

June 2004



NIBBLES & BITS

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



“Fun in the sun and computers, too!”

SWUG Conference set for August 6–8 in San Diego

Patricia Hill and Judy Taylour,
SWUG Conference Co-chairs

Web Site Contest! Door Prize Drawings! Networking! T-shirts and Welcome Kits! All this and more can be found at the 11th Annual Southwest User Group (SWUG) Conference.

Activities run from Friday evening, August 6 through Sunday, August 8 at the Mission Valley Hilton in San Diego, and include workshops, vendor presentations, meals, Saturday evening Vendor Faire, prize drawings and personal contact with participating vendors.

“The leadership of the conference always finds good vendors who make excellent presentations about their software. In many cases these vendors will give each attendee a copy of their software to take home and learn,” said Ed Zarr, Sunland Village East Computer Club.

There will be newsletter and web page contests for user groups with

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JUNE PROGRAM



activePDF offers intuitive, high-quality tools that simplify the PDF creation and manipulation process at a fraction of the cost of comparable solutions! At our regular meeting on June 8, Mike Lyons, ORCOPUG president, will demonstrate activePDF’s exciting and affordable new products for the desktop.

One of the products is activePDF Composer which enables users to easily create PDF files. Built-in optimized configurations for Microsoft Office applications take the guesswork out of PDF creation, while powerful features make Composer a reliable alternative for high-quality PDF creation.

A second program is activePDF Maestro, a feature-rich PDF editor that enables users to easily view, markup, manipulate, and print PDF files, merge PDF documents, insert or extract pages, edit bookmarks, search PDF text, attach PDF comments, and more, using a robust set of intuitive tools!

Look for more information and free trial downloads of the activePDF products at: <http://activepdf.com/downloads/desktopproducts/index.cfm>. activePDF can be reached toll-free at 866-GoTo-PDF.

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NEXT MONTH...

- Windows XP Service Pack 2: A must-have?

Volume 22 - Number 6

APCUG plans Fall Conference in Las Vegas

by Ed Van Meter, Region 11 Advisor

Mark your calendars! The APCUG 2004 Fall Conference is scheduled for Friday, November 12 through Tuesday, November 16, at the Stardust Hotel & Conference Center, Las Vegas. New this year: Conference is open to all User Group members, Round Tables start Friday afternoon, Spouse program, and Repeating Round Table sessions.

Information will soon be sent about Registration dates—don’t miss the “early bird” pricing.

Notepad



I recently traded emails with a new editor in Australia who experienced trouble opening and viewing our pdf (portable document format) newsletter.

He believed that the slow opening of the pdf and even slower screen redrawing of the pages was due to our "complex" layout and images. And, he was told that the pdf's resolution was set too high for his monitor. He also wondered if his using Linux was another factor.

The answer that I sent to him (which appears below in a revised form) may be useful to any of our members who have heard similar statements or have wondered about our pdfs.

Resolution in pdfs has nothing to do with screen resolution. Resolution in a pdf refers to dpi (dots per inch), which can be increased to allow greater detail in commercial printing, or high quality photo printing, etc. Commercial printing of text and pictures may be at 2,400 dpi. Computer screens only display images at 72 pixels per inch (ppi).

However, our newsletter pdfs are not saved at high resolution to keep the file size lower. They are set for 300 dpi to allow for home printing quality, and have a low to medium compression ratio. As a result, our 12-page pdf is very compact and a quick download.

The complexity of the elements on the page should not cause computer hang-ups. Some of the page elements that look 'complex' are simple color-filled boxes which do not contain much information. Prior to being placed in the newsletter, all the images are reduced in file size. Our newsletter is generally half the size or less of other user group newsletters which may be 1 megabyte or larger.

Trouble in opening a pdf can probably be attributed to one or more of the following points:

1. PDF users may need to download the latest version of

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Letters

Compliments from member

I just wanted to say thanks for the nice newsletter... You are doing a great job on the newsletter and I really look forward to getting it each month. Keep up the good work.

Gary Covington III
garyiii@hotmail.com

(Thank you for your kind and encouraging words, Gary. And, thank you for helping to make our newsletter so much better with the great articles you've shared with us!)

Software offers or scams?

Do you know anything about the current rash of off price offers on Microsoft and Adobe software?

I receive several emails per week. Some of them even look half-way legitimate. Some of the software is obviously last edition rather than latest edition. In the instance of MS Windows XP, which is offered at a fraction of the retail price, it is not immediately determinable from the description. The most convincing one is that which I received tonight from *directpc.com*.

I hoped that your sources might have something on this...

What I thought these offers were for, and still may in part be, is a scheme to harvest credit card numbers. Once having the numbers the perpetrator can reap quite a bit before the flow is cut off.

With the ease with which tracks are hidden and law enforcement somewhat distracted by what will be this summer's efforts to blow us up, it should work pretty well.

For better or for worse, I was more concerned about my own funds than corporate funds.

Carl Westberg
carl@orcopug.org

(Carl, I'm glad you took time to think about this and to look around for more information. This is an opportunity to supply some useful facts in our newsletter for our user group members on this subject. Please read "Can you really buy popular 'software at rock bottom prices' on the Internet?" on page 10 for an answer to your question.)

Don't be the victim of a virus or hoax! Check the TOP 10 hoaxes & viruses at www.orcopug.org

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Orange County IBM PC Users' Group

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.

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Include your listing so other members can reach you. Send your information to: editor@orcopug.org.

Got a new address or ISP?

Don't miss newsletters or announcements! Send your new information to Charlie Moore, Treasurer/Membership Chairman, charlie@orcopug.org.

Members' renewal dates

MAY — Terry Schiele
JUNE — R.A. Metzger, Terry Terrazas
JULY — Herman Beverburg, Joe Francis, Walter Jackson, Tony Lake, Ralph Seymour
AUGUST — Stan Leese, Sid Liptz, Michael Moore
SEPTEMBER — Mervin Frank, Chad Hansen, Steve Sterry

Submitted by Charlie Moore

March raffle winners

Smart Computing magazine subscription, \$25*

Linda Gonse, Not Present
Bud Barkhurst, Not Present
Ed O'Donnell, Not present
Bob Welburn, Winner

U-Lead PhotoVideoStudio, \$79*

Bud Barkhurst, Not Present
Gary Covington III, Winner

U-Lead PhotoImpact XL, \$79*

Harold Wann, Winner

PeachPit Press MS Windows XP book, \$20*

Siles Bazerman, Not Present
Jim Brubaker, Expired
Stan Leese, Winner

U-Lead PhotoExplorer, \$39*

Shelden Peck, Not Present
Dick Tooley, Not Present
Chuck Wheeler, Winner

U-Lead PhotoImpact XL, \$79*

David Musser, Winner

Smart Computing magazine subscription, \$25*

Michael Moore, Not Present
Harold Wann, Winner

Kidasa Milestones Pro, \$99*

Joe Francis, Winner

Epson Photo 700 Color Ink Cartridge, \$35*

Milton Gorham, Winner

**Estimated value*

Submitted by Charlie Moore



Membership Application

New Member Renewal*

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

Last Name _____ First Name _____

Mailing Address _____

City _____ State _____ Zip _____

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 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!)



User group deals

User groups represent the spirit of the frontier, a community getting together to do things that no individual ought to have to do alone. The pioneers of the American west got together for barn raisings, cattle roundups, and the occasional party. The pioneers of new technology get together for installfests, new user training and support, and just plain fun. Being part of a user group is the best way to get more out of your computer, and lets you make friends while you're at it. — *Tim O'Reilly, President, O'Reilly & Associates*

Magazine discounts just for computer user groups

	1 Year	2 Years	3 Years
Computer Games	\$10.95		
Computer Gaming World	\$14.95	\$28.95	\$41.95
Computer Shopper	\$16.97	\$32.95	\$47.95
Dr. Dobbs Journal	\$15.95	\$30.95	\$43.95
Mac Addict	\$10.97		
Mac Home Journal	\$15.97	\$29.97	
Mac World	\$12.95	\$24.95	\$35.95
Maximum PC	\$ 9.95	\$18.95	\$27.95
Microsoft System Journal	\$21.95	\$39.95	\$57.95
PC Gamer	\$12.95		
PC Magazine	\$25.97	\$48.95	\$68.95
PC World	\$16.95	\$27.95	\$40.95
Wired	\$ 6.00	\$12.00	

Revised 7/1/2003

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.

I will mail a renewal notice to every subscriber about 3 months prior to their expiration date. Many computer magazine subscribers have used my services for over 300 titles I carry, also at excellent prices. Just email me for other prices.



ACP

Computer Show



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GIANT Computer Swap Meet

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Submitted by Carl Westberg

Our members are eligible for dozens of discounts!

by Linda Gonse

Membership in ORCOPUG entitles you to access the Members' Only area on our website where you are eligible for user group offers and discounts worth hundreds of dollars!

A few of many programs currently offered, are: File Protector, O'Reilly books, Stuffit 8.0, AlienSkin programs, Keyfinder, Kroll ONtrack programs, Aladdin products, Klassic Specialties, Que Publishing, Earthlink, Click2PDF, Flip Album, and Hemera PhotoObjects.

To access Members' Only! pages, go to <http://www.orcopug.org>. Click on the "members' only" link on the left side of the page. When the password dialog box opens, type your user name (this is your first initial and last name in lower case, no spaces), and your password. The password is a capital letter "R" followed by your member number.

New offers for members!

by Linda Gonse

We have new offers for members for WipeDrive, SecureClean, Media Resizer, GhostSurf Pro, and Mail Washer Pro.

Please support the companies who provide us with special discounts and the companies below who donated prizes to our 2003 fundraising raffle.

Buy products from User Group-friendly vendors and tell everyone about them!

We thank Adept, AlienSkin, Belkin, J.D. Savage, LapLink, Laser Service, New Riders, nik multimedia, Note Page, O'Reilly & Associates, Star dock, PKWare, PowerQuest, Road Wired, Smart Computing, Smart Draw, South Bay Engineering, Limit Software, Ulead, and Microsoft for donating prizes to our fundraiser.

More fantastic offers—for our Members Only—are in the password-protected area at www.orcopug.org.

Degunking Windows

by Carl Westberg

Similar to cleaning up the garage, a good reason to do it is a good motivator. Degunking is essentially cleaning up after dropping stuff randomly and having the Operating System and Software store stuff but not clean up after itself. By the time the operator and the software has done this for awhile, it is hard to get through the mess and do a job. The Introduction and first chapter give the reasons for degunking and the plan of the book. The lack of either MS Windows is terrible or it's the greatest thing since sliced bread attitude is refreshing; the more matter-of-fact approach of this is what you've got, here's how to deal with it is more realistic and productive. One of the nice features is instructions how to do it without purchasing a bunch of expensive software. Although written primarily for those using Windows XP, those using Windows 9X can do the job with what they have or can get for little or nothing more than downloading.



Although the authors do not say "It's your money, save it." the approach is much along those lines. If your computer has slowed to a crawl, there may be another way to fix it than to purchase a new one. In the front of the book, even before the Table of Contents, are plans for clean-up and better computing habits. These are handy where one doesn't even have to leaf through the book to find the steps to accomplish either minor or major degunking, but can go directly to the specific page. The time estimates are reasonably accurate. Although you may be

appalled at half-day degunking, that beats half-week reformatting and re installation. More than once I have read the admonition to reformat the hard disk and reinstall software. I have done this in desperation and it is painful and time consuming. The approach in this book of less drastic measures is much preferable.

However, if your habits remain the same, the new computer or new hard drive will soon be like the old one. This reminds me of the wisdom of the dog trainer, "It's not the dog that needs the training, it's the owner."

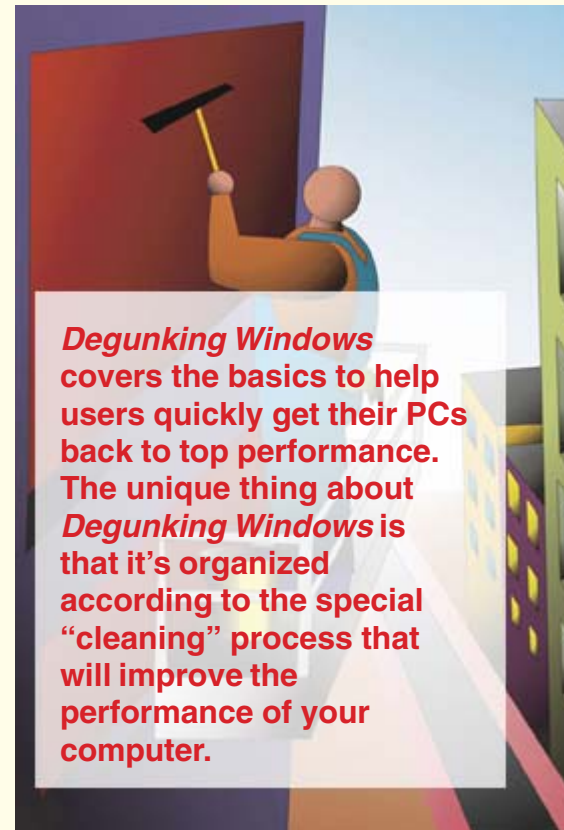
Where they suggest backing-up, do it! I presume that you know where all of your software disks or discs are and the copies that you made for "just in case." Well, back up your data onto either disks or discs so that you also have what you have input and wish to save. PKZIP has a feature where one can bridge to more than one disk and CD Creator has a feature where one can bridge to more than one disc. Blank CD's are less costly than diskettes and hold about 500 times the data. CD Creator also can write files to a disc and remain open for further writing. Although not readable from other CD readers without the right software, it enables accumulations of downloads, music and photos on a day-to-day basis. I would suggest separate discs for each collection.

Read the book! Don't just open the cover and have at the first degunking program you feel like doing. It is better to know both what you are doing and

why you are doing it than blindly forging ahead. If you have used PC's for years, you might know much of what is in the book, but some of the hints and tid-bits provided may fill in gaps in your knowledge. Also, you might feel "why do that"? The book gives pretty understandable reasons for doing the procedure that follows.

Follow one of the short recipes for degunking to get the feel of what is going on, then try one of the longer ones. I do not recommend jumping into editing the registry! Make a backup on removable media before doing anything with it. I have increased computer speed more by having less run at the same time than by any other method than adding memory. Sometimes this can be done by closing applications you are not using, other times it requires editing the Registry to reduce the number of start-up items. The effect is the same, more memory available for the running programs. Reducing the number of programs

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Degunking...

(Continued from page 5)

running is cheaper than installing more memory. Resources are limited in the Operating System that you are using,

Shortcut and time calculation charts are provided at the beginning of the book to help readers determine how much time is required to perform different degunking tasks.

use it on those things that you want not just what starts up because you installed it.

The folder system in Windows Explorer is fairly versatile. Use it to your advantage. Having a system of folders for various classes makes as much sense as the way you put your clothes in your dresser. If you place like things together with adequate labeling, you'll spend less time finding files that you want. The next time you look for a file, be it text, music or photo, observe how much time you spend finding it vs. the time the computer recovers it to your screen.

One of the strengths of this book is that it deals with not only the mechanical-electronic aspect of increasing the effective speed of the computer, but with the operator aspect as well.

Authors: Joli Ballew, Jeff Duntemann, Publisher: Paraglyph Press, January 2004, ISBN: 1-932111-84-0, 300 pages, \$24.99 US, \$36.99 CA. Available from O'Reilly and Associates. **Go to our Members' Only! web page and order from O'Reilly's link to get 20% off with our user group code!**

Write your reviews right on our website!

Go to www.orcopug.org, Review, and Online Review Form. Fill in the online review form blanks and click to submit your review. **It's fast and easy!**

Planon DocuPen Scanner

by Terry Currier

There are times that you wish you had a scanner but of course you didn't. The times you're away from home such as at school, the library or someone's office. Even if you happen to have your notebook with you, and by chance a scanner, where would you plug it in?

It is for these times that Planon developed the DocuPen Scanner. Small, and mobile? Heck it is 8 inch wide to fit standard paper and less than an inch wide. It only weighs 2.2 ounces batteries, and carrying case included. It is powered by four 1.55v silver oxide coin cell batteries. Planon includes ScanSoft's PaperPort 8.0 SE with Textbridge OCR software. It's Twain-compliant, it attaches easily to your computer via USB. It will store up to

100 pages at 200 dpi before you have to download it.

Don't think you will be able to go out right away and start scanning everything you need. You can, but I guarantee you the first 20 won't be very good. It takes a bit of practice to get it right. I have done now about 30 scans and no I don't get them all perfect. I notice I always get the top third perfect then my hand will slide or go too slow. That was (and is) something I had to



overcome. I thought going slow would make a better scan, but with practice I found I did better with a quick slide. To begin the scanning you push down on the button in the center. You also must hold it down during the scan. You want to hold it upright not an angle and slide it down what you want to scan. The sliding activates the green scanning light. You know you are doing it correctly when the green light stays on. If you go too fast or slow there are some LED lights on the left tip that will blink.

There really was much frustration at first since I did not get the right scan speed. It is not just the speed, that can caused trouble. To scan you press the center button once to scan at 100dpi (Dots Per Inch), or press it twice to scan at 200dpi. There were a few times that I thought I did a good job, and even looking at the scan in PaperPort it did not look bad. Yet, putting it through the Textbridge OCR so I can use it in a document was like throwing it away. I don't want to be unkind to Textbridge since I know they have a good reputation, but here it just did terrible. I then realized it is not just Textbridge it is the scan that is hard for it to read.



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Docupen...

(Continued from page 6)

I then did a scan at 200 DPI which it could read, and come much closer to the original. Still it was not good enough. I could tell it was not good enough since I still had the original in front of me.

So I tried something different which admittedly not everyone will be able to do.

After downloading it from the pen I exported it to a file (tif format). I then took it into my Caere OmniPage Pro 10 OCR software. Here is the difference—with Textbridge it just runs it through the OCR and presents it to you with “this is the best I could do.” With the OmniPage it reads the scan and presents a window to you asking if you can it read where it is having a problem. That way I could see the scanned document (again at 200 DPI) and was able to figure out what to put in.

Scanning is only black and white for now. I think what is needed is for Planon to put on an on/off switch. Forcing the user to keep the button press makes it awkward to hold down and scan evenly.

Actually I also think they should make it wider about one inch so that the scanner would be easier to hold steady. Put the scanning light between two sets of rollers to make sure it is steady and level. A little bigger but it is still smaller than anything else. It is the difference in the ease of riding a bicycle as opposed to a unicycle.

Who I thought would really love this would be a genealogist wanting to scan in some document he just came across and has to have.

Cost: \$199.95. Get it at CompUSA or online at www.planon.com. System requirements: Windows 98/2000/ME/XP, CD ROM, 32 MB RAM Minimum 60 MB Hard Drive space and USB port.

USER ALERT! Symantec is encouraging Norton Antivirus 2004 users to run LiveUpdate to address an ActiveX flaw. <http://tinyurl.com/2d3bm>

WipeDrive, SecureClean and... Deleting information from hard drives

by Gene Barlow

The early hard drives on mainframe computers were not considered very reliable. Information stored on these early devices would often not record properly or may become contaminated easily. Programmers using these drives would write the data in two separate locations on the drive. Then, when the data was needed later, it would be read from both locations and compared in memory to make sure it was still the same. If differences were detected, then the program could not continue until the data was corrected and rewritten to the hard drive.

As technology advanced, special mathematical checking codes were stored with the data that could detect if the information retrieved from a hard drive was still valid. These codes eliminated the need to record the data twice, but did nothing to clean up any errors found. It wasn't long before more sophisticated checking codes were introduced that could not only detect errors, but would also actually correct most single and double character errors. Still, the recording of information on hard drives was not considered real reliable and frequent backup copies of the drives were necessary.

When the IBM PC was introduced with hard drives, the designers of these drives were still very concerned about losing data on these devices. So, everything was done to make sure the data written to the drive remained on the hard drive and could not be accidentally deleted or lost. Today, it is almost impossible to permanently delete information, once it is written to a hard drive. Who would have thought that this retention of information would become a problem for computer users?

In today's world, privacy and security of information are major concerns. Identity theft is a major problem that we all face. With just a few pieces of information about us, dishonest individuals can steal large sums of money from us and ruin our credit ratings. At the same time, computers and the internet have made information much more widely available not only to us, but to these dishonest individuals. Unless we are careful, our private information can get into the hands of these dishonest individuals and they will certainly take advantage of the situation.

Recent studies have shown that hard drives on PCs contain a wealth of private information that most users thought they had removed from the drive months or years earlier. What these users do not understand is that simply deleting a file from the hard drive does not permanently remove it from the drive. In fact, all that deleting a file does is to flag that file space for future reuse. It may be years before that space is reused with another file or it may never be reused. So, the deleted information remains on the hard drive, hidden from the user, but still there. Dishonest individuals using commonly available software can find and access all of these deleted files.

Users that are knowledgeable enough to know that deleted files remain on the hard drive are often surprised to learn that formatting the hard drive does not get rid of these deleted files either. All the formatting function does is to create a few tables at the beginning of the partition. The deleted information on the hard drive is not removed or changed during a format.

Operations such as defragging a hard drive only cause your private information to be copied and spread across the entire hard drive. So, how can

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Search engines are a necessity on the Internet!

by Linda Gonse

Using a search engine is an important skill that everyone should know. Search engines make our use of the Internet efficient, meaningful and productive. Without one, an Internet user soon may feel like a blind dog in a butcher shop—knowing there are good things all around, but unable to get to them!

This is a simplified explanation of how search engines work. The process generally consists of three parts: Gathering, indexing, retrieving. With billions of pages on the web, search engines send many “robot” or “spider” programs out to look for the pages and record what they find. Then search engines arrange their findings into an index or categories. When a user types in a search word, the search engines look through their index of pages to find the words the user has specified and present their results.

The search results is a list of the pages (URLS) that display a small description of what each page is about. You may click on the page link that is closest to what you are looking for.

Google currently is the largest, fastest, and best search engine in the world. In earlier times it was Alta Vista. And, before that Yahoo! To get to Google, open your Internet browser and type *http://www.google.com* into the blank address line and press Enter. Once you are at the lean-looking Google page, you will type



your search words into the blank space and press Google Search.

BUT, be aware of this. Words like “the” will stop a search engine dead in its tracks, because just about every document in the world has the word “the” in it. Even if you put a less-used word such as “president” for your search, you will get 67,000,000 documents about presidents in the search results.

If you narrow your search you will be more likely to strike exactly what you want. You can do this by adding (literally) the words you want on a page, or subtracting (literally) the words. Like this:

president +Bush +2004 -Laura

Now, you will get a page of search results that will only look for President Bush, not his wife, and everything that mentioned him this year.

Narrow it further at his Crawford ranch in Texas by “cementing” a series of words together. You do this by enclosing a phrase in quote marks: “Crawford,

Texas”. Here’s what your search looks like:

**president +Bush +2004
+“Crawford, Texas” -Laura**

This will only bring you 27,600 search results! But, with the advanced (and secret) rating system Google employs, it is highly likely that the document you want will be among the first 10 on the first page of search results.

Now, you can see why you need search engines. On your own, you would never find even a tiny fraction of the pages you wanted—not to mention that search engines can do it for you in less time than it takes to blink an eye!

Sasser Variant Warns of Flaw, Urges Update

A later version of the Sasser worm, Sasser.E, emerged after the arrest of Sven Jaschan. The version warns recipients that their computers are vulnerable to the MS04-011 vulnerability and urges them to update their systems with a patch from Microsoft. Microsoft believes the variant was released four days before Jaschan’s arrest. <http://tinyurl.com/29tvc>, <http://tinyurl.com/2h6m4>

Sasser Cleanup Tool Available

Nearly 1.5 million people downloaded a Sasser cleanup tool from Microsoft in the two days after the tools release. <http://tinyurl.com/268jg>



Excerpt from
SANS NewsBites,
a free online
newsletter at
www.sans.org

Can you *really* buy popular “software at rock bottom prices” online?

by Linda Gonse

Probably you, and millions of others, have received email offers with subject lines similar to these:

Unbeatable software deals
Amazing prices on software
Take 95% discounts on Adobe, Microsoft, Corel products
from Putnam’s Stuff Store
Receive discount ticket on Corel, Adobe, Microsoft software from
Koenig’s Stuff Store
Get software at rock bottom prices

What’s more you may have seriously considered purchasing the programs described in the emails at prices that you’ve only seen in your dreams. Here’s an example in one message:

Looking for inexpensive high-quality software?
We might have just what you need.
Windows XP Professional 2002 \$50
Adobe Photoshop 7.0 \$60
Microsoft Office XP Professional 2002 \$60
Corel Draw Graphics Suite 11 \$60

These amazing prices are not legitimate. They represent the work of software pirates who are trolling for customers, or illegal sales. Do not take the offers at face value. Stop and ask yourself how it is possible for programs that sell for hundreds of dollars to be discounted for a fraction of their usual retail cost. Certainly, these products are not even selling at wholesale, much less for these unbelievable prices. And, if the companies did offer programs at these prices, you would be reading about it in your newspaper, or hearing about it on television or radio, or in your user group.

A Washington Post article said, **“The U.S. software industry loses at least \$13 billion a year to piracy, according to the Business Software Alliance (BSA) estimates. The group, which represents some of the world’s largest software companies, including Microsoft, Adobe and Autodesk, does not know how much money the industry has lost to online piracy.”**

Still, user confusion about piracy prevails. Microsoft, attempting to educate software buyers, has posted a document that points out warning signs of counterfeit or illegal software. (Unfortunately, most of the warning signs apply to software already purchased.)

Microsoft’s warning signs of counterfeit or illegal software

Prices that are “too good to be true.”

Products that are missing key elements such as user manuals, Certificates of Authenticity, or end-user license agreements. Pirates often sell only the CD-ROM and jewel case without retail packaging. Look for the Certificate of Authenticity on the retail box.

On all new machines, with the release of Windows 2000, the COA label is found on the tower of the computer. If you acquire a new computer and it doesn’t have the COA label on the tower, you should question whether the software loaded on the machine is genuine.

Software or components that appear to be of poor quality including:

- Back-up disks or CD-ROMs with handwritten labels
- Poor imitations of security features such as edge-to-edge hologram etched into
- Windows 2000 and Office 2000 (first service release) CDs, or poor imitations of

the hologram found on the hub of the Windows 98 CD that shows the word “genuine” when tilted in the light

- Low quality print, letters that aren’t evenly spaced, etc.

Products marked with phrases that do not describe the transaction, including:

- “For distribution with a new PC only”
- “Special CD for licensed customers only”
- “Not for retail or OEM distribution” or
- “Academic price — not for use in a commercial environment.”

Note that counterfeiters often use these types of phrases to fool consumers into believing that they are getting genuine product that was overstocked or otherwise deserves to be discounted.

Consumers dealing with software vendors over the Internet, should also beware of:

- Companies or individuals unwilling to verify their identity or full business name or provide a physical street address and telephone number for follow-up after the transaction has occurred.
- Online distributors unwilling or unable to provide adequate or satisfactory descriptions of their return, service or warranty policies.
- Online distributors that offer unusual inventory explanations (e.g., special deals with the software publisher, liquidated inventories or acquisition through bankruptcy sales).
- Vendors offering software products at prices and in packaging inconsistent with offerings through legitimate retail channels.
- For Microsoft software, software components being sold solely as a CD housed in a jewel case or as a loose or individual end-user license agreement, because these items are not distributed in this form through legitimate channels.

Save your money and your time when you receive “rock bottom” software offers. There are no unbelievable “deals” out there on name-brand software.

Let this be your guiding mantra: **If it sounds too good to be true—on this you can rely—just walk away and say no, you can’t buy!**

WipeDrive...

(Continued from page 7)

you permanently remove private information once it is written to a hard drive?

The only effective way to permanently remove information from a hard drive is to write blanks or zeros over the top of the deleted information. This obliterates the information that was written there earlier. To do this, special hard drive wiping utilities must be used. Two of the best hard drive wiping utilities were developed by WhiteCanyon Software. I have come to know and rely on these excellent products. One or both of them could make your job of keeping your hard drive clean of hidden private or personal information easy to do.

The first of these two products is called WipeDrive. This is the bulldozer of the two products. When you use it to wipe your hard drive, it starts at the beginning of the drive and writes blanks on top of everything on the drive. It continues to wipe the drive until it reaches the end of the hard drive. When it is done, the entire drive is totally clean and empty. Nothing remains on the hard drive that a dishonest person could see or use against you. Everyone should use this utility before they sell or give their old computer or hard drive away.

Otherwise, you are giving away all of your private information with your old computer. WipeDrive boots from a diskette or CD and can wipe all PC type hard drives. WipeDrive sells for up to \$45 in computer stores, but user group members can obtain a copy from our User Group Store for just \$24.

The second of these two products is called SecureClean. This is more like a vacuum cleaner, than a bulldozer. It vacuums the dirt out of the carpet, but does not knock over the furniture or the walls. In other words, it can clean the deleted information off your hard drive, but does not disturb the actively used files on the drive. The selective ability of SecureClean to wipe your hard drive, but not disturbing your current files, makes it the ideal tool to use on your current hard drives to keep them clean of deleted information. I recommend that you run SecureClean about once a month on your computer to permanently wipe over all deleted information on the drive.

Packaged with SecureClean is a bonus utility call SecureScan. This product will scan your hard drive and show you all of the deleted information that is hidden on the drive. You will be surprised at what you'll find still on your hard drive. You may find personal files that you deleted months or years ago that are still on the drive. You may even find some files that were accidentally deleted and you thought they were forever lost. If a deleted file is still complete, SecureScan can even bring this file back to life and make it available again on your hard drive. This un-delete function of SecureScan is not the main purpose of this program, but a nice additional feature that you may want to use. SecureClean and SecureScan install on any Windows operating system. SecureClean sells for \$40, but user group members can obtain a copy from our User Group Store for just \$24. Buy both WipeDrive and SecureClean/Scan for just \$39, a \$60 value.

To order either or both of these excellent hard drive wiping utilities, go to the Members' Only! page of your website, <http://www.orcopug.org>, for the special code. Once you submit your order, we will receive it shortly and normally we ship all orders the following morning. You should have your products in just a few days. While you are at the User Group Store, check out the many other products we offer, all at great user group discounts.

Preventing personal and private information from building up on your hard drive is important for all of us to do. Get the tools you need to keep your drive clean today. If you have any questions about these products or this technical

newsletter, please contact me at gene@ugr.com. I look forward to helping you.

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SWUG Conference...

(Continued from page 1)

officers in attendance.

User group members will have an opportunity to interface and network with user group leaders to share ideas and experiences, as well as solutions to problems. This year's user group leader and PC skill enhancement workshops will be even more exciting.

The conference registration fee is \$40 per person if paid by July 16. If registered and paid between July 17 and 23, the fee is \$50; July 24 through the conference date is \$60. The fee includes admittance to all workshops and Vendor Faire; meals and vendor presentations; welcome kit and t-shirt.

"I especially enjoyed the Vendor Faire on Saturday night when I had an opportunity to see close up and hands on the many products, applications, and equipment that the company representatives bought along for display and sale," Delvina Fiducia, SIG leader, Temecula Valley Computer User Group said.

The conference will be held at the Mission Valley Hilton, 901 Camino del Rio South in San Diego. Reserve your room at a special group rate of \$109, single or double occupancy. Call, toll-free, 800-733-2332 by July 16 and tell them you are attending the Southwest User Group Conference.

Stay at the host hotel and you are automatically entered into a drawing to receive one of your conference nights FREE!

For more information contact Judy Taylour at judy@swugconf.org, Patricia Hill at swugconf@aol.com, or visit www.swugconf.org.

Who put the @ in your e-mail?



by Albert Teich, <http://www.alteich.com/>

Once upon a time, there was no electronic mail. Then Ray Tomlinson came along.

In 1971, Tomlinson was an engineer at the Cambridge, Massachusetts, consulting firm of Bolt, Beranek, and Newman (BBN). BBN had a contract from the Advanced Research Projects Agency (ARPA) of the U.S. Department of Defense to help in the development of ARPANET, an early network from which the Internet later emerged. Staff at BBN had developed a program to leave messages to each other on an ARPANET computer at the company. Tomlinson came up with the notion of combining this program with another program that transferred files among ARPANET computers around the country in order to send messages among these networked computers.

To do this, however, he needed some means of distinguishing between messages intended for local recipients and those for people at some other location. According to an article in Rensselaer Polytechnic Institute (RPI) alumni magazine, Tomlinson (RPI '63) came up with the @ sign "to indicate that the user was 'at' some other host." The rest, as they say, is history.

But the history of the @ sign, in fact, pre-dates e-mail by many years. Around 500, it would appear. Although the origin of the symbol has been long been disputed by scholars, Giorgio Stabile, a professor of the history of science at La Sapienza University in Italy, recently documented its use in a letter written by a Florentine merchant in 1536. In that letter, the @ sign represented an amphora, a standard-sized clay vessel used in ancient times to carry wine and grain in trade in the Mediterranean area. Eventually, according to Professor Stabile, the use of the "@" in trade led to its contemporary meaning (prior to e-mail, that is) of "at the price of." In 1885 it appeared on the keyboard of the first Underwood typewriter, from where it eventually made its way to today's standard computer keyboards.

The @ symbol has many different names around the world. In English, while still the "amphora" officially, it is most widely known as the "at sign." The names in German (at-Zeichen) and Japanese (atto maak) are similar. Spanish and Portuguese people call it the "arroba" and the French call it "arobase," (which translate as "amphora" in English). Italians call it "chiocciola" (snail); Swedes know it as the "kanelbulle" (cinnamon bun), while to Czechs it is "zavinac" (a rolled pickled herring served in pubs). In Hebrew it's the "shtrudel" (strudel), while, according to an article in The Industry Standard, the Finnish word—"miukumauku"—translates charmingly as "the sign of the meow," recalling a curled-up, sleeping cat.

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Notepad...

(Continued from page 2)

Acrobat Reader (free from Adobe), if they encounter opening or performance difficulties. I use Acrobat 6, but it is set for compatibility with Acrobat 5. A further advantage of pdfs is that they truly are cross platform and can be viewed by all computers—Mac, Linux, or pc.

2. Problems opening PDFs may affect those who need more hard drive space, memory (RAM, DRAMM, DIMM, etc.), or a faster CPU. Also the video card might need replacement.

3. Sometimes slowness in opening the pdf is due to being online and using the web browser (with Acrobat plug-in) to view it. Display speed might be increased by saving the pdf to the computer and opening it locally from the hard drive.

Linda Gonse,
editor@orcopug.org

Internet Humor

Only in America



Submitted by Loren Tuthill

Newsletter contributors

Albert Teich, Carl Westberg, Charlie Moore, Dick Tooley, Donald Gonse, Ed Van Meter, Gary Covington III, Gene Barlow, Herb Goodman, Judy Taylour, Linda Gonse, Loren Tuthill, Marsee Henon, Mike Lyons, Patricia Hill, Terry Currier, Tim O'Reilly

Newsletter deadline
June 19

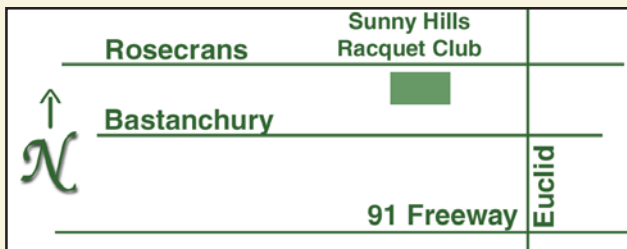
Send a printed copy of the newsletter to a friend. Use this mailing sheet for the address. Staple newsletter together at top left corner with this last page facing out. Fold in half, so this page is visible. Tape ends together, stamp and mail.

The Public Is 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.



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 the planning meetings!**

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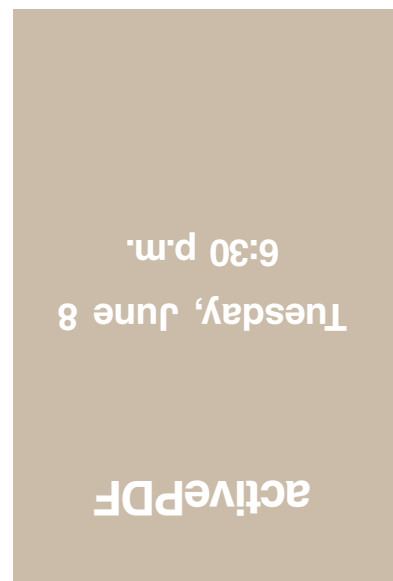
www.orcopug.org

UG Member Benefits

- Product & "How To" demos
- Free raffles and magazines
- Help from other members
- Newsletter and web site
- Special offers & discounts
- Monthly meetings
- Affiliation with worldwide group

A user group membership is the best accessory you can buy for your computer. — *Ash Nallawalla, Melbourne PC Users' Group*

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