NIBBLES & BITS

Orange County IBM PC Users' Group

Tuesday, January 8, 6:30 p.m. at Sunny Hills Racquet Club, Fullerton — Bring a friend!

JANUARY PROGRAM

Siles to demonstrate Paint Shop Pro 7

Discover what 20 million users already know — Paint Shop Pro offers the easiest, most affordable way to achieve professional results! Don't waste your time with high-end professional products that cost a fortune and take a lifetime to learn. And don't settle for slow, cookie-cutter programs that tie you to templates. —www.jasc.com

by Siles Bazerman

At the January 8 meeting, I will continue the November presentation of JASC Paint Shop Pro 7 that was interrupted by equipment problems. This is the special Tenth Anniversary edition with extras.

This program will do 90% of what Adobe Photoshop does at less than 18% of the cost. JASC is an acronym for Just Another Software Company. The original program was shareware and was so good it eventually migrated to commercial release.

Time permitting, I will also present a quick view of Windows XP Professional. On display will also be the "world famous" HAL!

Second offer for projector too good to pass up!

by Mike Lyons

At the December meeting, I explained the club had a chance to buy an Epson 50C projector with a spare bulb for $1,400-$1,500. This projector had about 10 hours of usage on it, and was a 1000 lumen projector with 800 x 600 resolution that normally sells for $2,000 without a spare bulb($300). It does have a feature that enables it to emulate 1024 x 768. I said that the club requirements for a projector were: 1000 lumens, 1024x768 resolution and a zoom lens.

I asked for a show of hands on how many members wanted to get the Epson projector deal, and about nine members raised their hands. Those that wanted to pass on the deal and get the projector we thought we needed was somewhere between 17-19 (about 2-to-1 against).

Then, at Christmas, the projector was offered to us again for just $1,000. But, Charlie Moore and I needed to make the decision before the next club meeting. We thought it was too good of a deal to pass up and took it! This means we have a projector at an extremely reasonable price and money left over in the treasury!

January 2002
Volume 20, Number 1

Award Winning Newsletter

Notepad

by Linda Gonse
editor@orcopug.org

News very briefly…

In October 1999 I wrote suggesting that the club buy a new LCD projector. It's December 2001, and **we now have a projector!** It will be used at the January meeting. (Read Mike and Charlie's articles, pages 1 and 2.)

There were six responses to my email and bulletin board survey: Two want a newsletter pdf attachment, two want a link to the pdf, and two don't care. So, **I'm sending out the pdf attachment** (this month it's 262KB— not too large for Hotmail users) with meeting announcements.

Letters to the editor

■ *Quick work saves computer*

Last night…my computer 'Popped' and smoked. I grabbed the power cord and pulled off the side panel but couln't see anything right away. Could smell burnt electical components though. I suspected the power source after inspecting the whole mother-board. Pulled out the power source and pulled the cover and there was a blown capacitor right in the middle of the board. Just a small one but sure made a racket. Replaced the power source tonight and the computer seems to be working fine. This one has twin fans and is a bit quieter.

Terry Schiele
terry@orcopug.org

■ *LAN Administrator's lament*

…"Goner"wreaked (its) havoc here. As to my e-mail to everyone, "DO NOT OPEN, DELETE IMMED-IATELY!" People seem to think that

means:

1. It's okay to open the message, as long as it came from somebody you know.
2. It's okay to open anyway, because I updated my antivirus just last month.
3. It's okay to open it, as long as you delete it afterward.
4. It's okay to open it if you've never gotten an infected e-mail before and REALLY want to know what a virus looks like, so you will know how to handle an infected message in the future.

And, oh yes, I discovered that some people sort their in-basket alphabeti-cally instead of date/time, and never delete messages out of the in-basket ("so I'll have all my messages if I need to go back to one and re-read it.") Guess where the warning message winds up. Off screen by three pages. Maybe thirty, I don't know.

ARRRGHH! Took Tim and I about two and a half days to clean up the mess.

As to the raffle, I was quite fortunate. Got Encarta 2002, Paint Shop Pro, and a book "Upgrading and Repairing PCs." The book weighs a ton. About 8" X 10" and 3" thick. (Charlie really wanted to win this one. He said it is a gold mine.)

Ted Wirtz
twirtz@pacbell.net

2001 Christmas raffle "very successful"

by Charlie Moore, Treasurer

Twenty-six members attended the meeting, and 21 were winners in the drawing. Everyone received a free Shareware CD for "Christmas Stocking Stuffer."

One member won 7 times, three members won 6 times, one member won 5 times, six members won 3 times, four members won twice, and six members won once.

A total of 116 products were offered in the drawing: 41 were withdrawn for no participation, 13 were won by the club, and 62 were won by members. That leaves the club 54 products for the free monthly drawings.

Ticket sales totalled $761. With that amount, plus renewals, the treasury is sitting right at $3,000.

All in all it was a very successful Christmas party.

Members' email directory

Arnold, Dale
.... *darnold33@hotmail.com*
Balazs, Frank
.... *fbalazs@netzero.net*
Bazerman, Siles
.... *siles.bazerman@gte.net*
Black, Ike
.... *ikeblack@msn.com*
Boutwell, Lloyd
.... *LloydB8@aol.com*
Bullis, Art
.... *bullis@worldnet.att.net*
Brubaker, Jim
.... *info@1homeseller.com*
Cadish, Dan
.... *dbcadish@netscape.net*
Chenoweth, Bob
.... *Chenoweth1@aol.com*
Emigh, Glenn
...................*glenne@linkline.com*
Francis, Joe
.....................*joefran1@earthlink.net*
Frank, Mervin
.... *mfrank3@juno.com*
Gonse, Linda
.... *linda@orcopug.org*
Gorham, Milton
.... *m4gorham@home.com*
Graham, Sharon
...................*shgraham@earthlink.net*
Hedges, Ralph
........................*rhedges@juno.com*
Jackson, Walter
.... *wvjaxn@aol.com*
Kambeitz, Bob
.... *rkambeitz@juno.com*
Kaump, LeRoy
.... *leroy_kaump@hotmail.com*
Kise, Dean
.... *oikise@hotmail.com*
Klees, Larry
.... *lklees@dslextreme.com*
La Mont, Bill
........................*WILLARD47@aol.com*
Lake, Tony
.... *TonyLake@juno.com*
Leese, Stan
.... *stan_leese@surfside.net*
Loehr, Lothar
.... *lothar@orcopug.org*
Lyons, Mike
.... *mike@orcopug.org*
Moore, Charlie
.... *charlie@orcopug.org*
Morrill-Ives, Trudy
.... *morrswiss1@earthlink.net*
Musser, Dave
................*dmusser@worldnet.att.net*
Prince, Leonard
.... *lenprince@juno.com*

Schiele, Terry
.... *terry@orcopug.org*
Tooley, Richard D.
.... *tooley@alum.mit.edu*
Turner, Denny
.... *a1call10@lycos.com*
Wann, Harold
.... *WANN.HSW@worldnet.att.net*
Webster, Marvin
.... *mwwebster@earthlink.net*
Westberg, Carl
.... *carl@orcopug.org*
Wirtz, Ted
.... *twirtz@pacbell.net*

They could be right!

"If the human brain were so simple that we could understand it, then we would be so simple that we cannot understand it." Emerson Pugh

Submitted by Leonard Prince

"War is God's way of teaching Americans geography." Ambrose Bierce, writer (1842-1914)

Submitted by Mervin Frank

Order food at meetings from the Courtside Bar and Grill menu!

Troubleshooting

How to test for telephone line noise

by Dick Tooley, ORCOPUG member

I have had a problem with my connections to the Web being dropped at what seemed to be unreasonable intervals. It turns out the problem was noise on the telephone line. I received some interesting information from my ISP, ATTGLOBAL, that might be of interest to others. My connection is now much more reliable and much faster.

The source of the following is their Document # 120, "Line Noise Testing Procedures"

1. How To "Listen" To Your Phone Line:

"If you have any connection problems, it may be related to "Line Noise" from your phone line. In order to really listen to your phone line you need to get rid of the dial tone. Lift up the phone handset and dial..1... Once the dial tone is gone you have about 30 seconds to really listen to your phone line (after about 30 seconds the line may change to a busy signal). Listen closely to the line and verify you do not hear any pops, bangs, crackles, creaking or faint voices in the background. Any of these noises can cause your modem connection to fail." At least with my poor hearing, I heard nothing.

2. These Noises Can Be Caused By Something Simple:

"Maybe a loose screw on a connector block somewhere between you and the exchange or water in one of the Telco cable ducts. It could also be a bad connection in the house somewhere and not necessarily on the line extension that is feeding you modem…"

3. Wiring In And Around Your Phone Jack:

Cordless phone jacks and extra 'outside wiring' near the phone jack should be removed. If you have a double phone jack on the wall try disconnecting the other phone line. All of these items may cause interference and connection problems."

Checking Line Quality With Your Modem:

To do this, one needs to be in a Terminal Mode.

Windows 3.x

"Start terminal from the Accessories Program group. Once within Terminal click Setting from the menu bar and then Communications. Verify your com port is properly selected in the Connector field." (I used this option on an old computer and had to also select a generic terminal mode.) "From this panel you can send commands to your modem by typing into the 'white screen.'"

Windows 95/98

I have Windows ME and the following did not work so I used the 3.x method. However here are the instructions.

"Start Hyper Terminal from Windows Accessories (it can be installed from Add/Remove Programs in Control Panel). Once there start any existing icon (or create a new connection icon) and click Cancel on the Connection box. The only necessary setting is choosing the correct modem. From this panel you can send commands to your modem by typing into the 'white screen.'"

Line Testing:

a. Go into Terminal Mode, with the phone line available and type ATDTXXX-XXXX (where X is the local access number from which you have connection problems) and hit enter.

b. The modem should then go through the connection process and return a connection speed. Pause and wait a few seconds.

Members' Renewal Dates

NOVEMBER 1	MARCH
Randy Bremer	Frank Balazs
Bob Chenoweth	Art Bullis
Jose Ramirez	Ramon Evans
DECEMBER 1	Milton Gorham
Jim Brubaker	Sharon Graham
Verla Covey	Larry Joyce
Trudy Morrill	Bill La Mont
Jerry Patterson	Marvin Webster
JANUARY 2002	**APRIL**
LeRoy Kaump	Lothar Loehr
Leonard Prince	David Musser
Ted Wirtz	Denny Turner
FEBRUARY	
John Bednarski	
Mike Lyons	
Charlie Moore	

Submitted by
Charlie Moore & Mike Lyons

Ten Steps to Protect Against Malicious Mobile Code

by Roger Grimes, author of Malicious Mobile Code
Published by O'Reilly - http://security.oreilly.com/

My boss has a saying, "Why would anyone continue to do the same thing over and over and over and expect different results?" Yet most of the PC world continues to use antivirus scanners and end-user education as their primary means to protect against malicious mobile code (viruses, worms, trojans, etc.). These methods don't work. They have never worked in the past and they will not work in the future.

The International Computer Security Association Labs reported the following findings in their industry-respected Computer Virus Prevalence Survey 2000:

- **The average surveyed business experienced 160 malicious code encounters per 1,000 machines per year.**
- **More than half the businesses surveyed experienced a virus disaster.**
- **Median downtime from a malicious code incident was 21 hours.**
- **More than 88 percent of surveyed respondents said they had all the PCs protected with antivirus software.**

When you read statistics like that you quickly realize that the status quo isn't good enough. Don't get me wrong, antivirus scanners are great tools. They're just not the complete solution.

Scanners by their very nature are not great at recognizing new malicious code threats. Even with automated signature updates and with detection-response times under a few hours, antivirus vendors are hard put to stop the latest email worm from spreading around the world. And if you have a network of any size, you already know how hard it is to keep all the scanning clients up to date.

End-user education doesn't work either. No matter how many times you inform users about all the latest antivirus recommendations, there will always be a certain percentage of users who will forget your advice. They throw caution to the wind and open every email, click on every attachment, and download dubious programs. And it only takes one infected machine to expose the entire network) Install an antivirus scanner. Although an antivirus scanner is not a complete solution, it is a pretty good defense tool. If used appropriately (by installing them on the company's email servers and end-user desktops), they are a significant step in preventing malicious mobile code. There will always be a certain percentage of users who will forget your advic… And it only takes one infected machine to expose the entire network.

Preventing Malicious Mobile Code

So, how do you prevent malicious mobile code? Follow these five principles:
1. Assume that antivirus scanners won't work all the time and that end users will ignore everything you say.
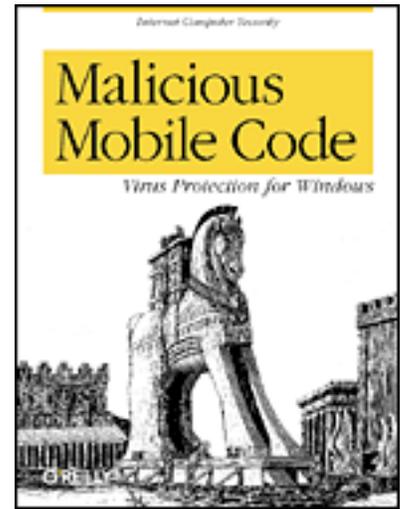
Malicious mobile code is a new term to describe all sorts of destructive programs: viruses, worms, Trojans, and rogue Internet content. Until fairly recently, experts worried mostly about computer viruses that spread only through executable files, not data files, and certainly not through email exchange. The Melissa virus and the Love Bug proved the experts wrong, attacking Windows computers when recipients did nothing more than open an email. Today, writing programs is easier than ever, and so is writing malicious code. The idea that someone could write malicious code and spread it to 60 million computers in a matter of hours is no longer a fantasy.

The good news is that there *are* effective ways to thwart Windows malicious code attacks, and author Roger Grimes maps them out in *Malicious Mobile Code: Virus Protection for Windows.*
August 2001, 542 pages, $39.95

Malicious code

2. Focus on how malicious mobile code spreads, the mechanisms it uses to do its dirty work, and prevent it from infecting a PC and spreading.

2. When you put in a defense, assume that it will sometimes fail, and put at least one safety checkpoint in place.

3. Make sure every PC under your control has been modified appropriately, and take extra care to modify new PCs.

4. Create and test a rapid response plan for malicious code emergencies that get by in spite of your defense efforts. Infections will happen, so be prepared to wipe them out quickly.

The rest of this article will focus on the modifications that should be made to every Windows PC to prevent malicious code from infecting and spreading.

Ten Steps to Protect Against Malicious Mobile Code

1. Install an antivirus scanner. Although an antivirus scanner is not a complete solution, it is a pretty good defense tool. If used appropriately (by installing them on the company's email servers and end-user desktops), they are a significant step in preventing malicious mobile code.

2. Disable booting from drive A:. Go into your BIOS setup and disable booting from Drive A:. This will prevent pure boot sector viruses from taking control of your PC.

3. Install the latest software versions and patches. Every new version of software fixes old security holes and provides new protection mechanisms. Get on mailing lists and newsgroups to make sure you get notified of security patches. These days worms are automating attacks to

exploit new security holes (i.e. Code Red worm), so wait only a few days before applying the new security patch to make sure the vendor didn't release a buggy patch. Also, use the vendor's default security settings, or higher.

4. Rename or delete dangerous executables. Rename (preferred) or delete rarely used executables that can be used by malicious mobile code for harm. These include: FORMAT.COM, SYS.COM, DEBUG.EXE, REGEDIT.EXE, REGEDT32.EXE, WSCRIPT.EXE, and CSCRIPT.EXE. I like renaming executables instead of deleting them because files can easily be used again by knowing the new names.

> **Installing new software, upgrades, and patches can reinstall now missing executables.**

Computer utilities like Norton Disk Doctor will often reassociate renamed files when they are called upon. The newer versions of Windows will often restore protected system files, although there are ways to defeat this behavior depending on the version of Windows you use.

5. Remove Windows Scripting Host (WSH) file associations. WSH is a Microsoft program used by many types of malicious mobile code. Files ending in .hta, .js, .jse, .vbs, .vbe, .wsh, .wsc, and .wsf, should have their opening action reassociated with some harmless program, like NotePad.

> **In Windows 98, open Windows Explorer, choose Tools -> Folder Options -> File Types, choose the appropriate file extension type, choose Open under Actions -> Edit, and change WSCRIPT.EXE to NOTEPAD.EXE.**

6. Make file extensions visible. It is safe to run nonexecutable file content, such as JPGs, MPGs, GIFs, WAVs, etc. You just need to make sure they aren't executables in disguise. Most Windows versions will hide known file extensions. Thus, a seemingly innocuously named file, PICTURE.JPG, may be PICTURE.JPG.EXE. In Windows Explorer, look for the file extension hiding option under Folder Options.

> **Some file extensions, like .shs (scrap object file) have to be modified in the Windows registry in order to display.**

7. Start by assuming that antivirus scanners won't work all the time and that end-users will ignore everything you say. Remove unnecessary programs and services. Most PCs have at least a handful of programs and services running that the user doesn't know about, and in many cases, doesn't need. Explore the obvious start-up areas (CONFIG.SYS, AUTOEXEC.BAT, CONFIG.NT, AUTOEXEC.NT, WIN.INI, SYSTEM.INI, Start-up folders and groups, and the start-up areas in your registry), looking for programs that should not be there. I use MSCONFIG.EXE in the latest versions of Windows and SYSEDIT in older versions for quick looks. In your registry, look under HKEY_LM\Software\Microsoft\Windows\CurrentVersion\Run or Run Services. Delete program entries you are sure you don't need.

> **There are several other areas where autostarting programs can hide in the registry, but the above registry key is the most popular.**

The Naked PC

Recycling PC Components and Paraphenalia — Part 2

by Lee Hudspeth

This article focuses on how to responsibly recycle whole PCs. There are several different categories of functionality for whole, recyclable PCs. A PC that you're considering recycling could be obsolete (from your point of view, perhaps not so for others) or it could be marginally useful to you in a special role. Also, if you run a PC wholesale or retail operation then you might have an overstock situation. Note that in this and subsequent articles when I say "recyclable PC" I mean "a PC you don't want any more." Any PC, even your latest hotrod PC, is a candidate for recycling.

If the PC you want to recycle is fully functional then **consider these options**:
- **keep it for a while**
- **sell it**
- **donate it to a charitable organization**
- **recycle (dispose of; scrap) it in an environmentally appropriate way**

In any of the above cases—except if you continue using it, say, as a telecommunications server—you should completely sanitize its hard disk (more on this in a moment). Optionally you may want to go the extra mile and render the drive MS-DOS bootable after sanitizing it, as a courtesy to whomever the recipient may be. Even in a "keeping it for a while in storage" scenario, sanitize the drive since you might forget about it while it's in storage. When you stumble across it years later and it doesn't boot up due to some lack-of-use hardware failure, you won't have any worries about proprietary data sitting exposed—but not easily erasable— on the belly-up PC's drive.

While it's true that you can scrap a fully functional, obsolete PC, I encourage you to do try and keep it in service if at all possible. This way someone continues to extract value from it as an operating device, not just scrap metal or spare parts, and this minimizes inefficient, premature recycling.

If the PC is not fully functional then you'll need to make a judgment call. If the problems aren't too severe, you may be able to repair the PC yourself for just a few dollars. Even with severe problems, there may be a market for it in the used component channel. If you're fortunate to have a PC donation/recycling organization nearby, contact them and see if they accept dysfunctional PCs.

Here's how to sanitize a whole, recyclable PC. Folks, always sanitize a PC before you sell it or give it to someone else, even if you're giving it to a scrap heap!

> Any PC, **even your latest hotrod PC,** is a candidate for recycling.

Boot into Windows and manually clear the Recycle Bin, clear your browser caches, delete proprietary data, delete password files, uninstall programs, delete Registry keys containing sensitive or confidential information, and so on. Then run a Windows-based tool like Norton Utilities WipeInfo. http://www.TheNakedPC.com/t/421/tr.cgi?lee1

Note that if you're working with a hard drive that is beginning to fail, since a deep government-level wipe operation may tax it, I recommend you take the precaution of first manually deleting everything you can so at least you get that far in the event the drive crashes during the wipe.

Although I have not yet personally evaluated any of these file/disk sanitizing tools, there are plenty of them. Go up to ZDNet Downloads and search on "erase", http://www.TheNakedPC.com/t/421/tr.cgi?lee2

These tools that popped up repeatedly during my Internet searches:

- **DiskSanitizer, FormatSecure 2001, and Eraser 2000**
http://www.TheNakedPC.com/t/421/tr.cgi?lee3
- **Disk Amnesia**
http://www.TheNakedPC.com/t/421/tr.cgi?lee4
- **Zdelete**
http://www.TheNakedPC.com/t/421/tr.cgi?lee5

Alternately—and ideally for an older Windows 9x (or prior, including even MS-DOS-only) system—you have a copy of the now defunct but extremely cool Norton Utilities MS-DOS tool WIPEDISK. There's also a version called WIPEINFO that supports a "Wipe entire drive" option.)

User group deals

Magazine discounts offered to computer user groups

	1 Year	2 Years	3 Years
Computer Games	$12.95		
Computer Gaming World	$14.95	$28.95	$41.95
Computer Shopper	$17.97	$33.95	$48.95
Dr. Dobbs Journal	$15.95	$30.95	$43.95
Mac World	$12.95	$24.95	$35.95
Microsoft System Journal	$21.95	$39.95	
Mobile Computing	$ 9.95	$18.95	$26.95
PC Gamer	$11.95		
PC Magazine	$25.97	$48.95	$68.95
PC World	$20.95	$39.95	
Publish	$17I95	$33.95	$48.95
Smart Business	$11.50	$21.90	$31.80
(PC Computing)			
Wired	$ 6.00	$12.00	
Yahoo! Internet Life	$13.95	$25.95	$37.95

Prices revised 11/24/2001

These prices are for new subscriptions and renewals. All orders must be accompanied by a check, cash or Money Order. Make payable to Herb Goodman, and mail to: **Herb Goodman, 8295 Sunlake Drive, Boca Raton, FL 33496.** Call or write: 561-488-4465, *hgoodman@prodigy.net.*

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.

Submitted by Tony Lake

Special upgrade price for Partition Magic

by Gene Barlow, User Group Relations, (801)796-7370

PowerQuest Corporation has just released Version 7 of Partition Magic, their most popular product.

If you are a user group member and wish to upgrade, you may order Version 7 for only $35. Here's how: · Access our secure web site at www.ugr.com/order/. 1. Enter your user group name and the special order code of UGPM7. 2. Check the PartitionMagic v7 entry and complete the form and submit it. (There is a $5 shipping charge, $10 to Canada.)

Job interview hits heights

Reaching the end of a job interview, the Human Resources person asked a young engineer who was fresh out of MIT, "What starting salary were you thinking about?" The Engineer said, "In the neighborhood of $125,000 a year, depending on the benefits package." The interviewer said, "Well, what would you say to a package of 5 weeks vacation, 14 paid holidays, full medical and dental, company matching retirement fund to 50% of salary, and a company car leased every 2 years— say, a red Corvette?" The Engineer sat up straight and said, Wow! Are you kidding?" The interviewer replied, "Yeah, but you started it."

Submitted by Anita Leicht

Recycling

I have kept copies of my Norton Utilities v4.5 diskettes around for years, with the masters safely tucked away; in fact, these tools' timestamps date back to 1989! This tool scrubs the entire drive to U.S. Department of Defense specifications, and eradicates the system areas, so when you're done you'll have to format the drive for it to be usable again. That's exactly how well scrubbed you want your hard drive to be before it leaves your possession. You don't have to do any manual deletion from within Windows with this tool, just run it from "Restart in MS-DOS mode."

If you want to sell a whole, recyclable PC, you can always try your local newspaper and other printed media channels. Here is a list of Top10Links' current top ten (by popular vote) computer auction Web sites: http://www.TheNakedPC.com/t/421/tr.cgi?lee6

Here's a listing of computer scrap companies in the U.S. (list maintained by "Share the Technology," a nonprofit corporation). You may be able to locate other similar firms in your region either through the yellow pages or by searching the Internet. http://www.TheNakedPC.com/t/421/tr.cgi?lee7

In future articles I'll provide resources for donating and recycling (disposing of; scrapping) a whole PC.

I welcome your comments on recycling techno-trash.

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This article is an excerpt from The Naked PC, a free, monthly online newsletter. If you liked it, it's easy for you to subscribe and read many more articles each month. Go to www.thenakedpc.com. If you have comments, newsworthly items, or suggestions, email Lee Hudspeth at leehudspeth@TheNakedPC.com.

Line noise…

c. Type +++ (3 pluses) without hitting the enter key (the modem should return an OK). You will still be online but in a terminal mode.

d. Now type the command AT%L%Q and hit enter (this step should be performed quickly because the connection may drop). The modem should return 2 figures on successive lines that look similar to 20 and 8.

e. Copy down these figures and close your Terminal program.

"These two figures are the Line Level (%L) in -dbm(-20 dbm in the example above) and the Eye Quality Monitor (%Q) index (8 in the example above).

"The two figures of -20dbm and 8 are reasonable values and higher figures mean worse connections. A value of -24dbm and higher on the first may mean a bad connection or no connection at all (note that "higher" refers to the actual number and not its relative negative value). A value of 15 and higher on the second mean there are real line problems with your Telco circuit. You will need to contact your Telco if you have bad figures."

In my case I measured -21dbm for L, but the other number varied from 17 to 38. When it was above 30, I could get logged on, but could not access my mail or go to any sites.

Contacting the Phone Company

This is easier said than done. I tried the customer service number on my phone bill and could not find any way to talk to a human. I finally went to www.pacbell.com (when my noise level was low) and received a response within a few hours. In the later discussions with the representative, I think one can get through directly to a person by dialing 611, but I have not tried this.

Be ready to advise them (Telco) that you have a Line Noise and/or Low Line Level. Explain to them you are using a modem (do not hide this) and tell them normal voice communications arefine. If you do not tell them you are using a modem they will run a "quick" test and say the line is fine. This is not an accurate test, it is always best to have someone come onsite. If possible ask for a Data or "FAX" specialist. Ask if your digital exchange has a setting to have AGC (Automatic Gain Control) turned off and your line setting at the exchange set to position 5. Also ask the phone company to perform a trace from your home to our equipment (trace the call from your

Protect online privacy!

Anonymizer's proxy server will allow you to stay 100% anonymous while online! Convenient and effective privacy protection — no one can see where you surf. Blocks Cookies, Java, JavaScript, and other tracking methods.

Check out the shocking privacy analysis at Anonymizer which shows how easily web sites can grab information about you and your computer. *http://www.anonymizer.com/ affiliate/landing.shtml* —LG

Discovering programs to use with Win XP

by Siles Bazerman

Over the past several days I have been installing and removing a number of backup programs. I basically have been using Drive Image 5.0 from PowerQuest to back up my computer. Hal currently has a 40-gig C drive, and a 30-gig drive divided into D and E, split roughly 16 gigs and 12 gigs. I also have a removable drive bay with two swappable 12 gig HDS. These are used for backup by Drive Image. By the way, PowerQuest has released a 17 meg download upgrade patch for this to version 5.01 specifically for Windows XP. Apparently there are some issues evident only with certain video drivers, and this patch is the recommended fix.

Back to the programs I have worked with. I was looking for another backup method that will do a restore from boot. Microsoft has included a basic backup program from Veritas in Windows XP. This will do all the basic full, incremental and differential backups. It will backup to SCSI tape, file or CD but will not span CDs. It also must be run from within Windows XP.

I have used also the various backup programs from Veritas—Backup Exec in its various forms (9x, NT, Windows 2000)—but none of them would run as native applications. They had to be run in compatibility mode, or had to be run across a network. They were simply not suitable for my purposes. I have not had a chance try Backup MyPC, or Simple Backup, both from Stomp Inc. (written by Veritas, but distributed by Stomp). Frankly at this time of the year, I did not want to spend the money to try them. I will be getting a trial version of Backup MyPC and will report on it in the future.

I have also tried a few shareware and freeware backup programs, but felt that they were a total waste of time and money, so I deleted even the downloads. I couldn't even remember their names now, if asked.

Corel has released their long awaited Service Pack 2 for Perfect Office 2002 (WordPerfect 10). Until now it ran in compatibility mode for Windows 98 or Windows Me. Now it runs as a native application. Also, Dragon Naturally Speaking Version 5, in all forms, has not been able to run in Windows XP. I stumbled across a solution just today from New Zealand. If you need this fix go to www.speech.co.nz and look for Windows XP Workaround. DNS now works as it should.

The built in speech program in Windows XP works without any real effort at integration with Microsoft Office 2002. But is a real pain to integrate with non-Microsoft products (surprise, surprise!) Who would imagine that Microsoft would make it difficult for other software companies to link with their OS.

The only non-working item I am still trying to deal with is the Compact Flash Card reader built into my Epson 875DC Photo Stylus printer. Epson technical support has given me a complete set of answers. Naturally they were for questions I did not ask and managed to avoid answering the question I did ask. So far, follow-up email has brought no results. As I can read the Compact Flash cards through my camera (Canon Power Shot S100) or through a San Disk Compact Flash Card Reader there is no great pressure to solve this one. A Google search might turn up the solution just as it did for Naturally Speaking.

At this time I want to wish all of you a Happy Holidays (whichever ones you celebrate) and a Happy, Healthy and Prosperous New Year.

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Microsoft has included a basic backup program from Veritas in Windows XP.

Siles Bazerman is ORCOPUG's APCUG Representative. Write him at siles.bazerman@gte.net; or call, 714-897-2868 (after 9 a.m.).

Members' Web Pages

Siles Bazerman—Personal Page
http://home1.gte.net/reso44a/index.htm
Jim Brubaker—Discount Real Estate Services for Home Buyers and Sellers
http://www.1homeseller.com
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

Peripherals

Humor from the Internet

> I made myself a snowball,
> As perfect as could be,
> I thought I'd keep it as a pet,
> And let it sleep with me.
> I made it some pajamas,
> And a pillow for its head,
> Then last night it ran away,
> But first-- it wet the bed.

Malicious code…

8. Use a firewall. Install and learn how to use a firewall. Nothing is more inviting to malicious hackers than a PC with all its TCP/IP ports open to the Internet.

9. Install Outlook Security Patch. If you run Outlook 98 or 2000, installing Microsoft's Outlook Security Patch can automatically prevent many types of popular malicious mobile code from attacking your PC. Although I highly recommend applying this patch, it does have its negatives. Be sure to read O'Reilly author Tom Syroid's four-part article, Beware the Briar Patch: Outlook's Latest Security Update, first.

10. Nothing beats a good back up. Make sure important data and programs exist in two places simultaneously. Often by the time you notice malicious mobile code, the damage is done. A good back up takes away a lot of stress.

Following these guidelines will take you a long way toward protecting your system from malicious mobile code. Some readers might question the many steps and hours required to protect each PC, but imagine the repeated lost productivity spent fighting multiple malicious code outbreaks. Most companies I visit have had one malicious code disaster after another. If they are lucky, they are only down one or two days after each attack. Every client that has followed my advice has reported significantly less malicious code outbreaks. The vast majority of them have had no incidences since my visit. One of my biggest success stories called me up a few months later to take me out to an appreciation lunch. So, now I've got a saying of my own, "Get taken to lunch instead of being out to lunch."

Roger A. Grimes is the principal of a firm specializing in client/server networking technologies. He has been providing professional antivirus consulting services for nine years; clients have included some of the nation's largest banks, universities, and the U.S. Navy.

Line noise

home to our local access number). Have them check the signal strength and quality through each Central Office. It may take several visits to locate the true source of the problem especially when Line Noise is present.

I had to agree to have a technician come out to the house and test the lines and it would be $42 if the problem was not in their lines. However prior to the scheduled time, the technician called stating that he found a problem with their lines and had corrected it. They did not come out and I hope I do not get billed the $42.

Prior to the repair, my connection speeds were in the low 40s and sometimes even the upper 30s. The time to do anything did not seem much faster than with the 28.8 modem. Now the connection speeds are in the upper 40s and have even been above 50. Things really happen.

Meet and eat!

The Courtside Bar and Grill is open the second Tuesday of every month to ORCOPUG members at *no charge*. This saving helps increase our treasury for a new LCD projector. Please show appreciation for the meeting room and order a snack or dinner from the menu.

Newsletter contributors

Anita Leicht, Charlie Moore, Dick Tooley, Gene Barlow, Herb Goodman, Lee Hudspeth, Leonard Prince, Linda Gonse, Mervin Frank, Mike Lyons, Roger Grimes, Siles Bazerman, Ted Wirtz, Terry Schiele, Tony Lake.

Newsletter deadline
January 19

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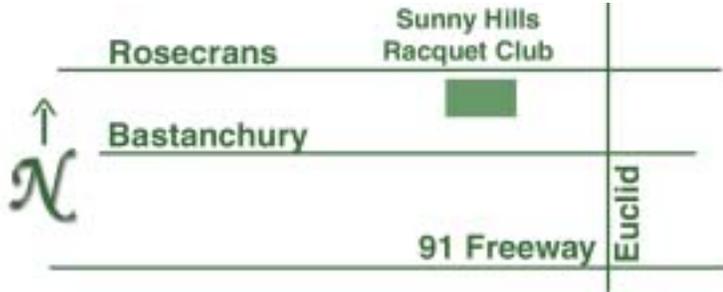
Directions: From the 91 Freeway, exit at Euclid and go north. Go past Bastanchury and turn west (left) onto Rosecrans. Sunny Hills Racquet Club is located on the south (left) side of the street .

SWUG Winner
1999, 2001

Visit ORCOPUG's prize-winning website —
New! Bulletin board and onsite search engine!
www.orcopug.org

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. All members are invited to attend and participate in planning future meetings and events.

MAIL THIS NEWSLETTER TO A FRIEND!

See meeting map on back panel

6:30 p.m.
Tuesday, January 8

Demonstration
PaintShop Pro 7

Post Office Box 1779 • Brea, California 92822
IBM PC Users' Group
Orange County
Computer users helping one another

NIBBLES & BITS