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Executive Committee Meeting Notes

May 1999.....By Paul McCaustland

The Executive Committee meeting was held on May 4 at the home of George and Arline Lakes and began promptly at 7 p.m. Members present were Toby Scott, George and Arline Lakes, Helen Long, Bob de Violini, John Godwin, Howard Oxman, Robert Provart and Paul McCaustland.

TOE is now posted online at <www.cipcug.org>. Bob de Violini reported that initially the link was incorrect but that it has been corrected. This problem seemed confined to users connecting via west.net.

There was also a problem with the mailing labels: Some were double printed while some were deleted. The folding committee hand printed as many missing labels as could be determined, but if you have not received your May issue please contact secretary@cipcug.org and I will get you a copy. The copies with hand printed labels had to be sent first-class mail, which is more expensive than the normal bulk

te. In the future, a duplicate label set will be printed on plain paper and the actual label printing will be cross-referenced with it.

Membership chairman John Godwin reported no new members for May. This is somewhat unusual in that we usually have at least one visitor who decides to become a member. We are still in need of greeting committee members, people who will sit with visitors, answer any questions they may have and make them feel welcome. We did have 23 membership renewals.

Treasurer Howard Oxman reported expenses exceeding revenue by approximately \$400 in April. May will probably be a net loss also. This is because our expenses vary month to month and are largest during this quarter. Details are in the report printed elsewhere.

Vice President George Lakes said the program schedule has changed. The Microsoft Office 2000

presentation originally set for June will have to be rescheduled. Jeri Peck has agreed to move her genealogy program from November to June.

The SIG schedule is not finalized at press time. The dates and moderators are set, but the subjects are not. Check for details at <<http://www.cipcug.org/sig-info.html>>. (Details were received in time for this issue; see the report elsewhere.—Editor)

Helen Long has put the May issue of TOE on the club Web page. It is in Adobe Acrobat format so you will need Acrobat Reader 3.0 or above to view it. The reader is a free download if it is not currently installed. The TOE file is 709kb and takes about 5 minutes to download via modem. The Acrobat Reader download takes longer but has to be done only once.

Terry Lee reported that Ventura County Online <<http://www.vcol.net/>> has been purchased by CyberNet Business Professionals <<http://www.cybernetbusiness.com/>>. It is located in Camarillo. The cost to CIPCUG for dialup Internet accounts will be \$7.50/mo. This will increase the amount kept by the club to \$7.50 per month. Club member volunteers will still handle support for cipcug.org. A tech training session will be scheduled soon. Terry did apologize for the interruption of service for 11 days during April. The problem was caused by miscommunication at GTE. Internet service will be free for the month of May to all existing vcol.net or cipcug.org accounts.

President Toby Scott reported no progress in assembling the utility CD-ROM.

The slate of candidates is ready for the June elections, but we need a quorum to conduct a vote.

Please plan to attend if you can.

* * *

"Get Into Your Family Tree"

By George Lakes

We just received some good news and some bad news. The bad – Scott Burmeister, who was to do a Microsoft Office 2000 presentation, said he cannot do the June presentation that had been scheduled since last December because he has to participate in a training event, which unfortunately, he can't get out of and wants us to reschedule him for another time.

The good news—Jeri Peck, whom we had just scheduled for November, is willing to come in June. She has a program which should interest everyone who is involved with genealogy and particularly those who may be just thinking of starting it and don't know where to begin.

"Get Into Your Family Tree," a unique new product on CD-ROM, is a complete how-to tool. The CD includes easy instructions from how to fill in a form, to creating and assembling a complete Family History Book to pass on to generations. This CD includes eight Microsoft Word forms/templates, four Microsoft Power Point Presentations, two County & State address lists (67 pages), an Interview Questionnaire, and much, much, more.

All-Phase Genealogical Service (Web site www.whobegatwho.com) is in its third year, and has recently joined the Camarillo Chamber.

Jeri has been engaged in genealogical research for over 20 years, has written her own family history book, which she hopes to have published in the near future, and she will be teaching "Get Into Your Family Tree," a genealogical class, at the Learning Tree in Thousand Oaks this summer. She is planning on new classes to be offered in the Ventura County area on searching the Web for your family roots.

This should be a very interesting program. She will have a couple of door prizes and some special pricing.



OS/2 Corner

By Len Zakas and Steve Carter, SIG Leaders

The OS/2 Corner will meet on June 12 at 9:30 a.m. at the Computer Training Center of Ventura County, 642 Las Poses Road, Camarillo, 987-4567. We'll have a general discussion of OS/2, a Q&A, and an update on LINUX as an alternative OS.

LINUX enthusiasts, current or serious potential users, are advised that the Simi-Conejo LINUX Users Group, the SCLUG, meets every second Saturday at 6:30 p.m. at the NorTel offices in Simi Valley. Visit <<http://www.psilord.com/sclug/>> for more information.

A March SCLUG meeting that I attended was interesting, but definitely not geared toward a LINUX newbie just investigating the possibility of maybe using this powerful OS. Not that SCLUG is adverse to the idea of demonstrating LINUX for the "merely interested," it's just that they haven't had any requests.

SCLUG will periodically have an InstallFest. My suggestion is to first attend a meeting, meet the folks, listen intently for an entire meeting, and then ask for a Newbie Demo to be scheduled a month or two in the future.

With IBM getting on the LINUX bandwagon, we OS/2 Warped users have a right to be upset. If only IBM had approached our needs at the level they seem to be accepting LINUX. Would of - Should of - Could of -- the lament of the left-behinds.

Y2K Hardware Test Program

IBM has a new Y2K test applet that seems to be pretty good. The software and hardware groups recently announced a new Year 2000 Web page for small and medium businesses at <<http://www.ibm.com/IBM/year2000/pes/>>.

It has a lot of general information but at one point provides an opportunity to download a free evaluation program for checking your system for compliance. Copy it into a Temp or Y2K directory where you can execute the self-extracting file. The actual test is run off a floppy disk that you create and then boot from in order to run the Y2K applet. It seems to give you a pretty good indication of your hardware's Y2K status.

OS/2 antiviral update from Symantec

Ever since IBM sold its excellent antiviral business to Symantec, we've been wondering whether

there would ever be an OS/2 update. Well, apparently the answer is YES.

Jon Goodblatt from POSSI wrote the following in response to impressions that individual copies would not be available.

"I called Symantec at (800) 742-493 number, pushed option 2, and spoke with a polite rep. He told me the following with regard to individual copies of Symantec antiviral for OS2. (I paraphrase, but asked him twice.)

Antiviral for OS2 for individual PCs will be posted to their Web site for free download, probably to be available next week (after March 14). The URL is <<http://shop.symantec.com/ibm/oem.html>>. I tried on March 1 and only found icons for WIN 95/98, and WIN NT versions. There was room for a few more ICONS (MAC, LINUX, and BeOS?)

He also told me that for the 50 copies I support here, I should send an e-mail to 'smarketing@symantec.com'."

Lines in Netscape

The following is from the Netscape 4.04 ReadMe file in Para 6.1-General:

On OS/2 Warp 4 with FixPak 6 installed, some graphics might have black or white bands running through them. If you have this problem, try creating and running the following command file.

To create and run the command file:

1. Copy and paste the following text into a new OS/2 System Editor session, and then save the file as an OS/2 Command File:

```
/* REXX Command file for Netscape Communicator */
```

```
call RxFuncAdd 'SysLoadFuncs', 'RexxUtil', 'SysLoadFuncs'
```

```
call SysLoadFuncs
```

```
call SysIni 'USER', 'FixPak', 'Current', 'xr0m006'
```

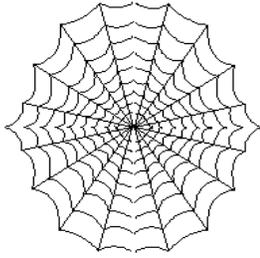
2. At an OS/2 command prompt, type the name of the command file.

If this does not solve your problem or you are using a different configuration of OS/2 Warp, change the command file as follows:

1. Change 'Current' to 'Shift'.

2. Change 'XR0M006' to '2' or '1'.

If your problem still exists, click Help --> Release Notes for the most recent information.



CIPCUG'S Web Page News

By Helen Long

Our apologies for the absence of our Web page for a few days. We have been suffering through growing pains but believe we have the situation well in hand. Our page is not only up, but we also have lots of new additions for you.

Have you checked out the Web Site lately? WE HAVE NEW PICTURES! Jerry Crocker has been breaking his new digital camera in on our club. He has been at all of last month's SIG's and was at our Saturday, May 1, meeting. I have completely updated the "Club Photos" and the new page is "SIG Photos." Have a look at the pages; Jerry is doing a fine job taking the pictures. Thank him for his wonderful efforts the next time you see him.

By hook or by crook, TOE now has a presence on the Internet. If you don't mind downloading the Acrobat reader and waiting for the newsletter, you can read it when it is "hot off the press"! Acrobat is a great program, but it doesn't come with a manual. It is all online help, which I have never learned to use effectively. I want a manual that I can sit and leaf through and hunt and search through and fold down certain pages as bookmarks, etc. You know the routine. And if I don't have that option I will sit back and pout and yell and scream until someone comes to my aide to shut me up! We missed the May 1 deadline; the June issue should be out a little closer to publication date.

Another new item: Be sure to especially check the CIPCUG site in the last two weeks of the month. The minute John Weigle picks up the TOE from the printers, he calls George and Arline Lakes to set up the folding committee. When they call me, I post it immediately on the front page with a blinker. It would save Arline a few phone calls if you would call her when you see the posting, so she doesn't have to call and beg for help. She has done an outstanding job in coming up with 10 or more volunteers, which speaks very well for club members who do help us out. It takes volunteers to make the club work smoothly!

** Those of you signing up for our CIPCUG

COMMAND.COM.....(Continued from page 1)

The only way we will still be relevant is if there is still a role for the enthusiast. We will be like the folk who work on their own cars, know how the engine works, have preferences for certain types of suspension and still have some enthusiasm for the automobile for more than just getting from home to work and back.

It will be a different world. Others won't think we are strange for owning a computer, but for caring how it works and performs.

Or, maybe I'm wrong and the world will divide neatly into users of set-top boxes who don't care about computers and enthusiasts who do. We'll still be excited by bigger and faster hard drives, better video, awesome sound systems, etc., while others simply plug in whatever their local cable company is installing on special this week.

However it works out, I strongly suspect we have passed some kind of obvious signpost that our world is changing. Only, it will only be obvious in hindsight.

Online Service, you need only contact one of the Tech Support people from the Web Page or from the F! Help column in TOE. They will take your application over the phone and sign you up.

Anytime you change your e-mail address, please notify John Godwin <membership@cipcug.org> or John Weigle <editor@cipcug.org>. John is working toward updating the e-mail list published last year. Be sure to keep these two people advised of any address or e-mail changes. Some of these days, John is going to surprise me and print that list so I can stop mentioning this. *(I have a membership list from John Godwin and hope to get the list ready for the next issue. I want to be sure we publish members' e-mail addresses only and not fill the pages with a lot of ex-members' addresses. But even after this list is published we'll still want to know if your address changes. – John Weigle)*

The SIGs for June are posted. Remember, if you are not on the Internet and you want to know the schedule, please don't hesitate to call me at 642-6521 to verify any classes.

Make your club's Web site work for you! Visit it often. And when you do visit, drop us a line with your suggestions or comments. It's the only way we can offer the service you want and/or need.

Q&A: May Meeting

Reported by Bob Fischer

Q: On Email I get all sorts of good stuff I like to send to friends, but it has been replied to so many times that there's a wall of hash marks in the margin. Is there an easy Macro or technique for clearing those out without having to load it into my word processor?

A: We demonstrated such a product last November, the shareware program Note-Tab Pro. We have discs that are discounted right now because they're one version out of date, but the update is free and can be downloaded from the Internet. Registration is \$15. A freeware version is also available. You can go to www.notetab.com to download the freeware version or the demo of the registered version, which will time out after 30 days. On both of these, there's a tool with an option to stick the arrows in if you want to "quote" the text for Internet mail. If you go "unquote," it will strip out all of those. You also can use the Modified Lines, Join Lines, to close up all those broken lines. Highlight the text and go to Modify Lines, Join lines. It also has Quick Book Libraries and you can create Macros to do all this at once.

Q: I have a question about Windows 3.11. It's an old computer I'm trying to set up for grandkids. While trying to install a program I get a dialog window that says you have the wrong Windows Set Up, "run windows set up again". I go to Windows Set Up in the Control Box, and it tells me I can not set up because I have the wrong set up .inf file. Two gentlemen earlier today said, "Go try to download this using one of the search engines off the Web, which I will try to do. But, I am afraid that even if I get a correct .inf file, it will come up and say install something else.

I don't have my 3.11 discs any more or they are corrupted, I can't reinstall. I was wondering if somebody had a set of 3.11 discs, I could borrow. (Helen Long had them.)

Q: I haven't been able to get on the Web page for the last few days.

A: It came back up Wednesday; it was down for a week. The connection to the Internet died; the phone line went dead. Anyway, it's now up and running.

Q: I am one of the people who turn on my computer every couple of weeks to download e-mail. By that time I have 35,36,38,40 messages and every so often one of my "friends" sends me a joke with video and audio, and, of course, it's No. 17 out of 40. I hit No. 16 and it goes along smooth, I hit No. 17 and I

could grow old waiting for it to download. Is there any way I can delete No. 17 and go on to 18,19,20 etc.?

A: Yes, MSIE 5. What are you running?:

—Windows "98"

What is your mail client?

—Netscape

A: Go look at 4.0; if you're running 4.0, you need to upgrade either to 4.07, I believe it is, or Communicator 4.5, which is much more robust. Upgrade and you can do either, but do not run 4.0. There are some bugs in it. Now that's said, that's not the Answer to your question. In Netscape, I believe there is an option under settings to say, "Do not download mail larger than..." and you can put a number in. That will solve your problem.

— Can you give some idea what number to use?

A: If you don't get any programs or want large files, put 500K. Anything larger than 500K is going to be some pretty good size DXE file, that they want you to see their joke. Just simply don't download it. That's a configurable setting. It's not generally in the mail clients that's shipped with Netscape-3 or Internet Explorer-3 but it is with the 4's. I don't use Netscape Communicator, so I can't tell you where it is and I can't even guarantee that it's there but, I am pretty sure it is. In Netscape, you go to Edit – Preferences—Mail and News groups. You might have to click on messages there. But you will get a box in one of those eras that will give you that ability to change the number of bytes to download. If you change it in Newsgroups, however, it will not change it in your e-mail.

Q: I have a problem in WordPerfect 6.1 for Windows 95. I want to address a lot of envelopes. It works beautifully up to a couple of points. In WordPerfect 6.1, you have to go into a box which gives you the Format and then you go down to Envelopes and then it comes up and gives you all the addresses so you can print it in the way you want and you push Print Envelope and away it goes. But it goes away from that subassembly back into the basic program. The other thing is that there are a limited number of addresses that you can put in that subassembly. Is there a way of loading that from a floppy so at the beginning of the program you can load all your personal type stuff, your Christmas cards or your company mail etc?

A: I don't use WordPerfect, but that's a Mail Merge function. Somebody tell him how to do Mail Merge.

A: Instead of doing Format Envelopes, which will get you the one envelope only, go to regular documents,

Page Setup and select the envelope size that you want there and then put in your information. You can print out as many copies as you want. I have never done it, but I suspect you can set up a whole address list and do a Merge and get it all done.

Another suggestion: Go to the Corel Web site; they have a good online help.

Q: We bought a new monitor recently capable of fantastic reAs. But when I go into Windows 95-B and get the list of monitors, I can choose color depth and reAs. But this is a Korean Data Systems Monitor and it isn't in their list. It says if you don't have a disc, quit bothering us. Is there a place I can go to download what ever I need to improve my reAs?

A: ReA is far more a function of your Video Card than it is of your monitor. If you want to improve your reAs, just change the setting. If you look on that thing and it gives you only 640 by 480 and 600 by 800, that's all the Video Card you installed is capable of. Your monitor might be capable of 1280 by 1024 but, if your video card won't handle it, you can't display it.

Comment: It does show, you can choose reAs up to that, but apparently only for the monitors listed there.

A: Ignore the settings for the monitor. Go back to your setting for your video set-up. Change the reA there on the little slider bar. You can change the reA to whatever the maximum is for the card you installed.

Comment: Windows has to be set for a big monitor. If it doesn't have the specific monitor listed, go to standard monitor types and pick 1024x768 and the Slider Bar will be there. If Windows 95 thinks you got a 640 by 480 monitor, you can tell the video card to do whatever you want, but Windows is not going to, because the monitor setting isn't there. If your specific monitor is not listed, right at the top standard monitor and the right side Window, go to how big you want it

— I have never messed with that setting at all. I have been able to display anything.

Comment: Most monitor manufactures have a Web site and you can go get the exact driver you want.

Q: If it's possible how do you install a password on a floppy?

A: I don't know of a way to password protect a floppy, but you certainly can password protect Zip files. Then you can simply copy everything into a password protected Zip file. Whatever was on the floppy then would be password protected. But, of course, somebody could copy or move that and your data is not guaranteed that way. That's not the same as password protecting the floppy.

Comment: They would be encrypted with a pass-

word to expand them. People could copy them any way they wanted to, but they still couldn't read them because they would be encrypted. I am sure there is Shareware Encryption out there somewhere. Norton Utilities also has some kind of encryption program

Q: After a period of time—less than an hour—my computer shuts off if I don't talk to it.

A: You have the Energy Saver,

—CMOS says it's supposedly turned off.

Comment: Go to Control Panel, Display, Settings. There is a separate group that you can set up your energy saving parameters.

Comment: Check the fan on your processor. If your processor is over heating it will shut down your system.

Q: I got a 17-inch Sony monitor probably five years old. I have upgraded my computer to a new energy saving motherboard and, of course, the monitor doesn't shut down. Is there any circuit that can be added to the old monitor to allow it to operate similar to a new monitor?

A: I can't imagine that it could possibly be added for less cost than a new monitor could.

Q: How can I use Print Screen with an Internet page?

A: Ctrl Print Scrn or Alt Print Scrn both work, but they don't print them. They copy them to Clipboard. You will need to put the Clipboard image into Paint or some other graphics program and print from there. There is no longer a direct Print Scrn option in Windows.

Ctrl Print Scrn will print the whole screen to the Clipboard. Alt Print Scrn will print the active window if you have a subset of it.

Parsons has a Print Screen program, and several freeware programs will add a capability of printing the screen. Most of them give you a tool in the system tray in the lower right hand corner of Windows 95 screen. There is a shareware program you can download off Ziff-Davis P.C. Computers which not only allows you to Print Scrn but also any portion of the screen that you want.

View Source in Internet Explorer allows you to put it into Word Pad or NotePad. But in Netscape Communicator, it doesn't work at all. All you get is a source Code

Q: With FAT 32, how do I adjust the cluster size?

A: Use the program Partition Magic. You can't directly control the cluster size. The DOS which underlies Windows 95 and 98 controls cluster size based on how large the partition is.

Q: In Word Pad, how do you delete some of the files that accumulate?

A: The weapon of choice for deleting files is not Word Pad or Word. The weapon of choice is to use Windows Explorer not Internet Explorer. When you go

(Continued on page 10)

USB Explained:

Is the Universal Serial Bus for You?

By Karl Rehak, LVPCUG, reprinted with permission

The Universal Serial Bus (USB) is now making inroads into computer systems. Devices are being announced and delivered weekly that support this new attachment method. This article will highlight how the USB works, some physical considerations of hooking up USB devices and a summary of which devices are good candidates for USB attachment.

The intent of the USB architecture is to provide a replacement for the aging serial and parallel ports on existing computers. Those ports have not changed much since the original PC design, and their use imposes limitations. One limitation is cable length. Cable size and complexity are other limitations. USB uses one IRQ no matter how many devices are in use, and it offers instant plug and play for its device set. After loading the device software, the computer user can plug the physical device anywhere in the USB network and it springs to life. The unit can be plugged in to a different port each time with no consequence. A USB device can be unplugged from the system at any time as well.

The technology is appropriately named. "Universal," conveys the notion of being for all things. While the port does have speed limitations (discussed later), the 'one plug fits all' design is clearly there. "Serial" describes the flow of information in the bus. The flow is more like an advanced data network protocol than the traditional PC Serial bus data flow. The traditional serial bus has IRQ, DMA and device limits that dictate its use; USB departs from all of that. It is a "Bus" architecture in that it provides a way to funnel information from many devices into and out of a computer system in an orderly manner.

The connecting cables are made up of four wires. Two of the wires supply voltage and two are data signal wires. The bus operates at either 12 megabits per second or 1.5 megabits per second, depending on the attached device. The devices tell the bus what their speed is through the voltage cables. High-speed devices shift the positive voltage lead while slow-speed devices shift the negative voltage. Devices that do not need a lot of power, like digital cameras, can draw their power from the bus. That means they operate without a wall plug. Devices like some scanners and printers that have heavy power demands need to be plugged into the wall to operate. A model of the Visioneer scanner uses power supplied by the bus.

USB is a hub architecture. Hubs are what are connected, hubs connect to hubs. The computer has an

upstream "root hub" at the computer that is the signal source, and the input/output devices have a downstream hub to terminate the signal. The hubs do all the talking.



The illustration shown is a connector for an 'A' hub, it is rectangular in shape and is about 3/16 in. by 1/2 in. in size. The plug at the computer is an 'A' plug. The plug at the device, or downstream end, is a 'B' plug. That plug is shaped like a triangle with two of the angle edges flattened. It is about 1/4 by 5/16 in. in size. Cables are designated by their length and types of plugs they have. A typical cable used is a "6 ft. A B" cable, meaning it is six feet long and is configured with an 'A' plug at one end for the computer and a 'B' plug at the other end for the device. This is a typical device connection cable.

Intermediate hubs can be included in a configuration. A typical distribution hub would have one downstream 'B' plug, which comes from the computer, and it provides from four to eight 'A' plugs for distribution to the downstream devices. The maximum cable length is 5 meters, or about 16 feet. Since each hub is a repeater, the signal can be propagated through additional cables for up to six total hubs, that is five connecting cables of up to 15 feet each with the final upstream and downstream hubs at each end. The intermediate distribution hubs can optionally provide additional power to their downstream hubs or simply distribute what is provided by the upstream hub. Most often the use of additional power at the hub is via a power supply transformer plugged into the wall. It can be plugged in to provide additional device power at any time.

Windows 95B (the OEM release) and Windows 98 include USB support. Most systems boards made in the last two years include two USB root hubs. Installing the USB on a system requires the installation of the software and turning on the USB ports in the BIOS. A connecting cable from the system board to a screw down strip at an available card slot provides the external USB connections. This twin USB plug at the rear of the computer provides the exit "root hub" appearance on the computer. The internal cable with screw down strip cost about \$5, so the cost of setting up USB on a computer is nominal. For those computers that do not have a built-in USB port, there are PCI-based USB

port cards that cost about \$40 to provide the capability. ATX systems boards already have integrated external hubs and no internal cables are necessary.

The USB Network

What happens when a device is plugged into a USB port? The wheels are set in motion. The root hub at the computer senses the presence of the new device and initially communicates with the device on "pipe 0," the default physical device communications channel. Pipes are the data sub bands of the hub architecture that maintain the physical connections of devices. Once a device is recognized, the root hub interrogates the device to find out what it is and what it is capable of on pipe 0. All the devices on the USB ports are then enumerated, and each is assigned a unique device number, which also includes a corresponding pipe number for physical device communications. The computer loads the software needed to control the device and handles its information flow. The hubs are then running and information is passed in and out of the computer over the signal leads. The enumeration process is initiated every time a device is plugged into or removed from the network. A maximum of 127 devices can be attached to a hub.

Device Support

The USB architecture is defined as an intermediate speed bus. With its maximum speed of 12 megabits per second, what are a USB port's device limitations and what devices are candidates for attachment? Clearly, the typical devices attached to serial and parallel ports are excellent candidates for USB attachment. These include most printers, modems, pointing devices, scanners, cameras and like devices. Certainly game paddles, joysticks and steering wheels etc. can be attached to the USB port. In fact, special-purpose game controllers are a natural since they can be connected and used as needed. Keyboards are now available for USB attachment.

Microsoft just announced a high-quality speaker system that supports USB as well as traditional sound board support. The product review indicated that the sounds chopped at times under game conditions on the USB port, indicating a borderline USB attachment candidate. However, under routine computer use USB speakers behaved just fine. USB-attached speakers eliminate the need for a sound board in the computer; hence, they play a perceptively clearer digital sound. Similarly, low-end video monitors can be used on USB, while high-end graphics will require the use of the internal AGP port and a graphics card. Again, as in speakers, the key to low-end or high-end graphics is

based on the eventual use of the device.

Devices like speakers create a special demand on USB ports in that they are streaming devices. As such, space on the USB port must be reserved for them even when they are quiescent. Such devices are called "isochronous" and are defined as a special class of supported devices in the USB architecture.

Conclusion

In conclusion, in looking at the back of a typical computer, the following devices are better left to dedicated PCI or AGP ports -- monitors, speakers and LANs. The devices that are reasonably good candidates for USB connection are printers, scanners, keyboards, pointing devices, game controllers, digital cameras and modems (excluding cable modems). Iomega has announced a USB ZIP drive. Other manufacturers will be adapting this technology to their products over time. There are also products available that convert existing serial and parallel devices to USB devices.

The use of USB in a computer system liberates many of the physical constraints of cable length and device location in a Small Office /Home Office (SOHO) environment. It is reasonable to have multiple devices for special purpose applications like sheet feed scanners, flat bed scanners and slide scanners all sharing space on a USB channel. The end user is free to set up a working environment needed for his or her productive use free of the traditional constraints imposed by Comm and LPT ports.

The textbook referenced for this article is "USB Explained" by Steven McDowell and Martin Sayer, Prentice Hall publisher. The web sites <http://www.usb.org> and <http://www.ti.com/sc/usb> were also referenced for technical information. The web site of Rogers System Specialist, <http://www.rogerssystems.com>, was used for USB product pricing. Proof reading was done by Chuck Buchheit, Rob Winchell and Howard Mark of the LVPCUG. Their suggestions are appreciated.

This article is furnished as a benefit of our membership in the Association of Personal Computer User Groups (APCUG), an international organization to which this user group belongs. The author, Karl Rehak, is in his second term as President of the Las Vegas PC User Group. Prior to that he was Vice President for one term and spent some time being the Advertising Director. Karl is also SIG (Special Interest Group) leader for the Windows Development SIG.

..... Q and A (Continued from page 7)

into Explorer it has a panel to your left that lists all of your directories. If it has a + by a folder, click on the + to open the subfiles, subdirectories and subfolders. If you highlight one of those in the right hand panel, it will show all the files in the folder. Click on one and go to the end of the list you want to delete, hit the shift key and click on the last one. It will highlight everything between the first and the last. Then hit the Delete key. If you want to skip around, hold the Ctrl Key down and mouse click all the ones you want to delete. Then hit the Delete key and it will ask, "are you sure you want to delete these?" If you do, click on yes and they are gone.

Q: When making a Web search, is there a way to be more specific in the search request?

A: I run a SIG four times a year on Web searches. Be sure to go to the next one, which will probably be in May or June. For a detailed Web search the best search engine is Alta Vista www.altavista.com. In the upper right hand corner click on Advanced, put your main text at the top and then put in your Boolean search string in the big box below. It saves it from session to session so you can run it again. If you get 20,000 hits, you can be more specific and change your query until you filter it down. Experiment with the terms AND, AND NOT, and NEAR. Use the help on whatever search engine you choose.

Q: Is there a problem using partial FAT-32 and partial FAT-16? Partition Magic will allow you to go back and forth between 16 and 32 depending on which partition you are working with.

A: There were differences of opinion on this question, ranging from no problem to the advice that, if you use both FAT sizes, your operating system and all programs must be on a FAT 32 partition because an operating system or program on a FAT 16 partition couldn't read the FAT 32 files.

Q: What's the difference between a Win Modem and a Fax Modem? I understand they recommend that you get the Fax Modem and not the Win Modem?

A: There is not a distinction between a Win Modem and a Fax Modem. A Win Modem almost always has fax ability built in. A Win Modem transfers some of its processing to your CPU instead of handling it on its own card. Your computer does a lot of the processing for your modem, and it will run only in Windows. If you drop to DOS your modem is dead. If you're running Windows on a slow proces-

sor it may slow your Windows down. If you have a Pentium 100 or 133, you probably have enough extra cycles to handle the Win Modem. You won't have many problems unless you're into heavy multitasking.
//

June SIG schedule

Special Interest Groups (SIGs) are sponsored by CIPCUG and led by volunteers from the club membership. There is no charge for members to attend the SIGs, just a willingness to learn and share.

Classes are held at the Computer Training Center of Ventura County, 642 Los Posas Road, Camarillo, CA 93010 (behind Las Posas Plaza) near Calle La Roda and Daily Drive.

If no moderator is listed for a SIG, it is not officially scheduled. Check the Web page or call Helen Long before you attend to make sure there will be a moderator.

Monday, June 7, 7-9 p.m.: MS Publisher, Rabia Yeaman. Rabia will help you wind your way through MS Publisher to turn out those spectacular fliers and newsletters.

Saturday, June 12, 9 a.m.-noon: OS/2, Steve Carter. Check OS/2 Corner on the Web site for advance information.

Monday, June 14, 7-9 p.m. Internet, Toby Scott. Topic TBA.

Monday, June 21, 7-9 p.m. DOS, Robert Provart. Robert is going to have more Fun with DOS for WIN98.

Monday, June 28, 7-9 p.m., Hardware, Paul McCaustland. Topic TBA

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Membership Report

By John Godwin, Membership Chairman

April 1999 renewals due:

(You will Receive TOE through June 1999)

| Last Name | First Name | Member # |
|-----------|----------------|----------|
| Carter | Steve | 865 |
| Conlin | Bill | 200 |
| Cowley | Jeri | 872 |
| Cowley | Bill | 437 |
| Lee | Terry | 66 |
| Leighton | Charlie | 918 |
| Mulligan | Champ C. | 317 |
| Parma | Robert | 674 |
| Pearson | Floyd | 676 |
| Roman | Elodia | 451 |
| Simon | Hal | 452 |
| Terry | William L. | 450 |
| Zapf | D.P.M. Michael | 863 |

May 1999 renewals due:

(You will receive TOE through July 1999)

| Last Name | First Name | Member # |
|-------------|------------|----------|
| Beavers | Hal | 338 |
| Bergdahl | Louis A. | 206 |
| Bircher | Andrea | 584 |
| Birkenshaw | JJ | 207 |
| Burger | Lou 3 | 40 |
| Curry | Rick | 926 |
| Dane | Marti | 924 |
| Davis | Ward | 698 |
| Dinsmore | Bob | 456 |
| Hafer | Dianne W. | 549 |
| Hamor | Gerry | 783 |
| Harmon | Richard | 691 |
| Hudson | Larry | 335 |
| Kumler | Bob | 329 |
| Kurowski | H. "Ski" | 781 |
| Lee | Bill | 145 |
| Livingstone | Robert | 331 |
| Maidel | Mark | 692 |
| McCautland | Paul | 782 |
| Neunuebel | Bob | 922 |
| Norris | Lorraine | 923 |
| Norton | Bill | 925 |
| Pass | Jim | 873 |
| Penney | Kathy | 921 |
| Penney | John | 920 |
| Provenza | Richard A. | 454 |
| Ruebe | Bambi | 927 |

| | | |
|--------------|----------|-----|
| Trotter, Jr. | Edgar S. | 212 |
| Vanicek | Bob | 459 |
| Weigle | John | 211 |
| Widney | | |

June 1999 renewals due:

(You will receive TOE through August 1999)

| Member # | Last Name | First Name |
|----------|------------|------------|
| 591 | Burton | Alfred |
| 704S | Couch | Loyd |
| 594 | Davison | Jim |
| 449 | Deibert | Albert |
| 881 | Fair | Doug |
| 360 | Fingerle | Art |
| 878 | Garner | Bill |
| 149S | Helton | Charles |
| 791 | Komer | Gene |
| 148 | Leventhal | Bob |
| 788 | Lewis | Willard |
| 469 | Magallanes | C.B. |
| 74 | Marks | Gracia |
| 580 | McCoy | John |
| 929 | McCoy | Tim |
| 146 | Minkin | David |
| 225 | Nunez | Thomas |
| 342 | Page | John P. |
| 473 | Pittman | Barbara |
| 472 | Pittman | Herman |
| 701 | Romine | Ned |
| 593 | Shalkey | Michael |
| 928 | Sommers | Jacob |
| 478 | Stallman | Betty |
| 707 | Tafoya | Ray |
| 216 | Thompson | Bob E. |

Total Membership: 365

Attendance at the May 1999 General Meeting:

116 Members

10 Visitors

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Trials, tribulations and deals

From the Deals Guy, Bob Click

Greater Orlando Computer User Group.

(Space limitations prevented the use of the Deals Guy last month.— Editor)

This last month had its trials and tribulations with several Happy99 virus files in my e-mail, even again from a couple of people I had e-mailed that they had the virus. Some people just don't believe. My advice is to have mercy on your friends and make sure you have computer virus protection.

I went into my download folder to delete the latest Happy99 file and found four others with varying numbers. I don't even know how they got there.

I installed Norton SystemWorks and started having lock-ups and other problems, but that's working better now. Not only that, but when I first ran the Norton AntiVirus on my machine, it found the Happy99 virus I thought I had deleted and gave me several choices. I chose "delete." More problems.

I was then given a message by Norton's AntiVirus that the file wsock32.dll had been deleted. How could that happen? I hadn't authorized the deletion of that one, and undelete didn't find it. Now I couldn't go on the net.

I take my hat off to the tech support guys at Mindspring for their help. They assisted in getting back the wsock32.dll file from my Windows 95 CD. I've since learned that all I had to do was rename the wsock32.ska file in my Windows/System folder that was my original wsock32.dll, still intact but renamed by the virus. Per advice, I renamed it wsock32.bak.

The Mindspring guys have helped several times with problems and are always courteous and intent on getting the job done. Thanks to all the readers who gave me more Happy99 information. Seems many of you have gotten it.

On top of all that, I had ultrasound to break up kidney stones ... not a pleasant experience. So much for last month. Now, let's review the past deals:

Readers reminded me that the "Parsons/Broderbund/The Learning Company" acquisitions were not where that ended since Mattel topped it all by acquiring them. I wonder who those folks are working for this week!

The only deal still good is the "SpellCatcher" item. Call the company at (800) 359-4920 or visit the Web site <www.casadyg.com/stores/ug>.

If you postponed the Metlund Water Saver de-

vice, the company might still take a special deal order. I installed mine and love it. My wife loves it when she starts doing the dishes without waiting for hot water. I ended up using their T adapters, only a bit different than they directed. Call them at (800) 638-5863 or visit the Web site at <www.metlund.com> for information.

So That's Where You Get Color Printers!

A price reduction to \$1,299 for QMS color laser printers was mentioned in a previous column but not where to get it. The wait wasn't long since they're listed in at least three catalogs received since. The QMS and other color laser printers are listed in "Zones Business Solutions" (800-419-9663), "Publishing Perfection" (800-387-2164) and "Midwest Micro" (800-682-4211), and probably others. With time and shopping, you will probably find a deal, even if only saving sales tax ordering from an out-of-state catalog.

Come On Now, Be a Good Computer

and BOOT-UP! This item may not be for the faint of heart, but more for consultants and people experienced inside the computer's case. We're talking about plug-in boards that will analyze your computer's refusal to boot if it's a hardware problem. "Data Depot" has three diagnostic test cards to plug in your motherboard.

1. "MiniPOST" economy Power-on self-test card for XT, AT, ISA, EISA computers. Shows self-test codes and power supply status when power is switched on. Instantly shows why system won't boot; Four LEDs show power supply status. Easy to read digital display shows test codes.

2. "PocketPOST V2" Power-on self-test card with logic probe for XT, AT, ISA and EISA computers. Instantly shows why system won't boot. Built-in voltmeter checks power to 95 percent. Shows status of 10 critical PC BUS signals. Easy-to-read digital display shows test codes. New built-in Logic Probe for the super tech. Troubleshoots to component level.

3. "PC PowerCheck." Professional PC/Amiga power supply test card. Plug-n-play, no software needed. Monitor reset, voltages high, low, noise and spike. LEDs show whether all voltages are in spec. Continuous/trap monitoring of hi/lo/spike.

More descriptions are on these brochures but visit the Web site at <<http://www.datadepo.com>>, or call Data Depot at (800) 767-3424 (number also good in Canada) or (813) 445-3402. Prices for the cards

are as follows: MiniPOST test card, list -- \$149, user group -- \$69; PocketPOST test card, list -- \$299, user group -- \$159; and PC PowerCheck card, list -- \$299, user group -- \$199. Tell them the "dealsguy" sent you. I purchased a diagnostic card to check a computer I have, but have not had the chance to try it out at this writing.

Learning For Kids

You might be tired of catalogs, but this one caught my eye. If you work with young children, this catalog offers software, toys, books, videos and even Barbie software. All kinds of learning tools. It would be difficult to describe all it contains.

Call for the "Edutainment" catalog at (800) 338-3844 if you haven't already received it. Mine had 40 pages of products, although nothing to help me learn to obey my wife better. Some items are for all ages, such as the "Complete Space and Astronomy," but no Hooter's stuff.

Deals You Find Out About Only By Ordering

If you have not ordered from Parsons for a while, you might not be aware that packed with any order is an inventory reduction and closeout sale flier. These sales are ongoing, and while the Parsons prices are already low, these prices are about half the regular price. Many at \$9.95, but be aware they are mostly outdated items. Here's the catch: You get this flier only with an "order" received from Parsons. They won't mail this flier just for the asking. Mine had over 80 closeouts and specials. I'm told you can call in and see if something is on sale. They also offer daily specials that you find out about only by calling. Perhaps that's why I was on hold so long when calling for more information. However, it was nice to get a very friendly voice to answer my questions. For what it's worth, both recent orders were slow in coming, and my patience was rewarded with free software in each order. Not bad titles either, although I'm still trying to figure out some things about the free "Newsletters & More."

For you Barbie lovers, since The Learning Company acquired Parsons they also offer several Barbie titles for \$19.95. The acquisition by Mattel should be completed soon, but that doesn't affect your placing an order. The Parsons order number is (800) 223-6985, but be prepared to wait. I'm thinking about getting some Barbie review software for my wife's birthday. Hmmm, it might be better to get her some cooking software to review.

Remember ViaGrafix?

ViaGrafix has always been a friend to user groups. My club has had little contact with them the last few years but when checking an expired special, I found it still has a policy of offering products for review if your

user group has its "code" number.

Here's the deal: Your president, or your club's "Vender contact person," should go to the Web site <www.viagrafix.com> and fill out the application for your user group. That person will then be assigned a code number for ordering review items, and for members to order ViaGrafix products at a 20 percent discount. Thereafter, you can contact Tammie Kolker at <tam@viagrafix.com> for review items. ViaGrafix's user group database should contain your officer and contact people list. Tutorials are on both video and CD-ROM.

Order up to three review products. When they get a review from you, it is possible to order up to three more products for review. I can only tell you this offer is better than it sounds in my column. If your president doesn't already have your group's code number, consider it.

Good Heavens, Where Do I Find That?

Many Deals column readers are business people. Information is a great resource, especially where to find a product or service. "Thomas Register" has been around the business world for many years and is a unique tool to find those products or services anywhere in North America.

Most products have risen in price over the years, but not the Thomas Register. In fact, the price is better than ever, and it can even be bought on CD-ROM (Windows only). That version has nine CDs with tremendous search capabilities. I noticed a 1999 Thomas Register on CD-ROM entitles you to three years of use, but the search software expires on March 31, 2002.

The price for this valuable product and services guide is \$199 right now, and if you have a "folio" number (mailed to you), it can be had for \$149 + \$9.80 S&H in United States. Sorry, but no Canadian deals. You might ask if you can qualify for the \$149 special offer. Call (800) 699-9822, ext. 444, or call customer service at (212) 290-7277. Visit the Web sites at <www.thomasregister.com> or <www.thomaspublishing.com>.

The company also offer the book version with 34 volumes, if you prefer, for the same price, but \$18.95 S&H.

That should do it for this month, but meet me here next month where we will discuss deals and interesting items again.

-- Bob (The Cheapskate) Click.
<dealsguy@mindspring.com>.

Odds and ends -- Part 5

By Jim Thornton (jthorn@gte.net)

WHAT? MORE COMPUTER RADIO STATION CHANGES?

The three-hour "Kim Komando's Komputer Klinik" program is no longer heard Saturday mornings on the Los Angeles radio station KSLX (97.1 FM).

A new two-hour "Computer America" program is heard Sunday afternoons (1-3 p.m.) on Ventura radio station KVTA (1520 AM). The host is Greg Crossman, his call-in telephone number is (877) 266-7469, and home page address is <www.computeramerica.com.> Only the last two hours of his three-hour program are locally broadcast.

The Computer America program and the Komputer Klinik program on station KVEN (see page 12 of the May 1999 TOE) are both frequently preempted by baseball, basketball, and/or hockey sports programs. A full listing of the locally heard computer radio programs, as of February 1999, was provided in the February 1999 TOE (pages 14-15).

WHAT DO THE SPECIAL KEYS ON YOUR WINDOWS 95/98 KEYBOARD DO?

The keyboard key with the Microsoft Windows logo is a special feature key intended to save you several mouse clicks. The original non-Windows keyboard had

keyboard has 104 keys, including the two special Windows keys (Winkey) located near either side of the spacebar and a totally different special Windows' key with the symbol of a shortcut menu. This latter key is on the right-hand side of the spacebar between the Winkey and the Ctrl (Control) key. But what do these two special Windows keys do?

The Winkey can open your Start menu, display your System Properties, minimize all maximized windows, etc. For example to display your System Properties using your mouse, you must double click your left-button mouse three times—first on the My Computer icon on your desktop, then the Control Panel icon, and finally the System icon. But if you just momentarily depress the your Winkey and your Break key together, you'll get the same System Properties display and save the three double mouse clicks besides not having to move your mouse to three different icon locations on your desktop. Here is a list of the keys and the features provided:

- Winkey Opens the Start menu
- Winkey + d Minimizes all maximized windows
- Winkey + e Opens Windows Explorer
- Winkey + f Opens the Find box to look for files or folders on your PC
- Winkey + f + Ctrl Opens the Find box to look for another networked PC

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| | |
|--------------------|--|
| Winkey + m | Minimizes all maximized windows (same as Winkey + d) |
| Winkey + m + Shift | Maximizes all minimized windows |
| Winkey + r | Opens the Run box |
| Winkey + Break | Displays the System Properties window |
| Winkey + F1 | Opens the Help window |
| Winkey + Tab | Steps through Taskbar buttons |

The other special Windows key with the shortcut menu icon when depressed will display the standard shortcut menu with the Cut, Copy, and Paste choices and depending on which program you are using at the time will display other available choices. For example, in Microsoft Word, the choices are Font, Paragraph, Bullets and Numbering, and Draw Table; in Microsoft Excel, the choices are Paste Special, Insert, Delete, Clear Contents, Insert Comment, Format Cells, and Pick from List etc. This key duplicates the single right-

button click of your mouse. //

Treasurer's report

April 1999

By Howard Oxman
Treasurer

Expenses

| | |
|--------------------------|-------------------|
| State of California – | |
| Registration fee | \$10.00 |
| Self Storage Depot | 55.00 |
| Computer Learning Center | 50.00 |
| Donuts – April | 28.00 |
| John Weigle – Newsletter | 559.07 |
| John Godwin – Expenses | 73.00 |
| Service Charge – Bank\$ | 6.00 |
| Bob de Violini – Copies | 109.93 |
| The Hartford – Insurance | 181.75 |
| Arline Lakes – Postage | 33.10 |
| TOTAL | \$1,105.85 |

Income

| | |
|-------------------|------------------|
| Donuts | \$ 19.50 |
| Book sales | \$ 15.00 |
| Members – New | \$ 70.00 |
| Members – Renewal | \$ 605.00 |
| TOTAL | \$ 709.50 |

(Net Loss \$396.35)

June SIG schedule

Special Interest Group classes are held at the Computer Training Center of Ventura County, (behind Las Posas Plaza) near Calle La Roda and Daily Drive.

Check the Web page or call Helen Long before you attend to make sure there will be a moderator.

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Monday, June 21, 7-9 p.m. DOS, Robert Provart. Robert is going to have more Fun with DOS for WIN98.

Monday, June 28, 7-9 p.m., Hardware, Paul McCaustland. Topic TBA

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Review: Norton System Works

By Jim Thornton (jthorn@gte.net)

The Symantec Corp. has recently upgraded its Norton SystemWorks to version 2.0. SystemWorks is a suite of Norton's most popular utility programs and includes Norton Utilities, Norton AntiVirus, Norton CleanSweep, Norton CrashGuard, and Norton Web Services. Each of these programs will be reviewed over the next several months. Here is a brief overview of these programs:

Norton Utilities 4.0: Norton Utilities is a family of programs that assists you in identifying and resolving your PC problems, improves your PC's performance, and performs routine preventive maintenance tasks. It warns you of potential problems before they become apparent, minimizes your down time when there is a problem, helps you to recover your lost data, and provides the information you need when installing new hardware or software.

Norton AntiVirus 5.0: Norton AntiVirus automatically checks for viruses when your PC starts up; when you use any program; when you use any floppy disks; when you download any files from the Internet; or when you receive e-mail. It scans specified files, folders, or entire drives; scans your hard drives at your selected scheduled times; updates your virus definition files monthly (at no cost for the first year if you are a registered user); customizes its level of protection to match your needs, and deletes all detected viruses upon your approval.

Norton CleanSweep 4.5: Norton CleanSweep is another family of programs that frees up your disk space by removing unwanted programs and files from your PC. It cleans up programs; deletes designated programs and their related files; moves programs to another drive or folder; transports programs to another PC; and archives infrequently used programs to a compressed backup. It identifies and deletes duplicate files. It monitors all system changes while you install new programs from a floppy disk or a CD, or from the Internet. It identifies and deletes miscellaneous unneeded graphic files, multimedia files, text files, Internet cache files, and temporary files. It tracks the number

of times you access each file on your hard disk and recommends the removal of the files that are no longer used. It identifies and deletes invalid entries in your registry. Files, folders, and programs will not be deleted without your approval.

CrashGuard 4.0: CrashGuard runs continuously in the background to catch crashes, and prevent data loss and wasted time. If a program crashes or freezes, CrashGuard recovers the program so you can save your work and exit the program properly. It unfreezes frozen applications. A frozen application is a program displayed on your screen that is not responding to either your keyboard or mouse input.

Norton Web Services: Norton Web Services provides a library of PC enhancing utilities at a for-a-fee subscription Web site. Registered users of Norton SystemWorks have free access for the first six months. The Web site provides the latest updates and bug fixes (patches) to your Symantec and non-Symantec software programs and hardware device drivers. Symantec does not provide technical support for updates to software and hardware provided by other manufacturers.

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The system requirements for SystemWorks are an IBM or 100 percent compatible PC, a 486/66 or higher processor, Windows 95 or 98 operating system, 16M of RAM (32M recommended), 105M of available hard disk space for typical installation or 122M for complete installation, a CD-ROM drive (2X or faster), VGA (256 color) or better video card, a sound card (optional), and an Iomega Zip or Jaz drive (optional). SystemWorks is not compatible with DOS, Windows 3.X, or Windows NT.

The Standard Edition of SystemWorks 2.0 is priced at \$69.95 (MSRP) and registered users of any

Norton product can upgrade for \$59.95. The Professional Edition is priced at \$99.95 (MSRP) and registered users can upgrade for \$79.95. The Professional Edition is the same as the Standard Edition but includes two additional programs -- Norton 2000 BIOS Test & Fix and Norton Ghost. Norton 2000 BIOS Test & Fix scans your PC and its program and data files in order to identify potential Y2K problems, and Norton Ghost backs up or clones your entire hard drive(s), creating an exact reproduction down to the last byte. The Editions are available from

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Quicken....JD

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Microsoft Excel....DM
Quattro Pro...DM

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WordPerfect....DM, GM, JD
WordStar...TS

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Windows 95...DM, JM
NT...TS

VCOL SUPPORT

Jerry Crocker, 486-0308,
NormsPlumb@aol.com, 6-10 p.m.
Roland Fleig, 983-8707,
schwable@cipcug.org, mornings
James "Al" Gonzalez, 659-3573,
jgonzalez@cantd.ang.af.mil, Mon 9-6 p.m.
Bob Kumler, 482-4087,
borbj@juno.com, afternoons
George & Arline Lakes, 983-2969,
thelakes@cipcug.org, 2-10 p.m.
David D. Minkin, 484-2974,
75610.464@compuserve.com, 5-12 p.m.,
weekends
Harold Simon, 658-8939,
halsimon@bigfoot.com, 11 a.m.-11 p.m.
Claude Whelchel, 482-4017,
claudio@cipcug.org 8-12 a.m.

| Initials | Name | (805) |
|----------|--------------------|--|
| BW | Bart Wood | 482-4993 (e) |
| DM | David Minkin | 484-2974 (e); 339- 1729 (d: voice mail) |
| GM | Gracia Marks | 484-2572 (e) |
| HL | Helen Long | 642-6251 (d) |
| JD | John Daily | 650-0029 (b) |
| JM | Jerry McCloud | (818) 889-6176 (e) |
| LZ | Len Zakas | 388-8452 (b) |
| MR | Marvin Reeber | 984-1974 (b) |
| RP | Robert Provart | 498-8477 (b) |
| TL | Terry Lee | 981-1224 (d) |
| TS | Toby Scott | 981-1212 (d) |
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Editor's Column

As most of you may have already figured out, May was not one of our best months.

The Web page was down for several days (there's more information in Helen Long's Web page column) because new phone lines were being installed, and our mailing label program gave us a lot of trouble.

The site is back up now and was working fine last time I checked.

As for the label program, probably all of you in the Thousand Oaks-Newbury Park-Agoura-Westlake Village areas got your issues via first-class mail with handwritten addresses. That's because the labels for those areas simply didn't appear. A few of you in other areas also got first-class delivery because one page of labels didn't go through the printer, and we ended up with two names and addresses on every label. We tried to get all those figured out but had a couple that were impossible to read.

The point of all this: If you didn't get your last TOE, see me at the meeting or drop me an e-mail <jweigle@vcnet.com> and we'll get one to you.

There was also good news, however. Last month

was the first time TOE was available on the Web site <cipcug.org>. Helen works hard to keep the site up to date and useful for all our members, and, thanks to the folks at Adobe, she can now post the newsletter, too.

You have to have the Adobe Acrobat Reader, but that's available all over the place (and usually comes, if I remember right, with copies of Netscape and Internet Explorer). Enjoy.

The other good news was that our first national ad appeared (Symantec), and our second one (Borland) is in this issue. These ads are a product of work by APCUG, the Association of PC User Groups, and if the campaign for more advertisers succeeds, it will more than cover the costs of our dues to the group.

APCUG also provides the Deals Guy column, which we didn't have room for last month (sorry, regular readers, but our first preference is for locally produced articles, reviews and CIPCUG news). When I checked June 9, the June column wasn't posted yet, so the feature may not appear this month, either.

-- John Weigle, Editor

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