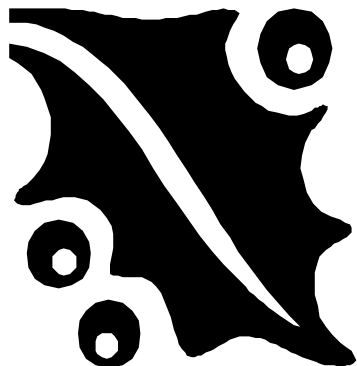


The Outer Edge

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Newsletter of the Channel Islands PC Users Group

December 2001
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OS/2:<http://www.vcnet.com/os2-corner>

The Friendly Computer Club Helping Make Computers Friendly

 ★ Attendance at the
 ★ November general meeting
 ★ **Not reported**
 ★
 ★ **WE WELCOME**
 ★ **4 NEW MEMBERS**
 ★
 ★*****

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ROOT DIRECTORY

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COMMAND.COM

By Andy Toth, President

The start of another blank page. I have never thought much about this before, but a monthly column can be challenging. Does the COMMAND.COM even get read? I have never asked any club member or previous president what is expected. I just start typing and, hopefully, thoughts will come together that will strike a chord with you, the reader.

The PowerQuest presentation at the November general meeting was dynamic, as always. Those are interesting products. I am experimenting with the Drive Image Software. These PCs can be funny animals. Things are not always as straight forward as one would like. Personally, I am very leery of loading software on my system. The software I use for work can affect or be affected by addition and subtraction of software. I have to say the previous PowerQuest products I purchased have surpassed my expectations. I am sure this learning experience will be behind me soon. Most of the answers I needed were in the "Secret Guide To Computers." That is one impressive publication. But if all else fails, there is the "F1" help key.

November will be the last month SIGs are held at Gateway Computers in Oxnard. Many thanks to Gateway Computers for allowing us to use their facilities. The latest operating systems and Office programs were always available for tutorial instruction. Thanks again.

Ventura County Computers has offered its facilities for SIGs. A donated projection screen and a rearrangement of the VCC office will provide comfortable accommodation for 20-30 people. Notice the upper limit, 30. Attendance is generally shy of that number, even 20 for that matter.

Let's get creative and increase the attendance numbers. Software can be loaded on this computer. This opens up the SIGs. Have a program or a game that you would like to share with other members? Noticed the word game? PCs are not just for breakfast anymore. Really, have a special program for photo albums, or

(Continued on page 3)

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Executive Committee Meeting Notes

November 2001 By Helen Long

Laura Pacheco has had a few personal problems. She lost her father at the end of October and is going in for surgery in early November. Our thoughts are with you, Laura, and we all wish you well.

Present at the meeting: Andy Toth — host; Ken Church, Helen Long, Roland Fleig, Craig Ladd, Ralph Duchacek, George and Arline Lakes and David Minkin. Reports were given by each member and appear elsewhere in this newsletter.

Craig Ladd indicated that WIN XP is still on for the January program and he has a confirmation from MGI for February.

Other subjects discussed were:

The necessity for creating a demo computer for Toby's shop that will be used for SIGs. All of the SIGs in the future will be held at VCC because Gateway will be unable to accommodate us after the November classes are finished. The advantage to Toby's location is that we will be able to demonstrate a greater variety of software than we have ever

been able to do in the past. We will be able to offer a variety of operating systems, all of the MS products plus, OS/2, and BE. There was also some discussion about needing a laptop for use in the Early Bird SIGs on meeting days, and they will be looking into this matter.

David Minkin mentioned that the Rose Society may be dropping out of the shared Postal Labeling Program that we share with them and one other organization. They are not sure if they will drop out or someone else from the Rose Society will take over the labeling; however, there is a possibility that we may have to pay the full rate for this service, which has been \$254.70 annually (divided by three organizations). It was decided that if the other two societies drop out, it would still be in the club's best interest to pay the full rate for the benefits of the lower postage rates that it does give us, but we will keep our fingers crossed and hope the three organizations will stick together.

Our December meeting is going to be a very special

(Continued on page 4)

Coming up: Using a high-speed Net connection

Programs

Saturday, Dec. 1: This month only, we'll meet at the James F. Cowan Conference Center at 550 Airport Way, at the Camarillo Airport, because the Freedom Center was booked by another group.

The center has a fast Internet connection, but no back room so Toby Scott and Mike Strecker will put their heads together to show what can be done with such a connection. Part of the program will include updating a machine over the Net. Another part will involve research on the Web. And some things will no doubt come up during the Q&A that will carry over into the program part of the meeting..

Saturday, Jan. 4: Windows XP, the new Microsoft operating system. Here are some Microsoft comments on its newest operating system:

Windows XP Professional: The fastest Windows ever, Windows XP Professional includes networking and other features that make it ideal for business and advanced home computing. Starts faster. Launches apps faster. Creates content faster. eTesting's report confirms that Windows XP Professional has the speed you need. Windows XP.

Home Edition: The right operating system for entertainment and home use, Windows XP Home Edition helps you do more with your computer and the Internet. Wait less, enjoy more. eTesting's report shows Windows XP performance on key tasks, such as launching applications, roars past previous versions.

Saturday, Feb. 2 MGI, makes of PhotoSuite and other picture- and video-editing programs.

SIGs

SPECIAL NOTICE: As noted last month, Gateway decided that it would no longer be host for any of our SIGs after November. Toby Scott and Rick Smith at Ventura County Computers have generously offered their office for all future SIGs.

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.

More about: Command.com

(Continued from page 1)

ganizing images, burning CDs? These may all be able to be loaded and demonstrated.

There is investigation into a CIPCUG computer with different operating systems ... this will open up a wide range of opportunities.

December door prizes

The door prizes for December will be a Logitech QuickCam (USB), a Logitech Optical Mouse and an LG Electronics 8x4x32 CD-RW. This is well over \$200 in retail value.

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 <siginfo@cipcug.org> with the subject line "subscribe" to be placed on the list.

The Special Interest Groups (SIGs) are sponsored by CIPCUG and led by volunteers. There is no charge for members to attend. Signing up for the class is no longer necessary as our classrooms are large enough to accommodate our club's needs.

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 December:

Monday, Dec. 3: Must See Web Sites, 6:30-8:30 p.m. Mike Shalkey will show the sites and how to make them your "Favorites."

Saturday, Dec. 8: OS/2, 9 a.m.-Noon. Moderator: Steve Carter. Check the OS/2 Corner on the Web for advance meeting information and to be sure this SIG is scheduled. It

(Continued on page 4)

You really do not need to be an expert, just be familiar with the software. Attendees will know if it is something they will investigate further.

Lastly, the December SIGs will end mid-month. Have a Happy and Healthy Holiday Season.

Q&A: Be wary of coming computer deals

Questions answered by Toby Scott.
Reported by John Weigle.

December reminder

The December meeting will not be in this building but in the Cowan Conference Center, also on the airport. If you come from the Camarillo side, take the first entrance into the airport, on Airport Way, and make an almost immediate right turn into the center parking lot. From Oxnard, Airport Way is the main entrance or the last one before Las Posas. Turn left and then make an immediate right into the center.

New SIG location

Gateway in Camarillo decided it could no longer be host for any of our SIGs after November. Future SIGs will be at our shop, Ventura County Computers, at 2175 Goodyear, Suite 117, Ventura.

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.

Questions and answers

Q: I'm in the market for more RAM, but I understand RAMBUS is being phased out. Is that right?

A: This holiday season you're going to see lots of ads for what appear to be great computer systems at wonderful prices, but they won't be the deals they first seem to be.

Intel and AMD have been involved in a marketing war with two sets of standards. Intel used RAMBUS and AMD used Double Data Rate (DDR).

Despite a slight technical advantage for RAMBUS, the clear winner after nine months or so is DDR, so the next generation of Intel Pentium 4 chips won't use RAMBUS but DDR. The spectacular savings you'll see advertised will be on closeouts of Pentium 4s with RAMBUS. No one is

manufacturing RAMBUS or that flavor of Pentium chip any more. If you buy one and the memory dies, it could be a huge problem to replace it or to upgrade it. Anything you need will be an expensive, hard-to-get special order. Computer components that are phased out tend to be very difficult to get down the road. The machines also probably won't have any cache, and a Pentium 4 with no cache isn't as fast as an Intel Celeron 900 chip.

Don't get confused by looking at just the processor speed, and avoid RAMBUS like the plague. For most people, hard drives and memory are bigger bottlenecks for speed than the processor speed is.

Q: What is S.M.A.R.T. on a hard drive?

A: I don't remember what the letters stand for, but it's a process that is not used on most hard drives of 4 Gigs or more. A member notes that it's an internal hard drive system that tries to predict the drive's failure by monitoring its health.

Q: I'm having problems with a JPEG file. I tried to take one from my camera chip directly to a Zip cartridge, and it wouldn't go. It worked when I selected all on the camera card, copied to a folder on my desktop and then copied to the Zip.

A: It's better to save pictures to your hard drive first because the hard drive works faster than Zip and similar drives. Some timing issues come into play when you try to copy to a slow medium. Don't erase the picture from the camera card until you're sure it's copied.

Q: If I use Windows ME restoration to recover from a virus, is the virus still on the computer?

A: Yes. The restoration can repair changes a virus made to the registry by reverting to an earlier version, but the virus is still on your computer infecting all the files it did originally. Viruses like SirCam put pointers in the registry to start the virus when you boot so at least for the first boot those pointers will be gone. But if you open whatever file

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More on December SIG schedule

(Continued from page 3)

has been dropped several times recently.

Tuesday, Dec. 11: Paint Shop Pro, 6:30-8:30 p.m. Moderator David Minkin will discuss creating images in

Paint Shop Pro and/or Photo Suite.

Thursday, Dec. 13: Star Office, 6:30-8:30 p.m. Moderator Andy Toth is going to show us all the bells and whistles of Star Office.

More on Executive Board

(Continued from page 2)

meeting because it has a super duper Internet connection. Toby will bring in a computer for the Early Morning Internet session that needs some updates and will show how it's

done. He will also show us how to do some serious researching on the Internet. I'll try to get a more detailed description of the program and post it on the Programs page.

The meeting was adjourned about 8:15 p.m.

More Q&A: How do I fix a .DLL file?

(Continued from page 4)

contains the virus again or do something else to trigger it, it will install itself again.

Q: Does the virus infect just the operating system files or all files?

A: Generally, the operating system files.

Q: If a DLL file is missing how do I find it and put it back?

A: If a DLL file is missing after a virus attack, it usually means it was infected and has been put in quarantine by your antivirus program. If one is missing and it's a Windows system file, ME should restore it automatically on reboot. If a non-system DLL has been damaged, you'll have to reinstall from the original program disk, which usually means reinstalling the whole program. If your antivirus program has quarantined an infected DLL, don't take it out of quarantine so you can use the program.

Q: Have you had any luck with Windows restore? I tried it and it was useless.

A: I've had some great success with it, but it doesn't solve every kind of computer problem in every circum-

stance. If you use Go Back or a similar program and the installation of a program hoses your system, you can use the restore program to go back to an earlier version of the registry that was working properly. It works well for that kind of problem (registry corruption).

If you revert to an earlier version of the registry, you effectively uninstall all programs you installed after the date of the registry you revert to. The program files are still on the computer, but the pointers are gone, so the computer doesn't know how to use them. Sometimes you can make a problem worse by reverting. It doesn't solve every problem known to man, but it does work pretty well.

Q: If you restore, how do you get the programs that are no longer in the registry out of the system?

A: Add/Remove won't work because the pointers are gone from the registry. Go to the program files directory and delete everything in the problem program's directory.

Having one problem with an installation doesn't necessarily mean the program is bad. If it's something you really want and need, consider giving it another chance by install-

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1/15/98	14:00	75.00	1500.00	Project A	Client B	Work on Project A
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1/15/98	16:00	75.00	1800.00	Project A	Client B	Work on Project A
1/15/98	17:00	75.00	1950.00	Project A	Client B	Work on Project A
1/15/98	18:00	75.00	2100.00	Project A	Client B	Work on Project A
1/15/98	19:00	75.00	2250.00	Project A	Client B	Work on Project A
1/15/98	20:00	75.00	2400.00	Project A	Client B	Work on Project A
1/15/98	21:00	75.00	2550.00	Project A	Client B	Work on Project A
1/15/98	22:00	75.00	2700.00	Project A	Client B	Work on Project A
1/15/98	23:00	75.00	2850.00	Project A	Client B	Work on Project A
1/15/98	24:00	75.00	3000.00	Project A	Client B	Work on Project A

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More Q&A: Some basics of networking

(Continued from page 5)

ing it again. If it doesn't work the second time, I'd probably give up. I'm only stubborn to a point. (Other considerations: Some programs don't install well if an anti-virus program is running, so after checking the install disk, consider disabling the antivirus program during the install. And if all else fails, you could try to install in safe mode, assuming your CD-ROM will work.)

Q: Can you discuss home networking? I'm considering getting a Mac and want to connect it to my PCs. What do I need to know? (The answer has been rearranged somewhat from what was given at the meeting.)

A: If you have two or more computers and they're not networked, you're nuts. Having said that ...

You can put a Mac on a network with a PC. The latest Macs handle TCP/IP, you can plug them into the same routers, and they'll work just fine. But if one computer dies you can't do anything with the data from the other computer. The data files are in proprietary formats related to the operating systems. This wouldn't be my preferred solution.

If you use the Mac for graphics editing and want to back up to the PC, you can, but there are more issues involved than there are with networking two Windows machines or two Macs.

To create a home network, you'll need a hub or switch to plug the computers into and a network card in each computer. The cards cost about \$25 and the hubs are \$50 to \$60. You can get closeouts for less than that.

If you have DSL, Cable or ISDN connection to the Internet, you can get a four-port or eight-port router to manage the Internet connection for all the computers. It acts as a networking switch for the computers and lets all the computers go to the Internet. You can also configure the network so that some computers can't go to the Internet but can still talk to each other. Routers are about \$100. The router has a built-in firewall and lets all the computers share one IP address. Hackers will reach it rather than your computers. There's no hard drive or RAM to hack, just a few configuration settings. It's a very good firewall and is highly recommended.

If you're going to connect just two computers, you need two network cards and a crossover cable. The cables are a specialty item and can be hard to find. This, however, won't provide an Internet connection. If you don't have cable yet but want to start a network, you can use an external modem on the router to dial up now and then connect to cable when it becomes available. I'm not a big fan of the crossover cables because you can't connect other devices to your network with them.

Wireless Internet hubs are under \$250 and the cards are about \$175. These are good if you don't want to — or can't — run wires in your house. If you use wireless, you're broadcasting your Internet connection to the world at large,

and people with scanners can watch what you do. You might think about that, depending on what you do.

Having a network makes backups simple. Instead of backing up to tape — which is almost impossible with today's hard drives — you can back up from one computer to another.

You have other choices: Put in a second hard drive and back up from one to the other, but this won't protect you from fire or theft of the computer. Or you can put in a removable hard drive, back up to it and then store it somewhere else to cover the fire and theft danger. I keep a backup of the work computers at home and a backup of the home computers at work.

Generally, I back up data only because I can always reinstall the programs and operating system, and it's easy to do this on a network.

You can also back up to CDs, but it's hard to automate the process, so you have to sit and put in new CDs as the program calls for them. Backing up to CDs is slower than backing up to another hard drive (one member said it took three hours to back up to CDs and 20 minutes to back up to another hard drive), but it does give you an easy way to move the backup to another location. CD burners can also have problems with buffer underruns and other problems that make the CD impossible to read.

The easiest way is to back up to another hard drive on the same computer or in another computer on a network.

My primary, daily backup is still hard drive to hard drive because I can automate it and have it run in the background.

Q: In Adobe Photo Small Business edition, I get an error message that says Windows Messaging is not installed or not set up correctly if I try to send a file. I use Outlook and MSN. Other kinds of attachments go right through.

A: Messaging is for exchange server. I'm not sure what the problem is, but it might mean that the file is larger than the exchange server you're trying to connect to can handle. Outlook lets you send from different e-mail accounts. I have several at work, but I can't send attachments through exchange server because we have other methods in the office. I suspect it's a problem of size or trying to use the wrong e-mail account.

(It turns out that the error message indicates that the file has not been saved.) In that case, you have to save the file as a JPEG first and then send the saved file as an attachment. You can't send directly out of the program.

Q: I use Outlook at work and a lot of the hyperlinks don't work.

A: Some of these e-mails are poorly written HTML documents.

Some subscription lists have hundreds of thousands of subscribers. Many of the links they talk about are on servers that shut down access because they can't handle the traffic.

(Continued on page 7)

Power Quest helps manage hard drives

By John Weigle

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

When Gene Barlow presents a program, it's never just an attempt to sell products but a lesson in why they can be useful. His presentation on PowerQuest and Access Data products at our last meeting was no exception. He showed how to use the companies' products when:

- Upgrading hard drives.
- Organizing hard drives.
- Running multiple operating systems.
- Protecting hard drives.
- Securing hard drives.

Barlow noted that he is not an employee of PowerQuest but, rather, an independent contractor, so he can also demonstrate other products, which he did at the meeting.

His presentation included a number of tips on all the topics, along with suggestions on how to use the products to make the tasks easier.

UPGRADING HARD DRIVES: Not long ago, it seemed like the new hard drives could never be filled, he said, but now anything smaller than 8 gigabytes is probably too small. Any drive that is more than 80 percent full — no matter what size it is — is likely to have performance problems like operating slowly, failing more often and presenting difficulties in adding or removing programs or data. It's time to replace such drives, or, if they're too full, removing some of the contents.

Drive Copy makes upgrading a hard drive easier, he said. Install the new hard drive on your computer and copy everything from the old drive to the new one. Drive Copy runs on a stand-alone diskette and does not have to be installed on either hard drive, Barlow said.

"I highly recommend that everyone have two hard drives on their computers," Barlow said, because it will simplify organizing and backing up the computer. The drives should be about the same size (such as 20, 30 or 40 gigabytes).

Hard drives have dropped in price so much that fairly large ones cost less than \$100. "A couple of 20-gigabyte hard drives will make a really nice system for you," he said.

He recommended checking the Web site [<www.driveservice.com>](http://www.driveservice.com) before buying a hard drive. It's operated by a data-recovery company and has lists of the 10 best and 10 worst hard drives, based on its experience (see related

story for the list of the 10 best as of Nov. 9). Upgrade your hardware before you start organizing it, he said.

ORGANIZING THE HARD DRIVE: The FAT 32 file system is better than the FAT system, he said, but even so, users should be careful of keeping everything in one large partition because of the amount of space wasted in large clusters.

Partitions should be under 8 gigabytes, he said, and the primary partition (the one you boot from) should be at the beginning of the hard drive. Many operating systems won't work unless they're in the first 8 gigabytes of the drive, Barlow explained.

The primary partition should be used for just the operating system, he said, and "everything else ought to be placed in logical partitions." He recommended putting applications in one partition and data in another. If you're partitioning a hard drive that already has applications on it, you'll need a program to update the registry entries, he added. Move the program folders to the new partition with Windows Explorer and then use COA2 (Change of Address 2), which can be downloaded from [<www.pcmag.com/utilities>](http://www.pcmag.com/utilities) to update the registry. It will ask where the program used to be and where it is now and then update the registry. PowerQuest products used to have their own version of such a product, but it was dropped in PartitionMagic Version 6.

Data is "the most important part of your computer," he said, and it should be kept on its own partition to make backups easier.

PartitionMagic can be used to create the new partitions, he said.

MULTIPLE OPERATING SYSTEMS: Running multiple operating systems "is something that anyone can do on their computer with the right tools," Barlow said. Set up a new primary partition with PartitionMagic and use the included Boot Magic to boot to whichever system you want to use. "It makes it very easy to move from one operating system to another," he explained.

Using a separate partition is also a good way to move to a new version of an operating system, such as Window XP, he said.

"There are some problems with XP. There are some security problems I really don't like. But let's face it, folks, in the future that's all there's going to be" for Windows users.

(Continued on page 8)

More Q&A: HTML mail doesn't work

(Continued from page 6)

CIPCUG, for instance, is set up to time out at 10,000 simultaneous connections or so — maybe it's 1,000 — but in any case no one has come close to it, yet. As soon as someone gets mentioned on the Lockergnome newsletter, everyone

will time out. The infrastructure to handle that kind of load is much more than the club is paying. You can't run Amazon out of your CIPCUG Web page.

Also, if Active X controls are incorrectly set, it could be a permissions issue.

More on PowerQuest: Tools for hard drives

(Continued from page 7)

Most people in the audience, he said, would be able to install XP without major problems, but about one-third were likely to have serious difficulties. That's why it's a good idea to put XP on a separate partition, he said.

Set up a new primary partition with PartitionMagic. Copy the existing Windows system into the empty partition. Then install XP on top of the old system. That way, if you have problems with XP you still have your working version of the older Windows on the original partition.

You can delete XP if you need to or delete the older system if everything works well. Before deleting the old system, of course, be sure that all the applications and hardware run under the new operating system. You'll have to look for patches for any programs that don't work.

This is "a much safer way" to upgrade the operating system, he said.

A similar method can be used to clean up a hard drive, he said. "You need to do a house cleaning on your system about once a year is my recommendation."

Using Clean Sweep or similar programs to clean a disk can create problems he said. "A better approach is to build a new house right next door to your old house" by making a new primary partition and installing the operating system into the empty partition from the original CD. You can even install the system from an upgrade version if you know what you're doing, he said.

Install the applications you really need and use in the new operating system. This will give you a clean installation of both the system and the programs. A clean installation of Windows should take about 2 gigabytes, with a clean installation of XP taking about 3 gigabytes, Barlow said.

You can put all the partitions on one drive, but it's not a good idea because of the need to protect the hard drives, he said.

PROTECTING HARD DRIVES: Hard drives are mechanical devices that wear out. They should last two to five years but can last for longer or shorter times. And before they wear out they might become too small, too slow or too full. In any case, he said, "sometime in the future, there will be a hard drive crash."

Putting everything you had on a new hard drive and tracking down all the updates, patches and drivers "could take you days or weeks," he said, and then you'll have to redo all your settings. But the data could be gone forever — unless you've backed up your computer.

The best way to back up, he said, is from one hard drive to another. Users can duplicate a drive with Drive Image, which will copy all partitions and their contents to the new drive. You can then remove that hard drive and store it elsewhere to cover fire and theft issues, along with computer crashes.

Every month, bring the second drive back and make another backup.



Photo by Jerry Crocker

HERE'S HOW: Gene Barlow discusses the various PowerQuest products during November's meeting.

You can buy a rack mounting for the second drive so all you have to do is slide it in and out.

Another approach is to leave the second hard drive in the computer and do cross backups, so half of each drive is a backup partition for the other drive.

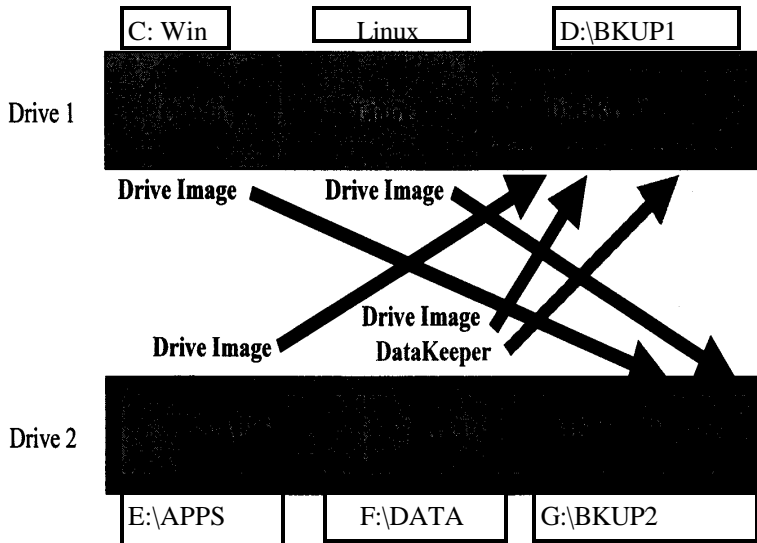
To do this, use Drive Image to collapse partitions and store them on the other hard drive. When you're done, all the information on one drive is backed up on the other drive. (See diagram for his recommended backup approach.)

If you lose either drive, take the bad one out, put in a new hard drive, use the Drive Image boot diskette to boot the computer, run Drive Image and it will put the condensed version of the operating system on the new drive, expand it and put all the system files back. When you're done, reboot from the new hard drive.

This method will allow an unattended backup with no need to feed cartridges or blank CDs to the computer. It doesn't, however, prevent the loss of both hard drives — to theft, fire, electrical storms or a virus, for instance, "so you still need removable media." Barlow recommended backing up to CDs with Drive Image, which will span the number of CDs needed, about once a quarter. The Image File Editor will break the files into sizes that fit on more than one CD. But burning CDs is slow, and you have to sit and put CDs in the drive.

Back up your data daily with DataKeeper, which is now packaged with Drive Image rather than being sold separately, he said. Drive Image will monitor your data partition

(Continued on page 9)



BACKUP PROCEDURES: This chart shows Gene Barlow's recommendations for using PowerQuest products to back up hard drives. The gray area did not scan well, so his labels for the partitions have been inserted above and below the applicable drives.

More on PowerQuest and hard drives

(Continued from page 8)

or whatever files you tell it to and automatically back up changes to the files it's monitoring. If you don't want automatic backups, you can make them manually.

DataKeeper will back up to network drives, he said.

About once a month, he said, you should back up the data files on a CD.

SECURING HARD DRIVES: "We're very sensitive today about security issues, and securing our hard drives is really something that we're concerned about," he said.

Erasing or deleting a file does not mean it's gone, he emphasized. Even formatting a hard drive doesn't get rid of the files, and they can be found with the right utilities. De-

(Continued on page 10)

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Used Computer Solutions has a direct relationship with Dell Financial services. This relationship allows us to purchase new & off-lease computer equipment from Dell Financial and pass along the savings to you. We also carry a wide variety of refurbished HP, Compaq, e-Machines, Micron, Toshiba, and IBM computers and notebooks. All systems purchased come with a 90 Day parts & labor warranty. Browse our store and take advantage of our everyday low prices. We have the solution at an affordable price. We do upgrades and repairs starting at \$35.00 per hour.

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More on PowerQuest and hard drives

(Continued from page 9)

fragging a hard drive moves data to the front of the drive, but images of it are still on the upper end of the hard drive. Pieces of files might remain in clusters that have been only partly rewritten. The swap file has images of what was stored in it.

“What you've got to do is write your hard drive with zeroes,” he said. A single wipe will prevent software products from recovering the data, but it can still be found with hardware solutions. The Department of Defense requires that files be wiped three times, but you can write more.

And Livermore Labs doesn't even wipe hard drives. “They grind them up and burn them,” he said.

Version 7 of PartitionMagic allows deletion and secure erase of partitions, which uses one overwrite.

But Clean Drive by Secure Access will wipe over a partition one, three, seven, 12 or 35 times, he said.

Before you get rid of an old hard drive, wipe it with PartitionMagic or Clean Drive. They'll wipe even a crashed

drive, as long as it's spinning, he said.

Some people buy hard drives on eBay to get the information on the drives rather than the drives themselves, he said.

PartitionMagic is sufficient for most purposes he said, although Clean Drive is more secure.

The final product is Secure Clean, which will get rid of “hidden information that you didn't know was there.” It will remove all deleted files, temporary files, spool files and history files.

It even has a secure trash can. If you drag a file to the secure trash can, Secure Clean will wipe the file.

Secure Clean is the second most popular product he sells after PartitionMagic, Barlow said.

In answer to a question, he said users can uninstall PartitionMagic after creating their partitions. It doesn't have to be on the hard drive to maintain the partitions.

Boot Magic, however, has to stay on the drive if you're using more than one primary partition.

Drive Service Co. Best and Worst Hard Drive List

These are the lists recommended by Gene Barlow (see previous story) at November's meeting. They were downloaded from Drive Service Company's Web site, <www.driveservice.com>. The company's toll free Recovery Hotline number is (888) 2-SAVE-DATA.

The list is based on the models the company sees the most and, conversely, the drives it sees the least, the Web site says, and adds:

“We are in no way paid to recommend any particular brand or another. This is merely a statistical analysis based on the numbers of drives we see come through our doors for drive failure and data recovery. A point to note: Western Digital took a loss several quarters ago due to the large numbers of returned drives sent back to them under RMA!

“Top brands: 1 being best

“1. Fujitsu (Desktop drives only) Excellent engineering on both SCSI and IDE. Notebook drives are only so-so.

“2. IBM (Excellent engineering!) Notebook and desktop drives. There have been some issues with the 6.8 GB and the 4.8 GB notebook drives. There are also issues with electromechanical failures or head crash on their high speed IDE drives 40 GB or greater.

“3. Seagate (models since 1998 only) New high speed drives have been failing lately as well as rubber encased models. Cheaply made, but getting better.

“4. Maxtor (We are seeing more and more of these as failed) see below. You get what you pay for. Do not use these in server applications!

“5. Toshiba (notebook drives only)

“6. Quantum. Has had a bad batch of drives with a defective chip including the CX,LC,LA,LB and KX series fireballs. Maxtor now owns them.

“7. Western Digital (They still haven't learned; their drives are still failing left and right). Cheaply made. Especially the ‘EB’ series.

“8. Samsung (Inexpensive, you get what you pay for!) Cheaply made, consumer use only but do a religious backup!

“Worst Models Ever: 1 being worst

“1. Western Digital AC2XXX and AC3XXX series except AC31000 (Prone to severe head crash)

“2. Quantum Bigfoot Series (any model) Prone to many

(Continued on page 11)



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More on best, worst hard drives list

(Continued from page 10)

severe failures. Cheap drives.

"3. Quantum Fireball CX,CR,LA,LB,LC,KX All have defective spin chips and will fail without warning! Quantum was bought by Maxtor 07-01

"4. Conner CFS850A and CFS1275A Some of the most RMA'd drives of all time)

"5. Hitachi Notebook Drives of any kind (Almost always head crash or lose servo) Don't use them! If you have to, backup!

"6. Fujitsu Notebook drives of any kind are prone to head crash, desktop drives are still excellent though.

"7. Samsung drives of any kind (Either head crash, or stiction (heads stick to the platters)) Cheaply manufactured.

"8. Toshiba MK2103MAV and MK2101MAN 2.5" drives (Prone to severe head crash, heavily RMA'd)

"9. NEC drives of any kind (Poor engineering causes many failures, no longer making desktop drives)

"10. JTS any model (Prone to head crash, cheap drives, now out of business)

"11. Maxtor 7850, 71336, 71260, 72004 (All had defective headstops, heads fly off platters and break off)

"12. Maxtor 10 GB, 20 GB, 30 GB any model are crashing at an alarming rate! Severe electrical problems as well. These are consumer drives at best. Back them up now! Do not use for business applications.

"13. Seagate Elite 9 GB SCSI (Poor engineering promotes severe head crash).

"14. Seagate 32140A (Prone to severe head crash, heavily RMA'd drive).

"15. Seagate 5xxx series (Prone to head crash and or broken headwires).

"16. Micropolis (Almost always head crash, what else is new? They have been out of business now for 5 years)

"Compiling this list was not easy, as there are problems with many other drives as well, but this will indicate the worst ones. Older drives were not included in this list, as these are mostly out of use now.

"Whatever you do keep a good backup! Make believe that tomorrow when you turn your computer on, it is not going to come up. If that were the case what is it you would want off the drive today while you still have access to it? Back it up!

"You may ask why the same models are on the best and worst list? Since there are only so many brands out there and of the ones sold today, it was necessary to list them in this way.

"Other tidbits include: Quantum has sold its entire drive line to Maxtor (owned by Hyundai). Western Digital has discontinued their SCSI line, and is looking to get out of the drive business all together. Maxtor is packaging Quantum drives as Maxtor drives, so beware!"



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Web page: Tech support updated

By Helen Long

<helen@cipcug.org>

We put quite a few pictures up last month, and Jerry has more for me to put up this month, so be sure to keep you eye out for the updates on the photo pages.

Check out the Tech Support Page. I have updated it with the latest phone numbers for Ventura County and the San Fernando Valley. When IS-West dropped all the 8500 (last four digit) phone numbers, it made a few changes in phone numbers. We have called all the ISP subscribers, but I now have the correct information on the Tech Support Page.



Those of you with the club's ISP service having problems with the availability of the 200-1000 line can also try the Thousand Oaks line 601-0166 from Camarillo or the 289-1479 line from Oxnard as alternative numbers. We have been having exceptionally good service, and in two months I have had only about four trouble calls from Oxnard and Camarillo. Perhaps these alternative phone numbers will resolve this problem for you.

Has anyone found the new location of the DLL archive files. I had mentioned last month that Jim Thornton told me this link no longer works. Since DLLs are not my cup of tea, but I recognize their value to the computer literate, please let me know and I will re-post it.

Andy Toth indicated at the board meeting that he gets a lot of e-mail concerning special offers for reviewing software and many tips on new software coming out. He is going to create a Web Page with these offers and I will have a link to them from the club's site. Keep your eye out for a new link that will probably be called "SPECIAL OFFERS" and then keep tabs on it. You may run across something that you have been looking for.

New club member Bill Waters sent me a neat tip — "There is a Web site address at <37.com>. This Web site has 37 search engines. You type in the topic and press search, and whichever search engine specializes in that topic will search the Internet for an answer."

It may not be faster, but it will probably give you more options than a search engine that does not have as many listings for that subject. Check it out.



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BEGINNERS CLASS

November 2001

Mike Strecker roostermike.roosterm@gte.net

CONTROL PANEL

To open Control Panel, click on START—then SETTINGS—then click on CONTROL PANEL. Here's a listing of some of the more important control panel's features. Depending on the software installed on your system you may notice additional icons.

Add New Hardware -- Add new hardware to your system. Double-clicking this icon will launch a wizard that will walk you through installing new hardware drivers.

Add/Remove Programs -- Double-clicking this icon will launch a dialog box to install/uninstall programs, add or remove Windows system components, or create a Windows startup disk. Always use this feature to correctly remove programs.

Date/Time -- This is where you access all the controls to change the date and time.

Display -- Features the following tabs: Background, Screen Saver, Appearance, Effects, Web, and Settings. The Display dialog box is where you can set your desktop wallpaper, monitor resolution, desktop themes, and screen savers.

Fonts -- The fonts folder is a shortcut to the fonts folder within the Windows folder. To add or remove fonts just cut, copy, or paste them directly into the fonts folder.

Internet Options -- Features the following tabs: General, Security, Privacy, Content, Connections, Programs, and Advanced. Use this dialog box to adjust your browser's history properties, cache size, security settings, homepage, and more.

Keyboard -- Use the keyboard dialog box to adjust your cursor's repeat delay, repeat rate, and cursor blink rate.

Modems -- Use the modem wizard to install a new modem or change modem properties.

Mouse -- Features the Buttons, Pointers, and Motion tabs. Go here to make your mouse right- or left-handed or to change the pointers.

Multimedia -- Features the Audio, Video, MIDI, CD Music, and Devices tabs. Adjust sound card properties, video playback sizes, and view all the multimedia devices connected to your computer.

Network -- Use the network dialog box to configure network and hardware settings. This is where you can turn file and printer sharing on/off, adjust TCP/IP settings, or switch the logon type to either "Client for Microsoft Networks" or "Windows Logon."

Passwords -- Features the Change Passwords, Remote Administration, and User Profiles tabs. Change your Windows logon password and other passwords here.

Power Management -- Features settings to suspend your PC, monitor, or hard disks after periods of inactivity.

Printers -- Use this dialog box to add or remove a local or network printer.

Regional Settings -- Features the Number, Currency, Time, and Date tabs. This is where you can configure how Windows displays numbers, currency, time, and dates.

Scanners and Cameras -- Use this to add or remove scanners or cameras to your system. You could also use the Add New Hardware wizard.

Sounds -- Allows you to customize event sounds in Windows. Change system sounds to other default sounds or use your own.

System -- Provides system information such as operating system, amount of RAM, processor speed, and all the devices that are connected to your computer. It also features advanced settings for adjusting virtual memory, file system, and graphics performance.

A few scanner facts

By Jim Thornton

<jthorn@gte.net>

One of the more often used pieces of equipment connected to my computer is a three-year old flatbed scanner. Its most frequent use is as a copier — no more running to the drug store or the library and standing in line to pay 10 cents per copy. For with a scanner, you now have total control of the size and degree of contrast of your copies. Are you thinking of buying a flatbed scanner or do you already have one? In a 1998 membership survey, over 51 percent reported that they had a scanner.

First, a little bit of trivia: Did you know that the first proposal for scanning was to send photographs over the existing telegraph wires in 1850, 11 years before the Civil War and 26 years before Alexander Graham Bell patented his invention of the telephone?

There are three important items you should know about a scanner: resolution, impact on memory, and software.

RESOLUTION refers to the clarity and sharpness of an image and is used to describe the quality of a digital camera, monitor, printer, or scanner. Slick sales material will stress the product's highest level of resolution measured in dots per inch (dpi). But what does this mean? A 300-dpi printer can print 300 distinct and separate dots in a line one inch long, or 90,000 dots per square inch. While the resolution of a monitor may be expressed in dpi, the proper measurement is in pixels (picture elements) per inch (ppi), and pixels are individual squares or rectangles that make up an image. A 640-by-480-pixel monitor is capable of displaying 640 distinct dots on each of its 480 lines, or over 300,000 pixels. The physical size of the monitor's screen will change the dpi measurement. For example, a 15-inch VGA monitor with a resolution of 640x480 will display about 60 dpi, and a 19-inch with the same resolution will display about 44 dpi. Now look what happens when you change the resolution of your monitor to 1600x1200; you now have 151 dpi for the 15-inch monitor and 111 for the 19 — almost a three times increase in clarity and sharpness.

An image should be scanned at the resolution level acceptable to its output device. There are several examples: The displaying capability of a monitor is 72 dpi, and when you display a 1,200 dpi scanned photograph, the monitor will show only 72 dpi and the other 1,128 dpi are discarded. This brings me to another point: When e-mailing photographs, their resolution level should be kept low, in the neighborhood of 50-160 dpi, since the viewing monitor can display or see only 72 dpi. Also, a lower dpi scanned photograph will yield a smaller size (fewer megabits) file and an e-mail with a smaller file will appear (load) much faster on the receiver's monitor. More on this later.

Just as you need to match the scanner's resolution to a monitor's, the same is true for the printer. Most inkjet printers today have a resolution of 300-360 dpi, so again when printing a 1,200 dpi photograph on a 300 dpi printer,

you're throwing away 900 dpi of information.

The resolution of a typical scanner is adjustable from 12 to 1,200 dpi, dependent upon the model and age of the scanner. The general rule of thumb for scanning is this: For e-mail, use a scanning resolution of 72-96 dpi; for faxing, use 150-200; for photographs, use 300; for optical character recognition (OCR), the copying of printed text, use 150-200; for line art, use 1,000-3,000; and for black-and-white images or quality OCR work, use the highest setting available.

Previously, we referred to a 300 dpi inkjet printer producing 90,000 dots per square inch or 300 dpi by 300 lines per vertical inch. But not all devices can handle the same number of vertical lines as horizontal lines. Here is a perfect example: A scanner advertisement states 600x1200 resolution — what this means is 600 dpi horizontally and 1,200 dpi vertically.

The same limitation applies to monitors. If the advertisement says a monitor has 96 dpi, this means that it can display 96 dpi horizontally, at the specific resolution, but it does not tell you the dpi vertically.

One more little fact: Most scanners use Charge Coupled Devices (CCD) technology to digitize the image, and the CCD device has a maximum of 300 dpi. To obtain higher resolutions, some scanners will make more than one pass over the item being scanned and use software to improve the image by an interpolated resolution. Thus, the time to produce an image will take longer. Some of the newer scanners are advertising true 2,400 dpi optical one-pass resolution.

Your typical scanner can identify and forward over 1 million colors, but your monitor has to try to duplicate those colors from only four colors per dot and your printer from four or six colors per dot.

Another term you will see is "bit depth," which means color recognition. The standard for photograph scanning is 24-bit, and your monitor can handle up to 32 bits but not beyond. Today, scanners are being advertised with 48-bit color, which translates to 281 trillion colors, according to one advertiser. This high quantity of colors will quickly overload your printer's capabilities.

MEMORY: The degree of resolution or the color bit depth will have a direct effect on your memory. For example, you can store sixteen 150 dpi images in the same amount of space that one 600 dpi image takes or store thirteen 32-bit images in the same space of one 36-bit image. A

(Continued on page 16)

The main theme of this article is to obtain the best performance from your scanner by matching its resolution to the associated output device (printer, monitor, etc.)

Membership report: Is it time to renew?

By Ken Church

<membership@cipcug.org>

Welcome to the following new members:

Arline Erickson
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Total membership: 332

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October 2001 renewals past due, Final Notice:

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0516	Cantarini	Billy	200111
0738	Dutro	Georgia	200111
1041	Hubbard	Yvonne	200111
0820	Laningham	Lynn	200111
0997	Pacheco	Laura	200111
0273	Valentine	H. W.	200111

December 2001 renewals due:

Mbr #	Last Name	First Name	Pd to Date
0829	Bates	Don	200112
1043	Bubnar	Edward	200112
1043A	Bubnar	Clara	200112
0748	Burckhard	Jake	200112
1044	Cohen	Jerry	200112

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1000	Grether	Arline	200112
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0644	Hochberger	Lyle	200112
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0645	Wallace	Sandra	200112
0125	Zakas	Len	200112
0650	Zakas	Trish	200112

Did you see that? I'm sending out the December renewal notices already. Where does the time go? Between work, keeping the CIPCUG membership up-to-date, my computer running, going to meetings, SIGs, and, oh, did I leave out my wife, she keeps me pretty busy too.

Looking back over the past year, though, I can say I had some good times at meetings learning about ... well, in January we all got some informative information from Ted Meyer, the LA IRS speaker. In February, we were given a chance to learn more about Cyber Crime from Mike Thomas. April was the SureThing CD labeler by Randal Whittle — I put that program to work making labels for some of those special CDs I made. May was Adobe PhotoShop. August came with a visit from Microsoft. September, a special presentation from our own Jerry Crocker and Prime-film negative scanner — boy, that looked like a fun toy to have, and useful too.

(Continued on page 16)

More on scanners: Some tips on software

(Continued from page 14)

four-by-six-inch photograph scanned at a resolution of 1,440 dpi will create a 140M file; however, if you had scanned it at 300 dpi, the file would be only 6M or over 20 times smaller. Now, imagine that your computer has only 64M of RAM (memory), and you attempt to view the previously four-by-six-inch photograph scanned at the 1,440 dpi resolution. The results are your computer will freeze up as it attempts to load the 140M file into your 64M of RAM.

As you can see, smaller is better. The main theme of this article is to obtain the best performance from your scanner by matching its resolution to the associated output device (printer, monitor, etc.)

SOFTWARE: Most scanner come with free software, usually the light or abbreviated (stripped-down) versions. But to get the full use of your scanner, you need to use a quality program.

One of the more popular OCR programs is ScanSoft's (aka Caere) OmniPage Pro. The purpose of OCR software

is to create editable text from paper documents, as it must properly recognize the document's font size and style. The \$500 OmniPage 11 OCR software is available as an upgrade for \$150 to the users of OmniPage 10.

Popular photograph and graphics software is Alobe's PhotoShop — a demonstration of this program was given at the May 2001 general meeting. This photograph-editing software is designed to accommodate photographs with a horizontal resolution greater than 800 pixels. You can manage and share libraries of brushes, gradients, styles, patterns, contours, and custom shapes and work in layers. Layers are used to combine graphic elements level by level within a document, and you can organize layers into folders, turn on and off layers, and apply the effects by layer or layers en masse. The upgrade cost from version 5 is \$200 or \$650 for the full version.

A good Internet source for learning more about how to scan and for scanner help is "A Few Scanning Tips" by Wayne Fulton, at <www.scantips.com>.

More on membership

(Continued from page 15)

October speaker was Jeff Levy from KFI radio. And November, PowerQuest was back to refresh our memory on ways to back-up/copy your hard drive data, that seemed just like yesterday. Our very own Toby Scott will speak in December, finishing off the year with Internet help. I'm sure to learn something new and useful.

The raffles have been good to me this year as well. I mean last year I won a 56k modem, which is still working great, but this year I have been fortunate enough to have won a T-shirt, Mouse, Links 2001 golf game from Microsoft. And, just last month the grand prize, a DVD-Rom drive.

Of course it helps when you buy extra tickets.

I would also like to thank all the members who gave their time to teach the SIGs. I know I don't make it to all of them, but I do try to get to as many of them as I can.

I truly enjoyed the audio recording SIGs given by Andy Toth. They have been a real help on how to burn music CDs. It was my parents' 50th wedding anniversary this past October. My wife, Debbie, and I were able to put together 50 years of top love songs on a three-CD set to play during the party we had.

In closing, if you have any suggestions for SIGs that you would like to see or teach, please drop them off at the membership table when you sign-in. I will be happy to bring them up at the monthly board meetings for you.

I'm sure you all have some good ideas.

Well, I hope you had a good year, too. Wish you all a safe and happy holiday season, take care and see you all in 2002.

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F1—Your Help Key

(Revised Dec. 11, 2000)

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.
claudew@cipcug.org

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

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dBASE. GM
MS Access LP

DOS RP

EDUCATIONAL / CHILDREN TZ

E-MAIL

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, LP
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 2000 TS
Windows NT TS

Initials	Name	(805)
BW	Bart Wood	482-4993 (e)
DM	David Minkin d: voice mail	484-2974 (e); 339- 1729
GM	Gracia Marks	484-7572 (e)
JD	John Daily	650-0029 (b)
JM	Jerry McCloud	(818) 889-6176 (e)
LP	Laura Pacheco	L5Enigma@Earthlink.net
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 tech@cipcug.org	289-3960 (d)
TZ	Trish Zakas	388-8452 (b)
WB	Dr. William Burger	653-6889 (e)

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

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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.

Passport 'Wallets' (And Credit Card Info) Easily Stolen

(This item reprinted with permission from The Langa-List (a free email newsletter available at <http://www.langa.com/newsletter.htm>), Copyright (c) 2001 Langa Consulting. — Editor)

I actually wish I couldn't say "I told you so" because this is really ugly — but it appears absolutely true:

In the current InformationWeek column about problems with Microsoft's Passport system, I wrote:

"Crackers' Paradise? One also can ask legitimate questions about the inherent safety of the Passport central database because Microsoft has a spotty record of managing its online services ... If you also choose "make your shopping easier" with the Passport Wallet, your Passport login can be associated with your credit-card numbers and such. The potential for trouble is obvious, so the site is likely to become a prime target for crackers."

Well, surprise! Last week, just after I'd finished the column, a hacker did exactly that, finding a way into Passport Wallets, giving him access to all the info stored there. Using this technique, based on a simple HotMail e-mail message, a cracker could not only gain access to all kinds of sensitive data, but could actually act *as you* at any Passport site, including ultra-sensitive sites such as Money Central. How'd you like a cracker to clean out your bank account?

Fortunately, the guy who did this was a hacker, not a cracker, and didn't use this information for evil purposes. But the security hole was so bad that Microsoft immediately shut down its Passport Wallet services:

"The bugs in Passport, a sign-on service used by more than 200 million people, were discovered this week by Marc Slemko, a software developer who lives near Microsoft's Redmond, Washington, headquarters. Slemko is a founding member of the Apache Software Foundation.

"By cobbling together a handful of browser-based bugs with flaws in Passport's authentication system, Slemko developed a technique to steal a person's Microsoft Passport, credit card numbers — and all, simply by getting the victim to open a Hotmail message.

"The attack raises new questions about the inherent security of Passport, which is being positioned by Microsoft as the linchpin of its .NET e-commerce service initiative. (from <http://www.wired.com/news/technology/0,1282,48105,00.html>)

See also: <http://netscape.zdnet.com/zdnn/stories/news/0,4586,5099246,00.html>

You know, Microsoft chose the name "Passport" to conjure images of security and authority. But Microsoft clearly isn't that kind of league, or anything close to it.

Passport — and the incipient competitive services from Sun and AOL — are conceptually wrong, wrong, wrong. It's a stupid idea, bad for end users; and in Microsoft's case, it's also poorly executed.

(Continued on page 19)

Editor's corner: Can you help with Help Key?

I noted a couple of issues ago that we need to update the F1 Your Help Key column that runs every month in TOE, but so far no new volunteers have stepped forward. If you check it out, you'll see that we have a lot of older programs listed, but are missing many newer ones. And from what I've read and heard of Windows XP, it seems like technical help might be needed even more now than ever.

I'm sure none of us is an expert in XP yet; it's too new. But there are popular programs that aren't as new as Windows XP that many of our members must be using — Norton System Works, OnTrack System Suite, Front Page, Family Tree, just to name a few — that we don't have volunteers for. If you'd be willing to help others, please let me know what program(s) you could help with and how members could contact you (phone, e-mail, both). If you list phone, please also note when you can take calls (morning, afternoon, evening, not before or after a specific time).

I wish I could add my name to the list, but with my strange work hours and the problems I've had myself, I'm not sure I want to give advice to others and possibly muck up their systems in the process. If you have similar fears, I understand, but if you have considerable experience with a program or two, please consider joining the Help Key crew.

Despite the lack of new volunteers for Help Key, I am continually surprised by the number of people who are willing to give an hour or two a month to help CIPCUG run. These people range from the volunteers you see at every meeting, many of whom give far more than an hour or two a month, and running SIGs to those who seldom get much public recognition, such as the TOE folding committee, the keeper of the mailing labels, the people who haul things to and from meetings and the writers for TOE.

I know I speak for all of us when I say thanks for your help, even if we don't always give you the recognition we should.

* * *

Speaking of problems, as I was several paragraphs ago, for reasons I still don't understand, the remote control for my TV set died a while back.

The remote had given some indications of troubles before it finally went buttons up. Sometimes it worked when I tried to power the TV on and off or change the sound or channels, and sometimes it didn't. I changed the batteries,

which seemed to help for a while, and then it died again. I even bought a new remote to try to figure out if it was the set or the remote, but I couldn't make it work.

Finally I broke down and looked at the manual for my VCR, which came with a remote that can control more than one device. I should have done that in the first place because I learned how to set up the VCR remote so it would also control the TV. So far, at least, it works (I got it to turn on the TV set before "X Files," adjust the sound during the show and turn the set off at the end). With luck this is not just another temporary fix.

Moral: RTM (Read the Manual for those unfamiliar with the acronym) if you have a problem. Now if only there was a manual for life in general or being a parent ...

— John Weigle, editor

Treasurer's report

October 2001

By Art Lewis

<treasurer@cipcug.org>

Category Description	10-1 through 10-31 2001
Income	
Advertising	\$ 62.00
Donation	312.05
ISP Income	1,245.00
New Members	155.00
Raffle	69.05
Renewals	470.00
Software Sales	5.00
TOTAL INCOME	2,318.10
EXPENSES	
Coffee-Doughnuts	-7.00
Equipment	106.99
ISP Expense	388.00
Rent Paid	15.00
Storage	45.00
TOE	600.92
TOTAL EXPENSES	1,148.91
TOTAL INCOME – EXPENSES	1,169.19
Unrestricted Funds	\$7,034.17
Restricted Funds	2,063.00
Bank Balance 10-31	9,097.17

More on Passport security

(Continued from page 18)

Do these services also seem wrong to you? Your voice is your vote:

Please check out the full article on Passport's woes at <<http://informationweek.com/story/IWK20011101S0026>> and/or then add your comments at <<http://www.informationweek.com/forum/fredlanga>>.

The Outer Edge

Channel Islands PC Users Group
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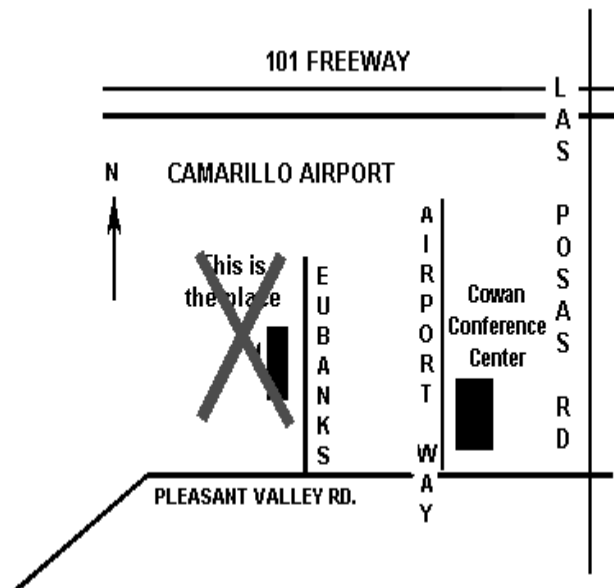
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DECEMBER 2001 MEETING OF CHANNEL ISLANDS PC USERS GROUP



Saturday morning, Dec. 1,
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Meeting Schedule:

0845-0930 Combined Beginners, Internet SIGs
0930-0945 Business Meeting
0945-1030 Q&A Session
1030-1055 Break - Please contribute requested amounts for coffee & doughnuts
1100-1200 Program: Internet