



# Root Directory

**Channel Islands  
PC Users Group  
CIPCUG mailing address:  
P.O. Box 51354, Oxnard, CA  
93031-1354**



## CIPCUG NEWS

Benefits	19
Coming CIPCUG events	3
Command.com	1
Editor's corner	18
F1: Your help key	17
Map, schedule	20
Membership report	16
Program: Gene Barlow	8
Q&A, business meeting	5
Steering Committee	5
TOE contributors (2004)	18
Treasurer's report	18
Web page news	10
Windows and Hardware SIG	11

## GENERAL

Book Review: "The Art of Deception"	14
Computer-related radio shows	15
How to speed up your computer: Mouse clicks	13
IMail: How to configure CIPCUG's mail server	10
Rick's rants: Tech support — Part 2, Laptops	12
Tips from Smart Computing Magazine	11

## ADVERTISEMENTS

Copy Court	15
Market Pro	14
Ventura County Computers	13

**Executive Board  
(Elected officials)**  
 President.....David Harris  
 .....president@cipcug.org  
 Vice President/Program Chairman  
 .....Craig Ladd.....482-4344  
 .....vicepresident@cipcug.org  
 Secretary.....Martha Churchyard  
 .....secretary@cipcug.org  
 Treasurer.....Art Lewis  
 .....treasurer@cipcug.org  
 Past President.....Andy Toth  
 .....pastpresident@cipcug.org

**Ex-officio members of Executive  
Committee  
(Appointed Officials)**  
 Chief Protocol Officer.....George Lakes  
 CIPCUG ISP Signups.....Helen Long  
 Computer Show Coordinator.....Vacant  
 .....shows@cipcug.org  
 Garage Sale Coordinator.....Jim Thornton  
 Go-fer Extraordinaire.....Dick Otterson  
 Legal Adviser.....Vacant  
 Librarian.....Vacant  
 Marketing Director.....Ron Pinkerton  
 Membership Chairman.....Ken Church  
 .....membership@cipcug.org  
 Newsletter Editor.....John Weigle  
 Program Chairman.....Craig Ladd  
 Publicity Chairman.....Jim Thornton  
 SIG Coordinator.....Andy Toth  
 .....sig@cipcug.org  
 Tech Support.....Toby Scott  
 Web Page Editor.....Helen Long  
 .....webmaster@cipcug.org

**Past Presidents**  
 Walt Yates .....1987/1989  
 Lois Evans de Violini.....1989/1991  
 Terry Lee.....1991/1993  
 Jerry McCloud.....1993/1995  
 Robert Provart.....1995/1997  
 Toby Scott.....1997/1999  
 George Lakes.....1999/2001  
 Andy Toth.....2001/2003  
 (With the exception of the immediate past  
 president, past presidents are not members of the  
 board.)

**Life members**  
 Frank Segesman  
 Toby Scott  
 Lois Evans de Violini

**CIPCUG is a member of APCUG,  
The Association of PC Users Groups**

## The Outer Edge

Editor.....John Weigle  
 P.O. Box 6536, Ventura CA 93006  
 485-7121 .....jweigle@vcnet.com

*The Outer Edge* is published monthly by Channel Islands PC Users Group, an independent, nonprofit corporation. Contents of *The Outer Edge* copyright 2001 © by Channel Islands PC Users Group.

Permission for reproduction in whole or in part is granted to other computer user groups for internal non-profit use provided credit is given to *The Outer Edge* and the authors of the reproduced material. All other reproduction is prohibited without prior written consent of Channel Islands PC Users Group. Opinions expressed in this journal are solely those of the authors or contributors, and do not necessarily represent those of Channel Islands PC Users Group, its officers or membership as a whole. The information provided is believed to be correct and useful, however, no warranty, express or implied, is made by Channel Islands PC Users Group, its officers, editorial staff or contributors. This disclaimer extends to all losses, incidental or consequential, resulting from the use or application of the information provided.

Channel Islands PC Users Group does not endorse or recommend any specific hardware or software products, dealers, distributors or manufacturers. All trademarked or registered trademarked names are acknowledged to be the property of their respective owners, and are used for editorial purposes only.

## Advertising in The Outer Edge

Advertising is accepted for computer-related materials, businesses and services only. Rates are for Camera-Ready copy (clear, clean black and white masters). Typesetting and graphics are available at an additional fee.

SIZE	Cost/Issue
FULL-PAGE (9½" H x 7¼" W).....	\$50.00
HALF-PAGE (4½" H x 7¼" W) or (9½" H x 3½" W ).....	\$30.00
THIRD-PAGE (3" H x 7¼" W QUARTER-PAGE (4½" H x 3½" W).....	\$20.00
BUSINESS CARD ad.....	\$15.00
Discounts for multiple issues (3, 6, 9 and 12 months)	
Ad copy deadline is the 10th of the month of publication.	
Make all checks payable to CIPCUG.	

# Annual garage sale is program for July

## Programs

This month's program is the annual garage sale. The meeting will be on Saturday, July 24. The doors open at 8:30 a.m. for the Windows and Hardware and Internet SIGs at the Camarillo Boys & Girls Club, 1500 Temple Ave. (northeast corner of Ponderosa Drive and Temple Avenue), Camarillo (see map on page 20). Garage sale chairman Jim Thornton (jthorn@adephia.net) prepared this information on how to buy at a garage sale.

## Buying garage sale items

The most obvious reason for attending the annual CIPCUG Garage Sale is economics as you can purchase used software and hardware for "pennies on the dollar" from fellow club members. But a less frequently thought of reason is that you get to use these items in your own computer and determine if they really do what the manufacturers say as well as what you expect.

With software, after you have installed it on your computer, used it for a while, and are impressed with its performance, you may want to buy the latest version. But you need not pay the full retail price, as often manufacturers will offer the current version of their software at a discounted price if you are upgrading from an earlier version. The manufacturer will require proof of purchase and is usually satisfied that you are entitled to the upgraded software when you produce proof of a legitimate copy of its software. With the proof often taking the form of the title page from the User's Manual, the software's Product Key Number, etc. I even have had manufacturers accept a photograph or faxed copy of the installation CD-ROM as proof. In addition, most manufacturers will permit the re-registration of the previous owned software into the new owner's name. Both Microsoft and Symantec (Norton) are prime examples of companies that offer re-registration. Most manufacturers will also provide a missing Product

Key Number or serial number when the new buyer provides one of the previously mentioned items of proof.

Hardware manufacturers aren't as flexible as their software counterparts in providing discounted upgrades. In fact, it is somewhat rare. But by having the older hardware you have a quick and easy way of troubleshooting your computer problems. The most economical way is for you or your computer-knowledgeable friend, relative, or fellow club member to replace the failing hardware item with a spare one that you have been keeping for such emergencies. Monitors, keyboards, mice, modems, and sound and video cards are prime examples of spare hardware that can be used as an easy replacement to determine and isolate where the problem is in your computer and to save an expensive repair shop visit. With the repair shop visit, first you must lug your computer to the repair shop and typically wait overnight for their technician to identify the problem, and then you are billed for the technician's time as well as for the replacement part at full retail cost.

Wouldn't it be easier just to swap out the monitor, in your own home, with the spare monitor that you previously brought at the Garage Sale? Now you have a working computer again and, later at your convenience, you can go to your favorite electronic discount store and buy a bigger and better monitor when it's on sale.

Let's explore some more examples.

**HARD DRIVES** can be very easily added, as a second drive, to your existing computer to increase its storage capabilities, as does a Zip or Jaz drive. A second drive can be used as a backup drive, to store your documents on for easy copying on to a floppy diskette, Zip disk, etc., or to burn a CD of your recent vacation photographs.

**PS/2 MOUSE CARDS** can be easily installed on those older computers that lack the newer mouse ports and with the PS/2 port you now can buy the newer optical mouse with a thumb wheel and four buttons or perhaps you

## July door prizes

The club door prizes for July are:

Apacer USB 2 Embedded Card Reader

Paint Shop Pro 8

Antec Notebook Cooler

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 offers 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.

To sign up, send an e-mail to siglist@cipcug.org with the subject line "subscribe."

would like a wireless mouse to get rid of the one whose cord is too short. A PS/2 mouse card easily plugs into your computer.

**MEMORY** or RAM can be easily added to your existing computer. Often the older memory can be installed into your laser printer or similar devices to improve their performance — speed, resolution, etc.

**CD DRIVES** are typically easier to install than hard drives. These older drives serve as excellent devices for the

*(Continued on page 4)*

# More on programs and SIGs ...

(Continued from page 3)

playing of music, etc., while your primary drive is a read/write DVD or CD.

MONITORS are probably the easiest, except for mice and keyboards, as all you do is move your computer's video cable and you never need to open your computer's case.

EXTENSION CORDS are always a needed item as the existing cord is most likely too short. Some of the more popular cords are mouse and keyboard cords — be sure to know the type of cord connectors your computer uses. USB extension cords are popular for scanners, cameras, mice, keyboards, etc. Conversion cords are usually available — USB-to-parallel, USB-to-serial, USB-to-PS/2, etc.

COMPUTER SYSTEMS can easily serve as a learning tool to explore new operating systems (Linux, etc.), new e-mail programs (Eudora, etc.), and/or new Internet browsers (Opera, etc.). Or why not network a second computer to your primary one for your spouse, children, grandchildren, etc., who want to write letters, do homework, or just play games while you continue to use your computer?

In conclusion, where can you buy reliable used software and hardware items at a greatly reduced price? And surely aren't your fellow club members more trustworthy than some unknown electronic store salesperson?

See you at the July 24 club Garage Sale.

Here's the schedule:

8:30 a.m. — Doors open and seller tables are set up.

8:30-10:45 a.m. — Garage Sale.

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

9:30-10:15 a.m. — Q&A session — Part 1

10:15-10:30 a.m. — Business meeting.

10:30-11 a.m. — Coffee break.

10:45 a.m. — Selling stops and seller tables are removed.

11-11:45 a.m. — Q&A session, Part 2.

11:45-Noon — Raffle.

Noon — Meeting ends.

Sellers' tables are available to display your items for sale. The individual tables are approximately two feet wide and six feet long, and you may request either a whole table or half of a table. Five percent of the price of all sold items goes to the club's treasury to help keep your annual membership dues low. A consigner table is available where you may drop off your items for sale and need not personally be at a table during the entire Garage Sale selling period. The fee for this service is 10 percent of the sold price.

Table space might still be available. If you're interested, contact Jim Thornton, CIPCUG garage sale coordinator, at [garagesale@cipcug.org](mailto:garagesale@cipcug.org) (Jim filters mail sent to his regular address, so if you've never contacted him before, use this address.)

Other coming programs:

**Aug. 28:** Trend Micro's PC-cillin Internet Security. Trend Micro PC-cillin Internet Security provides comprehensive and easy-to-use protection from viruses, hackers, and other Internet-based threats. Its new advanced features go far beyond standard anti-virus and firewall protection, helping to safeguard your PC from new emerging threats like network viruses, spam e-mail, inappropriate Web content, and spyware programs that can compromise your privacy.

The new Network Virus Emergency Center provides the most advanced protection from today's fast spreading network viruses such as MSBLAST, SOBIG, and Code Red. It proactively warns users about new network virus outbreaks and scans for these viruses at the network firewall level where they attempt to penetrate your PC. If network virus activity is detected it can automatically invoke the Internet Lock feature, stopping the virus from infecting the PC and spreading to other computers.

PC-cillin Internet Security also includes a powerful new anti-spam scanner that detects and flags annoying and potentially dangerous junk e-mail. The Firewall Profiles feature

allows you to quickly adjust security control levels for your different network environments such as home, work, Wi-Fi, and on the road. As always, Trend Micro PC-cillin Internet Security is backed by the company's award-winning technical support.

**Sept. 25:** Dave Whittle with Active PDF. ActivePDF is the first name in cost-effective Windows-based solutions offering a dynamic generation of PDF documents, conversion to PDF from almost any file format, PDF form-filling and more. It can convert more than 280 file formats and more than 40 image formats to PDF. It also offers on-the-fly dynamic conversion of HTML documents to the PDF format.

**Oct. 23:** To be announced.

**Nov. 20 (3rd Saturday):** To be announced.

**Dec. 18 (3rd Saturday):** To be announced

## Special Interest Groups

Unless otherwise noted, Special Interest Groups (SIGs) meet at Ventura County Computers, 2175 Goodyear Ave., Unit 117, Ventura; phone 805-289-3960. From the 101 Freeway, exit at Telephone, take Telephone south to McGrath, turn left 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. Unless otherwise noted, SIGs run from 6:30 to 8:30 p.m.

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

SIG leaders had a vacation in July. The schedule for August is below. Check the SIGINFO Web page for the latest and greatest SIG descriptions.

Monday, Aug. 2: Topic TBA, meets at Toby's office, 6:30-8:30 p.m. Moderator: Michael Shalkey.

Wednesday, Aug. 11: HTML-CSS,

(Continued on page 5)

## Officers re-elected; how to eliminate spyware

By Martha Churchyard

*secretary@cipcug.org*

### Business meeting

President Dave Harris presided over the annual meeting. Art Lewis gave the Treasurer's report. David announced for Andy Toth that there would be no SIGs in July, and Helen reported on the Web site and ISP. The mail server update has been installed, and generally went quite well. Ken Church gave the membership report, and Craig Ladd reported on coming programs.

David Harris announced the election for vice-president, secretary and treasurer. The board had nominated the incumbents: Craig Ladd for vice-president, Martha Churchyard for secretary, and Art Lewis for treasurer. There were no nominations from the floor, and those present unanimously accepted the slate as presented.

### Q & A session

Unless otherwise noted, questions are answered by Toby Scott, a partner

in Ventura County Computers and our technical adviser.

Either the tape recorder or the microphones were not working properly at the last meeting. Portions of the Q&A were not recorded and so are not included here.

### What spyware is and why you don't want it on your machine

Toby Scott: At the Internet SIG we were talking about spyware and dealing with spyware, so I will start with that. Let me talk about what spyware is. Years ago, in the days of the browser wars between Netscape and Internet Explorer, when Netscape was the dominant browser, Internet Explorer thought it would be a good idea to have third-party developers help them, so they created a way for programmers to add things to Internet Explorer that would be browser helpers. If you have ever used the Google search bar, that's an example of a browser helper. Alexa created a helper that was downloadable from the regular Windows update page at one time. But now Alexa is classified as spyware, and Microsoft is not working with them

any more. It's rather nasty spyware, and you want to get rid of it if you have it.

At any rate, this vulnerability is opened up so that companies can install their software easily if you go to their Web site. They are supposed to ask for permission first, but there are a lot of sites where, if you click on a link within that site, without your knowledge or consent they will install an addition to your browser. It is possible for them to attach something to your browser that will register all keystrokes entered into your browser — things like your bank account number, your username and password, Social Security number.

The legitimate adware companies, if you can say there are any, or at least the ones within the reach of U.S. law, do not log or steal keystrokes. It is pretty easy to tell. A good hacker can figure out what they are doing and can demonstrate that they are stealing passwords, and that is a felony. So most of these people are not doing this, although there have been some. If any of

*(Continued on page 6)*

## June Steering Committee meeting notes

By Martha Churchyard, secretary

The CIPCUG Steering Committee meeting was held on June 29, 2004, at 7 p.m. at the home of Andy Toth.

Present: Martha Churchyard, David Harris, Craig Ladd, Art Lewis, Toby

Scott, Andy Toth, and Helen Long.

Art Lewis gave the Treasurer's report, and Helen reported on the ISP. The e-mail upgrade went fairly smoothly.

Andy Toth announced that there would be no SIGs in July, and Jim Thornton presented a publicity report via e-mail.

Ken Church was not present but submitted his report.

Several board members are going on vacation, and there will not be a quorum for the usual date of the July/August board meeting, so it is being postponed to Aug. 10.

David Harris brought up several items. CIPCUG will enter the South-

west User Group newsletter and Web page contest. The beginners' SIG is not really for beginners anymore, and Michael Shalkey is renaming it to "Windows and Hardware SIG."

Jim Thornton's problems with a lack of interest or support for the Garage Sale were discussed. A general announcement will be sent out again to the members, and Toby's shop can bring some things to sell.

It was pointed out that the Garage Sale was important when the CIPCUG meeting conflicted with the July 4 weekend, when no presenters would come, but now that the date is changed, we could just drop it if members are not interested any more.

### More on SIGs ...

*(Continued from page 4)*

meets at Toby's office, 6:30-8:30 p.m. Moderator: Toby Scott, Back to the basics.

Thursday, Aug. 19: TBA, meets at Toby's office, 6:30-8:30 p.m., Moderator: Andy Toth.

Thursday, Aug. 26: Linux, meets at Toby's office, 6:30-8:30 p.m. Moderator and topic TBA.

# More on Q&A: More problems of spyware

*(Continued from page 5)*

you go out to hacker sites and download games that run without (inaudible).

If any of you have downloaded copies of Windows XP that has been hacked so it doesn't need a key code, 95 percent of them come with viruses or Trojans built in, so that someone can take control of your computer. But these programs are downloadable. And if you do download them, it is entirely possible that you will be feeding keystroke information back to their Web site.

But outside of these outlaw sites, most of the spyware is not stealing information. But what they do, do is track where you go, and sell the information to advertisers. (Inaudible) You may feel your privacy is invaded, but it's not that big of a deal. One of these programs on your computer doesn't slow it down much. But it is such good business that you don't get just one. We had a computer in our shop that was absolutely dead to the world. It wouldn't even boot. When we finally unscrambled everything, we uninstalled more than 700. So if you don't do anything to prevent it, you will get spyware. And at some point it will slow your computer down to a crawl.

To run Spybot, users of Windows XP or Me should turn off System Restore. Then reboot and go into Safe Mode. Do all of you know how to go into Safe Mode? Reboot the computer and while you are rebooting it, tap the F8 key several times. That's the key that has both "F" and "8" printed on it, usually on the top row of keys. After you hit the F8 key, you will get a DOS-like window, black with white letters, and one of the choices will be Safe Mode. All versions of Windows have a Safe Mode, except for Windows NT.

The reason you want to turn off System Restore is that the spyware programs and other viruses like to hide a copy of themselves in the System Restore directory. When you restart the computer, it says, "Oh, you are missing this program, let me restore it for you." That's what System Restore

does, it replaces files that are damaged or missing. That's why some versions of AOL won't run on XP: They replaced files in the Windows system folder, and Windows found the changes and restored the original files.

(Demonstrating how to turn off System Restore — mostly inaudible, but go to Control Panel, System, the System Restore tab). Be sure to remember to turn System Restore back on, because it is a useful utility.

(Inaudible). He is correct. Anytime you don't mean to make changes when you have a dialog box open, and it asks you to save the changes, click on "Cancel"! Take it from me, I've made enough of those mistakes. Don't do it.

Iwon.com is one of the worst Web sites — it's not "I won," it's "you lose.com." My wife tried it, and thought their games were cute — but it generated about 800 e-mails a day.

If you run the spyware detectors and can't get rid of all the spyware, you can do a manual removal, but it is very risky. Don't do it unless you really know the inner workings of the registry, and you have some kind of a fail-safe.

As a last resort, post a message at <http://forums.spywareinfo.com> explaining exactly what steps you have taken and why you think you still have spyware. The experts there will help you out — as long as you follow instructions carefully.

## **Ad-Aware and Spybot differences**

Q: With Ad-Aware, if you have a number of things to delete, you have to click every check box one at a time.

A: Yes, and with Spybot you can click "select all." With Ad-Aware you have to pay \$39.95 for the professional version or \$26.95 for their Plus version to get one-click removal. These guys want to sell. The Spybot operation is basically one person.

(Demonstrating Spybot) We found 57 items on the club's machine. They are mostly cookies. The cookies don't do anything, and they are not attached to your browser toolbar, so nothing will happen if you get rid of them.

## **What about other programs to detect spyware?**

Q: There are a lot of ad-detection products. Have you looked at a lot of them and feel that Spybot is the best one?

A: I use Ad-Aware and Spybot. I use Spybot more often because it is easier to use. Those two will generally get rid of most things that any of the automated spyware tools will get rid of. If you have something that both of them can't fix you are into a manual fix. If you run either one regularly, you probably won't get so infested that they can't get rid of it. But if you let them build up, they try to disable various processes, and the combination of a number of them can keep the spyware detector from working. If you don't run them regularly, they will eventually get disabled. And one program can find things that the other one doesn't.

## **How often should I use a spyware program?**

Q: How often should I run it?

A: It depends on how often you use the Internet. If you spend eight hours a day on the web, you better run it every four or five days. If you are a casual user and use the Internet mostly for e-mail, probably once a month is adequate. It also depends what kind of sites you go to.

## **What does a hacker site look like?**

Q: What does a hacker site look like?

A: Any site that starts with "ph" — phreaks.com or any variant of that, or "warez" sites where you can download hacked games, a hacked copy of Windows XP that doesn't need a key code, and so on. Incidentally, about 95 percent of the hacked XP copies we've seen on computers that people brought in to be fixed come free with a Trojan that grants remote control of your computer to whoever it is that posted the hacked version. It's not a very safe thing to do. But people do it, particularly kids. We get a lot of machines belonging to 18-23 or 24-year-olds

*(Continued on page 7)*

# More on Q&A: Redirection programs a problem

*(Continued from page 6)*

running all kinds of games and Windows XP that they didn't pay for. But they had to pay for tech support from us. And it may have been cheaper to pay for the software. And there are sites that give you information on how to hack into different things, how to set up scripts, how to create viruses.

## **What can I do about programs that redirect my Internet searches?**

**Q:** (Michael Shalkey) One of the questions we couldn't answer at the Beginners' SIG was about redirecting "pirates." A friend of mine tried to type in "www.google.com" and where he ended up was *not* Google. It was a search site, but not Google.

**A:** All of those are varieties of spyware, and they have simply hijacked the toolbar, and specifically the search engine in the toolbar, so that whatever search site you try to go to, you will go to their search site instead.

Another thing about spyware: Most of the spyware that is semi-legitimate buries a statement somewhere in the license agreement or download page that if you install the software you agree never to uninstall it. If you ask the company for information on how to uninstall it, they say they will give you tools to remove it, but warn you that you may have agreed not to uninstall. Basically the lawyers agree that those agreements are unenforceable.

## **What's the motivation to offer free products like Spybot?**

**Q:** If this is a free product, what is the motivation for them to create and support it?

**A:** The developer makes his living selling books, being an expert, giving speeches, talking to groups, hiring out as a consultant to companies, and so on. He makes a very nice living this way. His advertising is his product. He is a big name, and he has become a big name because his product is so successful and so popular. There are a number of people who do this sort of thing.

The other thing is that if you do it as shareware, you have to support it. I

know several shareware authors who feel that for the amount of money they make, the implied support burden is too great. If they start giving it away, then they don't have to support it. They can set up a Web site, and the users can volunteer to help other users. There are a number of authors of quite good programs who have migrated back to free-ware because of this. The money is not in the software, the money is in the selling of books and doing personal appearances, and so on.

## **Is spyware reverse-engineered from the detection programs?**

**Q:** The speaker last month said that most viruses are reverse-engineered after the virus solutions come out, and I was wondering if the spyware is also reverse engineered after the detectors come out.

**A:** For the most part, no, although there have been some vulnerabilities that were discovered that spyware hackers took advantage of. Microsoft created the ability to add tools to the Internet Explorer toolbar quite a while ago, and most are taking advantage of old vulnerabilities.

## **I've been having trouble getting my rebates**

**Q:** Regarding rebates for purchases, for instance the Norton Antivirus \$30 rebate: The rebate from Symantec came without a problem, but getting the rebate from Office Max has been very difficult. They are really making me go through some hoops. If any of you are buying from Office Max, I strongly suggest that you keep copies of your UPC, proof of purchase, everything.

Also you may receive a card in the mail that states that you did not fulfill the terms of the rebate, and it looks as though it came from Symantec. I already had the check from Symantec so I didn't pay any attention to it. I spent hours on the phone with Office Max to straighten it out.

**A:** I hear 80 percent of rebate coupons are not redeemed, and there is a reason for that. They work very hard at making sure you cannot fulfill all of the

technicalities.

I don't bother with them anymore. If they offer rebates, I go to a different store. The price from which they deduct the rebate is always a higher price than you would pay elsewhere.

## **Do Spybot and Ad-Aware conflict with Zone Alarm?**

**Q:** If you are running both Spybot and Ad-Aware, can you run Zone Alarm at the same time?

**A:** Sure, Zone Alarm has nothing to do with spyware. The only thing that Zone Alarm might detect is that a program is trying to phone home, if it is installed as a separate program. But most spyware is actually installed as part of Internet Explorer, and you've already told Zone Alarm to let Internet Explorer out, so all messages out of Internet Explorer go out at will. They go through Zone Alarm like butter.

## **If I use USB 1 and USB 2 items on the same hub do they conflict?**

**Q:** In Carey Holzman's book, I ran across a statement that I would like to verify. In his article on USB 1 and 2, to quote, "However, if you plug a USB 1.0 or 1.1 device into a USB 2 socket, every USB device, regardless of which USB version each device supports, will run at the slower 1.0 or 1.1 speed."

**A:** Yes, that's right. But you can plug it into a different socket.

Most computers have more than one socket. If you plug a hub into one of the sockets, that socket will run at the speed of the slowest device.

A hub usually has four sockets, and if it is a USB 2 hub, and you plug a USB 1 device into it, you have now turned all four ports into a USB 1.1 port.

## **But a second socket goes straight to the motherboard?**

**Q:** But if you plug it into a different socket that goes straight to the motherboard ...

**A:** You should be OK, you should be able to run it, too.

*(Continued on page 8)*

## Program: Gene Barlow

# Programs help organize, maintain hard drives

By John Weigle

*jweigle@vcnet.com*

Programs to wipe out information you don't want, back up information you do want and organize hard drives were presented by Gene Barlow at our June meeting.

Barlow, whose past presentations have covered just PowerQuest products, lost that account when Symantec bought PowerQuest. For whatever reasons, he said, Symantec is not user group-friendly, so he had to find new accounts. He has also established a user group store at [www.usergroupstore.com](http://www.usergroupstore.com), which carries products of companies he represents along with several that Dave Whittle, our September presenter, represents.

Barlow's products are split into three categories: organization products, backup products and security products. By category, they are as follows:

**Organization:** Acronis DiskDirector Suite 9.0, Symantec PartitionMagic 8.0 (until he runs out), Spearit Move Me 2.4 and Discovering Your Hard Drive (his educational CD).

**Backup:** Acronis True Image 7.0, Symantec Drive Image 7.0 (until he runs out), Symantec V2i Protector Desk Ed. 2.0 (until he runs out), and Backing Up Your Hard Drive (his educational CD).

**Security:** WhiteCanyon SecureClean 4.0, WhiteCanyon WipeDrive 3.0, Acronis Privay Expert Suite 7.0, WhiteCanyon MyID Valut and Spearit Associate This.

He discussed each product briefly but expanded the discussion for one in each category.

### **Organization**

He said that PowerQuest had no plans to update PartitionMagic before the release of the next Windows (still being called Longhorn) before Symantec bought it, and he doesn't believe Symantec will change that.

Disk Director has everything PartitionMagic does, plus a hard disk editor and a better program to allow multiple operating systems on the same computer, he said.

Move Me makes upgrading to a new computer simple, Barlow said, encouraging anyone who hasn't al-

ready upgraded to seriously consider moving to Windows 2000 or Windows XP. For some users, that will mean buying a new computer, he said, but added, "Let me tell you, the price of computers has come down drastically ..."

The old top-of-the-line systems don't run as well as today's \$500 computers, he said. "Consider investing in a newer system and bringing your technology up to date."

Some people don't want to do that because it's difficult to move everything off the old computer — Web favorites, settings and programs.

Move Me changes that, he said. Connect the old and new computers through a network, USB cable or printer port cables and install Move Me on both computers.

"It moves it (the content of the old computer) across and intelligently installs it on your new computer," he said. It does not move the old operating system files, but "most of your applications will run just fine on XP."

The program is "a very easy way

*(Continued on page 9)*

## More on Q&A: Reinstalling solitaire program

*(Continued from page 7)*

### **Is there a difference in the cables?**

**Q:** A related question, is there a difference between USB 2 and USB 1 cables?

**A:** No.

### **Spy Assassin took care of a worm but killed solitaire, too**

**Q:** I was happy my Spy Assassin took out a worm, but the next day I found that one of the infected files it took out was Sol.exe, my solitaire game. I've been trying to reinstall it off the original Windows CD, and I'm not having much luck.

**A:** Go to Control Panel, Add/Remove Programs, Add/Remove Windows Components, Accessories &

Utilities and uncheck Games. Close the dialog and reboot if it tells you to. Go back to the same place and check Games back on, and they will be reinstalled.

### **How do I know if I have USB 1 or 2?**

**Q:** How do I tell if I have USB 1 or 2? Looking in device manager at the drivers didn't say.

**A:** The answer is, I don't know. The way I would do it is to do a Google search on the motherboard model number and get the information from the manufacturer's Web site.

### **Windows 98 hangs when I shut down**

**Q:** Whenever I try to shut down my Windows 98 machine it hangs. When I

turn off the power, I have to go through the Scandisk at startup.

**A:** Yes, that's the famous Windows 98 shutdown problem. There is a patch that works sometimes. There is also a troubleshooting guide in the Microsoft Knowledge Base for Windows 98 SE shutdown problem, which has something like 24 items on the list. Go through all of them in order, then see if the problem persists. But I have to warn you, No. 24 is to format the hard drive and reinstall Windows. (Laughter)

Take a look at <http://support.microsoft.com/default.aspx?scid=kb;en-us;239887&Product=w98> for Microsoft's discussion of the issue and some possible resolutions.

# More on Barlow: Organization, security, backup

(Continued from page 8)

to get from your old technology to the very newest technology.”

Users of Windows 95 “might have more breakage” of programs because of the older programs, he said.

“I would clean up my system before you do it,” he said, checking for spyware and viruses and getting rid of any data you don’t want to keep.

## Security

Before getting rid of your old computer (or an old hard drive), you want to be sure the new owner can’t find personal information you’ve stored on the computer, Barlow said.

About a year and a half ago, two students at MIT decided to buy old computers and hard drives on eBay, at garage sales and other sources to see what kind of information they could obtain. They found credit card numbers, names, addresses, bank account numbers, Social Security numbers and more — all the information that would be a boon for identity thieves.

Deleted files are still on the hard drive, he said, and even formatting the hard drive doesn’t make them go away. The only way to truly protect the information if it’s top secret is to destroy the hard drive, which is what some government agencies do with drives they’re disposing of.

But for most users, overwriting the data with 1’s and 0’s is a satisfactory solution, Barlow said.

A single wipe, or overwriting, makes data unrecoverable to most software products. The Department of Defense requires a triple overwrite with zeroes, ones and a random pattern.

WipeDrive leaves a “totally empty” drive when it’s done, so you must be careful using it and be sure you’ve backed up anything you want to keep. It boots from a CD or diskette, so no operating system is required on the computer to be cleaned. If your computer has more than one drive, you can pick the one you want to wipe, he said, adding the warning, “just be careful of answering the questions.”

SecureClean is more selective. It

*When a hard drive fails, “you may never get your system back together again exactly the way it was before.”*

— Gene Barlow

can be used to write over only deleted files, while leaving all other files alone. SecureClean prevents a large build-up of deleted files on a drive, and he recommends using it monthly. “The first time you use it, it will take a while” because the computer will probably have thousands of deleted files on it.

SecureClean also lets users recover accidentally deleted files, but that’s not its primary purpose, he said.

Barlow also recommended running SecureClean before using a drive imaging program because such programs include all the deleted files in an image.

“This is a security issue, not a performance issue,” he added.

A user could remove everything except the operating system from a computer, run SecureClean and sell a computer with just an OS on it, he said.

## Backup

Acronis True Image has won several awards as an outstanding backup and imaging program, he said.

Hard drives spin whenever a computer is on and ultimately “tend to fail on you,” he said.

Hardware failures happen, but software problems and user errors are more common reasons for loss of data, he added.

When a hard drive fails, “you may never get your system back together again exactly the way it was before,” Barlow said. Backing up before a failure will save lots of grief. All that’s needed is to copy everything on your hard drive and store the backup in another location.

“It’s like insurance,” he said.

“You’ve got to do it ahead of time.”

He recommends backing up data files daily and making full system backups monthly.

Users can back up to removable media (CD, DVD, cartridge drives) or to another hard drive (internal or external). The best solution is an external hard drive, he said.

PartitionMagic’s DataKeeper is good for small backups or to monitor changes to data, he said, but it’s slow for full backups.

Ideally, he added, a user should have two or three hard drives for backup to rotate the media.

A copy utility makes an exact duplicate of a drive except for deleted files, he said, so it leaves lots of empty space. That means the backup drive must be at least as large as the drive being backed up.

An image application is “by far the best method to back up a hard drive,” he said. Only active files are backed up, and they’re compressed as they’re copied. True Image, V2i Protector and Drive Image all do that.

Barlow recommends having two internal hard drives, partitioning them, and keeping data on a partition on one drive and the operating system and programs on the other. Then use one of the backup programs to back up the drives to each other.

“Never, never, never, never back up to the same hard drive,” he said. If the drive dies, so does the backup.

V2i and True Image can both do incremental backups (that is, they’ll back up only files that have changed since the full backup), Drive Image can not, he explained.

“A backup is not infallible,” he said. “A backup can be contaminated or bad.”

That’s one reason that incremental backs are good, he said.

Also, although it takes longer, programs can verify images after they’re made. “It takes a littler longer when you do your backup, but it’s one that I highly recommend,” he said.

To restore the backup, of course, you need the program that made it.

# Mail server update creates some problems

By Helen Long

Toby sort of caught me off guard with updating the CIPCUG mail server with only two days warning. Last month's newsletter should have warned you to check Toby's site for server update info. By now, everyone



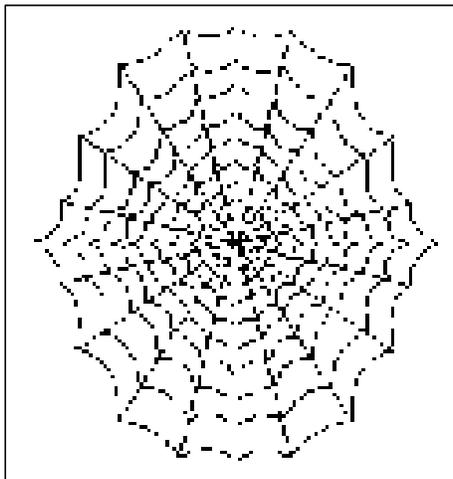
**LONG**

already knows the situation. I have an article below about using IMail, for those of you who not familiar with it. Toby is now beginning to attach spam blockers.

He is trying to do this rather slowly (a few at a time) so that he doesn't wipe out anyone's e-mail in one fell swoop. This will take some time, so please be patient.

The April and May photo pages are finally posted, so check them out. I have six photos on the BTS (Behind The Scenes) page, and five photos on the Club Meeting Page.

All of our Web Pages have W3 HTML 401 and CSS Validation Icons on the all of our pages. If any of you



find a page that does not validate, please let me know. Occasionally I put a revision up and forget to check the validation. I think I have them all validating, but an extra pair of eyes always helps.

The TOE newsletter is posted online just as soon as possible after I get the disk from John at the folding party. If any of you have not received the newsletter, you might check your

computer. Don't forget that the current issue is password-protected, and if you haven't accessed it before, please send me an e-mail with your membership number, and I will forward the necessary info to you.

Don't forget that we have a search engine on our Web site. This was completed at one of our HTML SIGs. If you are looking for something on a particular topic, zap it in there, and it not only display, but it will also tell you how many files it searched and how long the search took. It's pretty fast. Try it out.

I understand that a few of you cannot remember the new meeting schedule. Please go online and check it out. The meeting dates are posted right on the first page and also on the Programs page. Basically we meet the fourth Saturday of every month except November and December, when we meet the third Saturday because of the holiday season. Just keep in mind that we basically meet the fourth Saturday (not necessarily the last Saturday) of every month except for the November and December holiday months.

## Instructions for IMail for CIPCUG's ISP users

Open up your Internet and type in <http://vcmail.net:8383>. (Be sure it is a colon and not a semicolon after the net).

When the IMail box comes down, type in your user name; the password to use temporarily is "password" (without the quotes). Once you have been able to download your mail, you can change your password to what you had before the new server was installed or to a more sturdy password using combinations of characters, numbers, and letters that is six to 10 characters long. You do this by looking on the IMail menu bar in the white area Admin Account Options, move down to Change Password, and make the change. Be sure that the same password is in your mail program settings, if you have made a change. Anytime you forget your password, you can re-set your own password, so don't

call us and ask us what you used for your password because we can't read the \*\*\*\*\* any better than you can.

If you manage that OK, you can click CHECK mail. It will show you a summary of how many items are in your mail box. Then click on the \*Main list that is in blue, and it will bring up all your mail. You will notice a trash basket beside each entry. If you recognize the message as spam, click on the item, and it will dump it in the trash, and it disappears off the server. Then you can read your mail simply by clicking on the blue part of the line, or you can close IMail and open your mail in your favorite mail program. It will download only the mail that you didn't delete.

If you are away on a trip, you may want to create a file in your IMail box

to store the messages you want to save. In the IMail box to the right of the menu items is a white box that says something about Admin Account Options. Scroll down near the bottom, and look for Manage Mailbox. When you click on that you will get a box that asks you to name the box — just for simplicity try SAVE — and you will see an extra line which lists your MAIN Mailbox and your SAVE mailbox. Then when you are sorting your mail you can trash the spam and save the good stuff to your SAVE file.

The reason for creating the SAVE file is so you can accumulate the mail you want to look at when you return home. As you are sorting your mail daily or whenever; you don't have to sift through the files you have already viewed.

# Problems installing Spybot, other issues

(Notes for Michael Shalkey's SIGS are available on the Web. Go to <http://www.cipcug.org>, click on Education in the menu and then on Shalkey's SIGS. — Editor)

This month's SIG was a question-and-answer session. The idea of the SIG is changing because it has gone beyond the beginner stage. It's being renamed the Windows and Hardware SIG.

**Q. McAfee won't let me install Spybot, but the installation works if I disable McAfee.**

A. Michael had a similar problem at work with AOL. Something forced the redirection of requests for Google to another page. The solution in that case was not to start AOL automatically. In this case, the best solution seemed to be disabling McAfee for the installation.

**Q. How do I get rid of PayPal?**

A. This turned out to be a problem with phishing rather than PayPal, which does not install anything on your computer. Phishing is an attempt to get personal data from people by faking an e-mail or Web site that looks official but is not. Such mail appears to come from eBay, PayPal and many banks.

To protect yourself, never click on a URL in such a message. If you think it might be valid, open your browser and type what you know to be the home page for the site in question



SHALKEY

yourself. Then check the page to see if there is any validity to the supposed message.

**Q. Is there an advantage in running both Ad-Aware and Spybot?**

A. Yes. Each one finds some things the other doesn't.

**Q. XP Pro recommends not connecting to the Internet as an administrator, only as a user. Is that good?**

A. Service Pack 2 is supposed to fix many of the security holes in XP. You can download a program as a user to a shared file, and then, when you've disconnected from the Internet, log back in as an administrator to install it.

**Q. Can I be infected through a cable modem if my computer is hibernating?**

A. I think you'd be safe if you have a hardware router or wireless router. If you're behind a firewall, you should be safe.

**Q. Why does a router help?**

A. It has a built-in firewall.

**Q. I received a NAT address translation message.**

A. (From the Windows Help). The message shown in Windows Help is "782 Network Address Translation (NAT) is currently installed as a routing protocol, and must be removed

before enabling Internet Connection Sharing." The solution is to remove the network address translation protocol.

**Q. My home page has changed.**

A. To set a home page go to Tools>Internet Options>General tab, where you can set the home page. If it keeps changing, run Spybot and Ad-Aware to see if you've picked up spyware (chances are good you have).

**Q. Are cookies an issue?**

A. They're text files. Some are used to keep track of information for specific sites, and others are used to track sites you visit and direct specific advertising to you. If you're concerned, you can delete cookies in Internet Explorer by going to Tools>Options>General tab, where there's a section on Temporary Internet Files. You can delete the cookies there.

The procedure varies a bit from browser to browser, but you can perform the same tasks in all browsers. Check the menus and help file.

**Q. Can you stop e-mail from opening automatically? I use Outlook Express.**

A. Outlook Express has a preview window for the first message (or any one you've single-clicked on), but it's not opening the message. The preview pane is enough to trigger some viruses, however.

To turn it off, go to View>Layout and uncheck the preview pane.

## Tips from Smart Computing magazine

Reprinted with permission from *Smart Computing*. Visit <http://www.smartcomputing.com> to learn what *Smart Computing* can do for you and your user group!

**Perfect Web Printing:** Open Internet Explorer's File menu and select Print Preview. The current Web page will appear on-screen exactly as it will print on paper. If some of the page will be cut off click the Page Setup button. Adjust the left and right margins so

that each is set to 0.25 inches. The extra inch of space you gain by resetting the margins should provide just enough room to accommodate all of the content on most sites. Click OK to save the changes and return to the Print Preview window.

**Windows Shortcuts:** Press and hold ALT and the TAB key to allow you to switch among open windows. Press the TAB key again while continuing to hold the ALT key to find the

desired application and release both keys to bring that window to the forefront. ALT-F4 closes an open window. This feature is handy for quickly closing pop-up ads.

**Mouse Cleaning:** Cleaning a mouse is relatively easy. Shut down your computer, unplug the mouse, and remove the cover. With tweezers or a quick puff of breath, you can get rid of bigger pieces of lint, but you should

(Continued on page 12)

## Rick's rants:

# Tech support, where art thou? — Part 2

By Rick Smith

*Rick@vcmail.net*

Recently, I got a unique look into an area that is little known and very secret in the computer repair world: That fabled place where your laptops go to be serviced. You never see where they go; you just drop them off or mail them away, and you really don't know where you are sending your precious little friend. Little do you know that you are sending the little darling of a notebook to a place not unlike Hell itself. Oh, you're thinking, right ... I bought a name brand notebook backed by a major company. I also purchased the extended warranty to go along with it. What possible harm could come to my precious darling as I send her off for a little repair? Well, my friends, a fate almost worse than a dead CMOS battery, the NOTEBOOK CLEARING HOUSE.

When you purchased that extra extended warranty you sealed the fate of your poor little notebook. Somewhere along the way, the poor thing gets hijacked and sent to the place where all notebooks are alike. It doesn't matter what brand it is, they all go in the same terrible door. They are separated by brand, color and size and headed down a path to impending doom. Yes, you guessed it, the underpaid, under-trained, unmotivated, unappreciated, unknown notebook repair technician. They sit their in their little space under an unrelenting stream of sick little notebooks screaming for attention. Armed with little more than some technical manuals and quota of a minimum of 10 a day to repair, they await their next victim. Yes, this is the

*Somewhere along the way, the poor thing gets hijacked and sent to the place where all notebooks are alike.*

dirty naked truth. Your precious notebook is meeting its fate with a person who doesn't care about you or his job. All he (or she) cares about is getting their 10 little notebooks past quality control at the end of line and not getting threatened with losing a bad job because they could not meet their quota or tried to spend some extra time fixing something not on the repair order but nevertheless needed.

One of my clients complained about having to send a notebook in four times for service. I won't say the name, but my trash Compaqter doesn't work well either. Each time, the specific thing that the customer could see was repaired and was sent back as corrected. But what the customer doesn't see, the all-seeing eye of a competent technician can discern. But due to the all-consuming time constraints of my 10-a-day-or-die quota I'm only going to fix what's on the work order and not what my trained eye detected. Soon the customer finds that, hey, this doesn't work right, either! Unhappily they send their little one off to Hell again for another round. Pretty soon this gets old, and they think they bought a lemon, but in reality they just entered the realm of business that says, "We worship the almighty dollar and will

do whatever we have to, to get it."

What I'm really trying to say is that these wonderful companies don't usually service their own notebooks. They just contract out to a third-party company that does only that. And guess what? That's all they do — fix your poor little broken notebook. They don't know or care what customer service is. Why should they? They've got your poor little dear held hostage. What are you going to do? Argue with them! It's like trying to negotiate with kidnappers. That's what they are! OK, I'll calm down now. I've gone and worked myself up into a frenzy again.

All right, how can you, the unsuspecting victim of all the above, protect yourself? Here are a couple of points.

**BACK UP YOUR DATA!** The first thing they tell you is "they" are not responsible for any of your data. Please take this to heart and learn to use the CDRW on your notebook and back up regularly.

**HAVE YOUR NOTEBOOK INSPECTED!** If possible from where you bought it. Make sure they note that there is no water damage or anything else that voids your warranty. I've had three customers with a certain brand of notebook that I will not mention send in their notebooks only to receive the dreaded phone call that their warranty was voided by water damage. The bill in each case was over \$700. What are you going to do? Ask to see? They've got you. One person fought this all the way with the unmentioned company and finally received a brand new notebook (after three months). The thing that saved her was that the tech at the

*(Continued on page 13)*

## More on tips ...

*(Continued from page 11)*

also use a cotton swab dipped in rubbing alcohol to clean the ball and the rollers. Let these parts dry, replace the cover, reconnect the mouse in the right port, and restart your system.

### **Wanted: Advertising Manager**

**We need someone to talk to computer-related businesses about advertising in The Outer Edge. The editor's job doesn't allow him to sell advertising for a competitor, even one as small as TOE. Anyone interested should contact Dave Harris or John Weigle at any meeting.**

## More on Rick's rants ...

(Continued from page 12)

store turned it on and it booted and when it went to Hell she was informed that it would not boot due to water damage. (I shudder to think that this could be a deliberate pattern to make extra money, but in all three cases the customer said they never spilled anything on the notebook).

**TAKE CAREFUL CARE OF YOUR NOTEBOOK!** Remember that it is a working computer. Invest in a proper carrying case, and by all means, take your time and carefully plug in and out the AC adapter. One of the most common causes of notebook failure is a broken AC input.

**HARD DRIVES FAIL, ESPECIALLY IN NOTEBOOKS!** If you even think you're having hard drive trouble back up your PC or buy a new drive. It's just not worth it to have one crash on you with all your stuff in the middle of something important.

"That's all, Folks," for this month. Stay tuned because I have a lot to complain about.

## How to speed up your computer

# Make one click do work of two

By Jim Thornton

(jthorn@adelphia.net)

This is another in a series of "How To Speed Up Your Computer" articles to help get the most performance out of your existing 95, 98, 98SE, and Me computer(s).

One of the easiest ways to improve the friendliness of your computer is to change from the standard Windows double mouse click feature to a single click.

Double left-click on the My Computer icon on your desktop. After the screen changes to the My Computer screen, double left-click on the Control Panel icon. After the screen changes to the Control Panel screen, double left-click on the Folder Options icon. A smaller window titled Folder Options will appear with the General tab information window displayed.

(Earlier versions of Windows require a slightly different route — left-

click on Start, Programs, Accessories, and then Windows Explorer; left-click on View located on the Toolbar at the top of the screen; from the small menu, left-click on Folder Options, and look for the radio button — the small bull's-eye-like circle — titled "Custom, based on setting your choice," and left-click on the box labeled Settings. A new small screen titled Custom Settings will open.) Look for a section titled "Check items as follows" at the bottom of the window. Notice that the radio button with a black dot titled "Double-click to open an item (single-click to select)." Now left-click the button titled "Single-click to open an item (point to select)" and the dot disappears from the last item and moves up to the Single-click option. Also, left-click on the item below titled "Underline icon titles only when I point at them" as this gives you positive feedback that you are pointing

(Continued on page 14)

**Ventura County Computers** (805) 289-3960  
www.vccomputers.com Microsoft Certified Professional 2175 Goodyear Ave. #117 Ventura 93003

**Roxy Says:**  
Don't tell Toby  
I'm the boss when  
he's gone.  
Come in and I'll  
make you a dog  
gone good deal.

**The Pundit PC - A Funny Name but a cool looking PC.** Pair this up with one of our Silver Viewsonic LCD's and you have a very Coool setup.

The Pundit supports the Pentium 4 CPU on 533MHz FSB (front side bus) and DDR 333 memory. Incorporating an all-in-one design, which includes support for PCMCIA, 4-in-1 card reader (MMC, SD, SM, MS), IEEE 1394 and S/PDIF digital audio. In addition, the Pundit provides a high-quality multimedia experience with DVI out, TV out and 5.1-channel audio-out.

Oh yeah, Shuussshhh...it's quiet  
Come in and See this new PC as well as all our other Stuff.

Labels in image:  
CD/DVD Eject Button  
HDD LED  
CD-ROM / DVD Drive  
PC Panel (behind door, press to open)  
Power Button  
Power LED  
Reset  
PCMCIA  
4-in-1 card reader  
SPDIF in  
SPDIF out  
6-pin 1394  
4-pin 1394  
USB Ports  
Microphone  
Headphone

## Book review: 'The Art of Deception'

# Hacker tells how secrets obtained

By John Weigle

[jweigle@vcnet.com](mailto:jweigle@vcnet.com)

If you worked at a bank, and someone called or walked up and asked for your computer password, you'd probably shake your head and walk away — or call security.

But what if the caller explained he was from the bank's information services department and said he needed your password to help you check what appeared to be a glitch or a new virus in the computer system or to help you install an upgrade? Would you give him your password? According to Kevin Mitnick, many people would.

It's called social engineering, and it's a much easier way for someone who

wants to break in to your company's system to get in than trying to guess names and passwords of several hundred

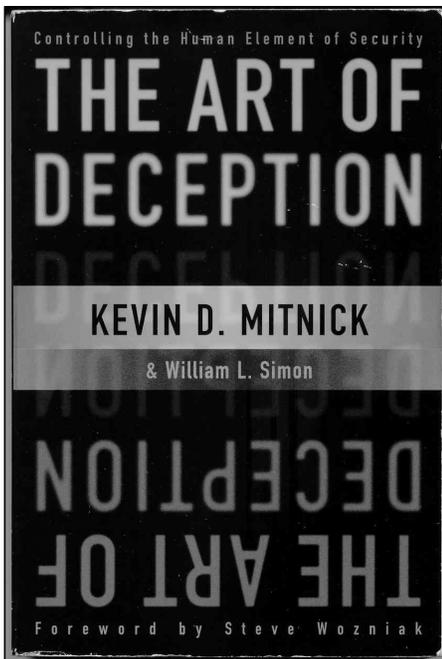
employees.

Mitnick is a convicted hacker who is now a security consultant and formerly hosted the KFI radio show "The Darkside of the Internet." He admits what he did was illegal, although he insists he caused no damage to any system he hacked.

"I have gained unauthorized access to computer systems at some of the largest corporations on the planet, and have successfully penetrated some of the most resilient computer systems ever developed," he testified before Congress. "I have used both technical and nontechnical means to obtain the source code to various operating systems and telecommunication devices to study their vulnerabilities and their inner workings."

"The Art of Deception" explains many of the techniques that he and others have used — and still use — to break into other people's computers, and many of them require a gift of gab more than great hacking skills. With the right story, he makes clear, it's possible to get all kinds of information about a company and its security — or lack of same.

*(Continued on page 15)*



## More on single click ...

*(Continued from page 13)*

to the desired icon. Left-click on Apply and OK, and the previously opened window closes, displaying the open Control Panel screen. (Earlier versions of Windows is slightly different — left-click on OK, and the windows switches back to the Folder Options; then left-click on Apply, then OK.) And now you're in the faster and friendlier single-click mode. You'll never have to double-click again.

This is always the hardest feature to find, as you would think that it would be under the Mouse icon on the Control Panel and not under the Folder Options or Windows Explorer one.

The instructions in this article, like all other articles on How To Speed Up Your Computer have been separately tested on different computers using Windows 98, 98SE, and Me to ensure their accuracy.

**www.marketpro.com**  
**COMPUTER Shows & Sales**  
Upcoming Oxnard/Ventura Shows      Hours 10-5pm

2004

Sun. July 18 - Oxnard  
Sun. Aug. 14 - Oxnard  
(tentative)  
Sun. Aug. 29 - Ventura  
Sun. Sept. 19 - Oxnard

Oxnard - Community Center  
800 Hobson Way, Hwy. 101, Exit Vineyard  
Ave. West, left on 17 Street to 9th & Hobson.

Ventura - Seaside Park  
No. 101 to California st.  
So. 101 to Ventura Ave.

Upcoming Southern Shows

- \* June 27 - San Diego  
Scottish Rite Center (Adm. \$ 5)
- July 10 - Fresno  
Fresno Fairgrounds (Adm. \$ 7)
- \* July 18 - Oxnard  
Community Center (Adm. \$ 5)
- \* July 25 - San Diego  
Scottish Rite Center (Adm. \$ 5)

For Info: (415) 456-6730  
[www.marketpro.com](http://www.marketpro.com)

**NEW Hardware • Software • Peripherals • CDROMs And MUCH MORE!**

**www.marketpro.com**  
**Computer Show Schedule**  
**24 Hrs. a day!**  
**SIGN-UP NOW** for Automatic E-Mail  
Notification of Your Local Shows

# Updated list of computer-related radio programs

By Jim Thornton

(jthorn@adelphia.net)

## SATURDAY:

### “The Computer and Technology Show” with Marc Cohen and Mark Oleesky

9-11 a.m. 790 AM on KABC (Los Angeles)

Telephone: (800) 222-5222 — toll-free (Los Angeles)

Listen Live address: <http://www.kabc.com/listenlive.asp>

Home page: <http://www.kabc.com/pages/36237.asp>

E-mail: [computershow@kabc.com](mailto:computershow@kabc.com)

Remarks: If the caller's question is too technical, they will request the caller to email the question, and they will e-mail back the solution.

### “Computer News with Jeff Levy” with Jeff Levy

12-3 p.m. on 1070 AM KNX (Los Angeles)

Telephone: (866) 569-1070 (Los Angeles)

Listen Live address: none — under development

Home page: <http://www.jefflevy.com>

E-mail: [jefflevy@jefflevy.com](mailto:jefflevy@jefflevy.com)

Remarks: If the caller's question is too technical, he will call the caller after the broad-

cast and provide the solution; provides a weekly computer lesson from his Web site, and publishes a monthly for-a-fee newsletter.

### “Tech Guy” with Leo Laporte

12-3 p.m. on 640 AM KFI (Los Angeles)

Telephone: (800) 520-1534 — toll-free (Los Angeles)

Listen Live Address: <http://www.kfi640.com/interactive/streaming.html>

Home page: <http://www.leoville.com>

E-mail: [leo@kfi640.com](mailto:leo@kfi640.com)

Remarks: Recently Leo was the host on two popular computer TV shows on the defunct TechTV but still makes very short appearances on the TV “Screen Savers” program on G4TechTV and on three radio stations in Los Angeles (KFI 640 AM at 8:35 a.m. on Fridays), San Francisco, and Toronto. He has written several books on computers and had a very popular computer radio program several years ago in San Francisco (KGO 810 AM).

### “a.computer.show” with G. J. Goldwyn

2-3 p.m. on 1520 AM KVTA (Ventura)

Telephone (805) 289-1520 (Ventura)

Listen Live address: <http://www.kvtaam1520.com/listenlive.asp>

Home page: <http://www.acomputerpro.com>

E-mail: [show@acomputerpro.com](mailto:show@acomputerpro.com)

Remarks: Has some weekly prizes. The

program is frequently preempted by sport events.

### “Komputer Klinik” with Kim Komando

3-6 p.m. on 1520 AM KVTA (Ventura)

Telephone: (888) 825-5254 — toll-free (Phoenix) – Call between 7 and 10 a.m. only.

Listen Live address: <http://www.kvtaam1520.com/listenlive.asp>

Home page: <http://www.Komando.com>

E-mail: [helpmekim@komando.com](mailto:helpmekim@komando.com)

Remarks: This program is a replay of her earlier 7-10 a.m. live program.

Has a weekly column in USA Today newspaper and a monthly article in Popular Mechanics magazine, written several books, and produced video learning tape series; provides a free (but slow) help service via e-mail; and a free daily tips and weekly email newsletters. The program is frequently preempted by sport events.

## SUNDAY:

### “Computer News with Jeff Levy” with Jeff Levy

12-3 p.m. on 1070 AM KNX (Los Angeles). See Saturday at 12 p.m. for details.

### “Tech Guy” with Leo Laporte

12-3 p.m. on 640 AM KFI (Los Angeles). See Saturday at 12 p.m for details.

## More on ‘The Art of Deception’ ...

(Continued from page 14)

The key is social engineering, which he defines this way: “Social engineering uses influence and persuasion to deceive people by convincing them that the social engineer is someone he is not, or by manipulation. As a result, the social engineer is able to take advantage of people to obtain information with or without the use of technology.”

The book, available in both hardback and paper, was published in 2002 but is as valid today as it was then because it shows how easily we can all be fooled.

Many of us will try to help a person who says he's a fellow employee from another division or plant by letting him into a room with a computer, install a program from the person who sends it to us from the IS department, answer simple questions that don't seem to have anything to do with computer security, give information to someone who identifies himself as a higher-up in the organization, throw away papers, or even manuals, that contain information that no one outside the organization should have.

Mitnick tells stories about himself and about other hackers, and makes up scenarios showing how the black hats might work. The weakest link in security, he emphasizes, is the human factor because people can be stupid, greedy and anxious to please — especially if the people they're trying to please have befriended them, helped them or are their superiors at work. He quotes Albert Einstein as saying, “Only two things are infinite, the universe and human stupidity, and I'm

not sure about the former.”

The book ends with recommendations for corporate information security with both proposed policies and the reasons for them. One problem with many policies — be they security or other — is that no one explains the reasons behind them, so the people who are supposed to follow them have no idea why other than “it's the policy.”

“The Art of Deception” should be required reading for anyone in charge of any kind of security, and it's valuable reading for anyone interested in how all that supposedly secret information gets into the wrong hands.

“The Art of Deception,” Kevin D. Mitnick and William L. Simon, 2002, Wiley Publishing Inc., Indianapolis, Ind.

(805) 988-0075



“More Than Great Copies”

Email Your Jobs to...  
[jobs@copycourt.com](mailto:jobs@copycourt.com)

Bring this ad in for  
69¢ color copies  
or 25% off any order

Serving Ventura County Since 1987

2351 Vineyard Ave. • Oxnard, Ca 93036  
(In the Big 5 Shopping Center, Across From the Financial Plaza)

Membership report:

# Is it time to renew?

By Ken Church

email address: [membership@cipcug.org](mailto:membership@cipcug.org)

Welcome to the following new members:

Roy Allen, Bob Cronkite, Louise Pocengal, Stanley Pocengal, Octavio Sifuentes, and Ayn Woodruff

Attendance at the June 2004 General meeting:

86 Members

11 Guests

Total membership: 328

## RENEWAL INFORMATION

The **renewal**/New Mbr 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 at the Boys and Girls Club of Camarillo.

### May 2004 renewals:

Mbr#	Last Name	First Name	Pd to Date
1097	Dick	John	200405
0094	Golden	Edward	200405

### June 2004 renewals:

Mbr#	Last Name	First Name	Pd to Date
1103	Doucet	Bernadette	200406
0149T	Helton	Charles	200406
0791	Komer	Gene	200406
0773	Lang	Nita	200406
0148	Leventhal	Bob	200406
0580	McCoy	John	200406
0929	McCoy	Tim	200406
0146	Minkin	David	200406
1119	Moore	Kurt	200406
0225	Nunez	Thomas	200406
0473	Pittman	Barbara	200406

### June 2004 renewals: (continued)

Mbr#	Last Name	First Name	Pd to Date
0472	Pittman	Herman	200406
0701	Romine	Ned	200406
0593	Shalkey	Mike	200406
0928	Sommers	Jacob	200406

### July 2004 renewals:

Mbr#	Last Name	First Name	Pd to Date
0154T	Barton	Warren	200407
1124	Bivins	Glen	200407
1122	Brody	Richard	200407
0714	Bryan	Bob	200407
1028	Burke	Jim	200407
0006T	Burnett	Bob	200407
0357	Chaiclin	Dick	200407
0915	Clayton	Phil	200407
0350	Colter	Don	200407
0926	Curry	Rick	200407
0354	Ferro	Joseph	200407
0624	Lambert	Ted	200407
0933	Leberknight	Gary	200407
1068	Lindberg	Carol	200407
0331	Livingstone	Robert	200407
0676	Pearson	Floyd	200407
0112T	Per-schbacher	Paul	200407
0886	Persons	Gordon	200407
0356T	Solorzano	Frank	200407
0358	Tanner	Henry	200407
1121T	Treadwell	William	200407
0158	Volpi	Ralph	200407
0798	Vonwicklen	Will	200407
0051T	Wefel	Ralph	200407
0977	Westefer	Paul	200407
0812	White	Norm	200407
0233	Wolfson	Ann	200407
0601	Wymore	Bob	200407
0005	Yates	Walt	200407

Meeting located at the Rear entrances of the Boy's and Girl's Club of Camarillo.

8:30-10:45 – July Garage Sale (bring a friend)

8:45-9:30 – Special Interest Groups

- Windows and hardware SIG, main room
- Linux SIG, upstairs
- Internet and E-Mail SIG, small main room



## F1—Your Help Key

(Revised May 2, 2004)

### COMMUNICATIONS/INTERNET (GENERAL)

Compuserve	DM
Note Tab Pro	TS
World Wide Web	DM, TS

### DATABASES

Access	BR
--------	----

### DOS

RP
----

### EDUCATIONAL / CHILDREN

TZ
----

### E-MAIL

Eudora	JT
Lotus:CCMail.	DM
Outlook	TS, AT, MS
Outlook Express	TS, AT, BR
Poco Email	MS

### HARDWARE, UPGRADING

JM
----

### HTML

TS, AT
--------

### NETWORKS

TS
----

### OFFICE SUITES

MS Office	AT
Open Office	AT
Star Office	AT

### GRAHICS PROGRAMS

IrfanView	MS, JT
Print Shop	BR

### SPREADSHEETS

Microsoft Excel	DM, AT
Quattro Pro	DM

### UTILITY PROGRAMS

Norton Utilities Virus)	DM, JT (and Anti-
PCAnywhere	DM

### WORD PROCESSING

Microsoft Word	BW, DM
WordPerfect.	DM

### WINDOWS

Windows 98, 95	DM, JM, AT (98), MS (98)
Windows Me	JT, AT
Windows 2000	TS, AT
Windows NT	TS

### Initials

### Name

### (805)

AT	Andy Toth	604-7538 (e)
BR	Bill Robinson	389-2997 (b) <bill@bzus.com>
BW	Bart Wood	482-4993 (e)
DM	David Minkin	469-6970 (cell) (5-11 p.m. weekends); dddave@QuixNet.net
JM	Jerry McLoud	(818) 889-6176 (e)
JT	Jim Thornton	987-1748 (d) <jthorn@adelphia.net>
MS	Michael Shalkey	483-9921 ext 142 (d) mshalkey@cipcug.org
RP	Robert Provart	498-8477 (b)
TS	Toby Scott	289-3960 (d) tech@cipcug.org
TZ	Trish Zakas	985-8519 (b)

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

If you would like to volunteer to help others, please send your contact information and programs you're willing to help on to <editor@cipcug.org>.

Also, if you have a favorite help site on the Web, please forward that, too, so we can make a separate section for Web-based help.

**Practice safe computing:  
Back up  
Back up  
Back up  
(And then test the backup to be  
sure it worked)**

## Editor's corner:

# Penguin on vacation; review listing dropped

Where's The Penguin's Lair, our column on open source software, this month? Author Bill Wayson asked me to report the following: "Can you please indicate that the Penguin's Lair is vacationing with family on the Ross Ice Shelf off of Antarctica this month? ... I will be unable to put anything together before (the) Friday AM (deadline). Sorry."



**WEIGLE**

No problem, Bill. We all deserve a break (that's why there were no SIGs for July). We hope you enjoyed your trip (and dressed warmly) and will be happy to welcome you

back in the next issue.

\*\*\*

Those of you who read TOE regularly might have noticed that the list of software available to review didn't appear last month or this month. The listings drew only five or six responses in the full time they ran, which hardly justified the time needed to edit the releases or the space the list took, so it's gone. I have to assume the lack of interest in reviewing anything indicated a general lack of interest in the listings. If, however, you would like to review a program, I'm willing to try to get it for you. Send me a note with the program name and the company that makes it, and I'll ask for a review copy.

There are no guarantees, however. The big software companies seem to be getting more and more leery about sending review copies.

\*\*\*

There's been a flurry of e-mail recently among members of the executive board about the annual garage sale. As of late June, coordinator Jim Thornton had an unusually small response from potential sellers.

We're hoping that the number will increase as the date of the sale comes closer because most of us tend to procrastinate and make last-minute reservations for many such things. If you've been waiting but plan to take something to the meeting to sell, please let Jim know as soon as possible (use the e-mail address [garagesale@cipcug.org](mailto:garagesale@cipcug.org) because Jim Thornton blocks mail to his regular address from people he doesn't know).

There's a certain frustration to working on a program and finding little or no interest among the membership. If we have only buyers and few or no sellers, we might have to rethink the value of the event. The garage sale has been a big success in the past — let's make it a big success this year, too.

Jim thanks you, the membership thanks you, and I thank you in advance for your help.

— **John Weigle, editor**

## Society news

# Treasurer's report

By Art Lewis

<[treasurer@cipcug.org](mailto:treasurer@cipcug.org)>

May 2004

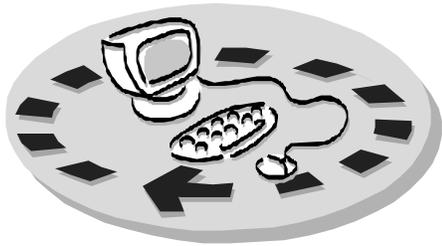
Category Description	5-1 through 5-31, 2004
<b>INCOME</b>	
ISP Income	\$ 585.00
New Members	35.00
Raffle	22.75
Renewals	330.00
<b>TOTAL INCOME</b>	<b>972.75</b>
<b>EXPENSES</b>	
Coffee-Doughnuts	46.04
Equipment	75.74
ISP Expense	620.00
Storage	50.00
TOE	416.81
<b>TOTAL EXPENSES</b>	<b>1,208.59</b>
<b>TOTAL INCOME – EXPENSES</b>	<b>-235.84</b>
Unrestricted Funds	7,236.65
Restricted Funds	2,000.00
<b>Bank Balance 5-31-04</b>	<b>9,236.65</b>
Year to Date Income	15,077.10
Year to Date Expense	-15,756.30

## 2004 contributors to TOE

*Your name can appear here, too. Share your knowledge with other members by sending an article, letter or computer tip to [editor@cipcug.org](mailto:editor@cipcug.org).*

Carl Bailey  
Ken Church  
Martha Churchyard  
Jerry Crocker

Bob de Violini  
David Harris  
Art Lewis  
Helen Long  
Smart Computing magazine  
Rick Smith  
Jim Thornton  
Andy Toth  
Bill Wayson  
John Weigle



# Why join Channel Islands PC Users Group (CIPCUG)?

Every month, members of the Channel Islands PC Users Group have access to:

- ◆ The Outer Edge newsletter, which includes a list of members willing to help other members
- ◆ The general meeting, featuring a question-and-answer session and program on new software or hardware
- ◆ Special Interest Groups — special meetings held several times a month on a variety of topics
- ◆ Door prizes at the regular meeting.
- ◆ The CIPCUG library of books and videos.

Other benefits include:

- ◆ Special user group discounts on books and software
- ◆ An Internet Service Provider at a large discount (see below).
- ◆ A chance to make friends with people who have similar interests
- ◆ The ability to put your knowledge to good use by helping other members. The whole concept of user groups is members helping members.



CIPCUG members are eligible to sign up for the group's Internet Service Provider (ISP) at the low price of only \$15 per month plus a \$15 processing fee.

To sign up, contact one of the club's techies (see below). 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. We also give a 12-month subscription if pre-paid in advance at the 11-month price of \$165. Many of our club members are electing to do this to keep Helen from nagging them for money. Renewals can also be mailed to Treasurer; just be sure to mention the dates that your check is to cover.

There is no program to install; you will use programs that are already on your computer. It's simple to talk you through the set-up, but if you're the least bit timid about setting up your computer, a club member will come to your house and make the necessary arrangements. Our agreement will also give you a 5 MB Web page allowance.

## CIPCUG INTERNET SERVICE TECH TEAM

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  
liz@cipcug.org  
David D. Minkin, 469-6970, 5-12 p.m., weekends  
dddave@QuixNet.net

Please clip last column and send with payment to CIPCUG-Membership, P.O. Box 51354, Oxnard, CA 93031-1354.

Please make checks payable to CIPCUG

## Dues for new members

Individual member, \$35.00

Family membership (same address), \$50.00

Renewals are \$25 and \$30/yr. respectively

## CIPCUG MEMBERSHIP APPLICATION

Amount enclosed: \_\_\_\_\_

Please Print the following information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_, CA

ZIP Code: \_\_\_\_\_

Phone no. (Home): \_\_\_\_\_

(Work): \_\_\_\_\_

E-mail address: \_\_\_\_\_

User level: Novice \_\_\_\_\_;

Intermediate \_\_\_\_\_; Advanced \_\_\_\_\_

Can you help the club as a volunteer? If so, what would you be interested in working on?

Date \_\_\_\_\_

Member # \_\_\_\_\_

# Channel Islands PC Users Group Inc.

P.O.Box 51354  
Oxnard, CA. 93031

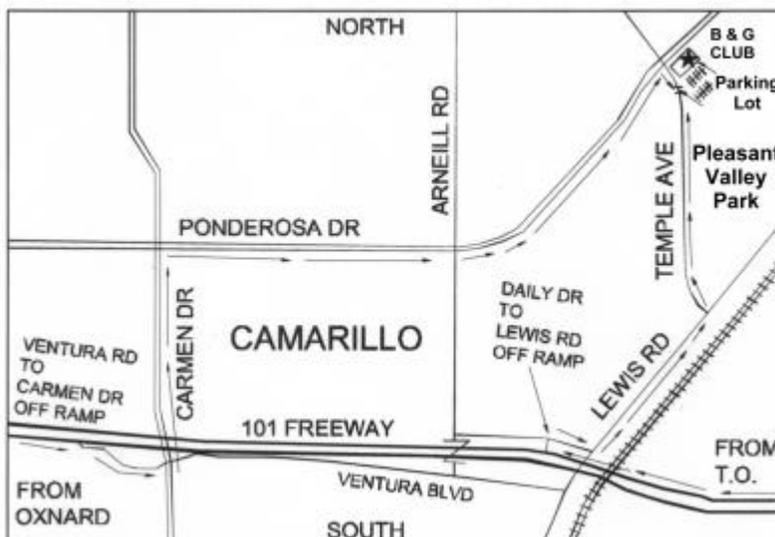
NON-PROFIT  
U.S. POSTAGE  
PAID  
OXNARD, CA  
PERMIT NO. 1785

**DATED MATERIAL**  
Please Do Not Delay

## DUES REMINDER

If the number after your name is 0407, your membership dues are payable in July 2004.

## July 2004 Meeting Of the Channel Islands PC Users Group



**Saturday morning, July 24,  
at  
Boys & Girls Club,  
Ponderosa Drive and Temple  
Avenue, Camarillo, Calif.**

### Meeting Schedule:

- 0830 Doors open, Garage Sale begins
- 0845-0930 Windows and Hardware SIG and Internet SIG
- 0930-1015 Q&A — Part 1
- 1015-1030 Business meeting
- 1030-1100 Break — Please contribute requested amounts for coffee and doughnuts
- 1100-1200 Program (Q&A — Part 2), Drawing

Help your fellow members.  
Volunteer to lead a SIG.  
More details available from  
Ralph Duchacek, Andy Toth,  
Helen Long or Toby Scott at  
any meeting.

**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

**Benefits of CIPCUG  
memberships include:**

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

**The Outer Edge, our  
monthly 20-page newsletter  
Free tickets for  
presenters' prizes at our  
monthly meeting  
A variety of Special  
Interest Groups (SIGs) every  
month  
The society's Internet  
Service Provider for \$15 per  
month**