



## June 3, 2004 DVPC Meeting Announcement A Field Trip to Fry's Electronics!

This month we're going to have something really completely different. This month we're going to have a field trip! Yes, just like in elementary school, except you won't need a signed permission slip from your parents! The field trip the members of DVPC are going on is to the new Fry's Electronics superstore in Concord, California. This Fry's is huge – it used to be a Levitz Furniture warehouse store – and now it's truly a computer superstore and lots more, including appliances, TVs and stereo systems, digital still and video cameras, office and computer furniture, soft drinks and candy by the case, chips (both for your computer and the edible kind), and of course, computers, monitors, peripherals, accessories, software, cables, cases, power supplies, miscellaneous parts, and just about anything else needed by the typical computer geek (yes, admit it, you *are* a typical – or maybe atypical – computer geek, aren't you?).

We will meet at the store at 7:00 p.m. and Dave Keith, the Fry's Concord store manager, will take us all on a special guided tour of this latest in the Fry's Electronics chain. We'll see what's up front – all of the merchandise (be sure to bring your credit cards – or *NOT!* if you don't have much buyer's resistance), the training center, the checkout lanes (where you will probably need your credit cards!). Then we'll see some of the areas that customers don't see – the warehouse, the offices, and more.

All DVPC members and friends are welcome to join us! We'll meet in front of Fry's at 7:00 p.m. and the guided tour will start at 7:10 p.m. sharp. Be sure to be there on time!

DVPC meetings are usually held in the lobby conference room in Building B at the Bank of America Technology Center office complex in Concord. But not this month! There won't be a New Users SIG meeting in June, and we won't have a raffle. There won't be a networking table. And we won't have Random Access – there will be enough "random access" at Fry's to take care of everyone who comes along on this month's field trip!

There's a map on page 8 showing how to get to the Fry's Electronics superstore in the Park and Shop Center on Willow Pass Road in Concord, just southwest of Fry Way. It's a short drive from the Bank of America Technology Center where DVPC monthly meetings are held.

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*There's no President's Message column this month*

### Computing Factoids

*by Steve Bass, PC World Magazine*

There are unrelated things I pick up in e-mail that are terrific – but not long enough for an article. Here are two of them.

#### *Saving Paper? Ha!*

I just bought a program (which I think is excellent) called "Cool Edit Pro" from Syntrillium ([www.syntrillium.com](http://www.syntrillium.com)) which is audio editing and processing program. The registration card has a box to check that has this amusing statement: "Yes! Please send me a hard-copy manual. (A complete manual is included on your CD. In the interest of paper conservation, Syntrillium

*(Continued on page 26)*

**DVPC June 2004 Calendar**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3 DVPC Monthly Meeting 7:00 pm Field Trip to Fry's Electronics Concord Store	4	5
6 See SIG News starting on page 5 of Diablo Blue for more information about SIG meeting dates, times, topics, and locations	7 Windows SIG 7:30 pm	8	9 DVPC Board Meeting 7:00 pm	10	11	12
13	14	15	16 Clarion SIG 7:00 pm Internet SIG 7:00 pm	17 Advanced Users SIG 7:30 pm	18 Diablo Blue Deadline. Email articles and ads to the Editor: rogg@value.net	19 PC101 and PC201, Concord Library 10:00 am to 2:00 pm
20 Father's Day	21 Genealogy eSIG (See SIG News on page 5 of Diablo Blue)	22	23	24	25	26
27	28	29	30			

**Email Notification**

We provide an email notification service for the current month's *Diablo Blue* password, the *DVPC* monthly meeting, and information about SIG meetings as well. You have to be a current, paid-up member to receive this service. To read the current month's issue of *Diablo Blue* on-line you need to receive these monthly email messages, so print this page, fill out the form, and mail it to DVPC, PO Box 3244, San Ramon, CA 94583, or bring it to the sign-in desk at the monthly meeting. Or, if you prefer, you can send an email message to [nopaper@dvpc.org](mailto:nopaper@dvpc.org) with your name and email address and your favorite SIGs.

Send me email notification of each monthly *Diablo Blue* password, the *DVPC* meeting, and the following SIGs:

Name \_\_\_\_\_

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

Advanced Users SIG	<input type="checkbox"/>	New Users SIG	<input type="checkbox"/>
Clarion SIG	<input type="checkbox"/>	PC 101/PC 201 Classes	<input type="checkbox"/>
Genealogy eSIG	<input type="checkbox"/>	Windows SIG	<input type="checkbox"/>
Internet SIG	<input type="checkbox"/>		<input type="checkbox"/>

### ***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 stories about your PC experiences. Send your articles or member ad copy as email attachments to the Newsletter Editor (*see email address below*).

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 415-281-0431 (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 format 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 scannable. Send your ad copy as email attachments to the Newsletter Editor (*see email address below*). See the deadline information in the Calendar on page 16 of each issue of *Diablo Blue*.

### ***DVPC Officers and Directors***

Alan Mildwurm, President/Programs 510-770-5770 (work), [awm@mildwurm.com](mailto:awm@mildwurm.com)

Nicholas Chase, SIG Coordinator 680-4211 (home), [nachase@yahoo.com](mailto:nachase@yahoo.com)

Will Crites, Publicity 938-1291 (home), [bugkiller@aol.com](mailto:bugkiller@aol.com)

Charlie Crothers, At Large 829-2237 (home), [ccrothers@attbi.com](mailto:ccrothers@attbi.com)

Dick Curry, At Large 376-5541 (home), [racorinda@pacbell.net](mailto:racorinda@pacbell.net)

Peggy Johnson, Membership Secretary 676-7522 (home), [pegszone@aol.com](mailto:pegszone@aol.com)

Tom Krauss, Secretary 689-9960 (home), [tkrauss@astound.net](mailto:tkrauss@astound.net)

Jessica Mildwurm, Treasurer 829-5858 (home), [jess@mildwurm.com](mailto:jess@mildwurm.com)

Ron Ogg, Newsletter Editor and Web Site 415-281-0431 (work), [rogg@value.net](mailto:rogg@value.net)

Craig Peterson, Librarian 671-7025 (home), [compmail@pacbell.net](mailto:compmail@pacbell.net)

Stan Umlauf, Web Site 458-5560 (home), [stanu@honeybee.com](mailto:stanu@honeybee.com)

### ***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: [www.dvpc.org](http://www.dvpc.org).

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 calendar page, 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](mailto:bod@value.net), or by leaving a message on the DVPC voice mail 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 Web-based newsletter of the Diablo Valley PC Users' Group.

Editor: Ronald Ogg, Membership: Peggy Johnson

Please submit articles and columns to the Newsletter editor by email at [rogg@value.net](mailto:rogg@value.net)

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DVPC is a member of APCUG, the Association of PC Users Groups, [www.apcug.org](http://www.apcug.org)

**Get Involved! Learn! Join a SIG today!**

**MEMBERSHIP APPLICATION**

Print this page, fill out this form, and enclose it with your check for \$30.00 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, 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: \_\_\_\_\_

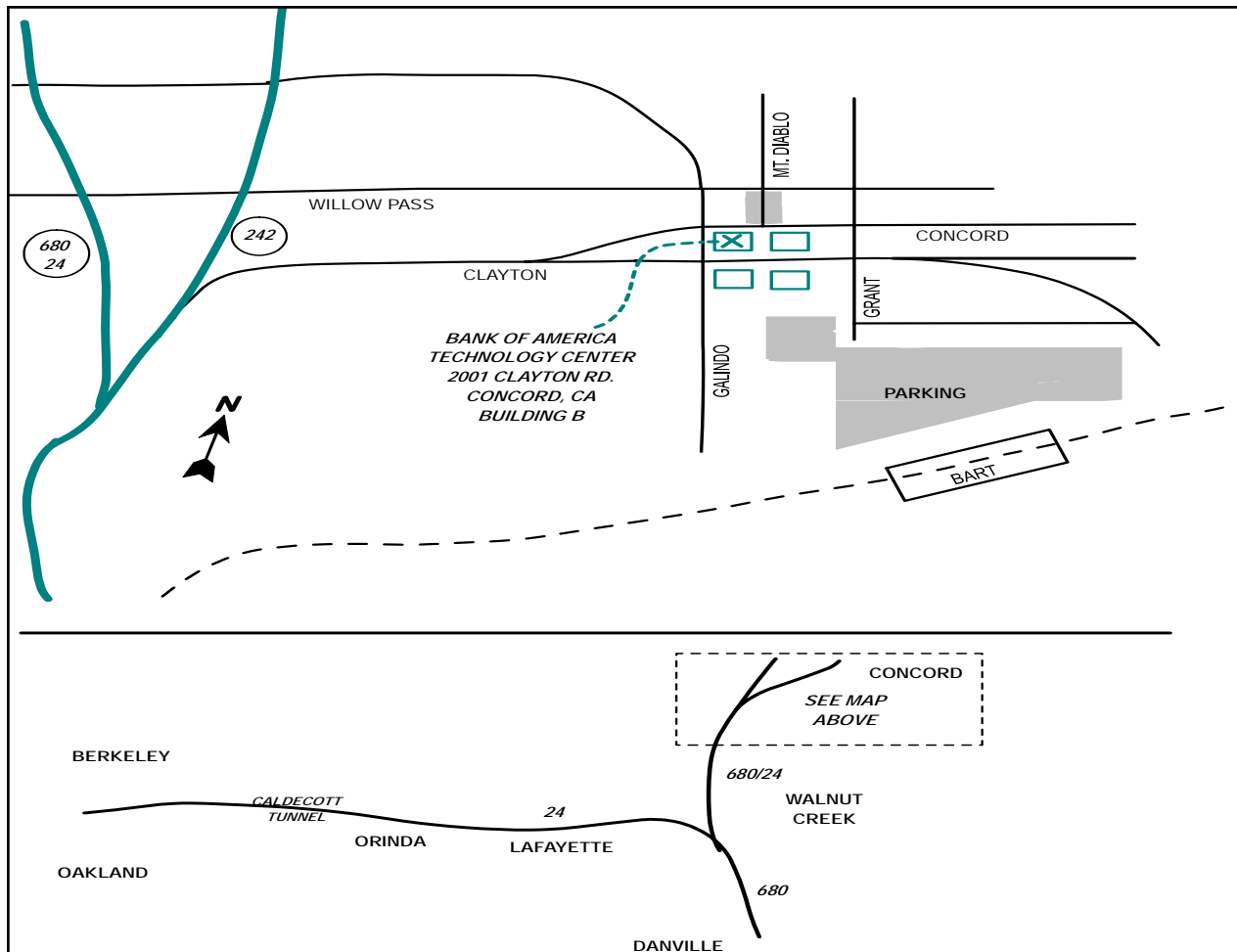
On occasion DVPC publishes a list of members for distribution to DVPC members only. Please check how you would like to be listed: No listing \_\_\_\_\_ List Name and Home \_\_\_\_\_ Work \_\_\_\_\_ phone number(s) \_\_\_\_\_

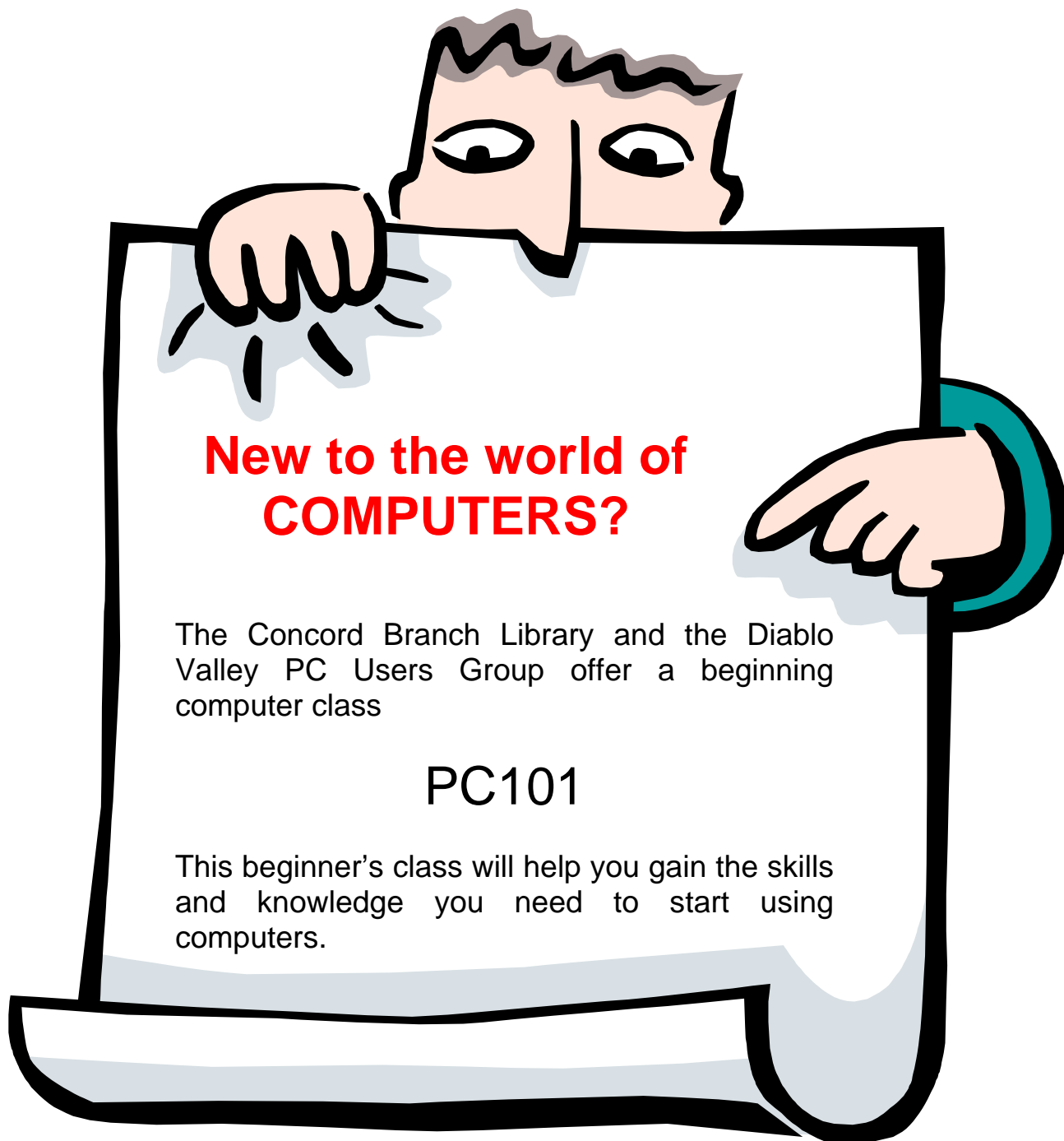
I'm also interested in these SIGs: \_\_\_\_\_

**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. Parking: Turn left on Galindo then right onto Concord Avenue to find street parking. Or turn right on Grant Street (the first block past Galindo), then right into the BART parking lot at the back of the BofA complex. Building B is the building at the northeast corner of Clayton and Galindo. Enter the door on the south side of the building.

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

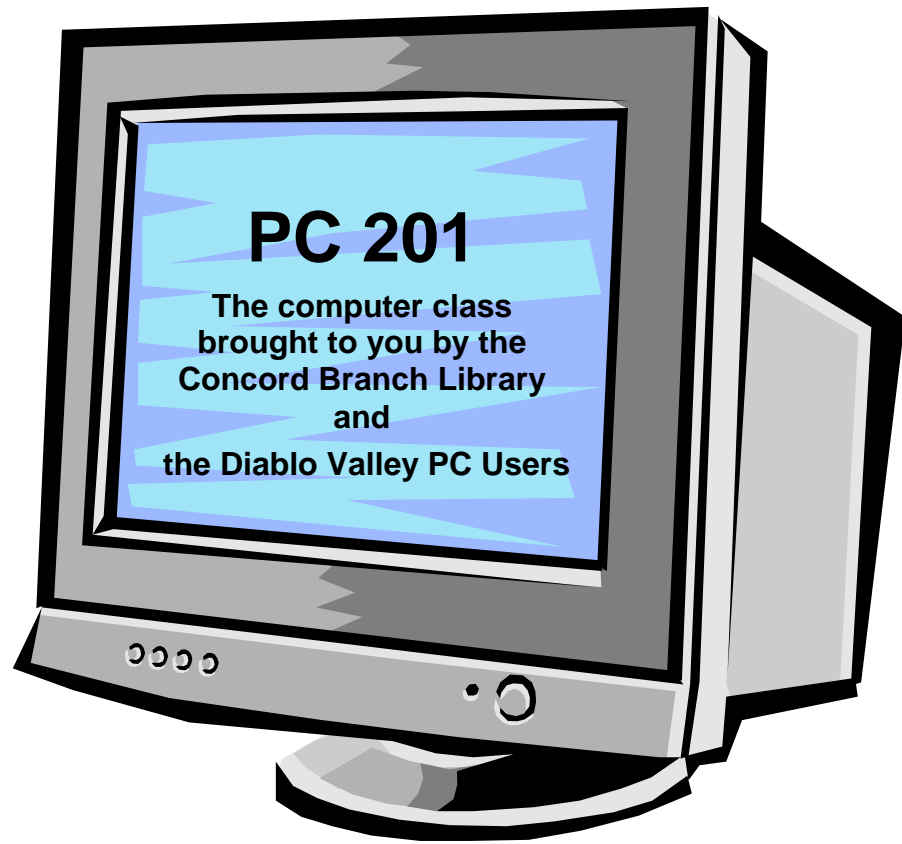




***The next PC 101 class may be held in July.*** It looks like we may have a new meeting site and may begin classes once more in July, so look for an update on the DVPC web site at [www.dvpc.org](http://www.dvpc.org).

This free class is brought to you by the Concord Branch Library and the Diablo Valley PC Users Group. Space is limited, so sign up at the information desk at the Concord Branch Library.

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## SOFTWARE

***There are no PC201 classes scheduled.*** As soon as arrangements can be made to resume classes we'll schedule the next PC201 class. Look for an update on the DVPC web site at [www.dvpc.org](http://www.dvpc.org).

The PC201 class is usually held from 12:00 noon to 2:00 p.m. in the Concord Branch Library's Community room, 2900 Salvio Street, Concord, CA.

This free class is brought to you by the Concord Branch Library and the Diablo Valley PC Users Group. Space is limited, so sign up at the information desk at the Concord Branch Library.

**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. The Advanced Users SIG is for anyone interested in discussing advanced topics such as hardware and software issues, cutting-edge technologies, networking, servers, troubleshooting, etc. Please join us to participate in this very informative and educational forum. We hope to see you at the meeting!

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.

**Clarion SIG** SIG Leader Bill Morris ([wcm@soft-trak.com](mailto:wcm@soft-trak.com))

The February meeting will be held on the 18th. See the Clarion SIG page on the web at [www.desine.com/svcug/sv\\_meet.htm](http://www.desine.com/svcug/sv_meet.htm) for meeting location, dates, and time, or send an email to Bill Morris ([bill@soft-trak.com](mailto:bill@soft-trak.com)) asking to be put on his email announcement list for the Clarion SIG.

**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 the Genealogy eSIG, please email Peggy Johnson, [pegszone@aol.com](mailto:pegszone@aol.com).

**Internet SIG** Craig Peterson, SIG Leader – 671-7025

The Internet SIG will be meeting at Computer Renaissance in the new store location 1936 Linda Drive, Pleasant Hill. We will meet the third Wednesday of May (5/19/04) at 7:00 p.m. This month we will be discussing "Road Trip". We will be looking at the best way to plan the business and vacation trips we will be taking in the next few months.

Hope to see all of you there. For more information, please call Craig Peterson at (925) 671-7025 or e-mail him at [comp-mail@pacbell.net](mailto:comp-mail@pacbell.net).

**New Users SIG** Craig Peterson, SIG Leader – 671-7025

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.

**PC101 and PC201 Classes** Craig Peterson, SIG Leader – 671-7025

PC101 usually is held from 10 am to 2 pm, and PC201 is usually held from noon to 2 pm, at the Concord Library, 2900 Salvio Street, on the third Saturday of each month. Look for information on these classes on the *DVPC* web site.

**PC101** is a beginning class on computers. Offered in conjunction with the Concord Branch Library, it helps introduce computers to and empower the person not comfortable with the technology. Class space is limited, so sign up at the information desk at the Concord Library, 2900 Salvio Street, Concord, CA 94519-2597 from 10 am to 2 pm in the community room of the Concord Branch library. For class meeting dates, times, and topics, [see page 5](#) in this issue of *Diablo Blue*.

**PC201** is a series of lectures that will be given by experts in different areas of computers and technology. This month we are back from vacation and will have a class on everyone's favorite computer topic, "Everything you ever wanted to know about Software". The class will take place on January 17th from noon to 2 pm in the community room of the Concord Branch library. For class meeting dates, times, and topics, [see page 6](#) in this issue of *Diablo Blue*.

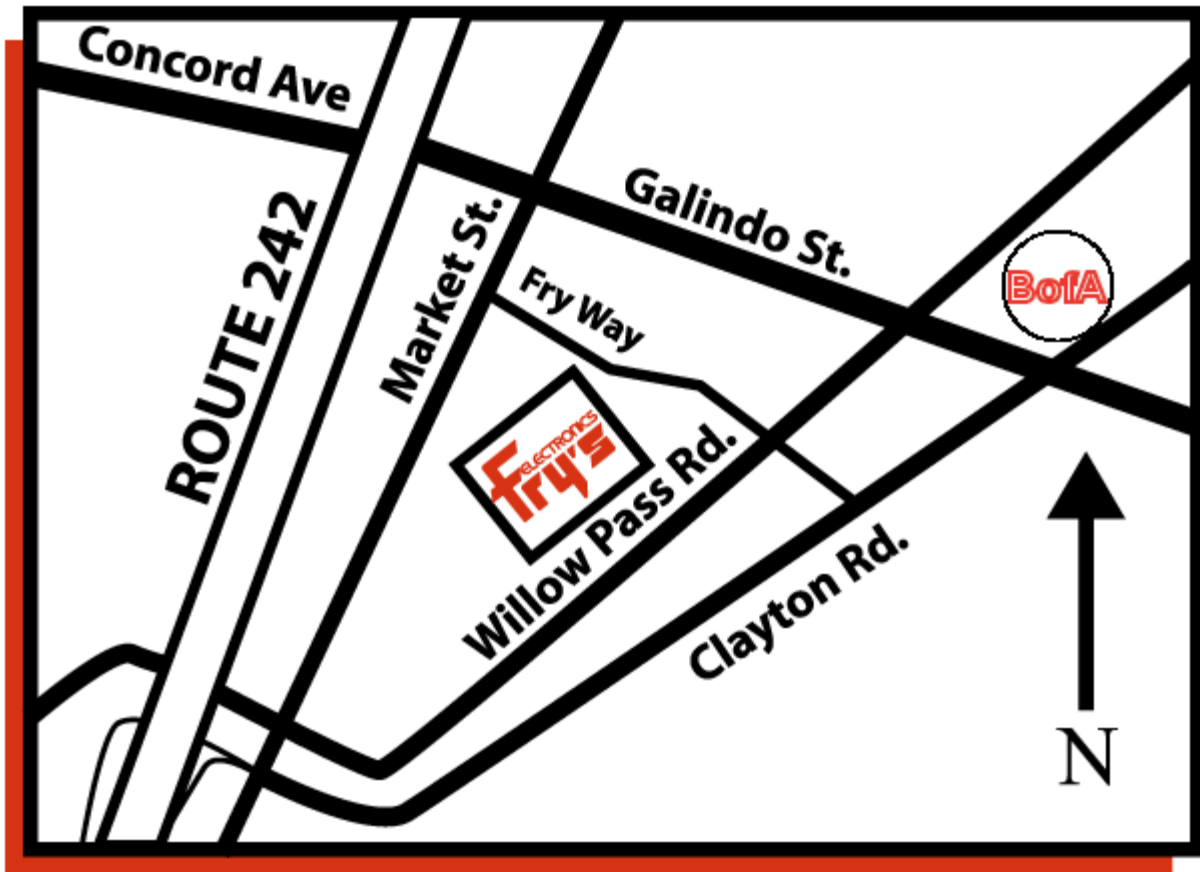
**Windows SIG** Ron Ogg (415-281-0431) and Walt Parsons (934-0775), SIG Co-Leaders

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 680 Freeway take Monument Blvd. east and continue to where it changes to Galindo; the Police Department building will be on your right a short distance past the signal at Cowell Road.

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**Map to Fry's Electronics Store in Concord for the June Field Trip**

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**CONCORD, CA**  
1695 Willow Pass Road  
(925) 852-0300  
FAX (925) 852-0318

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**Gone Phishing** by Alan Mildwurm, DVPC

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Sounds like a vacation. It may turn out to be – but you don't get to go and it is on your dime. In actuality, "phishing" is the latest in a series of internet scams designed to separate you from your money. As always, careful vigilance and common sense should serve to protect you but if you aren't careful- someone will be buying that new plasma screen with your credit card. Phishing is defined by webopedia, the online dictionary at [www.webopedia.com](http://www.webopedia.com), as:

## phishing

Last modified: Thursday, December 11, 2003

(v.) Pronounced "fishing," the act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The e-mail directs the user to visit a Web site where they are asked to update personal information, such as passwords and credit card, social security, and bank account numbers, that the legitimate organization already has. The Web site, however, is bogus and set up only to steal the user's information. For example, 2003 saw the proliferation of a phishing scam in which users received e-mails supposedly from eBay claiming that the user's account was about to be suspended unless he clicked on the provided link and updated the credit card information that the genuine eBay already had. Because it is

*(Continued on page 9)*

## Gone Phishing...

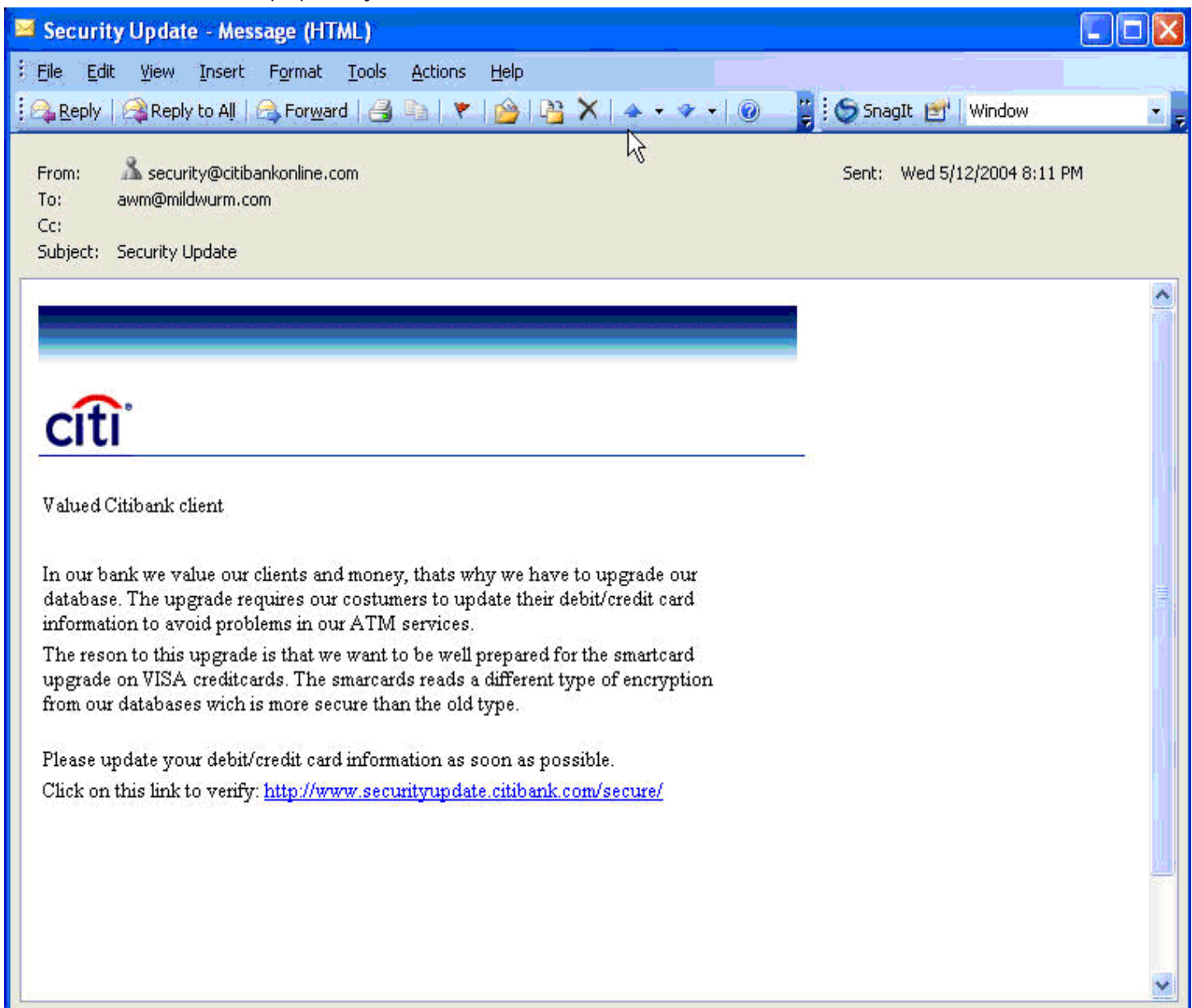
(Continued from page 8)

relatively simple to make a Web site look like a legitimate organizations site by mimicking the HTML code, the scam counted on people being tricked into thinking they were actually being contacted by eBay and were subsequently going to eBay's site to update their account information. By spamming large groups of people, the "phisher" counted on the e-mail being read by a percentage of people who actually had listed credit card numbers with eBay legitimately.

Phishing, also referred to as *brand spoofing* or *carding*, is a variation on "fishing," the idea being that bait is thrown out with the hopes that while most will ignore the bait, some will be tempted into biting.

Twice in the last week I was phished (unsuccessfully I might add!)

Here is the email I received, purportedly from Citibank:



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**DVPC Board Meeting Minutes** by Tom Krauss, DVPC

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*Meeting Date: May 19, 2004*

Fortunately the pizza beat me to the meeting and kept the sparsely attended Board occupied until I arrived fifteen minutes late. Ron was expected but soon called to say he would not be able to get there in time. He agreed to attend via speaker phone, which worked fine and left considerably more pizza and dessert for the rest of us. Craig, on the other hand, was not expected due to a conflict with his Internet SIG meeting, but he did show up. Never let it be said that the DVPC Board is predictable.

At least in most things. The one area where you can bet money on our performance is our tendency to talk about everything under the sun *except* Board business for most of the meeting. One of the more interesting sidebars to the meeting was Alan recounting his recent experience with two bogus emails of the phishing sort. Both purported to be from Citibank. One said they were switching to a new computer system and asked Alan to list all his accounts and passwords and send that to them.

Being a clever lawyer familiar with technology and the seedy side of humanity, Alan didn't fall for these ploys. He notified Citibank. They were already aware of one of the originators of the emails, but the second was new to them. That one, too is now on their list.

Another favorite topic was visited: rebates. Everyone had a story about delays and difficulties collecting a rebate. Surprising, there were also a couple of anecdotes recounting *good* experiences.

The big news of the night was that next month's general meeting will be at Fry's Electronics new store in Concord. Details of exactly what we'll be allowed to see are still being worked out, but it should be a very interesting evening. This is believed to be DVPC's first-ever field trip. If no one gets lost and we have a fun and educational evening, I recommend our next field trip be a tour of Dell's support center – in India.

All important bases covered, we closed the meeting early.

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**Be Prepared if Computer Disaster Strikes** by Sharon Housley, NotePage, Inc.

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*Computers*

Businesses and individuals alike have all grown to rely on computers. The reliance is never more apparent than when something happens to the horrid little box that makes our lives easier. We expect computers to react a certain way, in certain situations. It nearly always comes as a surprise when the beloved little box, know as a computer, refuses to boot up. Probably even more shocking, is the dawning that we've neglected to backup or prepare for the unforeseen disaster that has just been thrust upon us.

Regardless of the number of times you have experienced the dread of being unable to access the information trapped in the god-awful computerized contraption, we are always invariably unprepared.

The reality of it is that computers, not only contain moving parts, but they like other machines, they are prone to failure at some point in their lives. Not only can hardware failures occur, but viruses can also corrupt data making it impossible to retrieve. Regardless of the litany of words used to bully the box into behaving, the truth is that the only offence is a good defense.

So how do you prepare for a computer tragedy?

*Prepare for the Worst*

In structuring an offense it's important to realize the power of reinforcements: backups are invaluable and will save countless hours of shameless degradation. Be sure that you backup data and files on a regular basis, there are a number of tools that will automate the process.

It is critical that you check the backup log to ensure that a backup was completed properly. I cannot begin to describe the devastation felt when it is realized that though there was a backup process in place, the backup never actually occurred. Realizing this during a restore is likely to push any computer lover over the edge. It is a good idea to store a weekly back up off site. This is especially helpful, if an unforeseen fire or a natural disaster strikes.

Protection is critical!

*(Continued on page 12)*

# CALIFORNIA COPY SOURCE

*State-of-the-Art Electronic Printing*

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676 No. California Blvd., Plaza #119

Walnut Creek, CA 94596

## *Gone Phishing...*

(Continued from page 9)

Notice the grammar and spelling errors- but don't think all phishing expeditions contain such errors! If you went to the site that the link pointed to, you would have seen:

The screenshot shows a web browser window with the title "Citibank: Verification - Microsoft Internet Explorer provided by Citigroup". The browser's address bar is empty. The page content includes a navigation bar with links: "sign on", "help", "open account", "contact us", "search", "privacy", and "citi.com". Below this is a "VERIFICATION" section with the heading "ACCOUNT VERIFICATION:". The form contains the following fields:

- First Name:
- Last name:
- Social security number:
- Creditcard number:
- Expire date:
- CV2:
- ATM PIN code:

A "Verify >" button is located at the bottom of the form.

The logos look real because they are. If I would have fallen for this scam, with this info they would have my credit card number, the security number on the back of my card and my social security number. For fun I decided to do a WHOIS trace on where the info was going and turns out this "branch" of Citibank is an individual in Rio de Janeiro!

Common sense check:

- 1) Citibank knows my Citibank credit card number.
- 2) The return address pointed to an numeric IP address xxx.xx.xxx.xx — and not to Citibank
- 3) The pages were not secure—(of course a clever thief could create a secure page).

The second phish of the week told me I **MUST** activate Bill Pay and to do so, they wanted all my information. That email didn't have the spelling errors, but was also obviously bogus.

Upon receiving the first phish I went to the actual Citibank site ([www.citibank.com](http://www.citibank.com)) and clicked on their email fraud link where they have a list of recent scams and frauds. In fact, my first fraud was not there so I reported it (see the May 13 entry). The second one is the May 17<sup>th</sup> entry which had already been posted when I checked.

This type of scam is not unique and is not limited to Citibank. A few months ago I got a phishing attempt that purported to be from

*(Continued on page 12)*

Give a *DVPC* Membership Gift Certificate!

## **Gone Phishing...**

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*(Continued from page 11)*

Washington Mutual Bank— and I don't have ANY accounts with them. Do the math: send out a million plus email phishes, and even if only a tiny few reply — the scammer's return on investment is good.

Want to learn more? Check out [www.antiphishing.org](http://www.antiphishing.org). It's scary. Be vigilant and use your common sense! Otherwise some guy named Eduardo in Rio will be enjoying a plasma screen that *you* paid for.

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## **Be Prepared In the Event Computer Disaster Strikes...**

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*(Continued from page 10)*

### **Build A Wall**

If the computer has Internet access, either a hardware or software firewall (or combination there of) must be used. The firewall creates a barrier between a computer and the world. Without a firewall, Internet worms are capable of exploiting security holes and are able to create what are referred to as 'back doors'. These back doors can then be used to gain access to personal information stored on the computer, including password files, and financial information.

### **Trust No One**

If you are an avid Internet surfer or downloader be sure to scan any downloads prior to opening or installing. Up to date anti-virus software should be used to ensure, that computers do not become infected with malicious viruses that will ruin your life. Scan any email attachments prior to opening regardless of whom they are from. Files that end with .scr, .pif and .exe can contain viruses that will wreak havoc with your data and emotional well being.

Preparedness goes a long way, and a little foresight will ensure that, while a computer might be an inconvenience, you will not be defeated.

### **Preparation Resources**

Anti-virus Software: [www.military-software.com/anti-virus-software.htm](http://www.military-software.com/anti-virus-software.htm)

Firewalls: [www.monitoring-software.net/intrusion-detection-software.htm](http://www.monitoring-software.net/intrusion-detection-software.htm)

### **About the Author:**

*Sharon Housley manages marketing for NotePage, Inc. ([www.notepage.net](http://www.notepage.net)), a company specializing in alphanumeric paging, SMS and wireless messaging software solutions. Other sites and additional articles can be found at:*

*[www.softwaremarketingresource.com](http://www.softwaremarketingresource.com) and [www.small-business-software.net](http://www.small-business-software.net)*

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## **Tidbits** by Charlie Paschal, PPCC

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### **Is DOS Really Dead?**

Microsoft official made the break with DOS with Windows 2000. Although it tried to "fake" out the public by saying that Windows ME did, it wasn't true. With some information off the Web, a true bootup diskette can be made that will access ME with a floppy.

That's not true with 2000 and XP, which makes a true break with DOS -- you can't start either operating system with a boot disk. You can, though, bootup an ill-acting system with a boot disk that contains the correct files out of your root directory.

Both 2000 and XP use an NTFS file system -- if you use the native file system the system expects -- that supposedly can't be accessed with a floppy. There are certain floppies -- available on the Internet -- that can be used to access NTFS volumes.

Another floppy, also available on the Internet, allows a user to boot from it to a version of Linux that allows someone to access and change the administrator's password. It's useful for someone who has forgotten the administrator's password.

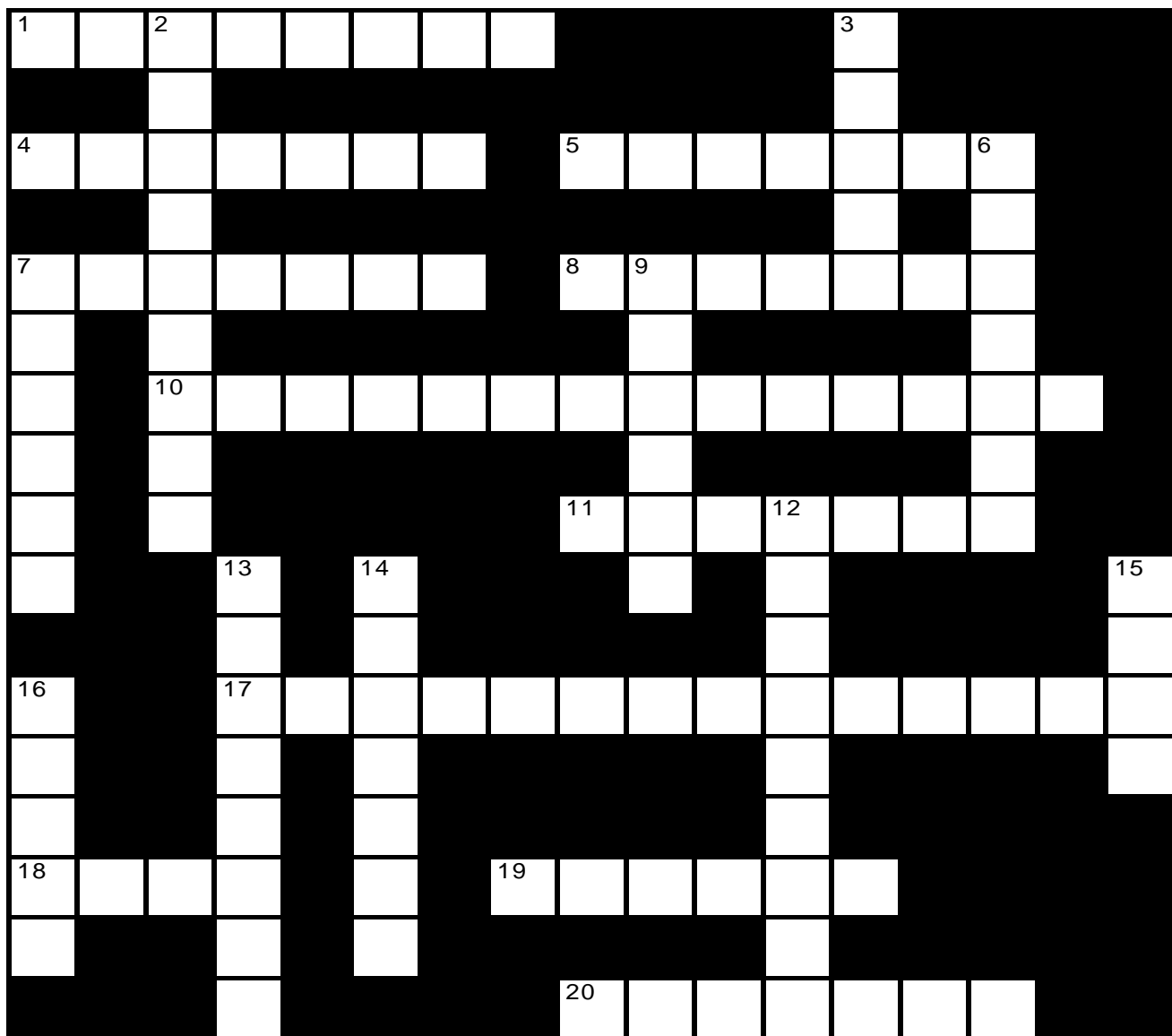
### **Hex, Binary, Decimal Numbers**

Ever wonder what people are talking about when they mention binary and "hex" numbers? It's the way computers "talk" and the language they understand. Our system, of course, is the decimal number system, which is 10 base. Binary is 2-based, while hex is 16-based. The binary is where you get the "1s and 0s" from because that's the only numbers used in that system.

For example, the number 11 in decimal is 1011 in binary and B in hex. Since 1s and 0s can easily show numbers from 0-9, hex is used to represent numbers from 10 through 16, meaning at A is 10, B is 11, etc. Because binary numbers can get complex, hex is used because it makes it shorter to write and it's easier for humans to remember.

*(Continued on page 14)*

**Computer Crossword**  
"Fry's Electronics"  
by Craig Peterson, DVPC



This month we will be touring the new Fry's in Concord. What do you know about the chain? Fry's Electronics, Inc. was founded in 1985 in Sunnyvale, California in a 20,000 square foot location by the three Fry brothers, John, Randy, and Dave, and Kathryn Kolder. How they have been so successful is a puzzle for many of their competitors. Their history and growth is what this month's puzzle topic. If you need to fill out your Fry's wish list before you finish, you can find the answers at [www.dvpc.org/solution.html](http://www.dvpc.org/solution.html).

**Across**

1. Fry's store in Nevada (2 words)
4. Fry's store in California
5. Fry's store in California
7. Fry's store in California
8. Fry's store in California
10. Fry's store in California (3 words)
11. Fry's store in Texas
17. Fry's store in California (2 words)
18. Fry store founding brother
19. Fry's store in Texas
20. Fry's store in Arizona

**Down**

2. Fry's store in California (2 words)
3. Fry's store in Texas
6. Fry store founding member (Ms. Kolder)
7. Fry's store in Texas
9. Fry's store in Washington
12. Fry's store in California
13. Fry's store in California
14. Fry's store in California
15. Fry store founding brother
16. Fry store founding brother

## **Tidbits...**

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*(Continued from page 12)*

If you ever want to do some conversions yourself without having to learn the mathematical way of doing it, use Windows calculator. Go to View and select scientific. Plug in a number in decimal and then click on Hex or Bin to see the number in that system. For example, 999 is 3E7 in hex. In binary it's 1111100111. See? You can remember 3E7 but it's not as easy to remember the binary version.

### ***Don't Forget System Restore***

Viruses are always a threat, but did you know that one can "return" without warning if you don't turn off one Windows XP feature when cleaning up from a virus?

One of XP's great features is System Restore that can take your system back to a time when it was running better. I've used it countless times to return an ill-acting system back to a healthy time.

What if, though, you get a virus? Because System Restore can contain system settings that will restore the virus itself, it should always be turned off before you remove a virus.

To do that:

\* Right Click on My Computer and select Properties and left click. Click on the System Restore tab and check the box labeled "Turn Off System Restore on all Drives."

Then, clean up the virus and reboot. Don't forget to turn System Restore back on after cleaning up the virus.

*There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.*

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## **Getting to Know Google** *by Billy Mabray, Oklahoma City PC Users Group*

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These days, whether you consciously choose it or not, your Web search engine is probably Google (<http://www.google.com>). That's because most search sites, whether they admit it or not, are powered by Google. And, why not? Google rose to the top of the search engines because its formula provided more relevant search results than any other. Also, its deceptively simple page makes it fast and easy to use.

I say deceptively simple because, underneath that friendly, colorful logo is a powerful search system that can accept queries as complex as you want to make them. Many people don't realize that if they do not find what they want on the first try, there are techniques they can use to improve their results. There are also ways to search Google that are more appropriate for certain specialty queries. And, Google is hiding a few extras that take it beyond a search engine into an amazing reference tool.

Let's start with an example. We're cooking dinner tonight, and we need a recipe for spaghetti sauce that does not use sugar. We might go to Google and type in this:

no sugar spaghetti sauce recipe

Google tells us we have about 56,000 results to wade through. A daunting task, considering the first page doesn't seem to contain anything relevant. The first thing we will try is grouping our search terms into phrases, using double-quotes. This tells Google that certain words should be searched for together. So, we try this:

"no sugar" "spaghetti sauce" recipe

Your search contains a lot of common words that could appear together in different contexts than what you are looking for. Unfortunately in this case, our first page of results is still not as relevant as we would like. The next thing we will try is searching for pages that do not contain a certain term:

-sugar "spaghetti sauce" recipe

This tells Google that we want pages that are about "spaghetti sauce" recipe, but specifically do not contain the term sugar. That seems to have done it — our first page of results is chock full of spaghetti sauce recipes that don't use sugar. "Subtracting" a term can also be useful when what you are searching for has multiple meanings. For example, if you are researching the "Holy Grail," you might want to add "-Python" to your search to eliminate all the references to the movie Monty Python and the Holy Grail.

Now, maybe spaghetti sauce is too specific — we might want to also consider marinara sauce. In that case, we use Google's or syn-

*(Continued on page 15)*

**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](mailto:changes@dvpc.org)

## Getting to Know Google...

(Continued from page 14)

tax:

-sugar "(spaghetti | marinara) sauce" recipe

When there are multiple words that will satisfy our search, we can group them with parentheses and separate them with the "pipe" character | a vertical line that is most likely on the right-hand side of your keyboard usually on a key with the \ (backslash) character. Google will then search for references to "spaghetti sauce" or "marinara sauce."

At this point, we've become so intrigued by what we can find with Google, we've completely forgotten about dinner. Now we are interested in just how many different chicken casserole recipes we can find. Here's one way:

"chicken \* casserole" recipe

Notice the asterisk. This is called a wildcard. It tells Google that we don't care what word comes between chicken and casserole, but there should be something there. This can be particularly useful when you know most of a title of something, but are unsure of all the words. This particular search brings back all kinds of chicken casserole recipes. Something tells me we better just eat out tonight.

Besides its standard Web search, Google has many specialty searches that are triggered either by a keyword or simply by what you are searching for. For example:

site:microsoft.com "Internet Explorer" patches

This searches for references to "Internet Explorer" patches on [microsoft.com](http://microsoft.com) only. If your favorite Web site does not offer a search function, this is a pretty good substitute.

Maybe we want to know which sites on the Web link to the OKC PC User's Group Web site:

link:okcpcug.org

We can also tell Google that what we are looking for is in an Adobe Acrobat PDF file:

filetype:pdf refrigerator manual

Google pays attention to what you are searching for, and offers helpful services based on what it thinks you want. For example, have you ever noticed Google shows your search words in the blue bar above your results? The search terms that are underlined link to a definition of that word at [dictionary.com](http://dictionary.com). If you spell a word wrong, Google will prompt you with the correct spelling and ask if you would like to search for that instead.

Google has many tricks like this up its sleeves. Search for a phone number, and Google will do a reverse lookup on the number. Search for a name with a city and state and/or zip code, and Google will look up their phone number. Search for an address and you will get links to maps of that location. Include a zip code with your search terms, and Google will offer you local results — Web sites for locations near the zip code, ordered by distance. You can even type in a shipment tracking number, and Google will figure out who the shipping company is and give you a link to the tracking information.

Google offers some services that have nothing to do with searching. Try this:

68.12 + (68.12 \* .2)

The Google calculator will return the result of this computation. Fun, although, admittedly, not particularly useful. The Google calculator can be useful though, for things like conversions:

68mm = ? inches

You can do all kinds of conversions using Google — a handy tool whenever you get around to making that spaghetti sauce.

Google is much more useful than most people realize — we've only scratched the surface of what Google can do. If you are interested in more, check out O'Reilly's *Hacking Google* by Tara Calishain and Rael Dornfest. It includes many more search tips, and information for programmers who want to include Google search results in their applications. [And you can buy it at a discount — click the O'Reilly banner near the bottom of the [www.dvpc.org](http://www.dvpc.org) home page.] As you explore what Google can do, you will probably discover that Google feels like more than just a Web site.

In fact, Google is your friend.

*Billy Mabray and his wife, Angela, own Smart Goat, an Oklahoma software development and web design business. They are members of the OKCPCUG. Comments or questions on the article are welcome and can be addressed to: [billy@smartgoat.com](mailto:billy@smartgoat.com).*

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

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## **Software Review: The Ultimate Trouble Shooter** by Walt Parsons, DVPC

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Walt Mossberg in his March 18<sup>th</sup> "Mossberg Mailbox" column recommended a program that would help people determine just what all the background programs/processes did and whether or not they were necessary.

For the full Mossberg Report go to: [http://ptech.wsj.com/archive/mailbox\\_20040318.html](http://ptech.wsj.com/archive/mailbox_20040318.html)

Mossberg writes:

"Go to [www.answersthatwork.com](http://www.answersthatwork.com) and click on the button called "Task List". It's a reference library that explains most of these processes, and advises on what to do about them. At the same Web site, you can buy a \$20 program called *The Ultimate Troubleshooter* which places the same list and advice on your own PC, and can also disable the processes you don't want."

A trial cripple-ware copy is available, but it is missing most of the reference data. I paid the \$20 license fee and am well pleased with the results.

Take for example the omnipresent file that appears on your task manager in Windows XP, "ccApp" Now I'm sure that all of you know exactly what this process does and why it is sitting on your taskbar! Right? Looking up this process in the "Ultimate Troubleshooter" (UT) you find out that the process belongs to Symantec, and is the Common Client Application for several Symantec programs such as Norton Anti virus, etc. UT's advice is to "Leave well enough alone – this task is crucial to the proper working of Norton Anti Virus..."

Another example is everybody's favorite "ctfmon.exe". UT identifies it as belonging to Office and Windows XP – it activates the Alternative User Input Text Input Processor (TIP) and the Office XP Language Bar. The UT recommendation is to remove ctfmon.exe if you are not using them warns that the user has to go to the Control Panel and disable "Test Services & Speech". Otherwise Office and Windows will put the process back on the startup list.

As you can see the program is very thorough in its definitions and recommendations. UT has provision within the program to go to the startup menu and/or the registry to turn on and off background processes.

Recommendation: For \$20 this is a buy!

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## **Whither the Yellow Box?** by Moe Norris, Topeka PC Users Club, Kansas

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Eastman Kodak Company, an icon in the photographic industry for more than 100 years, dropped a bombshell last September when it announced that the company would shift its focus from film and film-based products to digital equipment and processes! And it has resolutely continued down that path. In January 2004 the company announced that by the end of this year it would no longer be selling re-loadable film based 35mm cameras, including APS models, in the U.S., Canada, and Western Europe. The "throw away" (i.e., one-time use) cameras will be the only Kodak film camera available in the west. The number of different films provided to retailers will be reduced, concentrating on just the most popular lines. Production of its Carousel film projectors was scheduled to cease the end of 2003.

Kodak said that it plans to continue providing 35mm cameras in emerging markets, such as China, India, Eastern Europe and Latin America, and will introduce six new film cameras in those markets this year. It predicts rapidly growing markets for cameras and film in those countries, in contrast to what is being seen in the west where the demand for film-related products is shrinking much more rapidly than anticipated, while purchases of digital cameras continue to grow dramatically. Kodak's array of digital cameras now extends from point and shoot consumer models to high-end professional (read very expensive) digital cameras and camera backs. It will increase its production of inkjet printing papers, and plans to introduce a new line of consumer ink jet printer models to go head-to-head with the well-established offerings from HP, Epson, Lexmark, etc.

Kodak's landmark shift in focus represents a profound change for the world's largest filmmaker, and a huge gamble. The success of the move remains uncertain. Just when Kodak needs increasing film revenues to underwrite the costs (in the billions) of this transition, film sales are dropping substantially. Since 1997 Kodak has reduced its workforce by more than 30,000 jobs. Another 15,000 jobs will be eliminated in the next two years in a further effort to reduce costs. Success is not a given. If fortune does not smile on Kodak, then not only may the Yellow Box disappear, but the company itself may go down the same path—and it won't be a Yellow Brick Road!

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# Tired of Spam?

Go to [www.DVPC.org](http://www.DVPC.org) to download QURB!

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## ***Blogs Defined, Explained, & Understood*** by Sharon Housley, NotePage, Inc.

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### *What are Blogs?*

Having heard the term previously but not having paid much attention, most people are just to afraid to show their ignorance and ask the question "what is a blog?" Lets face it: the term *blog* does not conjure pleasant images.

Blogs are *web logs* that are updated regularly, usually on a daily basis. They contain information related to a specific topic. In some cases blogs are used as daily diaries about people's personal lives, political views, or even as social commentaries. The truth of the matter is that blogs can be shaped into whatever you, the author, want them to be.

### *Where Did Blogs Come From?*

The roots of blogging can be traced back to the mid 1990s. Who the very first blogger actually was is unclear, as the art of blogging did not really take hold until 1999. The original "weblogs" were link-driven sites with personal commentaries. The very first blogs were human guided Internet web tours. While initially thought of as diaries or online journals, blogs have evolved into the latest in fresh web content.

### *The Future of Blogs*

A buzz word in techie circles, "blogging" is the wave of the future. Whether its a fad, or proves to be a new way to communicate with existing and potential customers, it deserves at the very least a cursory look.

### *Why is Blogging Helpful to Businesses or Individuals?*

Just as animated gifs were once cool, blogging is the trendy thing to do. That does not mean that it is not beneficial to businesses. Webmasters struggling to keep fresh, attractive content on their websites to lure visitors back, have found blogs the answer. Content is a necessity for online businesses, both for purposes of being found by search engines but also because it gives visitors a reason to come back.

Now that we have established that blogs are not only trendy but also beneficial to businesses, its important to understand how they can be used to your advantage. At NotePage we currently manage and update two blogs on a daily basis. The first is our new business blog at:

[www.notepage.net/blog.htm](http://www.notepage.net/blog.htm)

This professional business blog allows us the opportunity to tell potential, or existing customers industry news, updates, or generally how mobile or paging software can be used in specific situations to alleviate problems. The bottom line is we control the content. Its updated daily, which increases the chances that search engines will spider on a regular basis and it helps with page rank because it's been submitted to all the blogging directories. Initially started on a whim we've found it beneficial to report tips, tricks or make visitors aware of new regulations related to the mobile or paging industry.

The second blog we manage is at:

[www.softwaremarketingresource.com/blog.html](http://www.softwaremarketingresource.com/blog.html)

This blog is less formal and contains marketing tips, or promotional advice for software developers or online marketers. We found that we had overflow from our monthly newsletter. Generating a daily blog would require very little effort and would assist us in creating fresh content which our readers told us was of significant interest.

### *Blogs & Your Business*

The bottom line is you need to determine how a blog will benefit your business, determine a schedule and adhere to it. Let your readers know what to expect and when to expect it. Blogs provide great supplemental content and direct attention to areas of your business that you want to showcase; you direct the content but let your readers guide you.

### *Creating a Blog*

There are numerous online tools that can be used to create a blog. We found that because of security concerns, it would just be best to use a standard html authoring program. In our case we used Dreamweaver and create daily posts. Its really not much more complicated than typing an email message. The content is then sent via FTP to a web server. If you want to test the waters there are online web-based tool that helps you publish to the web instantly. The most popular web based tool is likely Blogger [www.blogger.com](http://www.blogger.com). [*Blogger was recently purchased by Google. Ed.*]

### *Other Advantages to Blogs*

While you may initially create a blog for your existing customers, you may find that you can attract new customers by illustrating your expertise in a specific field. There are numerous websites that act as "blog search engines"; be sure to submit your sites to these websites to increase your exposure. This will also help with your page rank and possibly increase the likelihood you will receive decent ranking with Google. You can also create an RSS feed in order to syndicate blog content and gain additional exposure.

### *About the Author:*

Sharon Housley manages marketing for NotePage, Inc. [www.notepage.net](http://www.notepage.net), a company specializing in alphanumeric paging, SMS and wireless messaging software solutions. Other sites by Sharon can be found at [www.softwaremarketingresource.com](http://www.softwaremarketingresource.com) and [www.monitoring-software.net](http://www.monitoring-software.net).

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**Sarah's Download of the Day: Fun With Thumbnails** by Sarah Lane, TechTV

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*Preview images as thumbnails in any version of Windows*

Those of you who use Windows XP have the flexibility to view image files inside folders as lists, tiles, icons, thumbnails, and even filmstrips. Plus, you get the added bonus of a thumbnail in the "details" area of the Windows XP folder configuration. But earlier versions of Windows don't have a lot of these neat options. On today's "Screen Savers" I'll bring two fun little programs to those of you who haven't made the upgrade.

- Context ThumbView ([www.contextmagic.com/image-viewer/](http://www.contextmagic.com/image-viewer/)) Works with: Windows 95/98/NT/Me/2000/XP

Once you install this simple program on your system, it adds a full-color thumbnail option to the context menu of any image file. Just right-click to see it!

- Instant ThumbView ([www.contextmagic.com/instant-viewer/](http://www.contextmagic.com/instant-viewer/)) Works with: Windows 95/98/NT/Me/2000/XP

Instant ThumbView works like Context ThumbView without the right-click. Whenever your mouse hovers over a selected image file, you'll see a thumbnail over the image. No need to open anything.

You can try each program free for 30 days. After that, pay \$19.95 for each program or buy both for \$29.95.

And you thought thumbnails weren't fun.

Love and kisses,

Sarah

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**Smart Computing Tips** by Marcy Gunn, Smart Computing Magazine

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*Save Pictures from the Web*

Although some photos on Web pages are copyright protected, in Internet Explorer you can try to save them as files on your own computer. Right-click the picture, select Save Picture As, and specify the location where you want to save the picture.

*To Better See a Web Page*

If you're having a bit of trouble distinguishing some of the words on an oddly formatted Web page in Internet Explorer, select Internet Options from the Tools menu. Use the Colors And Fonts button under the General tab to specify how you want the text to look. Then click the Accessibility button, select the checkboxes that tell IE to ignore site-specific colors and sizes, and click OK.

*Add Google to IE*

If you use IE, you can download a toolbar from Google that will add a search box to your browser's interface. To download the Google toolbar, go to <http://www.google.com>. Click the Services & Tools link. Scroll down to the Google Tools section and click the Google Toolbar link. Scroll down to the bottom of the page and click the Get The Google Toolbar button. Next, click the Terms Of Use button and then click the Install With Advanced Features button.

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## 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!!**

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## **Clarion SIG Meetings Move to New Location** by Bill Morris, Clarion User Group

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Attention all Clarion SIG members, active and inactive...

If location was your excuse for not attending meetings in the south bay, that excuse no longer holds water. Our next meeting is in Alamo, (that's Alamo, California, not the one in Texas), so those of you in the north bay and east bay areas will now have greater access.

**Where:** Safeway Conference Room in Alamo; see map below

**When:** The next meeting will be on Thursday June 17, 2004 from 7 pm to 9 pm

**Why:** Share Clarion Development Insight, Tips, Tricks and Techniques, Stories, Latest Developments, etc.



There's now a group BLOG. Go to <http://desine.com/svcug/> to see what's happening. User group members will be given access upon request so that you can all post your thoughts and suggestions for Clarion and the group.

Put a shortcut on your desktop and check in from time to time. There are some very interesting changes in Clarion 6 that should perk your interest.

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## **Disabling the Word 2003 Task Pane** by Ron Ogg, DVPC

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I use Microsoft Office 2003 and I am mightily annoyed by the task pane that opens unbidden on the right side of my document window, stealing precious screen space for things I definitely am not interested in using — or even seeing! So, I was excited when I saw a tip on page 92 in the June 8, 2004 issue of *PC Magazine* titled "Turn Off Startup Task Pane." So, I followed the instructions for altering a Registry key, but the key listed in the article wasn't there. So I created the key exactly as described in the tip. But it did not work! Boo, hiss! I decided to take matters into my own hands, and did a search on Google for the text: "word 2003" "task pane" (with the quotes). The fourth listing on the first Google results page was titled "Controlling the Task Pane, even when add-ins are present" and it linked me to <http://word.mvps.org/FAQs/Customization/ShowTaskPane.htm>. On this page there is a discussion of the task pane, and a link to download a free Word add-in called the *Task Pane Controller*. I downloaded and installed the add-in, selected it from the Tools menu where it was added, and — Yes! — it works! No more task pane when I open Word 2003 from it's shortcut, no more task pane when I double-click on a document to open it in Word 2003. If you dislike the Word task pane, try this little add-in which will let you disable (or re-enable) the Word task pane. (By the way, the link on this page to a page that's supposed to have an add-in to remove the Excel task pane took me to a page that is being "reconstructed" when I tried it.)

**Buy extra raffle tickets and increase your chance of winning — as you support DVPC!**

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## **The Intel PC User Group Web Site** by Steve Peyrot, East Tennessee Computer Society

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We members of user group communities throughout North America have a tremendous resource within a few simple keystrokes as we surf the internet. This resource is the web site developed by Intel® for the purpose of educating and facilitating the transfer of highly desired information into the hands of PC User Group members.

Let's face it, every one of us wake each day with more and newer technologies being developed and introduced so rapidly that it's quite a challenge to keep up. As user group members we are continually challenged not only with knowing about new technologies for our own use but also because many folks within our circle of acquaintances, colleagues at work, neighbors, and other members of the community rely on our expertise and knowledge to assist them with numerous hardware and software issues.

The web site that I will be discussing with you has been developed by our partners at Intel to assist us in tackling our everyday challenges through a vast portal of information and knowledge. They have always realized the importance of user groups and are providing us this repository of information and support. Follow me over the next few minutes as we tour The Intel PC User Group landing page.

### *The Home Area*

When a user logs in to the Intel PC User Group page for the first time, it does not look like there is much there, being so unobtrusive and uncluttered. However, once the user begins his journey through the few pull-down menu tabs that are easily accessible at the top of the screen, it becomes clear just how much information is available on this web site.

From the home area, a number of pull-down menus and some single items are available to the user. The first thing I would recommend to every user is that they look on the left side of the page and click on the area that allows the user to sign up for the Intel® Tech Wire, an email formatted newsletter delivered free on a regular basis with a wide variety of the latest personal computing information. The information delivered includes product information, articles and information on customizing your PC and maximizing your PC experience, application software, recent news, tools and resources, technology trends, human interest stories, and much more.

Just above the area for signing up for Tech Wire is PC User Group Tools. This is an area that expands out and is where a user group officer can order and schedule one of Intel's "Seminars-in-a-Backpack", or anyone can download some of the best Intel seminar materials available to user groups. Complete PDF presentations and associated materials are available to download free of charge. I would recommend that users check this area out at least once a quarter for the newest subjects and tools available.

Finally, on the main home page of The Intel PC User Group Web Site are the centralized main menu pull down tabs conveniently located along the top center of the page. These menu tabs contain tremendous amount of information, neatly compiled and sorted into five simple categories. Let us briefly go through each of these pull-down tabs in sequential order.

### *Resource Centers*

The Resource Centers link sends the user to an area where they can easily access usable information on Personal Computing, Business and Enterprise, Hardware Design, Software Development and the Intel Reseller Center. For example, under the Personal Computing Center, there are tools to help you find the right notebook or the right desktop system for you, learn how to build your own PC from Intel-validated, quality components, and compare performance of various processors. And that's just one of the Resource Centers!

### *Products and Services*

The menu tab for Product and Services leads the user to an area that lists just about every Intel product there is. Here one will find information about motherboards, processors, memory, flash cards, adapters, chipsets, controllers, servers, software, mobile, media centers, and so much more. This area also provides links to highly requested information such as The Intel Processor Roadmap; a vision into the future of processing technologies. When visiting Products and Services, I can highly recommend exploring the Intel SOFTWARE COLLEGE accessible through the "Software" tab. Some of the best training resources available worldwide are found by following this link!

### *Solutions*

The Solutions web page is a very informative area specializing in hardware, software, services, and tools. This area provides information and answers for a variety of solutions for business needs and technical challenges. Here one can find answers and solutions from not only Intel but from other third party providers. Listed also in this area are announcements of seminars and developer conferences or forums. This is the optimal resource to locate solutions and answers.

### *Technologies and Trends*

This web site area is certainly one of my favorites; I could stay logged on here for a long time! Here, you can dive into the *Intel Technology Journal*, read the *Technology @ Intel Magazine*, find out about the latest research and development news, catch up on the latest developments involving wireless technologies, the digital home, digital media adaptors, Intel processors with Hyper-Threading™ technology, and much more. In a nutshell, if someone wants to know the latest information regarding any of the newest technologies, this web page is the place to come first.

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## **The Intel PC User Group Web Site...**

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*(Continued from page 20)*

### *Support and Downloads*

Last but certainly not least is the Support and Downloads page. If you have a product with the name Intel on it, chances are that you will find complete information, product support, and a host of software drivers and patches. This web page also provides product information and technical research support regarding a wide array of Intel products.

This web site provides complete support for motherboards, notebook products, processors, network cards, communication products, graphic cards, chipsets, controllers, flash memory, pc cameras, and many other pc accessories. This area of the web site is of significant value to all us owners of Intel products. The high level of support available on this web site clearly exemplifies the commitment by Intel Corporation to its users.

As we close, I want to invite you to log on to [www.intel.com/go/pcug](http://www.intel.com/go/pcug) and explore the areas I have mentioned plus the dozens more I have not had the space to discuss in this article. Our main philosophy as user group members is for users to help other users, so we are very fortunate to have a company such as Intel support our User Groups the way they do and provide us with so many resources and so much information. At Intel's user group support site, Intel stands ready to help us in this quest of educating our communities and furthering our knowledge into the future.

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## **What is Shareware?** *by Dan Housley, NotePage, Inc.*

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Shareware is software that you can try before you buy. Software developers post trial versions of their software on websites. Consumers can then download the trial version to their computer and evaluate it. If the consumer likes the software they can purchase it. Shareware is also called try before you buy.

Today almost every big software company including Microsoft, Winzip, and AOL use trial versions or a form of shareware to market their software.

### *Why is shareware better than any other marketing method?*

Shareware is a good way to market software. It allows consumers to evaluate an application prior to making a purchase decision. They can easily determine if it meets their business or personal needs, which usually results to a satisfied customer. In addition because shareware companies are often small they can provide personalized service that is not found in larger companies. Shareware also allows for instant gratification, there is no need to wait for a shipment. Consumers can download and use the software immediately.

### *Freeware vs. Shareware.*

As you know shareware is a marketing method for software. Freeware is also a way of marketing software. However, freeware is free so the developer does not ever request any money. Shareware is free to distribute but cannot be used for an unlimited amount of time, unless the developer is paid. Freeware can be used an unlimited amount of time and can be freely distributed; payment is not required. Many developers use freeware to draw attention to their shareware applications.

### *What is software piracy?*

There are several kinds of software piracy. One kind of software piracy is hacking into software and disabling the copy protection. Software pirates then distribute or sell the hacked software. The developer does not receive any money for the software the hacker distributed. This is an infringement on the developer's copyright.

Another technique used by hackers is to illegally obtain a registered copy of software. Pirates purchase the software once and use it on multiple computers. Purchasing software with a stolen credit card is another form of software piracy. Unfortunately there are many kinds of software piracy that has slowed the industry's growth. In order for developers to continue to develop software and provide support the software needs to be profitable.

### *Registration Incentives.*

A registration incentive is something that makes the person using the shareware version of the software want to buy. There are a number of incentives developers use to encourage users to buy. One popular registration incentive is to limit the time of the trial version. This is clever because then the user can't use the shareware version forever. It encourages them to buy the software so they can continue to use it when the trial period is over.

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## **What is Shareware?...**

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Often shareware versions will have "grayed out" features on the menu that the consumer can see, but not use. Typically there is a pop-up windows in the software encouraging users to register in order to take advantage of the additional features. This is a popular registration method because if the person wants to do more things with the program, then they are forced to buy the registered version of the software.

Another innovative registration incentive shareware developers use allows customers to receive discounts on other software once they have purchased the registered version.

Developers also provide support incentives. The shareware version of software will have everything the registered version has, however, if a person buys the registered version of the software he/she will receive tech support, newsletters, and upgrades. Developers can also limit the number of times you can use the shareware version of the product. The trial version may expire after 10 uses meaning the user has to register if they wish to continue using the software.

### *Shareware now and how the term changed.*

Though the meaning of the term shareware has not changed the perception of shareware has evolved since it began. At first when you had a shareware program there was a note that asked for a donation. Now you are required to pay for the registered version of the shareware program. The shareware industry has also evolved and grown into a billion dollar industry.

### *About the Author:*

*Dan Housley is currently a student interning with NotePage, Inc. <http://www.notepage.net> developers of SMS and wireless messaging software and Software Marketing Resource [www.softwaremarketingresource.com](http://www.softwaremarketingresource.com).*

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## **Tips for Keeping Your Children Safe Online** *by Sharon Housley, NotePad, Inc.*

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Parents are constantly struggling with ways to keep their children safe online. The Internet has a global reach and at this point no bounds, or limitations. Outside of installing filtering software children should be educated in order to protect themselves to this virtual monster. We've put together a collection of ten tips that should be observed while surfing online. At the very least these tips will prompt family discussions regarding safety.

1. When on the internet personal information should be kept private. Just because someone asks doesn't mean you need to tell them. When someone asks for personal information, consider how they might use that information and whether it is necessary for them to have it.
2. If you are conversing with someone online, don't assume that they are being honest with you. Just because they say they're 16 doesn't mean they are.
3. Do not release your password to anyone, even if they say they are from your online provider.
4. Overall it is best not to respond to unsolicited e-mail (SPAM), if there is something flagrant or inappropriate in the e-mail, consider reporting the sender to their Internet Service Provider (ISP).
5. Do not give out or post identifying information, including address or telephone numbers.
6. You may want to create a nickname for a screen name in chat rooms.
7. Keep in mind when posting in chat rooms or newsgroups, that there may be lurkers (people who read but do not post). Your information can be read and seen by all.
8. Keep an open dialogue with children surfing the Internet, remember if they come to you with a problem, your first reaction should not be to take away the Internet. Applaud child's confidence in confiding in you and work together to find a solution.
9. Overall it is not a good idea to post or exchange pictures over the Internet
10. Try to keep in mind the Internet is global and is \*not\* governed by any entity. This means that there are no limitations or checks on the information posted and accessible to Internet users.

Additional Resources:

The following resources will assist in staying safe online.

Collection of Internet Access and Filtering Software — [www.monitoring-software.net/access-monitoring.htm](http://www.monitoring-software.net/access-monitoring.htm)

Contract for Safe Surfing — [www.911paging.com/internetsafety/internetcontract.htm](http://www.911paging.com/internetsafety/internetcontract.htm)

### *About the Author:*

*Sharon Housley manages marketing for NotePage, Inc. ([www.notepage.net](http://www.notepage.net)), a company specializing in alphanumeric paging, SMS and wireless messaging software solutions. Other sites by Sharon can be found at [www.softwaremarketingresource.com](http://www.softwaremarketingresource.com). Additional articles can be found at [www.small-business-software.net/free-website-content.htm](http://www.small-business-software.net/free-website-content.htm).*

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## **Using the Internet to Increase Buying Power** by Charlie Paschal, PPCC

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Buying on the Internet may intimidate some (not me) but the Internet can serve other purposes, such as a way to check prices against what you can find locally or in other nearby stores.

Ten years ago, I can't tell you the times I would buy something and then two weeks later find it for \$50 or \$100 less at another store in another city or town. After the normal fussing, I'd blame myself for bad judgment, although in those days I had no way of avoiding it.

Now, though, with the Internet, there is no excuse.

First, a couple of points to remember about the Internet:

- Items, in most cases, will be less expensive on the Internet.
- Shipping costs must always be added into the cost of an item.
- In some cases, you might save on taxes, but that depends on several factors.
- Chain stores, such as Wal-Mart, Target or Best Buy, usually charge the same for an item, even if it's in another state.
- Some items might be refurbished or reconditioned, so make sure that the item you're looking at is actually new because used items will be priced less.

There's several ways to check the price of an item, but you must do some homework first.

- Get the item's name and model.
- If you can't get all that information, get as much as you can.
- Plug that information into a search engine site, such as [www.google.com](http://www.google.com).
- To get "real people" reviews of products, type that same name into [www.deja.com](http://www.deja.com).

Another way to use the Internet is to check the features of different models or the features of a model you're thinking about buying. This can reap dividends because while doing this research, you may find that the model you're buying might not have the features you really need.

Let's take digital cameras, for example. While using a broad search at Google using only the term digital camera might bring up thousands of hits, it might turn up other digital cameras that have additional features you haven't thought about while shopping. As an example, you probably will find a site that lists digital cameras, feature-by-feature, giving you a better idea of what you need to look for in a camera.

Among those hits, too, could be information that can save you money in other ways. A good example is a modem, a device that hooks up to a telephone line to connect to the Internet. Most computers come with what's called a "soft modem," meaning it uses the computer's computing power rather than its own.

Although this might sound good, it's actually bad because these modems are cheap, cheap, cheap. If you're on a poor telephone line, you might want to get a "real" hardware modem so you can have a better chance at higher-speed connections. By reading the information you get on modems, you could learn that a hardware modem is more expensive but in the long run, will offer considerably better performance.

Sometimes buying higher quality pays dividends.

This also brings up another way you can use the Internet besides buying goods: reviews.

We all know the old saying about everyone having an opinion but on the Internet you can always find opinions and reviews of products. Despite everyone thinking the Internet is all about technology, the truth is that you can find information about every product known to man, including cars, furniture — you name it.

The two sites mentioned above can help you find reviews of nearly every product or real time opinions about products. Remember, though, that you must weigh the opinions, reading several before making up your mind. There will be some fervent opinions on both sides.

To produce some of these, just type in the name of the product and the word review afterwards. For example, type in Ford Taurus reviews and hit search. Do this in each of the search engines to get not only reviews written by professionals but reviews written by "real people" who don't normally write for a living. Quite often, the real people reviews give you more information than the professional ones.

You don't always have to buy on the Internet to reap its benefits. Browse, search, research; all of them can make your life more interesting — and safer.

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## **The Music Wars** by Wayne Steen, Quad-Cities Computer Society

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The music industry is at war with itself and its fans. Who ever thought that a rock and roll band would sue its own fans? Talk about the ultimate in corporate greed. The music industry is full of corporate greed.

However, fear not my loyal readers help is on the way. Steve Jobs of Apple, Bill Gates of Microsoft, and Wal-Mart are coming to our rescue. I feel better already.

Apple has already introduced iTunes and the iPod. Soon, Microsoft will come out with their own online music services.

Roxio has brought Napster back from the dead. Napster was once the largest illegal file-sharing service on the Internet. Roxio has now brought it back as a good file-sharing service that pays the record companies and artists for their music.

Real Networks, Music Match, and Wal-Mart now have their own online music services. My head is spinning round, round, round.

### *Apple*

Steve Jobs and Apple are the first ones out of the gate in the online music services race. However, remember back in the 1980s when Apple was the top dog in the computer box wars? They eventually lost out to Bill Gates. Will history repeat itself or has Steve learned from his past mistakes?

iTunes is currently the world's largest online music services company. They have recently added the muscle of over 25,000,000 AOL customers to their arsenal. iTunes works on both Apple and Windows computers. You must have Windows 2000 or Windows XP on your PC in order to use iTunes.

The download is simple and without a hassle. All you have to do is go to [www.apple.com](http://www.apple.com) and click on the iTunes link. All you have to do is enter your e-mail address and then download the iTunes software.

iTunes does not charge a monthly fee that all the other online music services charge. However, you can only listen to a 30-second clip from the song that you are interested in. To listen to the whole song you must buy the song for 99 cents.

You can buy as many songs as you want through the Apple Music store. You will have to enter your credit card with Apple music store in order to download music from iTunes.

You can burn songs onto an unlimited number of CDs for your personal use. You can listen to your songs on an unlimited number of iPods. (I will talk about iPods in a minute.) You can play your songs on up to three Macintosh computers or Windows PCs.

You can also set up an account for your children. Kids now have a legal way to download their favorite songs with music allowance accounts. You set up the account using your credit card and then set up a monthly allotment of how many songs your kids can buy. Once they reach the monthly limit (and they will reach that monthly limit), they cannot download any more songs.

Another nice new feature from iTunes is you can now purchase audio books. At the time of this writing, Harry Potter books were not available from iTunes.

### *Napster*

Napster is a monthly service that you pay \$9.95 a month for downloading songs. You can download as many songs as you want to your computer. However, if you want to burn the songs to a CD or digital device such as the Dell Music Jukebox then you must pay 99 cents a song.

Real Networks and Music Match also use the Napster model. I like having the ability to download as many songs as I like (or how many songs my hard drive will handle) without having to pay 99 cents a song.

If you want to burn the songs to a CD or a portable digital device then the Apple model may be more to you liking.

### *Problems*

iTunes will only burn to CDs and Apple's own iPod. The iPod is a 15 GB device that sells for \$299.00 and will carry almost 7,000 songs. Let me see, 7,000 times 99 cents equals about \$7,000.00. This is a very good moneymaker for Apple.

The Dell Digital Jukebox Music Player is very similar to the Apple iPod and costs \$249.00. The math is the same, about \$7,000.00 for 7,000 songs.

The problem is that iPod and Dell do not play nice with each other. If you use iTunes, then you are going to want to buy the iPod. If you use Real Network, Music Match or Napster then you are going to want to use the Dell Digital Jukebox Music Player.

The biggest problem is that not all famous artists are available for download with one of the online service providers. Therefore, you may only be able to listen to a favorite artist of yours on iTunes and another favorite artist of yours may only be available on Napster.

Once again, the consumer is on the short end of the stick with all of the big boys wanting to use their own standards. They are telling us, it is their ball, and you are going to play the game by their rules. We have danced to this song before!

### *Conclusion*

Who will win the music wars? Let us do some calculations.

I remember being able to buy KISS records on sale at Music Land for \$3.99. Let us do some math. Twelve songs on a typical album

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## The Music Wars...

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divided into \$3.99 equals 33 cents. Today we pay 99 centers for a song or \$9.95 for the whole album.

However, that is far better than the \$18.99 suggested retail price of CDs that are currently on sale in stores. Let me see, \$18.99 divided by 12 equals \$1.58 a song. Ouch! I don't know who will win the music wars, but I do know who has lost. Music store retailers and consumers have lost. I am against illegal file sharing, but I am also against record companies suing 12-year-old girls.

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## Security: Responding to Firewall Alerts by Stephen J. Bigelow, Smart Computing Magazine

We use firewalls to manage and secure the communication between our PC and a network (usually the Internet). When we install a firewall, we must configure it to accept or reject various connections, and most firewalls eventually "learn" the difference between normal and abnormal connections based on usage patterns over time. Still, no matter how carefully you set up and configure a firewall, you'll see alerts from time to time, so don't panic. Most alerts simply provide information, but knowing what alerts mean and how to deal with them can help keep your PC (and its precious data) secure.

### Here's the Scoop

Firewalls operate using a set of rules that define which programs and network locations can communicate with you. When a communication arrives that your firewall won't permit (or when your PC tries to communicate with a blocked or unsafe location), the firewall generates an informational alert. The alert message itself can provide specific details, such as the type of communication the firewall blocked (a Local Network Broadcast, for example), along with the protocol that was used (such as NetBIOS) and the source's IP (Internet Protocol) address. Informational alerts also may indicate program activity. For instance, a firewall generates an alert when a prohibited program tries to send information.



Firewalls such as ZoneAlarm maintain a running log of alerts that you can check and investigate further.

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## **Security: Responding to Firewall Alerts...**

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The alert message also may have more detailed features, depending on the particular firewall provider. For example, ZoneAlarm from Zone Labs (<http://www.zonelabs.com>) color-codes its alerts. An orange band represents a medium-level alert and is often the result of harmless network activity. For instance, your ISP (Internet service provider) may occasionally send PING (Packet Internet Groper) packets to your PC to verify that you're still connected. A red band represents a high-level alert, which can indicate a more serious situation, such as a possible cracker attack. In addition, ZoneAlarm provides a More Information button that directs a browser to the Zone Labs Alert Advisor, which analyzes the alert information and often returns possible explanations for the alert. The important thing to remember is that informational alerts typically don't require action on your part (other than to simply acknowledge the message); the firewall has already done its job by blocking the suspicious communication.

If you're receiving a large number of alerts while working on a LAN (local-area network), it may not be because of an attack. Instead, your firewall might be blocking normal network communications. When this occurs, be sure to place your LAN into the firewall's trusted zone, permitting communication from one IP address, a range of IP addresses, or an entire subnet. Refer to the specific instructions that accompany your firewall for more information.

### *Ask Permission*

Web browsers, email clients, FTP (File Transfer Protocol) programs, and server applications are just a few broad categories of programs that can access the Internet. Each program must receive explicit permission before access can occur; this process is part of the firewall's configuration. Firewall alerts can occur when new programs attempt to communicate, when programs change, or when previously blocked programs try to send data.

New program alerts are the most common. When you first install a firewall, no programs have permission. As you launch and attempt to use programs, the firewall sees each program as new and asks your permission to use it. For example, just after installing a firewall and launching AOL, the firewall will ask for permission to use the AOL client. You can then answer "yes" to give permission or "no" to block the program. This type of permission is vital because it ensures that only the programs you specifically designate can access the Internet. That way, you can block unknown or unexpected programs, preventing spyware or Trojan horses from communicating without your consent. If you don't recognize a program or aren't sure how it's used, click No to block it.

Alerts also can occur when programs change because unexpected program changes may indicate tampering by a cracker. As a result, if you apply a patch or update to a program, the firewall will alert you when you try to use the program later. If you've applied a patch or update, simply give your permission so the firewall is aware of the changed program.

In addition, an alert will appear when a program requests server permission. Server permission is a special type of access required for certain programs that must pay attention to connection requests from other computers. For example, some email clients, chat software, and multiplayer games require server permission. But remember that some malware and Trojan horses also may request server permission in order to let a remote user access your PC. If you don't need or recognize the program requesting server permission, click No to block that program. If you see an unusual amount of server permission requests, it's a good idea to run anti-virus or anti-spyware software as a precaution.

### *Pay Attention*

Although you typically don't need to worry about most firewall alerts, you should pay close attention to the details of each alert. Regular or frequent alerts indicating the same source may suggest a possible attack. Also, make sure that only known and trusted programs are allowed to communicate with the LAN or Internet.

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## **Computing Factoids...**

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*(Continued from page 1)*

ships hard-copy manuals only on demand.)" So I can print it out (conserving their paper) or have them send me something that should have been in the box in the first place (conserving my paper, 225 pages for the manual plus 42 pages for the addendum). Since I paid \$399 for the program, I think I'll conserve my paper instead of theirs. --Stan Slonkosky

### *Listen Up and Take Heed!*

I always tell people to unplug their PC when working on the insides. It's something I never do. My unsolicited advice? Do it. All the time. Here's why: I added a sound card to my wife's PC the other day. Easy enough, right? Then, while the system was up and running, I replaced the cover. I've done it that way since I started with PCs in 1983. This time it bit me on the butt. The case cover touched an add-in card and the system board fried. Better it should have happened to my PC, you know what I'm saying?

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