

# Abort, Retry, Ignore...



## Computers Are Easy User Group

February 2002

Suggested Retail Price \$1.95

Volume XVIII

Issue 2



Calendar  
of  
Events

!!! IMPORTANT !!!  
Meeting dates for  
2002

See page 10  
for all  
confirmed  
dates.

Time and Place  
remain the same.

Upcoming  
CAEUG meeting  
Saturday,  
February 23,  
2002  
9:45-12:00

Our next meeting  
will be a  
presentation by  
Rick Scalzo. He will  
be presenting a  
program on digital  
video editing.

SEE YOU  
THERE!!

COD Dates  
2002 dates  
Feb 24  
April 21  
May 26

### Caveat Emptor...

by Judy Lococo

I recently replaced an old computer with a brand, new, sparkling, whisper-quiet Pentium 4 speed demon. I asked the vendor to install Windows XP Professional, and I subsequently installed Office XP Professional. There was no other software on this "clean" machine, but because I have a local area network with another machine in the office, and the other machine is connected to an ADSL line, I decided I needed a firewall and an antivirus package on the new machine, too.

Symantec has always had my Antivirus (AV) software protection of choice, and although there have been a few problems with their products along the way, it was never enough of an irritation to provoke an article. But Norton Internet Security 2002 most definitely is. It is supposed to include a personal firewall to defend against crackers, antivirus protection, privacy control to keep your personal information private, and a parental control to keep your children safe on the Internet. It looks very similar to previous releases of Norton Internet Security (2000 and 2001), which I've used on other machines running Windows 95/98 and Windows NT Workstation 4.0, but the previous versions are not compatible with Windows XP. So I installed the latest version to protect my new workhorse.

The installation was not fun, and contained several error messages stating that some script or other was not able to run & did I wish to continue. I was finally able to reach the end of the line, and was prompted to restart the computer, and run a Live Update as soon as possible. My computer restarted, and then it restarted, and then it restarted again, and finally restarted again. I was wondering if I would ever be able to keep it on long enough to see the splash screen! But I did finally get to see the XP

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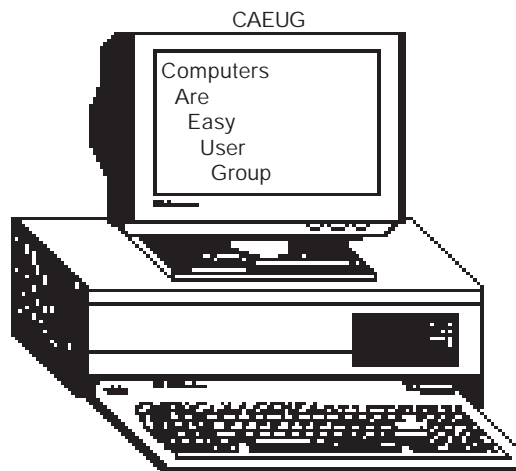
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The CAEUG newsletter is published eleven times annually. Contributions by members are encouraged and will be gratefully acknowledged in the newsletter. We have a policy of exchanging newsletters with other users groups across the nation. Several CAEUG member articles have already been picked up and reprinted.



**Computer Central**

Next show date  
**SUNDAY, Feb 24**  
 College of Dupage  
 9:30 A.M. to 3:00 P.M.  
 Chicagoland's Oldest and Largest  
 Multi-Vendor PC Show & Sale for  
 Home and Business

COLLEGE OF DUPAGE  
 Main Arena of Physical Education Building  
 Corner of Park Blvd & College Road  
 Glen Ellyn, IL  
 FREE PARKING  
 Admission - \$6.00  
 (With this coupon admission \$5.00)  
 www.CODSHOW.COM  
 E-mail address:  
 info@codshow.com

**COMPUTER CENTRAL at COD**

2002 dates  
 February 24  
 April 21  
 May 26  
 June 30  
 July 28

**PICTURE YOUR AD HERE!**  
**FREE !!**

IF YOU ARE A MEMBER OF CAEUG THIS SPACE  
 COULD SELL ANY COMPUTER RELATED ITEM FREE OF  
 CHARGE.  
 JUST CONTACT ANY CLUB OFFICERS OR THE NEWS-  
 LETTER EDITOR TO PLACE YOUR AD IN THE NEWSLET-  
 TER.

In order to have your article or item for sale  
 appear in ARI they must be received by the  
 10th of the month prior to publication.

**MEMBERS HELPLINE**

Any member with a specific expertise  
 can volunteer to be on the Members  
 Helpline. Contact Rick Scalzo.

Beginners Helpline.....Billy Douglas

Beginner hardware  
 problems.....Dick Fergus

QuickBooks, Turbo Tax, IBM Lotus, MS  
 Excel, Corel's Quattro Pro....Terry Moye

Win 9x, NT, 2K.....Rick Scalzo  
 e-mail.....mitsufan@webcentrix.net

Hardware problems  
 & WIN NT4, Linux.....John Spizzirri

**Membership Costs.....**

	First Yr.	Renewal
Individual	\$25.00	\$20.00
Family	\$30.00	\$25.00
Corporate	\$30.00	\$25.00
Associate	\$20.00	\$15.00

**Start UP Discussion Group**

Ask questions and discuss computer  
 experiences with the Start UP group.  
 Such as:

1. New to Computers? (basic topics)
2. How to use the Web or download information
3. How to install hardware/software
4. Discuss how to troubleshoot hardware conflicts, learn boot up emergency tricks
5. What do you want to know??

Meets before regular meeting from  
 9:15 to 9:45

screen again, and noticed that the antivirus icon on the taskbar had a big red "X" through it. Being such a good little girl, and always doing as I'm told, <g> I started the Live Update, thinking possibly this was why the icon was inactive. But the software did not even try to update the antivirus definitions, and even after asking for all the latest bells and whistles Symantec had, it still was not enabled. I tried to enable the AV and it refused from any point I tried. After several hours of trying to get this product to work properly, and calling in the mounties (AKA resident Alpha Geek) to try to make it work properly, I gave up in exasperation.

My next strategy was to uninstall the program, as everyone knows by now that you cannot install one AV over another, and just maybe I could re-install the software and overcome the problems with the initial install. But it refused to let me uninstall it, saying I had to disable the antivirus part of it first. But I could not do that anywhere that I could find, as all it would do was inform me that it was already disabled. Finally, the Alpha Geek was able to convince the software through the XP side of things that, indeed, the antivirus had been disabled. However, this was all for naught, as it now said I could not uninstall it unless I logged in through the "Supervisor" account. There was no supervisor account! There were only two accounts on this machine, my account, and a guest account.

Panic. Desperation. Anger at a company who had always been a trusted friend, and now was just a shareholder's country club. Finally, disgust at what choices I now had because of one piece of buggy software that was not ready for prime time.

I logged onto Symantec's web page to look for some tech support. After searching through all the FAQ's, and finding nothing that resembled the problems I encountered, I tried to contact them with a personal message. But there didn't seem to be any place to reach them with a

personal message, only a "forum" where others could post their requests as well. So I left a public message in the forum, asking for guidance on how to uninstall Norton Internet Security 2002.

I did find a LOT of other messages from people who were having similar problems. Only a handful of them had any replies, and those replies basically said to use a file on their website to uninstall the software. But to do that, one had to hack the registry in order to disable the antivirus, etc., and the solution was quite convoluted. Definitely not for the fainthearted, and definitely not something you wanted to do to a brand-new computer. And the replies to previous messages were the standard party line, even after some of the participants explained that their party line did not work either. FWIW, the solution utility posted on their website was "not supported" by Symantec, so if you chose to uninstall the software, using the files off their website, you did so at your own risk.

I finally received a response from Aaron at Symantec. I got the same party line spiel that all the others did, which means I will have to spend a lot of time getting my machine back to a point where I can use it. So basically, they have wasted a lot of my time, and \$60.00 of my money to tell me that I now have to do it myself. Hmmm. I believe they are the ones who caused it, why aren't they the ones cleaning up their own mess??? Why hasn't there been a recall of this product? Why don't they have a "legitimate" fix for the problems? Notice problems is plural. People are still being snookered into buying this joke, thinking it is compatible with XP, when plainly it is not.

I think it will be easier for me to just reformat and reinstall than to try to clean up this fiasco they have caused. I am perfectly capable of bugging up my own machine, without any help from the outside world. I will now move on to another company who is actually ready to protect my XP computer, and ready to accept responsibility for their mistakes. I have to wonder, though, if the term "class action" would hold any incentive for them to get their ACT! together. Pun not supported by author...

The Department of Homeland  
PC Security

The Latest Maintenance And  
Protection Tools  
Safeguard Your Data  
by Patrick J. Suarez

[Patrick J. Suarez, a member of the Dayton Microcomputer Assn. Inc. is a nationally recognized Internet writer, trainer, speaker and consultant. He has appeared on numerous radio and TV programs across the United States. He is the Internet speaker at DMA 's semi-annual Computerfest trade show in Dayton, OH each spring & fall. Mr. Suarez published a tutorial software program called "The Beginner's Guide to the Internet" in 1993, and a book by the same title followed in 1995. In addition, Mr. Suarez has been published by Que. Mr. Suarez operates a Web site supporting people who have just learned that they have a tumor. He has just completed a project with Qwest Communications in Dublin, Ohio, as a Senior Technical Communicator.]

Former Pennsylvania governor Tom Ridge now heads a new federal department with the off-kilter title of the Department of Homeland Security, sort of evoking Aaron Copland's music and amber waves of grain. We all know why such a move became necessary.

Just as we now have to keep an eye on things around us in these United States, you must do likewise with your Windows-based PC. Think of computer security as a microcosm of the larger society in which your computer exists, with two fronts of defense against losing your precious data and your software's carefully cobbled-together configuration, what with patches and upgrades and all.

The first front of defense ironically involves protecting your data from the computer in which it resides. Let's begin with the fearsome registry, that chamber of horrors that holds information about your hardware and software and, if allowed to corrupt with a slowly mounting volume of incorrect or outdated entries, will bring about the demise of your entire system. Finally, someone has invented a program that corrects erroneous entries and removes unneeded data. It does so thoroughly and carefully. It scans every line of the registry and builds a list of wrong entries. It

then sweeps this list to find new references in your system for the list's entries. In two mouse clicks, the whole registry is scrubbed clean. This wonder of wonders is Registry Healer 3.0 from [www.zoneutils.com](http://www.zoneutils.com). It costs \$19.95, the best double sawbuck you ever spent.

Next, remove fragmentation, the tendency for data to break up into multiple pieces that scatter around your hard drive, with Diskeeper Pro 7.0 from Executive Software ([www.diskeeper.com](http://www.diskeeper.com)). The program runs \$45 as a download. Diskeeper is the most honest defragger around; sometimes, even multiple passes won't completely defrag a drive. Diskeeper shows you the before and after, and sometimes the after requires another pass or two. And then you might never get to 100% defragmentation. My son's computer has a 60-gigabyte hard drive, and it fragmented so terribly that Norton Utilities couldn't read it. Diskeeper made some progress, but that drive is beyond even Diskeeper's ability to put digital Humpty Dumpty back together again.

Moral of the story: Defrag at least every other day.

And then there are those stray DLL files that hang around long after you have removed an application from your system. DLL files sit in C:\Windows\System and act as code libraries for Windows programs.

Think of them as executive assistants to .EXE files, (e.g., word.exe). Word.exe needs an army of DLL files to help it do things like creating Word's screen images with which you are so familiar. It also needs them to help it perform actions (e.g., saving files, etc.). The popular "disk cleanup" programs you see on store shelves no longer seek and destroy old DLLs. But AnalogX's DLLArchive does. Actually, DLLArchive stores DLLs it removes from C:\Windows\System in another directory. Once you are absolutely certain that the DLLs that DLLArchive has banished are no longer needed, you can empty that folder (C:\Windows\DLLArchive). Final note: I do recommend Norton's Clean Sweep. It does safely rid your hard drive of unneeded files that build up during Web browsing. Get Clean Sweep at any store that sells software.

Add a final touch with DiskPie, an application from [www.pcmag.com](http://www.pcmag.com) that tells you which programs are hogging your drive.

Voila! You've gained back hard drive room and rid your system of stuff it doesn't need and could get you into trouble. And, I'm going to make a statement that I swear is true: Since I have been using the products described above, I have had no problems, none, with Windows Me. It has been as solid as a rock. No kidding. What better endorsement can I give these programs than that?

Let's move on to the other PC defense front, protecting your data from outside influences. First, stop using Microsoft Outlook. Because there are none so deaf as those who will not hear, I'm going to be pushy and obnoxious in the rest of this paragraph. It's the only way I can get through to those who need to read this. Ready? I know that there are obstinate corporate wanks out there who overglorify this deadly program, and they do so with a certain level of stuffy arrogance. Fine. You people are exactly the problem:

every virus writer in the world writes to Outlook's well-known (and permanent) design flaws. But the Microsoft mindset is a wondrous thing to behold, so you folks will continue to gather and spread viruses at unprecedented rates. Here's a news flash: there are alternate programs out there that work just as well and that do not help the spread of malicious e-mail code. OK, that's off my chest, and it ought to generate a certain level of e-mail traffic to the editor and publisher of this newsletter. At least I hope so.

You need firewall software, a Trojan horse sniffer, and an effective antivirus program. This is such well-trodden territory that I won't reiterate the obvious. I will tell you that my favorite trio of protection in this arena is ZoneAlarm Pro (finally, thank heavens, available on retail software shelves everywhere); Trojan Remover from [www.simplysup.com](http://www.simplysup.com) (\$24.95); and Norton Antivirus 2002, newly redesigned with the smartest antivirus engine that automatically grabs updates from its home Web site. I've tried them all and Norton gets my vote. ZoneAlarm Pro, by the way, makes my Windows based computers

totally invisible to everything on the Internet. Essentially, my PCs can see the world, but the world has no idea that my PCs even exist.

Go one more mile, then, and visit [www.scumware.com](http://www.scumware.com). Download and run AdAware, Surf + and Gator. These programs remove spyware from your system. Spyware is insidious code planted by advertisers in your registry and Windows folder. This, friends, is going to be a big deal in Congress as users face off against marketing muscle. These guys want to climb into your wallet, psyche and soul, and they'll stop at nothing in terms of Web bugs and bots to get there. Be on your guard. Tell them to take a hike.

I find it sad that we must invest so much time and energy into protecting us from each other. What a glorious tool the computer continues to be. But with good comes evil, and you have to gird your digital loins against the world that exists past your firewall.

I leave you with a few thoughts. First, sometimes these programs can give you wrong information, but it's easy to tell when they do. I tried to install the new Real One, the latest edition of Real Audio, into my Windows Me computer. After installation, Real One would not open. So, I tried to use Add/Delete Programs and the uninstaller failed. I manually extricated the program from my hard drive and registry. When I ran DLL Archive, it found 1,700 DLL files suddenly orphaned. Registry Healer found 1,548 registry errors. Clearly, this was nonsense and you learn what to trust and what not to trust with these programs. The installation and forced removal of Real One tipped my Windows Me over the edge and into the Chasm of Registry Oblivion. I reformatted the drive and installed, gasp!, Windows XP. Since I had not installed a new operating system on that drive in years (Windows 95 became Windows 98 which became Windows Me), it was time to rebuild everything from scratch. Real One was the program that finally did my system in.

Second, all of the programs I described in this article are for protection in the Windows environment. On my Linux computer, I need

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## The Lamp Post    Number 26

by John Spizzirri  
February 10, 2002



COMDEX is coming! COMDEX ( <http://www.comdex.com> ) is the computer distributor's exhibition. This year the exhibition will be March 5-7. Thanks to the Chicago Area Networkers ( <http://www.can2.com> ) we will have free exhibit passes for this year's COMDEX. If you come to the meeting passes will be available on a first come first served basis. This may be the last year it will be held in Chicago. The Key3Media Company ( <http://www.key3media.com> ) signed a five-year contract with McCormick Place ( <http://www.mccormickplace.com/> ) but subsequently found that the costs due to sweetheart union contracts were very high. The economic downturn and the high costs could spell the end of Chicago COMDEX. That plus the chance to see what it is all about is great reason to get a free pass.

This year's gubernatorial primary is shaping up to be a history maker. It has been 50 years since so many state office holders have fought for the same post. State Treasurer William Stratton won that one. This year the Republican leader, Jim Ryan, has two items that may be a problem for him. His health may sway some voters while the Rolando Cruz and Alejandro Hernandez convictions and their subsequent release after testimony by a sheriff's deputy that the case was made up will upset other voters. Some people think that his last name may be a problem even though he is no relation and does not hold the same positions as the current governor George "Lyn" Ryan. Lee Daniels, the state chair of the GOP, held a meeting in DuPage County in November 2001, with the governor and other top Republicans to discuss the future of Corinne Wood. Wood was not at the meeting. Wood, when notified of their decision to have her run as Lt. Governor for Jim Ryan, was not happy. She was even more unhappy when told that her career would be over if she lost the gubernatorial primary by George Ryan. Wood also has had health problems but is fast approaching the five-year cancer free mark. The difference between Wood and Ryan is difficult to distinguish. State Sen. Patrick O'Malley, from Palos Park, is the conservative underdog in the race. The Democratic leader, Rolland Burris, has yet to start advertising. I am puzzled why he is in first place. He is a three-time loser in various races, but the only African-American that has held a statewide office. The Democratic candidates for governor have lost each of the last seven general elections. Michael Howlett, Michael Bakalis, Adlai Stevenson III (twice), Neil Hartigan, Dawn Clark Netsch and Glenn Poshard have all failed to prevent a Republican from becoming governor. Burris is not a shoe in. He is fighting a well-funded Rod Blagojevich, a well-known Paul Vallas, and a former comptroller Mike Bakalis as well as three local pols; Rebecca Sankey, Wesley Pettifer, and Sohan Joshi. Since all the Republican candidates for the last 25 years have promised no tax increase and all the Democrats have promised to raise taxes, the voter is left in a peculiar position. Should the voter believe the Republican candidate, all of who have lied for the last 25 years or get a guaranteed tax increase by voting for the Democrat. Remember that it was a Republican that gave us the state income tax after promising not to, while the Democrat promised the income tax but lost the election. Sorry to have taken so much space but all votes are important. Vote on March 19th for the governor of your choice. The details about the Republicans and Democrats, who are running in the March 19 primary, log on to their Web sites (in alphabetical order).

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<http://www.bakalis2002.com/> [Ed. Note: Bakalis had dropped out of the race.]

<http://www.corrinewood.com/> [sic]

<http://www.jimryanforgovernor.com/>

<http://www.omalleyforgov.com/>

<http://www.paulvallas.com/>

<http://www.rodforus.com/>

<http://www.rolandburris.com/>

Microsoft (MS <http://www.microsoft.com/>) has been telling us for years that they are security conscious. They told us that they were doing everything that could be done to improve security of their products. Early last month, Bill Gates put out an internal memo to all MS about 'trustworthy computing'. In the memo he details that security and privacy should be the concerns of all MS employees. Well, it's about time. The full text of the memo is on the net in Paul Thurrott's WinInfo page at

<http://www.wininformant.com/articles/index.cfm?articleid=23801>. In an Op-Ed piece on ZDNet, Wayne Rash takes Gates to the woodshed describing how MS competitors have built stronger systems from the beginning. He points out that these systems maybe vulnerable but are substantially harder to hack than MS products thus crackers don't bother with them. His article is: <http://techupdate.zdnet.com/techupdate/stories/main/0,14179,2843730,00.html>.

After Gates' memo was released, some enterprising person registered a Web site that points to a Google (<http://www.google.com/>) search at

<http://www.TrustworthyComputing.com>. The search reveals 443,000 hits on MS security holes and flaws. Network Computing Magazine published an article

(<http://www.nwc.com/netnews/nn206.html>) asking, what I consider, a valid question, "is this a publicity stunt"? MS released a security patch for IE 5 and higher on February 11th that fixes six security flaws that they have "discovered in the past few months". InfoWorld Magazine (<http://www.infoworld.com>) details the flaws and fixes in its article at

<http://www.infoworld.com/articles/hn/xml/02/02/12/020212hnmsspatch.xml?0212tupm>.

The DOJ/MS settlement was open to public comment until late January. The Judge asked for public sentiment, about the deal that was cut between MS and the DOJ, as required by law. The judge can accept, reject or modify the deal based on her judgment and/or the public comment. She ordered the DOJ and MS to restructure the deal based on the comments of the public. ZDNet ran an article about the results of the public comment and the options available at <http://techupdate.zdnet.com/techupdate/stories/main/0,14179,2846220,00.html>.

Do you know who Michael Winslow is? He was the rookie cop that made sound effects with his voice in all the Police Academy films. He has a standup act and a Web site. Be sure you have the sound on when you check it at <http://www.michaelwinslow.com/>.

Cecilia Biegel sent me two articles from Wired Magazine Web site. The first details Windows XP proprietary characteristics including the near monopoly control of computer multimedia via the media player. The article is at

<http://www.wired.com/news/business/0,1367,48011,00.html>. The second describes the persecution and prosecution of Jon Johansen, the Norwegian that wanted to view DVD movies on his Linux based computer. He found that the movie industry had devised a simplistic encryption scheme to limit DVD viewing to Windows-only machines. The bright teen

(con't on page 9)

wrote a decryption program for Linux machines. Like most open source programmers, he published his program on the Internet. The Motion Picture Association of America (MPAA) threatened to sue him and his father. He withdrew his program from the net. It had been copied dozens, if not hundreds, of times before it was withdrawn. Now the MPAA has bullied Norway into prosecuting Johansen under computer hacking laws even though he acquiesced to their demands as soon as they became known. The MPAA is now being vindictive. They have been through this before. The VCR, cable, and, before that, television itself was going to be the end of movies. These people never seem to learn that taking advantage of new technology will get more revenue than trying to ban or restrict its use. To be sure, some people copy films and sell or trade them. By and large, most people are honest. To check the article steer your browser to <http://www.wired.com/news/politics/0,1283,49638,00.html>.

Michael Goldberg also sent me an article by Fred Langa (<http://www.langa.com>). It covers a number of topics including troubles with Windows XP, registry cleaning and defrag tips. It is at <http://www.langa.com/newsletters/2002/2002-01-24.htm>.

Remember 8 track tapes? There is a site (<http://www.8trackheaven.com/>) that has all sorts of information about 8 track tapes, accessories, and collecting.

Between you, me and The Lamp Post that's all for this month.

(con't from page 6)

none of this.

And I rarely have a problem. Now, as they say, "pila in area tua est". [If Caesar were alive today, he'd translate that to "the ball is in your court". Go forth and conquer your system.]

#### Break the Chain - from APCUG

The FTC has asked us to announce that the website and resource materials for the "Break the Chain" campaign are now available at <http://www.ftc.gov/chainmail>. Many people do not realize that chain letter schemes are illegal. In fact, the Federal Trade Commission recently took action against six individuals who participated in a money-taking chain email scheme - even after the agency warned them that starting or forwarding chain emails is against the law.

The FTC's "Break the Chain" website, <http://www.ftc.gov/chainmail>, has information about the perils of chain emails. I hope you'll share this information with your members - by reprinting the article posted on the FTC website, posting their materials on your website or simply linking to the "Break the Chain" website. They also have created a flyer for your members to post wherever computers are used - in the library,

at a university, or at home - with reminders about avoiding chain emails.

#### BREAK THE CHAIN!

Chain emails - they used to circulate by postal mail, but these days, they're also showing up via email and Internet chat rooms.

You probably recognize one when you see it: It's got a list of names and addresses with instructions to send something - say, a small sum of money - to one or more names on the list. You're supposed to remove one or more names from the list, add your name to the bottom, and email the letter to a specific number of other people with directions on how they should "continue the chain."

But here's the scoop on chain mail: If it promises any kind of return - like money - it's fraudulent and illegal! If you start or forward one, you could face legal action.

This website has information about the Federal Trade Commission's recent law enforcement actions against chain emailers and advice on how to handle chain email. In the "Consumer Info" section (and below), you'll find a flyer that you can download, print and post wherever computers are used.

You can help eliminate chain emails. Just break the chain.

CAEUG  
P. O. Box 2727  
Glen Ellyn, IL 60138

## FIRST CLASS MAIL

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### Meeting place and date information:

The next REGULAR meeting will be held at the Glen Ellyn Library in Glen Ellyn at 9:45 am on  
Saturday meeting February 23, 2002

The library is located 1 block west of Citibank at the corner of Prospect & Duane FREE PARKING  
Directions: Park to Duane; go west on Duane to Prospect Street. Please park at the West end of the  
lot, away from the building. Thank you.

The meeting(s) are not library sponsored and all inquiries should be directed to Rick Scalzo at .  
Individuals with disabilities who plan to attend this program and who require certain accommodations  
in order to observe and/or participate in the program are requested to contact CAEUG president, Rick  
Scalzo at , at least five (5) days prior to the program, so that reasonable accommodation can be made  
for them.

Confirmed Meeting dates for 2002: February 23, March 23, April 27, May 25

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### CD OF THE MONTH: Available at the meeting or by ordering previous CD's via the CAEUG website.

February 23rd CAEUG meeting - Rick Scalzo---Our next meeting will be a presenta-  
tion by Rick Scalzo. He will be presenting a program on digital video editing.