



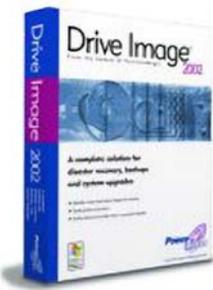
# NIBBLES & BITS

Tuesday, February 11, 6:30 p.m. at Sunny Hills Racquet Club, Fullerton — Bring a friend!

## FEBRUARY PROGRAM

# Do You Long for Yesterday-ay-ay-ay?\*

by Charlie Moore



Has your system crashed suddenly? Has your data disappeared? If you answered yes to either of these questions, you need see the latest and greatest from PowerQuest. This month, we will demonstrate Drive Image 2002 and its ability to image any partition (system or data) to another storage device. (\*See page 11 of your November newsletter for a funny computer parody of the song "Yesterday.")

We will show you how to backup to a removable hard drive, CDR media in a CD-RW drive and the newest feature, across a Windows network connection. All facets of each operation will be shown and discussed. Drive Image 2002 comes with a full bag of tools, one of which, ImageExplorer will be shown. Recovery will also be discussed.

Remember, disaster can strike at anytime. From natural disasters, hardware failures and unstable Windows operating systems to operator mistakes, your data is at risk. Don't wait for yesterday, be prepared for today! See you at the meeting! Bring a friend!

### What are reviewers saying about Drive Image?

#### PCWorld — Copy, Back Up Your PC's Drive With Ease

by Lincoln Spector, August 2002

"The best drive-imaging tool now has an improved Windows interface. Best of all, **Drive Image** has partitioning capabilities. This is important because the easiest place to put an image of your hard drive is onto the hard drive itself — but that requires a second partition. ...Acronis may correct *True Image Deluxe's* problems in some future version, but until then the \$20 extra for **Drive Image 2002** is clearly money well spent."

#### CNET — Product Review: Drive Image 2002

By Ken Feinstein, July 31, 2002

"Drive Image schedules backups at specified times so that you can walk away and let Drive Image work while you're doing other things. The software also includes a straight disk-copy mode for copying the contents of one drive to another without creating a stored image. It is perfect for those who want to create an exact image of a hard drive in Windows without falling into the boot-to-DOS trap of Norton Ghost."

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*Award Winning  
Newsletter*



# Notepad

by Linda Gonse  
editor@orcopug.org

## Life without 3.1 is good

This is the continuing saga of my fight to the death with ZoneAlarm Pro 3.1. Last month, I explained how the program resisted uninstallation before it could be completely wiped out. But, thankfully, that condition was achieved. ZoneAlarm Pro 3.1 was vanquished!

Since ZA Pro 2.6 had always run companionably with my printer and other programs before the disastrous upgrade, I decided to reinstall it. This time around, however, the conflict with my printer reappeared that existed when I ran ZA Pro 3.1. So, I uninstalled 2.6 — without complication!

I continued to use my computer without a firewall. But, every time I was on the Internet I felt my system's vulnerability. Then, Siles Bazerman suggested running a freeware program called *regcleaner* (with its installer) from <http://www.vtoy.fi/jv16/shtml/regcleaner.shtml>. "Then try 2.6 again," he said. "Regcleaner will archive the items it removes and they can be restored. There still may be some ghosts of 3.1 around."

Cautiously, I created a new Restore point in Windows Me, downloaded the 541KB regcleaner and installed it. It checked my registry for unused keys and values in seconds. Unbelievably, it found ZoneAlarm entries and others from programs removed long ago. I deleted them all. Supposedly, my system was squeaky clean.

I reinstalled ZoneAlarm Pro 2.6. I was staggered when the installation said it had **detected other ZoneAlarm settings** and wanted to know if it should use them or erase them. Naturally, I chose to zap them and

create settings from scratch.

Now, ZoneAlarm Pro 2.6 is back in operation but my printer still hangs intermittently as I attempt to run a test print of this page. My next step is to reinstall the printer driver. As a quick workaround I'm using my HP 5L driver.

Looking back to my 3.1 Hell, I wonder if my choice to upgrade to ZAPro 3.1 by adding it to the existing version—instead of doing a clean install—led to the uninstall problems. The main obstacle being *two* ZA uninstaller programs running at one time. Hindsight indicates that both versions failed to integrate seamlessly. The uninstallation was doomed before it began.

Was this also the source of troubles with other programs? I can't say. Especially since many other users have also reported moderate to severe problems with ZA Pro 3.1.

## Letters to the editor

### ■ Painting program evaluated

I am evaluating a program called "Nature Painter" now and find that it isn't that easy to use initially. There is a big difference between using a computer to try to paint and actually pick up a brush. I have done some painting in the past and I have some suggestions to the writers of the program when I finish trying to make it work. It does sound like an interesting concept.

Terry Schiele  
terry@orcopug.org

### ■ New links to UG newsletters

In case you have a link to my user group lists: <http://easysrvp.com/ugotw> and <http://easysrvp.com/ugnotw>.

Can you please replace them to their new domain: <http://crm911.com/ugotw> and <http://crm911.com/ugnotw>.

Ash Nallawalla  
ash@melbpc.org.au

### ■ Relocating drive contents

I am having fun reviewing "Alohobob PC Relocator — Ultra Control." So far so good. It allows you to transfer files, applications, settings, etc. from one CPU to another by TCP/IP, USB cable or by intermediate storage (CDR/RWs).

As I don't have a second computer, I'm reviewing it with the last option. Hey, the thing actually works! It yanks

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## NIBBLES & BITS

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The opinions expressed herein are the writers. They are not reflective of the Orange County IBM PC Users' Group position, and are not endorsed by inclusion in this newsletter.

Submit items to the newsletter editor at: editor@orcopug.org; or Linda Gonse, 22655 Valley Vista Circle, Wildomar, CA 92595-8334 (909) 245-0291.

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## Letters

⇒ page 2

out needed info from your registry and merges it with the registry on your new computer/hard disk.

You can go UP (or stay at the same level) in your Windows OS. That is you can go from Win98 to Win98/Windows 2000/XP but you couldn't go from Windows 2000 to Win 98. This rule also applies to the version of IE you have on both your source and target PCs.

I have several programs that I either lost the install CD or registration key. No problem. Just moved those apps from Win98 to my Windows 2000 OS on another hard disk and they run fine.

There are many "safety features" built into the program, such as the ability to reverse the move if something goes really wrong.

**Paul Stephen**  
editor@wpcusrgrp.org

### ■ Member warns of contagious virus on the loose

There is a very contagious virus on the loose called the "Senile Virus" that even the most advanced programs from Norton or McAfee cannot take care of, so be warned, it appears to affect those of us who were born before 1950!

I have been infected. The description below tells how you can detect whether you have been infected.

**Ted Wirtz**  
twirtz@pacbell.net

### Symptoms of Senile Virus

1. Causes you to send same e-mail twice.
2. Causes you to send blank e-mail.
3. Causes you to send to wrong person.
4. Causes you to send back to person who sent it to you.

5. Causes you to forget to attach the attachment.
6. Causes you to hit "SEND" before you've finished the

### ■ Computer book helps

I received the book on computers yesterday (that Charlie Moore sent) and I hate to have to set it down.

I am in the process of building a NEW and HOT Computer and the book is a real eye opener.

**Dean Kise**  
oikise@hotmail.com

### ■ Member checks out hoax

I received a copy of this hoax from a friend. Checking with hoaxbusters.com showed it to be a hoax.

#### *Jdbgmgr Hoax*

The jdbgmgr hoax is almost the same as the sulfnbk in that it tells you to delete a program that was installed with Windows. jdbmgr.exe is the Java Debugger Manager and does have an icon that looks like a Teddy Bear. It is not, normally, a virus. As with all executables, it is not impossible to have a copy of jdbmgr.exe that is infected by a virus but that virus will be detected by your antivirus software. Microsoft has posted the article with information on how to replace jdbgmgr.exe if you have deleted it.

**Mervin Frank**  
mfrank3@juno.com

## Don't miss ORCOPUG news & announcements

If you aren't receiving your mailed or emailed information and announcements, we may not have your correct street or email address. Please send your updated information to Charlie Moore, our Treasurer/Membership Chairman, at [charlie@orcopug.org](mailto:charlie@orcopug.org).  
—LG

## January raffle winners named

### Alpha Five DataBase, \$299\*

Dan Sheffield, Not Present  
David Musser, Winner

### NTI CD-Maker, \$49\*

Shelden Peck, Winner

### New Riders GoLive 6 Magic, \$40\*

Chad Hansen, Not Present  
Sharon Graham, Winner

### Broderbund Movie Shop, \$69\*

Joe Holtz, Winner

### MS Windows Security Inside Out, \$45\*

Herman Beverburg, Not Present  
Michael Lyons, Declined  
Lloyd Boutwell, Winner

### MS Works, \$99\*

Linda Gonse, Not Present  
Rombert Kambeitz, Not Present  
Stan Leese, Winner

### The Secret Guide to Computers, \$10\*

Ted Wirtz, Winner

### SAMS Adobe Premiere 6.5 book, \$25\*

Herman Beverburg, Not Present  
Terry Schiele, Winner

\*Estimated value

Submitted by Mike Lyons

## Members' Renewal Dates

**DECEMBER** — Trudy Morrill-Ives

**FEBRUARY** — John Bednarski,  
Mike Lyons

**MARCH** — Frank Balazs, Art  
Bullis, Sharon Graham, Milton  
Gorham, Bill LaMont

**APRIL** — Joe Holtz, Lothar Loehr,  
David Musser, Dan Sheffield

**MAY** — Lloyd Boutwell, Terry  
Schiele, Harold Wann

Submitted by Charlie Moore

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### What did she say?

The famous Olympic skier Picabo Street, (pronounced Peak'aboo), is not just an athlete, she is also a nurse. She currently works at the Intensive Care Unit of a large metropolitan hospital.

She is not permitted to answer the telephone because it always caused too much confusion when she would answer the phone and say: "Picabo, I.C.U."

*Submitted by Mervin Frank*

### Why did the chicken cross the road?

**DR. SEUSS** — Did the chicken cross the road? Did he cross it with a toad? Yes! The chicken crossed the road, But why it crossed, I've not been told!

**ERNEST HEMINGWAY** — To die. In the rain. Alone.

**GRANDPA** — In my day, we didn't ask why the chicken crossed the road. Someone told us that the chicken crossed the road, and that was good enough for us.

**BILL GATES** — I have just released eChicken 2003, which will not only cross roads, but will lay eggs, file your important documents, and balance your checkbook...and Internet Explorer is an inextricable part of e-Chicken.

**COLONEL SANDERS** — I missed one?

*Submitted by Anita Leicht*



## Membership Application

New Member  Renewal\*

\* Please fill out all the blanks below to help us keep your information updated in our database.

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Home Phone (\_\_\_\_) \_\_\_\_\_ Work Phone (\_\_\_\_) \_\_\_\_\_

E-mail Address \_\_\_\_\_

Areas of Interest/Comments \_\_\_\_\_

ORCOPUG meets the second Tuesday of every month starting at 6:30 p.m. Dues are \$25 per year. Please see our website at [www.orcopug.org](http://www.orcopug.org) for meeting location and map, program announcements and contact information.

**Make check payable to ORCOPUG**

**Mail to ORCOPUG, P.O. BOX 716, Brea, California 92822-0716**

*(Please fill out this application and mail it today!)*



## Software review

### Thumbs Up for AnyTime Deluxe

by Don Gilbert

I must admit, I was a little apprehensive when I was asked to do this review on AnyTime Deluxe, a personal information/management software, because I have not yet switched over to using a personal digital assistant (PDA) to keep track of my calendar and phone/address information opting instead for a Day Timers

Planner which I've used for 20+ years. Then I thought, what the heck, I may be the ideal reviewer just because of this. So here goes...

AnyTime software allows users to organize their personal and business activities by keeping track of calendars, schedules, appointments, birthdays, to do lists, addresses, expenses, notes, etc. It is supposed to synchronize with a wide variety of popular handheld PDAs but I was unable to test this.

I spent just at three hours installing and reviewing AnyTime Deluxe Version 8 developed by Individual

Software, Inc. of Pleasanton, California, and found it to be fairly easy to work with. It was simple to install and the installation was trouble free. Data entry was pretty intuitive but I did find that if I ran into trouble, the help file solved my problem only about 50% of the time. The other half of the time, I had to read the manual and wade through a lot of stuff before finding the answer to my question. Specifically, I wanted the software to capture the calendar events for an entire day and be able to cut and paste it to future days. I found that I could easily cut and paste single events but not necessarily an entire day. This made my data entry much longer and frustrating because many of my scheduled events occur on the same day each month as a "repeating event." I suspect that I can "grab" an entire day using the butterfly net icon didn't get a chance to check this out.

Some of the new features enable users to select quick calendars, view occupied time, request e-mail reminders and obtain driving instruction by having direct access to the Internet. The suggested retail price for a single user license is \$29.95.

I especially enjoyed and liked viewing my calendar in different ways— i.e. by the day, by the week and by the month by simply clicking the report I desired.

Overall, I recommend this software.

AnyTime Deluxe Version 8, \$29.95. Individual Software, 4255 Hopyard Rd., #2, Pleasanton, CA 94588-9900; (800) 822-3522; [pr@individualsoftware.com](mailto:pr@individualsoftware.com); [www.individualsoftware.com](http://www.individualsoftware.com).

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(Don Gilbert is an ORCOPUG member. He and his wife Jane, have an association management company offering executive management services and administration to various professional non-profit organizations for the past 10 years. He joined our user group in June 2002 to learn more about computers and why his computers were crashing. Don and Jane have one college-age daughter.)

# W

### What other people are saying about AnyTime Deluxe...

"...This user-friendly personal information manager (PIM) tracks calendar details, To Dos, addresses, and notes in one central location. Sporting a display designed to look like a printed planner, the interface offers four "glance" views-day, week, month, and year. We liked the view-sensitive navigation toolbar and the Fast Date button (available from all views), which makes it easy to bring up any date to check or amend your schedule...." — **Home Office Computing**

"...AnyTime Deluxe Edition provides all the features you'll need in a computerized personal organizer...." — **OfficePro**

"...AnyTime Deluxe ... is an easy-to-use, full-featured daily planner and organizer. This program has all of the bells and whistles of most other daily planner software without the extra cost. Individual Software has made a program that is both effective and inexpensive for the busy computer user...." — **BVS Reviews**

"...this would be an excellent tool for a small business to use the connection capabilities to schedule meetings for busy people whose individual schedules are all over the place...." — **The Kawartha Computer Club, Bits & Bytes**

## User group deals

### MEMBERS' ONLY! PAGE AT WWW.ORCOUG.ORG HAS OFFERS AND DISCOUNTS JUST FOR MEMBERS!

Click on the link to the Members Only page at [www.orcopug.org](http://www.orcopug.org). Then, type your user name in lower case, without spaces; your password is your member number following the letter "R".

## Magazine discounts just for computer user groups

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Please allow 10 to 12 weeks for your magazines to start. For renewals you must supply an address label from your present subscription to insure the correct start of your renewal. As an extra service I will mail a renewal notice to every subscriber about 3 months prior to their expiration date.

## Giant Computer Swap Meet

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Swap meet held the last Sunday of the month, every other month.

Submitted by Tony Lake

## Partition Magic 8 is offered at UG discount price

by Gene Barlow

PowerQuest Corporation recently announced a new version of their highly popular product, Partition Magic. Version 8 is a significant new release of this excellent product and one you should have on your system.

If you have purchased from us in the past at the user group discount price, you can now purchase PartitionMagic v8 for only \$35. The normal list price is \$69.95 and the upgrade price is \$49.95, so the user group price is the best you will find on this outstanding product. To order your copy, simply access our secure web order form at [www.ugr.com/order](http://www.ugr.com/order) and complete the form using the special code — UGPM8ANN. We have product available to ship immediately and you should have your package in 2-3 days. Don't delay. Order now to get your copy of PartitionMagic v8.

While you are at our web site you should also check out the excellent prices we offer on many other exciting hard drive utilities. As a special offer, you can purchase our four most popular products for just \$99, an even greater savings. If you have questions about the products or how to order them, please contact me at [gene@ugr.com](mailto:gene@ugr.com) and I'll try to respond promptly to your questions.

## 20% off MS Press books

User group members are entitled to 20% off all Microsoft Press books. To receive your discount, place your orders by phone by calling 1-800-MSPRESS. Give them the code **MCPC** to identify yourself as a user group member and receive 20% off.

# Tips and more tips for Windows users!

## Make icons, menus, buttons, and text crisper and easier to read

By turning up your monitor's resolution to anything above 800x600 everything on-screen becomes really small and hard to read although you gain more viewable space. The problem is you sacrifice your eyes in order to see buttons, icons, text, and the menus.

The great way to increase on-screen readability when your monitor is set at higher resolutions is to increase your on-screen dots per inch (dpi) size from 96 to 120. Increasing the screen dpi will make all icons, menus, buttons, and text crisper and easier to read. After you increase the screen dpi it will appear as if everything on your computer jumps out at you — especially if you take advantage of XP's new visual settings.

Follow these directions to increase the screen dpi in Windows 98, Me, 2000, and XP:

1. Go to your desktop.
2. Right-click your desktop and choose Properties to launch the display settings.
3. Click the Settings tab.
4. This step is optional: On the settings tab, increase your screen resolution to anything higher than 800x600. Click apply.
5. Click the advanced tab.
6. Under the DPI (dots per inch) settings, change the pull-down menu to "large fonts" or "120 dpi."
7. Click apply.
8. Click OK. The new changes won't take effect until you restart your computer. You'll be prompted to do this upon clicking OK.

## Clean out Internet Explorer's address bar history

It's smart to clear Internet Explorer's address bar history if you don't want anyone else to access information about your Internet viewing habits. It's also a quick and easy way to eliminate incorrect URLs that repeatedly show up on the list.

1. Click Tools.
2. Click Internet Options.
3. Click Clear History. (You can also specify the number of days to keep sites in your history log.)

You may also want to clear your AutoComplete entries. Here's how to do it.

1. Click Tools and select Internet Options.
2. Go to the Content tab and click the AutoComplete button.
3. Click the Clear Forms and/or Clear Passwords buttons.
4. When IE finishes clearing out your passwords and forms, click OK, and click OK again.

## You want the Properties box?

Never mind right clicking on an icon and left clicking on Properties. All you have to do is hold down the Alt key while you double click an icon.

## Use Windows international keyboard characters

Open your Keyboard control panel (Regional Language control panel in Windows XP) and add the language that you type in frequently.

When you need to type the character, you can click on the keyboard icon in the System Tray and switch.

## Make desktop folders

Right-click on your desktop. Select New, then Folder. A new folder appears on your desktop in just three simple steps!

*Tips submitted by Tony Lake*

## Technical error

I was having trouble with my computer. So I called Rick the computer guy, to come over. Rick clicked a couple of buttons and solved the problem. He gave me a bill for a minimum service call. As he was walking away, I called after him, "So, what was wrong?"

He replied, "It was an ID ten T error."

I didn't want to appear stupid, but nonetheless inquired: "An ID ten T error? What's that ... in case I need to fix it again?"

The computer guy grinned. "Haven't you ever heard of an ID ten T error before?"

"No," I replied.

"Write it down," he said, "and I think you'll figure it out."

So I wrote out ... I D 1 0 T

*Submitted by Ted Wirtz  
and Dean Kise*



# Karen's Power Tools

## Countdown Timer II Update

by Karen Kenworthy

I've created a brand new Power Tool (more about that in moment), and added some fun new features to Countdown Timer II.

Long-time readers may remember the timer's early days. Back in 1999 the program was much simpler. You told it about an important upcoming event, and it counted down the days, hours, minutes and seconds until the important moment arrived. When the time came, the program displayed "Done".

Even in this primitive state, the Countdown Timer II had lots of fans. Some readers used the timer to remind them to take their medicines. Other's made sure they attended important meetings, or remembered birthdays and anniversaries. Some counted down the seconds until a vacation, retirement, or wedding.

Over the years, the program learned a few new tricks. Today, it can send an e-mail message when an event's time has come. It can display an "agent", a cartoon-like character, to alert you of an event's arrival. And it can play a "sound file".

Hmm ... Did I say a sound file? Back in 1999 that was a glamorous feature. We called it "multi-media" (even though it was really "mono-media), and it was all the rage. Play a beep or a ding, and people would swoon.

Today, it's harder to weaken a computer user's knees. But that doesn't stop programmers from trying. Towards that end, the Countdown Timer II can now play video files (.avi, .mpeg, etc.). It can also execute Power Toy scripts, triggering elaborate performances by on-screen agent characters. The program can even open a spreadsheet or other computer file, reminding you when it's time to get back to work. :)

I recently made another change to the Countdown Timer II... the program can now reliably handle recurring events.

Now, when you inform the program of a future event, you can make two optional selections. One is an interval of time. From a list you can select Minutes, Hours, Days, Weeks, Months or Years. The other selection is a number. The combination of the two tells the program how often your event reoccurs.

For example, select "2" and "Week", if the event occurs once every two weeks. Your reminder will be displayed, sent, etc. every other week at the appointed time. Select "1" and "Year", and you'll get an annual alert. Selecting "6" and "Hours" sounds the alarm four times a day, once every six hours.

### Now You See It ...

One new Countdown Timer II feature may be just for fun. Now, you can make the program's main window almost disappear!

Yes, I know, you have long been able to minimize the main window, turning it into a small icon in Windows' system tray. But this new feature takes advantage of something that's recently been added to

Windows — the ability to make on-screen images transparent.

If you've used the Countdown Timer II at all, you've no doubt seen its context menu. It appears when you right-click your mouse anywhere in the program's main window. Among the choices you'll find on this menu are "New Event," "Delete Event," "Sort,"

Back in 1999 that was a glamorous feature. We called it "multi-media" (even though it was really "mono-media), and it was all the rage. Play a beep or a ding, and people would swoon.

## Power Tools

☞ page 8

“Export” and “Preferences.”

The Preferences menu choice has long allowed you to specify how the program should display dates and times. But now it has a new use. A “slider” on the Preferences window lets you control the transparency, or opacity, of the timer’s main window.

Slide the control all the way to the right (its default location), and the main window will look as it always has. No big deal.

But slide the control to the left, and the timer’s main window will begin to disappear! Gradually, the window will become more and more transparent. Slowly, the information on your Windows desktop, previously covered by the timer’s window, will show through.

Why would you want a semi-transparent window? Well, besides being cool, it might save a little space on your Windows desktop. No longer will the timer’s window completely obscure whatever information is displayed behind it. Now you can see your timer, and the other information, too.

Unfortunately, there’s one catch to this nifty new feature. Called “Alpha Blending” by programmer types, it’s only available in Windows 2000, Windows XP, and future versions of Windows. In other words, users of Windows 95, 98, and Me can’t play this new game. :(

### “Show Stopper” Sneak Peek

We’re almost out of time, but I did promise you a brand new Power Tool. So here it is: Karen’s Show Stopper!

This little program is the all-around best way to put a stop to Windows. I mean, it makes Windows stop — running. The Show Stopper can run silently in the Windows taskbar until you’re ready to quit. Or it can display a modest on-screen window, giving

you several Windows termination options.

The program also recognizes several command-line options, allowing other programs, scripts and batch files to control it.

Best of all, the Show Stopper automatically creates desktop shortcut icons that, when clicked, immediately cause Windows to reboot, shutdown, log off the current user, hibernate, or suspend.

We’ll talk more about the Show Stopper, the next time we get together. But if you’d like to take the program for a spin right now, visit: <http://www.karenware.com/powertools/ptstopper.asp>

And don’t forget to download your free copy of the new Countdown Timer II: <http://www.karenware.com/powertools/ptcount2.asp>

While online, visit the new Power Toy Script Gallery at: <http://www.karenware.com/toys.asp>

Visit Karen’s Power Tools Store and check out her collection of Power Tools T-shirts, mouse pads, hats, tote bags, mugs, and more! Your purchase helps keep Karen’s Power Tools newsletter and programs free! <http://www.karenware.com/store.asp>

### World Book encyclopedia just \$10 for 2 CD set!

World Book encyclopedia, 2003 Deluxe , a 2 CD-ROM set, contains over 22,300 articles, more than 9,600 illustrations, 117 videos, 781 audio clips, 1,400 maps and much more.

Order before February 28. Limit 3 sets per customer, free shipping and handling. Satisfaction guaranteed. Sorry, not Macintosh compatible.

Send your check for \$10 for each set to Ohio Distinctive Software, P.O. Box 349900, Columbus, Ohio 43234-9934. Include your name, address and quantity you are ordering. Visit [www.ohio-distinctive.com](http://www.ohio-distinctive.com). —LG

### Searches on club’s web site are listed

by Linda Gonse

The search engine summary for January included the following words and phrases used on [orcopug.org](http://orcopug.org). As always, the list both enlightens and befuddles us!

Search words were: *Daul screen, club, micron millenia, how to make mp3s smaller, stuffit, thinkpad, quicken, abullis, a bullis, A B, retail, reprint, links, remove, November program, november, cdr publishing, books to cd, html book, cdr book, MS Publisher, xp, gibson, george dedic, gionet, klez, TIPS, Klez cleaner, virus downloads, ORANGE COUNTY FREEWAY, styles, ms word styles, basque, October program, steve gibson, member’s forum, furelise.rmi, furelise, partition majic, partition commander 7, partition magic, io.sys patch.*

### Utilities recommended

Paul Stephen, editor of the Winnipeg PC Users’ Group, recently recommended two utility programs.

The first is STG FolderPrint Plus. “This thing will print out every bit of info on your hard disk’s folders!” he said. Get it at: <http://www.stgsys.com/fpp.asp>

A second program will change file OR FOLDER attributes. Stephen encourages users to “test drive AttributeMagic Pro.” Download your copy from <http://www.elwinsoft.com/>

### T-Shirt slogan

FAILURE IS NOT AN OPTION. It comes bundled with the software.

Submitted by Kay Gutmann



# HOW TO FIX AN **uninstall** gone wrong

by Siles Bazerman

A while ago I worked on a computer to fix a bad case of an uninstall gone wrong. In the computer in question the bad uninstall was caused by the program being uninstalled and not by operator error. The problem is well known in tech support circles.

This computer had an upgrade from Zone Alarm 2.6 (paid version) to Zone Alarm Pro 3.1. For some reason this caused errors in pages written by Dreamweaver when they were uploaded to a web site. I can't explain these errors as I do not run this particular combination but use a router. When I did use ZoneAlarm Pro I was not using Dreamweaver. ZoneAlarm Pro was verified as the culprit and an uninstall was tried. This created error messages on boot and

also did not allow the computer to boot completely.

When I received the computer that was the situation. No boot in regular mode, but it would boot in Safe Mode. I first tried

the brute force method of

uninstalling the remaining items left behind and also editing the registry.

These attempts failed. I then reinstalled ZoneAlarm Pro.

The computer

booted, but the error situation still existed. On another computer, I went to Zone Lab's web site and downloaded their instructions for uninstalling ZA Pro. This included not only using the ZA uninstaller, but removing four files from "c:\windows\system" and "C:\windows\system32" but also removing two entries in the registry using regedit.

Is this the only program that has this kind of uninstall problem? No, definitely not. There are known uninstall problems with EZ CD Creator, Nero Burning ROM, and probably with every other CD burning program out there. All the companies that make these products have very explicit step by step directions for uninstalling their products. These must be followed explicitly in order to be successful. Otherwise, you may not be able to reinstall or install a newer version. For CD programs in Windows XP, one sure third party tool can be obtained at <http://www.aumha.org/downloads/cdgone.zip>.

Apparently for these various programs to work, they must embed themselves

very deeply into the operating system and the registry. Deep enough that special procedures are needed to clean out all the remnants that block upgrades or reinstalls. In most of these cases following a failure to completely uninstall a program and the subsequent error messages, you will have to reinstall the program before following the directions. If there is any doubt as to the need for these procedures, visit the manufacturer's web site and check. Above all BACKUP, BACKUP, BACKUP. Did I say Backup?

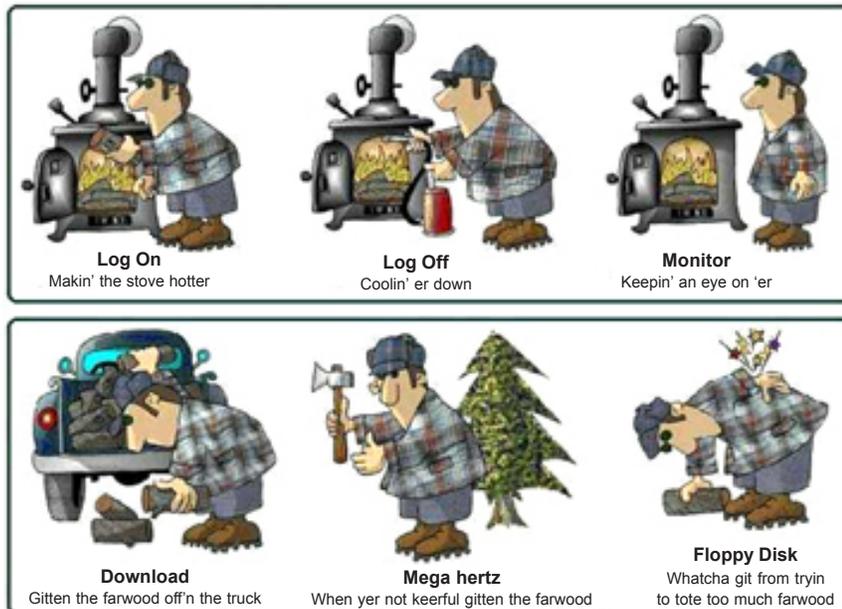
Lavasoft ([www.lavasoft.de](http://www.lavasoft.de)) will have their new freeware version of Ad-Aware, version 6.0 available after February 6. The paid version is available now and has added Ad-Watch, which is a popup stopper. This is the reason no rev file updates have been available since September 2002. Along the same lines, but without the popup stopper, is Spybot — search and destroy (<http://security.kolla.de/>). One caution, however, this is a very aggressive program and you can not let it blindly delete found items. If left to automatic deletion many of your programs will fail. You must read each item and decide if it really is spyware or a needed item.

**Siles Bazerman is ORCOPUG's APCUG Representative. Contact him at [siles.bazerman@gte.net](mailto:siles.bazerman@gte.net).**

**H**ECK IS WHERE PEOPLE GO WHO DON'T BELIEVE IN GOSH.

## TECHNOLOGY

For Country Folk



*Submitted by Kay Gutmann*

### Office users susceptible

### **“Slammer” attacks Internet, affects servers, PCs**

On Saturday, January 25, Microsoft discovered an Internet attack in progress caused by a virus, creating a dramatic increase in network traffic worldwide. “Slammer,” an Internet worm, targeted Microsoft #174; SQL Server #153; 2000-based and MSDE 2000-based systems not updated with the appropriate security patches.

**According to Woody Leonard, the author of several popular Windows books, MSDE 2000 comes as part of products which home pc Office users own, including: Office XP Developer Edition, Office XP Professional Edition, Sharepoint Team Services, Visio 2002 and many other products. Custom-built Access programs may also contain a copy of MSDE 2000.**

The virus does not appear to attack the data of infected systems.

The vulnerability that is exploited by this virus was first addressed by Microsoft in July 2002 and in subsequent patches. These updates were also included in the recently released SQL Server 2000 Service Pack 3 (SP3). While systems that have installed any one of these updates are protected, Microsoft strongly recommends customers immediately follow the instructions for installing the patch on <http://www.microsoft.com/technet/security/virus/alerts/slammer.asp>, and begin evaluation and deployment of SQL Server 2000 SP3. If you are using MSDE 2000, install the patches in order to provide protection from other potential attacks.

For normal Office users, Leonard recommends downloading Symantec’s

detector/fixer at <http://security.response.symantec.com/avcenter/venc/data/w32.sqlexp.worm.removal.tool.html> and run it.

“If the removal tool tells you that you don’t appear to be vulnerable to the worm, it’s highly likely that you don’t have MSDE installed,” said Leonard.

“If you do have MSDE, download the SQL Server 2000 SP3 patch (start at <http://www.microsoft.com/technet/security/virus/alerts/slammer.asp>) and run it.”

Finally, Leonard said, “It’s unconscionable that Microsoft is using MSDE... specifically via Office XP, exposing all of us to Slammer-like damage in the process.”

*— Submitted by Dean Kise and Linda Gonse*

### **Internet auctions aid identity theft**

Internet auctions generated 13% of the identity theft complaints in 2002 to the Federal Trade Commission (FTC): <http://zdnet.com.com/2100-1105-981489.html>.

An FTC report at the end of January says complaints about identity theft have increased 73% since last year and account for 43% of all the complaints they received in 2002.

FTC website information about identity theft is at: <http://www.consumer.gov/idtheft/>.

*Source: SANS NewsBytes*

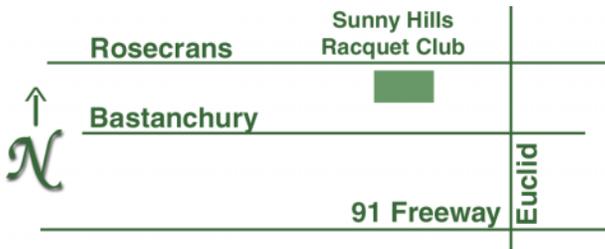
### **Newsletter contributors**

Anita Leicht, Ash Nallawalla, Charlie Moore, Dean Kise, Don Gilbert, Donald Gonse, Gene Barlow, Herb Goodman, Karen Kenworthy, Kay Gutmann, Linda Gonse, Mervin Frank, Mike Lyons, Paul Stephen, Siles Bazerman, Ted Wirtz, Terry Schiele, Tony Lake.

### **Newsletter deadline February 22**

## Visitors are welcome! Meetings are FREE!

The Orange County IBM PC Users' Group regular meeting is scheduled for the second Tuesday of the month at 6:30 p.m. at the Sunny Hills Racquet Club, 1900 Camino Loma, Fullerton, (714) 992-1300. For more information, call (714) 990-0580, or go to [www.orcopug.org](http://www.orcopug.org).



**Directions:** From the 91 Freeway, exit at Euclid and go north. Go past Bastanchury and turn west (left) onto Rosecrans. Sunny Hills Racquet Club is located on the south (left) side of the street

### All members are invited to attend the planning meetings!

Planning meetings are held the third Thursday of every month at 7 p.m. at Downey Savings & Loan, one block east of Harbor at Bastanchury in Fullerton.

**Special offers for our user group members are on the Members' Only! web page at [www.orcopug.org](http://www.orcopug.org).**

### Members' Web Pages

Siles Bazerman—Personal Page

<http://home1.gte.net/reso44a/index.htm>

Linda Gonse—PC Instruction, Newsletter and Web Page Design

<http://basicbytes.com>

Sharon Graham—Family Photos

<http://home.earthlink.net/~shgraham/>

David Musser—Consultant

<http://home.att.net/~musserandcompany>

Members, send your URL to [editor@orcopug.org](mailto:editor@orcopug.org)



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award-winning web site at  
[www.orcopug.org](http://www.orcopug.org)

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Drive Image  
Demonstration  
Tuesday, February 11  
6:30 p.m.  
See meeting map  
on back panel

Computer users helping one another  
Orange County  
IBM PC Users' Group  
P.O. Box 716, Brea, CA 92822-0716

