

# MONITOR

<http://www.cpcug.org/>  
<http://www.cpcug.net/>

January 2003 Volume 21 Number 1 \$3.00

The magazine of the **Capital PC User Group, Inc.**, a nonprofit organization of "Users Helping Users"

## Features

Dealing With SPAM  
*by Scott Mohnkern*

Protect Your Computer  
Against Viruses  
*by Robert Simanski*

Hold On To Your Domain  
*by Matt Long*

Revealing Internet  
Cookies  
*by Kim Komando*

More Stupid Uses  
of the Internet  
*by David G. Ziegler*

Diagnosing Windows  
Startup Problems  
*by Dick Maybach*

and much more...

### Training Schedule on Page 4

CPCUG's long awaited Training schedule begins on Page 4 of the Monitor. You can register for classes online at <http://www.cpcug.net/classes> or over the phone by calling the CPCUG Office at (301)762-9372.

## Help Wanted

CPCUG needs your help. For our organization to move forward with all of the plans that we have we need more volunteers. Specifically we need people to step forward for the following positions:

### Booth Wrangler

What is a Booth Wrangler you ask? The person who, twice a year, organizes CPCUG's outreach at FOSE and NBC4 (the two largest technical shows in the area). CPCUG has a booth during the 2 or 3 days of these events at the Washington Convention Center. The Booth Wrangler corresponds with the management at each of these events to make sure that our booth is in order. Once that's done, the Booth Wrangler coordinates the volunteer schedules for people manning the booth. Former Booth Wrangler Beth Barnett is available to answer any questions about what needs to be done and how to do it. This position is entirely administrative, no technical skills required. The need is immediate as the FOSE show is scheduled in April and we need to have a candidate in place sometime during February.

### First Vice President

This position is more demanding than that of Booth Wrangler and requires a greater level of commitment. The First Vice President position is part of the CPCUG Executive Committee and second in command of the organization.

Working in conjunction with the Area Vice Presidents, the First Vice President will be working to better integrate the SIGs into the overall organization. A First Vice President should be familiar with our SIG structure and willing to work with the geographic and program diversity of our SIGs.

In addition to that, the First Vice President has overall responsibility for CPCUG facilities. Currently that means maintaining good relations with our landlords and knowing what facilities are available for meeting spaces.

Volunteering for CPCUG can be a very rewarding experience, just ask those of us who already volunteer. If you're interested in exploring one of these opportunities to give to CPCUG and expand your horizons, contact Dennis Courtney via Email at [president@cpcug.org](mailto:president@cpcug.org).

*Do you want to make the world a better place ... but can't make a regular commitment?*

## **YOU CAN CHANGE LIVES BY TEACHING FOR CPCUG!**

*We are now recruiting teachers in many topic areas—complete and send in this form to learn more.*

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I would consider teaching *(check all that apply)*

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\_\_\_\_ Senior citizens who may not be familiar with computers and who want to find good web resources and email friends

\_\_\_\_ Community members who speak English as a second language, work in blue-collar environments, and would like to move into office professional work

Besides English, I speak *(check all that apply)*

Spanish  fluently  a bit  \_\_\_\_\_  fluently  a bit  
 Vietnamese  fluently  a bit  I can sign to the hearing-impaired  fluently  a bit

I would feel comfortable teaching *(check all that apply)*

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<input type="checkbox"/> XML <input type="checkbox"/> beginner <input type="checkbox"/> advanced	<input type="checkbox"/> Jbuilder/Java <input type="checkbox"/> beginner <input type="checkbox"/> advanced
<input type="checkbox"/> Dreamweaver <input type="checkbox"/> beginner <input type="checkbox"/> advanced	<input type="checkbox"/> JavaScript <input type="checkbox"/> beginner <input type="checkbox"/> advanced
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<input type="checkbox"/> Cold Fusion <input type="checkbox"/> beginner <input type="checkbox"/> advanced	<input type="checkbox"/> ASP <input type="checkbox"/> beginner <input type="checkbox"/> advanced
<input type="checkbox"/> Roxio EZ CD Creator <input type="checkbox"/> beginner <input type="checkbox"/> advanced	<input type="checkbox"/> General Web Browsing <input type="checkbox"/> beginner <input type="checkbox"/> advanced
<input type="checkbox"/> Photoshop <input type="checkbox"/> beginner <input type="checkbox"/> advanced	<input type="checkbox"/> General Email <input type="checkbox"/> beginner <input type="checkbox"/> advanced
<input type="checkbox"/> Acrobat <input type="checkbox"/> beginner <input type="checkbox"/> advanced	<input type="checkbox"/> _____ <input type="checkbox"/> beginner <input type="checkbox"/> advanced

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Please (1) fax this form to (703) 941-3679, attn: Alane Keller, Training Director.

(2) email a brief summary (100-200 words, in paragraph format) of your qualifications—including any professional teaching experience—to [kialane@aol.com](mailto:kialane@aol.com). This summary will be posted on CPCUG's website. Be sure to include your full name in your email. We will contact you to discuss details and upcoming classes that you may be interested in teaching.



# Info Bytes from Byte Back

Community-Based Computer Training Programs

Serving the unemployed, the underemployed, and at-risk youth

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## Four Training Tracks

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**Intern Program:** Intensive training for IT careers in NT, Database, and Web.

**Youth Program:** Computer skills and graphics, after school and summer camp.

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Simpson Hamline UMC

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Family Investment Center

Academy of Hope

Sacred Heart Adult Education

Metro Police Boys and Girls Club

## Brief Byte Back Stats

Over 100 classes per week

800 students served per week

33 Interns in Training

22 Intern Graduates

**Graduate salaries average over 35K!**

## *Closing the Digital Divide!*

---

815 Monroe Street NE, Washington, DC 20017

202-529-3395 (f) 202-529-4684

Janet Lathan, Executive Director

[jlathan@byteback.org](mailto:jlathan@byteback.org)

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**CPCUG Home Page**  
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**Get more  
out of your  
membership  
in the  
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VOLUNTEER!**

**contact a member of  
CPCUG's Board of  
Directors—all are  
listed on this page,  
most offer a choice  
of e-mail or phone  
contact information.**

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Vacant

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#### Visual Basic

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#### Windows

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#### WordPerfect

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*CPCUG is looking for a few good men - and women - Can you donate a few hours each week to help improve our group? Call 301-762-9372!*

**Monitor** is your publication. If you would like to discuss an idea for an article or column, please contact the Editor at [editor@cpcug.org](mailto:editor@cpcug.org). Our style guide is at:

<http://www.cpcug.org/user/monitor/Monstyle.html>.

## Publication Submissions

**Guidelines.** Be sure to put each graphic (200-dpi TIF format preferred) and table in a separate file—do not include text, graphics, and tables together in one file. If you prefer to include everything in one file, please send each table and graphic separately in addition. Include your name, e-mail address, and day and evening telephone numbers at the top of your article so we can contact you if we have questions.

**Submittal.** Send articles as zipped file attachments to [editor@cpcug.org](mailto:editor@cpcug.org), with copy to [admin@cpcug.org](mailto:admin@cpcug.org). In the body of your message, include the names of files attached and the software formats of each. Or you may send articles in ASCII text format directly in the body of an e-mail message.

**Conditions.** Articles must be received at least 60 days before publication. All articles are subject to editing. Articles accepted for publication in the print version of the *Monitor* will also appear in the Internet Web pages of the *Monitor*.

**Address Changes.** Please send change of address notices with current phone numbers to the Capital PC User Group, Attn.: Membership Director, 19209 Mt. Airey Road, Brookeville, MD 20833, or via e-mail to [admin@cpcug.org](mailto:admin@cpcug.org). *Monitor* is mailed at periodicals rates and is not forwarded unless you have made special arrangements with your Post Office.

## Subscription Problems ?

Please call (301) 762-9372 or send an e-mail message to [admin@cpcug.org](mailto:admin@cpcug.org).

**Renewals.** One renewal notice is sent. You may renew your membership by sending your check for \$42 (\$78 for 2 years; \$110 for 3 years) along with your mailing label to the address above. Be sure to correct your mailing label if any of the information has changed, and always include your current phone numbers and membership number.

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# MONITOR

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# CPCUG News & Events

## Training Classes Scheduled

02/01/2003 - 9:30AM  
Intro to MS Word I

02/08/2003 - 9:30AM  
Intro to MS Word II

02/26/2003 - 6:00PM  
Searching the Internet

03/01/2003 - 9:30AM  
Intro to MS Powerpoint

03/04/2003 - 6:30PM  
Intro to MS Word I

03/08/2003 - 9:30AM  
Intro to MS Powerpoint II

03/10/2003 - 6:00PM  
Intro to Quicken

03/11/2003 - 6:30PM  
Intro to MS Word II

03/22/2003 - 9:30AM  
Intro to MS Excel I

03/25/2003 - 6:00PM  
Searching the Internet

03/25/2003 - 6:30PM  
Intro to MS Excel I

03/29/2003 - 9:30AM  
Intro to MS Excel II

04/01/2003 - 6:30PM  
Intro to MS Excel II

## Upcoming General Meeting Topics

**February 10, 2003**

**HD TV and Home Theater** - Nationally known writer, consultant and Home Theater expert Rodolfo La Maestra presents what you need to know when considering High Definition TV and/or a Home Theater System

**March 10, 2003**

**Tools and Techniques to Get the Most From Your Hard Drive**  
Gene Barlow presents tools from Power Corp. and AccessData Corp.

**April 14, 2003**

**How to Back Up Your PC**

Art Silvergate of the Columbia (MD) PC User Group tells all.

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# Presidents Notes

**D**oes CPCUG provide any value to you? Is there something about CPCUG you would miss if it were not there? I ask these questions not in a rhetorical sense but in a very real sense. If CPCUG ceased to exist would it be missed?

We have gone on now for just over 20 years and I am beginning to wonder aloud about those questions. Many of us within CPCUG have labored to turn the organization around from what appeared to be an almost certain death about 5 years ago. We've instituted new financial controls and policies that have made CPCUG profitable. We have recruited new Directors for some of the new programs we are offering to the membership and we have implemented a new website and membership database to help keep up-to-date in our technology.

What we are still struggling with is generating some enthusiasm from the membership that translates into volunteerism. We need volunteers to help run some of the programs that keep CPCUG going and we are not getting them. Specifically we need volunteers in leadership positions and for key activity positions. The only criteria is that you be able to work within a group (with some minimal direction) and have a couple of free hours in a month. Most of the positions we need help with are not technical in nature, most are administrative - the stuff that keeps an organization like CPCUG functioning.

We have two positions right now that are critical for us to fill within the next month or so. First is the

position of Booth Wrangler for our show booth. CPCUG is offered space on the exhibit floor for both the FOSE and NBC4 trade shows at the Washington Convention Center. With FOSE coming up in early April, we have to fill our Booth Wrangler position in mid-February or risk losing access to one of our most powerful marketing opportunities. The tasks involved in being a Booth Wrangler are mostly administrative. If you can make phone calls and send Emails you will do just fine. Former Booth Wrangler Beth Barnett is available to let the new Booth Wrangler volunteer in on all of the preparation necessary to make sure that CPCUG has a booth space at both FOSE and NBC4.

The second need we have is for a First Vice President. This position has a higher time commitment and a higher visibility within the organization than does a Booth Wrangler. The First VP would ideally be well

versed with our system of SIGs and with our various facilities since these are the two key areas that a First VP works with. The First VP is an important part of the Executive Team within CPCUG.

I was deeply disappointed when, at the last General meeting, I made a pitch for volunteers and the meeting room went suddenly quiet. We need you to step forward because CPCUG is us (you and me). I'm doing my part by volunteering and if you're getting a benefit from CPCUG you need to do your part or there won't be a CPCUG to benefit anyone.

Why not make a New Year's Resolution to become more involved within CPCUG? If you cannot volunteer, at least come out to one or more meetings. Why not pick an Email address from the Officers and Directors page and send them an Email thanking them for their efforts?



*Happy Holidays from Karen and I (yes, that's me in the suit)*



# Dealing with Spam

## A new solution to an Old Problem

*Copyright 2002 - By Scott Mohnkern*

**S**spam, Unsolicited Commercial Email, Bulk Email, Junk Email, whatever you call it, its annoying. We all hate it, and its getting worse. Some people have even predicted that without a long-term solution, email will become all but unusable in the next few years because of spam.

And I'm no exception; I get literally hundreds of "junk emails" each day. I've diligently used filter after filter, program after program in an attempt to stave off the problem. But, ultimately, all the traditional approaches are like putting the proverbial finger in the dike.

So I began to develop a new approach. By listening to what other people were trying, and seeing the various approaches, I think I have a way to solve the problem, at least part way.

The problem is, we've been thinking about the problem backwards. All the solutions in the past have been about "filtering out" junk email. This article proposes a new solution, "filtering in" email we want.

If you think about it, how many people do you actually get email from? 10, 20, maybe 30? Even if you get email from 100 people and lists, this is a lot less than the number of email addresses you has to filter "against" in order to prevent spam. So, why not just "filter in" the email you want into a folder, instead of "filtering out" the email you don't? In just a few days, you can probably get

90% of the email addresses you want on your "filtering in list" and speed up your reading of email.

The following are directions for Outlook 2000, but, I believe you'll find that the process (if not the exact keystrokes) will work for Outlook Express, Netscape Mail, Eudora, and even Pegasus Mail.

### *Step 1 - Create a Junk Mail folder*

Open up Outlook, and go to your Inbox.

Then Click on File, then New, and Folder

A new window will open, asking you for a name. Type Junk Mail and press okay. This will be the folder you put junk mail in (because this process is still useful.)

### *Step 2- Create a "known people" folder*

Now, go back to your Inbox.

Click on File, Then New, and Folder A new window will open, asking you for a name. Type Known users and press okay. This will be the folder you put email from people you know in.

### *Step 3 - Configure Outlook to filtering Junk Email*

Outlook, by Default, if you turn on their Junk Email filtering changes the color of the message. While this is kind of useful, it really doesn't help you sort.

Click on Tools, and then "Rules Wizard."

The Rules Wizard box will open, click on the "New" button on the right. The next window should have "Check messages when the arrive" highlighted. That's what you want, so go ahead and click on Next.

The Next window says "Which Conditions do you want to check?" Scroll all the way down to the bottom, and check the box next to "suspected to be Junk Email or from Junk Senders."

When you click this box, you'll see this phrase appear in the window underneath. Go ahead and click on Next.

Now it says, "What do you want to do with the message?" Check on the box next to "move it to a specified folder"

In the box underneath, you'll see this phrase appear, with the word "specified" underlined. Click on the word specified.

Now a list of your folders will appear, find the "Junk Mail" folder and click on it. Then click on OK.

Click on Next

Click on Next Again

Then Click on Finish.

You've now turned on your junk email filter so it moves any suspected Junk Email to the folder named "Junk Mail."

### *Step 4 - Tell Outlook what each email is, junk, or known.*

Now you're ready to begin filtering. If you haven't downloaded your

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## Spam

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email (most of the time Outlook does this automatically), go ahead and do that now by clicking on Tools, then Send/Receive, then and All Accounts.

Once you've downloaded your email, go to your inbox, and open up the first message. It should either be 1) Spam, or 2) A message you want. Now you make a decision.

If it's SPAM, Click on Actions, then Junk Email, then add to Junk Senders list. Then delete the message by click on the x icon in the toolbar.

If it's a message you want, click on Actions, then Create Rule.

This will bring up the now familiar "Rules Wizard" window. Here's where you need to make a decision.

Look at the first to lines of the window, the first will say "From \_\_\_\_\_" and the second will say, "sent to \_\_\_\_\_." You have to decide which of these two boxes check. Normally you'll check the "FROM \_\_\_\_\_" box, but, if it's a message from a list, and the "Sent to \_\_\_\_\_" line does not contain your email address, you can check this box, making sure you catch all messages from that list. The important thing to do is NOT to check the box, which contains your email address.

Once you've checked one of these boxes, click on the next button.

Now click on the BOX marked "Move it to the Inbox folder." At the bottom, the word INBOX will appear underlined. Click on it. Your folder list will appear. Find the folder named "known people" and click on it. Then click on OK. Click on Next. Then Click on Next again.

You should have a window open that says, "Please specify a name for this rule." Underneath that you'll see

"run this rule now on messages already in Inbox." Check the box to the left of that. Then click on Finish. If you have a lot of email, the computer may churn a bit while it looks for other instances of this email.

After it's done, you'll be left with the message. Unfortunately, it's also been moved to the folder "known messages" so navigation becomes a bit confusing. I recommend closing the message, by click on the X in the upper right hand corner. This will bring you back to the Inbox, where you can open up the next message.

Repeat this process for every message in your inbox. The first time it will take time, but as you progress, you'll see that # of messages in your inbox grows smaller and smaller.

### *Step 5 - Reading your email*

After you've done this, every time you open up Outlook, and you download email, you should find a few more messages in your "known users" folder. You can go ahead and open up this folder, and read messages as though they were in your inbox. After you're done reading these, then go back to your inbox, read, and mark messages like we did in step 4. Mark each message as a "known user" or "Junk email."

It should take you just a few days to find that most of your "useful" email is put in the "known users" folder, with most of your spam in your inbox, or the junk mail folder.

Hopefully this will help you in dealing with the increasing number of advertisements you are seeing in your email each day.

*Scott Mohnkern is a past president of the Capital PC User Group, Inc. and can be reached via email at mohnkern@cpcug.org.*

*Need a Ride to the General Meeting?*

*How About Ride Sharing?*

We have had a lot of comments about how difficult it is to get to the General Meeting at Washington Gas in Springfield, Virginia. CPCUG Member Fred Fisher decided to really get into the spirit of *Users Helping Users* by offering his services to car pool from the Springfield Metro stop to Washington Gas.

**Here is how the car pool works: Call FRED FISHER sometime before the General Meeting and let him know that you want to be part of his car pool. Fred's number is (703)451-1745.**

**Fred will wait at the Springfield Metro stop until 15 minutes before the meeting time for anyone who wants a ride.**

Fred can't do this for every General Meeting but we are hoping that his generosity and inventiveness inspires some other CPCUGers to help out so that anyone who wants to can attend the General Meeting. Who knows, now that you can look up other CPCUG members in your area on CPCUG.NET, maybe Fred will start a trend of *Users Helping Users* get to the meetings.

If you have an idea that you would like to participate in that would help CPCUG and/or its membership like Fred has done, contact Brad Shaw, Director of Volunteers and let him know how you would like to help.

Great idea Fred!

# Protecting Your Computer Against Viruses

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**T**he computer virus problem, which was more of an annoyance than anything else until a few years ago, has become a serious epidemic with the growth of the Internet. The worst viruses can completely disable your system by deleting files and even damaging your hardware. Because of this, it is essential that you not only have up-to-date antivirus software on your computer but also that you keep it up to date and understand how to use it properly.

The two most popular and readily-found antivirus programs are McAfee VirusScan and Norton AntiVirus. I recommend Norton AntiVirus because of its well-designed interface and the ease with which you can update it. Therefore I will focus on Norton AntiVirus in this article, although most of my recommendations will apply to VirusScan as well.

When you buy Norton AntiVirus, you are buying not only a license to use the program but also a one-year subscription to software updates. When the year ends, you must renew your subscription for a small fee. If you have Norton AntiVirus 2001 or later, I recommend that you continue to use it and simply renew the subscription when the time comes. If you have an earlier version, I recommend that you upgrade to the current version when your subscription expires, because the developers made some significant improvements in version 2001.

Norton AntiVirus is available both as a separate program and bundled with

other Norton programs. I recommend that you buy the Norton Internet Security package, which includes both Norton AntiVirus and a personal firewall program. The firewall will help to protect your system from intrusion over the Internet by malicious hackers. I will have more to say about firewalls in my next newsletter. Norton AntiVirus is also included in the Norton SystemWorks package, which contains a number of other useful utilities but not, unfortunately, the firewall. Expect to pay about \$40 for the basic Norton AntiVirus program and between \$60 and \$80 for the other packages.

## Installing the Software

When you install the Norton software, accept all of the default options for the time being. Be sure that both auto protection and e-mail protection are enabled in Norton AntiVirus. When auto protection is enabled, Norton will run in the background at all times and scan certain types of files for viruses every time that you download, create, copy, or use them. If you receive or attempt to use a virus-infected file, Norton will intercept it before it can do any damage and give you a choice of repairing, quarantining, or deleting the infected file. The best option to choose will depend on the circumstances. I will discuss the options elsewhere in this article. E-mail protection gives you an extra layer of protection by scanning e-mail messages for malicious code embedded in the messages themselves and not just in file attach-

ments.

After you have installed the software, I recommend that you change one of the default options. Here is how to do it:

- 1-Start the program.
- 2-Select the Options menu.
- 3-If you have more than one Norton program, select Norton AntiVirus from the drop-down menu.
- 4-In the left-hand pane, look for the Other section and select Inoculation.
- 5-In the right-hand pane, uncheck the box that enables inoculation. The inoculation feature prevents certain critical operating system files from being modified. This is a good idea in theory, but in practice it prevents certain important Windows programs, including Scandisk and Defrag, from working properly. These programs have a legitimate need to modify the files in question.

6-Select OK to confirm your changes and exit the Options dialog box. The first time that you run Norton AntiVirus, be sure to perform the following procedures. (The program may prompt you to do some or all of them.)

1-Connect to the Internet and run the LiveUpdate feature. LiveUpdate searches the developer's Web site for updates to all of your Norton software. The first time that you run it, the total size of the updates may be as large as 15 or 20 MB, so allow enough time for this. Subsequent updates will be much smaller.

2-After you have run LiveUpdate, restart your system and do a one-

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## Virus Protection

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button full system scan. Norton AntiVirus will scan every file on every partition of your hard drive. Again, this will take a while, but it is very important that you make sure that your system is free of viruses.

3-Create a set of rescue discs for use in an emergency when you cannot start Windows. Select Rescue from the top menu. If you have a Zip drive, you may see an option to create a Norton Zip Rescue disk. I do not recommend that you use this option unless you have one of the newer 250 MB Zip drives. The rescue disc tool attempts to copy a bare-bones Windows installation to the Zip disc and the older 100 MB discs may not have sufficient capacity for this, at least on some systems. Instead, select the Basic option, which will create a bootable floppy disc and copy the basic Norton AntiVirus files to a set of floppies. You will need at least seven or eight blank, for-matted, high-density floppy discs for the set.

### Handling an Infected File

When Norton AntiVirus finds an infected file, it will ask you how you want it to handle it. There are three basic choices-repair, quarantine, or delete-in that order. The default choice is to attempt to repair the file. Here are my recommendations on how to choose the most-appropriate option:

\* If you are doing a full system scan and the file may be a critical one, write down the name and location of the file, then allow Norton to attempt to repair it. The name and location are important because if the repair is unsuccessful you will need to quarantine or delete the file. If you then

have a problem running Windows or one of your applications, you may have to reinstall the file.

\* If the infected file is an e-mail attachment, in most cases it will be attached to a junk message from an unknown sender. I recommend that you routinely delete any virus-infected attachment, rather than waste time attempting to repair it, unless you are expecting the file and need it immediately. If you know the sender and the file is important but you have some time, then I recommend that you attempt to repair the file. Even if the repair is successful, however, I would not open the file immediately. Instead, I would inform the sender of the problem and ask them to send you a new, uninfected copy.

\* The only reason that I would quarantine a file would be if I were not sure what else to do with it. Quarantined files are stored in a hidden folder, so you cannot accidentally open them, but they still take up space on your drive. If you should put any files in quarantine, you can access them later by starting Norton AntiVirus and looking for "Quarantine contents" on the System Status page. Double-click on "Quarantine contents" and run the Quarantine Console. From here you can perform a number of actions, including deleting a file or perhaps attempting to repair it if your virus definition files have been updated since the virus infection was discovered.

For an added level of protection, determine the folder where your e-mail program stores file attachments. Whenever you receive an attachment, never open it directly from the e-mail program. Instead, use Windows Explorer to navigate to the folder where the attachment is stored, right-click on the file, and select the option to scan it for virus-

es. (If you do not see this option, you may need to modify your antivirus software's options to enable the feature.)

Note: Windows Explorer is the file manager that has come with every version of Windows since Windows 95. Do not confuse it with Internet Explorer, the Web browser that comes with Windows. If you do not know how to use Windows Explorer, please consult your Windows documentation or click Start | Help, select the Index page, and search on "Windows Explorer."

### Keeping Your Software Up to Date

Even if you have the latest version of your antivirus software, it will not continue to protect you properly unless you run its LiveUpdate feature regularly. Failure to do so will render the program virtually useless within a few months.

The reason is that the information about viruses that the software can recognize is contained in a virus definition file that is stored on your hard drive. As the software developer captures new viruses, the necessary information is added to the virus definition file and the updated file is made available for downloading to your system.

### Dealing With Hoaxes

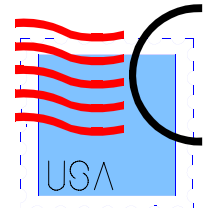
Virus hoaxes, which scare you into deleting important system files that are not infected with a virus, are just as serious a problem as actual viruses and can cause just as much damage to your system. As a general rule, you should totally disregard any message that instructs you to look for and delete any file on your system, even if the message appears to have come from a well-meaning friend. I

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# Feedback



## Feedback



### Question:

I am about to donate a computer to someone. What files do I need to delete to ensure that all of my private and confidential data has been removed and cannot be recovered?

### Answer:

*Before I answer that question, I must point out that whenever you give or sell a computer to someone else, you need to do more than simply delete your data files. Chances are that most of your software licenses are for a single user on a single computer. Therefore you must also uninstall all of your software unless you intend to donate your software along with the hardware. This means conveying everything related to the software that you are donating, including all of the manuals and installation discs. It also means that you no longer have the right to use the software on any of your own computers.*

*Note that some software licenses may not be transferable. If that is the case, you cannot give the software to anyone else, even as a donation.*

*The one piece of software that should convey with the system is the operating system. Almost every computer comes with one, so this should not present a problem for you. Also, you cannot legally buy any version of Windows that is intended to be installed on a blank drive unless you also buy either a*

*computer, a motherboard, or a hard drive. This could cost the recipient of your donation a fair amount of money.*

*Now to answer the original question:*

*Even if you are donating all of the software on the computer, it is almost impossible to remove all of your private data by simply deleting all of your working files. Information that you may want to remove is likely to be all over your system. If you are running any version of Windows from 95 on, some of that information might be in the Registry. You should never attempt to modify the Registry directly unless you know exactly what you are doing, because a mistake in the Registry can have very serious consequences and might even cause Windows to fail to start.*

*What it comes down to is this: Any time that you are giving away a computer, you should first reformat every partition on every hard drive in the computer. Most people will have only one drive, but many drives have at least two partitions--drives C and D, for example.*

*Reformatting a partition removes all of the data on it, but in some cases, it is possible to unformat a partition and recover the data. If you really want to be safe, therefore you should run FDISK to remove the existing partitions altogether. You can then either create and format new ones or leave these*

*tasks to the person to whom you are giving the computer.*

*FDISK and FORMAT may be found on your Windows emergency startup disk. Boot the computer with this disc and run the programs as needed. If you're wondering why I have not included step-by-step procedures for using these utilities, it's because you should not use them unless you know exactly what you are doing. The simple reason is that they will erase all of the data on an entire drive, in the case of FDISK, or an entire partition, in the case of FORMAT. So if you've never used FDISK or FORMAT, get a qualified person to show you how.*

Today's Feedback Question and Answer are from CPCUG member Robert Simanski. Robert has been a CPCUG Member since 1987 and is very active in User Support (especially on the Helpline). You can contact Robert via Email at: [rsimanski@yourpubpro.com](mailto:rsimanski@yourpubpro.com). Robert also maintains a website at: <http://www.yourpubpro.com>.

Thanks Bob! Anytime you want to be the Guest Editor for the Feedback column, feel free to pitch in.

Write to us and let us know what you think:

[editor@cpcug.org](mailto:editor@cpcug.org)

## Virus Protection

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strongly recommend that you follow these guidelines:

- \* Never delete any file on your system based on information in an unsolicited e-mail message, regardless of the source. The only exception would be a warning from a trusted person who has sent you a virus-infected file. If your virus definition files are up to date, you will probably have already discovered it. If not, delete only the infected file and nothing else.

- \* Never install any unsolicited software patch, update, or bug fix that comes as a file attachment to an e-mail message, even if the message appears to come from a reliable source, including Microsoft. The chances are nearly 100 percent that the so-called patch is a virus in disguise.

Please keep the following in mind:

- \* No reputable software developer, including Microsoft and the developers of antivirus software, ever sends unsolicited e-mail messages directing you to delete a file on your system.

- \* No reputable software developer ever sends any form of software as an e-mail attachment. Instead, any reputable developer who wants to inform you of a patch or update will send you a message directing you to a location where you can download the file if you choose to.

If you want to stay up-to-date on information about new viruses, subscribe to the e-mail newsletter published by the developer of your antivirus software. If you learn of a new virus or receive a possible hoax and are unsure of what to do about it, you can search the Web site of your antivirus software developer for information about the virus or hoax.

## Staying Out of Trouble

If you follow these simple recommendations, you will get the most benefit from your antivirus software:

- \* Make sure that your antivirus software's automatic protection feature is enabled. Some in-installation programs automatically disable the feature while they are running, which is okay if you are installing from a CD-ROM, but fail to re-enable it afterward.

You should see an icon for the antivirus program in the system tray at the bottom right of your screen. The icon changes appearance when automatic protection has been disabled. If you are not sure, place your cursor over the icon for a few seconds. You should see a message telling you whether or not it is enabled. If it has been disabled, right-click on the icon and select the option to enable it.

- \* If for any reason you choose not to use the automatic LiveUpdate feature, be sure to run it manually at least every two weeks, as well as any time that you learn of a new virus.

- \* Any time that you download files from the Internet or insert any kind of removable disc from an outside source in a drive, use Windows Explorer to display the contents of the disc and scan all of the files for viruses before you do anything at all with them. This includes installation CD-ROMs for commercial software. Virus-infected installation discs from reputable developers have been very rare, but I have heard of one or two cases of viruses being slipped in at the disc duplication and manufacturing stage of production.

- \* Run a full system scan on all of your hard drives and partitions at least every three months, as a backstop to your software's auto protection feature. With Norton AntiVirus, start the program, select "Scan for

Viruses" under the "Norton AntiVirus" heading in the left-hand pane, then select "Scan my computer" in the right-hand pane.

- \* Be sure to update your rescue disc set regularly. Ideally, you should do it whenever you update your virus definition files. Realistically, most people are not going to do it this often. I recommend that you do it at least every three months.

## Conclusion

Any time that you are concerned about whether you might have a computer virus, the best thing to do is update your antivirus software immediately and run a full system scan. If you are still concerned about the problem, or if you have any other questions about antivirus software, please feel free to contact me at 703-404-8665 or [rsimanski@yourpubpro.com](mailto:rsimanski@yourpubpro.com).

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If you are having problems with your computer hardware or software, why not give the **CPCUG Helpline** a call?

**MEMBERS ONLY**

# Hold on to Your Domain...



by Matt Long

**H**ow would you like to see the Web site you've been working on all year slip through your fingers? You may think it's unlikely, but despite the enormous bureaucracy surrounding the Internet domain name system, dotcom names are falling out of the hands of registrants all the time.

The consequences can be embarrassing, costly, and time consuming. When you lose your domain to someone else, you must reprint your stationery with new Web addresses, send out releases to your customers confessing your mistake, and lose untold email messages when your email vanishes into the ether (or worse, goes to the domain's new owner).

But in most cases, it's easy to avoid problems like these. So learn a few lessons from four organizations that recently lost their domains. Take heart that two of them have got their domains back again-but don't assume that you will have the same good fortune as they did. Prepare for the worst-and be happy when it doesn't happen to you.

## Fumbling the ball

In May 2002, two popular nonprofit sites lost control of their domains when they expired and speculators snapped them up. Their stories have some similarities, but have two dif-

ferent endings-one happy for the original owner, the other, not.

### CASE 1: MacSlash the Knifed

Damien Barrett had built a very popular Macintosh help site called MacSlash at the obvious domain MacSlash.com. Suddenly in May, he found that instead of the forums, articles, and tips that belonged there, only an under construction page remained. The Future Home of macslash.com apparently now belonged to Vicente Peiro Crespo of Valencia, Spain, and any e-mail sent to Barrett's former addresses or that of the MacSlash administrator Ben Stanfield vaporized in cyberspace.

The domain had expired, "dropped" back into the public domain, and been snapped up by a speculator. The previous owners of the domain "fixed" the problem by registering the .net version of the domain and hosting their site there. The MacSlash community rallied round the cause and registered the .org and .info versions of the domain too. And word spread quickly about the new location of the site.

The MacSlash story has happy ending: The issue became a cause celebre in the Mac community and pretty soon, things got too hot for the new registrant, who returned macslash.com to its original owner.

But not everyone is so lucky.

**CASE #2: User Group Gets Mugged**  
The Pasadena IBM User Group is a long-standing nonprofit organization, so it seemed natural for them to take the .org version of their domain name. There, they built a well trafficked site for their members.

But in May of 2002, the domain expired without notice from the registrar, and was subsequently re-registered by a portal company based in Hong Kong. Ultimate Search redirected the user group's former domain to a generic portal with links flashing online casino ads and links that generate revenues for the company on a pay-per-click basis.

As of this writing, the user group has not regained control of its domain. However, it continues to operate its site at pibmug.com.

**Why Did the Notice go Unnoticed?**  
Registering domains is like leasing a car: You have the thing under contract for a specified length of time. Once the term of the lease is about to expire, you can extend it indefinitely. And unlike lease cars, a domain only gets more valuable the longer you have it. But the responsibility for renewing the lease is all up to you.

Naturally, domain registrars are all too keen to keep their customers-the competition among domain regis-

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## Keep Your Domain

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trars is fierce. The governing body of the .com domain system, ICANN, has accredited more than 50 registrars, and hundreds more companies resell domain services. So most registrars send out not one but several reminders to their customers to re-register their domains early and often.

Both MacSlash and PIBMUG used the registrar Dotster, which sends out automatic reminders at T-minus 45 days, 30 days, and 15 days before the domain expires. In fact, Dotster is so vigilant, the company even sends out reminders to former clients who have transferred their domains to other registrars.

But MacSlash and PIBMUG did not get their reminders. The jury is still out as to what happened with PIBMUG, but MacSlash traced the problem to over-vigilant spam filtering. When the group registered macslash.com, they used Apple's iTools email service, which provides free email at the mac.com domain. Unfortunately, the service's spam filtering treated repeated requests to renew domains as unsolicited commercial messages, and threw them into the bit bucket.

## The Domain Graveyard

Once a domain expires, it enters a no-man's land for an unspecified length of time. During this time, the domain is on hold-it does not resolve to the previous registrant's site, but it can't be reregistered. Sometimes, the on-hold period lasts for only hours, sometimes for weeks.

The .com registry, run by Verisign's

Network Solutions division, holds on to all the expired domains until it's ready to "drop" them en masse back onto the market.

And once an expired domain drops, it's up for grabs by anyone with \$10 to \$35 to spare. And an entire aftermarket has sprung up around expired domains. Companies like Domains-Bot, The Unclaimed, and Daily Expired Domains compile lists of on-hold domains for subscribers, and domain registrars including Network Solutions and Dotster maintain services for their subscribers to snap up domains as soon as they drop.



The aftermarket for expired domains creates a feeding frenzy among speculators, which is bad news for domain holders who let their domains expire. Once a domain is reregistered, the only recourse the original domain owner has is to go through ICANN's dispute resolution process (which is outlined at [www.icann.org/udrp](http://www.icann.org/udrp)). During disputes, ICANN tends to favor copyright holders and people with legitimate claims on a domain-which would act in favor of PIBMUG's claim against Ultimate Search. But the process is a time consuming

hassle, and ICANN doesn't give preferential treatment to previous owners of domains who let them expire.

## Losing the Ball Completely

Not every organization has control over its own domain. Sometimes, a company without strong technical resources will give the reins to an outsider who seems to have a better handle on the situation. This can have disastrous results-as a theater company and a housing authority found out earlier this year.

### CASE #3: Taking a Domain by Barnstorm

The oldest continuously operating community theater in Pennsylvania, The Barnstormers Theater outside Philadelphia, bought a Web site package from a small hosting company two years ago. The company took control of everything-domain registration, Web site hosting, and updates. This was great for the small volunteer-run theater...until the hosting company went bust. The Web site disappeared, and any visitors to the group's domain name got an error message. The Barnstormers' contact at the now nonexistent host went AWOL, and left them high and dry.

The theater found free hosting for its Web site at GeoCities, and rigged up an ad-laden version of their site there. But nobody involved knew how to handle the domain issue, so they had to change their Web address at the various arts and theater portals, search engines, and periodicals that listed them.

When the domain finally expired, a fan of the group snapped it up and arranged for new hosting for [barnstormerstheater.com](http://barnstormerstheater.com) at a local com-

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## Keep Your Domain

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munity site.

But unlike Barnstorm's good fortune, there are disasters.

CASE #4: Housing authority...without authority

A city housing authority in Delaware (which asked not to be named in this article) outsourced most of its technical services to a pretty reliable company throughout the 1990s. The support company developed and maintained the Authority's general infrastructure, including an intranet.

At the time, there were no plans for a public Web site, but last year, an office manager submitted plans and a project management timeline for a public site that she could develop and manage herself. When she came to register the Authority's domain name, she found that the .com, .net, and .org versions had all been registered years earlier. The registrant was their IT company, which used the names as a bargaining chip for taking control of the Web development project—a potentially lucrative contract.

### Who Owns Your Name?

Possession is nine tenths of the law. If you register a generic sounding domain name or one that matches a business you own and run, you have a good case for keeping it. And if someone else does so on your behalf, you won't easily be able to wrest control of the domain back. If another Barnstormers theater had registered barnstormerstheater.com when it dropped, the original owner would have no recourse through ICANN or the law courts. The only other recourse would be to buy back the

domain at whatever price the new owner wanted—and prices can run into the hundreds or even thousands.

### Five Cardinal Rules for Domain Owners

If these horror stories have given you the fear, take heart. A few simple guidelines can keep you from suffering the same fate.

#### Rule #1: Control your own domain

Make sure your name and contact information appear in your domain's owner and administrative contact fields. Hop over to your registrar or to betterwhois.com and enter your domain name in the form. The site will return the domain's whois information (who is the owner, who is the technical contact, and so on). Your name, address, and current email address should be in the owner (or Registrant) and Admin Contact fields. If it's not, follow your registrar's instructions for updating them.

#### Rule #2: Keep contact information up to date

The most important information in any domain record is the admin contact. It's to this email address that domain registrars send their reminders. If you ever decide to switch to a different registrar, all the confirmation email messages go to this email address. If you've changed ISPs, or you've hired a new office manager, you'll need to update this email address immediately. Different registrars handle the update procedure in different ways—some registrars let you do this by logging in to administration Web pages, some require notarized written proof.

Check with your registrar for details.

#### Rule #3: Keep your own records

Don't rely on your registrar for

domain renewal reminders—we've already read how two organizations come to grief over that. Check the whois information for all the domains you have registered. At the bottom of the whois record, you'll see details like these:

Record last updated on 1-May-2002.

Record expires on 12-Oct-2004.

Record created on 12-Oct-1999.

Plug that "record expires" date in big bold letters into your PIM, your diary, and your wall calendar. Tattoo it on your wrist if you need to, but make sure that a month before that date, you pay the registrar for another year or two of registration.

### Keep a Lock on Your Domain

Some domain registrars provide a service called domain locking. If you're paranoid that someone may try to hijack your domain, check with your registrar about how to turn on the lock. This prevents anyone from transferring ownership of your domain (not an easy or likely thing for most domain holders, but possible for hackers targeting high-profile sites).

Of course, it also prevents "slamming" by unscrupulous registrars who send bogus domain renewal notices that actually transfer your domain to a new registrar. You don't lose control of your domain this way, but you often end up paying more or losing services like free hosting or e-mail forwarding. And even high-profile companies like Network Solutions seem to regard this as a legitimate marketing tool.

*continued on Page 25*

# Digital Digression: Revealing Internet Cookies

by *Kim Komando*

*Originally published in Newsbits Chalmette (Louisiana) Computer Users Group-PC*

**H**ave you ever seen a message like this on the Web? "Hello, Willie Jo Smithers.

Here are some things you may be interested in!" Maybe that message gave you a warm feeling, "The people at this site remember little of Willie Jo", you thought.

Alas, that is probably not the case. Most likely, the folks there would't remember you if you bopped them with a 2x4. Their computer put a cookie on you computer, and that's what remembered your name.

Prior to the Web, we all understood cookies. They were bad for us, but good to cat. Computer cookies are a whole different thing. Many people see them as spies, tracking us for some unseen master far away. In most cases, that isn't true.

Cookies are little bits of information placed on your computer by a Web site. When you go back to the Web site, that information is retrieved. It tells the Web site you were there previously. If you bought something previously, the cookie can be used to identify you. The same is true if you registered on the site. Otherwise, the information is anonymous.

If nothing else, the Web site can use the cookie to track the number of unique visitors it receives. It might also track the items you looked at. If it's a retailer, it can present a custom page when you return. The page probably would include items similar to those you looked at on your previous visit.

Cookies are tiny text files. They are not executable, meaning they cannot

be cranked up to do anything. They cannot be used as viruses, or to plant viruses. Here's the way they work:

When you tell your browser to go to a particular site, it checks your Internet browser's cookie file to see if you have a cookie for that site. If not, the server at the Web site views you as a new user. It sends a cookie to your computer, assigning you a number. You're anonymous; the Web site knows only your number. If there is already a cookie on your computer, the browser sends it to the Web site's computer. If you previously bought something at that site, or registered, the Web computer matches the cookie number to your information. That's how it knows your name.

Cookies in general are pretty innocuous. They actually improve our Web browsing. For instance, I like Amazon.com. When I buy a book there, Amazon matches the number on my cookie to my name, address and credit card number, which it has in a database. I don't have to fill out any forms; the cookie takes care of that. There are many sites like that. All that form filling could get mighty tiresome.

But there are aspects of cookies that I don't like. DoubleClick, an advertising company, places cookies on your computer that track your surfing. The information is anonymous; it knows you as a number. But it can be used to tailor advertising for you. You can set your browser to notify you when a site tries to download a cookie. That way, you could reject those from DoubleClick or other

advertising companies. But the cookie traffic is pretty heavy, and you'd soon tire of the process.

It is possible to opt out of advertising cookies. The Network Advertising Initiative (<http://www.networkadvertising.org>) provides a site to drop DoubleClick and a second company, Avenue A, Inc. Ad-aware (<http://www.lavasoftusa.com>), a program that finds spyware, will detect advertising cookies. It will delete them if you wish. When it finds them on my computer, I send them to the great bit bucket.

Your browser allows you to control cookie traffic. In Internet Explorer, click Tools->Internet Options->Privacy. You'll find numerous settings there. They range from blocking all cookies to accepting all of them. To see your cookies, click the General tab, instead of Privacy. Click Settings and View Files.

You can see whom the cookies are from, and delete any you don't want. In Netscape, click Edit and Preferences. Double-click Privacy & Security, then click Cookies. You can set the browser to refuse all cookies. It also lets you see your cookies, and gives you the option of deleting them.

*Kim Komando*

*I am a radio host, with daily and weekend shows. I also write a weekly column that runs in more than 100 newspapers nationwide. In addition, I write a Q&A column for USA Today, a column for Talkers magazine, which serves the talk radio industry, and a column for MSN's small business section, bCentral.)*

# Volunteers Needed!

## **Booth Staffers for Computer-Related Trade Shows and Other Special Events**

Enthusiastic CPCUG members are needed several times a year to staff CPCUG booths at various computer-related trade shows and other special events including FOSE, FedWeb, eXtreme, and ITrecruitermag.com. It's fun! And all you have to do is hand out CPCUG literature and giveaways, and tell attendees about CPCUG and membership benefits. At trade shows you also get a free pass to visit the booths of exhibiting vendors.

Contact: [volunteer@cpcug.org](mailto:volunteer@cpcug.org)

## **General Meetings and Saturday Seminars**

1. Seminar panelists
2. Greeters

Contact: [president@cpcug.org](mailto:president@cpcug.org)

## **Education and Training**

1. Course Developers
  2. Instructors for the following: PCs for Beginners, Using Windows, (most versions), Microsoft Office 97/2000, Internet Explorer, Netscape Communicator, JavaScript, Java, PERL C++, and more!
  3. Teacher Assistants
  4. Technical Editors
  5. Copywriters
  6. Designers and Desktop Publishers
- Contact: [training@cpcug.org](mailto:training@cpcug.org)

## **Monitor, CPCUG's periodic magazine**

Photographers are needed for all CPCUG events. Even if you have little or no experience if you own a digital we need your help. We also need writers, editors, reporters, product and book reviewers, illustrators, cartoonists, photographers, and proofreaders.

Contact: [editor@cpcug.org](mailto:editor@cpcug.org)

## **Helpline**

The Helpline is always in need of more helpers. The Capital PC User Group motto is "Users helping Users," and one of the best places to do that is through the Helpline. You don't have to be a real

expert to be of help. Most users requesting help have very basic questions. By volunteering, you can not only help others, but you can learn from the experience and also get a good feeling doing it. Take a look at the "Helpline Directory" in the Monitor to see the subjects currently covered. If there is a subject that you are interested in that is not listed, we can add it. A particular need is for volunteers who can answer the phone during the day. Windows 95 and 98 are in need of more volunteers. And Microsoft Office. Contact: **Elliott Fein** at [elliott.fein@erols.com](mailto:elliott.fein@erols.com), or by snail mail at 5 Carter Court, Rockville, MD 20852-1005.

## **Science Fair Judges**

CPCUG's Program of Recognition of Young Student Scientists

In 1996 CPCUG presented awards to students in two Maryland counties. In 1997, due to excellent CPCUG member response, we expanded the program to include students participating in science fairs in 12 areas of Maryland, Washington, DC, and Virginia. Help us cover at least as many science fairs this year and beyond. Contact: **Walt Houser** at [houser@cpcug.org](mailto:houser@cpcug.org)

## **Monitor Advertising Director**

Do you know a corporation or entrepreneurial business that might benefit from an ad in CPCUG's magazine, the Monitor? Help make it happen by showing its decisionmakers the Monitor. Increased advertising revenue means a larger magazine and more money for CPCUG's member benefit programs. Contact: [Editor@cpcug.org](mailto:Editor@cpcug.org)

## **Monitor Photographers**

CPCUG has more than a dozen events every month. If you have a digital camera and a little time on your hands where you could attend a couple of CPCUG events each month, why not volunteer to be the official photographer for the Monitor.

Contact: [Editor@cpcug.org](mailto:Editor@cpcug.org)



## **Reboot**

**CPCUG's Active  
Computer Recycling Program**

10 Volunteers  
Working 1 or 2 or More  
Afternoons a Month

Have hardware to donate?  
Have a few hours a month  
and want to help?

Contacts:

Gerry Rosenkrantz  
[g.rosenkrantz@worldnet.att.net](mailto:g.rosenkrantz@worldnet.att.net)  
et

or Dave Barry  
[dbarry@netkonnnect.net](mailto:dbarry@netkonnnect.net)

# Diagnosing Windows Start-Up Problems

**Dick Maybach (nsd2@worldnet.att.net) BCUG Bytes Brookdale Computer Users Group, Inc. - Lincroft, NJ**

**T**oo often, PC problems bring everything to a stop before Windows starts up. As a result, you can't use programs such as the Norton Utilities to help you find out what is wrong. Fortunately, you can often diagnose and repair these with less drastic measures than buying a new PC or reformatting your hard disk.

If depressing the power switch produces nothing, not even fan noise, you have a power problem. Check the ac outlet by plugging another appliance into it. If the power is good, the fault is probably with the power supply and, when these fail, they almost always fail completely. If you are familiar with electricity, measure the supply's outputs with a Voltmeter. However, you must do this with something connected to it; I usually use a disk drive. If you are not electrically inclined, take your PC to a shop. If the fans turn on, but you hear a series of beeps with no other response from the PC, there is a hardware problem, usually your keyboard, video adapter, or motherboard. The pattern of beeps indicates which component is in trouble. Unfortunately, each BIOS manufacturer uses different codes. These are sometimes listed in your PC or motherboard manual, and often can be found on your BIOS manufacturer's Web site.

Scott Mueller's *Upgrading and Repairing PCs* also lists some of them. Try a different keyboard (borrowed from one of your friends) and, if you're inclined to open up the system unit, a different video adapter. Otherwise, it's time for a trip

to the repair shop.

If you see a message on the screen about invalid set-up parameters, you may have corrupted CMOS parameters. This could result from a failed CMOS battery, but most modern systems have eliminated these. Check your motherboard manual to see if your system has a replaceable battery, and replace it if necessary. To access the CMOS set-up screen, you have to press some keys while your PC is booting. Again, these vary, but usually your monitor will display a message for a few seconds during booting that tells you what they are. To make corrections, you must know the right values, which means that you should go through all the CMOS screens and write everything down while your PC is still working correctly. If you haven't done this, take your PC to a shop; you can clobber your hard disk if you make a mistake here.

Software errors and viruses can scramble your CMOS, as can inquisitive children. Keeping your anti-virus software up to date and using it often will help prevent these problems. If young children use your PC, install a password to keep them from editing the CMOS parameters; your motherboard manual has instructions on how to do this. Keep a record of this password in a safe place. If you lose it, nobody can change CMOS.

A common problem is to see the message "Non-System Disk," or "Disk Error," which usually means that you have a diskette in the floppy drive when the PC boots. The fix here is easy—just remove the disk.

If Windows won't load, try starting it

in Safe Mode. (Often, Windows will go into Safe Mode by itself if it detects a problem.) To force Safe Mode, press the F8 key while the PC boots. You will then see a screen giving you several Windows start-up options from which you can select Safe Mode. (If Windows won't start in Safe Mode, go back and check your CMOS parameters for errors.) Then get into the Device Manager, available through the Control Panel, and check for yellow circles enclosing exclamation points. These indicate device conflicts. You will probably find these only if you've recently installed new hardware. Try deleting the offending device from the Device Manager. The other easy thing to do while in Safe Mode is to run MSCONFIG, which shows what processes start during booting. Try unchecking processes that look suspicious, especially those you've recently installed. Be careful here though; don't guess, as you can completely disable Windows. This is a good time to call on a PC-savvy friend for help.

If Windows will start only in Safe Mode, turn on boot logging. To do this, press the F8 key while the system boots, then select the "Logged (BOOTLOG.TXT)" item. Reboot and examine the file BOOTLOG.TXT, looking for failures. This may show that you have missing files. You can either install these yourself or print out BOOTLOG.TXT to show to a knowledgeable friend or the shop technician.

The more you know about PCs, the

*continued on Page 33*

# February 2003

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Verify Date and Time of Meeting at <http://www.cpcug.org/user/comm/cal-6mon.html>

# March 2003

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<b>23</b>	<b>24</b>	<b>25</b> <div style="border: 1px solid black; padding: 2px; margin: 2px;">6:00 PM Searching the Internet (AUMC) \$</div> <div style="border: 1px solid black; padding: 2px; margin: 2px;">6:30 PM Intro to MS Excel I (HH) \$</div>	<b>26</b>	<b>27</b> <div style="border: 1px solid black; padding: 2px; margin: 2px;">7:00 PM Clipper SIG (Varies)</div> <div style="border: 1px solid black; padding: 2px; margin: 2px;">7:00 PM MS Office (ASHA)</div>	<b>28</b>	<b>29</b> <div style="border: 1px solid black; padding: 2px; margin: 2px;">9:30 AM Intro to MS Excel II (AUMC) \$</div>																																																																																					
<b>30</b>	<b>31</b>																																																																																										

Verify Date and Time of Meeting at <http://www.cpcug.org/user/comm/cal-6mon.html>

# More About "Stupid (and Expensive) Uses of the Internet"

by David G. Ziegler

In the September Monitor, page 20, the brief article on this topic briefly described a particularly strange and costly incident that resulted in embezzlement and imprisonment for a gullible person who believed a stranger's e-mail message. The full story of the incident is on line at the URL mentioned at the end of the Monitor article: [http://www.freep.com/news/locoak/hecks21\\_20020921.htm](http://www.freep.com/news/locoak/hecks21_20020921.htm).

The story discusses the effects of the incident on the people involved, but mentions what is known as the Nigerian scam only incidentally. However, the Nigerian scam is a major, long-running story about the victimization of many thousands of people, both here the United States and in other countries. Some of those people were reduced to pennilessness by a swindle that would be laughable were it not for its undeniable success going back about 20 years.

The American Association of Retired People (AARP), in the *AARP Bulletin*, October 2002, summarized the scam this way:

...the Nigerian scam costs victims in the United States more than \$100 million a years and is proliferating thanks to the easy access of e-mail.

The scam nearly always begins with an unsolicited offer, by e-mail, telephone or fax, from someone claiming to be writing on behalf of a [current or] former government dignitary [usually, but not always, of Nigeria or another African country].

The typical story line revolves around tens of millions of dollars. In exchange for helping move the money from Nigeria [or elsewhere] into a U.S. bank, the victim is promised a hefty cut of the action and asked to pay various fees in advance.

The scam continues until the victim either wises up or runs out of money.

The scam, according to some reports, is the third largest industry in Nigeria [where it originated]. Because it has become so famous in its original form, perpetrators are apparently dreaming up scores of new variations and venues.

Similar descriptions of the Nigerian scam come from the U.S. Department of Justice, other government organizations, and many private groups, even from the Better Business Bureau.

Here is an example of one of the most recent variations:

FROM:MRS.M. SESE-SEKO

ATTN - CEO/M.D,

I AM MRS.MARIAM SESE-SEKO WIDOW OF LATE PRESIDENT MOBUTU SESE-SEKO OF ZAIRE? NOW KNOWN AS DEMOCRATIC REPUBLIC OF CONGO (DRC). I AM MOVED TO WRITE YOU THIS LETTER,IN CONFIDENCE CONSIDERING MY PRESENT CIRCUMSTANCE AND SITUATION,BECAUSE I AM NOT LEFT WITH A BETTER OPTION.I AM CONTACTING YOU BECAUSE OF THE GREAT NEED TO DEAL WITH SOMEONE WHO IS NOT FROM MY COUNTRY OR HAS ANY STRONG CONNECTION WITH MY COUNTRY.THIS IS BECAUSE OF PAST EXPERIENCES OF VARIOUS BLACKMAILS,THAT I HAVE SUPRINSINGLY ENCOUNTERED PEOPLE AROUND ME INCLUDING MY CLOSE FAMILY FRIENDS. I ESCAPED ALONG WITH MY HUSBAND AND TWO

OF OUR SONS, CHARLES AND BASHER OUT OF DEMOCRATIC REPUBLIC OF CONGO (DRC) TO ABIDJAN, COTE D'IVOIRE WHERE MY FAMILY AND I SETTLED, WHILE WE LATER MOVED TO SETTLED IN MOROCCO WHERE MY HUSBAND LATER DIED OF CANCER DISEASE. HOWEVER DUE TO THIS SITUATION WE DECIDED TO CHANGED MOST OF MY HUSBAND'S BILLIONS OF DOLLARS DEPOSITED IN SWISS BANK AND OTHER COUNTRIES INTO OTHER FORMS OF MONEY CODED FOR SAFE PURPOSE BECAUSE THE NEW HEAD OF STATE OF MR LAURENT KABILA WHO IS DETERMINED TO RUIN THE LIFE OF I AND MY CHILDREN.

LAURENT KABILA MADE ARRANGEMENT WITH THE SWISS GOVERNMENT AND SOME COUNTRIES TO FREEZE ALL MY LATE HUSBAND'S ACCOUNTS AND PROPERTIES IN SOME EUROPEAN COUNTRIES. HENCE MY CHILDREN AND I DECIDED LAYING LOW SOMEWHERE IN AFRICA TO STUDY THE SITUATION TILL WHEN THINGS GETS BETTER, LIKE NOW THAT PRESIDENT KABILA IS DEAD AND HIS ELDEST SON HAS TAKEN OVER (JOSEPH KABILA)AND IS FORCEFULLY IN POSSESSION OF SOME OF MY HUSBAND'S PROPERTIES.

SOMETIME AGO,ONE OF MY LATE HUSBAND'S CHATEAUX IN SOUTHERN FRANCE WAS CONFISCATED BY THE FRENCH

*continued on Page 21*

## Nigerian Scam

(continued from Page 20)

GOVERNMENT,BECAUSE OF CONSTANT HAPPENINGS I HAD TO CHANGE MY IDENTITY SO THAT MY ALL MY FAMILY INVESTMENT WILL NOT BE TRACED AND CONFISCATED.

MY DEAR, WE HAVE REALLY LOST A LOT OF MONEY AND PROPERTIES,WITH THE FEAR NOT TO LOOSE OUT COMPLETELY I HAVE SECRETLY DEPOSITED THE SUM OF THIRTY MILLION THREE HUNDRED THOUSAND UNITED STATES DOLLARS

US\$30,300,000,00.) WITH A SECURITY COMPANY FOR SAFEKEEPING,WHICH IS THE ONLY AVAILABLE MONEY WE HAD LEFT.I WILL WITHOLD THE NAME OF THE SECURITY COMPANY FOR NOW UNTIL WE BIULD TRUST AND OPEN UP CONVERSATION. THE FUNDS ARE SECURITY CODED TO PREVENT THEM FROM KNOWING THE CONTENT. THIS IS WHERE I NEED YOUR HELP,PLEASE WHAT I WANT YOU TO DO IS TO ASSIST US BY RECEIVING THE MONEY AND KEEP IT ON OUR BEHALF.THERE ARE NO DOCUMENTATIONS CONNECTED WITH MY FAMILY NAME. THERE ARE NO RISKS INVOLVED ON YOUR OWN PART.BECAUSE OF OUR PRESENT CONDITION,I DO NOT WISH ANY MEMBER OF MY FAMILY TO HAVE ANY CONTACT WITH THIS MONEY FOR NOW.SO AS TO AVOID LOOSING THIS MONEY.

PLEASE ACKNOWLEDGE THIS MESSAGE,SO THAT I CAN INTRODUCE YOU TO MY SON ( CHARLES ) WHO HAS THE OUT MODALITIES FOR THE CLAIM

OF THE SAID FUNDS. I WANT YOU TO ASSIST IN INVESTING THIS MONEY, BUT I WILL NOT WANT MY IDENTITY REVEALED. I WILL ALSO WANT TO BUY PROPERTIES AND STOCK IN MULTI-NATIONAL COMPANIES AND TO ENGAGE IN OTHER SAFE AND NON-SPECULATIVE INVESTMENTS FOR THE FUTURE OF MY CHILDREN. MAY I AT THIS POINT EMPHASISE THE HIGH LEVEL OF CONFIDENTIALITY, WHICH THIS BUSINESS DEMANDS,NO BODY ON EARTH KNOWS ABOUT THIS MONEY,AND NOBODY WILL EVER KNOW UNLESS YOU LET THEM KNOW, AND HOPE YOU WILL NOT BETRAY THE TRUST AND CONFIDENCE, WHICH I AM ABOUT TO REPOSE IN YOU. IN CONCLUSION,WHEN WE MUST HAVE BUILT UP TRUST, WHICH IS THE MAIN BONE OF CONTENTION,AND IF YOU ARE WILLING TO ASSIST MY FAMILY , MY SON SHALL PUT YOU IN THE PICTURE OF THE TRANSACTION, HE WILL TELL YOU WHERE THE FUNDS ARE CURRENTLY BEING MAINTAINED AND ALSO DISCUSS OTHER MODALITIES INCLUDING NEGOTIATION FOR THE REMUNERATION FOR YOUR SERVICES.

FOR THIS REASON KINDLY FURNISH US YOUR CONTACT INFORMATION, THAT IS YOUR PERSONAL TELEPHONE NUMBER FOR CONFIDENTIAL PURPOSE AND ACKNOWLEDGE RECEIPT OF THIS MAIL,I AWAIT YOUR IMMEDIATE RESPONSE.

BEST REGARDS,  
MRS .M. SESE-SEKO

Perhaps the most comprehensive source of information on the Nigerian scam is the "419 Coalition," named for the section of Nigerian law that addresses investigation and punishment of the scam. The 419 Coalition's Web site is somewhat overwrought but detailed, and has links to many legitimate programs and groups seeking to eradicate the scam:

<http://home.rica.net/alphae/419coal/index.htm>.

For the U.S. government's best efforts, see [www.secretservice.gov/alert419/shtml](http://www.secretservice.gov/alert419/shtml).

If you subscribe to the DCPUBS mailing list, there was a colorful discussion of the scam a few months ago, as well as a hilarious Washington Post article. The original article appeared in June 12, 2002 and is available for a small charge through the newspaper's archives on line.

Using [dcpubs@yahoo.com](mailto:dcpubs@yahoo.com) (subscribe if you're not a member), search the archives for "scam" or even "Mariam," the purported first name of one of the e-mailers.

As the Better Business Bureau and other consumer organizations often say, "if it sounds too good to be true, it probably is." It seems unlikely that anyone with any sense at all would be taken in by the laughable and pretentious semi-literate e-mail messages typical of the Nigerian scam.

However, there is enough skillful plausibility woven in to the messages to provide a basis for belief and acceptance among the gullible. Despite the title of the September Monitor article, recognize that there is more to this scam than just an example showing stupid use of the Internet, and don't respond to the next fraudulent offer of vast riches for little effort that shows up in your e-mail.



# Special Interest Groups (SIGs)

## Access (Microsoft)

- Monthly, third Wednesday, 7:00.
- Veterans Affairs Medical Center (adjacent to the Washington Hospital Center), 50 Irving Street, NW, Washington, DC (use Emergency Room Entrance), 4th floor, IRM Room, 4C106a
- URL—<http://www.cpcug.org/user/access/>
- E-mail announcement list: accesssig-l hosted at [cpcug.org](http://cpcug.org)
- E-mail discussion list: accesssigd-l hosted at [cpcug.org](http://cpcug.org)
- Contact—David Kiasi, d: (301) 350-4752, [David.Kiasi@appalt.com](mailto:David.Kiasi@appalt.com)

Sign up for our meeting announcement and vibrant discussion lists where you can get insight and suggestions for solving your Access problems.

## ACT!

- Usually monthly, at Late Night following General Meetings, usually second Monday, 9:15
- Washington Gas, Springfield, VA
- URL—<http://actdc.org/>
- Contact—Rick Shaddock, d: (202) 829-4444, [rick@cpcug.org](mailto:rick@cpcug.org)

ACT! SIG meetings are a place for users to discuss and share their use of ACT! and to ask and answer questions of other ACT! users at all levels of expertise.

Our meetings are designed to give ACT! users the opportunity to learn more about using specific features of ACT! and the many products that seamlessly integrate with ACT!, and to meet other ACT! users in the Washington, DC, area. We will be performing demos of new versions of ACT!, offering solutions to technical support issues, and suggesting tips to increase user productivity.

Our SIG creates a forum to learn from other ACT! users and industry specialists, encourages the exchange of ideas about

ACT!, and creates an opportunity to keep abreast of the latest business solution developments.

## Baltimore

- Monthly (except June, September, and August) from 6pm - 8pm check to confirm by visiting the website.
- Meeting site currently Enoch-Pratt Free Library 6310 Reisterstown Road Baltimore, MD
- URL—<http://www.rlpystems.com/balt/sig>
- E-mail meeting announcements, monthly: To subscribe, send an e-mail request to [RLPSystems@aol.com](mailto:RLPSystems@aol.com)
- Contact—Robert Pettigrew, d/e/w: (410) 358-5840, [RLPSystems@aol.com](mailto:RLPSystems@aol.com)

We are seeking a new, more regular meeting space. If you know of a suitable meeting place in the Baltimore area, please contact SIG Leader Bob Pettigrew

## Beginners (and Beyond)

- Usually monthly, at late Night following General Meetings, usually second Monday, 9:15
- Washington Gas - Springfield, VA in the auditorium following the General Meeting
- URL—<http://www.cpcug.org/user/beginner/>
- E-mail announcement list: beginsig-l hosted at [cpcug.org](http://cpcug.org)
- E-mail discussion list: beginsigd-l hosted at [cpcug.org](http://cpcug.org)
- Contact—Marty Shinko, e/w: (301) 253-1743 [mshinko.cpcug@juno.com](mailto:mshinko.cpcug@juno.com)

Marty Shinko is coordinating the Beginners (and Beyond) SIG for computer beginners and intermediates. He'd also be interested in hearing from those who work with beginners.

Not exactly a beginner, but also not an expert? This SIG may be just what you've been looking for, a place for those no longer beginners to continue to learn more about how to get more out of their computers. And as computers evolve, the issues facing beginning computer users change.

Join us for fun, lively discussion, and computer talk. Experts are welcome to share their insights as well, of course.

## How You Can Help

- Primary contact person
- Alternate contact persons
- Representative to attend CPCUG Board of Directors meetings
- Contact person at General Meetings
- Reporter to write SIG update reports for *Monitor*

To help in any of these or other capacities, contact Marty by calling (301) 253-1743, sending him a message in the MIX NOVICE Conference or via e-mail at [Marty.Shinko@mix.cpcug.org](mailto:Marty.Shinko@mix.cpcug.org), or meeting him during Late Night in the NIH cafeteria following most General Meetings.

## Clipper

- Monthly, last Thursday, 7:00
- Meets at different local restaurants—alternates monthly between Gaithersburg, MD, and Vienna, VA—subscribe to the Clipper e-mail announcement list to learn current month's location
- URL—<http://home.us.net/~jimf/clipper.html>
- E-mail meeting announcements, monthly: To subscribe, send an e-mail request to SIG Chair Naseem Saab at [Naseem\\_Saab@DPS-Consulting.com](mailto:Naseem_Saab@DPS-Consulting.com) or Assistant SIG Chair Jim Fauntleroy at [JimF@us.net](mailto:JimF@us.net)
- Contacts—Naseem Saab, (703) 713-6900,

Naseem\_Saab@DPS-Consulting.com;  
Jim Fauntleroy, JimF@us.net

The Washington Area Clipper Users Group (WACUG) became the Clipper SIG of the Capital PC User Group. The mission of the Clipper SIG is (1) to form a presence for Clipper programmers in the Washington, DC, area, (2) to learn about new technologies and how to leverage Clipper experience into future products and languages, and (3) to help newcomers to the Clipper world appreciate and learn about the power of the language.

### Consultants

Need a Clipper consultant? Our Assistant SIG Chair, Jim Fauntleroy, maintains a list of Clipper SIG members specializing in Clipper and Clipper-to-Windows conversions. For the latest update to this list or to be included, send e-mail to Jim at [JimF@us.net](mailto:JimF@us.net).

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### Delphi

- Monthly, first Wednesday, 7:00 (except no meeting in January and July)
- Inter-American Development Bank, 1350 New York Avenue, Washington, DC
- Luncheon meeting—usually third Thursday, 11:30AM (Pentagon City Mall near movie theatres)
- URL—<http://www.cpcug.org/user/delphi/>
- E-mail announcement list: delphisig-1 hosted at [cpcug.org](http://www.cpcug.org)
- E-mail discussion list: delphisigd-1 hosted at [cpcug.org](http://www.cpcug.org)
- Contact—Dennis Courtney, d: (202) 623-2884, [dennisc@iadb.org](mailto:dennisc@iadb.org)

### Meeting Notes

If you know of other Delphi developers, please let them know about our meetings. We have presentations, technical discussions, contests, door prizes, leads, and fun.

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### Entrepreneurs and Consultants

- Monthly, usually third Saturday, 1:00PM
- Cleveland Park Library
- URL—<http://www.cpcug.org/user/entrepreneur/>
- E-mail discussion list: conent-1 hosted at [cpcug.org](http://www.cpcug.org)
- Contacts—Barbara Conn, d: (202) 508-1494, e/w: (202) 452-7428, [bconn@cpcug.org](mailto:bconn@cpcug.org); Marie Pinho, d/e/w: (703) 569-6080, [mpinho@erols.com](mailto:mpinho@erols.com)

### Typical Agenda

- 1:00 Welcome
- 1:05 Accounting Tips/Tax Updates, Jina Etienne, CPA
- 1:15 **Main Presentation**
- 2:40 Q&A
- 2:55 Closing announcements
- 3:00 Door Prize Drawing (when available)
- 3:00 Informal queries, conversation, networking

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### Internet

#### Meeting Notes

Internet SIG meetings begin with a general question/answer dialog. This is an opportunity to discuss Internet triumphs achieved, information/resource treasures found, or mysteries to be resolved. Internet novices are most welcome. We encourage grizzled Internauts to help novices gain expertise by answering their questions in complete sentences consisting primarily of English words understood by all.

#### Door Prizes

Donated door prizes are an Internet SIG meeting tradition. Prizes are reserved for CPCUG members. Please bring CPCUG membership card, *Monitor*, or your membership number to facilitate claiming prizes. To encourage prompt arrivals, door prizes are sometimes awarded to someone at the SIG meeting by 7:15PM. The remaining prizes will be awarded at meeting end. To ensure vigorous premeeting discussion, we may discontinue door prize ticket distribution at the time of the 7:15PM drawing—so, to be sure of having a chance to win, attend the 7PM discussion.

Among regular prizes offered are books from O'Reilly & Associates, Inc. (<http://www.ora.com>), Internet access from Millkern/CPCUG (<http://www.millkern.com> and <http://www.cpcug.org>), and occasional gifts from Microsoft (<http://www.microsoft.com>).

#### Post-Meeting Supper

After meetings, dedicated Internauts sometimes seek a late supper. Join us for a friendly meal and personal networking.

#### Transportation

From northwest Washington, DC, at the Van Ness Metrorail stop: Harold Goldstein drives to most Internet SIG meetings. To arrange a ride, send him e-mail ([dcbiker@goldray.com](mailto:dcbiker@goldray.com)) or call him at (202) 966-9091.

From Springfield, Virginia, Metrorail stop: John Wells can sometimes provide transportation to and from meetings for those who can be at the Metrorail stop between 6:30PM and 6:40PM. Please reserve early via [jdwelssr@yahoo.com](mailto:jdwelssr@yahoo.com).

### Wanted: Transportation Volunteer

We need volunteers to help people get to and from the Metrorail and Internet SIG meetings. If you're available for shuttle duty using any Metrorail station near the meeting site, please contact Gabe Goldberg at [gabe@acm.org](mailto:gabe@acm.org).

### Wanted: Reporters

The Internet SIG would like a volunteer at each Internet SIG meeting to take notes on Q&A sessions and presentations, record relevant resources mentioned, and create a post-meeting mailing for the 500-plus subscribers to the Internet SIG e-mail distribution list. If you can do this at one or more meetings, please contact Gabe Goldberg at [gabe@acm.org](mailto:gabe@acm.org).

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### Investment

- Monthly (except August), usually second Wednesday, 7:30
- Usually Bethesda Chevy Chase Services Center 4805 Edgemoor Lane, Bethesda, MD or occasionally at Washington Gas in Springfield, VA
- URL—<http://www.cpcug.org/user/invest/>
- E-mail or postcard meeting notices, monthly: contact Andy Thompson (301) 270-6790
- Contacts—Andy Thompson, d/e/w: (301) 270-6790; Ferd Hassler, d/e/w: (301) 718-6253; Sondra Katz, [sondrakatz@yahoo.com](mailto:sondrakatz@yahoo.com); Carl Berninger, [cberninger@mindspring.com](mailto:cberninger@mindspring.com); Dave Barry, [dbarry@netkconnect.net](mailto:dbarry@netkconnect.net)

### Our Web Pages

Investment SIG's Web page creator and pagekeeper, Harry Rood, demonstrated our Web pages at a CPCUG General Meeting. Have you visited our Investment SIG Web pages? Do you visit regularly? If not, you should. *snap.com* awarded our "Charts by CPCUG InvestSIG" page at [www.cpcug.org/user/invest/charts.html#5](http://www.cpcug.org/user/invest/charts.html#5) a Snap Editors' Choice designation ([www.snap.com](http://www.snap.com)) in recognition of excellence in design, content, and editorial presentation.

In his book, *Making Money Online*, Dr. Paul B. Farrell, CEO and Editor-in-Chief of "Wall Street News," an Internet broadcaster, states, "One of the best meta-

lists for serious investors is InvestSIG, a special interest group of the Capital PC User Group . . . InvestSIG's Web site appears to be the work of a sophisticated investment club, complete with mention of . . . monthly seminars (on subjects such as Investments in the Pacific Rim, Gold Futures Roll-Forward Strategies, and seminars on Telescan and Reuters Money Network). This is one of the best meta-lists, with a solid collection of links. . . . The list is very professional. Bookmark it!"

### FastTrack Group Seminars

Occasionally the FastTrack Group holds a hands-on "Introduction to FastTrack Software" seminar for our SIG's novice FastTrack users. In the past we have been able to accommodate 12 participants. For more information, contact Ferd Hassler, (301) 718-6253.

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### Maryland Multimedia

- Irregular—to be announced in *Monitor*
- Montgomery Community Television Studios Classroom, 7550 Standish Place, Rockville, MD
- URL—<http://www.cpcug.org/user/comm/sig-suppl.html#md-mm>
- Contact—Stan Doore, d/e/w: (301) 572-4939, [stan.doore@worldnet.att.net](mailto:stan.doore@worldnet.att.net)

The focus of the Maryland Multimedia SIG is the integration of computers and television.

*Our SIG now meets on an occasional basis. Watch this space in future issues of the Monitor for the next meeting.*

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### Microsoft Office

- Monthly, fourth Thursday (except November), 7:00
- American Speech-Language-Hearing Association (ASHA) at 10801 Rockville Pike, Rockville, MD
- URL—<http://www.cpcug.org/user/comm/sig-suppl.html#office>
- Contact—Marie Parker, d: (301) 897-5700 X4220, [mparker@ASHA.org](mailto:mparker@ASHA.org)

If you are interested in joining a group where you can exchange ideas, get answers to your questions and concerns, and increase your knowledge of Word, PowerPoint, and Excel, and the integration of these three applications, then this SIG is for you.

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### OS/2

- Monthly, usually second Tuesday, 7:00

- location to be announced—first-time attendees should contact Richard Price at [Richard\\_Price@compuserve.com](mailto:Richard_Price@compuserve.com) or at (202) 452-8425 with name, address, and telephone number
- URL—<http://www.os2bbs.com/os2sig/>
- E-mail meeting and other OS/2 announcements, monthly (hosted by CPCUG member Pete Norloff's OS/2 Shareware BBS): To subscribe, send e-mail to [OS2SIG@listserv.os2bbs.com](mailto:OS2SIG@listserv.os2bbs.com) with Subject: Subscribe
- Contacts—Richard Price, d/e/w: (202) 452-8425, [Richard\\_Price@compuserve.com](mailto:Richard_Price@compuserve.com); Patrick Zilliacus, e/w: (301) 384-0972, [patrick.zilliacus@mix.cpcug.org](mailto:patrick.zilliacus@mix.cpcug.org); Kirby Thornton, [rocket@mnsinc.com](mailto:rocket@mnsinc.com)

7:00 General Q&A; Announcements; Product News/Rumors; SIG News  
 8:00 Presentation  
 9:00 Door Prize Drawings

George Falcon points out an interesting article on OS/2's position in the new millennium:

<http://www.osopinion.com/perl/story/6657.html>

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### PalmOS

- Monthly, fourth Thursday, 6:45PM
- American Psychological Association, 750 First Street, NE, 6th floor, Executive Office Suite, Washington, DC
- URL—<http://www.interpug.com/dcpu/g/>
- Contacts—Shawn Googins, d: (301) 496-5774, [theoophile@yahoo.com](mailto:theoophile@yahoo.com); Craig Simpson, d/e/w: (301) 942-3921, [macshimidh@earthlink.net](mailto:macshimidh@earthlink.net), icq#58070639

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### PocketPC

- Monthly, third Wednesday, 6:00pm.
- High Performance Technologies, Inc Stafford Place II 4121 Wilson Blvd, Suite 200 Arlington, VA 22203
- URL—<http://www.cpcug.org/user/pocketpc>
- E-mail announcement list: pocketpc-l hosted at cpcug.org
- E-mail discussion list: pocketpcd-l hosted at cpcug.org
- Contact—Ray Wiley, d: (703) 682-5325 or [rwiley@hpti.com](mailto:rwiley@hpti.com)

The Washington Area Pocket PC Users

Group, a Special Interest Group of The Capital Area PC Users' Group, meets monthly to discuss topics relating to the Pocket PC Platform. If you're interested in learning how a Pocket PC can help you at work and play, please join us at our next meeting. Current Palm users are highly encouraged to attend!

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### Project Management

- URL—<http://www.cpcug.org/user/comm/sig-suppl.html#pm>
- E-mail announcement list: pmsig-l hosted at cpcug.org
- Contacts—Ruben Worrell, [worrellr@cpcug.org](mailto:worrellr@cpcug.org); Bruce Cottom, e/w: (301) 869-5690, [bcottom@cpcug.org](mailto:bcottom@cpcug.org)

*The Project Management SIG is not active at this time. If you are interested in helping with a new startup of this SIG, please send e-mail to [president@cpcug.org](mailto:president@cpcug.org).*

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### Seniors

- Monthly, first Saturday, 10:00AM
- Bedford Court - 3701 International Drive Silver Spring, MD (near Leisure World)
- URL—<http://www.cpcug.org/user/comm/sig-suppl.html#sr>
- E-mail announcement list: seniorsig-l hosted at cpcug.org
- E-mail discussion list: seniorsigd-l hosted at cpcug.org
- Contact—Paul Shapiro, d/e/w: (301) 770-9512, [pauls@cpcug.org](mailto:pauls@cpcug.org)

The Seniors SIG started meeting again in 1999. Our meetings are open to all and help attendees get more from their personal computers following introductory classes. We'd like member participation in arranging SIG programs, and, most of all, we need you to help us get the word out about the Seniors SIG.

The Seniors SIG is for everyone, from beginner to expert, and we welcome both CPCUG members and visitors.

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### Statistics

- Monthly (except June through August), usually second Wednesday, 12:30
- 1800 M Street, NW, South Tower, Third Floor, Room 3056, Washington, DC—first-time attendees should contact Charlie Hallahan at [hallahan@ers.usda.gov](mailto:hallahan@ers.usda.gov) or (202) 694-5051 to have their names put on the admittance list
- URL — <http://www.cpcug.org/user/sigstat/>
- E-mail meeting announcements, monthly: To subscribe, send e-mail to

- Charles Hallahan,  
[hallahan@ers.usda.gov](mailto:hallahan@ers.usda.gov)  
 • Contact—Charles Hallahan, e/w:  
 (703) 532-2930,  
[hallahan@ers.usda.gov](mailto:hallahan@ers.usda.gov)

## Our Web Pages

The SIGSTAT pages, at <http://www.cpcug.org/user/sigstat/>, contain an extensive set of links to Web pages of interest to statisticians. Each month we'll look at some sites relevant to that month's demo.

## Virginia

- Monthly, third Monday, 7:00
- Washington Gas Auditorium, 6801 Industrial Road, Springfield, VA
- Jurisdiction for inclement weather cancellation: Fairfax County
- URL — <http://www.cpcug.org/user/vasig/>
- E-mail announcement list: virginiasig-l hosted at [cpcug.org](mailto:cpcug.org)
- Contacts—Luis Garcia, d: (301) 457-1451, e/w: (703) 425-6902, [lgarcia51@yahoo.com](mailto:lgarcia51@yahoo.com); Ken Deuel, [ken.deuel@mix.cpcug.org](mailto:ken.deuel@mix.cpcug.org); Ann Dorsey, [abdorsey@cpcug.org](mailto:abdorsey@cpcug.org)

- 7:00 Open Forum and General Information (includes earlybird drawing)  
 8:00 Presentation  
 9:00 Q&A  
 9:15 Door Prize Drawing

## Meeting Notes

The main presentation can be on any general microcomputer utilization issue: hardware, software, Internet, training, and so forth.

## Visual Basic

- URL—<http://www.cpcug.org/user/vbsig/>
- E-mail announcement list: vbsig-l hosted at [cpcug.org](mailto:cpcug.org)
- E-mail discussion list: vbsig-d-l hosted at [cpcug.org](mailto:cpcug.org)
- Contact—Jon Wasserman, d: (202) 686-3373, [cpcug@hotmail.com](mailto:cpcug@hotmail.com)

*The Visual Basic SIG is not active at this time. If you are interested in helping with a new startup of this SIG, please send e-mail to [president@cpcug.org](mailto:president@cpcug.org).*

## Windows

- URL—<http://www.cpcug.org/user/windows/>

- Contact—Pat McVeigh, d: (301) 881-7900, e/w: (301) 963-7304

*The Windows SIG is not active at this time. If you are interested in helping with a new startup of this SIG, please send e-mail to [president@cpcug.org](mailto:president@cpcug.org).*

## WordPerfect

- URL—<http://www.cpcug.org/user/wordp/>
- E-mail announcement list: wpsig-l hosted at [cpcug.org](mailto:cpcug.org)
- E-mail discussion list: wpsig-d-l hosted at [cpcug.org](mailto:cpcug.org)
- Contact—John Sherman, d/e/w: (703) 569-4247, [j4247@aol.com](mailto:j4247@aol.com)

*The WordPerfect SIG is not active at this time. If you are interested in helping with a new startup of this SIG, please send e-mail to [president@cpcug.org](mailto:president@cpcug.org).*

## Web Sites of Interest

Corel WordPerfect:  
<http://www.wordperfect.com>

Corel Support:  
<http://www.corel.com/support/index.htm>

For WordPerfect macros, visit the WordPerfect Wiz:  
<http://www.wpwiz.com>

## Keep Your Domain

(continued from Page 14)

### Keep a Backup

What's the first thing you do when you hit a Web site that's not what you were expecting? You check the Web address for typos, right? If it looks right...you figure you copied it down wrong and replace the .com with .net, or .org, or even .info until you see what you're expecting.

Anticipate this behavior, just in case someone manages to get control of your main Web domain. If you have the .com, .net, and .org versions of your domain name in reserve, all redirected to your main site, you'll have an instant quick fix for any domain napping problems. Sure, this will set you back a few bucks—but it gives you more flexibility in the long run.

And it's pretty good for bragging rights too.

*Copyright © 2002 by Matt Lake. Reproduced with permission. Article reproduction coordinated by Steve Bass, Pasadena IBM Users Group. Matt manages two dozen domains, and maintains a domain buyer's guide called RegSelect. Matt Lake manages two dozen domains, and maintains a domain buyer's guide called RegSelect. Matt has written for many publications, including PC World, CNET, Computer Currents, and ZDNet. You can reach him at [webmaster@regselect.com](mailto:webmaster@regselect.com), because his spam filter's is never set beyond "Stun."*

**Got a Question,  
 have a problem  
 with your comput-  
 er, need some help?**

**Why not try  
 CPCUG Late Night?**

**After Each General Meeting  
 at 9:00pm - LateNight**

"LateNight" consists of smaller and more informal gatherings after each General Meeting. It provides an opportunity to learn more about CPCUG, its benefits, its special interest groups (SIGs) and its training opportunities.

Training Calendar  
 Online

[www.cpcug.net/classes/](http://www.cpcug.net/classes/)

Course Schedules by  
 Categories and Location

# HELPLINE

compiled by Elliott Fein  
elliott.fein@erols.com

**T**his helpline listing is for  
CPCUG MEMBERS ONLY!  
The volunteers will provide  
assistance on their listed subjects  
during the times and days outlined.  
Please be prepared to give the

Helpline Volunteer your membership  
number; membership has its  
privileges! Please do not ask for  
assistance outside the stated times. If  
you reach a telephone answering  
machine, leave a message as many  
people screen calls or otherwise pri-  
oritize their time. Some volunteers  
have provided e-mail addresses so

that you can contact them if you have  
trouble getting in touch by telephone.  
If you would like to volunteer your  
services in any area, please contact  
Elliott Fein on the Internet at  
elliott.fein@erols.com providing  
your membership number, subject(s),  
phone number and/or e-mail address,  
days and times.

Member	Phone	Days	Time	E-Mail
<b>ACCESS</b>				
ACCESS SIG Discussion List			<a href="http://www.cpcug.org/list/lwgate.cgi/ACCESSSIGD-L/subscribe.html">www.cpcug.org/list/lwgate.cgi/ACCESSSIGD-L/subscribe.html</a>	
Scott Mohnkern				mohnkern@cpcug.org
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>ACT!</b>				
Rick Shaddock	(202) 829-4444	All	9:00a-9:00p	Rick@CICorp.com
<b>ADOBE PAGEMAKER</b>				
Lisa Conners	301 527-1041	Tue - Thur.	7:00p-9:00p	lamc@bellatlantic.net
<b>ALPHA FOUR</b>				
Guy Durant	202 529-6744	All	8:00a-11:00a	
	202 529-6744	All	9:00p-11:59p	
<b>AMI PRO</b>				
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
<b>APPLE MacIntosh (Hardware, Software, OS, Network)</b>				
Phil Marchetti	301.404-2210	Mon-Sat	11:00a-9:00p	philm@erols.com
<b>APL LANGUAGE</b>				
Frank Ditto	304 725-3283	Mon - Sat	11:00a-9:00p	fditto@shentel.net
<b>ASSEMBLY LANGUAGE</b>				
Walter Nissen	440 243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>ASTRONOMY</b>				
Walter Nissen	440 243-4980r Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>BASIC LANGUAGE</b>				
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
Walter Nissen	440 243-4980r Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>BROTHER'S KEEPER</b>				
Alta Oben	703 938-5831	Mon-Fri	6:00p-10:00p	alta@cpcug.org

Member	Phone	Days	Time	E-Mail
<b>BUILD YOUR OWN</b>				
Chip Dodge	(703) 425-7038	All	Reasonable	
<b>BUYING DECISIONS</b>				
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
Randy Steer	(202) 548-3288	Mon-Fri	8:00p- 11:59p	
	(202) 548-3288	Sat-Sun	11:00a- 10:00p	
<b>C LANGUAGE</b>				
Wayne Derroncourt				wayned@cpcug.org
Scott Graham	(301) 437-2745	Mon-Fri	9:00a- 6:00p	sgraham@scobar.com
	(301) 593-2744	Mon-Fri	6:00p-9:00p	
	(301) 593-2744	Sat-Sun	Reasonable	
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
Walter Nissen	440 243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
<b>C++ LANGUAGE</b>				
Keith Bennett	(301) 840-1161	All	8:00a -9:00p	kbennett@cpcug.org
Scott Graham	(301) 437-2745	Mon-Fri	9:00a- 6:00p	sgraham@scobar.com
	(301) 593-2744	Mon-Fri	6:00p-9:00p	
	(301) 593-2744	Sat-Sun	Reasonable	
Walter Nissen	440 243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
<b>COMMUNICATIONS - DATA</b>				
Walter Nissen	440 243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
<b>COMMUNICATIONS - MODEMS</b>				
Walter Nissen	440 243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
<b>COMPUTING - GENERAL</b>				
Walter Nissen	440 243-4980	All	Reasonable	wnissen@tfn.net
	Near Cleveland			
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
<b>DBASE</b>				
Guy Durant	202 529-6744	All	8:00a-11:00a	
	202 529-6744	All	9:00p-11:59p	
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<b>DELPHI/PASCAL</b>				
Richard Maley	301 840-1554	Mon-Fri	9:00a- 5:00p	
Dennis Courtney	(202)623-2884	Mon-Fri	9:00a- 5:00p	dennisc@iadb.org
<b>DESKTOP PUBLISHING</b>				
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	

Member	Phone	Days	Time	E-Mail
<b>DOS</b>				
Arnie Kuzmack	301 949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301 949-3268	Sat-Sun	12:01p-10:30p	
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
Walter Nissen	440 243-4980r Near Cleveland	All	Reasonable	wnissen@tfn.net
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>Dreamweaver 3.0</b>				
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<b>FAMILY EDGE</b>				
Jesse Roth	301 460-8437	All	8:00p-11:00p	
<b>FoxBase, any version</b>				
Rick Shaddock	(202) 829-4444	All	9:00a-9:00p	Rick@CICorp.com
<b>FOXPRO</b>				
Guy Durant	202 529-6744	All	9:00a-10:00p	
Rick Shaddock	(202) 829-4444	All	9:00a-9:00p	Rick@CICorp.com
<b>FrameMaker (Adobe)</b>				
Lee Greathouse	703 206-7575	Mon-Fri	8:30a-6:00p	Lgreat@netkonnnect.net
	703 360-3072	Mon-Fri	6:00p- 8:00p	
	703 360-3072	Sat-Sun	10:00a- 8:00p	
<b>FRONTPAGE 2000</b>				
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>GGEOWORKS</b>				
Herb Fredricksen	301 840-2056	All	2:00p-11:00p	
<b>GRAPHICS</b>				
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
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	301 949-3268	Sat-Sun	12:00p-10:30p	
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
<b>HTML</b>				
HTML SIG Discussion List			www.cpcug.org/list/lwgate.cgi/HTMLSIGD-L/subscribe.htm	
Harold Goldstein	202 966-9091	All	Reasonable	dcbiker@goldray.com
Walt Houser	301 299-0593	All	7:00p - 10:00p	houser@cpcug.org
Scott Mohnkern				mohnkern@cpcug.org

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<b>IBM BASEBAND</b>				
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<b>InterACT</b>				
Rick Shaddock	(202) 829-4444	All	9:00a-9:00p	Rick@CICorp.com
<b>INTERNET - CSS (Cascading Style Sheets)</b>				
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>INTERNET - JAVA</b>				
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>INTERNET - JavaScript</b>				
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>INTERNET - NOT CPCUG.ORG</b>				
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Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
Peggy Ireland	301 423-1618	Mon-Sat	Reasonable	ireland@cpcug.org
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	301 949-3268	Sat-Sun	12:00p-10:30p	
Paul Shapiro	301 770-9512	All	9:00a- 9:00p	pauls@cpcug.org
<b>INTERNET - Web Site Development</b>				
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>INTERNET - CPCUG.ORG</b>				
Scott Mohnkern				mohnkern@cpcug.org
<b>INTERNET EXPLORER</b>				
Walter Nissen	440 243-4980 NearCleveland	All	Reasonable	wnissen@tfn.net
<b>ISO-9000</b>				
Edward H. Jentsch	301 279-0134	All	Reasonable	ejentsch@cpcug.org
<b>JAVA</b>				
JAVA SIG Discussion List				<a href="http://www.cpcug.org/list/lwgate.cgi/JAVASIGD-L/subscribe.html">www.cpcug.org/list/lwgate.cgi/JAVASIGD-L/subscribe.html</a>
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<b>LAN (See also Networking)</b>				
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<b>LOTUS 1-2-3</b>				
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<b>LOTUS APPROACH</b>				
David Littlefield	202.723-9527	Mon-Fri	6:00p-10:00p	dwlit@cpcug.org
<b>MATHCAD</b>				
Roland deWit	(301) 299-4697	Mo,Tu,We,Fr	7:00p- 9:00p	
<b>MATHEMATICA</b>				
Roland deWit	(301) 299-4697	Mo,Tu,We,Fr	7:00p- 9:00p	

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<b>MEMORY MANAGEMENT</b>				
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<b>MICROSOFT OFFICE 95/97/2000</b>				
Scott Mohnkern				mohnkern@cpcug.org
<b>MULTIMEDIA</b>				
Multimedia SIG Discussion List			www.cpcug.org/list/lwgate.cgi/MMSIGD-L/subscribe.html	
<b>NETSCAPE COMPOSER, Ver 4.01</b>				
David Littlefield	202.723-9527	Mon-Fri	6:00p-10:00p	dwlit@cpcug.org
<b>NETWORKING</b>				
Jim Laughlin	703 241-0110	All	7:00p-10:00p	jim.laughlin@jlaughlin.com
<b>NORTON UTILITIES</b>				
Randy Steer	(202) 548-3288	Mon-Fri	8:00p- 11:59p	
	(202) 548-3288	Sat-Sun	11:00a- 11:59p	
<b>NOVICE (Beginner)</b>				
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Walter Nissen	440 243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>NUMBER THEORY</b>				
Walter Nissen	440 243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>ORACLE</b>				
Michael Shunfenthal	703 866-9729	Mon-Fri	7:30p- 9:30p	
<b>OS/2</b>				
Keith Bennett	(301) 840-1161	All	8:00a -9:00p	kbennett@cpcug.org
C. Patrick Zilliacus	301 384-0972	Sat-Sun	12:01p-9:00p	
<b>OUTLOOK 95, 97, 98,2000</b>				
Scott Mohnkern				mohnkern@cpcug.org
<b>PARADOX</b>				
Larry Lynn	301 585-2300	All	Reasonable	CIS: 71401,1374
<b>PARADOX AND PAL FOR DOS</b>				
Ron Hicks	(703) 528-1009	All	Reasonable	ronhicks@cpcug.org
<b>PEACHTREE</b>				
Norman Risch	301 754-0735	Mon-Fri	6:00p-9:00p	norman.risch@mix.cpcug.org
	301 754-0735	Sat-Sun	Reasonable	
<b>PERSONAL EDITOR II</b>				
Walter Nissen	440 243-4980r Near Cleveland	All	Reasonable	wnissen@tfn.net
C. Patrick Zilliacus	301 384-0972	Sat-Sun	12:01p-9:00p	

Member	Phone	Days	Time	E-Mail
<b>PGP</b>				
PGP SIG Discussion List				<a href="http://www.cpcug.org/list/lwgate.cgi/PGPD-L/subscribe.html">www.cpcug.org/list/lwgate.cgi/PGPD-L/subscribe.html</a>
<b>PIBTERM</b>				
David Chessler	301 229-3984	All	7:00p-10:00p	
<b>POWERPOINT 95,97,2000</b>				
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>PRINTERS - GENERAL</b>				
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>PVCS VERSION MANAGER 5.2</b>				
Edward H. Jentsch	301 279-0134	All	Reasonable	ejentsch@cpcug.org
<b>QBASIC (IN MS-DOS)</b>				
Paul Shapiro	301 770-9512	All	9:00a- 9:00p	pauls@cpcug.org
<b>QUICK BASIC</b>				
Paul Shapiro	301 770-9512	All	9:00a- 9:00p	pauls@cpcug.org
<b>QUICKBOOKS (DOS &amp; WINDOWS)</b>				
Mark Gollub	301 670-6349	All	Reasonable	mgollub@ix.netcom.com
Dennis Courtney	301 570-9334	Mon-Fri	6:30p-9:00p	dennisc@cpcug.net
		Sat-Sun	9:00a-9:00p	dennisc@cpcug.net
<b>QUICKEN</b>				
Mark Gollub	301 670-6349	All	Reasonable	mgollub@ix.netcom.com
<b>SATELLITES, EARTH</b>				
Walter Nissen	440 243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>SLMR</b>				
David Chessler	301 229-3984	All	7:00p-10:00p	
<b>SQL</b>				
Dennis Courtney	301 570-9334	Mon-Fri	7:00p-10:00p	
	202-623-2884	Mon-Fri	9:30a-5:30p	
<b>TROUBLESHOOTING - GENERAL</b>				
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Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>UBASIC LANGUAGE</b>				
Walter Nissen	440 243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>UNIX</b>				
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	(301) 593-2744	Mon-Fri	6:00p-9:00p	
	(301) 593-2744	Sat-Sun	Reasonable	
Scott Mohnkern				mohnkern@cpcug.org
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com

Member	Phone	Days	Time	E-Mail
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Walter Nissen	440 243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
<b>VIDEO CONFERENCING</b>				
Paul Shapiro	301 770-9512	All	9:00a- 9:00p	pauls@cpcug.org
<b>VISUAL BASIC</b>				
Visual Basic SIG Discussion List				<a href="http://www.cpcug.org/list/lwgate.cgi/VBSIG-L/subscribe.html">www.cpcug.org/list/lwgate.cgi/VBSIG-L/subscribe.html</a>
<b>VISUAL C</b>				
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	(301) 593-2744	Mon-Fri	6:00p-9:00p	
	(301) 593-2744	Sat-Sun	Reasonable	
<b>WINDOWS</b>				
Windows SIG Discussion List				<a href="http://www.cpcug.org/list/lwgate.cgi/WINDOWSIG-L/subscribe.html">www.cpcug.org/list/lwgate.cgi/WINDOWSIG-L/subscribe.html</a>
<b>WINDOWS 98</b>				
Arnie Kuzmack	301 949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301 949-3268	Sat-Sun	12:01p-10:30p	
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
Walter Nissen	440 243-4980 Near Cleveland	All	Reasonable	wnissen@tfn.net
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
<b>WINDOWS ME</b>				
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	301 949-3268	Sat-Sun	12:01p-10:30p	
<b>WINDOWS NT - SYSTEM POLICY EDITOR</b>				
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<b>WINDOWS XP or WINDOWS 2000</b>				
Henry Winokur	301.320.2104	All	Reasonable	henwin@cpcug.org
<b>WINFAX PRO</b>				
Howard Weeks	301 924-0400	Mon-Fri	2:00p- 6:00p	
<b>WORD</b>				
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>WORD FOR WINDOWS 97,2000, XP</b>				
Edward H. Jentsch	301 279-0134	All	Reasonable	ejentsch@cpcug.org
Henry Winokur	301 320-2104	All	Reasonable	henwin@cpcug.org
George McLennan	703 354-9839	All	8:00a -8:00p	
John Lidell	301-595-3779	Mon-Fri	9:00a-10:00p	ravenworth2000@msn.com
		Sat-Sun	10:00a-11:30p	(301)595-4669 FAX
Scott Mohnkern				mohnkern@cpcug.org
Arquilla Ridgell	(301) 948-3041	Mon Wed- Fri	7:00p-9:00p	clockone@aol.com
		Sat-Sun	6:00p -9:00p	clockone@aol.com
Robert Simanski	703 404-8665	Mon-Fri	7:00p - 10:00p	rsimanski@yourpubpro.com
	703 404-8665	Sat-Sun	10:00a - 10:00p	

Member	Phone	Days	Time	E-Mail
<b>WORDPERFECT</b>				
WordPerfect SIG Discussion List			<a href="http://www.cpcug.org/list/lwgate.cgi/WPSIGD-L/subscribe.html">www.cpcug.org/list/lwgate.cgi/WPSIGD-L/subscribe.html</a>	
Arnie Kuzmack	301 949-3268	Mon-Fri	7:30p-10:30p	Arnie@kuzmack.com
	301 949-3268	Sat-Sun	12:01p-10:30p	
Arquilla Ridgell	(301) 948-3041	Mon Wed- Fri	7:00p-9:00p	clockone@aol.om
		Sat-Sun	6:00p -9:00p	clockone@aol.com
Alan Scher	301 657-8862	Mon-Fri	7:00p- 9:00p	
<b>WORDPERFECT (5.1 &amp; 6.0 DOS, WINDOWS)</b>				
Wayne Dernoncourt				wayned@cpcug.org
Howard Weeks	301 924-0400	Mon-Fri	2:00p- 6:00p	
Aida Mullu	703 892-5613	Tue - Wed	10:00a-11:59a	aida_m@excite.com
<b>WORLD WIDE WEB</b>				
Harold Goldstein	202 966-9091	All	Reasonable	dcbiker@goldray.com
Walt Houser	301 299-0593	All	7:00p - 10:00p	houser@cpcug.org
Scott Mohnkern				mohnkern@cpcug.org
<b>WORLD WIDE WEB CONTENT DEVELOPMENT</b>				
Harold Goldstein	202 966-9091	All	Reasonable	dcbiker@goldray.com
Scott Mohnkern				mohnkern@cpcug.org

## Startup problems

(continued from Page 17)

more you can do when one acts up. But even if you're a novice, these hints will help you to say more than "It doesn't work" when you talk to others about the problem. A trip to Barnes and Noble or Borders to look into the General Computing section for a good book on diagnosing PC problems would be worthwhile. These vary in complexity from *Upgrading and Fixing PCs for Dummies* to *Mueller's Upgrading and Repairing PCs*. Sit down with several of these and compare what they have to say about a single topic. Usually, if the author can explain one thing well, he or she can explain every thing well.

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Tel: 301-738-0097

## Directions to Washington Gas, Springfield, Virginia

Some Virginia SIG meetings, including Internet and Virginia, are held at Washington Gas at 6801 Industrial Road, Springfield, Virginia. Industrial Road is in the Shirley Industrial Park. It intersects Backlick Road between the Beltway and Edsall Road.

### From Washington, DC—

- (1) Take the 14th Street Bridge.
- (2) *Continue with I-395 directions.*

### From Beltway Inner Loop (North)—

- (1) Take I-395 North.
- (2) *Continue with I-395 directions.*

### From I-395—

- (1) Take Exit 2, Edsall Road (Route 648) West.
- (2) Turn left onto Backlick Road (Route 617).
- (3) *Continue with item (3) in Beltway Outer Loop (South) directions.*

### From Beltway Outer Loop (South)—

- (1) Take Exit 5, Braddock Road (Route 620) East.
- (2) After approximately 1.8 miles, turn right onto Backlick Road (Route 617).
- (3) After approximately 0.7 mile, turn left onto Industrial Road.
- (4) Enter the Washington Gas parking lot on the right after passing the "Payment Depository" sign (white lettering on black background).

# CPCUG Mailing Lists



The Capital PC User Group maintains many mailing lists for distributing and sharing information. A mailing list is a list of people's names and addresses used to send certain messages or announcements to a group of people simultaneously. These recipients usually have a common interest in the message contents. You can join and leave the list as your needs dictate. Electronic mailing lists are a logical extension of bulletin board systems like the late CPCUG Membership Information Exchange (MIX). They provide very much the same functionality as the MIX did without requiring dialing into a separate message server. If you have access to the Internet and net-based e-mail you can get started exploring mailing lists right away!

To make using LISERV (the trade name for the most popular mailing list management software in the world) easy for even the newest user we have installed a web-based gateway to these lists. From this gateway, users can get information about the various lists that are available. They can subscribe to, unsubscribe from, and set personal preferences (subscription options) for any of the lists that are open to the public. To reach this gateway go to our website at [www.cpcug.org](http://www.cpcug.org) and select the "Mailing List" option from the main menu. Some of the lists are for information distribution only (no individual posting allowed), and others are open for posting (discussion lists). Most of the list owners maintain archives of messages, and those archives that are available can be read via the gateway at CPCUG's website.

You can retrieve a manual and other information about the workings of List Servers from:

<http://www.lsoft.com/manuals/index.html>

Below is a compilation of some of the most popular of CPCUG's current e-mail lists.

- ACCESSSIG-L** (CPCUG Access SIG Announcement List)
- ACCESSSIGD-L** (CPCUG Access SIG Discussion List)
- BEGINSIG-L** (CPCUG Beginners SIG Announcement List)
- BEGINSIGD-L** (CPCUG Beginners SIG Discussion List)

- CONENT-L** (CPCUG Entrepreneurs and Consultants SIG Discussion List)
- CPCUGCAL-L** (CPCUG Event Calendar Distribution List)
- CPCUGGEN-L** (CPCUG General Discussion List)
- DCPUG-L** (CPCUG Palm SIG Discussion List)
- DELPHISIG-L** (CPCUG Delphi SIG Announcement List)
- HTMLSIG-L** (CPCUG HTML SIG Announcement List)
- HTMLSIGD-L** (CPCUG HTML SIG Discussion List)
- JAVASIG-L** (CPCUG Java SIG Announcement List)
- JAVASIGD-L** (CPCUG JAVA SIG Discussion List)
- MIX-L** (CPCUG Member Info. eXchange Discussion List)
- MMSIG-L** (CPCUG Multimedia SIG Announcement List)
- MMSIGD-L** (CPCUG Multimedia SIG Discussion List)
- MONITOR-L** (CPCUG Monitor Announcement List)
- NETSIG-L** (CPCUG Internet SIG Meeting/News List)\*
- PMSIG-L** (CPCUG Project Mgm't SIG Announcement List)
- POCKETPC-L** (CPCUG Pocket PC Announcement List)
- POCKETPCD-L** (CPCUG Pocket PC Discussion List)
- SCIFAIRD-L** (CPCUG Science Fair Announcement List)
- SENIORSIG-L** (CPCUG Seniors SIG Announcement List)
- SENIORSIGD-L** (CPCUG Seniors SIG Discussion List)
- TRAIN-L** (CPCUG Training Program Announcement List)
- TRAIND-L** (CPCUG Training Program Discussion List)
- VBSIG-L** (CPCUG Visual Basic SIG Announcement List)
- VIRGINIASIG-L** (CPCUG VA SIG Announcement List)
- WPSIG-L** (CPCUG WordPerfect SIG Announcement List)
- WPSIGD-L** (CPCUG WordPerfect SIG Discussion List)

\*(NETSIG-L cannot be subscribed to or signed off from [cpcug.org](http://cpcug.org) as it is hosted on AOL. To subscribe to NETSIG-L mailings, send e-mail to: [LISTSERV@LISTSERV.AOL.COM](mailto:LISTSERV@LISTSERV.AOL.COM) containing the line:

SUBSCRIBE NETSIG-L <firstname> <lastname>

The software for maintaining the mailing lists, LISERV®, has been made available through a generous donation from L-Soft International, Inc. The web-based gateway, LWGate, is a perl script written by © 1995 David W. Baker, [dwb@netspace.org](mailto:dwb@netspace.org). This program is free software under the terms of the GNU General Public License as published by the Free Software Foundation. LISERV® is maintained and administered for the CPCUG by Karl Signell.



The Capital PC User Group, Inc. (CPCUG), a nonprofit organization established in 1982, provides a forum for sharing information, experience, and resources among computer users, from novice to advanced. Although the group serves primarily the Washington, DC, metropolitan area, members are found around the world.

## 10 Benefits of CPCUG Membership

Capital PC User Group (CPCUG) membership entitles each member of your family living in your household to all CPCUG membership benefits—

- 1. Helpline**—a great way to get help from experts for your hardware, software, and Internet questions and problems at no additional cost. The Helpline Directory is updated and published in the Monitor Magazine of the Capital PC User Group
- Mail delivery of a print copy of our **award-winning magazine**, the *Monitor*, with its practical tips for computer users; technical articles; regular columns; CPCUG-member-authored reviews of software, hardware, and computer-related books; CPCUG event calendar; and special interest group (SIG) and Training Program information.
- Computer education and training **classes**, seminars, workshops, discussions and labs **at low member rates**—some are even free to members while others are for members only.
- Assistance from CPCUG Build Team **mentors** in specifying and **building your own computer**. CPCUG's popular "Build" Workshop gives participants the knowledge and confidence to select appropriate components to build and later upgrade their own computers without additional paid assistance. This workshop is only \$75 and is only available to CPCUG members.
- Discounts** on software, hardware, and training are periodically made available to members of our user group. [If you take advantage of several discounts available only to CPCUG members, your memberships pays for itself].
- Internet service** options available **only to CPCUG members at competitive rates** through our Internet domain cpcug.org.
- Access** to new member-only **e-mail distribution lists**. List subscribers can ask and get answers to computer hardware and software questions, and stay informed about CPCUG activities and Training.
- New software and/or computer reference books**—available **without charge to members** who review them for our magazine, the *Monitor*. You'll also get a byline in the *Monitor* and become a member of our product review coordinator's team.
- Member-only **door prizes** are available each month at most General Meetings and some free Saturday Seminars and special interest group (SIG) meetings. [This benefit has more than paid for the annual membership fee of many active CPCUG members—prizes from visiting vendors have included valuable software, such as Office 2000, and hardware such as a Hewlett Packard Pocket PC.]
- Opportunities to develop and/or **enhance leadership and management skills**, while building your professional network, by volunteering with CPCUG.

Before you know it, you will also become a **User Helping Users**.

## Membership Form

**Mail to:** Capital PC User Group, Inc.  
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List my name in the next *Monitor* Membership Directory?

- Yes     No

Name and address information from Membership Directory may be made available to computer-related businesses as approved by the Editor. Most often the list is released to vendors desiring to announce their General Meeting presentations. If you do not wish to be included in the directory, mark the "No" box above.


- List my company name in bold in the Membership Directory. (I have inserted my company name in the first address line on this form. I have also checked the "Yes" box above for listing in the Membership Directory.)    \$10

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## CPCUG MEETING SITES

**1800 M** = 1800 M St., NW, South Tower, 3rd Floor, Room 3056, Wash., DC

**APA** = 750 1st St., NE, 6th Floor, Executive Office Suite, Wash., DC

**ASHA** = 10801 Rockville Pike, Rockville, MD

**BCCSC** = 4805 Edgemoor Lane., Plaza Level, Bethesda, MD

**BEDFORD** = 3701 International Dr, Silver Spring

**PL** = 3310 Connecticut Ave. NW, Large Mtg Rm, Washington, DC

**DD** = 300 Montgomery Street, Suite 201, Alexandria, VA

**EPFL-RR** = 6310 Reisterstown Road, Baltimore, MD

**HH** = 10701 Livingston Rd., Ft. Wash., MD

**HPTI** = 4121 Wilson Blvd., Suite 200, Arlington, VA

**IADB** = 1350 New York Ave., NW, Wash, DC

**PC** = Pentagon City Mall Eatery

**Reboot** = 101 Fleet Street, Rockville, MD

**Teasm** = 400 8th Street NW, Washington, DC

**VAMC** = 50 Irving St., NW, 4th Floor, IRM Room, 4C106a, Wash., DC

**WGas** = 6801 Industrial Rd., Springfield, VA (directions, p. 34)

**WIT** = 2440 Wilson Blvd., 2nd Floor, Arlington, VA

### Keep Updated!

Capital PC User Group meeting plans may change after the *Monitor* has gone to press. To find out the latest information about General Meetings, SIG meetings, and special events (including meeting topics, when available, and any date, time, and location changes), bookmark and check all our Corporate Communication Web pages via links available at—

<http://www.cpcug.org/user/comm/>

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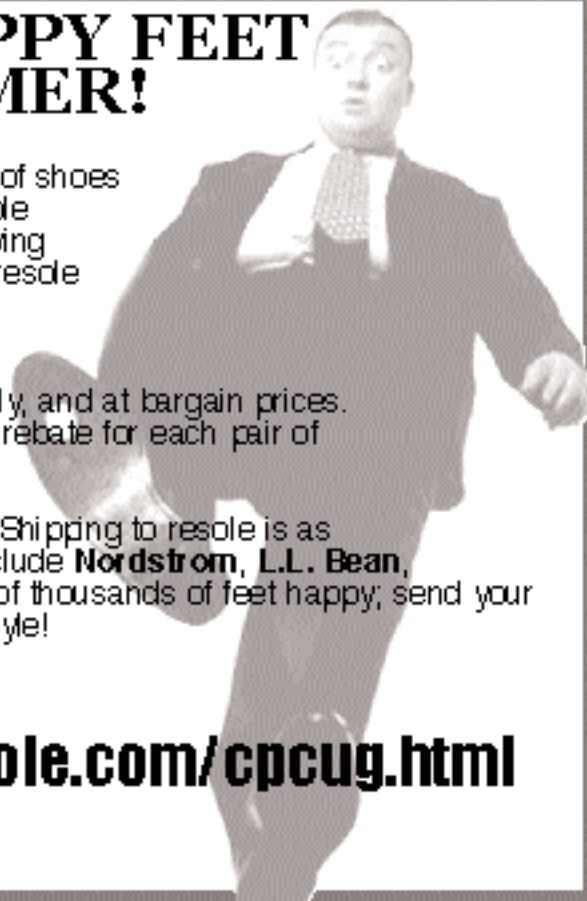
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