



May 2, 2002 Meeting Announcement Snagit and IRISPen II Scanner

The May DVPC meeting is going to be a double-header (appropriate for the recently-started baseball season). We'll see a demonstration of TechSmith's Snagit, the leading screen capture software. Snagit lets you capture what you need from your computer screen, crop, edit, and annotate images as you capture them, then send captures to anyone, anywhere. We'll then see a demonstration of the IRISPen II, a pen sized scanner that allows you to enter data (text, numbers, bar codes, and handwritten numbers) into any Windows or Mac application. What you get from this product of I.R.I.S., a leading OCR products vendor, is real editable text, right at the cursor position. Both products will be demonstrated by our own President and Program Chair, Alan Mildwurm.

DVPC meetings are held in the lobby conference room in Building B at the Bank of America Technology Center office complex in Concord, located near the northeast corner of Clayton Road at Galindo (see the Map to Monthly Meetings on page 15). Please use the entrance that's on the east side near the southeast corner of the building. Doors open at 6:00 p.m. and the meeting starts at 7:00 p.m.

The New Users SIG holds its meetings at 6:30 p.m. prior to the regular DVPC monthly meeting on the first Thursday of each month at Bank of America building B. We discuss whatever is confusing or puzzling new PC users. If you are a new user of PCs who would like to meet with other new users – and some experienced users who can answer your questions as well – then join us at the New Users SIG meetings at 6:30 p.m. prior to each DVPC monthly meeting.

We'll also have the Networking Table from 6:30 to 7:00; if you have something to sell or trade, need technical help, or just want to exchange views, visit the Networking Table. We will have one of our pre-meeting games, with a great prize for the winner! Also, as usual, we'll have library disks and those great DVPC mugs (version 2) for sale, SIG news, and some of our usual great door prizes. See you all at the May meeting.

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President's Corner

by [Alan Mildwurm](#), DVPC

With our May meeting we start a new year for the club. I want to thank all the members of last year's Board and welcome all the new and returning members of this year's Board.

Our ongoing Board issues seem to continue: how can we increase membership and how can we afford a new LCD projector. Obviously, these two major interests are connected! We hope to start a special raffle with a TREMENDOUS prize to help raise funds for the projector. The approximately \$1,500.00 we have in the bank does not leave sufficient reserves to tap for a projector. A new projector will give us improved capabilities versus the limited light output and screen resolution of our current projector. Those of you who sit in the back at our meetings know what I mean!

In May, I am doing a double presentation. First, I will show SNAGIT (www.snagit.com), my favorite screen capture program. I will also demonstrate the Iris pen scanner (www.irispen.com). I am working on setting up our summer programs. See you for the May meeting!

Curmudgeon's Corner by [Walt Parsons](#), DVPC's Official Curmudgeon Do not accept any substitutes

At front and center of the "Hall of Shame" stage for this month are the Targus rebate people. Back in January 2002 I purchased a Targus Universal Auto/Air Power Adapter from Comp USA which came with a rebate coupon worth \$20.00.

The rebate coupon along with a copy of the Comp USA sales receipt, and the SKU number cut out of the package. The rebate was promised in 6-8 weeks.

As usual with most of these rebate coupons 8 weeks came and went.

Next I got an e-mail from the "Targus Rebate Resolution" people saying that the "Receipt does not show a valid product purchase" Since the receipt clearly showed "TARG UNIV AIR/AUTO" and the proper SKU number I replied to the e-mail.

In about three weeks I got another e-mail saying the same thing as the first message. This time I called their phone number at my expense. Nothing I could say would convince "Evelyn, employee #104" that my receipt did include the proper information. Request denied.

With fire in my eye I went to the Comp USA store where I had purchased merchandise. The exchange/return clerk didn't have the foggiest notion what was wrong so I asked to see his supervisor. After some 10-15 minutes a person came over and identified themselves as being the supervisor so I once again went through the whole sad story. He examined the paper work and couldn't see any reason for the request to not be denied so he authorized paying me my \$20.00.

Time and effort involved:

1. Filling in coupon, copying paper work, and mailing. 20 minutes .

Mailed 1/22/02

2. 3/6/02 - 1st denial received. Study and resubmit. 10 minutes.

Mailed: 3/7/02

3. 4/2/02 - 2nd denial received Study, fuming, calling Targus at my expense (12 minutes on hold) 30 minutes. 4. Special trip to Comp USA on 4/4/02. About 1 hour in the COMP USA store waiting to get served and waiting for the supervisor. 5. Paid rebate.

Time: 2 hours minimum

Wear and tear on my normally cheerful personality – Untold.

Recommendation: If you have a choice of getting some merchandise from anybody other than Targus please do so especially if you are counting on a rebate to make the cost viable.

Computer Repair Tip by [Walt Parsons](#), DVPC

Internet Explorer (IE) Problem

For several weeks now I've been getting a message in the Internet Explorer status bar that read "Detecting Proxy Settings". This message would stay there for sometimes up to a minute before finally connecting me to the web. This would happen only when I first accesses the web each time. After much thrashing around I found out what was causing the problem. It seems that there is an option hidden deep in the IE option window under LAN Settings for automatically detecting settings that needs to be turned off. Here's how you get to it.

When IE comes up click on the following buttons.

Tools/Internet Options/Connections tab/LAN Settings.

Look for a check in the "Automatically detect settings" line.

Uncheck.

Close option screen and the problem is fixed.

Last step: Either save this article or copy it to your "Computer Tips" folder so that you can fix the problem by going directly to the fix.

Myst III: Exile – A Software Review by [Alan Mildwurm](#), DVPC

I don't get to play as much as I want to! So I like to find games that not only entertain but also have staying power. The Myst trilogy is probably the 2nd best selling game software next to the Sims – they clearly have staying power – the original Myst was released over 10 years ago!

Exile continues where Myst and Riven leave off. As before, the graphics are nothing short of stunning. The downside to that is that Exile doesn't want to run on my laptop because apparently my graphics card can't handle it. I say apparently because the website has a patch for my graphics card but it still doesn't want to work after applying the patch. Before buying this game, check out www.myst3.com and read the FAQs and technical stuff. You may avoid some aggravation. Don't let the lengthy tech boards scare you off- the game is definitely worth it- IF you have the right hardware!

Exile continues with the tradition of non-deadly game play. You won't get to a point and then die requiring you to start again. As I mentioned, the graphics are nothing short of stunning. Like before, you must solve a number of puzzles to advance into new areas and ultimately complete the game. Like before, throwing a lever in one area will cause something to happen on the other side of the island making cause and effect difficult to follow. Often I find I can figure out what I must do but have problems figuring out how to accomplish the task or even why I want to. Hints in the form of Artus' journal are scattered about the Ages but don't expect a straightforward guide or 'how-to'! Looking to open up new areas to explore are perhaps more of an incentive to keep playing than solving the underlying puzzles! An occasional hint can be very welcome to figure out where to go next!

Unlike some of the frenetic games of today, this is a very luxurious stroll through several gorgeous landscapes.

Are You Infected by Brilliant? found on [CNET](#) by [Ron Ogg](#)

Executives from Brilliant Digital and Kazaa's parent company say people can uninstall the Brilliant Digital or Altnet software from their computers without interfering with the Kazaa program itself. This is true, but it's not an easy process.

These three steps will remove most traces of the Brilliant Digital software from most machines. CNET News.com did it using a computer running Windows 2000, but the same process should work for other Windows operating systems. Please be aware, however, that these instructions represent just one uninstall method and may not be suitable for all machines and software configurations.

CNET Networks assumes no liability in publishing these instructions, which people may choose to follow at their own risk. As always, it's a good idea to make a backup of any critical files before proceeding.

1. In the Windows Control Panel, select an option called "Add/Remove Programs." One of the options will be "b3d Projector." Highlight this and click the "Change/Remove" button.

You may get a message that the uninstall has been successful. Search your computer for a "BDE" folder, which most likely will be found in the "WinNT" or "Windows" directory. In this folder will be a file called "bdeclan.exe". Run this to finish the first part of the process. Delete the BDE folder.

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Moving? Changing Your E-mail Address?

Tell us so you will continue receiving Diablo Blue!

E-mail your name and new information to changes@dvpc.org

SIG NEWS Compiled by [Nick Chase](#), SIG Coordinator, DVPC, 680-4211

Be sure to see the DVPC Calendar on [page 16](#) for the date and time of each SIG meeting, and any changes in meeting location or schedule.

Advanced Developers SIG [Ron Ogg](#), SIG Leader – 415-281-0431

The Advanced Developers SIG is a learning co-op. Every month we choose a topic and let people know where they can learn about it. We then get together and go over the information. We hope that if everyone learns a little on their own, and when we get together everyone can learn a lot. If you are an advanced developer you are invited to join the ADSIG. Beginners will want to get some serious development experience before joining the SIG. See the ADSIG page on the DVPC web site at www.dvpc.org/clarion.html for meeting location, dates, and time.

Advanced Users SIG [Jeff and Sharon Noyer](#), SIG Co-Leaders – 778-4348

The Advanced Users SIG meets on the third Thursday of each month at 7:30 p.m. at 4208 Amargosa Drive in Antioch. Directions: Go east on Highway 4 through Antioch to the Hillcrest Avenue exit. At the light at the end of the exit ramp, go right onto Hillcrest Avenue, and then stay towards your left. At the 3rd light, Hillcrest Avenue turns to the left. Go left and stay on Hillcrest. (Landmark: "The Crossings" Shopping Center is at intersection). At the 4th light, go left onto Wildhorse Drive. (Landmark: 7-Eleven on corner at intersection). At the 2nd left turn, go left onto Meadow Lake Drive. At the 4th right turn, go right onto Amargosa Drive. 4208 Amargosa Drive is the 3rd house on your right, blue and white one-story. The Advanced Users SIG is for anyone interested in discussing advanced topics such as hardware and software issues, cutting-edge technologies, networking, Windows NT Server and Workstation, troubleshooting, etc. Please join us to participate in this very informative and educational forum. We hope to see you at the meeting!

Genealogy eSIG [Peggy Johnson](#), SIG Leader – 676-7522

The DVPC Genealogy SIG is a group of computer genealogists who share helpful websites, databases and source information found on the internet. It's an opportunity for members seeking help to put forth a question or problem to the SIG and receive suggestions and advice. When you locate a useful website, database or visit a research facility, please email the group of the details so we also can take advantage of this information. If you wish to be included in this Genealogy SIG, please email Peggy Johnson, pegszone@aol.com.

Education and Entertainment SIG [Alan Mildwurm](#), SIG Leader – 510-770-5770

The Education & Entertainment SIG usually meets on the fourth Wednesday of each month at Montevideo School in San Ramon at 7:30 p.m. Check the DVPC web site (www.dvpc.org) for information about each month's meeting. The E&E SIG is oriented to exploring the best in education and entertainment software for the PC. Come back in the fall when everyone is invited to attend our meetings, and bring your kids along - they'll have a great time, too! Directions for our next meetings: Take 680 to Bollinger Canyon Road, go west to San Ramon Valley Blvd., go south to Montevideo Rd. and turn left. Proceed east on Montevideo about 3 blocks to Broadmoor and turn left. The school is 1 block on the right. We meet in Room 22.

Internet SIG [Craig Peterson](#), SIG Leader – 671-7025

The Internet SIG meets at 7:00 p.m. on the third Wednesday of each month at Computer Renaissance, 959 Contra Costa Blvd. in Pleasant Hill. We cover everything about the Internet, from browsing and email to creating your own web site and the tools for doing so. For more information, contact Craig Peterson by email at compmail@pacbell.net or phone at 671-7025.

May finds many of us thinking of vacation and travel. Even if you don't have kids in school you need to start planning ahead if you are going to have any chance at reservations for air, hotels, rail travel, etc.. Join us as we look at travel planning sites as well as ways to keep in touch with those back home when we do get out and about.

.NET SIG [Ted Armstrong](#), SIG Leader – 939-5874

The new **.NET SIG** meets on the third Thursday of each month at 7:30 p.m. in the Community

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SIG NEWS...

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Room at Concord Police Department headquarters, 1350 Galindo Street, in Concord (see directions in the Windows SIG announcement below).

The SIG dedicated to the new Microsoft .NET development tool, the newest Microsoft standard for developing cross-platform stand-alone and web-site applications. .NET tools include Microsoft Visual Basic® .NET, Microsoft Visual C++® .NET, and Microsoft Visual C#™. .NET developers can take advantage of a common toolbox, debugger, and task window, greatly reducing the developer learning curve and ensuring that developers can always choose the language most appropriate for their task and expertise. .NET gives developers the tools for integrating solutions across operating systems and languages. The .NET SIG provides an opportunity for .NET developers at all levels who live or work in the East Bay to network with fellow developers. The SIG will provide speakers on different .NET topics. If you or anyone you know could benefit from this SIG, you are encouraged to attend our meetings.

Contact Ted Armstrong at tedarm@yahoo.com for more information.

New Users SIG [Bill Earl](#), SIG Leader – 939-5874

The New Users SIG holds its meetings at 6:30 p.m. prior to the regular DVPC monthly meeting on the first Thursday of each month at Bank of America building B. We discuss whatever is confusing or puzzling new PC users. If you are a new user of PCs who would like to meet with other new users – and some experienced users who can answer your questions as well – then join us at the New Users SIG meetings at 6:30 p.m. prior to each DVPC monthly meeting.

PC 101 SIG [Craig Peterson](#), SIG Leader – 671-7025

PC 101 (a class on how to use the computer) will be holding its next class on the Saturday following the general meeting, April 6, at 1:00 p. m. in the community room of the Concord Police station, 1350 Galindo Street (see directions in the Windows SIG announcement below). The classes will start at 1:00 pm and end at 3:00. Join us for some hands on, one on one, help at the nuts and bolts of using computers. Those in the class enjoy the extra time we can now devote to each problem, as well as the time to answer questions in class.

Photo SIG

It appears after the April meeting that no one has time for the Photo SIG. That being the case, it is now officially dissolved and no more meetings are planned. Best Wishes to you all from Chuck, Diane and Jon.

If another DVPC member is willing to take over the leadership of the Photo SIG, please contact Nick Chase at nachase@yahoo.com or at the May DVPC meeting.

Windows SIG [Ron Ogg](#) (415-281-0431) and [Walt Parsons](#) (934-0775), SIG Co-Leaders

The Windows SIG usually meets at the Community Room at the Concord Police Department Building on the first Monday of each month at 7:30 p.m. We discuss the latest version of Windows, demonstrate interesting shareware and freeware, and have random access sessions where we all try to answer SIG members' questions. Everyone who uses, is interested in, or is curious about Windows on their PC is invited to attend.

Directions: The Concord Police Department is at 1350 Galindo Street in Concord. From the 242 Freeway take Clayton Road east to Galindo and turn right; the Police Department building is 3 blocks south on your left. From Highway 24 take Monument Blvd. east and continue on Monument Blvd. to where it changes to Galindo; the Police Department building will be on your right a short distance past the signal at Cowell Road.

**Give a DVPC Membership
Gift Certificate!**

DVPC Board Meeting Minutes by [Tom Krauss](#), DVPC Secretary

Pizza was served promptly at 7:00. Getting there a few minutes early, I was pleased to see there were still a few slices left for me.

While we dined the conversation slowly built up momentum. We began by comparing shoulder pains. Bursitis was the common diagnosis for everyone else's pain. It seems we all knew someone, usually our father, who had bursitis when he was really old. Unfortunately, that "really old" occurred when we were really young. Most of those poor sufferers were our age when the affliction struck.

On that cheery note we touched on a few other ailments, then moved on to more computer-related topics.

Most of us use a software package these days to compute our income taxes. The most popular, at least with the Board Members, is Turbo Tax. Some of us like the way it pulls data from last year's taxes, and from Quicken. Although I use both, I never can bring myself to trust the import from Quicken. Working with computers for a living has not caused me to trust implicitly

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Switch to the Diablo Blue Web Edition

"I am a real computer person and as such recognize the ultimate reality of the 'Paperless Society'. In keeping with this spirit and in an effort to help DVPC reduce overhead costs, I say "Nay" to a written newsletter. Give it to me electronically, I want to get my copy of DVPC's Diablo Blue off the Web. (I can always print it out on blue paper and don't even have to admit that I did!)" Turn in this form at the monthly meeting or email to: nopaper@dvpc.org

Name: _____

Address: _____

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State: _____ Zip: _____ Phone: _____

Email address for meeting notification: _____

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DVPC Board Meeting Minutes...

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in them, especially in the software written for them.

This year I did make an exception. I used the option Turbo Tax offers to download all my W2 information from my employer, saving me several dozen keystrokes. These keystrokes played a significant role in my decision to do this. Not that I could save them, but rather that there were so few that I could easily check each number against my printed W2 to ensure accuracy. I'm pleased to report that Turbo Tax was easy, quick and accurate. I'm especially pleased since I was responsible at the employer end for getting the data out there to be picked up.

Charlie used Tax Cut and while satisfied with the end result, he was unhappy with their rebate program for the state tax software. It seems they don't tell you up front that you will have to purchase the state software with a credit card in order to download. For those of you who wait till the last minute and then don't want to trust your credit card number across the internet, this is not good.

New Business:

Projector: Yes, you heard me, "projector". I knew we would have problems now that Charlie is again able to attend meetings, and sure enough. Discussion was held on how to fund a new projector. The last one we bought back in October 1997 took a big bite out of our bank account that has never been replenished. The good news is prices on this equipment have continued to drop. Still, we are looking for some creative financing.

Several ideas were discussed including special auctions and soliciting donations. My personal favorite, that we find some one to buy it for us, some one like, oh, say Charlie, and then name the projector after them. "The Charlie Crothers Memorial Video Projector" sounded great to all but one Board member. Actually, it sounded great to him, too, but there was some problem with coming up with the cash. I'm sure we'll hear more about this at future meetings.

New Brochure: We discussed putting together a new brochure. One of our members is a printer, but his high speed equipment is too powerful for our small runs. Charlie then explained his "shell" theory of brochures. You print several thousand "shells" (the data the just

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Email Meeting Notification Available by Ron Ogg, DVPC

We're providing an Email Notification service for the DVPC monthly meeting, and for SIGs as well, for all current, paid-up members. If you're interested in receiving an email message announcing each monthly meeting, and for the SIGs you attend, fill out this form and mail to the address on page 16 of this copy of *Diablo Blue*. Note that there's no separate notification for the New Users' SIG since it's held on the same night as the monthly meeting.

Send me Email notification of each monthly DVPC meeting and these SIGs:

Name _____

Email Address: _____

Advanced Users SIG	<input type="checkbox"/>	.NET SIG	<input type="checkbox"/>
Advanced Developers SIG	<input type="checkbox"/>	New Users' SIG	<input type="checkbox"/>
Education and Entertainment SIG	<input type="checkbox"/>	PC 101 SIG	<input type="checkbox"/>
Genealogy eSIG	<input type="checkbox"/>	Windows SIG	<input type="checkbox"/>
Internet SIG	<input type="checkbox"/>		<input type="checkbox"/>

DVPC Board Meeting Minutes...

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never changes) and then whenever you need to put specific date-dependent or guest speaker information in a brochure, you type up just those parts and use the shells as the stock to photocopy the new data over.

I felt like I must have stepped into Mr. Peabody's Wayback Machine. For about five minutes, we were having the **exact same conversation we had had over two years ago!** Some day maybe we'll finally listen to Charlie. It seems like a good idea...

Closing: We wrapped up the business portion of the meeting with brief but far ranging discussions on spam, cameras and DVD. Finally I noticed that Alan had been standing for several minutes with his head twitching towards the door. Mother Krauss didn't raise no slow-to-catch-on young'uns, so I got up and led the shuffle out the door.

Are You Infected by Brilliant?...

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Caution: An unrelated piece of software called Borland Database Engine also creates a BDE directory. If you think you may have this software installed, or if there is any confusion whatsoever, do not delete this directory.

2. In the "Temp" directory (this will normally be found inside the "Windows" or "WinNT" directory) is a folder called "Brilliant." This contains many files. Delete the entire folder.

3. After performing steps 1 and 2, you will need to locate and remove some additional Brilliant Digital files that have been placed in critical system-level computer directories. CAUTION: Deleting the wrong files could interfere with the normal functioning of your computer. These files will most likely be in the "Windows\System" or "WinNT\System32" folder:

- bdedownloader.dll
- bdedata2.dll
- bdefdi.dll
- bdeinsta2.dll
- bdeinstall.exe
- bdesecureinstall.cab
- bdesecureinstall.exe
- bdeverify.exe
- bdeverify.dll

Delete these files.

Using Google for Technical Searches by [Ron Ogg](#), DVPC

One evening recently I went to Macromedia's web site and purchased the upgrade to the new version of Flash, Flash MX. I ordered it for both immediate download and to have the manual and CD shipped to me. As soon as my order was confirmed, I downloaded the program from Macromedia's web site (it was a 45 MB download; I'm really glad that I have DSL!). I started the installation program on a PC that (still) runs Windows 98se. The installer went through three dialog boxes; the third was the InstallShield startup window. However, when its progress bar was finished an error dialog box opened with the messages: "Incompatible version of the RPC stub" and "The installer will terminate" and an OK button.

This is an unusual error message, to say the least! RPC means "Remote Procedure Call", and is usually involved when running things between PCs across a network. I was just installing one program on one computer, though, granted, I am on a local area network at home. I

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Using Google for Technical Searches...

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phoned Macromedia tech support and they were closed for the evening. This would have to wait until later!

The next morning I phoned Macromedia tech support from my office. The technician I talked to said it might be caused by a bad download. She suggested that I download again and try reinstalling. Then, if that didn't work, she said to try doing the install from Windows Safe Mode. If that didn't work, try installing it on a different PC.

I got home that evening and deleted the file I had downloaded and the folder that the installer had created. I then downloaded Flash MX again, ran the installer, and the same thing happened. I restarted the PC in Safe Mode and retried the installation. No go, same error. I tried installing it on another PC, and... that worked! Progress! The problem wasn't the download, it was something on the Windows 98se PC.

I decided to go to Microsoft's web site and see if I could track down the error. I went to www.microsoft.com/technet, entered "Incompatible version of the RPC stub" in the search box, and 28 responses were retrieved. Unfortunately, none of them seemed to apply to me. Next, I entered "rpc stub" in the search box, and 100 responses were retrieved. According to its message header, one of them seemed to contain lots of additional information, so I opened that response. This was a long web page, so I decided to search for "rpc" on the page. As soon as I pressed enter on the Find dialog box, an error dialog box opened with the message: "Error 35: Incompatible version of the RPC stub".

Woof! So this bug, whatever it was, was impacting Internet Explorer as well!

I wasn't finding a fix for the error on the Microsoft Technet web site. And that's supposed to be the bible for everything technical about Microsoft products. What other resources could I use? How about Google?

I went to Google's home page, entered "Incompatible version of the RPC stub" in the search box, and pressed Enter. The first 10 of 9,070 results were displayed. Wow! The very first result was bang-on, was from Macromedia, and listed my exact error message:

*Macromedia - General TechNotes: Install **error** message: ...*

*... Install **error** message: Incompatible version of the **RPC stub**. Product: General. Platform: Win. Versions: 4.0. ID: 16175. How useful was this document? ...*

www.macromedia.com/support/general/ts/documents/rpcstub.htm - 16k - Cached - Similar pages

I wondered why the Macromedia tech didn't know about this information! When I followed the link it took me to a Macromedia page with another link:

Consult the information and resolution in the InstallShield article on this issue: [ERRMSG: Incompatible Version of the RPC Stub](#) (Article Q105810).

And that link took me to an InstallShield web page, which has a link to Microsoft's web page:

The only way to avoid this error is to download and run the following executable that is provided by Microsoft. <http://download.microsoft.com/download/msninvestor/Patch/1.0/WIN98/EN-US/mcrepair.EXE>

When you run this executable, when it prompts you whether you wish to overwrite Newer files, make sure to click YES for each file (do not select "No" or "No to All").

Why couldn't I find this page when I searched Microsoft's web site? I clicked on the link which took me to Microsoft's web page with the file I needed to install, downloaded it, did the install, restarted Windows, and... drum roll, please... everything worked! I can do a Find in Internet Explorer. I can install Flash MX. Life is good!

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Get Involved! Learn!
Join a SIG today!

Using Google for Technical Searches...

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To top everything off, the second Google result was:

[**Error 35: Incompatible version of the RPC stub.**](#)

... Edit, The **error incompatible version of the RPC stub** happens because a programe you installed has installed another version of OLEAUT32.dll in your windows system ...

www.eyo.com.au/tech-forum/posts/401587.html - 32k - [Cached](#) - [Similar pages](#)

This was *exactly* the Error 35 message I got when I tried to do a Find in Internet Explorer. Out of curiosity I clicked on that link which took me to a series of newsgroup postings, the last of which had a link to the same Microsoft web page with the file that solved my problem.

Every long story should have a moral, and this one does:

When searching for technical information, it can often be found faster, and with more relevant results, by starting the search from Google.

It worked for me, and I learned a lesson. From now on I'll start my technical searches from Google, and search elsewhere (like on the Microsoft web site) only as a second choice.

Read This!! It's a Hoax!!! by [Rod Ream](#), Pasadena IBM Users Group

That was the start of a conversation with a client who'd just deleted a file from the \windows\command folder. That's because they'd received an urgent e-mail message from a friend, warning them of an unknown virus.

The message they received was quite clever and, as of this writing, is still being forwarded by darned near everyone without a second thought. The e-mail indicated that the file to be deleted contains a virus that will launch within a week and needs to be zapped without delay. The reader is warned in – what else? – LARGE SIZED TYPE with lots of exclamation !!!!! points that if they do not act quickly they face destruction of all their files and folders. The message concludes by stating that none of the virus scanning programs can detect this viral threat.

My client had one machine with Internet access and 2 stand-alone systems without Internet access. They followed the instructions in the message and found that all 3 of their systems contained the supposedly dangerous file. They deleted it as instructed and then, wondering if they'd done the right thing, gave me a call.

In this case the filename was SULFNBK.EXE, but it could have been any file. If the hoax authors get away with this once, you can bet your bippy they'll be back with something else. (In case you are wondering, SULFNBK.EXE is used to backup long file names when you upgrade from one version of Windows to another. If you don't like the new version and want to go

[*\(Continued on page 11\)*](#)

Special Raffle Promotion

**Bring a guest to a DVPC meeting, you get 10 Raffle tickets!
If your guest joins at the meeting, you get 10 Raffle tickets –
and your new member guest also gets 10 Raffle tickets!!**

Read This!! It's a Hoax!!!...

(Continued from page 10)

back, this file preserves those long file names for you)

To put things in perspective, my client had deleted a file they knew nothing about, based on the advice of some they didn't know well. The author of the hoax had accomplished the task of zapping a file on someone else's system as easily as if he'd written and launched a real virus.

Of course, by coming up with this scam, he'd caused the system owner to become his willing and unwitting agent. There are laws against damaging a computer system, if this ploy isn't included, perhaps it should be, as it could be just as destructive.

I thought it was time to take the client back to school, so I proceeded to explain how to avoid being taken in, the next time the hoaxters look for a sucker. Here are some things you can look for before you let panic set in:

- Does the message indicate one of your messages contained a virus when it was received at the other end? When I receive an infected message I always alert the sender by e-mail as well as by phone and I tell then specifically the name of the detected infection.
- Is the sender someone that would be a knowledgeable person about virus detection? (Is your brother-in-law really a knowledgeable source? Really?)
- Big clue! The message said that the major anti-virus companies couldn't detect this thing. Hogwash! The hoaxter compounded the issue by confusing virus detection with virus activation – the date that the time bomb is supposed to trigger. If no one can detect it, then what makes anyone but a psychic know that it's going to go B-A-N-G!! on a certain date?
- Did the message look like it's been forwarded over and over? If you've ever received chain letters from an AOL subscriber, then this shouldn't need an explanation.
- Is this something that's currently being reported by the major news outlets? Sorry folks, but Entertainment Tonight and the Springer Show don't qualify.
- What does your own anti-virus software show, when you scan your system? How long has it been since you updated your scanner's virus definitions? You do have up-to-date antivirus software don't you?

Producers of virus detection software (there's a couple hundred companies doing this) compete with one another to be the first to not only detect a new threat, but to be able to neutralize it as well. Within a day or two of the initial discovery the major companies will have an update available - that's how they make their money.

You see, viruses can be very difficult to detect if they are polymorphic (self masking), but there always has been something that's detectable. Any claim that these highly regarded companies can't detect something, but Uncle Bob can detect it, should be disregarded on its face.

With that in mind, your first line of defense is up-to-date virus detection software. If you can't recall the last time you downloaded a new set of detection definitions, then it's probably not. If you don't have anti-virus software on the system, there are several on-line detection sites with the best (in my opinion) being www.housecall.antivirus.com which is a free service of Trend Micro, publishers of PC-cillin and other AV products. Your second line of defense is obviously common sense. Use it, it's free!

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 Get a Friend to Join DVPC!

New Search Engine Vivisimo fbby [Ron Ogg](#), DVPC

Bruce Feld sent me an email message recently telling about www.vivisimo.com, a great new search engine. It uses a three-frame page design that keeps important things on screen at all times. There are several things that I particularly like about Vivisimo:

1. You enter your search string in the top frame.
2. Search results are shown in the right frame.
3. It groups categories of search results in the left frame.
4. Sites open in the right frame or, if you want, in another window.
5. There's a box at the bottom left for entering a string that will be used to search within the results.
6. Clicking "More results" adds additional sites to the bottom of the current list in the right frame, instead of moving you to a new page with the "next 10" or whatever search results.

Give it a try at www.vivisimo.com. It probably won't replace Google in your search engine bag of tricks, but I think you'll like it as a powerful alternative.

A Shortcut to Lock WinXP found on the Internet by [Ron Ogg](#), DVPC

Creating a Desktop Shortcut to Lock a Windows XP PC

To create a desktop shortcut that will let you lock your PC whenever you are going to step away from your desk:

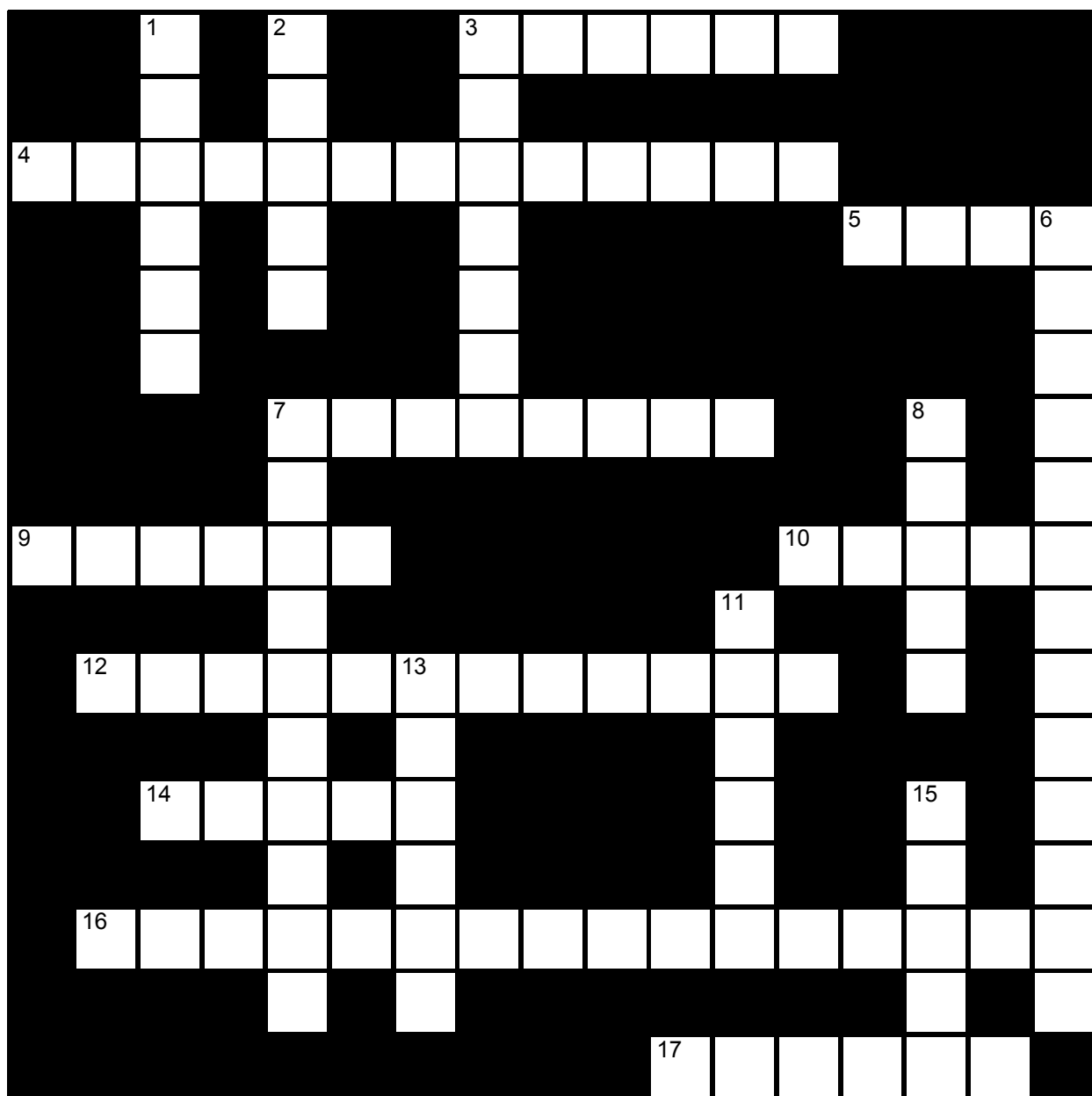
1. Right-click an empty area of the desktop, select New and Shortcut from the pop-up menu.
2. In the Create Shortcut Wizard dialog box type:
`%windir%\System32\rundll32.exe user32.dll,LockWorkStation` in the **Type the location of the item** box, and then click Next. LockWorkStation is case sensitive.
3. In the "Type a name for this shortcut" dialog box, type **Lock Workstation** in the **Type a name for this shortcut** box, and then click the Finish button.
4. Right-click the shortcut you just made, and then click Properties from the pop-up menu.
5. Click the **Shortcut** tab, and then click the **Change Icon** button.
6. In the **Change Icon** dialog box, type `%SystemRoot%\system32\SHELL32.dll` in the **Look for icons in this file** box, and then click the OK button.
7. Browse through the available icons, and then select an icon that makes it easy for the users to identify that the shortcut is to be used to lock the workstation. Click the icon you want to use, and then click **OK**.
8. Click **OK**.

Double-click the shortcut, and note that the workstation will automatically lock itself.

The user must press CTRL-ALT-DEL and then enter their password (and their user name if the copy of Windows XP is connected to a Windows domain or is configured to use the classic [Windows 2000] interface) to unlock the workstation.

Bring a Friend to a *DVPC* Meeting
Help Them Grow their PC Knowledge
Help Grow *DVPC* Membership

*Computer Crossword
"May Day"*



Across

- 3. The file you should have created to keep from losing data
- 4. What your computer will tell you the problem is even when it is wrong (2 words)
- 5. The type of time you do not want your computer to have
- 7. The disk you usually can't find when your system will not start up
- 9. The disk tech support will ask you to insert into the A drive
- 10. A gift certain 13 year old boys give to the world
- 12. What you do not want your computer to tell you in the middle of doing research on the internet for a report tomorrow morning (3 words)
- 14. When your computer will give you no other information, it will give you this as a reason

- 16. No, this is not surgery being done by a doctor practicing medicine without a license (2 words)
- 17. The term used by most computer users when describing the problem to tech support

Down

- 1. What is supposed to happen to the ice for your drink and not to happen to your system
- 2. Not nice for either car or computer
- 3. Not nice for either a programmer doing 16 hours of straight coding or for the monitor he is staring at
- 6. What both your computer and your spouse will do when you have done something wrong (2 words)
- 7. Microsoft's way of telling you to get a new computer
- 8. A sudden sharp rise in voltage

About the May Crossword Puzzle by [Craig Peterson](#), DVPC Librarian

Depending on who you are talking to, the title of this month's puzzle can have many different meanings. For some it is time to enjoy spring by holding a picnic and dance, for others it is a time to gather and celebrate worker's rights, or communist victories, or...

Anyway, for any of us that fly planes, sail boats (or watch old WWII movies) it is a request for help. See if you can solve this month's puzzle without getting help from looking at the answers.

PS... due to requests by several members, the answers to the current month's puzzle are provided on line by going to www.dvpc.org/solution.html.

Diablo Blue Article and Ad Information

Diablo Blue needs articles from the members of DVPC. See your name in print! Achieve fame and fortune! (Well, maybe just some limited fame in Contra Costa County...) We are particularly interested in product and book reviews and articles about your PC experiences.

Commercial advertising is available in Diablo Blue. Prices are \$75 for a full page, \$40 for a half page, and \$25 for a quarter page for one insertion – or get three consecutive insertions for the price of two. For more information, call editor Ronald Ogg, at 283-7900, Ext. 201 (days). Members of DVPC can submit personal classified ads that will be printed in Diablo Blue for three insertions at no charge. The rules are simple: up to 9 lines (as we typeset it), material must be suitable for publication (the editor is the sole judge of suitability), the member must be in good standing (current dues paid), and ad space is available on a first-come first-served space available basis only. If you want fewer than three insertions note that on your ad copy. If members want their business card reproduced, the rate is \$10 for one insertion, or \$25 for three insertions. The card must be horizontal and must be scanable.

Send your articles or member ad copy as email attachments to the [Newsletter Editor](#), See the deadline information in the Calendar on page 15 of each issue of Diablo Blue.

DVPC on the Internet

DVPC has a web site on the Internet - thanks to our Web Team: Ron Ogg and Stan Umlauf. You can surf your way to our own domain and home page by starting your favorite Web browser and typing the following URL; be sure to save it in your browser's hotlist so you don't have to type it each time: <http://www.dvpc.org>

DVPC Officers and Directors

Alan Mildwurm, President/Programs 510-770-5770 (work)
Nicholas Chase, SIG Coordinator 680-4211 (home)
Will Crites, Publicity
Charlie Crothers, At Large 829-2237 (home)
Dick Curry, At Large
Peggy Johnson, Membership Secretary 676-7522 (home)
Tom Krauss, Secretary 689-9960 (home)
Jessica Mildwurm, Treasurer 829-5858 (home)
Ron Ogg, Newsletter Editor 415-281-0431 (work)
Craig Peterson, Librarian 671-7025 (home)
Stan Umlauf, Web Site 458-5560 (home)

The Board of Directors usually meets the week following the general meeting. Check the DVPC Calendar on page 16 of each issue of *Diablo Blue*, or the DVPC home page on the Internet (www.dvpc.org) for the meeting date, time, and location. You can reach any of the officers and directors by talking to them at the DVPC monthly meeting, by email to bod@value.net, or leaving a message on the DVPC voicemail System.

DVPC Voice Mail System

DVPC has a computer-based voice mail system. The phone number for the DVPC VMS is 925-556-1449. Hear up-to-date information about monthly and SIG meetings, information about DVPC for potential new members, and a message center for Board of Directors members and SIG Leaders.

Diablo Blue is the monthly newsletter of the Diablo Valley PC Users' Group.

Editor: Ronald Ogg, Mailing: Peggy Johnson

Please submit articles and columns to the Newsletter editor by email at rogg@value.net

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DVPC is a member of [APCUG](#), the Association of PC Users Groups

Support DVPC — Get a friend to join!

MEMBERSHIP APPLICATION

Enclose a check for \$30.00 for one year's dues with printed edition of *Diablo Blue*, or \$25.00 for one year's dues with access to the Internet edition of *Diablo Blue* (\$20.00 for students who must enclose a copy of current Student ID), made payable to DVPC and mail to:
DVPC User's Group, PO Box 3244, San Ramon, CA 94583

Renewal _____ New Member _____ Referred by current member? Name _____

Name: _____

Company/School: _____ Email address: _____

Address: _____

City/State/Zip: _____

Home Phone: _____ Work Phone: _____

Email Address: _____

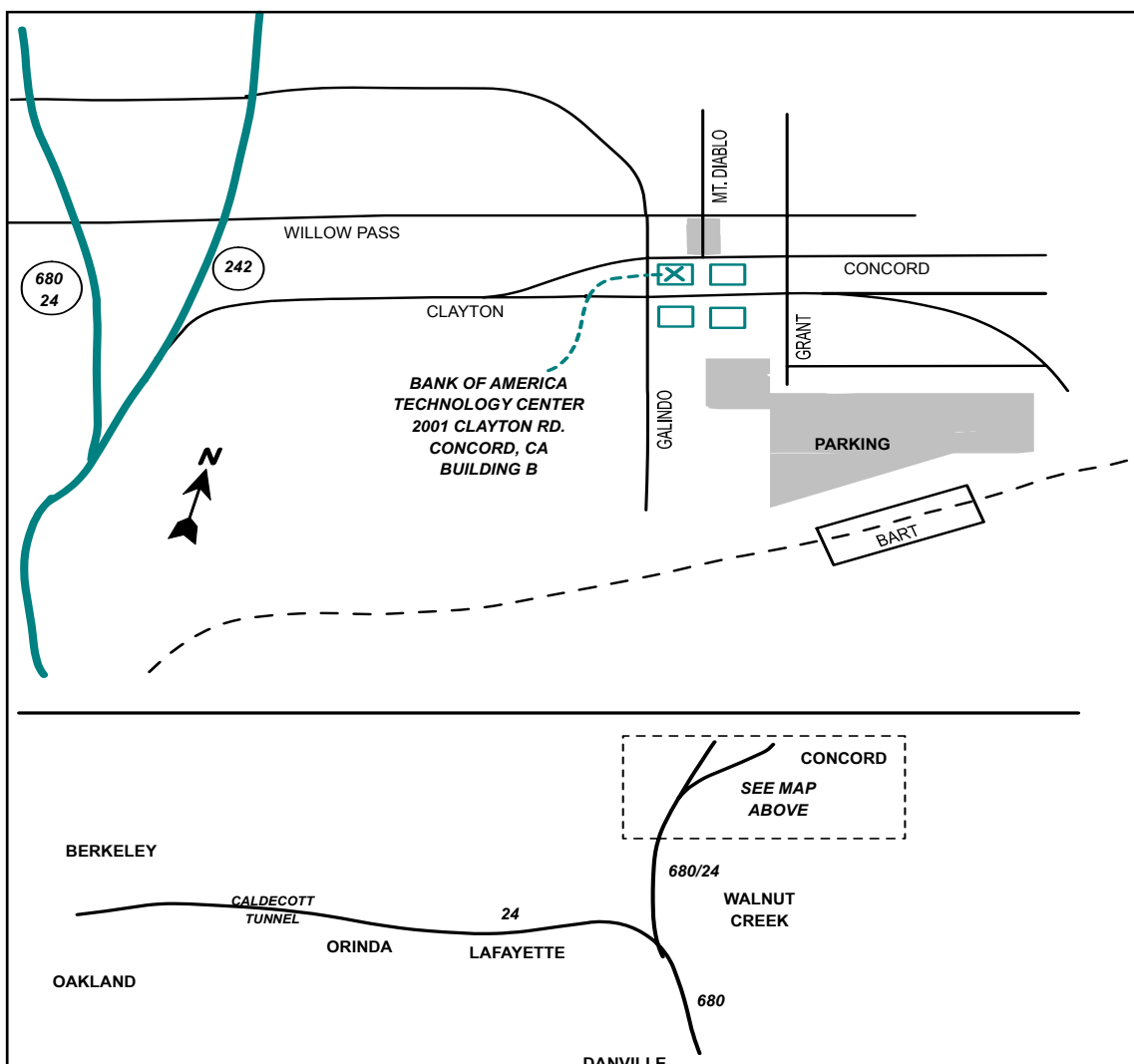
On occasion DVPC publishes a list of members for distribution to DVPC members only. Please check how you would like to be listed: No listing _____ List Name and Home _____ Work _____ phone number(s) _____

I'm also interested in these SIGs: _____

Directions to Bank of America Building B in Concord

Take the Clayton Road exit off of the 242 Freeway, and go east on Clayton Road. After about 1½ miles you'll come to Galindo, and you'll see the Bank of America complex of four high-rise buildings. Enter the door on the east side near the southeast corner of the building. Building B is the first building on your left, at the northeast corner of Clayton and Galindo.
Parking: Turn right on Grant Street (the first block past Galindo), then right into the BART parking lot at the back of the BofA complex. Or turn left on Galindo then right onto Concord Avenue to find street parking.

Be sure to observe parking regulations! Concord parking officers are very efficient!



DVPC May 2002 Calendar

MON	TUE	WED	THU	FRI	SAT
See SIG News starting on page 4 for more information about SIG meeting dates, times, topics, and locations		1	2 DVPC Monthly Meeting 7:00 p.m. New User's SIG 6:30 p.m.	3	4 PC 101 SIG 1:00 p.m. New meeting location this month only
6 Windows SIG 7:30 p.m.	7	8 DVPC Board Meeting Alan Mildwurm's house 7:00 p.m.	9	10	11
13	14	15 Internet SIG 7:00 p.m.	16 Advanced Users SIG 7:30 p.m. Advanced Developers SIG 7:00 p.m. .NET SIG 7:30 p.m.	17	18
20 Genealogy eSIG See SIG News on page 4	21	22 Education & Entertainment SIG 7:30 p.m.	23	24	25 Diablo Blue deadline: Email articles and ads to the Editor: rogg@value.net
27	28	29	30	31	

Diablo Valley PC User's Group
PO Box 3244
San Ramon, CA 94583

FIRST CLASS MAIL

TO: