

Abort, Retry, Ignore...



Computers Are Easy User Group



May 2003

Suggested Retail Price \$1.95

Volume XIV

Issue 5



!!! IMPORTANT !!!
Meeting dates for
2003
See page 10
for all confirmed
dates. Time and
Place remain the
same.

May 24
Rob Humphries
D&B Power Assoc.,
Inc.

June presentation
Frank Braman will be
presenting how to go
from digital camera to
a VCD (video compact
disk) in a few easy
steps.

SEE YOU
THERE!!

COD Dates
2003 dates
June 29
July 27
August 24
September 28
October 26
November 23
December 17

Keep your Hard Drive Driving by Chris Doyle, Ontrack

Here's a quick quiz: What takes a licking yet keeps on ticking? Right-your hard drive. The truth is that hard disks manufactured in the last few years last longer than that old clunker you're using as a doorstop.

Here's the surprise. You can squeeze a longer life-maybe even keep a faulty drive trucking-with a few easy tips.

1. The silent killer of hard drives is heat-especially high-speed SCSI drives. My recommendation? Use a hard drive cooling fan with all hard drives. You can buy them direct at <http://www.3dfxcool.com> or at FRY's. I have cooling fans for both my IDE and SCSI drives. In the lab, we have cooling fans on the drives at all times.

2. Optimize your hard drive on a daily basis. As much as a pain this may be for some, optimizing your drive has several benefits. Besides optimizing the files, this process also catches many minor problems that may manifest themselves into a major problem later. Examples? Cross linked or orphan files. Another good reason is that if you do have a problem accessing data on your drive, when a utility is run, such as Norton, nuts and bolts, tiramisù, the chances of recovery are much higher if the drive has been optimized recently. (By the way-Mijenix (<http://www.mijenix.com>) makes a great utility to perform this function <<Smile>>)

3. Without questions, you must run SpinRite on all of your drives once a quarter-at number five, the highest. This is a personal recommendation. Steve Gibson's utility is excellent, and will find many if not all surface defects before they manifest themselves further. Trouble in Paradise, also known as TIP, is an excellent tool for Zip disks.

4. Should I mention backing up your data on a regular basis? Do it often, early, and often and early.

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CAEUG
 Computers
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CAEUG LIST OF SUPPORTING RETAILERS

The retailers listed below have in one way or another supported CAEUG and we thank them.

COMPUTER MAINTENANCE, INC.
 1433 W. Fullerton Avenue, Suite M
 Addison, IL 60101
 630/953-1555

BOOKS & BYTES, INC.
 Retail store is closed
 630/416-0102
<http://www.bytes.com/>

AMERICAN COMPUTER
 330 S. Naperville Road, Suite 310
 Wheaton, IL 60187
 630/260-4020

SOFTWARE EMPORIUM
 123 E. Front St
 Wheaton, IL 60187
 630/653-0085



ABOUT THE NEWSLETTER:

This printed version of our newsletter was laid out using Adobe's Pagemaker Version 7.0 for Windows and was printed on a HP Laserjet III. Our group's membership database is maintained using MS Access and address labels are printed using MS Access software. Our checking account records are kept in Quicken software.

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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.

**Great Midwest
Computer Show ©**

Next show date
SUNDAY, June 29
College of Dupage
9:30 A.M. to 3:00 P.M.

The Midwest's oldest and largest
Multi Vendor PC show and sale for
Home & Business

COLLEGE OF DUPAGE
Main Arena of Physical Education Building
Corner of Park Blvd & College Road
Glen Ellyn, IL
FREE PARKING
Admission - \$7.00
(With this coupon admission \$6.00)
www.CODSHOW.COM
E-mail address:
info@codshow.com

Great Midwest Computer Show ©
2003 dates

June 29, July 27, Aug 24, Sept 28, Oct 26,
Nov 23, Dec 21

For Sale
Price Reduced!

Compaq Armada 1530DM Laptop, Pentium 133, 32MB RAM, 1.2MB HD, floppy, CD-ROM, Sound, Win 98. Battery does not hold charge more than 20 minutes. Runs fine plugged-in \$150 obo

For Sale

Office Suite 2000 full version
\$200.00

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 9x, NT, 2K & 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

Beginner's SIG

Ask questions and discuss computer experiences with this 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
9:05 to 9:45

5. Examining your power supply is critical. It's not too difficult to tax a power supply in some systems if they are fully loaded. If possible, I recommend you make sure that the systems have a decent power supply-at least 250 watts or more. (PC Power and Cooling makes the best). Also make sure that your hard drives have their own independent power connection, not shared by other devices. An uninterruptible Power Supply (UPS) is another good idea (and don't sweat, these things are much more reasonably priced than in the past).

6. Many people ask whether it's best to keep your computer running all the time-or better to turn it off and on. My recommendation is turn your computer on in the morning and off at night. I also think that disabling all power saving devices is best for hard drives. Forcing a hard drive on a desktop PC to spin down every 15 min of inactivity-and then waiting a minute or two to spin up-is worse than turning the computer off and on.

7. Never, ever move the computer while it is up and running. (Try telling that to laptop users!) Any blow to the computer-it tips over, is dropped an inch or more-and that bump gets transmitted directly to the hard drive. Most of the time it will cause a minor head crash. Worst case? It will cause bad things to happen. No, don't ask. But you'll be calling Ontrack to get an estimate. <<smile>>

8. Don't forget about static when handling drives. The newest and highest performing drives come with (hushed tones, please) Giant MR Heads (MR - Magnetoresistive). They're extremely sensitive to static. Ontrack has redone all of our static procedures to handle this technology, and I can tell you from first hand experience that static will kill drives dead.

9. Drives that make clicking, thumping, or grinding noise are experiencing a mechanical problem of some sort. No surprise, huh? But each time the drive is powered up, the more that damage is occurring on the drive. If data recovery is needed in this case, please, please, please - the less you do to the drive, (powering up or using utilities) the more data we can recover. And the faster we can recover it.

10. If you think you have a problem with a drive, try going to the manufacturers Web site. Download the specific utility they make to check the drive. Since the utility comes from the manufacturer, they know how to check specific issues with their drives.

Here are some examples:

Quantum: QDPS

IBM: DFT

Western Digital: WD Diag

Maxtor: MaxDiag (I think)

Ontrack's Data Advisor: This tool will work with all drives And it's probably the safest tool to use to check a drive.

11. Here's a tip for tinkers, users that do a lot of testing of drives. In many cases, it's very difficult to get rid of a hard drive after installing a particular operating system or file system type. That's especially true when using programs such as System Commander.

Try booting up with Ontrack's Disk Manager. The utility has a feature that will write zeros to every sector of the drive. This puts the drive back into the shape it was when it came from the factory. After the process is done, it's easy to partition and format the drive. Don't forget, though, that this will destroy all information on the drive.

12. Here's one for all of you SCSI users lurking out there (including me). Keep your drivers current. Driver and BIOS updates for your SCSI card can make a world of difference in how your drive performs. Don't forget to make sure you follow the specifications for cabling and termination.

Okay, now that you have some new tools for preserving your hard drive, I have some bad news. I saw a 40GB drive advertised at FRYs for \$29.99 (after rebate). <<just kidding>>

OnTrack's Chris Doyle loves to hear hard drives happily humming. You can reach him at CDoyle@ontrack.com

This article is brought to you by the Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international Organization.

The Lamp Post Number 40 by John Spizzirri



May 10, 2003

Flag Day is celebrated on June 14th. In 1777 the Continental Congress decided that a national flag was necessary for the newly formed country. Most celebrations of Flag Day were informal until 1949 when Harry Truman signed into law the official declaration of June 14th as Flag Day. The history of the commemoration of the day can be found at <http://www.usis.usemb.se/Holidays/celebrate/flagday.html> and <http://www.usflag.org/flag.day.html>. Wallpaper and graphics are available at <http://www.annieshomepage.com/flagday.html>. Flag etiquette, display and handling can be found at <http://www.geocities.com/Heartland/2328/flag1.htm>. Lesson plans for teachers can be found at http://www.education-world.com/a_lesson/lesson005.shtml.

The Electric News Net (<http://www.electricnews.net/>) reported that the Gartner Group released a report about businesses and foreign government's attempt to get out from under the Microsoft's (MS <http://www.microsoft.com>) market domination. Linux is their number one choice. The report reveals that North American companies and foreign government's are less concerned about being locked in to the dictates of MS. The report is at <http://www3.gartner.com/pages/story.php.id.8723.s.8.jsp>.

I recently participated in a school held by the Illinois Valley Network Users Association (IVNUA <http://www.ivnua.org/>). IVNUA is primarily focused on Novell Netware LAN (Local Area Network) software (<http://www.novell.com/>). One of the instructors pointed out a misleading advertising ploy used by MS. MS claims the largest installed server base for LAN software. That claim is true as far as it goes. The number of LAN servers running MS network software is larger than any other operating system. The misleading part is that server software is implemented based on the number of users served. MS servers can serve about 200 users per server. Novell servers can serve up to 4000 users per server. Linux servers can serve 2000+ users per server. As you can see, any company that adopts MS has to buy much more equipment and MS software to serve the same number of users (over 200).

The UK (United Kingdom) MSN product manager, Tracy Blacher, was responsible for the press release describing the iLoo, a new MS product. The story was picked up and spread around the world. Even the Wall Street Journal (<http://online.wsj.com/public/us>) carried the story of the 'Internet toilet'. MS headquarters had a press release stating that the iLoo was a hoax. The next day MS HQ said the iLoo is real, for the UK market and the corporation will review its internal communication protocols. As of this writing, I have no idea if this is real or a hoax. The one thing I do know is that this is a stupid idea.

(Editors note: Whatever happened to the idea that offices would be 'paperless'?)

(con't on page 7)

Jessica Rich, the Federal Trade Commission's (FTC <http://www.ftc.gov/>) assistant director for financial practices, said May 1st that MS could be fined up to \$2.2 trillion. That is NOT A MISPRINT. Last year, the FTC and MS reached a settlement where MS pledged to take 'reasonable safeguards' to protect Passport users privacy. If MS did not comply; it could be fined \$11,000 per violation. A Pakistani computer researcher discovered a security flaw in Passport that affected 200 million users. Each vulnerable account could constitute a separate violation. "If we were to find that they didn't take reasonable safeguards to protect the information, that could be an order violation," Rich said. The last report I saw, said that MS had about \$40 billion in cash. I found this story on SiliconValley.com at <http://www.siliconvalley.com/mld/siliconvalley/5816546.htm>. Adam Sohn, a product manager for MS Passport, had additional information on the CNET site at http://news.com.com/2100-1002_3-1000575.html?tag=fd_top. The outcome of this incident will be interesting.

Computer Business Review Online recently reported that the MS's Rights Management Services (RMS), which is part of Digital Rights Management (DRM), will be implemented with the MS Office 2003 under the name Information Rights Management (IRM). Office 2003 will be released this summer. What does IRM do? It restricts the use of a document based on criteria the creator of the document sets. The restrictions can include the inability to copy, rename, edit, forward, or print the document. The document is encrypted to prevent circumvention of the restrictions. Overall, these restrictions sound like a good idea to me. In practicality, the IRM will eventually lock anyone who uses these restrictions, into MS software because MS will not give up code that will allow WordPerfect, Lotus, Star Office, or OpenOffice to read protected documents. The story is at <http://www.cbronline.com/cbr.nsf/latestnews/B4BD518456140C3080256D2100108EA2?OpenDocument>. The story also mentions Next Generation Secure Computing Base (NGSCB the new name for Palladium) which will use a hardware chip to implement IRM. The concept sounds similar to the V-chip. If this is accepted, it means that some time in the future computers without the chip won't be able to use MS software. Will it mean that computers with the chip cannot use non-MS software? We will have to wait and see.

The Illinois Supreme Court recently rendered a verdict against Yvonne Cryns. The text, <http://www.state.il.us/court/Opinions/SupremeCourt/2003/February/Opinions/Html/93412.htm>, states that on August 19, 2000, Ms. Cryns practiced nursing without a license, by assisting in the birth of Spencer Verzi and his subsequent resuscitation attempts. My reading of this case seems to indicate that performing CPR for money in Illinois requires a nursing license. I guess that will come as a surprise to police and fire fighters. An English explanation of the case can be found at <http://www.healthfreedom.us>.

The world's smallest guitar (<http://www.aip.org/physnews/graphics/html/nanotar.htm>) is about the size of one red blood cell. It was made at Cornell University by nanotechnology researchers from a single silicon crystal.

If you are interested in computer languages, there is an interesting site that has the history,

features, application, sample program, and Internet links to sites related to the language. The site at <http://www.engin.umd.umich.edu/CIS/course.des/cis400/> has a list of 40 high level languages.

If you are considering the purchase of a DVD burner as an add-on or as part of a new system, you may be wondering what the designations of -R, -RW, +R, +RW, and -RAM mean.

The DVD+RW Alliance (<http://www.dvdrw.com/>) supports the +R and +RW standard for writing DVDs. The Web site has FAQs (Frequently Asked Questions) and much more information about the standard. From what I have read, the +R and +RW appear to be the most widely compatible formats. The + formats can even be read by a DVD-ROM devices.

DVD Forum (<http://www.dvdforum.org/forum.shtml>), formerly known as the DVD Consortium supports DVD-R, DVD-RW, DVD-RAM, also these formats DVD-Video, DVD-ROM, DVD-Audio, DVD-Video Recording standards. DVD-RAM is the DVD writing standard that is available in 2.6/5.2 GB and 4.7/9.4GB sizes. Double-sided discs are available in Type 4 (disc removable) cartridge. Single-side discs are available bare, or with a Type 2 (disc removable) cartridge. Most manufacturers do not support this standard in their DVD and DVD-ROM players. Now you know, so you can buy according to your requirements.

MS's CEO Steve Ballmer was at a meeting in Berlin with European industry analysts to discuss Linux and other Open Source Software (OSS). He admitted that Linux and OSS were picking up a limited market share. He indicated that MS would market itself as having a lower total cost of operation (TCO) than Linux or OSS. Ballmer said that MS would market its innovation and 'complete solutions' against the simple functionality of Linux/OSS. MS believes that IBM and Intel are part of the driving force behind Linux/OSS. I worry about the 'complete solution' that MS will offer. I think it will require a sacrifice on the part of the consumer. The sacrifice will be privacy and usability.

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

Hard Drive Crash Minor Casualties by Kathy Groce

This month's cover story Ontrack by Chris Doyle reminded me of a recent adventure of my own. I had a Samsung hard drive that would click. Because it did not click every time, sometimes at boot up, sometimes after the pc was on for awhile, I choose to ignore the symptom as long as I could get my work done. This went on for a month or two. Well, to make a long story short, one day upon boot up, the hard drive was not recognized. After powering off a few times. I was able to get to my 'important data' and back

it off the drive onto zip disks. Okay, I felt a little better, so I put off the inevitable of replacing the drive. I did go to the manufactures' site and downloaded the utility program to diagnose what the problem could be. After running the diagnostic program I went back to the site and followed their instructions to the 't' based on the diagnostic results. The instructions that I did not understand I placed a phone call and got through relatively fast and even talked to a knowledgeable staff. Needless to say, I felt like they knew their product and their process of replacement. As a matter, of fact they knew better than other manufactures I've dealt with. There is only one thing I did that they did not suggest and that was format the hard drive

before sending, it was just a precaution, you never know what information could have been squirreled away. It only took a few days after dropping the hard drive in the snail mail, that a refurbished drive was delivered Air 2nd day.

June 2003's issue of PC World has a very, very good article "Super Troubleshooting Guide" by Michael Desmond. The section on hard drives has many suggestions for what to do when a good hard drive goes bad. No, therapy does not help. One interesting point he makes as a "last-gasp trick" is sometimes the hard drive over heats and he suggests removing the hard drive, placing it in a ziploc freezer bag and placing it in the freezer for one hour. "Seriously. Cooling the disk can subtly change the geometry of the head and platters, enabling the drive to pick up data for a brief period of time. Make sure you have a new hard disk installed, as well as mirroring software like Norton Ghost ready to make a one-shot transfer of the old disk's contents." The article covers several worst case scenarios. Well worth a read.

Minutes of CAEUG Board Meeting April 26, 2003.

The meeting started at 12:10pm.

Attending were: Billy Douglas, Kathy Groce, Lynn Johnson, Terry Moye, Carl Schow, Al Skwara, and John Spizzirri.

The club web site will be going to a single user name, and a single password. This should make access to members a non-issue.

The Board discussed the library-meeting site.

Since the increase in the cost of the meeting site, it was agreed that we need to look for other sites that may work for us.

Addressing the financial question:

* A motion was made and passed to look for income from the web site from click through and sales of books from the Amazon web site. There was an expectation for a 4 to 5% fee to be paid to the club based on completed sales.

* A motion was made and passed for a 6-month trial of a \$10.00 charge for the printed newsletter for regular members. The newsletter would continue to be available free on the web site and the newsletter would be emailed to members the week of the meeting. Classes of membership other than regular active members would continue to receive the newsletter at their current membership rate.

* The idea of an Auction was discussed. Members could bring in auction items, and they would get 80% of the sale price with 20% going to the club. All items would be "as is". Members would need to disclose the working condition and the contents of the box. Members would be able to set a minimum amount that they would accept as a sale price.

We discussed using training services as potential presenters.

Items for the raffle are needed for the picnic.

The need to update the list of supporting retailers was reviewed.

A motion was made and passed to allow nonmembers to attend the annual picnic for a charge of \$5.00 per person with the discretion of the president.

The meeting was adjourned at 12:55pm.

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

FIRST CLASS MAIL

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 May 24, 2003

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 John Spizzirri .
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 2003:
May 24, June 28, July 26

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

-> Our next meeting will be ~ May 24, the presenter will be
Rob Humphries from D & B Power Associates, Inc. He will discuss using UPS and back up power
supplies. D & B Power Associates, Inc., 425 N. River St., Batavia, IL 60510
Telephone: (630)761-1400 Fax: (630)761-1324
Email: dbpower@dbpowerinc.com

Hope to see you there.