The Outer Edge

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Attendance at the
June general meeting
106 members and 3 guests

WE WELCOME
3 NEW MEMBERS
★★★★★★★★★★★★★★★★★★★★★★★★★★★★

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ROOT DIRECTORY

COMMAND.COM
By Andy Toth, President

June marked the end of my first year as president. It has been a good experience, and I look forward to the next year. A lot of things have changed in the last year: Desktop computers have more processing power than 'Supercomputers' of a few years back; viruses and hacker attacks have become vicious; digital imaging and video are becoming main stream; audio capabilities rival the large living room rack; and "privacy on the internet" is only a phrase.

The changes, some great, some good, some not so good, and some bad, are just the start. The more powerful a tool is the more responsibility and knowledge are required to use it. Just being able to use that drawing or word processing program is no longer enough. The Internet is a fantastic source of information of every type, size, shape, and form. However, to get you have to give. This following may seem like a strange thing to say, but I comprehend the statements above, but I do not fully understand the details. The details are the fine print and TCP/IP. I can barely make it through the daily junk mail, removing the credit card applications with my name on them for shredding. It is much more difficult to find the opt in/out box on a browser window or series of windows. Information between machines can be exchanged every time you connect to a new page. That box sitting on the floor or desktop may have the potential of "giving away the farm" if you let it.

It may sound like I am paranoid. Maybe not enough. The Internet is a wonderful playground. I have saved months of research. Exposure to everything and anything is becoming a way of life. Good and bad are generally separated by a fine line. Knowledge and understanding help differentiate the line.

That machine has made it possible for me to do things I used to dream of. I have to understand that I am a stranger in a strange town. Exercise care, keep your virus definitions up to date, understand your surroundings, and remember "from the privacy of your own home" means nothing.

Enjoy the wonder and direct its growth.

Executive Committee Meeting Notes

June 2002   By Martha Churchyard

The CIPCUG Executive Committee Meeting was held on June 4, 2002, at the home of Andy Toth.

Present: Andy Toth, Art Lewis, Bob de Violini, Ken Church, Toby Scott, George Lakes, Helen Long, Martha Churchyard and Craig Ladd.

The usual reports were given. Coming SIGs and programs were discussed, as well as some of the details of the coming e-mail upgrade. Bob de Violini reported on the club's contract with the Pleasant Valley Recreation and Park District for our monthly meeting place. The contract has been renewed until August 2003.

The Southwest User Group Conference in San Diego in August was discussed, and Martha Churchyard will attend as the club representative.

Why join CIPCUG?
Here are just a few of the reasons: Monthly SIGs, a monthly program, a monthly newsletter, a discounted Internet Service Provider, a library of computer books and videos, discounts on a   variety of books and software, access to computer help through F1—Your Help Key, friendships with other computer users and the chance to help others with your knowledge.

July meeting features annual Garage Sale

Programs

The annual Channel Islands PC Users Group's Garage Sale will be held from 8:30 to 10:45 a.m. during our monthly meeting, on Saturday, July 6, and this year, your fellow members are offering a wide selection of used software and hardware items.

A small sample of the software items include games, crossword puzzles, photo editing programs, etc., and some of the hardware items are keyboards, monitors, hard drive controller cards, etc. In addition, Ventura Valley Computers will be offering new products at discounted prices.

Please contact Jim Thornton, CIPCUG Garage Sale coordinator <jthorn@adelphia.net>, before July 1, to reserve your table space. As in previous years, space is limited.

At this meeting, the Beginner's and Internet SIGs will begin at their usual time the business meeting and the general Q&A session will follow the Garage Sale.

Before the end of the meeting, the monthly raffle will be held offering new items and all donated unsold Garage Sale items.

Because of this special event, there will be no Library services available at this meeting.

Non-members are invited to attend this meeting to learn about the advantages of being a member and may participate in the Garage Sale as buyers.

The CIPCUG meetings are held on the first Saturday of each, at the Freedom Center building, Camarillo Airport, 515 Eubanks St. (at Pleasant Valley Road), Camarillo.

The agenda for this special meeting will be:

8:30 a.m.: Doors open, tables with sellers' names are set up, and selling begins

8:45-9:30 a.m.: Beginners' and Internet SIGs

10:30 a.m.: Coffee break

10:45 a.m.: Selling stops and unsold items either donated to raffle or removed

11 a.m.: Business meeting

11:15 a.m.: Q&A

11:55 a.m.: Raffle

Noon: Meeting ends

Other coming meetings:
Aug. 3: Working on Stomp.
Sept. 7: Executive software.

SIGs

All our Special Interest Groups are presented at Ventura County Computers. From the 101 Freeway, exit at Telephone, take Telephone south to McGrath, turn left

July door prizes

The club door prizes for July are:
Quicken Basic 2002
PC Anywhere 2002
Symantec Norton AntiVirus 2002 with one year's update subscription
Epson Stylus C40UX USB Inkjet printer
Microsoft Natural Keyboard Elite
Total retail value of approximately $337.

We have two types of raffle tickets: one for any prizes offered by the presenter and one for club-provided prizes. The tickets for the presenter's prizes are free and limited to one per member. The tickets for the club-provided prizes are $1 each, $5 for six tickets, $10 for 13 tickets and $20 for 26 tickets and are available to anyone.

SIG reminders available by e-mail

To keep members up to date on coming SIGs, Andy Toth has agreed to offer an e-mail reminder service to club members. Sign up and he will automatically send you a reminder about two days before each SIG, indicating the topic, location, and date.

We hope that this service will remind more people about coming SIGs. Check the front page of the CIPCUG Web site in the "Latest Page Revisions" or at the bottom of the SIG INFORMATION page. Or, if you want to sign up without going to the Web page, send an e-mail to <siglist@cipcug.org> with the subject line "subscribe" to

and go one block. Turn right on Goodyear and then right again into the second driveway. Unit 117 is the back, right corner of the industrial building.

The Special Interest Groups (SIGs) are sponsored by CIPCUG and led by volunteers. There is no charge for members to attend. If no moderator is listed, the SIG is not officially scheduled. Check the Web page before you attend to make sure there will be a moderator.

Here's the SIG schedule for the end of June and all of July:

Thursday, June 27: Andy Toth — Star Office's Star Writer.

Monday, July 8: Mike Shalkey — Web Pages — Using Star Office.

Tuesday, July 16: Toby Scott — Freeware Programs — Toby's favorite.

Tuesday, July 23: Rick Smith — Configuring Hardware / Devices and Drivers in Windows XP..

Thursday, Aug. 1: Andy Toth — Star Office — Review.

Q&A

CIPCUG ISP installing new e-mail program

Business meeting

Because of problems with the old CIPCUG e-mail program, the board voted to buy a new program, Imail from Ipswitch. The old program is no longer supported by the vendor and was damaged by hackers. The club is splitting the cost with Ventura County Computers. More details are given in the Q&A section.

Elections were held, and 101 votes were cast. Craig Ladd was re-elected as vice-president, Art Lewis as treasurer and Martha Churchyard as secretary.

Q&A session

The company that wrote the old e-mail program, Post. Office, was bought out, and it is not being updated any more. Because of this, we cannot keep up with the increasing inventiveness of spammers.

Spammers keep coming up with new ways to spoof e-mail accounts. They now can spoof IP addresses; they've been able to spoof account names all along, and there is no way our software will keep the spammers from getting in and sending out e-mail using somebody else's hijacked account. We don't have the tools to stop them, and we're not going to get them in this program. We have had three attacks in the last year, each one more difficult to fix than the last. This last go around is a support nightmare Every time any of you who are on DSL or cable get a new IP address, suddenly you can't send any mail. You have to call me up and I have to find out what IP address you are on, enable that one and take your old one off. That's what I'm doing right now as a way of keeping our latest generation of spammers from sending spam out on our server. So, that being the case, we really didn't have a choice; we had to get a new mail program.

I went down to Internet World, kicked the tires on everything there. There was really only one worth talking about. I talked to Terry Lee and Bill Bates — some of you know them, they were the ones who actually started the CIPCUG ISP. Bill has worked with IMail, which is the one that I finally selected. I've got a test copy of IMail running at my house — I have a network in my home of seven computers with a domain server running IMail, and the family is able to exchange e-mail messages quite well. We can even send them out to the Internet. For a variety of reasons, I can't receive them, but that's OK. It cuts down on the spam [laughter]. The reasons I can't receive them have nothing to do with the software, it has to do with the fact that I'm on an IP address that changes periodically and someone else trying to find me remotely, can't find my computer. I knew that wouldn't work, but I did want to check out the authentication on the sending.

We are going to configure the program so you will have to authenticate yourself with user name and password for every single piece of e-mail you send out. It does it in the background; all you have to do is go into your e-mail setup, add "@cipcug.org" to the Account Name and click on one checkbox. On our home page I've put instructions telling you how to do it, with a screen shot showing exactly where to check. **Do not make the changes until we tell you to.** If you change your account name or click that checkbox now, communication will fail and you're going to have a mess. This is only a heads-up for the future. But you might want to check this out. Go to the CIPCUG Web page and click the link to my home page. In the menu on the left I have something about the mail server; click on that to see the instructions so you can familiarize yourself with it before you make the switch.

I know that's a pain in the neck, but we have two new features that are oft-requested, that people should be happy about, so net I think it will be a big gain for the club. First, because of the password authentication you will have Web access to your e-mail. That means if you are traveling, or at a friend's house, for instance, you can open their browser and go to your e-mail account, reply to messages, and do whatever you want with a browser. It's a little slower than an e-mail client, but it works. You won't have to change all the settings on your friend's e-mail client, which is what you have to do now. If any of you use Yahoo or Hotmail or something like that, you would be able to use it just like you can those programs; it is very similar.

The other thing it has is a monumental, incredibly complicated, set of spam filters to restrict incoming spam. There are a couple of gotchas with all incoming spam filters: One is that if any of you are on mailing lists or distribution lists, the difference between a distribution list and spam is that you wanted the distribution list and didn't want the spam. The computer isn't smart enough to know the difference. When we install the software everyone will be notified when we do that. And again when we start filtering — it will not be from day one — we will communicate with you to be aware of the subscriptions to newsletters and the like that you want to receive. If you suddenly stop receiving them, let me know so I can put exception handlers in to let your spam through and keep the other spam out.

Is that clear? If there is anyone who isn't clear, raise your hand now.

Q: How exactly do we tell you what we don't want filtered out?

A: The best way is to take a copy that you have from when it was working and forward it to me. Then I can read the header and create my "pin-hole" to let it through.

Q: Will Toby's e-letter go through?

More Q&A: Why isn't DSL available everywhere?

A: Toby's e-letter will get through just fine, because it will go out of our server and won't hit the filter — if it ever gets written. I haven't written it in a year.

Q: Why is DSL not available in some areas even though there are phone connections?

A: In order to enable DSL, the phone company has to put in some very expensive hardware that has to go into a central switch because it is so expensive and vulnerable. The signal degrades with distance, so if you are not within a set number of miles, which varies by equipment, it can't be used; or it is very slow. The phone companies have been rolling it out as quickly as they can. If you look at maps, it looks like Swiss cheese: a little circle here, a little circle there, all around their switches. The technology is getting better, so the holes are bigger, and there is less cheese left, if you will, but everyone is not covered.

Probably the better choice if you have it available is cable modem. If you subscribe to a cable service for your television and they offer cable modem service, satisfaction rates are higher than DSL. I would encourage you to take a look at that anyway.

Q: RAM issue on a Pentium I/150 with 32 MB of RAM. When starting, the memory check counts to 32 MB; in Windows 98 the system indicates it has 15 MB. How can I get the other RAM back?

A: If what they call the POST — the power-on self test — detects that there is 32 MB of RAM, then you have the chips in there and they are seated. Probably you have two 16-MB chips and probably they are not the same speed, or they might be the same speed but not the same manufacturer, and you may have to swap them out to get your RAM back. It's probably a timing issue.

Q: They are both the same.

A: Then one of them may be bad. There are a couple of places you can get shareware RAM testers. You can download them for 30 days and run them and test the RAM. But if the system detects them and Windows does not there is some kind of an error with the RAM.

Q: Could it be a configuration error in Windows.

A: Windows is supposed to detect that. I suppose there could be something locked in the registry someplace, but I've never seen it. It has always been hardware. It's almost always timing issues — that is, the two RAM chips are different. But if they are not different, then you probably want to run a RAM checker. We have a hardware device at the office.

Q: An ISP in Frazier Park uses a virus detector called Postini. Every e-mail message is processed and if a virus is detected the subscriber is notified. Any comments?

A: I've never heard of Postini, but there are several of them out there that will do it. We run Norton Antivirus on all files, supposedly, on our server, and it is cleaning out a lot of Klezes, it just does not get anywhere near all of them;

I know it doesn't. The problem is that with the volume of e-mail that we get, if you download quickly enough, the mail infected with the Klez virus will make it to your computer. It won't be deleted from our system because it wasn't able to check it in time. That is one of the issues that we will work on when we get the new server.

Q: I have information about Postini. West.Net is using it, making it available to any of their customers. It has three levels of spam filtering. If there is a message it detects as spam that is really something useful to you, you can change the settings. For instance one of my correspondents back east has an e-mail address of cjp7777, which looks suspicious to their filter, so it held it up until I enabled it. It also uses a McAfee virus checker, and I have not gotten anything with Klez in it since I started that. You get a little announcement saying it has found the virus. You can go back to the Postini to see what the message was. Maybe it wasn't spam. But you can tell it to let through anything that you desire, including mailing lists and so forth. It has been quite successful for me. I get about 20 or 30 of these things every couple of days, and it tells you once a week to check and see if there is anything you really want before it deletes it.

A: There are two schools of thought on virus filters: one to send notices every time you filter one, and the other is to delete them and not notify. I'm in the delete-and-not-notify camp, because there's so much of it, the avalanche I get if I notify is indistinguishable from spam. It's an all or none situation, either everybody is notified or nobody is. I've made the executive decision, since I didn't want the notifications…

Postini is an add-on to McAfee from what you said, which explains why I've never heard of it, because I'm a Norton user. It's one of those things; everybody divides into two camps on that.

Q: You can go to Postini.com and see what they have.

A: I'm sure it's a good product; there are a lot of pretty good products out there. Right now what I have is not the happiest combination because it's not getting all of the viruses. I'm not sure why that is, but that will change.

Now I remember what my other announcement was, on the SIGs. Andy was very gracious and said that Rick's SIG on XP was popular and went very well. Any of you who have XP or are thinking of getting it would do well to come and take a look at it. Rick really does know his stuff and he covers it in detail and makes it understandable.

But Andy didn't talk about his own series that he is doing on Star Office. I would encourage any of you who do not have a copy of Microsoft Office to take a look at Star Office. It is an excellent clone of Microsoft Office and it is free. He understands the program and explains it well. Star Office is a very good program; it has been split in two. The free version will continue under the name of Open Office.

More Q&A: Are Star Office, MS Office compatible?

I've downloaded it and it looks promising.

Q: Are the Star Office files compatible with Microsoft Office?

A: Yes. There are a few very complicated Excel macros that don't translate correctly, but they are working on them. There are a couple of minor discrepancies in precise layout of Word documents, but it renders them about 99 percent faithfully. For most of us it's a perfect replacement.

Q: Does that mean you can go back and forth between the two; save in one, save in the other?

A: Yes, you can switch back and forth. The only caveat to that is that Star Office uses Office 97 file formats, so if you have Office XP or Office 2000 you'll need to save the files as Office 97 documents, not as Office 2000 documents. There are now two versions, actually three because there was Office 95 as well. But 97 and 2000 are the two common ones. As long as you save as 97, you can go back and forth.

Q: With regard to these Klez virus warnings, you get this red picture with various options. Which option should one check?

A: For the Klez, "delete." Delete the file. When it sends itself out, the Klez virus picks some random stuff off the hard drive, picks a name out of your address book, and says that the mail is coming from that person, not from you. So frequently you think that your friend Joe has Klez, but it isn't Joe at all, it's his friend Fred who has Klez. The file attachment that it sends you is just a random file that it selected, and it doesn't even send the entire file. It just sends a couple of K worth of the file snipped out of the middle of it. There's zero chance you will want to read that file. Just delete it.

Incidentally, there are two things on the Klez: first, the Klez is self-mutating. Every couple of months, like a true virus it generates a slightly different form of itself. When it does that, the old virus definitions are incapable of picking it up. It knows how McAfee, Norton, Panda and all the rest of the antivirus engines work and it modifies itself so that the latest patch won't pick it up. Therefore, even if you have literally 3-day old virus definitions and somebody sends you the latest Klez that came out yesterday — it actually did, version "I" is now out — you can get the Klez even though you updated your virus definitions on Monday.

Now let me tell you want happens if you get the Klez and you have a virus checker that is out of date and is unable to detect the virus. If you catch it real fast you can delete it, but if you don't know you have it and leave it for a little while, it will worm itself a little deeper into your system. It attacks the Norton Antivirus. Norton will no longer be running, you will no longer be able to update Norton to the latest definitions — they will be blocked. And you will not be able to uninstall Norton Antivirus so you could use some other antivirus program. If any of you have ever tried to run two antivirus programs at the same time, you know what happens. You can't

do that very well because one tries to inhibit the other. You are stuck. We have had, I think, four computers come in. The first one, we billed the client for maybe six hours of work, but it more like 12 or 14. We are now down to about 2½ hours of hard labor. You have to find out what it has infected, then drop to DOS, boot to a clean boot disk and in DOS find the file that is hidden, system, read-only, use the "attrib" command to get rid of it, then go back into Windows to find the next one, then go back out to DOS and get rid of it manually, and so on. You have to get rid of 75 to 100 entries in the registry manually. The Klez removal tool doesn't work. It's a mess. It's a really ugly virus.

The only thing I can tell you is stay up to date. Particularly when you go home, don't open up your mail client until you have gone out and updated your virus definitions. If you have an antivirus program and the definition subscription has expired, if you are not willing, able or desirous of updating the virus definitions, then in the strongest words possible I urge you to delete your antivirus program. A computer with out-of-date virus definitions is more dangerous than a computer with no definitions — much more dangerous.

Q: How do you know that Norton has been disabled? When I run Live Update, it says it finished successfully, but the date of last update never changes. It still shows two weeks ago.

A: If you go out to Live Update and run it, and it looks like it finished, but when you check the date of last update, it never changes. That's how I have found it. And if system check won't check your system, that's also an indication.

As I say, when you go home, open up your browser, without opening up your mail client, and go update your virus definitions. If it says you're updated already and you don't get any new ones, and you haven't gotten any in two weeks — are you using Norton?

Q: I have that.

A: You've got the Klez — pretty much guaranteed. Go try running the removal tool. Go out to SARC — that's the Symantec Antivirus Research Center, SARC.com. On the front page they have the Klez removal tool. If you have two computers, download it to the other computer, put it on a disk, write-protect the disk, shut the computer down and turn it off for about a minute. Boot it into safe mode and run the Klez removal tool. It may or may not be successful at removing the Klez.

The instructions are on the SARC.com page. If you click on the Klez removal tool link, it gives you about a page of instructions. It is different for different versions of Windows, so please do read that. But generically you will put the removal tool on a floppy disk. You can run a CRC check on the floppy disk to make sure that the removal tool has not been infected; they give you instructions on how to do that. Put it on a floppy disk and write protect the floppy disk. Do you

More Q&A: Should I get AV updates?

know how to push the little tab on it? (Demonstrating with floppy disk) This is a floppy disk. Look at the two corners: There are two holes. Normally when you write to the disk one of those holes has a little tab in the back that covers the hole physically. If you push that tab up you see two holes. When you have two holes the disk cannot be written to; it is write-protected. So with only one hole showing you copy the file on to the floppy. Once it is copied you take the floppy out and push that little tab up so there are two holes. Now you can shut your computer down and come back up in Safe Mode.

Q: You say open your browser and don't go to your mail server. But on CompuServe, all my e-mail is on CompuServe, so…

A: CompuServe is not that big a problem because it will say you have mail, but it doesn't go to get the mail until you click on it. So you're OK on CompuServe as long as you don't click on the mail thing until you have your antivirus in place.

Q: I just installed Norton Antivirus 2002 on eight machines. One of them tells me every third day, "we think there's a new updates. Should we go get them," and we say, "yes," and it gets them. But the others have never said that.

A: There's a check box in there for Live Update to check for new updates. You've checked this on one and not on the others.

Q: A couple of times when I've tried to close down my computer I get a message saying — I'll paraphrase it, "There's somebody else on the computer with you. If you close it down now you'll throw them off too." That's happened to me at home but it's also happened to me at work on our network. Is Big Brother watching?

A: This is not Big Brother, but it might be something less desirable. If you have any of the file-sharing applications running, that would be one explanation. That would be Napster, Kazaa, Audio Galaxy, and others, that allow you to download music, video, pictures, etc. from other people and they can download them from you. In that case, all that means is somebody's trying to download, and you have given them permission to do that.

Another possibility for a file open is if you have one of the background switching programs; the best known is probably SETI program where you download a little application. I don't know whether you stay connected all the time on that one, but in any event they do communicate in the background when you're online. The third possibility would be that you use one of the programs that share your bandwidth in the background and allow remote users to use your processor. That's the latest thing that you sign up for with Juno and a couple of others.

But it is entirely possible that what you have is what is called a Trojan, a form of a virus that someone puts on your system that allows them to access your system, and store files on it. They can execute programs in the background,

More Q&A: What if I do get Klez?

although generally they don't. Most often these are used by hackers who have been caught hacking before. They will go to jail if any of their hacking paraphernalia is found on their computer, so they use your computer for storage. There are some very well known ones: Probably the two best known are Back Orifice and SubSeven, but there are some others.

You really don't want to leave one of those little suckers on your computer. The FBI could come knocking some day and confiscate your computer for evidence in a criminal trial. When the trial is over they will give you the computer back. They probably won't arrest you once they figure out that the files were put on there by, say, SubSeven, which is the most common now. They will know you are innocent, but then they will try to go after the perpetrator, and they will hold your computer for evidence. You might get your computer back when the trial is over in seven, eight, nine years. And we all know how valuable that box will be. If you have any of your business data on it, or anything you really need, that's not going to work too well. And we won't talk about the responsibility of being a good citizen, not allowing criminals to use your equipment for criminal activity, that's a gray area; but not talking about that, there are some ugly things that can happen to your computer if a hacker has control of your computer.

A couple of years ago what they called Distributed Denial of Service, DDOS, attacks were visited upon Microsoft, Yahoo and several others. They were done with Sub-Seven. They simply scheduled your computer, if you had SubSeven on it, to start requesting information from the Microsoft server at 10 on Monday morning — they targeted particular servers — to ask for a piece of information as fast as you can ask for it. They did that from about 10,000 machines and shut Microsoft completely off. The hackers never used a piece of their own equipment; they only used unsuspecting, semi-innocent bystanders.

Q: How do you know you have a Trojan?

A: One of the ways is if, when you shut your computer down, it says there is somebody still connected, do you want to shut down? Up-to-date antivirus programs will detect them.

Another thing that they do that's just lovely for your office is to put in a keyboard snooper and a network sniffer. They go around to other computers on your network sniffing out user names and passwords (because they can read the keyboard, they don't have that asterisk problem) and find out what you access and how you access it. They try to get someone else's access, preferably with administrator rights to the network, and pretty soon they have control of the entire computer network. That's considered very cool for hackers. So if you have it at work and you start getting these kinds of messages, I strongly suggest that you visit a very good virus program and use it very carefully. Do a very

careful scan.

Q: If you have already downloaded your mail but haven't opened it yet, and you see a suspicious looking letter, how can you run an antivirus check on it once you've downloaded it?

A: Basically you don't run your virus checker yourself on e-mail. You can do a manual check on a file, but not on individual e-mails, because they are not separate files. They're all part of your e-mail file. If you have programs like the later versions of Norton and McAfee, they can check all incoming mail, and you should be using those.

Q: You can scan the entire hard disk.

A: Yes, you can scan the entire hard disk. If you did invoke the virus, it usually will catch it. Most of the time, if you think, oh-oh, I just did a no-no and got myself a virus — clicked on something you shouldn't have — run a thorough virus scan right away. You have a much better chance of getting rid of it before it has a chance to dig deep.

Q: If it looks suspicious, how do you delete it without opening it, because once you move the arrow on it, it opens.

A: In August 2001, Microsoft issued the patch that prevents any scripts from running when you view an e-mail in the preview without actually opening it, in Outlook and Outlook Express. If you have the security patches from August 2001, you won't get the virus even if you single-click on it and look at it in the little window. You can get it if you double-click on it and bring it up in its own window. Don't do that to mail.

One of the things that people don't do is the Windows update. I strongly urge all of you to go out to the Windows update folder. If you don't know how to get there, click on the Start menu and look up towards the top. Usually the first or second item is Windows Update. It goes to http://windowsupdate.microsoft.com/ and in the middle of the screen it says "Product Update." Actually it's also on the menu on the left. Click on this, and you get a little window that says, "Microsoft is examining your system. This is done without sending any information to Microsoft." Pretty soon it will give you a list of everything Microsoft thinks you need or might want that's not currently installed on your computer.

These are the ones I strongly recommend: first and foremost, get DirectX 8.1. It's not one of the critical updates, it's down a ways, but this is the engine that controls all the ActiveX scripts that run the scripting on Web pages and in your e-mail clients. Do that one first. That is one of the ones that has to be run by itself. When it finishes, it will reboot your computer. You must run it and reboot before you do anything else.

The second thing you should get, if you are not there already, is Internet Explorer to version 5.5 Service Pack 2. I still don't recommend IE 6, except for XP users. If you have it it's OK, but there are still some sites you won't be

More Q&A: What Windows updates do I need?

able to get to because if you installed the upgrade to 6 on Windows 98 or ME or whatever you are missing some Java components and some Apple QuickTime components that will make some multimedia sites not work for you. It's a nuisance but it's not critical for the most part. The highest level I recommend is 5.5 Service Pack 2, and you have to be at this level. Service Pack 2 will be the only version of 5.5 you will see on the list. They won't offer you Service Pack 1; it has been retired. That is another upgrade that you have to do all by itself. When you are done, reboot.

Now, the first items listed are the ones you really need, the Critical Updates. They don't have to be done by themselves, so when you download the critical updates you can do some of the others: if you don't have them already and you decide you would like to have some of the Internet core fonts, that's a good thing to have, just a better display of fonts on some Web pages; the IDE shutdown patch, if you have Windows 98, and particularly if you have any problems with it shutting down normally, is a good one to have; if you use Net Meeting or Instant Messenger, get the latest version of those, they need security patches. Am I forgetting anything?

Q: Don't they normally separate security updates and critical updates?

A: Yes, they have a little blue bar separating the first group, which are only the critical updates, from the other.

The critical updates are what they call rollup packages. They find out what state your critical updates are in and then give you what you need to bring your computer current. You just see one listing, but it will actually be only what you need. The download size depends — if you get up around 10 MB, then you haven't done it for about two years. Then they have the security updates, and that will be Internet Explorer 5.5 Service Pack 2. Next are the recommended updates, which is where you'll find DirectX 8.1

Q: How do I delete messages without actually reading them, or even getting them on my computer?

A: There are several other programs that allow you to simply download the headers, the subject matter of all your mail without actually downloading the files themselves, and you can delete them off the server. Just tell the server, OK, I've read it, delete it. You lie, you didn't read it, but tell it to delete it and it will delete it for you. Then you never have to read that stuff. It will save you having to look at a lot of spam and so on. It's not always possible to detect the Klez virus in advance, but it can save you a lot of problems. It's just that it's a two-step process: You have to go get the headers, then check which ones you want and which ones you want to delete; then you send it off and get the stuff and read it.

Q: (written question) My Windows 98 startup is slow, and there is a lot of hard disk activity. Many of my icons

MoreQ&A: Can I speed up my startup?

are generic, and when I click on them it asks me what to use to open them. This is also causing problems with Win-Zip. Is this because I uninstalled Outlook Express?

A: If you are having a problem with file associations, just reinstall your zip program, and it will take care of it for you. Aladdin is a very good program, if you don't have WinZip.

There are several ways to fix a slow startup, but some of them are risky. The easiest and safest is to run Scandisk and Defrag. If your system hangs before they finish running, try running them in safe mode. In Windows 95/98 or ME you get to safe mode by hitting the F8 key just as the computer starts up. This gives you a startup menu.

As you create and delete files, they are broken up into several small pieces scattered all over the hard drive. To read the file the hard disk head has to jump around to access to each piece. Defrag consolidates the fragments into one piece.

The second thing you can do to speed up system startup on Windows 98 or ME is by using Msconfig. Change the startup mode to diagnostic. Go to the startup tab, where there is a listing of everything loaded at startup, and start unchecking things. Avoid anything in the Windows directory unless you are sure you know what it is. Also leave your antivirus. But it will help to uncheck drivers for things like the CD writer, multimedia, and Gator. In fact you can delete Gator, Kazaa, and similar programs. Also remove the Windows Indexing Service. It lets you access files a little faster, but consumes so much in resources that it isn't worth it.

Q: How do you do this in XP?

A: For Windows 2000 or XP, go to Control Panel, Windows Management, Computer Management, Services.

I strongly recommend you don't disable anything; there are three options for services: automatic, manual, and disable. If you are not absolutely certain, don't disable, just turn it to manual. If Windows does need it, it will start it up.

Q: In MSConfig, Startup, I have an entry for something called PTSnoop. It won't go away. If I uncheck it, it rechecks itself. Is it a virus?

A: PT Snoop, yes, it turns itself back on. It was attacked by one of those viruses last year. It's not a virus itself, it enables some versions of WinModems, you can't get rid of it and still go online.

Q: How many of the e-mail viruses am I vulnerable to if I use the old Netscape e-mail client?

A: 100 percent. The only thing that won't happen is that Klez won't be able to grab your address book and spread itself to all your friends. But it certainly will infect your computer if you get it in a message and open it.

Q: How would you know you have it?

A: Eventually your computer will stop running, that's a good clue. If you open up your registry and do a search on "wink", if you get any response at all, you have it. You can also do a file search for "wink," but they are hidden, system and read-only, so most of the time Windows can't find them. But the registry signatures are all there, so if you know what you're doing in the registry and you don't make any changes, you can do this search.

Q: Can a Mac get it?

A: No, a Mac will not get the Klez. Neither will Linux or OS/2. But don't worry, they have some very nice Linux viruses going around.

Q: SIGInfo sent a zip file attachment.

A: What happens is that somebody has SIGInfo in his or her address book, and the Klez is spoofing that as the return address. Somebody who subscribes to that list has the Klez.

If you get the Klez from your friend Joe, he might not be the one who sent it to you. It may very well be that it was his friend who sent it to you. The Klez randomly picks one of the addresses in the address book to say that that's the person sending the file. It spoofs the return address. The return address is not the person who is actually sending it. You have to delve way down deep into the header in order to find out who really sent it, and even then sometimes it's hard; and remember, you are playing with a virus-infected file when you do this. I do not advise any of you to do that. If you're going to do it, save it to a disk without opening it, and open it in Windows 3.1. (Laughter) I'm serious! Or DOS.

Q: Will viruses eventually get smart enough to read your inbox for addresses, and maybe spoofing something in your inbox when it sends it out?

A: It's entirely possible. The viruses are getting a lot worse. A year ago, I was standing here telling you I didn't run a virus checker regularly, I just downloaded everything to my download directory and ran the virus checker on it. I can't do that any more; it's not safe. I used to update virus definition files when I felt like it, but that won't work any more.

Q: Can Klez infect a network?

Sorenson Squeeze compresses video files

By John Weigle

<jweigle@vcnet.com>

Club members who use lots of video on Web pages or other applications learned how to squeeze the files to much smaller sizes at our June meeting. In fact, the name of the product demonstrated is Sorenson Squeeze.

Jeremy Rex, the Southern California regional representative for Sorenson Media, showed how the program can condense a 40-second video, which took up 1.3 gigabytes, to different formats for users of modems (166K), broadband connection (846K) or CD quality (4.5 megabytes). Users can pick which formats they want, and the program can create more than one format at a time.

The program is especially popular among schools, he said, which are the current primary market. It lets them show sports events and drama productions live and then archive them on Web pages. Rancho Bernardo High School in San Diego County's Poway Unified School District produces a weekly magazine with it.

Furthermore, Sorenson Media offers Vcast, the use of its own servers to store seemingly unlimited amounts of video. Users who upload to the servers get a URL that they can put it on their Web pages or in e-mails that provides a seamless connection.

Sorenson Squeeze for Macromedia Flash MX can compress the video formats AVI, MOV, MP3, MPG and DV and produce FLV, SWF (both for Flash) and MOV (for QuickTime) formats. It comes in two formats, Standard, which is included in Flash MX, and Pro, which is sold separately.

More Q&A ...

(Continued from page 10)

A: Absolutely. If you have a LAN and you've got the Klez, probably everybody on your LAN has it, at least everybody you have permissions to land files on. It will try to spread itself across the network. If you go out to the Norton page for the manual removal of the Klez, the first thing they tell you is, unplug your network card. Unplug your network card if you are in an office; you will spread that thing so fast you won't believe it.

They think something like 20 million computers are infected with the Klez right now; and most of them don't know it. It systematically takes over files. We had one infestation where we removed about 10,000 files. The client lost all of his QuickBooks data, even his backup disk, because he had it for a while, and we had to reinstall Windows. By the time we got rid of the Klez virus, so many of the Windows executable files were gone that he didn't have Windows any more.

Jeremy Rex, the Southern California Regional representative for Sorenson Media, describes Sorenson Squeeze and how it compresses video files.

Photo by Jerry Crocker

Rex said that Squeeze works without hurting picture quality because it varies the bit rate used depending on the action, whereas other programs use the same compression for all parts of a video. For instance, a rider on a roller coaster needs one bit rate, while a person standing and speaking requires a different one. Squeeze makes two passes when it's compressing a file, with the first finding the high and low rates and the second compressing the file. The process is called Variable Bit Rate compression and is the first of its kind, the company says.

"This is really fast, compared to anyone else," he said of the program's ability to compress files.

The program also allows editing, including fade-ins and fade-outs.

In addition to schools, the program is used by film companies (Vcast servers house the clips for the latest episode of "Star Wars," he said). The advantage of Vcast is that it has many servers, rather than just one, so it can handle a much larger audience than any single server could. If one server is busy, the user is switched to another one.

Users can store up to 50 megabytes for $25 per month, Rex said.

Vcast also gives users the options of live posting, he said.

Additionally, the program can be used to compress files and save space on your own hard drive, whether or not you want to post them on Web pages.

The company's other products, from its Web site, are as follows:

Video Compression Codecs (compression/ decompression): Sorenson Video 3 Professional, Sorenson Spark Professional and Sorenson MPEG-4.

Voting online; check Toby's page on upgrade

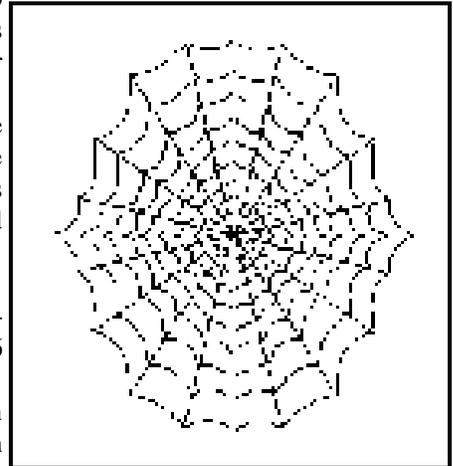### By Helen Long

<helen@cipcug.org>

Our election of officers seemed to go smoothly this year. We had about 30 computer votes and we had ballots on hand for those who did not vote on-line.

I strongly urge all of our CIPCUG ISP members to check out Toby's page concerning the new server upgrade information. Go to <http://www.vccomputers.com/newmail.cfm> for complete details and information on changes to make in your Ourlook Express or other e-mail program. We are not ready to make the change yet, but we will e-mail you when the system is ready.

The new server program will have Web access (excellent advantage to those of you who travel and want to check your e-mail from out of town). The Web access is a great advantage but some of you may want to consider changing your password to something with a little more industrial strength to it. Make a combination of letters, numbers, and punctuation marks (but no spaces) not to exceed 12 characters. In case you are a little leery of using the Internet to change your password, you may call me at 642-6521. If I am not in when you call, just leave it on my answering machine, I promise that Callie will not out to anyone.

Some of you are hitting the panic button when you have a problem dialing in. Oxnard, Camarillo, and Ventura people all have two different numbers they can use for dial-up. If one line is busy, try the other one. The dial-up numbers are 289-1479 and 200-1000 for Ventura and Oxnard; and 200-1000 or 601-0116 for Camarillo. Other areas can refer to the Tech Support Page on

the club's Web site and move to the bottom of the page for all the numbers in the Ventura County area to find an alternate for your area.

I have added more pictures on the Club Photo and Behind the Scenes pages and Jerry Crocker has sent an endless supply of pictures, which I will add before the June meeting to the Behind the Scenes and the CIPCUG Honorees pages.

More on Sorenson Squeeze ...

Compression Applications: Sorenson Squeeze for QuickTime and Sorenson Squeeze for Macromedia Flash MX.

Live Streaming Application: Sorenson Broadcaster.

Video Webcasting Service: Sorenson Vcast.

Partner Tools/APIs: Sorenson ACE.

The program was almost 30 minutes shorter than the usual presentation, so this report is also shorter than usual.

The target markets of the company, founded in April 2000, are, also from the Web site are:

Business: Both internal — executive addresses, employee education, sales training, and intra-company meetings — and external — product launches, business-to-business collaboration, customer/ partner training, customer service, and earnings announcements.

Education: Online training, distance learning and event streaming.

Entertainment: movie trailers, music videos, advertisement and branding reinforcement.

On the Web:

Sorenson Media: http://www.sorenson.com

Rancho Bernardo High School: http://powayusd.sdcoe.k12.ca.us/pusdrbhs/default.htm

Quick Time download: http://www.apple.com/quicktime/download/

Macromedia Flash Player Download Center: http://www.macromedia.com/shockwave/download/index.cgi?P1_Prod_Version=ShockwaveFlash

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If you're looking for tips from other members, check the CIPCUG Web page.

Computer Classes at Camarillo Airport

Oxnard Adult School – summer July 1 –Aug 9, 2002

Registration: 1101 West Second Street • Oxnard, CA (805) 385-2578
Classrooms: 300 Skyway Drive • Camarillo, CA 93010

After an Introduction to Computers Class where students new to computers become familiar with the features of the Windows Operating System and Microsoft Word
• Intro to Computers • Intro to Computers for Seniors • Keyboarding / Computers Basics • Intro to Computers in Spanish
Students have the following class options open to them:

Introduction to Computers II - Enhances skills begun in Intro to Computers. Learn more about the operating system and managing files and folders. Install and uninstalling programs.

Beginning Word - students learn to create letters, flyers and other documents in Microsoft Word

Excel - students learn the basic capabilities of a spreadsheet program, using Excel to solve analysis problems, create, organize and design worksheets.

Photo Fun - students use an Adobe Photo program to alter and blend photos. Learning techniques to repair specific problem areas of their own photos scanned on our school provided scanner.

Greeting Cards Plus - students are guided through hand-on activities to alter and create greetings cards both canned (part of the application) and original.

New this term is Family Slide Presentations – students will create family slide presentations using Microsoft PowerPoint (part of the Microsoft Office Suite). Students will bring family photos to class, digitize them with school provided scanner, create and edit a series of slides depicting a specific event such as a birthday or anniversary. Presentations viewed on computers may be e-mailed to their home e-mail address as an attachment.

Additional Classes offered during our regular school year

Electric Quilt - students learn to design quilts using different layouts, blocks, fabrics, sashes, multiple borders, and set blocks in grayscale and sash corners. You'll discover lots of ways to color your quilts.

Genealogy - students use the Family Finder Center to learn "How-To" start, whom to contact, and what questions to ask to obtain information about family members.

Desktop Publishing and Web Page Design – Using Microsoft Word and Publisher, students will create business cards, greeting cards, flyers and newsletters. They will edit graphics and merge mailing labels and envelopes. Students will create their own web page.

How to make a bootable floppy diskette

By Jim Thornton

<jthorn@adelphia.net>

One of the main problems with the later versions of Microsoft Windows is that we are losing more and more of our old reliable DOS commands. A prime example is that we can no longer easily create a bootable floppy diskette. Our current choices are that we can simply format the floppy diskette, which won't be bootable, or create a Windows startup disk formatted and bootable but loaded with over 20 other device-related startup files. These files include managing memory, formatting and partitioning a hard drive, accessing CD-ROM and ZIP drives and SCSI devices, etc.

Recently, I wanted to upgrade my computer's BIOS (the motherboard's basic firmware) and I needed just a bootable diskette. So I went to the MS-DOS Prompt from the Start/Programs menus and entered the DOS command of FORMAT A: /S. This command told my computer to format the diskette in drive A and the switch S told it to make it bootable.

My computer, running Windows Me, very quickly told me that Microsoft Windows no longer supports the switch S command and that I should create a Startup Disk instead by clicking on the Add/Remove Programs icon in the Control Panel. But I didn't want a startup diskette; I wanted a plain and simple bootable diskette.

Next I formatted the diskette and then went back to the MS-DOS prompt and entered the DOS command of SYS A:. This command told my computer to copy the necessary system files onto the diskette to make it bootable. And again, my computer refused to listen to this DOS command and instead told me that I could only use the SYS command on my hard drive and that I needed to use the Startup Disk option to create an emergency boot disk. But I didn't want an emergency boot diskette; I just wanted a simple bootable diskette. Note: You will get these same rejection statements if you are a Windows 98 or XP user.

What to do? The easiest solution was to let Windows create its Startup Disk and then delete the files that I didn't need. Here's how to make a simple bootable diskette for Windows 98, Me, and XP:

1. Insert a blank formatted floppy disk into drive A

2. Click Start, Setting, and Control Panel (Windows XP users — open Windows Explorer)

3. Double-click Add/Remove Programs (XP users — right-click drive A and click FORMAT)

4. Click the Startup Disk tab and click Create Disk (XP users — place a check in the Create An MS-DOS Startup Disk box in the Format Option section)

5. Follow the prompts

6. Be sure that the hidden files (IO.SYS, MSDOS.SYS, etc.) on the newly bootable diskette can be seen.

If these files are not visible, then (A) open My Computer, (B) click on Tools from the Toolbar, (C) click on Folders Option, (D) click the View tab, (E) select Show Hidden Files And Folders, (F) uncheck Hide File Extensions For Known File Types, and (G) uncheck Hide Protected Operating System Files.

7. Now it's time to get rid of those unneeded files on the diskette. Delete all the files except for these five: AUTOEXEC.BAT, COMMAND.COM, CONFIG.SYS, MSDOS.SYS, and IO.SYS.

The finished product is a truly bootable floppy diskette containing only the minimum files just like what the original DOS command of FORMAT A: /S would have produced. You now have a bootable diskette which has several good uses — playing some of your old DOS game programs, running SCANDISK without the need of going into the Safe Mode, booting up a friend's computer which is no longer bootable, etc., and should you ever want to upgrade your BIOS you will have the necessary bootable diskette.

Keyboard shortcuts for Internet Explorer

(I didn't realize until I started to put this issue together that I didn't get the handout from the June Beginner's SIG. Although these two articles don't really replace the information in the handout, they do contain some excellent information for all users. The Beginner's SIG page should return next issue. I also apologize for not being able to find out who sent this list. — Editor)

F11 — Toggle between full screen and regular view of the browser window.

ALT+HOME — Go to your homepage.

UP ARROW — Scroll toward the beginning of a page.

DOWN ARROW — Scroll toward the end of a page.

HOME — Jump to beginning of page.

END — Jump to end of page.

CTRL+F — Bring up dialog box to search for a word or phrase in current page.

CTRL+R — Refresh page.

CTRL+N — Open new browser window.

CTRL+W — Close current window (good for cleaning up pop-ups).

TAB — Move forward through the items on a Web page, the Address bar, and the Links bar.

CTRL + S — Save the current page.

Membership report: Is it time to renew?

By Ken Church

<membership@cipcug.org>

Welcome to the following new members: Bernadette Doucet, Shirly Hurd and Kurt Petersen.

Attendance at the June 2002 general meeting:

106 members

3 visitors

Total membership: 352

RENEWAL INFORMATION

The **renewal**/New Member dues are $**25**/$35 for single membership, $**30**/$50 for two or more family membership.

Please send your renewal payment to:

CIPCUG MEMBERSHIP
P.O. BOX 51354
OXNARD, CA 93031-1354

Or bring your payment to the July meeting.

May 2002 renewals past due, Final Notice:

Mbr #	Last Name	First Name	Pd to Date
0970	Coffelt	Stephanie S.	200205
0924	Dane	Marti	200205
0971	Elster	Brian	200205
1063	Fields	Sharon	200205
0783	Hamor	Gerry	200205
0774	Hoffman	LaVern	200205
0922	Neunuebel	Bob	200205

June 2002 renewals past due:

Mbr #	Last Name	First Name	Pd to Date
0704S	Couch	Loyd	200206
0449	Deibert	Albert	200206
0878	Garner	Bill	200206
0149S	Helton	Charles	200206
0074	Marks	Gracia	200206
0580	McCoy	John	200206
0929	McCoy	Tim	200206
1065	Nicholes	Mike	200206
0225	Nunez	Thomas	200206
0701	Romine	Ned	200206
0593	Shalkey	Mike	200206
0928	Sommers	Jacob	200206

July 2002 renewals past due:

Mbr #	Last Name	First	Pd to Date
1067	Aldrich	James	200207
1067A	Aldrich	Julie	200207
0154S	Barton	Warren	200207
0598	Brown	Donald	200207
1066	Brown	Mark	200207
0714	Bryan	Robert	200207
1028	Burke	Jim	200207
0006S	Burnett	Bob	200207
0227	Caminer	Gerald	200207
0357	Chaiclin	Dick	200207
0350	Colter	Don	200207
0354	Ferro	Joseph	200207
1029	Gelso	Sandy	200207
0236	Kelly	Charles	200207
0364	Kirkwood	George	200207
0624	Lambert	Ted	200207
0974	Leake	Cynthia	200207
0933	Leberknight	Gary	200207
1068	Lindberg	Carol	200207
0676	Pearson	Floyd	200207
0112S	Perschbacher	Paul	200207
0886	Persons	Gordon	200207
1067B	Poucher	Brenda	200207
0356S	Solorzano	Frank	200207
0358	Tanner	Henry	200207
0575	Van Sickle	Mike	200207
0798	Vonwicklen	Will	200207
0977	Westefer	Paul	200207
0812	White	Norm	200207
0233	Wolfson	Ann	200207
0332	Wright	Don	200207
0601	Wymore	Bob	200207
0005	Yates	Walt	200207

Check this Web page for Oxnard Adult School Computer Class starting July 1:

http://www.ouhsd.k12.ca.us/sites/adult/summer02.htm

An announcement also appears on page 14 of this issue of TOE.

Rick's introduction to Windows XP

(This is the outline for the first Windows XP SIG being presented all year by Rick Smith of Ventura County Computers. Check the schedule on page 3 for the next SIG. — Editor)

Microsoft Windows XP
Professional Essentials 1

1. Introduction to Windows XP Professional Administration

Getting Started with Windows XP Professional

Understanding Interface Changes
  Classic Start Menu
  Simple Start Menu
  Classic Control Panel
  Category Control Panel

Introducing New Mouse Tricks
  Double-Click (Appearance & Themes, Folder Options)   Right-Click (Printers & Other Hardware)

Improving the User Experience
  Support Services
  Automated Help
  Error Reporting
  Automatic Updates

Introducing Support Services

Working with the Automated Help System
  Using the Help and Support Center

'Help' for the
computer world

Brian Hermans sent this to Fred Langa to be "sung to the tune of 'Help!' with apologies to Lennon/McCartney." Fred said a Google search didn't turn up any prior postings or the author.

When I was younger and quite desperate for pay,
I worked the help desk for eight hours every day.
End users called me up to tell me what was wrong,
And now I find, it fried my mind, I worked "the desk" too long.

"Help me if you can, my system's down!
And a reboot didn't bring it back 'round!
Should it make that awful grinding sound?
Help desk pleeeeeease, please help me!"

And now my work has changed in oh so many ways,
I wrangle data; I'm an MCDBA.
But now and then the help desk sneaks into my dreams,

Click Start, Help & Support
  Ask a Friend to Help
  Get Help From Microsoft
  Go To A Windows Web Site Forum

Introducing the Application Framework (We'll Pass on this tonight.)

Monitoring System Health
  1. Click Start and then select Help And Support.
  2. In the Pick A Task area of Help and Support Center Click on Use Tools to view The Status of My System Hardware & Software.

Understanding and Using Error Reporting
  Error Reporting Basics
  Configuring Error Reporting

Understanding and Using Automatic Updates
  An Overview of Automatic Updates

Configuring Automatic Updates
  From Control Panel, double-Click System. Then select the Automatic Updates tab in the system properties dialog box.
  Downloading and installing Automatic Updates
  Removing Automatic Updates to Recover from Problems
  Restoring Declined Updates

F1—Your Help Key
(Revised Feb. 10, 2002)

CIPCUG INTERNET SERVICE

(For general Internet and Communications programs, see Communications/Internet)

Jerry Crocker,   486-0308, 6-10 p.m.
    normsplumb@aol.com,
Roland Fleig,   983-8707, mornings
    schwable@cipcug.org,
George & Arline Lakes, 983-2969, 2-10 p.m.
    thelakes@cipcug.org,
Helen Long   642-6521
    helen@cipcug.org
David D. Minkin,   484-2974, 5-12 p.m., weekends
    dddave@compuserve.com,
Claude Whelchel,   482-4017, 8-12 a.m.
    claude@cipcug.org

COMMUNICATIONS/INTERNET (GENERAL)

World Wide Web	DM, TS
Compuserve.	DM
Note Tab Pro.	TS
Procomm Plus	DM, WB

DATABASES

dBASE.	GM

DOS   RP

EDUCATIONAL / CHILDREN TZ

E-MAIL

Eudora	JT
Lotus:CCMail.	DM
Outlook	TS
Outlook Express	TS

FINANCIAL

Quicken	JD

GENEALOGY   TL

HARDWARE, UPGRADING JM, JD

HTML	TS
NETWORKS	TS
OS/2	LZ

SPREADSHEETS

Lotus 1-2-3	GM
Microsoft Excel	DM
Quattro Pro	DM

UTILITY PROGRAMS

Norton Utilities	DM, JD
PCAnywhere	DM
PC Tools .	WB
XTree Gold.	DM

WORD PROCESSING

Microsoft Word	BW, DM, MR
WordPerfect.	DM, GM, JD

WINDOWS

Windows 3.1	DM, JM
Windows 98, 95	DM, JM
Windows Me	JT
Windows 2000	TS
Windows NT	TS

Initials	Name	(805)
BW	Bart Wood	482-4993 (e)
DM	David Minkin	484-2974 (e);
	d: voice mail	339- 1729
GM	Gracia Marks	484-7572 (e)
JD	John Daily	650-0029 (b)
JM	Jerry McCloud	(818) 889-6176 (e)
JT	Jim Thornton	987-1748 (d)
LZ	Len Zakas	388-8452 (b)
MR	Marvin Reeber	984-1974 (b)
RP	Robert Provart	498-8477 (b)
TL	Terry Lee	tdlee28@hotmail.com
TS	Toby Scott	289-3960 (d)
	tech@cipcug.org	
TZ	Trish Zakas	388-8452 (b)
WB	Dr. William Burger	653-6889 (e)

Phone: (d) = days; (e) = evenings; (b) = both

Practice safe computing:
Back up
Back up
Back up

Are you tired of looking at all the ads on your free Internet or free E-mail service? Are you looking for a reliable ISP at a reasonable price? How does $15 per month plus $15 processing fee sound to you? You will also have the advantage of a special DOMAIN name; however, it may not be a name of your own choosing. It is the name of the club that provides this service to its members; CIPCUG.

To sign up, contact one of the club's techies in the F1 — YOUR HELP KEY (page 17) under CIPCUG INTERNET SERVICE. Call one of them you may know or one in your area and they will be glad to provide you with the details necessary for signing up. Checks should be made payable to CIPCUG and forwarded to Treasurer, c/o CIPCUG, P. O. Box 51354, Oxnard CA 93031. Don't forget to include the $15 set-up fee in your first sign-up check. You may make payments in three-month, six-month or annual increments. (Renewals can also be mailed to Treasurer; just be sure to mention the dates that your check is to cover).

We have had over a year of flawless service to our club members. There is no program to install, you will be making use of the programs that are already on your computer. It is a simple matter to talk you through the set-up as it is today — much easier than it was in the past. If you are the least bit timid about setting up your computer for our service, a club member will be glad to come to your house and make the necessary set up arrangements. How many ISPs do you know who will do this? Our agreement will also give you a 5 MB Web page allowance.

If you have any questions, please don't hesitate to call any of the Tech Support team and they will either answer the questions or find out the answers for you.

Treasurer's report

May 2002
By Art Lewis

<treasurer@cipcug.org>

Category Description	5-1 through 5-31 2002
Income	
ISP Income	$ 780.00
New members	50.00
Raffle	159.00
Renewals	705.00
Software Sales	2.00
TOTAL INCOME	**1,696.00**
EXPENSES	
Coffee-Doughnuts	42.50
ISP Expense	1,381.00
Miscellaneous Expense	10.00
Software Purchase	36.00
Storage	55.00
TOE	489.74
TOTAL EXPENSES	**2,014.24**
TOTAL INCOME – EXPENSES	**-318.24**
Unrestricted Funds	$6,834.08
Restricted Funds	2,305.00
Bank Balance 5-31-02	9,139.08

More on 'Help'...

I'm taking calls, I'm up the walls, I wake up with a scream.

"Help me if you can my system's down!
I read virus-laden e-mails by the pound!
All my data's one big steaming mound!
Help desk PLEEEEASE, PLEASE HELP ME!"

When I was younger and quite desperate for pay,
I worked the help desk for eight hours every day.
But now I wish that I could travel back in time,
I wouldn't cry, if only I could leave that desk behind.

"Help me if you can my system's down!
Spilled my coffee, now my hard drive's full of grounds!
Lost my pictures filled with women bound!
HELP DESK PLEEEEEEEASE, PLEASE HELP ME!
HELP ME!
HELP ME! Oooooooo...."

Editor's corner

There was no response — repeat, none — to my question in the last issue about the first-class mailing to our Santa Barbara members, and no hands went up when I asked if anyone from Santa Barbara was at the June meeting, so we're going to save a couple of cents per issue and go back to sending the copies by bulk mail. I tried the experiment because I was told someone had asked for it, but it's extra work for me and an extra cost to CIPCUG to mail first class, and there's no reason for either if the beneficiaries don't care.

* * *

Regular readers of The Star know that Dr. Bombay's computer advice column appears regularly in Fast Forward. It's not so clear, however, that the good doctor has his own Web site, with all his previous columns and the ability to search them. It's at <http://www.bombayinstitute.com/>. Be sure to check out Hot Monkey Sex (despite the warnings, you'll get, it's not what it sounds like).

Some more helpful sites:

Want to know what that file extension stands for? Filext, the file extension source, at <http://filext.com/> probably has the answer. It lists the extension, the program that created it or the kind of file it is, and often links to the program's Web site. A sample entry, picked at random: ": NDL Lotus Notes" (Lotus Notes is a link to the IBM Web site).

If you need an older version of certain programs, a reader of Fred Langa's e-letter recommends <http://oldversion.com/>. Fred said the site had 215 versions of 26 programs (the numbers are subject to change at any time, of course). This could be helpful if you upgraded one of the programs only to find out it doesn't work on your computer and you don't have the earlier version available to reinstall.

You should also check out Fred's site at <http://www.langalist.com> for the back issues of his extremely helpful newsletter.

Toby has mentioned Open Source software in connection with Star Office at several recent meetings. There's also an Open Source Web browser that, even though it's version 1.0 will look very familiar to anyone who has used Netscape. It's called Mozilla (which should also sound familiar to Netscape users) and is getting some good comments in various e-letters devoted to computers. It's free and can be downloaded at <http://www.mozilla.org/releases/>. Scot Finnie <http://www.scotsnewsletter.com/27.htm>, who writes a newsletter devoted to Windows and broadband, recommends the "talkback enabled Full Installer" for Windows users.Based on tests of a prerelease version, he calls it "intriguing, worthy even." He notes that Mozilla.org "was launched in 1998 as an offshoot of Netscape, prior to the AOL purchase of Netscape."

The Outer Edge

Channel Islands PC Users Group
P.O.Box 51354
Oxnard, CA. 93031

DATED MATERIAL
Please Do Not Delay

DUES REMINDER

If the number after your name is 0207, your membership dues are payable in July 2002

Map

101 Freeway

Camarillo Airport

N

This is the Place

Las Posas

Airport Way

Eubanks

Pleasant Valley Road

Fifth Street
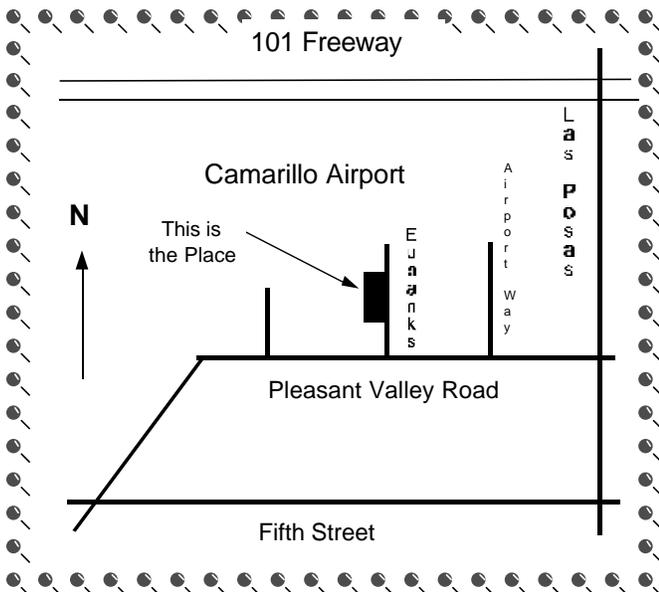
Saturday morning, July 6,
at
Freedom Center,
Camarillo Airport
515 Eubanks (at Pleasant Valley Road)
Camarillo, Calif.

Meeting Schedule:
0845-0930 Beginners SIG
0845-0930 Internet SIG
0930-1030 Garage sale
1030-1055 Break - Please contribute requested
**   amounts for coffee & doughnuts**
1100-1200 Q&A Session and drawing