spammers offer a wide range of products, many of which aren't really suitable for discussion in a family-oriented magazine. One common offer is software at very low prices, or as one solicitation puts it, "Your needed soffttwares at Rock Bottom price!"

What happens if you buy something through a spam solicitation such as this? We decided to find out.

Buying In To Spam

We've deleted the name of the company and the list of cheap "soffttwares" they offer, but it should be obvious that an unprofessional spam email that promises prices that are too good to be true is, in fact, too good to be true.

We gathered "cheap software" solicitations from a variety of sources. Typically these come with some kind of garbled message in the subject line to avoid spam filters and a link in the text of the message that will take you to a Web site where you can look over the offerings. The email text is almost always written by someone who obviously did not grow up speaking and writing in English. We were enticed by such interesting offers as "CDs with all new soft worldwide very cheap" and "very cheeap priceees for the top-rated softwares!" How could we resist?

Sometimes the links were already broken by the time we clicked them (maybe incredibly cheap software sells out quickly, or maybe they get shut down quickly by the authorities), but about six of these emails actually took us to a Web site. (We've opted not to generate any publicity for the company, so we're not printing the URL [Uniform Resource Locator].)

Piracy A Big Problem

The company seemed to be selling pirated software, but we decided to suspend our disbelief and take a chance that they

might deliver real working products. Software piracy is estimated to cost the software industry about \$12 billion annually, and we wanted to find out what a pirate (if this turned out to be pirated software) might deliver for the money.

The software offered for sale on the company's Website includes a variety of popular applications from the major software manufacturers. The site looks professional, with testimonials from customers, an explanation of shipping policies, and an FAQ (frequently asked questions) page. Confronting an might deliver real working products. Software piracy is estimated to cost the software industry about \$12 billion annually, and we wanted to find out what a pirate (if this turned out to be pirated software) might deliver for the money.

The software offered for sale on the company's Website includes a variety of popular applications from the major software manufacturers. The site looks professional, with testimonials from customers, an explanation of shipping policies, and an FAQ (frequently asked questions) page. Confronting an obvious question head-on, the marketing material asks, "Why so cheap?" and responds by noting that the software is OEM (original equipment manufacturer), that no tech support is provided, and that you get no documentation with the CD. In other words, the company attempts to turn a series of faults into virtues. The site goes on to promise that the software is "original and fully functional."

The SIIA (Software and Information Industry Association), an industry association involved in fighting software piracy, lists warning signs of counterfeit or pirated software on their Web site (<http://www.sii.net>), including:

- ◆ The software lacks documentation.
- ◆ The software is labeled as OEM or backup software.
- ◆ The Serial #/CD Key is printed (using an inkjet or laser printer) on the CD, sleeve, or jewel case.
- ◆ The price of the software is far below retail price.

The SIIA Web site also cautions that companies selling OEM software should be avoided: "Not only are they probably dealing in counterfeit software, but they may even rip off the credit card that you use."

After giving due consideration to the SIIA warnings, we ordered the software anyway. The site notes that delivery can take up to four weeks and asks you not to inquire about the status of your order until at least that much time has passed. The site also indicates that the software is being shipped from Eastern Europe, which is apparently the reason that delivery takes so long. However, the cash transfer technology seemed to work quite quickly: The money was charged to our debit card account within three days of the order. Information from the bank indicated that the charge originated in France.

Cont. from Previous Pg.

The Publishers Have Their Say

While waiting for the software to arrive, we contacted spokespersons for both Microsoft and Adobe Software, since products from both companies are prominent on these sites. We wanted to get the companies' viewpoints on the products that are offered over these sites and find out how what steps they take to prevent software piracy.

Both companies responded that the software was counterfeit.

"These tactics used by companies selling cheap software are generally indicators of pirated or counterfeit product," said Microsoft Senior Attorney Mary Jo Schrade. "We often see that companies selling pirated software make up stories about why the software is cheaper than that coming from legitimate sources. Consumers who purchase counterfeit or illegal products . . . are duped into buying something with no value whatsoever," Schrade noted.

Drew McManus, Adobe's director of anti-piracy stated, "This is not a legitimate Adobe reseller." McManus also noted, "Reselling OEM bundle copies from bundle agreements is a violation of Adobe's end user licensing agreements, and therefore violates copyright laws."

According to Schrade, the buyer should beware. "If the product is genuine, it may be missing components, it may be used OEM product and not transferable, or it may be a 'not for resale' product such as a volume licensing product."

Asked if there were any possibility that a reseller could be legitimate and still be selling software at prices far below market, Schrade responded, "If consumers are finding Microsoft software for a price that seems too good to be true, it is likely that the software is not legal."

Performing a Google search on the words "low price software" displayed a sponsored link to the Web site from which we purchased the questionable software. We asked Microsoft and Adobe what steps they take when they find a probable software pirate buying space on a search engine's paid search program. Both responded that they work cooperatively with search engine companies to remove suspicious offerings from search engines and auction sites, and that such sites are generally cooperative. A Google spokesperson declined to comment for this article, but since we brought this site to the attention of these three companies, the site no longer appears as a sponsored link on Google.

Eventually the software arrived in a plain envelope postmarked in Moscow. The Envelope, Please

After approximately three weeks we received an envelope from Russia containing a CD for the product we ordered. There was no user documentation and the CD had the software product key printed on it with a laser printer. It was an Adobe product and Adobe's McManus confirmed that the product key was pirated. It appeared to be a copy of OEM software.

When we tried to load the software on a test machine, the serial number printed on the label turned out to be invalid; we'd paid \$60 for a coaster. We can't call Adobe and complain, so the site gets our money and we get nothing.

When we tried to load the software on our test machine, the serial number turned out to be invalid. Result? Nothing to show for our \$60 except some cool Russian postage stamps.

Final Score: Spammers 1, Gullible Magazine Writers, 0

So, what can you expect if you purchase "incredibly cheap software"? If you're lucky, you'll get software that works, but you'll have no support and you'll be exposing your credit card to the potential of fraudulent use. You will also be a party to an illegal act. If you're unlucky, you expose your card to potential fraudsters, get nothing in return, and have no way to get your money back. In addition, you could end up with a virus. Oh, and you could be prosecuted for software piracy.

In the end, using common sense can help keep your supposed bargain from turning into a truly bad deal.

SP2 Report

To its credit, Microsoft is offering a free CD— MS even pays shipping and handling. There also are no license restrictions on the CD: You may freely copy it, share it, borrow it from someone else, whatever.

Here's one reader who found and ordered the CD: In case you do not yet know about it, the SP2 CD can be ordered from Microsoft. <http://go.microsoft.com/?linkid=914701>

I have not yet loaded SP2 on your advice. I have ordered the CD and will install when I am ready. Auto Updates are off. —

Terence Lee

Getting the patch on CD actually can be handy for everyone: If you ever need to reinstall your OS from scratch, loading from CD is fast, convenient, and doesn't require that you have any network connection at all. It's worth having, if only as a "just in case" tool.

We'll have a lot more on SP2 soon. Stay tuned!

Browser Power

by

Vinny Labash

Sarasota PC Monitor,

Sarasota FL PC Users Group

www.spcug.org



You are undoubtedly familiar with the Explorer's standard tool bar and the basic browser internet navigation functions. Let's look at some tasks not covered by the toolbar.

To do more than the basics with the internet, you need access to the latest internet news, software updates, tips, and tricks for using your browser. Microsoft devotes a portion of its website to this function and they call it "Microsoft at Home". While some of the content is advertising for its products, the site does contain a lot of useful information. Here's how to add it to your Favorites.

1. On the File menu of your browser's Menu bar, click Open.
2. Type <http://www.microsoft.com/athome/default.mspx>.
3. Click OK.
4. From the Favorites menu, click Add to Favorites.
5. Select a folder if you like, and then click OK.

Before you leave the "Microsoft at Home" page, select Print Preview from the File menu. Notice that the material selected for printing is "truncated", cut off at the edge of the right margin. Microsoft didn't program that portion of its site with printing in mind. There isn't a lot you can do about it because you can't change Microsoft's code. We bring it to your attention because you shouldn't drive yourself crazy trying to fit the information on the page. This is not unique to Microsoft. Most internet pages are not concerned with printing material, but with displaying it properly while accommodating the eccentricities of different browsers.

Open the File menu again and move your mouse pointer over the Send option. The submenu allows you to email the whole page or email only the URL (recommended), which saves a lot of space on your email note. You can also create a shortcut to the site on your desktop.

If you see a picture you like on a website, move your mouse pointer over the image. If the pointer changes into a hand icon, right-click on the image. The popup menu will show that you can email the image, copy it to your PC, set it as background on your desktop or print it. Imagine that!

After performing a search, the browser brings you to a web site, and the word or phrase you searched on is nowhere in sight. Rather than scrolling through the site searching manually, hold down the Ctrl key and tap the F key. (Ctrl+F) This brings up a Find dialog box where you can type in the search phrase in the text area and your browser will find it for you. You can also access this handy tool from the Edit menu.

The View menu has a lot to offer. This is where you turn your toolbars on and off. If you are missing a toolbar, look here first. Open the Privacy Report on the View menu and check if Explorer is restricting or blocking any cookies from the site. The Privacy Report dialog box also allows you to override cookie handling from any individual web site. Click on the Settings button and then the Edit button. You can specify which web sites

Imagine a gigantic library, thousands of times larger than any other library in existence. Imagine enormous shelves filling this library in every direction as far as the eye can see, so high you have difficulty seeing the tops of the shelves. The shelves are filled with books of various sizes. Some books are as small as one page. Others are hundreds of thousands of pages thick. The books are randomly distributed throughout the library.

Patrons of the library enter and leave at the rate of thousands every second. They examine books, sometimes copying portions or all of their contents. On the floor of the library are dozens of independent groups of workers cataloging, indexing, and classifying the library's contents.

The library building is the structure of the internet. All of the hardware, connectors, switches, routers, cabling, and other assorted apparatus and paraphernalia that make up the internet are found in this cyberspace library. The shelves represent the World Wide Web. They are the containers that house information stored on web sites. The books stand for the websites. Some are small, like most personal web sites. Many are huge corporate web sites which can run into hundreds of thousands of pages. Millions of other web sites fall between these extremes.

Patrons of the library are people like you and me using it for data, entertainment, doing research, and many other things, traditional and unorthodox. The independent groups of workers are developing search engines and further methods to help us find what we want.

If you can imagine this scenario, you have a good grasp of how the internet actually works. It is the most magnificent assortment of information that has ever existed, with a really lousy card catalog.

Where does your browser fit? It's the tool that allows you to access information stored on web sites. Information can be text which you can read. Information can be in the form of photographs, drawings, and other kinds of graphic images. Your browser's versatility lets you listen to sound files and view video clips. In most cases you can transfer any of this information from a web site to your PC for your personal use without having to learn any sophisticated computer "tricks". All that is necessary is for you to understand a few essentials about how your browser works.

Begin by opening your browser after starting your PC. You can do this from a menu option or click an icon on your desktop, but you probably already know that.

are always or never allowed to use cookies, regardless of the site's stated privacy policy.

Open the Tools menu and select Internet Options. On the General tab, look at the Home Page section. Select the web site you wish to have as your home page. Change it as often as you like. The History section lets you decide how long you want your wanderings on the internet to be stored on your computer. Select the number of days you feel comfortable about or delete the history altogether. The choice is yours.

Click on the Accessibility button. In the Accessibility dialog box, check the box that says Ignore font sizes specified on web pages. This allows you to adjust text size on web sites. You can do this from the View menu or hold down the Ctrl button and rotate the wheel on your mouse button.

There's a lot more you can do with your browser than you might suspect, and this article hardly covers it all. However, you should now have a good idea of the power residing in your browser and be encouraged to explore its capabilities on your own.

There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

Happy High



Holidays

Hot-spot hangouts Cont. from Pg. 14

If two people connect per day and the store signs up 10 new customers a month, a small-business owner can make \$300 to \$400 a month, Hubbell said.

"This is our way of growing Wi-Fi," Hubbell said. A number of new start-ups also have launched to target smaller businesses, offering full-service hot-spot installation and management and educating the owners on security. Some target hotels and restaurants, others focus on office buildings or doctors' offices. Companies are putting hot spots in unusual places, from beauty salons and Laundromats to resorts and marinas. Resort Wi-Fi, based in Santa Ana and Scottsdale, Ariz., operates the hot spot at the Newport Beach Pier and at a marina in Long Beach. It either splits profits with the store owner or does everything itself so the owner isn't bothered with setting up the service or making any money. Most businesses prefer the latter, said Richard Drechsler, its general manager.

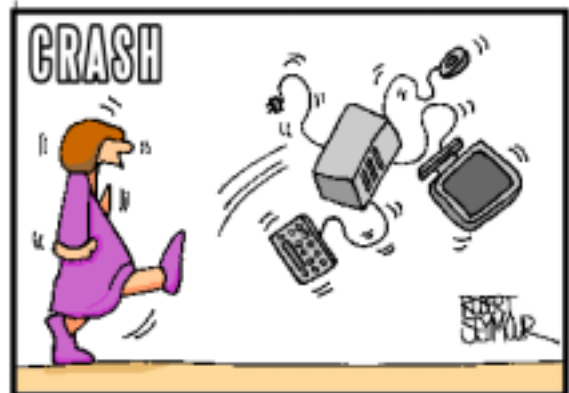
"These things are not huge money-makers, but in the long term, they're good for business," Drechsler said. "A lot of people in the resort business are telling us they're getting calls saying, 'We want to stay at your hotel (because of Wi-Fi).'

"Hospitality Tech of Huntington Beach prefers to let restaurant and hotel owners manage the money, while it takes care of the technology. For about \$2,000, it installs Wi-Fi equipment that's coordinated through a small printer/controller with three buttons.

When a customer pays for Wi-Fi service, the store owner pushes one of the buttons, which are configured to offer 30 minutes, one hour or another time period. The machine then prints out a code that the customer can use to log in to the service and access the Internet for a set amount of time.

"There's no membership fees, and the cash goes right in the (store's) till," said Neal Weisman, the company's chief operating officer. "The only stipulation is this needs a cash register." The Wi-Fi business is still in flux. "Nobody knows what business model will succeed," said Harrington at Toshiba. "Anybody I talk to in this space has another alternative idea of how this will grow."

DuJour



BLUE screen of death, meet FOOT of death!!!!!!!!!!!!

Backing Up Your Hard Drive

By

Gene Barlow

User Group Relations

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While many of you followed my suggestions on backing up your hard drive, many of you are still not doing anything to protect your hard drive from failure. Perhaps my backup approach was too complex to understand or too difficult to follow. Fortunately for you, technology has made some dramatic advances in the past couple of years and now there is a better and easier way of doing your backups. This article will show you the best way to backing up your hard drive and tell you what hardware and software products to use to follow this approach. It is so easy that everybody should start to backup their hard drive. All you have to know is the secret of how to do it, and your computer can be safe and secure.

Backup Hardware: The first step to having a successful backup procedure is choosing the right backup hardware to use to save your backups to. For years, users have been burning CDs for their backups. This approach was full of frustrations and problems. No wonder folks hated to do backups. First, it seems that creating a backup and then burning it to many CDs could overtax many computer systems. If anything went wrong, the entire backup process could cancel, leaving you with several burnt CDs, but not the complete backup you needed. Worst than that, the backup might appear to be complete, but the CDs were corrupt and would not restore properly. Thank goodness, CDs have been replaced with a much more reliable backup media.

A couple of years ago, external hard drives entered the computer marketplace in large numbers. Today, an external hard drive is the ideal backup media to use. Instead of sitting by your computer for hours to feed it another blank CD, all you need to do is to attach your external hard drive and forget about it. Your backup will be taken automatically without your being involved. No more drudgery of making backups to CDs.

Why are external hard drives the ideal backup media? First, they are large enough to backup your main hard drive on one device. You do not need to backup to multiple CDs, so the whole process can be done without your involvement. Second, backing up to an external hard drive is many times faster than burning CDs. An external hard drive is almost as fast as the internal hard drives on your computer. Third, external hard drives are much more reliable at saving your important files. CDs can easily become scratched or flawed and not protect your important backups. Finally, external hard drives are relatively inexpensive to buy and use. You may actually save money over the cost of burning a lot of CDs.

What should you look for when buying an external hard drive for backup purposes? External hard drives come in two basic

flavors - USB2 and Firewire. One is just as fast as the other and both will do an excellent job of backing up your main hard drive. You will need to attach the external hard drive to your computer using either a USB2 port or a Firewire port on your computer. Most computer today come with a USB port on them, so these are the more popular type of external hard drives. Just be sure your computer doesn't have one of the older USB1 ports on it instead of the faster USB2 ports. If you have an older USB1 port, you can still attach and run your USB2 external hard drive, but it will run at the slower USB1 speed. In this situation, you can add a USB2 port to your computer for a small additional price.

The external hard drives come in a couple of sizes - miniature and standard drives. The miniature external hard drives have a 2.5 inch laptop computer hard drive inside a small case. These drives are small enough to fit in your pocket and are very light to carry. They do have a couple of disadvantages to them that you should be aware of. First, they only hold 20GB, 40GB, or 80GB of backup files. This may not be big enough to backup your 300GB main hard drive. Second, you will pay quite a bit for the small size of these miniature drives. The 20GB drives cost about \$160, the 40GB drives are about \$200 and the 80GB drives are over \$300. So, you end up paying a lot for the small size.

If you don't mind having a slightly larger external hard drive, you can get one with much more capacity and for less money. These larger external hard drives contain standard 3.5 inch hard drives inside the case and are available in capacities starting at about 80GB and go up to 300GB and larger. An 80GB or 120GB external hard drive is an excellent size for most backup needs. If you watch for sales on these drives, you may find an 80GB hard drive for under \$100. I have seen them as low as \$69. The 120GB external hard drives will be more expensive, but can be found for as low as \$99. So, check the ads in your local paper and you may find a great deal on external USB2 hard drives.

Backup Software: The second part of having the perfect backup approach is using the right backup software product. There are two basic types of backup software available - file backup utilities and full system image backup utilities. Older file backup utilities would backup individual files. These utilities were slow since they had to use the operating system to find and retrieve each file separately. We have hundreds of thousands of files on our hard drive and so working on individual files, one at a time, is very slow. A better backup utility will backup your entire hard drive (a partition at a time) and does this at the hard drive sector level. These types of backup utilities create backup images of your hard drive that you can save to your external hard drive. To conserve space, these images are compressed to about half their normal size which permits you to keep many backup images on your external hard drive. So, the first think to look for in your backup software is the ability to create compressed images of your entire hard drive. While an image backup utility is a major step in the right direction, it is not the ultimate solution. With full backup images, you still end up backing up your entire hard drive each time, even if only a small portion of the drive has changed since the last backup. So, the images contain a lot of unchanged files that do not need to be backed up again. So, the secret is to find an image backup utility that can do incremental backup images. With the incremental backup image approach, only the changed sectors on a hard drive are backed up and not those parts of the hard drive that have not changed since the last

backup. Incremental backup images are much smaller in size and complete much quicker than a full backup image. A little calculation at this point may help you understand another reason why the incremental backup image feature is so important. Let's say you have a 120GB main hard drive that is a third full. That means it has about 40GB of files on it. A full condensed image of

this hard drive would be about 20GB in size (with a compression of about 50%). That means that you could store four separate full backup images on an 80GB external hard drive. Using the incremental backup image approach, you may be able to store 30 or 40 separate backups on the same 80GB external hard drive. Because you can keep more incremental images on your external hard drive, you can make your backups more frequently than if you were limited to only four full backups. Hence, your backups would be more current with the incremental image approach versus the full backup approach. This means less lost files since the last backup. This is of major importance when considering a backup approach.

So, the secret to choosing the best backup software is to look for a full system backup utility that can do incremental backup images. There have been a couple of expensive enterprise software products that offer the incremental backup image feature (for example, Symantec's V2i Protector Desktop Edition v2), but there is only one consumer backup utility that I am aware of that offers the incremental backup image feature and that is the Acronis True Image 8.0 product. This excellent backup utility was awarded PC Magazine's Editors Choice award as the best backup imaging utility on the market. PC World calls True Image the leader in the field of incremental backup images. Using this excellent backup utility with an external harddrive will provide you with the most perfect backup approach available today.

How to Backup your Hard Drive: To complete this article, let me suggest how you would do your backups using an external hard drive and an incremental backup image utility. I would suggest that you set up a regular schedule to make your backup images. For the average user, I would make a full backup of your hard drive at the beginning of the month and then an incremental backup image at the end of each week that follows. So, you would have one full backup image and 3-4 much smaller incremental backup images each month. At the beginning of the next month, make another full backup image and follow this again with weekly incremental images. Save all of these images on your external hard drive and don't delete any of the older images until you start to run out of space on the drive. If you have a very active computer system, you could make a full backup at the beginning of the week and incremental backup images at the end of each day. Most users will not need to do the backups this frequently, but some may want the extra protection of more frequent backups. Either way, the approach is the same, just the frequency is changed. With True Image 8.0 you can set up the software to make these backups automatically. So, set it up and forget it. Your backups will occur as scheduled. If at any time, you need to restore one or a few of your files, you can simply copy these files out of your compressed image files using a facility in True Image. If you need to restore your full hard drive, you can do this also, even if the main hard drive is empty and not

bootable. True Image will boot from a special CD to permit you to quickly restore the entire hard drive from the image files. So, you can quickly restore a few files or your entire hard drive using Acronis True Image 8.0.

Finally, you may be wondering why I recommend keeping all of your full and incremental backup images on your external hard drive and not deleting them after you make a new image. You need to understand that the full image you make at the beginning of the month and the incremental images that follow it each week go together in a set. True Image needs all of them to restore your hard drive to the way it was when you made the last incremental image. During the restore, it will combine the beginning full image with each of the incremental images to recreate the hard drive. It does this very quickly whether you are retrieving a few individual files from the image set or recreating the entire hard drive. Now, let's suppose that a stealth virus got on your hard drive and was captured in the last incremental image you made. You certainly do not want to restore your hard drive with this virus on it. So, instead, you indicate to True Image to restore your hard drive from the incremental image you made just before the image containing the stealth virus. That restores your system to a point in the past when it was still clean of the virus.

Over time, you will build up a collection of backup images on your external hard drive that will let you see what files were on the drive at any point of time in the past few months. If you deleted a file some months ago and now want to get it back, you can indicate to True Image to look in a backup image before you deleted the file and you can copy it back to your harddrive from the image files. Having a history of all of the files that have been on your hard drive is a very powerful and useful function. Only with an incremental backup image software product could you afford to keep all of this history on a modest external hard drive. Acronis True Image 8.0 with an external hard drive is the perfect way to backup your main hard drive.

How to Order Acronis True Image 8.0:

Acronis is offering this excellent product to user group members and their friends at a special discount price of just \$34. To take advantage of this special price, you need to go to <http://www.usergroupstore.com> and click on any of the yellow "Buy Now" buttons. This will take you to the secure web order form where you can order your copy of Acronis True Image 8.0 at the user group discount. Complete the form including the special order code of UGNL0804 and submit the form. Your product will be processed in a few hours and will be delivered in 2-3 days. If you have any questions about this article or how to backup your harddrive, please contact me at barlow@ugr.com. I will get back to you shortly with the answers to your questions. I would like to see everyone's computer protected with a good backup approach. The method outlined in this article should do exactly that for your computer.

Don't be sorry. Backup your computer today.

Gene Barlow

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**Don't Forget That Gene Will Be Visiting
Us on Oct.30th, Make a note of That!!**

Costello buys a computer from Abbot

This is even funnier if you are old enough to remember seeing "Who's on First" by Abbott and Costello.

ABBOTT: Super Duper computer store. Can I help you?
 COSTELLO: Thanks. I'm setting up an office in my den, and I'm thinking about buying a computer.
 ABBOTT: Mac?
 COSTELLO: No, the name's Lou.
 ABBOTT: Your computer.
 COSTELLO: I don't own a computer. I want to buy one.
 ABBOTT: Mac?
 COSTELLO: I told you, my name is Lou.
 ABBOTT: What about Windows?
 COSTELLO: Why? Will it get stuffy in here?
 ABBOTT: Do you want a computer with Windows?
 COSTELLO: I don't know. What will I see when I look in the windows?
 ABBOTT: Wallpaper.
 COSTELLO: Never mind the windows. I need a computer and software.
 ABBOTT: Software for Windows?
 COSTELLO: No. On the computer! I need something I can use to write proposals, track expenses and run my business. What have you got?
 ABBOTT: Office.
 COSTELLO: Yeah, for my office. Can you recommend anything?
 ABBOTT: I just did.
 COSTELLO: You just did what?
 ABBOTT: Recommend something.
 COSTELLO: You recommended something?
 ABBOTT: Yes.
 COSTELLO: For my office?
 ABBOTT: Yes.
 COSTELLO: OK, what did you recommend for my office?
 ABBOTT: Office.
 COSTELLO: Yes, for my office!
 ABBOTT: I recommend Office with Windows.
 COSTELLO: I already have an office, and it has windows! OK, let's just say, I'm sitting at my computer and I want to type a proposal. What do I need?
 ABBOTT: Word.
 COSTELLO: What word?
 ABBOTT: Word in Office.
 COSTELLO: The only word in office is office.
 ABBOTT: The Word in Office for Windows.
 COSTELLO: Which word in office for windows?
 ABBOTT: The Word you get when you click the blue "W".
 COSTELLO: I'm going to click your blue "w" if you don't start with some straight answers. OK, forget that. Can I watch movies on the Internet?
 ABBOTT: Yes, you want Real One.
 COSTELLO: Maybe a real one, maybe a cartoon. What I watch is none of your business. Just tell me what I need!

ABBOTT: Real One.
 COSTELLO: If it's a long movie I also want to see reel 2, 3 and 4. Can I watch them?
 ABBOTT: Of course.
 ABBOTT: Real One.
 COSTELLO: OK, I'm at my computer and I want to watch a movie. What do I do?
 ABBOTT: You click the blue "1".
 COSTELLO: I click the blue one what?
 ABBOTT: The blue "1".
 COSTELLO: Is that different from the blue "W"?
 ABBOTT: The blue 1 is Real One and the blue W is Word.
 COSTELLO: What word?
 ABBOTT: The Word in Office for Windows.
 COSTELLO: But there's three words in "office for windows"!
 ABBOTT: No, just one. But it's the most popular Word in the world.
 COSTELLO: It is?
 ABBOTT: Yes, but to be fair, there aren't many other Words left. It pretty much wiped out all the other Words.
 COSTELLO: And that word is real one?
 ABBOTT: Real One has nothing to do with Word. Real One isn't even Part of Office.
 COSTELLO: Stop! Don't start that again. What about financial bookkeeping, you have anything I can track my money with?
 ABBOTT: Money
 COSTELLO: That's right. What do you have?
 ABBOTT: Money.
 Abbott and Costello...
 COSTELLO: I need money to track my money?
 ABBOTT: It comes bundled with your computer.
 COSTELLO: What's bundled to my computer?
 ABBOTT: Money.
 COSTELLO: Money comes with my computer?
 ABBOTT: Yes. No extra charge.
 COSTELLO: I get a bundle of money with my computer? How much?
 ABBOTT: One copy.
 COSTELLO: Isn't it illegal to copy money?
 ABBOTT: Microsoft gave us a license to copy Money.
 COSTELLO: They can give you a license to copy money?
 ABBOTT: Why not? THEY OWN IT!
 (LATER) COSTELLO: How do I turn my computer off?
 ABBOTT: Click on "START"

Submitted by Ted Wirtz and Siles Bazerman
 ORCOPUG
 September 2004

Should you or shouldn't you?

Windows XP SP2:

By

Siles Bazerman

ORCOPUG

SP2 went GOLD (released to manufacturing) on August 8, 2004. It was placed on the Microsoft site for downloading at <http://tinyurl.com/5bobl>. This site states for IT Professionals only, but it is the same software release sent through automatic updating. The only difference is it is 266 meg while the AU might be from 60 meg up, depending how up-to-date your system is. The full download is needed if you wish to slipstream this and turn a new CD or if you wish to install on several systems without updating slow and long downloads.

From August 10 to August 25, automatic updating was available to those persons who were beta testers or were running the Public Preview Betas. Next the updates were sent to XP Home users. XP Pro users had to wait till August 25 to start receiving the update. This delay was primarily at the request of IT managers. They wanted time to disable the AU. They did not wish individual users to be able to update, preferring to have control over when and who got updated.

Now both the AU or the full download are available to all, but be prepared for slow downloads due to the extremely high volume of people trying to download. Should you update? That is something only you can answer. I have SP2 on both HAL and Barbie. Are there problems with installing SP2? YES, about 10% of the installs or downloads have major problems. Also a number of others have reported they have to reinstall some programs, particularly Doom. Surprisingly, problems occurred even on systems running RC1 and RC2. Something changed in the last few days between build 2149 (RC2) and build 2180 (RTM).

There have been a number of reports of "unable to install" with missing files, inability to verify integrity of files in the download, and general lockup. Another common problem is the "Blue Screen of Death." This one seems to be prevalent with systems with the Intel chipsets 865 and 875 and a Prescott processor, including both the P4 and Celeron. It seems that a number of motherboards that are running Prescott CPUs were not updated to the latest BIOS specifically for them. Those with older BIOS will continuously reboot. At this time the only solution is to go into the CMOS settings and disable both the L1 and L2 caches, then enter Safe Mode and uninstall SP2. After a BIOS flash upgrade you can then install SP2 again.

If you have a laptop, check your manufacturer's web site for any necessary things to do before updating to SP2, new drivers, etc. SP2 will refuse to download and install if you are running on battery power. You must be running on AC as a loss of power or low battery could spell total disaster.

If you are on a dial-up connection or just do not want to spend the time downloading then you can get a free CD at http://www.microsoft.com/windowsxp/downloads/updates/sp2/cdorder/en_us/default.aspx.

Before you install SP2 make sure that your computer is running perfectly. SP2 will not solve existing problems it will only compound them. Check that you are free of spyware, malware, trojans and viruses. Clean out Internet cache, temporary Internet files and run disk cleanup. Running the System File Checker may not be out of order. Of course a full system backup is a wise precaution. Use a disk imaging program if possible.

If you do run into problems don't panic. Stop and think. Many connectivity issues, especially network ones, can be fixed by either disabling the now on by default firewall or configuring it to allow the program or device access.

Some programs may need to be reinstalled, and device drivers updated. If you have problems with a USB device, uninstall it. Then unplug it and restart the computer. Plug it back in and let Windows XP reinstall it. It will usually find the correct driver. Chipset drivers will probably have to be updated as Windows XP by default will install the original drivers on the Windows XP disk.

I have SP2 running on both Barbie and HAL. Barbie is a P3 600 with no customization of the OS and few programs installed. AU went flawlessly and took about an hour to download 90.7 meg and installation took about another 40 minutes. HAL is a AMD Thoroughbred 2400 over clocked to 2600+. The OS has been tweaked and customized with third party apps and registry edits. Therefore, it was not surprising that SP2 failed to install. The error message concerned the inability to verify the integrity of "update.ini."

This happened with both the AU and full download. I slipstreamed SP2 using AutoStreamer. Using this CD and doing a repair install updated HAL without incident. I did have to reinstall a USB IR port and several programs using the device. At this time there is no rush to install SP2 so think about it and proceed with caution. Whatever you decide, good luck.

There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

That's All Folks!





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Material for the **Oct.** issue must be received on or before

Oct. 15th, 2004 by **mborison@yahoo.com**

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1. Send via Internet e-mail to: editor Mark Borison
mborison@yahoo.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.

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