



NIBBLES & BITS

Tuesday, September 12, 6:30 p.m. at the Hunt Branch Library, Fullerton — Bring a friend!

September meeting

FBI CyberSquad agent to explain Internet fraud and how to protect yourself

by Linda Gonse and Lothar Loehr

Special Agent E.J. Hilbert of the Federal Bureau of Investigation (FBI) CyberSquad, will be the speaker at ORCOPUG's September 12 meeting.

"As more and more people around the world log onto the Internet, incidents of fraud continue to increase. Many of the fraud schemes already present in the 'real' world can now be found on the Internet—fraudulent investment offerings, multi-level marketing schemes and failure-to-render scams (a favorite of unprincipled participants of online auctions)," the FBI said.

"The crucial difference in fraud committed over the Internet is that the perpetrator can 'virtually' vanish, pulling down a Web site in seconds, leaving consumers wondering who or where to turn for help.

The FBI recently announced that "In response to this growing concern, the Federal Bureau of Investigation (FBI) and the National White Collar Crime Center (NW3C) has joined forces in a unique partnership to aid and protect consumers in this largely unregulated environment." Newly created, the Internet Fraud Complaint Center (IFCC), at <http://www.fbi.gov/programs/ifcc/filingcomplaint.htm>, provides a way for victims of Internet fraud to report fraud online—at its source—to the appropriate law enforcement and regulatory authorities.

To increase our awareness of cybercrime, Special Agent Hilbert will explain how Internet frauds work and what we can do to protect ourselves from being victims of them. He'll also discuss Internet security in regard to hackers and hacker resources.

Hilbert will also touch on the FBI's newest method of tracking criminal communications using its controversial Carnivore program. Carnivore allows the FBI to monitor email being sent through specific servers in order to spot messages concerning illegal activities.

Hilbert, a special agent from the Los Angeles division of the FBI, is assigned to the CyberSquad in Santa



Ana. He volunteers his time to speak before user groups to help them understand the risks and realities of technological crimes on the Internet.

Don't miss this meeting. Come and learn how to spot cybercrime and how to avoid being a victim. Bring a friend.

September 2000 Volume 18, Number 9

- Letters to editor 3
- Email addresses 4
- Immortal viruses? 4
- UG discounts 5
- Software Review 6
- Virus Security 101 7
- The Naked PC 8
- Ken's Korner 9
- Siles 10
- Peripherals 11

*Award Winning
Newsletter*

APCUG 15th Annual Fall Conference

November 11–15
Las Vegas, Nevada

<http://www.apcug.org/events/comdex/fall2000/>



Notepad

by *Linda Gonse*
editor@orcopug.org

You won't believe this...

It's unbelievable! But, wonderful! For the second consecutive year, this newsletter has won first place in the Southwest User Group Conference (SWUG) newsletter contest. SWUG was held August 11-13 in San Diego.

Fifteen entries from Arizona, New Mexico, California, and Nevada competed against Nibbles & Bits in the Small Newsletter category.

Despite the fact that Alan Jarrett was a judge and did not give N&B the highest vote, we won anyway!

(I say this with a laugh in my voice!)

As it happened, the other judges gave us two thumbs up. One of them was Ken Fermoyle who has an extensive history in the publishing world, so the vote was even more noteworthy and meaningful.

I believe N&B's success is directly related to the number of members who regularly share their news, jokes, pictures, and ideas with everyone else in these pages.

Thank you all for helping to bring recognition to our users group and to our newsletter.

The conference was packed with user group members from all over. I met Ev Quinett from Las Vegas, who is on the APCUG Board of Advisors for Region 12; French Prescott, Quarterdeck and Enfish rep, who is now president of the Big Bear group she founded; Ron Kobler, editor-in-chief of Smart Computing; Judy

Taylor, hardworking cochair of the conference and president of the Santa Clarita UG; Robin Gildersleeve, Phoenix Booters; Frank Maslowski, Microsoft; Claudia Watson, Vice President of the Fallbrook PC Users Group; Roger Radcliffe, Shareware Chairman of TUGNET; and a sole UG member from New Mexico—among many, many others in the two days I attended with my husband, Dan.

Also attending from ORCOPUG were Lloyd Boutwell, Dan Cadish, Nolan Cave, Arnold Francis, Alan Jarrett, Tony Lake, and Charlie Moore.



Everyone had fun in the sun at the Southwest User Group Conference

Large-scale demos were held in the hotel ballroom to preview many new products. Two from MGI were so new that even Randy Whittle, UG Rep, wasn't familiar with all their features. Another time, we got a first-hand look at a new

Canadian product, ZeroKnowledge, that could become very popular with security-conscious users on the Internet.

It seemed that the weekend was one long cycle of food and give-aways. In between there was talk—a lot of it—as we met new people, greeted old friends, and hobnobbed with vendors.

In all, we were treated to prizes, food and demonstrations by 56 vendors. We had such a load of goodies in the welcome bag, we had to leave it in the car on Saturday afternoon.

Twenty workshops were offered including Novice Mentoring, Organizing Your Hard Drive, and Dealing with Difficult Members in Your Group. We attended a Media Workshop given by Ken Fermoyle and another by Roger Radcliffe about creating fundraising shareware CDs. I was invited to give a workshop on Publicity and really enjoyed meeting people enthused about

ideas to bring more media attention to their groups.

In seven years, the SWUG conference has grown from 45 people to 245. The three-day event was an outstanding display of effective user group communication and vendor interaction. It was planned and executed by two dedicated people, Judy Taylor (Santa Clarita) and Patricia Hill (Phoenix Booters), purely as volunteers.

Undoubtedly, SWUG has become the User Group Event of the Year. I hope you won't miss it next year.

NIBBLES & BITS

Published and distributed to club members by the 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.

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

Directors

President, Mike Lyons
mike@orcopug.org

Vice President, OPEN
Treasurer/Membership/
SYSOP, Charlie Moore
charlie@orcopug.org

Editor/Webmaster, Linda Gonse
linda@orcopug.org

Reviews, Terry Schiele
terry@orcopug.org

Programs, Lothar Loehr
lothar@orcopug.org

Membership, Carl Westberg
carl@orcopug.org
APCUG Rep, OPEN

P.O. Box 1779, Brea, CA 92822
(714) 990-0580
info@orcopug.org



Visit ORCOPUG online!
www.orcopug.org

Letters to the editor

■ **Make free PDF files**

Here's a site where it automates the production of FREE PDF files using Ghostscript. You, of course, won't need this, but some of your readers might like to create PDF files for free: http://www.spoton.com/TourGuide?tourId=1_1251132&from=1113844.

Paul Stephen
editorpaul@wpcusrgrp.org

■ **Replies to editor's August Notepad article**

Just like the people who write viruses, the people who want to spy on your user habits are getting smarter too. It is possible to fire these things onto your desktop using any number of tools that appear to be legitimate, passing through firewalls and the like. The most common is to masquerade as a browser plug-in. You've given your firewall permission to use the browser, so programs like ZoneAlarm let it pass through.

Enhanced HTML or Active-X tools will also be permitted to operate, again because they are part of the browsing environment. Another tool is Java. Since many Web sites use Java, again the door has been opened.

Unfortunately, many of the spyware programs have an "uninstall" feature that appears to uninstall the offending program, but only removes part of it, leaving the spy module

intact. That's what happens when you uninstall Netscape's "Smart download" or when you uninstall Real Player. The "aboveboard" program is removed, but the spyware continues to function.

I really hate to see it, but I think the only way this "Wild West" activity on the internet is going to be slowed, is by government intervention (more Big Brother). Notice I said "slow down," not stopped. The U.S. government will have no control over overseas sites or what they do. Unfortunately, I think that all that will happen is that the spy sites will go overseas and resume operations there.

It may be more difficult for them to get their wares installed on your computer from a domestic site if domestic sites are prohibited from installing such software, but all that needs to happen is to for a user to follow an innocent appearing link that is hosted outside the U.S., and "Boom," they've got spyware.

This is getting to be as bad as viruses.

Ted Wirtz
twirtz@pacbell.com

These programs that carry adware are not really that necessary. Windows Media player will play the same things that RealPlayer does along with MP3 materials. (I still can't figure out why you would need a separate MP3 player.)

I think that the reason there is no movement yet is that these things have been snuck onto our computers with-

page 5 

Nearly \$300 in prizes won at August meeting

Seventeen free raffle prizes, totalling nearly \$300, were given away to members attending the August meeting. Prizes were:

Steve Gibson book anthology "Passion for Technology" Value \$20	
Adobe	
PhotoDeluxe	
Business Edition	Value \$79
Adobe	
PageMaker	
Classroom in a Book	Value \$25
Aladdin Systems	
DragStrip	Value \$39
Aladdin Systems	
DropStuff/Expander	Value \$50
LinuxOne	
LinuxOne beta	Value \$20
PC Magazine	
Mouse pad	Value \$5
Hayes	
Baseball cap	Value \$5
StarBase Corp.	
Water bottle	Value \$5
Enfish	
7 T-Shirts	Value \$35

Submitted by Mike Lyons

Members' Renewal Dates

August 1	Gloria Bearss Don Faisy
September 1	Bob Clark Arnold Francis Duane Gifford Lloyd Harwood Dave Tennant
October 1	Alan Jarrett Larry Kleese
November 1	Randy Bremer Bob Chenoweth Helen Desmond
December 1	Donald Bickel Jim Brubaker Joseph Duffner Trudy Morrill Jerry Patterson Dan Sheffield Dick Tooley Carl Westberg

Submitted by Charlie Moore

Members' helpline

Windows '95-'98, Office 97

Cynthia Gonse
cgonse@aol.com

Windows 3.1, '95-'98, Office 97,
Office 2000, PageMaker, Internet

Linda Gonse
linda@orcopug.org
(909) 245-0291 eves. and wkends

MS Office, Access, Win 3.1, MS-DOS

Sharon Graham
shgraham@earthlink.net
(714) 533-6043 aft. 7a.m., bef. 10 p.m.

Please offer to help other members. Write: editor@orcopug.org.

Email directory

Bearss, Gloria
..... gbearss@pacbell.net
Black, Ike
..... ikeblack@email.msn.com
Boutwell, Lloyd
..... LloydB8@aol.com
Bullis, Art
..... bullis@juno.com
Brubaker, Jim
..... info@1homeseller.com
Cadish, Dan
..... dbcadish@netscape.com
Chenoweth, Bob
..... Chenoweth1@aol.com
Emigh, Glenn
..... glenne@linkline.com
Frank, Mervin
..... mervinf@surfside.net
Gonse, Cynthia
..... cgonse@aol.com
Gonse, Linda
..... linda@orcopug.org
Graham, Sharon
..... shgraham@earthlink.net
Jarrett, Alan
..... alten101@aol.com
Kaump, LeRoy
..... leroy_kaump@hotmail.com
Kise, Dean
..... deankise@hotmail.com
Klees, Larry
..... LKlees@aol.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
Milgrom, Myra
..... WriteOnBiz@earthlink.net
Moore, Charlie
..... charlie@orcopug.org
Morrill, Trudy
..... morrswiss@aol.com
Musser, Dave
..... dmusser@worldnet.att.net
Schiele, Terry
..... terry@orcopug.org
Thomas, Elmer
..... elmert@aol.com
Tooley, Richard D.
..... tooley@alum.mit.edu
Turner, Denny
..... dltturner@juno.com
Wann, Harold
..... WANN.HSW@worldnet.att.net
Westberg, Carl
..... carl@orcopug.org
Wirtz, Ted
..... twirtz@pacbell.net

Add your new or updated e-mail address to the list! Write to the editor@orcopug.org.

Despite defenses, old viruses never die...

When the "I Love You" virus hit corporations in Europe and the United States in July 2000, it underscored a bitter reality: Despite ample warning and defenses, *old viruses never die*.

Primarily, it's because people don't use the defenses which are readily available to them.

"If people did download patches and use antivirus software, it would substantially reduce the danger of recurrences," said Matt Bishop, associate professor of computer science at the University of California at Davis.

It has been estimated that fewer than 5 percent of software consumers install standalone security patches.

And, many consumers never get antivirus software running even though the software comes preloaded with some computers. In addition, some computer users disable antivirus software with the hope of speeding PC performance.

As a result, viruses that might otherwise be wiped out completely enjoy long careers on the Internet.

Contributing to the longevity of certain viruses is the tendency of virus writers to craft and launch mutations that enjoy widespread success on their

debuts in the wild.

On the other hand, some security analysts blame chronic virus problems on the complex architecture of operating systems and applications written for them.

"The software should be designed right in the first place," said Gary McGraw, vice president of corporate technology at Reliable Software Technologies. "Otherwise it's a constant game of catch-up, an arms race with the virus writers. And we're just going to lose that." — *CNET News.com*

Top Virus Threats

1. Stages-A
2. WScript.KakWorm
3. Happy99.worm
4. VBS.LoveLetter
5. PrettyPark.worm
6. Melissa
7. Ethan

(The old viruses above were still on virus alert lists at www.sophos.com, about.com, and www.sarc.com as recently as 8/24/2000. —LG)

Two visitors welcomed

Two visitors were welcomed at the August meeting. Frank Cusenzo came from Garden Grove and is interested in graphics and Linux. Chanthan Mao came from Paramount and is interested in building a Web site.

Submitted by Charlie Moore

New users in the dark

In a Wall Street Journal article, Jim Carlton reported that Compaq is considering changing the command "Press Any Key" to "Press Return Key" because of the flood of calls asking where the "Any" key is.

Submitted by Stan Leese

Members' Web Pages

Gloria Bearss—Great Dane Breeders

<http://www.angelfire.com/ca3/glenglo>

<http://www.angelfire.com/ca3/dragonisle>

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/>

Dan Sheffield—Educational CD-ROM Software

<http://www.act-4.com>

FREE Web listing for ORCOPIUG members!

Add your Web address!

Send your information to editor@orcopug.org

User Group discounts

Special offers on PowerQuest products

by Gene Barlow, *PowerQuest User Group Relations*

We offer the following PowerQuest products at a user group discount:

Partition Magic 5.0	\$30 (list \$69.96)
Drive Image 2	\$30 (list \$69.95)
DataKeeper 3	\$20 (list \$49.95)
Second Chance 2	\$20 (list \$49.95)
Lost & Found	\$30 (list \$69.95)

In addition to these great prices, orders of more than \$100 will get an additional 20% off the total. So, \$100 worth of products would only cost you \$80.

These can be ordered on our secure web site at www.ugr.com/order/. You will need to enter your user group name and the special price code of UGAUG00. Orders may be submitted with credit cards or the completed form can be printed out and mailed with a check.

Get 20% off computer books from O'Reilly

User group members are eligible for a 20% discount from O'Reilly Books. Check the catalog online at www.oreilly.com. Order by phone at 800-998-9938, by email at order@oreilly.com, or online. Be sure to include the code DSUG to claim your discount. Shipping and tax are extra. —LG

Computer magazine discount prices

	1 year	2 years	3 years
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
Family PC	\$8.95	\$16.95	\$24.95
Home Office Computing	\$9.50	\$16.50	\$24.50
Mac Home Journal	\$15.97	\$29.97	—
Mac World	\$12.95	\$24.95	\$35.95
Maximum PC	\$7.97	\$14.97	\$21.97
Microsoft System Journal	\$21.95	\$39.95	\$57.95
Mobile Computing	\$9.95	\$17.95	\$25.95
PC Computing	\$11.50	\$21.90	\$31.80
PC Portables	\$16.95	\$31.95	—
PC Magazine	\$25.97	\$48.95	\$68.95
PC World	\$14.95	\$27.95	\$40.95
Publish	\$17.95	\$33.95	\$48.95
Wired	\$13.97	\$25.97	—
Yahoo! Internet Life	\$13.95	\$25.95	\$37.95

Orders *must* be accompanied by a check, cash or money order, payable to **Herb Goodman**. Send to: **Herb Goodman, 8295 Sunlake Drive, Boca Raton, FL 33496**. Call 561-488-4465 or email goodman@prodigy.net. Allow 10 to 12 weeks for your magazines to start. For renewals, send the address label from a current subscription.

PDFs can be targeted for malicious code

PDF (Portable Document Format) files, an industry standard for the transmitting top-quality documents and information, have been discovered to be vulnerable to malicious code. Until now, PDF was a safe format with no risks to users. The hole allows viruses to execute when the PDF is opened.

Adobe has released a patch that eliminates the problem. Users can get it at <ftp://ftp.adobe.com/pub/adobe/acrobat/win/4.x/ac405up2.exe>.

(Acrobat Reader, version 4.05c, contains the patch and does not need to be updated. —LG)

Submitted by Dave Musser

A World of Windows

Market share for desktop operating systems, worldwide, in 1999:

Windows	87%
Mac	5%
Linux	4%
Other	4%

—International Data Corp.

Letters

☞ page 3

out telling us what they were doing. Now that we know and with the great help from people at Lavasoft (lavasoft.de) and Steve Gibson (grc.com) word will start spreading—especially with such things being featured in newsletters and on other websites.

Steve Polyanchek
stevepoly@anchek.com

Give a man a fish and you feed him for a day; teach him to use the Net and he won't bother you for weeks.

Submitted by Kay Gutmann

Software review

Backup Exec Desktop Edition 4.2 makes backups easy

by Linda Gonse

Backing up files was never a joy. But, it was so much easier with MSBackup in MS-DOS 6.22, and even in Windows 3.1. Nowadays, no one seriously considers using the Windows 9x backup utility for more than a few floppy disks. It was handy, though, when I needed to share files with another computer.

For big jobs, I installed a Colorado



Optional opening dialog box which can speed getting to specific tasks.

Travan 3000 tape drive. But, it turned out there was a conflict between it and Windows backup that couldn't be resolved, so I removed the tape drive in favor of an internal Zip drive. It was a decision that didn't require much thought.

The tape drive took hours to backup data. And, when there was an error in the middle of a backup, the whole thing had to be scrapped and started all over again. For restores, I found myself wading through miles of tape before reaching a certain file. I worried about

the tape breaking after repeated searches and retensioning.

With that experience, I gave up on backups altogether. Hard drives are so large that backing up gigabytes of data on Zip disks is out of the question. Instead, I settled on copying files I didn't want to lose to CDs.

Unhappily, it wasn't a clean process. Some folders were too big to fit on a CD and the files were scattered across two, or even three CDs.

When files got updated, I'd copy them to a new CD. You get the picture. Not a pretty one, is it?

Then, I learned of a backup program, Veritas Backup Exec 4.2, that would span CDs. Paul Stephen, editor in the Winnipeg PC Users Group newsletter was ecstatic about the program. So, I got it for myself only to discover that my CD-RW drive was not supported by the program. Backup Exec only recognized my hard drive and internal Zip drive.

(Before you decide to buy BE for use with CDs, go to http://seer.support.veritas.com/nav_bar/index.asp?content_sURL=http://support.veritas.com/dsl/t_dslselect_ddProduct_BEDSKTOPEDT.htm to see if your CD writer is supported.)

Despite my setback, I decided to give Backup Exec a trial run by backing up files to my second hard drive.

I noticed when opening it that the program's interface is similar to MS-DOS and Windows backup programs. It was familiar-looking and simple to use. But, behind the scenes, it turned out to be a truly different program.

Although hard drive to hard drive can be speedy, I was still stunned. In under 12 minutes, Backup Exec had compressed and backed up over one

gigabyte of data AND compared it to the original files! It also generated a complete report listing all files backed up, errors and warnings, unattended messages and prompts, and a report summary.

Next, I completed a restore of 42.2MB—three folders and 29 files—in THIRTEEN SECONDS!

Another Backup Exec feature allowed me to exclude file types I didn't want to waste time backing up. For instance, I have jillions of JPGs and GIFs—many of them arriving as joke email attachments. I simply excluded their file formats and let the program sort them out during backup.

BE also allows for full and differential backups to your choice of media: tape, CD-R and CD-RW, Zip, Jaz, magneto optical, PD/CD, SuperDisk, even floppy disks.

I didn't use it, but for users short on time there is a One Button Backup and One Button Restore. It provides an opportunity to do fast, full backups and restores with very little effort.

Other BE features I discovered are: Disaster Recovery to back up and restore the Registry; password protection; and autobackup scheduling, so you can watch TV or go to bed during a backup. Later, you can read a report to find out if anything noteworthy happened during the process.

I like Backup Exec and I'm looking forward to using it with a new CD-RW drive soon.

Now available: Backup Exec 4.5 for Windows 95/98/Me/NT. Download for \$69 at <http://www.veritas.com>, or buy CD (comes with manual) for \$79. To order by phone, call (888) 732-2021.



Virus Security 101

by Paul Myers

If anyone had any doubt about the ability of viruses to wreak havoc, Melissa should have cured that. But, of course, it didn't.

Viruses can do all sorts of interesting things. They can send email to everyone in your address book. They can email your entire address book to someone else. They can make your computer do all manner of odd things. They can wipe out your data files, or even format your hard drive.

They can even plant RATs in your system. RAT is short for Remote Access Trojan. These nifty little virtual gizmos are the cracker's equivalent of the remote control. (Note: Cracker is the right word. A hacker, despite the media's misuse of the word, is not a malicious person who'll try to abuse strangers. Hacker is a term of respect. Crackers are the creeps who play these nasty games.)

So, how does your computer get viruses?

It's amazingly easy, actually. Any time you run code that you got from someone else, you run *some* risk of getting a virus. With commercial software obtained directly from the manufacturer, the risk is minimal. Still there, but minimal. There are other ways, but these account for the vast majority of cases:

- Loading files with macros without checking for viruses. This is probably the most common these days. There are thousands of macro viruses out there that are spread through sharing of Word documents, Excel spreadsheets, etc.
- Downloading and running many games that are distributed through private sites. (The major download sites are usually pretty safe.)
- Opening infected emails in an HTML capable mail reader without having disabled ActiveX and the like. (Yes,

Virginia, you CAN get a virus just from reading an email on a PC. If your system is set up wrong.)

- Running programs that are sent to you as attachments.
- Downloading and running pirated software. (If that's how you got it, you deserve it!)

Have you ever done any of those?

So, how do you NOT get viruses? It's pretty easy, actually. Just use some simple, common sense steps.

1. NEVER run programs that are sent to you as attachments, unless you know and trust the sender, AND KNOW THE PROGRAM IS BEING SENT BEFOREHAND. Even then, be suspicious. Your friends won't deliberately send you an infected file, but do you know how secure their system is?

If you weren't told the program was coming, don't run it, no matter who sent it. There are new viruses out all the time that attach themselves to emails as their method of propagation. The "senders" usually don't even know the attachment exists.

2. For Word, Excel, and any other software that uses macros, get paranoid. Go to the Macros menu item, and select the Security option. Set it to high, and refuse to run any macros except from those sources you designate as "Trusted." Mac users should not be smug about this—macro viruses are cross platform. The vast majority of users won't be affected by this at all. Most of us don't use macros in our documents.

3. Ask people who need to send you documents to use .rtf (Rich Text Format) instead of .doc format. In most cases this will give exactly the same results and appearance. And RTF

files can't spread viruses.

If they don't know how to do this, explain it. When they save the file, they simply choose Rich Text Format from the "Save as type" options instead of accepting the default .doc format. Another advantage is that RTF files are generally readable on any platform. Handy for dealing with people who may not have exactly the same programs that you use.

(Warning: A variant of Melissa was also found in RTF format recently. I recommend Plain Text format. —LG)

4. Turn off the ability of your HTML capable email software to run ActiveX or other code without asking first. And then only allow it when you know the sender. (Hint: How many people do you know who write email containing ActiveX or other scripting...?)

5. Get a good antivirus program. Update it regularly. Run it all the time. Good antivirus software is no longer a paranoid's indulgence. It's a necessity. You'll want to set it to the highest security you can live with. If you get huge amounts of email and have a slow machine, you may not want to tell it to scan every email that's downloaded, but you'll probably want every other option checked.

Yes, it will slow things down a small amount. In most cases, you'll never notice it. If it gets too bad, you can disable the less important options, like scanning inside zip files. You don't need to scan your drives every time you boot up the machine, of course. But do it occasionally to be safe.

Updating your antivirus (AV) software frequently is a must. There are tens of thousands of viruses out there, and more developed all the time. It does you no good to have the software if it's not current.

Even with the best AV software, you still want to keep other security measures in place. These programs

So, how does your computer get viruses? It's amazingly easy...

Microsoft drops app and tech support

by T.J. Lee

It appears that Microsoft may be dropping support for Windows 95 in the next version of MS Office. <http://www.TheNakedPC.com/t/317/tr.cgi?news1>

- Uncle Sam goes postal! The United States Post Office is seriously thinking of going into email big time by creating an email address for every regular mail address in the United States. This way Uncle Sam can send you tax bills, driver's license renewals, in short all the stuff that governmental bodies now send by regular mail. What really has the Post Office salivating over this idea is the money they could make by charging mass mail marketers for sending spam to your "official" government inbox. That's right, the Post Office is going to profit from email spam. Hey, in my opinion, if they stopped the spam that comes in the regular mail they could cut the size of the postal service in half.



T.J. Lee

<http://www.TheNakedPC.com/t/317/tr.cgi?news2>

- If you're following Linux you should check out the Gnome Foundation that vowed to provide a workable alternative to Windows/Office on the PC desktop. <http://www.TheNakedPC.com/t/317/tr.cgi?news3>

- WinInfo guru Paul Thurrott says he has had reports of incompatibilities between Windows 2000 Service Pack 1 and Maxtor SCSI and IDE hard drives that could result in data loss. He also

says he has first-hand knowledge of problems that result from installing Windows Media Player 7 on Windows 2000 systems that have already had Adaptec EZ CD Creator installed. He says everyone that has had this problem has had to reinstall Windows 2000. Ouch!

<http://www.TheNakedPC.com/t/317/tr.cgi?news4>

- Microsoft has decided to drop unlimited free technical support for Office and the 90 days free technical support for Windows and instead go to a "2 free incidents" model where a caller gets two shots at tech support (two problems which may or may not require more than two phone calls) after which you pay \$35 for the privilege of having someone tell you why your Microsoft program doesn't work.

<http://www.TheNakedPC.com/t/317/tr.cgi?news5>

Hey! Have you come across something newsworthy? Drop us a line: hottips@TheNakedPC.com

Reprinted with permission from The Naked PC, a free, online newsletter at <http://www.thenakedpc.com>.

Virus 101

☞ page 7

don't work on a virus until the developers know the virus exists. And frequently they don't know until shortly AFTER a major outbreak. Melissa was a great example of this.

Two of the better antivirus programs are: Panda Anti-Virus, from <http://www.pandasoftware.com/> and Norton Antivirus, from <http://www.symantec.com/>. I don't recommend McAfee. It's entirely too much trouble when there are more convenient options

page 11 ☞

Have you got a sick modem?

When your modem starts showing symptoms of poor health, you may spend days diagnosing the trouble.

But, maybe it would help your patient to have a doctor—a Modem Doctor—at work on your system.

Modem Doctor works in MS-DOS, Windows, and Windows 95 and helps you find and correct many common configuration and installation errors. Using a simple menu-driven interface, even a novice can troubleshoot and repair over 60 different installation or setup problems with modems and uarts.

Since each operating system places different demands on modems, each version of Modem Doctor works in conjunction with its environment. The DOS version interrogates serial ports, interrupt controllers, and uarts at the system board level while the Win31 and Win95 versions are designed to check Windows settings and proper communication between your modem/serial ports and the system comm driver.

Each program comes complete with a reference manual, user guide, and hypertext help (Windows Versions). *Modemdoctor.com* also contains many useful links and newsletter articles about modems, serial ports, communications problems/solutions, and general modem information.

(Go to the web site and print <http://www.modemdoctor.com/html/whatnew.htm> and send it in with your order to get \$10 off the program.) — LG

Modem Doctor was recommended by Roger Radcliffe, Shareware Chairman of TUGNET.

My mind not only wanders, sometimes it leaves completely.

Submitted by Tony Lake



Ken's Korner

by Ken Fermoye

Postal Service plans e-projects, including permanent e-mail addresses

Anticipating that electronic bytes will take bigger and bigger bites out of first-class mail in future, the U.S. Postal Service (USPS) is readying new and varied electronic mail services for Americans. A major one would assign e-mail addresses to most people.

One of the new services could notify customers by e-mail about an incoming bill or package, which they could then reroute to another address. Another proposal, set to begin a three-year consumer test in September, would allow customers to send e-mails to a post office to be printed and delivered as first-class mail. A third program, already available, lets customers pay bills online through the Postal Service's Web site.

Postal Service spokeswoman Sue Brennan called the e-projects "a way for customers to choose how they want to get their correspondence."

The new services will be added to Internet-oriented offerings the Postal Service already has in place. It began testing a kind of certified e-mail service in 1998. Called PostECS, it sends electronic receipts for contracts and other important documents transmitted over the Internet.

Online stamps popular

Last year, USPS rolled out its heralded system that makes postage available online. The Postal Service says 280,000 customers have printed \$22.6 million worth of "online stamps" since July 1999, but the service has yet to deliver a profit.

Both of these existing services do show promise for future growth, however, which may be critical to the USPS in coming years. Considering that e-mail will soon take huge bites out of USPS first-class business, these moves, and more, are needed to move postal service into the 21st century. The post office itself predicts that in 2003, first-class mail service, now a \$35 billion business and its top revenue producer, will begin an unprecedented decline at the hands of booming e-mail and online billing services.

Benjamin Franklin, our first postmaster and a great innovator himself, would surely applaud these new efforts, but probably would be critical of the Postal Service's slowness in facing up to challenges of new technologies. Banks, credit unions and many other private services already offer bill-paying services, and have for some time. Is it too late for the USPS to capture a piece of this pie? Judge for yourself. Under its own online billing system, the Postal Service charges customers \$6 per month to send 20 electronic transactions, or \$2 per month and 40 cents apiece for unlimited transactions. How does that compare with bill-paying services already available to you?

The e-mail-to-paper system would cost about 41 cents per message—eight cents more than current 33-cent postage. Is it worth it? My personal opinion is that it might be in some instances, but it would depend on how much faster the Postal Service can get time-critical correspondence to recipients than would be the case with normal first-class mail.

Mail2000, a Bethesda, Md., company (mail2kinc.com) already offers a service that translates e-mail messages into first-class mail, plus a variety of other mail-related services. Aimed more at businesses and other volume mailers than individuals, it claims it can save time and money, compared to the USPS.

Your own 'mailbox'

The e-mailbox proposal, whereby virtually every American would be assigned a free e-mail address corresponding to his or her street address shows more promise.

Under this system, customers could simply link the service to any present e-mail address they have, or opt for a special online postal box. Customers could then get an e-mail address using their initials, followed by their nine-digit ZIP code and the last two numbers of their street address—with "usps.com" tacked at the end.

For instance, John Doe, 1234 Main

...virtually every American would be assigned a free e-mail address corresponding to his or her street address...

St., Los Angeles, CA 91365-4004 would get the e-mail address: jd91365400445usps.com. I know, it's cumbersome and tough to rattle off from the top of your head! But it also

page 11



Just Me and HAL

by Siles Bazerman

Now that Windows Me has been released to manufacturing, copies have been sent to all technical beta testers, MSD subscribers and OEMs.

Additionally copies have been provided to select press persons and to IM and Tech support persons at many companies. Most, if not all, software companies have been working with Windows Me for quite a while now, and expect to see patches, upgrades and even new versions of software shortly after the Sept 14th release date.

Symantec has a public time limited beta available for downloading of Norton AntiVirus 2001, and I am sure will have patches or upgrades for Norton System Works 2000 shortly. Since there is no real mode DOS, Power Quest's utilities must be run from a boot disk. However, word is that they are working on a version of both Partition Magic and Drive Image that will run entirely in Windows Me.

Along with Windows Me going gold, Microsoft has released for downloading the full version of Internet Explorer 5.5. It is now recognized at the update site, and updates are allowed. Also released was the full version of Windows Media Player 7.0. This is much different and improved over all previous versions. This one handles video, audio, audio CDs, DVD and live feeds over the net. Many new features, so check it out. Both are free for the download and are included in Windows Me.

Corel has issued both a version of Linux and Perfect Office for Linux. The free downloadable version of Perfect Office 8 for Linux is no longer available from Corel, try an AltaVista search for it. Perfect Office 2000 is

available in stores with rebates. Photo-Paint is available for free download as is the Corel version of Linux. Rumor is that Corel is in financial trouble and may be up for sale. They recently laid off a large part of their staff.

HAL gets redone

After much thought, counting of money and weighing of options (read procrastination), I have upgraded HAL. HAL acquired a new case, motherboard, CPU and video card. The motherboard is a Soyo SY 6VBA+133. The CPU is a PIII 600, and the graphics card an ATI All-in-Wonder 128 with 16 meg of VRAM. All other components stayed the same.

Even though my old case was an ATX, I wanted a new one so that I could use the old CPU, motherboard and case to give Barbie a facelift. The CPU is a Pentium III 600eb (Coppermine) unit. This, I believe, uses 18 micron technology, and less core voltage, thus less heat. It runs on a 133 MHz buss, and is multiplier locked at 4.5. Also this was about as much as I wanted to spend on a CPU.

The motherboard was chosen because of my previous experiences with this brand. I have used, and am using Soyo motherboards with no problems. I have even updated the BIOS by flashing them. I feel this

board gave good value for the price. It is also software settable, within jumpered limits, as to multiplier and buss speed, thus both upgradeable and overclockable. I really do not want to change motherboards with every upgrade. I also installed 128 MEG of PC133 SRAM.

The All-In-Wonder, along with MGI Video Wave allows me to do video import and export along with editing. By the way, this is one of the ones recommended by MGI, and an earlier version of Video Wave comes packed with the card. The version of the card I chose was AGP.

Before I made any physical changes

to HAL, I uninstalled all graphics adaptor utilities and programs installed for my adaptor card. I then went into "Control Panel, System, Devices" and removed the Graphics Adaptor and

all System Devices. This makes the hardware change much easier as Windows is forced to redetect these. Much less chance of the wrong drivers being loaded this way. By the way, if you plan to do this allow sufficient time (most of a day) to do it right. It takes so much more time to correct errors, (voice of experience talking).

After the change out of hardware, I fired up HAL and installed the new needed drivers. Following a series of reboots, HAL has been running flawlessly. The same procedure was followed with Barbie, and she received a case, motherboard, CPU, 128 meg of PC100 SRAM, along with a Graphics Blaster video adaptor. The old



HAL, resting comfortably at home after his major surgery.



Ken's Korner

☞ page 9

is unique enough to minimize duplication problems. This would eliminate the need to change addresses when you change Internet Service Providers, but using e-mail services such as Bigfoot, Hotmail or Altavista mail provide a similar benefit. It's no news that Americans are avid e-mailers. A new study by the Pew Internet and American Life Project found that more than 90 million people have Internet access. Of those, about 84 million use e-mail regularly, while 16 million have used some sort of online banking service.

E-commerce gurus have mixed feelings postal e-mail proposal. "They're in catch-up mode," was a typical reaction. Several experts I talked to pointed out that most people apt to use the service already have e-mail—and that many of the rest probably wouldn't log on for the tracking service.

"As schemes go, this one isn't bad," said one representative of a Santa Monica, California-based technology research firm. "It absolutely makes sense—the Postal Service's business, and expertise, is mail delivery, and e-

mail is just another form of mail. If the USPS ignored this new mailing technology it would insure that it would become obsolete eventually. Any steps it can take to work within the new framework should help it survive."

Copyright ©2000 Ken Fermoye, Fermoye Publications

Ken's Korner is available to User Groups without charge, and appears in more than 250 User Group newsletters worldwide. For reprint permission, write kfermoyle@earthlink.net.

Siles

☞ page 10

hardware, along with a Yamaha sound card, went to my 5 year old granddaughter Rebecca. Her other grandfather provided a monitor and hard drive and she will soon have her own 'puter to use.

Siles Bazerman is Vice President of WINNERS, in Garden Grove. Write to him at siles.bazerman@gte.net or call (714) 897-2868 (after 9 a.m.).

that provide the same protection.

With any antivirus software, you can encounter occasional problems. It's an unfortunate but necessary part of the way the programs work. Some legitimate commercial programs may be treated as viruses, some hardware will have trouble, etc.

Usually these programs will mention the potential trouble somewhere in their documentation. If you try installing software from commercially purchased CDs or from trusted download sites and have trouble, try the install after turning off the antivirus program.

A good antivirus program is a necessity. (Have I mentioned that yet?)

[Note: Using a program other than Microsoft Outlook (or as many people now call it, *Lookout!*) for your email will also help you avoid many virus problems.]

I hope you find this information useful. Put it to work, and you can save yourself a lot of headaches down the road.

Copyright ©2000 Paul Myers

Reprinted with permission. <paul@talkbiz.com> This article was written for TalkBiz News, a free email newsletter for small business owners. To subscribe, send any email to: newsletter@talkbiz.com.

Newsletter contributors

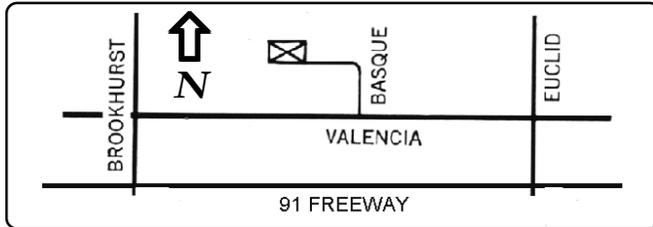
Charlie Moore, Dave Musser, E.J. Hilbert, Gene Barlow, Herb Goodman, Kay Gutmann, Ken Fermoye, Linda Gonse, Lothar Loehr, Mike Lyons, Paul Myers, Paul Stephen, Roger Radcliffe, Siles Bazerman, Stan Leese, Steve Polyanchek, Ted Wirtz, T.J. Lee, Tony Lake.

What is a User Group? User groups are organizations of personal computer users that hold monthly meetings to learn more about their personal computer. At these meetings they answer each other's questions, see product presentations, and share experiences... Non-members are welcome to attend these meetings in order to see how joining the group might benefit them.

In addition, most user groups have monthly newsletters to inform their members of upcoming events, to share technical articles written by their members, or to print a review of an interesting new product. User groups also have web pages that keep their members and others informed as to where the group meets and what group activities are coming up that month.

—Gene Barlow, *PowerQuest User Group Relations*, www.ugr.com

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 Hunt Library, 201 S. Basque Avenue, Fullerton, (714) 738-5364. For more information, call (714) 990-0580, or go to www.orcopug.org.



Directions: From the 91 Freeway, exit at either Euclid or Brookhurst Streets and go north. Turn onto Valencia Drive. Go to Basque Avenue and turn north. The Hunt Library is located at end of Basque. (Access only from Valencia).



**Visit ORCOPUG's
award-winning web site
www.orcopug.org**

Put in your 2¢

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. Everyone is welcome to attend and participate in planning future meetings and events.

Reprint Policy User groups wishing to reprint unaltered, uncopyrighted material, with credit to the author and Nibbles & Bits, are encouraged to write: editor@orcopug.org. In exchange for your newsletter's **name and date** of publication, ASCII and image files will be forwarded to you for the desired article(s).

**FBI's Cybersquad:
Internet Fraud**

Tuesday, September 12
6:30 p.m.

*Meeting is at NEW location
See map on back panel*

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

