

# Abort, Retry, Ignore...



## Computers Are Easy User Group



June 2004

Suggested Retail Price \$1.95 Volume XX

Issue 6

### Software Review: by John St.Clair

STUDIO Version 8

“Professional Movie Making System”

by: Pinnacle Systems MSRP: \$120.00

Calendar  
of  
Events

#### !!!IMPORTANT!!!

Meeting dates for  
2004

See page 10  
for all confirmed  
dates.  
Time  
remains the same.

Saturday

June 26

CAEUG

Annual

Picnic

Good Food!

Good Friends!

Good Time!

Good Raffle!

\*\*\*\*

MEETING PLACE

will be the

Glenside Public

Library

\*\*\*\*

SEE YOU

THERE!!

COD Dates

June 27, 2004

July 25, 2004

August 29, 2004

Minimum Requirements: Intel Pentium or AMD 500 MHz or higher; 128 MB RAM (256 MB rec.); Windows 98se, ME, 2000, XP; Hard disk must be capable of sustained throughput of at least 4 MB/sec;

Input Formats: Capture from DV Digital8 or MicroMV camcorders or VCR's with DV Port (NTSC only, requires OHCI Compliant 1394 port) MicroMV requires Windows XP. Captures 1 hour of DV video in only 360 MB of disk space at preview quality using SmartCapture.

After buying STUDIO DC10plus three years ago to edit VCR tapes I purchased a digital camcorder and DVD burner. Because the DC10plus version was a good basic video editing program and several magazines had rated the Version 8 program as it's "Best Buy" video editing program, I purchased it.

After installing it on my 1700 MHz Computer with 1gig RAM, and Windows ME I had several problems. The DC10plus input board was not registering, which the manual said it should. The maximum continuous recording time was 17 min. , with DC10plus it was over 7 hours. The Windows volume controls kept turning off after each recording. The STUDIO volume controls did not work.

After uninstalling the program using Start> Settings> Control Panel> Uninstall I reinstalled it. About 2 min into the install program it stopped and displayed a warning stating that there was a problem with the "license" and the program should be reinstalled. After hours of trying every combination of uninstalling and installing STUDIO Version 8 I gave up and sent a e-mail to Pinnacle Systems help address as I could not find a phone number to call. I then reinstalled STUDIO DC10plus and worked around the problem. Over a week later I sent another e-mail to Pinnacle Systems. Three days later I received an e-mail from them telling me if I want to buy a program from them to call the included 800 number. After

(cont' on page 3)

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Coffee Service	Joan Thompson
Picnic Chairpersons	Mike Goldberg Roger Kinzie

Reminder: You'll get better, faster service if you use CAEUG in the subject of your e-mail.

**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.

**Membership Costs.....**

	<b>First Yr.</b>	<b>Renewal</b>
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??

SIG meets before regular meeting from 9:05 to 9:45

**MEMBERS HELPLINE**

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

Beginner 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

Hardware problems, Win 9x, 2K, XP & Linux . . . . . John Spizzirri

**Great Midwest Computer Show**

**Next show date**  
**SUNDAY June 27, 2004**

**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**

**<http://www.greatmidwestcomputershow.com>**

**E-mail address:**

**[info@greatmidwestcomputershow.com](mailto:info@greatmidwestcomputershow.com)**

**Great Midwest Computer Show ©  
2004 dates**

June 27, 2004 at COD  
July 25, 2004 at COD  
August 29, 2004 at COD  
September 26, 2004 at COD  
October 24, 2004 at COD  
November 21, 2004 at COD  
December 19, 2004 at COD

**NEW Money Saving Offer**

**CD of the Month**

**Pre Order + Prepay = SAVE \$\$**

The club will offer the CD of the Month on a pre order, prepaid basis. The charge will be \$50.00 a year for 10 months. This is \$20 annual savings over buying them for \$7 each month. Lynn Johnson, the treasurer, will keep track of anyone placing a 10-month order. Anyone wishing to place a prepaid order should contact: Lynn.

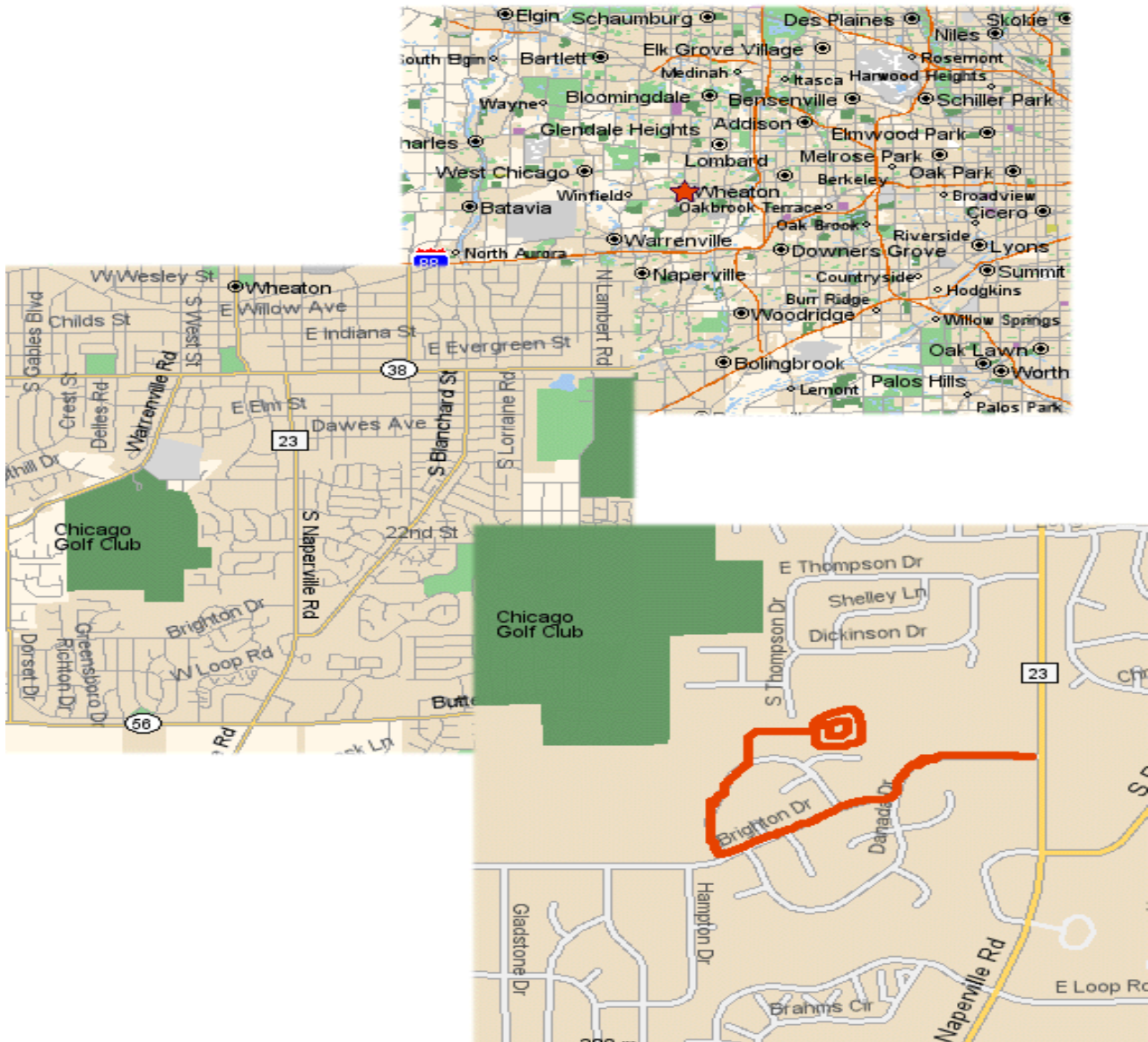
wasting most of a weekend I found that the Start> Settings> Control Panel> Uninstall would leave over a hundred files all over the drive. There was an uninstall on the CD that would remove the registry entries, but not the program files on the hard drive. They had to be removed by deleting them.

Several weeks later I went to the Pinnacle web site and found that since I bought the program (ver 8.4) they had released ver 8.6, ver 8.7 and ver 8.8. The ver 8.8 was available to download. I had several more problems trying to get it to install. After talking to another club member he told me that he had no installation problems, but he was running Windows 2000. I purchased Windows 2000 because some of the Microsoft programs I wanted would not run on ME. The dual boot setup allowed the CD to install ver 8.4 and after running the ver 8.8 download with STUDIO shut down the program could be started. I then installed upgrade ver 8.10, which Pinnacle said would fix more bugs. The maximum continuous recording time was still 17 min. After another discussion with the club member he told me that his hard drives were set to NTFS not FAT32. After I changed to NTFS all but one part of the program worked correctly.

Like the STUDIO DC10plus version the controls are logically organized in three tabbed sections. One for capturing, one for editing and one for making the tape or DVD. It is much better than two other under \$150 video editing programs I have used but, I still have to hunt around in the menus to find some special features. The one problem that I have had to work around is that it works only with NTSC video, so when my brother sent me video in PAL (european) format, I had to find a program to convert it to NTSC format.

I have some fine comments to the magazine reviewers that gave the program a rave review before four bug fixes were issued by Pinnacle and listed it as a "Best Buy", when it will only run correctly in one computer configuration.

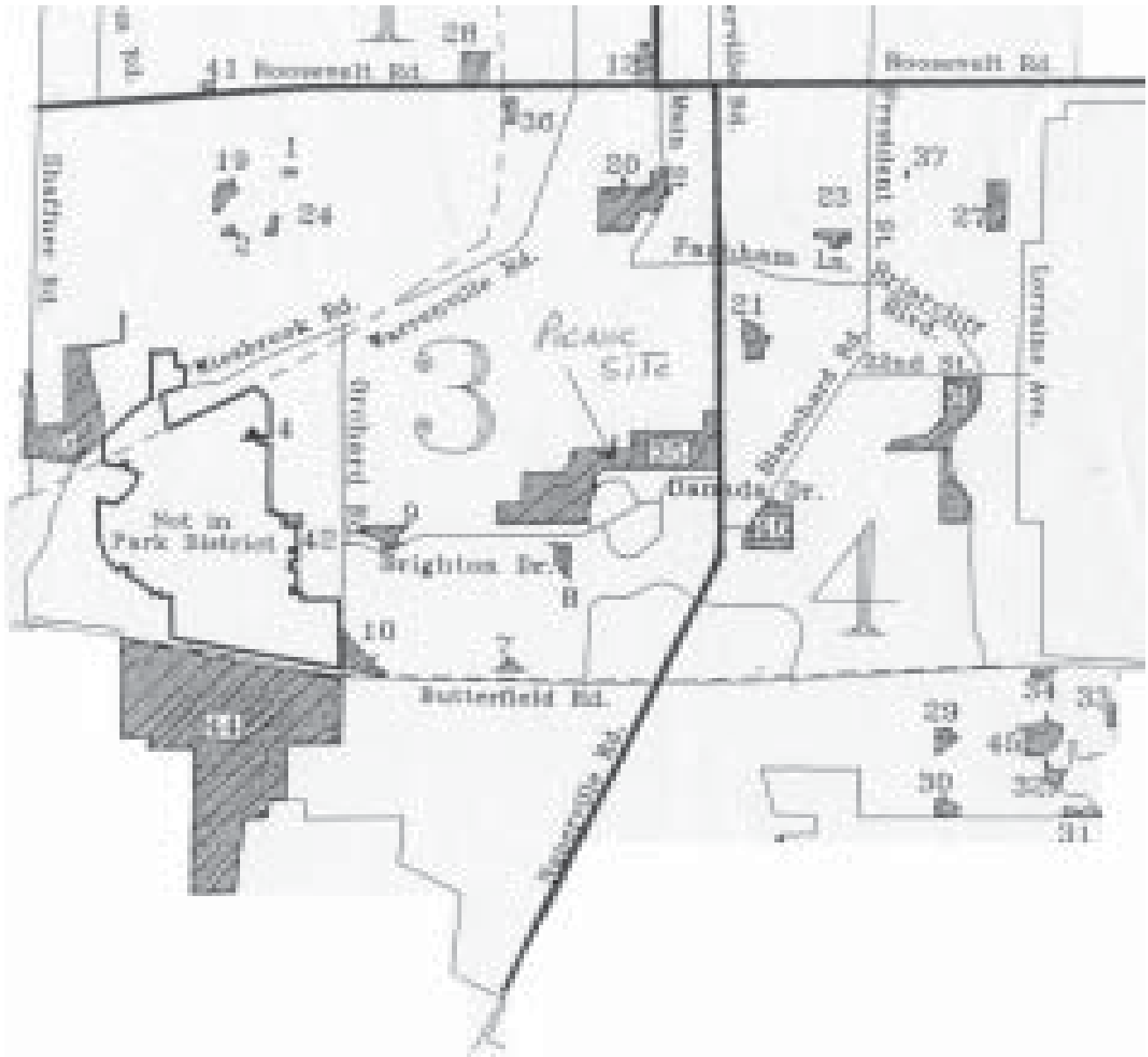
STUDIO 9 has been released which adds the ability of working with wide screen video (16:9) for those with wide screen camcorders. Pinnacle sent me an e-mail ad to upgrade to version 9. The ad offered a low price and a manual for the program. After the upgrade time period was over the Pinnacle web site listed a manual for \$24.00 extra. This reminds me of Microsoft.



### Picnic Raffle items information

Anyone having access to any software or hardware that might be appropriate for raffle items at the picnic should bring them to the picnic and let the picnic Chairperson know.

Roger Kinzie  
or  
Michael Goldberg



### CAEUG Picnic Directions

Directions to CAEUG Picnic at Seven Gables Park:

From Naperville and Butterfield Roads head NORTH on Naperville Road 0.8 mi.

Turn left (WEST) on Danada Road.

Follow Danada for 0.2 mi. to the stop sign at Brighton Road.

Turn right (WEST) on Brighton Road.

Stay on Brighton Road for 0.2 mi.

Turn right (NORTH) onto Winners Cup.

Follow Winner Cup 0.2 mi. to the entrance to Seven Gables Park . Entrance is on the left.

A short distance into the park is a stop sign, At the stop sign turn right. That road will take you past the football field. We will be at the EAST end of the football field in an area that looks like a refreshment stand. ☐

The Lamp Post Number 52  
by John Spizzirri  
June 18, 2004



John C. Dvorak ( <http://dvorak.org> ), a writer for PC Magazine ( <http://www.pcmag.com/> ), in his Inside Track column ( <http://www.pcmag.com/article2/0,1759,1612846,00.asp> ) reported an issue that American and European corporations should take seriously. As you know, many American and European corporations are 'off shoring' or outsourcing a portion of IT (Information Technology), medical, and help desk (call center) work to India. The problem for these corporations is Democracy. Dvorak reported that a new government was recently elected in India with members that are "communist". This leadership is ideologically against foreign investment in India, believing that capitalism is bad and socialism is good. Here is a news flash for Dvorak and these companies - India has been a socialist economy since the British occupation. Union Carbide ( <http://www.dow.com/ucc/> ) discovered this 20 years ago at its Bhopal, India plant. In order to build the plant, Union Carbide was forced to give half ownership to the Indian government of the plant (including management). When the accident occurred, Union Carbide took all the blame even though there was evidence that the Indian government was, at least, in part, a contributor to the disaster. Union Carbide is now a subsidiary of Dow Chemical. GE Capital ( <http://www.gecapital.com/> ) also found out that an Indian call center operation did not save any money due to a 70% turn over rate in personnel. GE Capital moved the call center back to Australia. I have written in this column previously about how criminal elements in India could use information collected by call centers and medical transcription to steal American's identity or blackmail the outsourcing corporations. Obviously, a 70% turn over rate indicates that many employees are disenchanting with the work and the employer. These employees could be induced to criminal behavior much easier than happy, contented employees. Infosys ( <http://www.infosys.com/> ), Tata Consultancy Services ( <http://www.tcs.com/> ), and Wipro ( <http://www.wipro.com/> ) are taking GE Capital's vacated place in the Indian call center business. Computer Business Review Online has the story at <http://www.cbronline.com/cbrnews/27d9663fdc4f628c80256eb30032d0b0> . There is one thing I find puzzling about the call center situation. If I were to make a phone call to India, it would cost over 50 cents per minute. Even when a corporation buys bulk telephone bandwidth, the per minute cost must be significant. In commenting on this situation, Dvorak coined a phrase and a word that I found amusing. The word and phrase are "Punjabification of America".

Seagate ( <http://www.seagate.com/> ), the hard drive manufacturer, reported that 30% of hard drives returned for repair are in good working order. Their spokesperson said that system errors caused the drives to be returned. These errors "may have been caused by a virus, a loose connector, a simple power spike or some other problem not related to the hard drive". He further stated that 37% of the false errors were caused by the operating system. The story is at [http://www.theregister.co.uk/2004/06/11/seagate\\_diagnostic\\_software/](http://www.theregister.co.uk/2004/06/11/seagate_diagnostic_software/) .

The SCO Group ( <http://www.sco.com/> ) lawsuits against IBM ( <http://www.ibm.com/us/> ) and Novell ( <http://www.novell.com/> ) finally have a court date - November 2005. SCO, formerly Caldera, formerly Santa Cruz Operation, sued IBM and Novell for copyright infringement. SCO claims that they own the copyright to Unix System 5 and that part of that code is included in Linux. Novell claims that they still hold the copyright to the Unix code. IBM is using Linux extensively with their new hardware. SCO sent threatening letters to IBM and other Linux customers demanding payment for use of Linux. Novell, HP/Compaq ( <http://www.hp.com> ), and IBM assured their customers that if SCO wins the suit their customers will be indemnified.

(con't on page 7)

Paul Thurrott, columnist for Windows Network and .Net Magazine (<http://www.winnetmag.com>), recently reported a class-action lawsuit in New York against Microsoft (MS <http://www.microsoft.com>). The case says that MS's EULA's (end-user license agreements) protect MS from consumer injury complaints due to the "monopolistic and deceptive conduct" related to the DOJ antitrust case. Thurrott's last sentence says it all, "But suffice it to say that Microsoft still has a lot of 'splaining to do."

The SuperComm show (<http://www.supercomm2004.com/>) will be in Chicago as you read this. SuperComm is dedicated to computer and telephone communications. One of the up and coming technologies that will be featured is WiMAX. It may be the next step in wireless broadband computer communication. The official designation for it is IEEE 802.16 standard. It promises to have a 30 mile range as opposed to the 300 foot range of WiFi (802.11a, b, or g). With that range WiMAX can create another competitor in the broadband market, which I hope will drive down the high monthly price of broadband. Clearwire (<http://www.clearwire.com/>) will be rolling out WiMAX this summer in Florida. If successful, they will be expanding the WiMAX reach throughout the United States. To read more about the WiMAX standard try <http://www.wimaxforum.org/home>.

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

**Minutes of CAEUG Meeting  
May 22, 2004**

John Spizzirri called the meeting to order at 10:00 am.

There were 29 in members in attendance and no visitors.

The minutes were approved as published in the Newsletter.

The Financial Report showed a starting balance of \$3,455.43, income of \$342.00 and expenses of \$300.44 for a balance of \$3,496.99.

**Old Business:**

Volunteers for the next COD show in May were discussed. Anyone willing to represent the club at the show can get a free admission. The show lets two members in free and the club will reimburse two other members who work at our table. The reimbursement is given at the next monthly meeting.

John asked for volunteers to write articles for the Newsletter.

**The Annual Picnic is scheduled for Saturday, 6/26/2004. Mike and Roger have volunteered to head up the Picnic committee. A sign up sheet was sent around as of April. There were 32 people that will attend the picnic. Members were encouraged to bring any give-a-ways they have to the picnic. They can be software or hardware or non-computer related stuff.**

John asked if there was anyone else who would like to volunteer to try new products and write reviews for the newsletter.

**New Business:**

The CD of the Month was reviewed. The basic CD is available at \$5.00 and the monthly CD is available at \$7.00. The new pre-order, pre-pay plan was reviewed. A pre-order for \$50.00 provides for 10 CD's, making the yearly cost of only \$5.00 a CD.

Brian Noon is willing to build you a computer. He is on summervacation from college and is willing to do this at a reasonable markup.

The formal meeting was then adjourned.

Members' Forum addressed several problems that members were having with both hardware and software.

We then had our traditional break with coffee and doughnuts, bagels, and muffins.

Raffle items included The Galaxy Series, 200 Sound Effects, Networking for Home PC's foe Dummies, Upgrading & Maintaining PC's.

Bill Douglas made the presentation on Windows XP.

Respectfully submitted,

Al Skwara

**Internet Annoyances  
by Sherry Zorzi, Secretary  
Cajun Clickers Computer Club  
Baton Rouge, Louisiana,  
and Advisor for Region 8**

The Internet is full of creepy-crawly beasties. Spam, popups, hoaxes, cookies, spyware — what are these critters and how do I tame them???

Spam - unsolicited, usually commercial email, also known as UCE. You can't stop it; the best you can do is try to limit it.

\* Don't post your address on publicly-accessible websites (newsgroups, chat rooms, directories). Web "crawlers" harvest these addresses for spammers' mailing lists. You can obtain free, "throwaway" email addresses at sites like Yahoo (<http://www.yahoo.com>) or Hotmail (<http://www.hotmail.com>) to use in these situations.

\* When you register for a legitimate website (Microsoft, Amazon, Delta Airlines, etc.), opt-out of any newsletters or mailings they offer to send you. If opting out is not offered, don't register for the site unless you want advertising email!

\* Use "filters" in your email program to automatically route suspected spam to a special folder, which you can check periodically and delete. Or use special (free!) software, like MailWasher (<http://www.mailwasher.net>) or K9 Spam Killer (<http://www.keir.net/k9.html>) to automatically check incoming mail and handle suspected spam for you.

\* Don't ever follow directions to "unsubscribe" or stop receiving mail, unless you know you are dealing with a reputable source. Replying to the message or clicking a link to supposedly unsubscribe is often just a ruse by the spammer to verify that your email address is valid and that you are naïve enough to open spam. You will get more, not less, spam!

\* Use SpamCop (<http://www.spamcop.net>) to report spam. The service is free. They will automatically report, in your name, the true source

of the spam to the appropriate ISPs.

\* Send a copy of the spam, with full headers, to the Federal Trade Commission at [uce@ftc.gov](mailto:uce@ftc.gov). They keep a database of fraudulent spammers.

\* Support strong legislation at the state and federal level to stop the scourge of spam!!! Write, call or email your Senators and Representatives and urge them to support strong legislation.

Popup - advertising that "pops up" in a small window of its own. Some websites pop up an unsolicited ad in a window on top of the page you are trying to view. Others hide the popups beneath the site you're visiting, so that you see it when you finally close your main window. Some sites pop up several, or even dozens of popup ads - sometimes "freezing" the computer. The new popup scourge is controlled by one or more programs hiding on your computer, causing popups even when you are not online! They are all bad, bad, bad!

The best way to squash popups is with free software like Popup Stopper (<http://www.panicware.com>). Works perfectly and the price can't be beat!

Hoax - fictitious email forwarded around the Internet by your well-meaning friends. Flesh-eating bananas, large corporations controlled by Satanists, viruses that cause your computer to catch fire - all are fabricated hoaxes. Most of us have at one time been taken in by one of these, forwarding it to everyone in our address book only to be embarrassed to find out it's a fake. Any email, even if it's from your mother, that says "Please forward this to everyone in your address book" is a hoax. Any email that promises you will get something for nothing is a fake.

\* Never, ever forward anything to everyone in your address book, no matter how "true" it sounds. Even if it is supposedly from IBM, Microsoft, or the government.

\* Type a few keywords from the email into a search engine like Google (<http://www.google.com>) and follow several of

the links that come up. You should quickly discover that the mail is a hoax.

\* Before you hit "forward", check out the "story" on one of the websites that specialize in debunking urban legends and hoaxes:

Snopes ( <http://www.snopes.com> )

Urban Legends ( <http://www.urbanlegends.com> )

HoaxBusters ( <http://www.hoaxbusters.com> )

Spyware - technology that aids in gathering information about a person or organization without their knowledge. Spyware usually comes "hidden" within software you voluntarily install. Along with what you wanted, you also get a small piece of software that installs itself behind the scene and sends back information on your surfing habits to an advertiser or marketing company.

You can control spyware with some free tools available on the web. The tools will either prevent spyware from getting on your machine, or remove it once it is there.

\* Ad-aware ( <http://www.lavasoftusa.com> )

\* SpyBot Search and Destroy  
( <http://beam.to/spybotsd> )

Cookie - a small text file placed on your computer by a website you visit. Cookies can be innocent, but some operate as spyware. Spyware-controlling software like Ad-aware will control spyware cookies, too. You can also exercise some control over cookies in Internet Explorer by clicking Tools, then Internet Options. Click the "Privacy" tab to allow or disallow various kinds of cookies on your system. Be aware that some features of some sites won't work properly unless you allow cookies.

Virus, worm - a piece of programming code that causes some unexpected and usually undesirable event, such as spreading itself (in your name!) to everyone in your address book, locking up your computer, or deleting important

files. They can be transmitted as attachments to an e-mail, as downloads, or be present on a diskette or CD.

\* Install antivirus software and **keep it up-to-date**. Popular brands include McAfee Virus Scan, Norton Antivirus, and TrendMicro PC-cillin. Free antivirus software, which works well, is available at <http://www.grisoft.com>. HouseCall, a free online virus scanner, is available from TrendMicro at [http://housecall.antivirus.com/housecall/start\\_corp.asp](http://housecall.antivirus.com/housecall/start_corp.asp)

\* Don't allow "autopreview" features on your email programs. When an email message is previewed, it is really "opened," which can trigger a virus.

\* Don't open emails or attachments from unknown sources. Even when mail is from a trusted source (such as your mother), don't open any attachments unless you are expecting them without checking with the source first to be sure they intended to send the attachment and are sure it's virus-free.

Trojan horse - similar to viruses and worms, Trojan horses are particularly nasty as they can open up ports on your computer, making it possible for an intruder to control your computer remotely.

Anti-virus software is not great at catching Trojan horses. You should install and periodically run a Trojan scanner, such as the free SwatIt ( <http://www.swatit.org> ).

If you use the available tools, your Internet experience will be more pleasant for you, your computer, and for all your email correspondents.

Don't forget the most important tool of all - YOUR BRAIN! Use it.



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

#### **CAEUG ANNUAL PICNIC**

at 11:00am - 3:00pm on

**Saturday June 26, 2004**

The library is located. Please park at the West side 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, John Spizzirri, at least five (5) days prior to the program, so that reasonable accommodation can be made for them.

#### **CONFIRMED Meeting dates for 2004 at Glenside Public Library:**

**June 26 CAEUG Picnic, July 24, August 28, September 25,**

**October 23, November/December meeting on December 4**

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**\*\*NEW\*\*** CD OF THE MONTH FORMAT: Is now available in **two (2)** flavors. The **Basic CD** will be packed with the standard items, while the **CD of the Month** will have NEW and updated items. Both are available at the meeting.

**-> CAEUG Annual PICNIC Saturday, June 26 from 11:00am - 3:00pm**  
**Bring your items for the raffle**

*Hope to see you there.*