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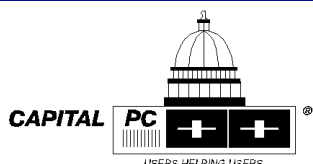
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and much more...**CPCUG
General Meeting
TechTalks**

CPCUG General Meeting TechTalks are held monthly, usually on the second Monday of the month. They are free to both members and non-members, but only members are eligible for door-prize drawings. Details about upcoming General Meeting TechTalks are on page 4.



August Events Give CPCUG Opportunity for Large Outreach

by Dennis Courtney

Next month promises to be an exciting time for the Capital PC User Group and its membership. There are two events scheduled for August that offer opportunities for CPCUG to let people know about us and our services.

First, CPCUG has been invited to host a large booth and an Internet Café for visitors to the Montgomery County Agricultural Fair, at the county fairgrounds in Gaithersburg, Maryland, from Friday, August 12th, through Saturday, August 20th. In addition, CPCUG will be providing daily educational seminars and support for Fair webcams.

The Fair hosts more than 250,000 attendees during its nine day run, and it is going to be a real challenge for CPCUG to staff a booth and Internet Café for that long of a period. We will be partnering with Washington Apple Pi and Maryland Community Television during the Fair, so we'll have opportunities for CPCUG members to meet people from other groups during the Fair.

The nine days of the Fair will mean that we will need more volunteers than ever before. So

if you've been sitting on the sidelines waiting until you are REALLY needed to volunteer some time for CPCUG, that moment has arrived!

We need lots of help with everything that has to be done before, after, and during the run of the Fair to be sure this will be a successful venture. We can use people with all kinds of skills from technical to organizational. We need volunteers to help in many areas ranging from handing out flyers to giving technical presentations. We need general booth staff at all times during the hours the Fair is open to help promote CPCUG and sign up new members. We want to have helpers in the Internet Café to show people how to use the computers and surf the Internet. We'd like to have presenters who can give a 30 to 45 minute tech talk to an audience of Fair patrons.

If you can help in ANY way during the Fair, we can use you. Volunteers are needed to help for a maximum of a four hour shift per day (the Fair is open for 12 hours on eight of the nine days). In return, you get FREE admission

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Register to Take a CPCUG Training Class

Most classes cost:
\$39-\$49 member fee
\$49-\$59 non-member fee

Classes Listed at
www.cpcug.net/trainingsearch.asp

Click *SEARCH CLASSES* to search by location

Two Training Centers: Annandale, VA, and Rockville, MD

Register for classes at either location online at
www.cpcug.net/trainingsearch.asp
or by calling the CPCUG Office at 301-762-9372.

Volunteers Needed for CPCUG Outreach Efforts in August

Hundreds of Volunteers Needed to:

- staff a booth
- promote CPCUG
- help patrons of our Internet Café
- give technical presentations
- sign up new members
- and much more

Two Events:

Montgomery County
Agricultural Fair
County Fairgrounds,
Gaithersburg, Maryland
Friday, August 12th
to Saturday, August 20th

NBC4 Digital Edge Expo
Washington Convention Center,
Downtown DC
Saturday, August 27th
and Sunday, August, 28th

For more information, or to volunteer,
subscribe to **ACTIVITIESD-L** Mailing List,
or contact Dennis Courtney at *dennisc@iadb.org*

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CPCUG Home Page

www.cpcug.org

**Get more
out of your
membership
in the
Capital PC
User Group—**

**Become a
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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Future SIGs

If you're interested
in starting a SIG,
please contact
CPCUG President
Frank Sokolove at
frank_sokolove@yahoo.com

The Internet SIG is
inactive. If you're
interested in helping
reactivate this
important SIG,
please contact Gabe
Goldberg at gabe@gabegold.com.

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!

July 2005

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.

Our style guide can be found at: 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 file attachments (.doc (Word) or .rtf) to editor@cpcug.org, with copy to 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 30 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**.

Subscription Problems?

Please call 301-762-9372 or send an e-mail message to admin@cpcug.org.

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. **Monitor** is not forwarded unless you have made special arrangements with your Post Office.

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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The Fine Print. Unless specifically stated otherwise, the opinions expressed in any article or column are those of the individual author(s) and do not represent an official position of, or endorsement by, the Capital PC User Group. CPCUG is an independent, nonprofit user group and is not affiliated in any way with any vendor or equipment manufacturer.

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CPCUG News & Events

General Meeting TechTalk Locations and Times

CPCUG General Meeting Tech Talks are held in Northern Virginia at Washington Gas in Springfield, or in Washington, DC, at the Martin Luther King Library. Directions to the current month's location are on page 34. General Meeting TechTalks held at Washington Gas begin at 7:00 pm. Those held at the Martin Luther King Library begin at 6:30 pm.

**Get *more* out of
your membership
in the
Capital PC User
Group
Attend a Special
Interest Group
(SIG)!**

SIG of the Month:

MS Access SIG

Get insights and suggestions for learning about Access, or solving your Access problems.

Next meeting:

Wednesday, July 20, 7:00 pm, at the 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

For more information, contact David Kiasi, (d) 301-350-4752, David.Kiasi@appalt.com, or go to URL:

www.cpcug.org/user/access

Upcoming General Meeting TechTalks

Meeting location may vary; please check below

For up-to-the-minute details on General Meeting TechTalks, check CPCUG's Web site: www.cpcug.org/user/comm/gen-meet.html.

Monday, July 11 (7:00 pm)

Topic: PDF Tips, Tricks, Pitfalls, and Much More

Speaker: Ed Gloninger, Production Manager, EEI Communications

Adobe PDF (Portable Document Format) is a widely used powerful tool to streamline document management, increase productivity, and reduce reliance on paper. Web sites often provide information, documentation, literature, and forms as PDF documents. Introduced by Adobe Systems more than ten years ago and recently upgraded to Version 7.0, PDF is a standard document format used for easy electronic document distribution and sharing. An open file format specification, PDF is available to anyone wanting to develop tools to create, view, or manage PDF documents. More than 1,800 vendors offer PDF-based solutions. PDF provides many key benefits, including preserving document look and integrity, allowing document viewing on diverse computing platforms, and locating text within documents. But most people use just a fraction of PDF's power. Even if you never create documents, you may be missing many benefits of the current Acrobat Reader. And if you create and share documents, it's worth exploring how PDF can simplify your work. This presentation will describe PDF's background and evolution, explain mysteries of the format and associated software, and describe tips, tricks, and pitfalls for reading, browsing, designing, creating, and distributing PDF material.

Speaker biography: Ed Gloninger is the Production Manager at EEI Communications in Alexandria, Virginia. He has been involved in the graphic design and desktop publishing field for more than 10 years. Ed supervises a staff of desktop publishers, graphic designers, and transcriptionists, and oversees more than 25 projects per week. Ed has taught many courses and seminars for EEI Communications, primarily on Adobe Acrobat, and has written several articles for the Editorial Eye, a subscription newsletter focusing on publications, standards, practices, and trends.

Speaker contact information: 703-683-0683

egloninger@eicomcommunications.com

Links: www.eicomcommunications.com, www.planetpdf.com

Location: Washington Gas, 6801 Industrial Road, Springfield, VA
Directions: Industrial Road is in the Shirley Industrial Park. It meets Backlick Road between the Beltway and Edsall Road.

See page 34 for detailed directions.

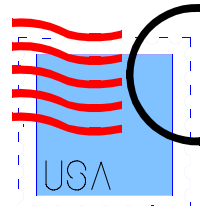
For More Information: Check the CPCUG web site, or contact Program Director Gabe Goldberg at gabe@gabegold.com. Suggestions for future Tech Talk topics are always welcome.

Feedback



Feedback

Changes Ahead



Big changes are in the works for the next several months in the personal computing arena. Apple recently announced that they are going to switch to Intel microprocessor chips in their Macintosh computers, which may ultimately allow the running of Windows applications on Macintosh systems more easily and effectively than ever before. The recent Supreme Court ruling concerning peer-to-peer file sharing Web sites could affect all file sharing services, not to mention the music downloading industry. PalmOne has come out with a four gigabyte hard drive for its handheld device, which could make PDAs nearly as powerful as any computer. And Microsoft declared that, beginning this Fall, its Hotmail and MSN e-mail services will use Sender ID, its spam filtering technology for verifying the authenticity of messages, which potentially may lead to major transformations in e-mail, for better or worse.

The biggest change in the personal computing world faced by members of the Capital PC User Group, however, may be developments in CPCUG as an organization. As Frank Sokolove, the CPCUG President, reports in his President's Notes column this month, CPCUG is facing a serious turning point in its existence. The membership level has been decreasing, putting programs, if not the entire organization, at risk as a result. Mark Leymaster, the CPCUG Internet Services Director, notes in his Report this month that continuing problems with the CPCUG.ORG Web site, and Millkern's Internet Service, may be contributing to the loss of members, and CPCUG faces a big decision about what course to take in resolving the problems.

In an effort to deal with these issues the CPCUG Board of Directors has brought in Jim Whelan, a business consultant, to examine our situation and help us develop strategic plans for increasing our membership and improving our organization. Look for substantial changes in the next few months as we work out new and better ways for CPCUG to operate.

And this is where you can help. Let the CPCUG President know what you think about CPCUG. (If you prefer, contact one of the other members of the Board of Directors, or tell them all. The contact

information for all the Board members is listed on page 2 of the **Monitor**.) Tell him what you like about being a member of CPCUG as well as what you may dislike. Let him know what works for you, what keeps you as a member, and what you think will attract and keep more members. And if there is something you'd like to see changed or might make you question the renewal of your membership, let him know that, too.

Send your questions
and comments to
editor@cpcug.org.

Consider all the aspects of your membership in CPCUG. Have you made use of the Helpline? How well did that work for you in resolving your technical problem? If you haven't made use of the Helpline, is there something about it that makes it difficult for you to use? The Board, and particularly the Helpline Coordinator, needs to hear about your experiences.

What do you think about the CPCUG.ORG Web site? Is it useful to you? Can you easily find what you're looking for, or is it difficult to navigate? Your responses to questions like these are important to the Board, as well as the Internet Services Director. Only by keeping the Board informed about your membership experience can we make this organization of "users helping users" more "user friendly."

James Katz
Editor

Two Training Locations!

Annandale, VA

UHU (Users Helping Users)

Classroom: 12 PCs on a LAN

Annandale United Methodist Church

Room 305

6935 Columbia Pike, Annandale, VA 22003

Rockville, MD

MCT (Montgomery Community Television)

Training Classroom

7550 Standish Place, Rockville, MD 20855

To register for classes, call 301-762-9372

Directions to the sites: www.cpcug.net/directions.asp
www.cpcug.org/user/comm/location.html#mct

President's Notes

There are certain things that are true of any organization such as the Capital PC User Group, whether the focus is computers, model airplanes, knitting, or indoor plants. As the organization approaches the relevance of "today," the membership may increase, and the organization should thereby become healthier. If it fails the membership in some way, or if it loses relevance, the membership may decline.

The Boston Computer Society was the biggest organization of this kind — and they folded. Why?

In any organization such as this, you have a lot of members who go to some of the meetings, read the news, and otherwise benefit from what's offered.

And you have a few people who can see the vision of the organization, who can see its purpose and the jobs that have to be done to keep the organization going, and they do that work. This describes an organization that serves the many through the efforts of the few. You have a critical mass that keeps the organization alive and thriving; if the membership falls below a certain number, or if the number of volunteers falls below a certain level, the organization is in danger of dying.

CPCUG is suffering a decline—in membership, and in other ways. We need to change that. I'm not sure how fast we are declining, but we are declining, in terms of number of members, our bank balance, and in some other important areas. We need to reverse that trend. We need to increase our membership, improve our bank balance, and build our organization, so that we can do a better job for our members.

This also means more work. For somebody.

We need a few more of the few. We need some folks who will help with the details of the things we need to get done.

We have enlisted the services of Jim Whelan, a business advisor (www.proactivecorp.net) who is advising us on our business model. Based on Whelan's advice, we need to focus on the following areas (this is a very abbreviated list):

- (1) Institute a new business model—including business planning and budgeting, and create a business plan.
- (2) Energize members and increase membership
 - (a) Add new members
 - (b) Establish a mentor program
 - (c) Ask members to volunteer
 - (d) Reverse the membership decline.
- (3) Be relevant in today's world.

Without question, we have good, dedicated people

on the Board of Directors. We are lucky in this respect.

We need a few more people who are willing to help the cause, who will devote some time for the good of CPCUG. If you want to volunteer, please let me know directly. Tell me what you can or will do to help the organization.

Thanks.

Frank Sokolove
president@cpug.org
VM: 202-298-0800

Frank Sokolove is the president of CPCUG. He can also be contacted at frank_sokolove@yahoo.com.

CPCUG: Planning By Jim Whelan, President,

As Frank Sokolove states in his President's Notes this month, the CPCUG Board of Directors has called upon my company, ProActive Corporation, to help develop a strategic plan for the Capital PC User Group.

Frank has outlined some of the key findings I've presented to the Board. I want to take this opportunity to share with you some of the Yogi Berra-esque pearls of wisdom I've picked up over the years on why it's important to have a strategy, why it's important to have a plan and, why it's important to have GOALS.

You either get better or you get worse. Status quo is not an option.

With these words, Woody Hayes, the famous football coach of Ohio State, summed up the life cycle of any organization. We see it in the news every day. Companies like Microsoft and Yahoo and Wachovia and Nike and GM are constantly looking for ways to remain on top by better serving their customers. They recognize that the opposite of growth is decline, and the way to growth is to determine what will be relevant in the future and take action now.

The world is coming to an end. Children no longer obey their parents and every man wants to write a book.

This quote from an Assyrian stone tablet of 2800 B.C. reminds us that there are certain immutable beliefs that remain true throughout time. Similarly, there are certain immutable strategies for success that are applicable today as from thousands of years ago.

Despite what we were told about the "new econ-

Internet Services Director's Report

As I write this in mid-June, it is not clear if our Internet Service Provider (ISP) values the CPCUG relationship enough to provide the service quality we deserve. Periodic serious downtime for our Web site continues, in old and new forms, as those of you who follow CPCUG.ORG technicalities may know. We've just suffered an unexplained (so far) Web site crash while other services kept working. The @cpcug.org e-mail remained operative, but Web site visitors got nothing but a blank screen. That doesn't look good.

None of our volunteers could fix it, so we had to wait over a day for our ISP to get around to restarting our Web site. (Naturally, one of our top technicians was on

for the Future ProActive Corporation

omy" of the dot.com era, successful companies, non-profits, and associations become successful because they (1) define their purpose, (2) identify the means to achieve it, (3) come up with a plan, and (4) concentrate on the outcome.

Due to the lack of trumpeters, the end of the world has been postponed for three weeks.

I saw this sign posted on the wall of a congressional staffer who was working under the pressure of a very tight deadline with a minimum of help. For this staffer, the postponement was probably wishful thinking. The deadline wasn't moving, so she had to. Don't postpone defining the paths to success. The time to get moving is always now. When you see the storm clouds on the horizon, it's too late. Act before the storm hits.

And who is this Jim Whelan guy?

My specialty is helping you achieve improved growth and revenue through planning and execution of that plan. My background includes a rise from insurance sales to an insurance executive, and then to the CEO of a bank. I did this by defining my vision, identifying my strategic goals, and focusing on the outcome. I apply this methodology again and again to produce powerful effects for my clients, like CPCUG.

Jim Whelan is the founder and president of ProActive Corporation, and a member of CPCUG. He can be contacted at jim@proactivecorp.net, or go to his web site at www.proactivecorp.net.

vacation.) All the while our ISP's System Status Message (at 301-738-9753) cheerfully but erroneously announced that all systems were operational. And no one was answering the phone for reporting technical problems (301-738-0097) during the working hours I called, nor would the ISP communicate with the Support Group (though I asked explicitly). This has been the pattern since I took on this job in March.

Our contract with Millkern dates from 1994. It may have to be terminated if CPCUG decides the current mediocre Internet service quality cannot be improved otherwise. I have already told the Board that some of you feel strongly we should not change our ISP, but that a growing majority of those members who speak up disagree. I have also told the Board that some of you prefer less costly dialup to reliable service, but that we continue to lose membership as our Internet services stall and fall short of normal 24x7 service availability. It seems to me that, if CPCUG is to prosper, things have to change and current Internet services quality is one of them. If you want to speak to this point, use the MEMBER-TO-ISD e-mail list.

If you try to connect at midnight to work on your CPCUG.ORG Web pages and cannot, I want to know, and I want Millkern to know as it occurs. If your e-mail is not responding, I want to know, and I want Millkern to know as it occurs. So call the Millkern technical line, listed above, about problems with your @cpcug.org accounts, your @cpcug.org dial-up, or our Web site; if you want to, check the System Status Message first. And tell me, too, at nonpcug@newsguy.com, a special e-mail address I've setup at an alternate ISP that is operational 24x7. I will read and track the patterns but not try to reply to those messages, unless isp@cpcug.org is offline over 24 hours (that seems to be the practical standard).

And I suggest those of you with @cpcug.org accounts subscribe to ALTMAIL-L from a non-CPCUG.ORG e-mail account to allow us to contact you if the @cpcug.org mail system suffers a long-term outage.

Thanks again.

Mark Leymaster

Mark Leymaster is the Internet Services Director for CPCUG. He can be reached at isd@cpcug.org, or at nonpcug@newsguy.com, if there are problems with the CPCUG.ORG e-mail service.



Technology News Review

by Sue Crane, Big Bear, CA, Computer Club www.bigbearcc.org

Let the Games Begin

RoboGames, formerly Robolympics Games, launched with a gathering of 650 entrants from 15 countries at San Francisco University, where they showed their stuff in several categories, from Sumo to Soccer. Ultimately, the goal is to create robots that can do more tasks that, normally, only humans can do.

Odd-shaped Robots Do More Than Housework

Engineers at IRobot certainly see house cleaning as a legitimate use of robots, although the company's popular Roomba Intelligent Floorvac vacuum-cleaning robot is disc shaped, not human shaped. While the company has collaborated with toy-maker Hasbro on a life-like doll, military robots have long been their focus. Military robots don't have a lot in common with the walking, talking robots of science fiction movies. They're shaped more like mini-tanks or golf carts than like humans. PackBots, for instance, have tracked wheels to navigate rough terrain and weigh about 40 pounds.

Paralyzed Man Uses Thought to Control PC and TV

Cybernetics – the fusion of human beings and technology – is helping one paralyzed man control his environment by connecting his brain to his PC. Quadriplegic ex-American football player Matthew Nagle is using a system that converts his thoughts into actions on a computer. Nagle's brain is connected to his computer by the BrainGate system, which picks up thought impulses using a sensor implanted in the motor cortex of his brain. Neuroscientists monitoring his progress hope he will soon be able to use the system to control other devices, including electric wheelchairs.

Talk to your TV

Agile TV aims to “change the way people watch TV” via the use of its voice-controlled TV remote. The Promptu remote is designed to replace a conventional remote control; it includes a “Talk” button and a built-in microphone, together with an infrared receiver, and is used in conjunction with an existing cable box.

Get Your LCD Monitor or TV Now

Material makers are limiting production of LCD monitors and televisions as a reaction to 2004 trends,

and this could lead to a shortage later in 2005. Glass substrates used to manufacture large-size thin film transistor LCD panels are likely to be short of demand by 8 percent to 10 percent, and the shortage of color filters used in fifth- and sixth-generation LCD plants is projected to be between 7 percent to 12 percent toward the end of 2005.

3-D Without Glasses

Toshiba plans to bring color 3-D displays to video game arcades late next year – and there'll be no need to don special goggles. The company will market the wide-angle 3-D displays for video arcades in the second half of 2006, and extend the technology to applications such as TVs by 2010.

Electronic Pill Boxes

Two health companies have teamed up to distribute an electronic pill box that does much more than help patients organize their medicine. The Med-eMonitor reminds patients when to take medicine, and makes patient-specific inquiries about health measures like blood glucose levels, side effects, or just general well-being. The device sends this information to a secure Web server, where practitioners monitoring a patient's care can see the information and intervene quickly if the patient stops taking medicine or reports ill-effects. The Web server also updates the device with new alerts, like upcoming doctor visits or changes in dosages.

RealNetworks Launches Napster Challenger

Streaming-media giant RealNetworks has launched an updated version of its Rhapsody subscription music service to challenge competitors such as Apple Computer's iTunes and Napster To Go. The new Rhapsody, which offers subscribers access to more than one million songs, will come in three flavors – one of which is free – and provide 25 song downloads each month.

Longhorn to Support Handwriting and Touch Screens

Microsoft plans to include touch screen functionality as a feature of the operating system in the next version of Windows, code-named Longhorn, in addition to support for pen-based input that Microsoft currently offers in Windows XP Tablet PC Edition. Longhorn will also include a new document

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Rich's Ramblings

by Rich Schinnell

Okay, I admit it, I am a tech junkie. I was looking for a new laptop or mini that would be easier to carry around versus my six pound Toshiba. Not that the Toshi isn't a good machine, but lugging it around does get a bit tiresome. I have had nothing but Toshiba laptops for the past 15-20 years, starting all the way back then with a Toshiba 3200, which was a roaring Intel 80286 luggable with an orange screen and a 20 Megabyte (MB) hard disk.

So, to continue to ramble about my search: I went to the Web looking for small screen, lightweight, powerful computers. I looked at a couple and they just did not strike my fancy. Then I was in my favorite CompUSA for something else and I wandered around, as I am prone to do. Back in the laptop area I found that Toshiba had come out with a small (around two pounds), really powerful Libretto model U105.

Back in, I believe it was '99, they came out with a Libretto and it was not that great. In fact it was a dud and was pulled from the market after a short time. This new Libretto comes with a small removable docking station underneath with a DVD reader/writer. And 500 MB of Ram and a 60 Gigabyte 1.8" hard disk. It even runs Windows XP professional.

What a really small powerhouse. This is not for everyone, but it sure is my cup of tea. Some of the downsides are that the keyboard was designed for people with really, really small fingers. But it is useable for short messages. (Much better than a BlackBerry.) The screen is a 1280 X 860 resolution bright screen that is only about 6 1/2" by 3 3/4". These old eyes can see the screen and read the writing, but thank goodness for glasses and the ability to change the resolution. The power block is pretty small and lightweight. It has a touch mouse button and a fingerprint reader on the front of the keyboard which I really don't care for. I picked up a small USB Optical laptop mouse with a retractable cable that works great. This Libretto has built-in wireless G networking, as well as a 56 Kilobyte modem and standard Network Interface jack. They provide you with a dongle for connecting to an external monitor or video projector. There is a lot of power in that little box and the two USB 2.0 ports are fine. It also has a Firewire port for cameras, a PCMCIA card slot and a Smart Card slot. The system cost \$2175, which included tax, title and tags.

One thing about the Toshiba Libretto U105: they really need a spelling checker program for their label as they spelled Information as "informaiton." No biggie but still you would have thought that a company as big as Toshiba would know how to spell check their labels.

For people who give presentations on the road, this might be just the ticket. Combined with a good video projector, you could give demos and sales pitches without having to lug a larger laptop.

Virus Detection

Again, I have found Symantec's Norton Anti-Virus (NAV) 2005 lacking. On 30 May, I received an e-mail with nothing in the body of the message, but it had an attachment called 5.zip. I was suspicious even though I run NAV all the time. I of course would never open an attachment that anyone sent me regardless of who it was, UNLESS they let me know well in advance that they would be sending me an attachment. And a message with no text in the body is a red flag. That along with the attached files from Microsoft with all the latest security fixes. <GGG> (Those are big grins.) I know that Microsoft NEVER, NEVER, NEVER sends out attached files with security fixes. They always make you come and get them via windows update. Anyway, I digress. I copied the file from my attachment directory to a shared directory on my hard disk where I can look at it from within a Virtual PC session running Windows 2000 and Grisoft's AVG anti-virus program.

As Emeril would say, BAM!!

Right away, AVG said that the 5.zip file contained a virus and cleaned it up. Now just a few minutes before I had used NAV's LiveUpdate. No updates were noted. And two days later, NAV finally updated and recognized the file with the virus. I had sent Symantec an e-mail via their Web page telling them about my find, but they did not respond. Now it is Grisoft's AVG program for all my clients and no more Norton's. I have been having my clients purchase the five user version of AVG which ends up much cheaper than Norton Anti-Virus.

Still Experimenting

I am still using my Mac-Mini and the Virtual PC on both the Mac and my Libretto laptop.

Now to answer those e-mails that I have received as to why I would want to run Ubuntu Linux,

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Letters to “Late Nite”

Hosted by Marty Shinko



Q05VII.0: I was trying to get some troubleshooting help from a Customer Support phone number, and the hotline support technician told me to reformat my hard drive and reinstall Windows. Is that reasonable?

A0: I'd recommend trying everything else first before giving up and reformatting your hard drive and reinstalling Windows. Of course, remember to back up all your data first! (Sometimes the technician forgets to mention that essential step.)

I get the impression, though, that hotline support ‘technicians’ suggest this course of action far more often than actually necessary. In my opinion, it’s easy to understand why: it’s likely that they operate in an environment where the number of calls they handle per hour is the only measure of their effectiveness, so if they can get you off the line in record time by telling you to reformat your hard drive and reinstall Windows, their effectiveness metric soars through the roof! What I’d suggest is: don’t fall for it!

Imagine a support person trying to explain this diagnosis to an average caller: “Perhaps the USB hardware on the motherboard is disabled. Go into hardware setup mode and check that the USB hardware is enabled.” Trying to explain those steps to an average consumer could take a long time.

On the other hand, simply saying “backup your data, reformat your hard drive, and reinstall Windows” is easy advice to give, and it’s even quick to say. And it’s almost never wrong (sort of like the Hippocratic Oath, “Do No Harm”).

In fact, there can be (rare) instances when it’s a reasonable course of action, but it is extremely drastic and a very time consuming course of action.

By the way, be wary, too, if you pay for customer support by the minute. This situation can still occur, except you might find yourself kept on the line for a long time, describing your problem over and over in detail, but then the net result could be the same terse advice: try reformatting and reinstalling.

Q05VII.1: Wouldn’t reformatting the hard drive and reinstalling Windows resolve 99.99% of all computer problems?

A0: Here is what Faithe Wempen writes about that, in her book *A+ JumpStart: PC Hardware and Operating System Basics* (Sybex, 2002): “In working with computers, a fix is always possible – it’s just a question of how drastic you have to get to fix it. No matter how badly a Windows installation is screwed up, you can always reformat the drive and start over with a fresh install, and just about any hardware piece that breaks can be replaced. The difference between a mediocre PC technician and a really great one is not that one gets the job done and the other doesn’t – anyone can get the job done eventually. The really great technician can do it faster and avoid overkill by trying the simple solutions first before resorting to the big time-consuming solutions like reinstalling everything.”

Q05VII.2: Does that imply that the technicians answering customer support phone lines are probably mediocre, especially if they suggest reinstalling Windows as the first recourse?

A0: In their defense, it could be said that the hotline support technicians who suggest reinstalling Windows are actually suggesting that you return your computer to a standard configuration from which they can then guide you through diagnostic tests.

I’m skeptical of that line, however. When you call back (after doing a reinstall) you’re not likely to get the same technician you talked to in the first place. Even if you could, by the time you’ve done a reinstall, the person you

talked to the first time has likely gone off shift.

Q05VII.3: What sorts of problems can’t be fixed by reformatting the hard drive and reinstalling Windows?

A0: Problems that result from hardware malfunctions or equipment incompatibilities can’t be solved by reinstalling Windows. Also, problems due to improper software settings, incorrect selection of options, or incompatibilities between software products can’t be solved by reinstalling Windows. It would be a pity for someone to spend three to five hours reinstalling Windows and all their applications only to find themselves with exactly the same

When contacting me about a question appearing in my column, please refer to the question number.

Every question is numbered in the form Q’YR’MO.seq#, with a 2-digit year, and Roman numeral month. The answers will have a code for the responder, e.g., A0 = Marty Shinko.

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RSS Feeds and Aggregators

by Greg Lenihan, Pikes Peak, CO,
Computer Application Society

ppcompas.apcug.org

I am an information junkie. I get more e-mail and subscribe to more newsletters than I can read. And yet I'm still searching for more. A few months ago I discovered the world of Blogs (short for "Weblogs"). These are online journals where authors post opinions and commentary, and often link to the articles they are discussing. These often track back to more Blogs, and more authors worth reading, and before you know it, you can spend a good deal more time than you can afford searching for obscure opinions and facts.

After collecting a number of these sites as favorites in my browser, it became difficult to keep up with them every day. There are all kinds of subjects to choose from, but my favorites are news sites, political sites, and, especially, technology sites. Most of these sites had XML or RSS icons, which I knew had something to do with "feeds," so I decided to find out how to obtain the reader software necessary to subscribe to these feeds (or "channels").

RSS stands for Really Simple Syndication or Rich Site Summary. RSS is a text-based format (XML, actually) that contains various tagged items like a title, summary, and a link to a URL. Instead of you having to continually go from site to site to see if there have been updates posted, these sites are able to "feed" their updates to you. All you need is a news reader or what is called an RSS "aggregator." This is a program that collects and organizes these feeds periodically so you can read them when you want. Then you can subscribe to these sites and automatically get these new postings. It's like creating favorites or bookmarks, except you don't have to continually go there. They come to you.

I started by going to reviews.cnet.com/4520-10088_7-5143460.html to read reviews and to gather recommendations. I found more options and more reviews of readers at email.about.com/cs/rssfedreaders/tp/top_rss_windows.htm. There are many different readers - some free, some not - with different goals. Some are standalone, others work with Internet Explorer, and one works with Outlook. But the one that caught my eye, called "Bloglines," was free and did not require a software installation. Bloglines (www.bloglines.com) is Web-based, which means I can access it from any computer with an Internet connection. I could be at home, at work, or on the road, and I could still get my 'info' fix.

The sign-up is quick at the *Bloglines.com* site. You're just asked for a username (e-mail address), password, time zone, and language. A confirmation message is then sent to your e-mail account. You simply click on a link they provide, and you are confirmed. In addition, the site posts the top Blogs people enjoy, and with the click of a button you can subscribe. Of course, you are not limited to their selections. Any Blog or site with an RSS feed can be added to your aggregator. That is how you can use those XLM icons. If you click on one you'll see a lot of tagged text, much like HTML. But it supplies the link that enables you to subscribe by pasting this link into your aggregator.

Once you have your aggregator and get it running, all that is left is to find sites or Blogs whose content you are interested in. The site where you obtain your aggregator will probably offer you a number to choose from. To get an idea of what is out there, go to www.blogstreet.com/search.html and see the number of topics to pick from. I frequently subscribe to something that looks interesting and if it is not what I expected, it only takes a matter of seconds to unsubscribe. Right now, I have more feeds than I have time to read.

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When The Heat's Up, Keep Your PC's Cool

By Ira Wilsker, APCUG BoD

Heat is one of the primary causes of premature computer and component failure. Today's microprocessors, video cards, hard drives, CD and DVD burners, memory, and other components produce much more heat than their earlier brethren. One simple indication of the amount of heat generated in today's newer computers is the power supply; older computers could run well with a 150 watt power supply, while many newer models utilize a 400 watt or larger power supply. While it is uncommon for computers to use all of the capacity of the power supply, the immutable laws of physics state that much of the power used will be turned into heat, and heat can kill computer components.

Many newer motherboards and computers now come with some form of thermal monitor to inform the user of potentially damaging or dangerous overheating, and a device may even shut down a computer unexpectedly if temperatures inside the computer get too high. If there is too much heat buildup, and the internal temperatures get too high, parts degrade or fail at a rapid rate. The failure of expensive CPU chips, hard drives, memory, and video cards is often the result of overheating. Sudden lockups and computer errors may be due to an overheated CPU chip. Critical data may be lost forever if the hard drive overheats and fails. If computers can be protected from overheating, they will not only last longer, but they may perform better.

Intel provides a free temperature monitoring utility for its motherboards, and chipsets that support this feature. According to Intel, desktop Pentium 4 chips work best when below 130 degrees Fahrenheit, may have problems at 150 degrees, and may start to degrade or fail at that temperature or higher. AMD chips, such as the Athlon, may suffer a similar fate from overheating. For this reason almost all modern CPU chips have an attached heat sink and fan. A thermal grease substance is used between the surface of the chip and the heat sink to improve thermal conductivity between them. The purpose of a heat sink is to provide a greater surface area to enable the

dissipation of heat into the surrounding air. Most CPU chip heat sinks are topped with a small fan to blow air through and around the heat sink to better cool the chip.

While simple in concept, and inexpensive to produce, this is also a common cause of overheating that is easy to rectify. The same dust and debris that can



clog our household furnace filters can accumulate and clog the passages in the heat sink, and obstruct the blades of the chip fan. It is good practice to periodically unplug the computer, practice safe electrical safety, and remove the "dust bunnies"

from the fan and heat sink with a small vacuum, canned air, or a cotton swab. You may also want to read the label on the chip fan to see if it is a "sleeve" or "ball" bearing. Sleeve bearings tend to have a shorter life before they fail, and can lead to premature chip failure due to overheating. Ball bearing fans are slightly more expensive, but tend to last much longer, providing for more reliable cooling.

The power supply also has a fan, which for many computers is the primary cooling component that exhausts the hot air from inside the computer. If this fan fails, or becomes obstructed with dust and other debris, the computer will overheat. This fan must also be frequently inspected, and cleaned as necessary with a small vacuum or canned air. If the fan starts to squeal, or otherwise appears to fail, it is imperative that either the fan or the entire power supply be promptly replaced.

Many computer cases have space and a mounting for an additional fan; if it is present, the additional fan should be installed. They are readily available, and inexpensive.

Supplemental cooling is also available, and can be easily installed. One of the simplest to install is an exhaust fan that sits in a vacant PCI slot, which almost all desktop computers have. These fans, which typically exhaust air from the computer, can either be powered by the PCI slot, or by a power cord connected to a plug inside the case. These are especially effective at cooling video cards that generate a lot of heat; Intel recommends that video cards

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Computer Security Risks

By Kraig Lane, Group Product Manger, Symantec Corp.

The PC has become a critical component of everyday life for millions of households worldwide. From booking travel reservations to managing financial accounts, communicating with friends and colleagues, conducting research, and more, people are using their home computers for a wide range of activities.

However, people have become increasingly concerned about online safety, and with good reason as computer-related security incidents continue to grab headlines. Computer users need to know how to protect themselves from becoming victims of a growing wave of Internet threats.

To be able to do this, people must first understand the types of threats on today's digital horizon and then identify and follow simple best practices for safeguarding their home computers and protecting their confidential information.

Financial Motives

In previous years, hackers launched malicious code attacks in order to get attention, particularly from the technical community.

But that is not the case anymore. Today's hackers are driven by financial motives. According to the most recent Internet Security Threat Report from Symantec Corporation, a comprehensive, biannual review of global Internet threat activity, the financial sector received the highest ratio of severe Internet attacks of any industry, including high tech, manufacturing, healthcare, power and energy, and more.

The reason for the focus on the financial sector is clear: that's where the money is.

Finding evidence of this shift in motivation is as easy as looking at people's e-mail inboxes. Most likely, in addition to the mounds of spam messages, there are phishing attempts. Phishing is an effort by a third party to solicit confidential information from an individual, often for illicit financial gain. Phishers use spoofed e-mail, malicious Web sites, or Trojan horses downloaded through Web browsers to trick users into disclosing sensitive information such as credit card numbers or online banking information.

Phishing is a big problem that's getting bigger. During the last six months of 2004, the number of phishing attacks increased steadily from week to week — from 193 new attacks during the first week to an average of 400 phishing attacks by the end of the period. Because spoofed e-mail and Internet

sites are becoming more and more sophisticated, phishing attacks are harder than ever to identify and defend against.

To protect against becoming victims of phishers, security experts recommend that in addition to following general best practices for computing, computer users should visit sites such as www.antiphishing.org in order to learn about the latest phishing scams. Security experts also suggest that users should never disclose any confidential personal or financial information if they have doubts about the authenticity of an e-mail or Web site.

Nowhere to Run

Information exposure threats can be present in almost any type of malicious code, including Trojan horses, worms, viruses, and back door server programs. Several worms and Trojan horses contain keystroke logging and back door functionality in addition to their other components. Such threats have continued to increase since June 2003, according to the Internet Security Threat Report. Over the last half of 2004, malicious code that exposed confidential information represented 54 percent of the top 50 malicious code samples received by Symantec — up from 44 percent in the first half of 2004 and 36 percent in the second half of 2003.

This increase is partially due to the increasing proliferation of "bots," which expose all information on a compromised computer due to their remote access capabilities. Bots — short for "robots" — are programs that are covertly installed on a user's computer in order to allow an unauthorized user to control that computer remotely. Bots are designed to let an attacker create an entire network of compromised hosts, which can then be remotely controlled to conduct malicious activities collectively. Bots are a significant part of the trend of using malicious code for profit as spammers use the IP addresses of compromised home computers for relaying their messages.

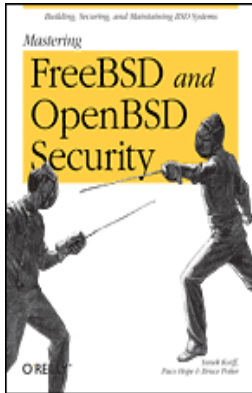
Bots often employ multiple propagation mechanisms to compromise computers. Therefore, computer users are advised to avoid using questionable peer-to-peer services, to use strong password protection on shared network drives, and to patch vulnerabilities in their operating systems and applications.

It is not surprising that client-side vulnerabilities are often implicated in information exposure

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Book Review: *Mastering FreeBSD and OpenBSD Security*

Reviewed by Craig A. Cook



Mastering FreeBSD and OpenBSD Security: Building, Securing, and Maintaining BSD Systems

By Yanek Korff, Paco Hope, and Bruce Potter

First Edition March 2005

ISBN: 0-596-00626-8

464 pages

In a world of ever increasing risk, systems security is becoming more important.

O'Reilly Publishing has come out with a concise, usable security guide for intermediate to advanced FreeBSD and OpenBSD system administrators (www.oreilly.com/catalog/mfreeopenbsd/).

FreeBSD and OpenBSD are free, multi-platform, open-source 4.4 BSD-based UNIX® like operating systems. OpenBSD is more focused on security and cryptography, and FreeBSD on stability and support for a large number of ported applications. Both are robust, well-rounded systems suitable for workstations and servers. Interestingly, no mention is made of NetBSD, the other major operating system (OS) in the BSD family. NetBSD's prime mission is portability; it runs on 50 platforms. The inclusion of NetBSD might have made for even more confusion and for discontinuity in the text.

Keeping print materials up-to-date is always a challenge, but this book is still quite new. One change since publication is that, as of July 23, 2004, FreeBSD now uses X.org X Windows code base by default, rather than Xfree86. *As always, check the status of software prior to installation and update your system regularly.*

Concepts and material common to both OSs are covered first in each section. The authors minimized interruptions for those only interested in one OS. However, covering two different systems means some readers will need to skip around while using the book.

After core concepts (including secure administration technique) are explained, some common system software and applications (such as NFS, Network File System) are shown as insecure by nature.

Good security involves a combination of many techniques (called "security in depth"), several of which are covered in this book. But it also covers system installation so that readers can start fresh in building a secure system.

The CIA (Confidentiality, Integrity, and Accessibility) triad model is described. There is no such thing as a totally secure system open to the world. A balance must be found between system security and ease of use. The reader is informed so as to better be able to design and configure the system where there are no clearcut answers.

Later chapters cover common applications, such as DNS, mail and web servers, and firewalls. Intrusion detection is then discussed. A section on managing logging, and one on responses to security breaches, conclude the book.

Security is complex and must be thought of at all levels. The authors had to choose what they could fit in this book. Cryptography is important in confidentiality and for any communication on public infrastructure, yet there is very little on cryptography in this book, which I would have liked to have seen. A chapter on virtual private networks (VPNs) also would have been useful.

Although the subject matter of this thick volume is quite dry, I do recommend it for those whose job is to secure FreeBSD and OpenBSD systems. Security of systems with any important data can no longer be ignored.

Chapter One of *Mastering FreeBSD and OpenBSD Security* is available as a sample on the O'Reilly web site at www.oreilly.com/catalog/mfreeopenbsd/chapter/ch01.pdf. The full text is available on Safari Bookshelf, an electronic IT reference library. Many other O'Reilly volumes are also available through this service, as are books from other technical publishers such as Que and Sams. O'Reilly offers a 14 day free trial (or 45 days for owners of this volume).

Craig Cook has a degree in Computer Science, as well as in Anthropology, and has been in the IT field, working as a programmer, for over 10 years. He has worked in Perl, and is currently learning Java. He can be reached at it.reviews@gmail.com, or via his mobile phone at 301-768-7289.

The Whole World in My Hand Have Palm, Will Travel Around Town

by Tom Gutnick



It's that time of the year when many fortunate folks are heading to the mountains or the beaches. Then there are the rest of us, with our travels limited to the daily commute. In last month's column, we looked at some of the ways a Palm handheld can help you keep

organized on the road, and I promised that this month we would look at software particularly helpful for commuters.

Probably the most important item for many commuters is the local bus or train schedule, and yes, many are available in Palm format. At www.commuterpage.com/handheld/index.htm, you can download free schedules for Northern Virginia Metrobus routes, selected Metrobus routes in D.C. and Maryland, Virginia Railway Express (VRE), and these Northern Virginia local bus services: ART, CUE, DASH, Fairfax Connector, Falls Church George, Loudoun County Transit, and PRTC OmniRide and OmniLink. I've been using one of the ART schedules for the past few years, and it works like a charm. Sure, I could just carry around the paper schedule,

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but since I've always got the Palm with me anyway, this is more convenient. With a few quick taps, I can specify which direction I'm traveling, and the display automatically positions itself based on the current time — much easier than trying to find the right place in a long printed timetable. (See Figure 1 for an example.)

For out-of-town readers, many transit systems offer their schedules in handheld format. And even



Figure 1: ART bus schedule on the screen of a Palm handheld.

TrainSchedule



Figure 2: Screen capture of a Palm handheld running "TrainSchedule Lite," showing ART bus information for a Metro station.

if they haven't done an explicit handheld version, you may be able to download the schedule as a PDF file and use the free Acrobat Reader to read it on your Palm. Got a bus or train route that isn't available in Palm format? Get "TrainSched" free at trainsched.sourceforge.net — this is a generic timetable program which allows you to plug in and display any bus or train schedule data.

There's another class of program that's potentially even more useful for commuters. Here's the scenario: I'm riding the Metro, getting close to my station, and wondering whether I'll need to sprint down the escalator to catch the bus or if I'm already too late. I just run "TrainSchedule Lite," see that the next bus is leaving in 4 minutes (see Figure 2), and

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Online and In Person

by Billy Mabray, Oklahoma City, OK, PC Users Group

In the early days of the Internet, a common fear was that people would spend too much time online, creating a world of isolated loners. It was thought that computer users would stop spending time in the real world, preferring to type instead of talk. While this may be true for some people, many others are finding the Web has enhanced their social life, not hurt it. The proliferation of e-mail, instant messaging, and chat rooms is evidence that people are connecting more now than ever before.

What about real-life social interaction? People still like to meet in person, and there are many Web-based services to help people do just that. These services are blurring the lines between virtual and real communities. People are finding friends online and getting together in real life. Others are using the Internet to keep in touch with their real-life acquaintances. Internet users are finding they can connect with other people better than they ever have before.

A common example of virtual communities creating real-life friendships is PC user groups. People typically learn about their local group through that group's Web site. Much of the group's communication is done online. For these groups, though, the real point of using the Internet is to facilitate real-world get-togethers. Meetings, presentations, and study groups bring people together who have similar interests but would otherwise have not found each other. Web sites and mailing lists allow for efficient communication, while group activities create opportunities for learning new things and meeting new people.

Meetup.com offers a similar service, but for a broader range of topics. *Meetup.com* arranges monthly get-togethers in cities around the world on a vast array of subjects. For example, the third Tuesday of every month is International Poker Meetup Day. If you are interested in meeting poker players in your area, visit the Web site, type in your zip code, and join the poker meetup nearest you. Members vote on where to meet each month, and they RSVP through the Web site. If enough people RSVP, the get-together will take place. *Meetup.com* offers many features for communicating with other members, planning agendas, and more. There are literally thousands of topics, with new ones being added all the time, so you are bound to find something you are interested in.

For those who are interested in communicating and spending time with friends they already have, there are online services to help with that, too. Yahoo Groups, for example, lets you set up your own personal portal. A Yahoo Group includes a mailing list, photo gallery, polls, online chat, and more. You can set up a group for your family and invite all your relatives to join. Then the whole family can upload photos, plan the next reunion, or talk about what's been going on in their lives. Similarly, sites like *Classmates.com* or *Reunion.com* allow former classmates or military personnel to reconnect with each other. These services are a great way for people who don't get to see each other very often to stay in touch.

Along the same lines is a wave of new services known as social networking applications. There has been an explosion of these sites in the past few years, such as *Friendster*, *LinkedIn*, and *Orkut*. The idea here is to map relationships - someone invites you to join, and you in turn invite all your other friends to join. The Web site shows you people who are directly connected to you (friends), as well as those who are connected to you through other people (friends of friends). You can then use the service to keep in touch with your friends, and to meet new people through friends you already have.

So, are these virtual or real communities? The line is blurring, and the distinction between the two will most likely disappear in a few years. Technology continues to improve the way we interact. Rather than turning us into loners, the Internet is helping us to make new friends, and to keep in touch with old ones.

Billy Mabray and his wife, Angela, own Smart Goat, a local software development and Web design business. They are members of the OKCPCUG. Comments or questions on the article are welcome and can be addressed to billy@smartgoat.com.

This article is provided by The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which CPCUG is a member, and is reprinted with permission.



[CPCUG Outreach](#) [continued from front cover](#)

to the Fair on the day you volunteer; when you're not helping CPCUG, you are free to enjoy all the fun, food, flora, and fauna of the Fair!

Second, on the last weekend of August, CPCUG will be participating in the annual NBC4 Digital Edge Expo at the Washington Convention Center. The Expo runs on Saturday and Sunday, August 27th and 28th, and we will have a small booth that showcases CPCUG to the greater Washington community. This is an excellent opportunity for us to promote CPCUG, and we need help from volunteers to staff the booth for a maximum of a four hour shift, as well as people who can give a tech talk to Digital Edge Expo visitors. The Expo is free and open to the public, so feel free to bring the whole family to browse the exhibits while you work in the CPCUG booth.

These events represent the biggest effort to promote our organization and the largest outreach

for new members in CPCUG's history, and we hope that you will seriously consider being part of the efforts. To get more information, we've established an E-mail list (using ListServ) that you can subscribe to. Periodic e-mails will go out to all list subscribers informing them of the latest updates regarding these two activities. To subscribe to the list, send an e-mail to LISTSERV@cpcug.org. In the body of the e-mail type: SUBSCRIBE ACTIVITIESD-L <Your First Name> <Your Last Name> (Do not include the angle brackets.)

CPCUG has the opportunity to reach out to a large and varied community of as many as 300,000 people during the month of August through our participation in these two events, but we won't be able to do it and reap the benefits for our organization without your help.

Dennis Courtney is the former president of CPCUG. He is currently serving CPCUG as both the treasurer and the membership director. He can be contacted at dennisc@iadb.org.

Save Money and Support CPCUG!

by Gabe Goldberg

Entertainment discount coupon books for 2006 will be here soon. So it's time for CPCUG (that means members and volunteers!) to help CPCUG raise much-needed funds by selling books to friends/neighbors/colleagues—and buying books for themselves.



These books offer *hundreds* of discount opportunities on dining (usually two-for-one deals, buy one and get one free), travel (airline, hotel, car rental), shopping, sporting events, theater, movies, dry cleaning, auto repair, and much more.

These aren't the kind of "discount" that requires spending extra money, buying things you wouldn't have bought, in order to "save" money. These are real-life discounts available on routine everyday purchases, and do not require special, additional, or oddball expenditures.

The books are great. I've saved hundreds of dollars each year for many years, several times over the initial cost of the book.

As always, CPCUG earns a percentage of our book sale revenues—and the more we sell, the higher the percentage we earn.

Selling books isn't hard; they nearly sell them-

selves. We're selling two local editions: DC/VA and DC/MD; both are priced at \$25/edition copy.

Orders for out-of-town books (covering most major cities in North America!) can be placed online with CPCUG receiving credit for such sales. The key to making sales is offering books early—and we can since we're among the first groups in the area to have books. Don't wait until people have already bought books to try to sell them.

HERE'S WHAT TO DO:

Get ready to buy books for yourself, your family, colleagues, and neighbors, and as gifts. Books will be available at many CPCUG meetings from mid-Summer through January 1. Let me know by e-mail at gabe@gabegold.com if you'd like to buy books so we can work out details.

It's especially important to let me know that you'd like to help sell books so I can order enough books for everyone.

Encourage people you know in other cities to buy books through CPCUG. It's simple, it takes just a few online steps, and it earns money for CPCUG.

Watch for more details in the Monitor, on CPCUG mailing lists, and at CPCUG events.

Gabe Goldberg is the Outreach Director, as well as the Program Director, for CPCUG. He can be contacted at gabe@gabegold.com.

July 2005

All meeting and class times are tentative. Check your e-mail and CPCUG website at www.cpcug.org before attending. Please see CPCUG Meeting Sites on the inside back cover for location codes.

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August 2005

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Security Risks [continued from page 13](#)

breaches. Client-side vulnerabilities target the computer systems of individual users rather than servers of an organization. They target applications such as Web browsers, e-mail clients, peer-to-peer networks, instant messaging clients, and media players. They are often, but not always, the result of logic errors or flaws in access-control systems, and they are often easily exploitable, particularly in browsers.

In fact, Web browser vulnerabilities are also taking on a new twist as hackers are now not only looking to exploit vulnerabilities in Microsoft Internet Explorer but also in newer, alternative browsers such as Mozilla, Firefox, and Opera. After all, a compromised browser could mean a compromise in the security of all Web-based transactions. In the last half of 2004, Symantec documented 40 vulnerabilities in these browsers: six involving Opera, 13 impacting Microsoft Internet Explorer, and 21 affecting Mozilla and Firefox.

To avoid browser-based threats, computer users should carefully research browser alternatives and evaluate their level of security before deploying them on the desktop.

Spyware's Ugly Face

Spyware is one of the most worrisome Internet threats that people face today. The term applies to standalone programs that can secretly monitor system activity and relay the information back to another computer. Some spyware is legitimate. Some corporations use it to monitor employees' Internet usage, and parents use spyware programs to monitor their children's online activity.

But it is the less-than-legitimate spyware that represents a security risk to computer users, particularly since it can be used for identity theft and fraud.

There are a number of ways by which spyware can be installed on a user's system. Some spyware programs are made available as freeware — that is, as software that can be downloaded at no charge. These programs usually require the user to agree to an end user license agreement (EULA). Other spyware programs do not include a EULA. Consequently, computer users are advised to use security solutions that detect spyware regardless of the presence of an EULA.

Spyware programs can also be bundled with legitimate programs. This bundling is not done by the legitimate program producer or distributor but rather by someone who wants access to confidential data that users may divest as they use the legitimate program. The software package is then placed on a

public download site or is sent to a newsgroup for maximum exposure. It is executed when the user runs the legitimate program.

Spyware can also be installed through a Web browser using ActiveX controls or browser helper objects (BHOs). BHOs are add-on programs that can add features to a user's browser. To reduce this risk, it is recommended that users disable ActiveX wherever possible or configure their browser to require a prompt for ActiveX controls to execute. Then, should the browser present a dialogue box that is not expected, the user should not click anywhere on the dialogue box but, instead, immediately close the browser window.

Computer users are advised to be extremely cautious when removing spyware. Programs should be removed as non-intrusively as possible in order to minimize any problems that might result from the removal of the program. To avoid these types of problems, it may be necessary to ignore some non-critical aspects of these programs such as benign registry keys left behind during the uninstall process.

Best Practices

By following a number of general best practices, computer users can significantly reduce their exposure to today's Internet threats. For example, users should utilize an Internet security solution that combines antivirus, firewall, intrusion detection, and vulnerability management for maximum protection against complex, blended threats. They should also ensure that security patches are up-to-date and that passwords are a mix of letters and numbers. Additionally, passwords should not include dictionary words, and they should be changed often.

E-mail attachments continue to pose a major security risk to computer users. People should avoid viewing, opening, or executing any e-mail attachment unless the purpose of the attachment is known. Virus definitions should be updated regularly. By deploying the latest virus definitions, computer users are protected against the latest viruses known to be spreading "in the wild." Users are also counseled to routinely check to see if their PCs or Macintosh systems are vulnerable to threats by using an online vulnerability scanning service from a reputable information security provider.

In addition to employing reliable security solutions, education is crucial to thwarting security breaches. Users should learn to recognize computer hoaxes and phishing scams. Hoaxes typically include a bogus e-mail warning to "send this to everyone you know," and incorporate improper technical jargon to frighten or mislead users.

[continued on page 21](#)

Security Risks continued from page 20

Phishing scams are much more sophisticated. People must remember that most legitimate businesses will never ask users to disclose confidential information over the Internet. The best course of action is to simply delete these types of e-mails.

As group product manager at Symantec (www.symantec.com), Kraig Lane is responsible for the overall management of Symantec's consumer Internet security solutions. He works to define product objectives and strategies for Norton Personal Firewall, Norton AntiSpam, and Norton Internet Security, cornerstones of Symantec's thriving consumer business. Lane also utilizes his vast knowledge of the Internet security space to drive the development and introduction of new solutions to tackle emerging online threats.

Rich's Ramblings continued from page 9

Windows 2000, or DOS 6.22, and Windows for Workgroups on my Mac or my PC. Because I can, and also so that I can experiment with programs designed for the older operating systems.

Also, I have been messing with DOS batch files and decided to try to figure out how to create a sub-directory based on today's date and copy certain files to it. All from within a DOS batch file. Don't laugh, DOS batch files work great under Windows XP and other versions. In fact, they work faster. I put the complete batch file on my blog that you can look at, if you're interested, by going to www.bloglines.com/blog/RichNRockvilleMD. I ramble on that blog but I do not get into politics or religion. After all, I am older and supposedly wiser.

Rich Schinnell has been a volunteer for the Capital PC User Group for over 20 years and enjoys new toys and challenging projects. He is retired from the US Navy and Vitro Corporation, but still doing some consulting for a half-dozen small businesses who demand his services. He can be reached at schinnel@cpcug.org or on his Web site at www.schinnell.org. References to most of the programs he has talked about are on his CPCUG.ORG Web site at www.cpcug.org/user/schinnel/. Some are free and some will cost you, but like he always says, you don't get nothing for nothing.

O'Reilly Book Discounts

CPCUG members get a 20% discount when ordering direct from O'Reilly. Log in to Member Specials at www.cpcug.net to get the discount code.

WHY BUY A KEYSTONE COMPUTER?

- **Keystone Computers are configured to meet your specific needs.** From servers to workstations to desktop client machines, your needs can be satisfied with a Keystone Computer.
- **Keystone Computers are designed and built to last.** We use only "best of breed" components (motherboards, disk drives, processors, video cards, power supplies, network adapters, etc.) to insure reliability, longevity, ease-of-use, and upgradeability. Our computers all carry a 3-year warranty.
- **Keystone Computers come with real technical support.** No telephone system menus to navigate, no endless waiting on hold, no unanswered emails - *no runarounds*. During business hours, people answer our telephones, and you can usually speak directly with a technician for answers to any questions that may come up. On site support is available as well.
- **Keystone Computers are updated and clean.** We load software with all the latest updates, drivers, and patches. Also, we don't "junk up" the computer with applications or offers that you don't want or need. Only *licensed copies* of the software that you specify will be loaded on your Keystone Computer - nothing to gum-up the works and take your time to refuse, unload, and/or avoid.
- **Delivery, setup, and installation of your computer are available.** *Your time is valuable.* Let us load pre-purchased software, transfer data from another machine, and connect you to a printer, the Internet or a Local Area Network. We can simplify your transition to your new Keystone Computer.
- **Keystone Computer has an established reputation.** We have operated at the same location for *over twenty years*. We have outlasted scores of other manufacturers through our commitment to our customers and the quality of our products. Our machines are both used by and recommended by many CPCUG members.
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sales@keystonecomputer.com

problem they started with!

Q05VII.4: How do you suggest I proceed, if I choose to ignore the standard advice to reinstall Windows?

A0: The place to start is to try to determine if the problem is hardware or software. If Windows runs at all, then probably all of the hardware in your computer is running fine. Practically everything that makes up your computer has to be working perfectly just for Windows to run, except for peripheral devices (like printers, USB ports, network cards, sound cards, etc.).

Usually the best clue to what went wrong is what you did last, just before the problem turned up. Were you installing a new device driver, were you adjusting some settings, did you install new application software, or something else along these lines?

With that information at hand, the way I suggest you proceed is to contact someone on CPCUG's Help-Line – someone who isn't under pressure to answer the greatest number of calls in the least amount of time, someone who has a genuine interest in helping out other computer users.

Q05VII.5: How important is having some background in computers, and understanding computer vocabulary, in being able to follow step-by-step advice on solving computer problems?

A0: Educating yourself in some of the vocabulary and concepts is important, and it's well worth the time and effort involved.

In a way, the lack of computer background of the average consumer illustrates another justification for that pat advice to reinstall Windows – everybody with a computer ought to be able to look up the directions for how to reformat a hard drive and reinstall Windows. But if you want to take steps that are a bit more subtle, that involve a little finesse, you'll need to know the pertinent computer vocabulary and gain some background so you'll know what you're looking for and understand the messages you'll be looking at. This is a good thing – you can't learn to use a computer effectively (in my opinion) by watching other people push buttons or by learning rote, mechanical sequences.

Q05VII.6: What's a good way to build up the background and vocabulary you suggest, in order to be able to make progress toward solving my computer problems?

A0: One good way to get some background and learn specific concepts and vocabulary related to computer problems is to read explanatory materials, such as the material in the "How To Guides" at the

AARP site; i.e., at the URLs I mentioned in the responses to questions **Q05V.3** and **Q05V.12** (at www.aarp.org/learntech/computers/howto/).

Q05VII.7: What are some of the other "How To Guides" available at the AARP web site?

A0: There are quite a number of "How To Guides" available through the site, www.aarp.org/learntech/computers/howto/, such as:

- * Configuring a Basic User's PC
- * How to Install Windows XP Service Pack 2
- * How To Update Windows
- * Accessibility Options (using options built into Windows)
- * Installing and Customizing PC Software Applications
- * PC Help Is ... (using your PC's built-in Help system)
- * Protecting Your Equipment (by installing a surge protector)
- * Anticipating and Avoiding Personal Computer Disasters
- * Surviving Computer Freezes
- * How To Recognize a Virus
- * Handling Spyware
- * How to Transfer Files to a New Computer
- * How To Switch Internet Browsers
- * How to Choose an ISP (Internet Service Provider)
- * Moving to a Broadband Internet Connection
- * Getting Started with E-mail
- * How to Fight Spam
- * Understanding Spam Filters
- * How To Buy a Printer
- * How to Save Files
- * Screen Capture Tools Put Windows Data At Your Beck and Call
- * File Associations – Understanding Windows File Associations
- * How to Clean the Hard Disk
- * How To Defrag your Hard Drive
- * How to Download Files
- * How to Report Tech Problems ... (tips for wording requests for help from tech support)
- * How To Use a Word Processor

Q05VII.8: What is a Linux Install-Fest, and what goes on at one?

A0: Linux can be challenging to install for the first time, especially for someone unfamiliar with Linux (which is sort of a chicken-and-egg dilemma), so members of the Linux community sometimes hold

continued on page 23

"Install-Fests" where people can bring in their computers and get Linux installed on it, with the help of experienced Linux users.

One such Linux Install-Fest happened on Saturday, 21-May-05, at Yorktown High School in Arlington, VA. At times there were about a dozen or more people there, with a good mix of seasoned Linux users along with others just getting started. There was a lot of technical discussion, and a lot of other 'camaraderie' sort of discussion. I found the folks there to be friendly, just like it said in the flyer message they distributed. It seemed to be a good place to make contacts and to ask questions about Linux issues.

Q05VII.9: What are some examples of the sort of Linux issues that were discussed?

A0: The issue that drew me to that Install-Fest was this: I'm trying to find ISPs that Linux users can use to get access to the Internet – without undue grief or overly geeky maneuvers. I came away with a list of suggestions, which I'll check out further before publishing any specific names. I did find out that, if you have the money to spend to get your own static IP address, at that price there is at least one ISP that supports Linux quite comfortably.

Some other issues discussed included comparisons between the different distributions ("distros") of Linux, such as the Ubuntu distribution, and which distro might be best for whom, etc.

Q05VII.10: How can I contact the group that held that Linux Install-Fest?

A0: Contact information for this group, the Young Hackers and Scholars Libre Users Group is:

*web site = yhslug.tux.org

*e-mail address: "Jeff Elkner" <jeff@elkner.net> (meetings)

Q05VII.11: When is the next Linux Install-Fest being put on by the YHSLUG?

A0: Their web site doesn't show any next Install-Fest event scheduled yet.

Marty Shinko has been involved with the CPCUG since the early 1990s, as a volunteer instructor and advocate for beginners. He's used computers for over three decades, from PC's to supercomputers. His interests include sub-atomic physics, astronomy, epistemology, mathematics, engineering simulation and computer modeling, satellites, brain psychology, sailboating, amateur radio, and robotics. He can be reached via e-mail at mshinko.cpcug@juno.com or via phone at (301) 253-1743, or in person at the "Late Nite" sessions that follow the CPCUG General Meeting Tech Talks.

format that rivals Adobe's PostScript and PDF.

VoIPs to get 911 Access

Voice Over Internet Protocol (VoIP) companies still can't successfully route a 911 call to the right emergency calling center, or provide emergency operators with the caller's phone number and location, but Verizon Communications, the largest of the Baby Bells, said it plans to open its 911 emergency calling infrastructure to providers of Internet-based phoning, and Qwest Communications International struck a deal with Vonage for access to Qwest's 911 infrastructure. The developments are major for all 'Net-phone operators, including cable operators, AT&T CallVantage, and Net2Phone, which are facing mounting pressure to provide 911 services.

A Word to the U.S. President

After U.S. students made their worst showing in the 29-year history of the ACM International Collegiate Programming Contest, David Patterson, a computer science professor at the University of California, Berkeley, and president of ACM, has a suggestion: "(Our presidents) meet the winners of the football championship (Super Bowl), right?" Patterson says. "Gee, wouldn't it be wonderful if the presidents would meet the winners of the programming contest?" The top U.S. school finished in a tie for 17th place, while students from China's Shanghai Jiao Tong University took the top honors.

Homegrown Star Wars, with Big Screen Magic

Three years ago, graphic artist Shane Felix came home with a digital camera newly purchased on eBay and gave his wife Dawn a deadline: three months to write a 40-minute Star Wars script. Now, countless volunteer hours and \$20,000 later, comes the release of "Star Wars: Revelations," one of the most ambitious amateur films ever made and now the "toast of the Internet." The new Star Wars film was slated for release May 19. For more information, go to www.panicstruckpro.com/revelations/revelations_main.html

Sue Crane is the vice-president of the Big Bear Computer Club, in Big Bear, CA., and editor of their newsletter. She can be reached at sue.crane@charter.net.

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know that I will indeed need to hustle. (The Lite version is free, although you may prefer to buy the full version for its extra features. Or try “Next Train,” another freebie. All are available at www.palmgear.com.) These are generic programs, not tied to any specific transit system. You have to enter the timetable information for your particular routes of interest, but then you’re set.

A marvelous program is “Metro.” It’s basically a subway navigator, with coverage of the subway and trolley systems for over 300 cities around the world. Washington’s Metro system is simple enough that I don’t really need a program to tell me to change trains at Metro Center or L’Enfant Plaza. But if I’m traveling to a new destination, I find the program handy for telling me how much time to allow for the trip. (See Figure 3.) For some cities, including Washington, you can enter not only a station as your destination, but also many of the popular tourist destinations. Another interesting feature is that Washington and Baltimore have been implemented as a single network, so you can get directions from East Falls Church, for example, to Camden Yards, and the program will handle all the connections between Metro, MARC, and Baltimore Light Rail. (Download the program at www.palmgear.com, or get full details at nanika.net/Metro.)

If you drive to work, you might want to track the length of your daily commute — perhaps to see

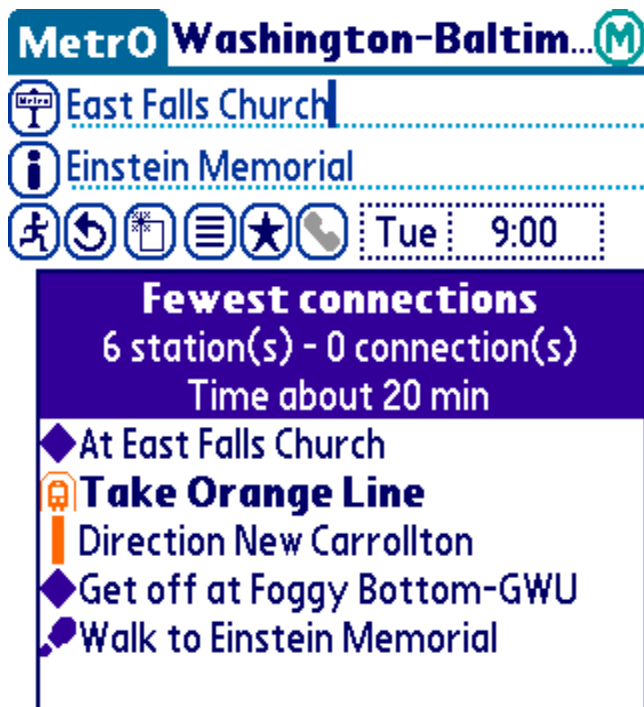


Figure 3: Screen on a handheld running the “Metro” program.

which of two or three possible routes is fastest, or maybe just to confirm that traffic is indeed getting worse. Either way, the free tracking programs at www.medcosm.com/software_palmtop.htm may be just the ticket.

Once you’ve settled in on your bus or train, the Palm can help you while away the minutes: play a game, read an e-book or newsfeed, or (for some models), listen to some music or an audio book. The Palm won’t make your commute any shorter, but maybe it will help make it less stressful. Until next month, happy traveling!

Tom Gutnick is president of Sunny Banana Information Technology Consulting, and a Palm Powered Software Champion. He teaches classes on the use of Palm handhelds, and provides both individual and organizational consultation for their effective implementation and use. He can be reached at tag@sunny-banana.com or 703.786.5541. You can find information on classes and other events at www.sunny-banana.com.

Keep PC’s Cool continued from page 12

be kept below 105 degrees Fahrenheit. Again, the slightly more expensive ball bearing fans are considered superior to the less expensive sleeve bearing fans. I installed one of these in my computer, and internal temperatures are consistently about 20 degrees cooler than before.

Other forms of supplemental cooling are available, such as fans that can be mounted in a vacant drive bay in the front of the computer, also common on most computers. These can be simple propeller fans, or powerful turbine fans, and can either push cool outside air into the box, or exhaust hot air from the box. Other fans can be mounted on a hard drive or CD/DVD drive to cool those hot running devices. Some powerful computers, such as the popular gaming machines, may now utilize a water-cooled device, similar to an automobile radiator, complete with antifreeze. Notebook computers, which are often especially subject to overheating, may be cooled by mounting them such that air can circulate all around the case (some people sit their notebooks on a cake rack), or on a notebook cooling pad that contains its own fans. One pundit has recommended using those black painted aluminum sheets that are advertised to quickly defrost frozen foods, as they are an excellent heat sink.

Whatever you do, keep your cool – your computer cool, that is.

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Special Interest Groups (SIGs)

The Capital PC User Group has Special Interest Groups (SIGs) that meet throughout the Washington, DC, metro area. By attending SIG meetings, you can learn a computer-related subject of your choosing, continue to learn after mastering the basics, share your knowledge with others, and gather with peers in social/networking environments.

Access (Microsoft)

- Monthly, third Wednesday, 7:00PM
- 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—www.cpcug.org/user/access/
- E-mail announcement list: [accesssig-l](mailto:accesssig-l@cpcug.org) hosted at cpcug.org
- E-mail discussion list: [accesssigd-l](mailto:accesssigd-l@cpcug.org) hosted at cpcug.org
- Contact—David Kiasi, d: 301-350-4752, 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!

- 1st Sunday of every month 3:00-5:00PM
- **Location:** Harbour Square Cooperative Library, 500 N St, SW, Washington, DC
- Contact—Rick Shaddock Rick@CICorp.com, 703-486-2222

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.

Beginners (and Beyond)

- Usually monthly, at “Late Nite” following General Meetings/TechTalks, usually second Monday, 9:00PM
- Same location or meeting room as the General Meeting
- URL—www.cpcug.org/user/beginner/
- E-mail announcement list: [beginsig-l](mailto:beginsig-l@cpcug.org) hosted at cpcug.org
- E-mail discussion list: [beginsigd-l](mailto:beginsigd-l@cpcug.org) hosted at cpcug.org
- Contact—Marty Shinko, d/e/w: 301-253-1743 or 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 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

Serve as a:

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

To help in any of these or other capacities, contact Marty by calling 301-253-1743, sending him a message via e-mail at mshinko.cpcug@juno.com, or meeting him during Late Nite following most General Meetings.

Clipper

- Monthly, second Tuesday, 7:00PM
- Meets at different local restaurants—subscribe to the Clipper e-mail

announcement list to learn current month's location

- E-mail meeting announcements, monthly: To subscribe, send an e-mail request to SIG Chair Naseem Saab at Naseem_Saab@DPS-Consulting.com
- www.DPS-Consulting.com/Clipper
- Contact—Naseem Saab, 703-713-6900, Naseem_Saab@DPS-Consulting.com

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/consultants in the Washington, DC, area, (2) to help newcomers to the Clipper world appreciate and learn about the power of the language. If you need a Clipper programmer/consultant, we maintain a list of Clipper SIG members specializing in Clipper and Clipper-to-Windows conversions. Send an e-mail with the job description and requirements to Naseem Saab at Naseem_Saab@DPS-Consulting.com for distribution to the mailing list.

Delphi

- Monthly, first Wednesday, 7:00PM (except no meeting in January and July)
- Inter-American Development Bank, 1350 New York Ave, Washington, DC
- Luncheon meeting—usually third Thursday, 11:30AM (Pentagon City Mall near movie theatres)
- URL—www.cpcug.org/user/delphi/
- E-mail announcement list: [delphisig-l](mailto:delphisig-l@cpcug.org) hosted at cpcug.org
- E-mail discussion list: [delphisigd-l](mailto:delphisigd-l@cpcug.org) hosted at cpcug.org
- Contact—Thomas Miller 703-503-5600, tmiller@bss-software.com

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.

Digital Video

- Monthly (except July, August, and December), third Tuesday, 7:30PM
- usually Bethesda Chevy Chase Services Center (BCCSC), 2nd floor Multipurpose Room. *Check the Web site for verification.*
- URL—www.dvug.org
- Contact—Merrill M. Hessel, 301-840-1258, dvug@meral.com

Typical Agenda

7:30PM	SIG Business
7:40	Demo
8:00	Presentation
8:25	Video clips
9:00	Adjourn

Digital Camcorders are more popular than ever, but what do you do once you have taken the video? Put it into your computer and massage it, add titles, add music, and then improve your technique!

The Digital Video SIG of the Capital PC User Group (also known as the Digital Video User Group, DVUG) has an exciting program and opportunities for those interested in video. The group focuses on all aspects of the revolution in the production of digital videos, such as:

- Digital nonlinear editing system set-up and use
- Digital cameras
- Digital color correction
- Digital video authoring of DVDs
- Special effects and use of such software packages as Adobe After Effects
- Digital sound editing, sweetening, filtering of hum and extraneous noises, and other effects
- Digital lighting
- 3D effects

Upcoming Meeting

No meeting in July and August

Next meeting: Tuesday, September 20

See the web site, www.dvug.org, for a map and directions, by metro, car, or bus, to the MCT studios. There is excellent parking around the building.

Check the Web site, www.dvug.org, for information on the next meetings and directions. For any questions, or to be added to the e-mail list, send a message to Merrill Hessel at dvug@meral.com.

Entrepreneurs and Consultants

- Monthly free meetings, usually third Saturday, 1:00PM

- Occasional workshop "extras" (varying fees)
- usually *Cleveland Park Library*, 3310 Connecticut Ave, NW, Washington, DC, in 1st Floor Auditorium
- URL—www.cpcug.org/user/entrepreneur/
- E-mail discussion list: *conent-l* hosted at cpcug.org
- Contacts—Barbara Conn, d: 202-508-1494, e/w: 202-452-7428, bconn@cpcug.org; Marie Pinho, 703-569-6080, mpinho@cox.net

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

Meeting Notes

The Entrepreneurs and Consultants SIG is for computer consultants and entrepreneurs using computers. Our monthly meeting presentation topics are varied, and we welcome everyone. Attendees include business owners, independent computer consultants, managers of entrepreneurial entities within larger companies, new graduates, career changers, and those transitioning from a one-person consultancy to a business with full-time employees.

For the most up-to-date information about the activities of our SIG, including any meeting date, time, location, and topic changes, please subscribe to our *conent-l* LISTSERV list at: www.cpcug.org/cgi-bin/wa.

At many meetings there are handouts. To ensure we have handouts for all attendees, please register for each meeting via our Web form: www.cpcug.org/user/entrepreneur/meet-reg.html.

Upcoming Meetings

Saturday, July 16, 2005, 1:00 to 3:15 pm

Marketing: The 22 Immutable Laws of Al Ries and Jack Trout

Speaker: Dwight Barbour, .NET Community Builder

Description: Join an interactive, thought-provoking discussion of marketing led by Dwight Barbour according to the classic book in the field, *The 22 Immutable Laws of Marketing*, written by Al Ries and Jack Trout. Ries and Trout are world-renowned marketing strategists. Barbour is a technology entrepreneur who shares his fascination for marketing.

Marketing is the process of creating or

increasing demand for whatever is sold. The great value of this book is its challenge to conventional thinking. The book, supported by real-world examples, is dedicated to the elimination of myths and misconceptions from the marketing process.

Speaker: Dwight Barbour is an independent consultant, instructor, and Web developer specializing in accessible, data-driven Web sites. His tool set includes World Wide Web Consortium standards (HTTP, xHTML, CSS), ASP, ASP.NET (VB.Net and C#), and databases.

Dwight has developed collegiate IT certification programs and has been a faculty member at George Washington University, Georgetown University, the University of the District of Columbia, and the USDA Graduate School.

Saturday, August 20, 2005, 1:00-3:15 pm

RSS Feeds and Blogs for Business

Speaker: Bob Bailey, *Message Builders*

Sat., September 17, 2005, 1:00-3:15 pm

Accounting Using QuickBooks

Speaker: Jina Etienne, CPA, Etienne & Associates, LLC

Saturday, October 15, 2005, 1:00-3:15 pm

Topic and Speaker: To Be Announced

Sat., November 19, 2005, 1:00-3:15 pm

Strategies for Building Your Business

Speaker: Michael Smith, *President, TeraTech, Inc.*

2nd Saturday, December 10, 2005, 12:30-3:15 pm

What's Happening in Robotics

Speaker: John Mahoney, *Math Teacher, Benjamin Banneker Academic High School, Washington, DC*

Saturday, January 21, 2006, 1:00-3:15 pm

Taxes: What Every Entrepreneur and Consultant Needs To Know

Speaker: Jina Etienne, CPA, Etienne & Associates, LLC

Future Meetings

If you have an idea for a topic or speaker, please send an e-mail message about it to bconn@cpcug.org.

GLITCH DC

GLITCH DC SIG (Gay and Lesbian Information Technologists of Washington DC, Inc.). Diverse group of men and women of all ages, all fields, from main frame programmers to novice users.

- Meets second Sunday of each month for brunch and technical presentation, 11:00AM
- Dupont Italian Kitchen, upstairs dining room, 17th and R Streets, NW

- Special events announced via mailing list at glitchdc-announce@yahoogroups.com
- Contact: Wallace Dickson, 202-265-0591, wdickson@wdn.com, or Cliff Bailey, 703-237-7486, cbailey@myexcel.com
- URL—www.glitchdc.org
- Jobs are listed via mailing list at glitchdc-jobs@yahoogroups.com

Investment

- Monthly (except August), third Wednesday, 7:30PM
- Bethesda Library, 7400 Arlington Road, Bethesda, MD
- URL—www.cpcug.org/user/invest/
- E-mail meeting notices, monthly: To receive, send your e-mail request to skatz@highstream.net with your name and e-mail address.
- Contacts—Andy Thompson, Thompson01@erols.com or e/w at 301-270-6790. For information on Investor's FastTrack mutual fund and stock data base and software sessions, contact Ferd Hassler 301-718-6253 or Carl Berninger at cberninger@mindspring.com.

General meeting program schedule:

- 7:30 pm FastTrack session
- 8:15 pm Q & A session; Investment SIG business
- 8:30 pm Main presenter
- 9:30 pm 'Market Watch' (if no outside speaker)

Our meetings have two components. Each meeting begins with a 45-minute discussion related to FastTrack software, which is widely used for analyzing and tracking mutual funds and individual stocks. At 8:15 pm the Investment SIG formally begins and our typical agenda consists of an initial 10-15 minutes of questions, answers, SIG business, and CPCUG concerns. Then we have a main presentation(s) lasting 60-90 minutes addressing issues related to fundamental or technical analysis of stocks, mutual funds, bonds, or trading methods such as options and market timing. The topic of technical analysis indicators is frequently visited.

After the main presentation, if the speaker is from outside the group, there is a 'Market Watch' discussion by our members. The meetings are free and open to the public.

We also have a library for our members. If you have any suggestions for future Investment SIG meeting topics, or if you have something ('non-commercial') you would like to present at a meeting, please e-mail Andy Thompson.

Upcoming Meeting

Wednesday, July 20, 7:30 pm
Bethesda Library, 7400 Arlington Road,
Bethesda, MD

This meeting will include a presentation by Art Ruder explaining his method for using put and call options with Standard and Poors indices.

For directions to the meeting location, go to: www.montgomerylibrary.org/apps/libraries/BranchInfo/be.asp

Microsoft Office

- Usually monthly, fourth Wednesday (except November and December), 7:00PM
- American Speech-Language-Hearing Association (ASHA) at 10801 Rockville Pike, Rockville, MD
- URL—www.cpcug.org/user/comm/sig-sup.html#office
- Contact—Marie Parker, d: 301-897-5700 X4220, 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.

PalmOS

- Monthly, day varies, 6:30PM
- Usually at American Psychological Association, 750 First Street, NE, 6th floor, Executive Office Suite, Washington, DC
- URL—www.interpug.com/dcpug/
- Contact — Frank Sokolove, frank_sokolove@yahoo.com.

Pocket PC

- For date, time, and location, send e-mail to Ray Wiley (see below)
- URL—www.cpcug.org/user/pocketpc
- E-mail announcement list: [pocketpc-l hosted at cpcug.org](mailto:pocketpc-l@hosted.at.cpcug.org)
- E-mail discussion list: [pocketpcd-l hosted at cpcug.org](mailto:pocketpcd-l@hosted.at.cpcug.org)
- Contact—Ray Wiley, d: 703-682-5325 or rainman@gokatgo.net

The Washington Area Pocket PC Users Group, a Special Interest Group of the Capital PC User Group, meets 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!

Robotics

- Usually the 3rd Thursday of each month
- Time: 6:30-10 PM: 6:30-7:30 SIG admin, 7:30-8:30 presentation, 8:30-10 workshop
- Location: Pangborn Hall, Room 133, Catholic University of America 620 Michigan Avenue, NE, Washington DC 20064
- Contact—Janet Lathan, 240-393-1464, janetlathan@comcast.net; Ann Dorsey, 240-888-8295, a.dorsey@cpcug.org

Directions:

admissions.cua.edu/visit/map.cfm

welcome.cua.edu/maps.cfm

tour.cua.edu/default4.cfm?Building_Id=39

The purpose of the CPCUG Robotics SIG is to sponsor activities on robotics for CPCUG and its communities.

Activities will include informational meetings, workshops, demonstrations, and competitions.

Seniors

- Monthly, first Saturday, 10:00AM-NOON
- Bedford Court - 3701 International Drive Silver Spring, MD [Directions: Take Georgia Avenue north from Beltway to third traffic light past intersection with Connecticut Ave, and turn right on International Dr. to the tall building two blocks east. We meet in the Activities Room on the ground floor.]
- E-mail discussion list: [seniorsigd-l hosted at cpcug.org](mailto:seniorsigd-l@hosted.at.cpcug.org)
- Contact—Paul Shapiro, paul.shapiro@gmail.com. When not online, he can be reached at 202-641-2740.

The Seniors Special Interest Group meetings are open to all. They help attendees get more from their personal computers. We'd like member participation in arranging SIG programs, and need you to help get the word out about the Seniors SIG. The Seniors SIG is for everyone, from beginner to expert. CPCUG members and visitors are welcome and encouraged to attend our meetings whenever possible.

Statistics

- Monthly (except June through August), usually second Wednesday, 12:30PM
- 1800 M Street, NW, South Tower, Third Floor, Room S3031, Washington, DC—first-time attendees should contact Charlie Hallahan at

hallahan@ers.usda.gov or 202-694-5051 to have their names put on the admittance list

- URL—www.cpcug.org/user/sigstat/
- E-mail meeting announcements, monthly: to subscribe, send e-mail to Charles Hallahan, hallahan@ers.usda.gov
- Contact—Charles Hallahan, e/w: 703-532-2930, hallahan@ers.usda.gov

CPCUG Member Benefit: Computer Magazines at Great Prices

	1 YR	2 YR	3 YR
Computer Games	\$10.95	\$20.95	\$29.95
Computer Gaming World	\$14.95	\$28.95	\$41.95
Computer Shopper	\$16.97	\$32.95	\$47.95
Dr. Dobbs Journal	\$15.95	\$30.95	----
Mac Addict	\$10.97	----	----
Mac Home Journal	\$15.97	\$29.97	----
Mac World	\$12.95	----	----
Maximum PC	\$ 9.95	\$18.95	\$27.95
Microsoft System Journal	\$21.95	\$39.95	----
PC Gamer	\$12.95	----	----
PC Magazine (22/44/66 issues)	\$25.97	\$48.95	\$68.95
PC World	\$16.95	----	----
Wired	\$ 6.00	\$12.00	\$17.00

Prices are for new subscriptions and renewals. All orders must be accompanied by a check or money order payable to Herb Goodman and mailed to: Herb Goodman
8295 Sunlake Drive
Boca Raton, FL 33496
561-488-4465
hgoodman@prodigy.net

Please allow 10 to 12 weeks for your magazines to start. For renewals, you must supply an address label from your present subscription to insure the correct start of your renewal. As an extra service you will be mailed a renewal notice about four months prior to the expiration date.

In the last few years many computer magazine subscribers have used my services for the over 300 titles I carry, also at excellent prices. With almost everyone having email they have just emailed for a price and I send them the price also via email. - Herb

SIGSTAT is the Special Interest Group in Statistics for the CPCUG, the Capital PC User Group, and WINFORMS, the Washington Institute for Operations Research Service and Management Science.

All meetings are in Room S3031, 1800 M St, NW from 12:30 to 1:30. Enter the South Tower & take the elevator to the 3rd floor to check in at the guard's desk.

First-time attendees should contact Charlie Hallahan, 202-694-5051, hallahan@ers.usda.gov, and leave their name. Directions to the building & many links of statistical interest can be found at the SIGSTAT Web site, www.cpcug.org/user/sigstat/.

Upcoming Meeting

No meeting in June, July, or August. Next meeting will be on Wednesday, September 14.

Got a question?
Have a computer
problem?
Need some cyber
help?

*A great resource is CPCUG
"Late Nite" - a question-
and-answer meeting held at
9:00PM after most Monday
evening General Meeting
TechTalks*

"Late Nite" consists of smaller and more informal gatherings of computer users, from novice to expert, after each General Meeting TechTalk. In addition to a place for beginners and intermediate computer users to continue to learn how to get more out of their computers, it provides an opportunity to learn more about CPCUG, its benefits, its special interest groups (SIGs), and its training opportunities.

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

Our Web Pages

The SIGSTAT pages, at 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, 7:00PM
- Washington Gas, 6801 Industrial Road, Springfield, VA
- Jurisdiction for inclement weather cancellation: Fairfax County
- URL — www.cpcug.org/user/vasig/
- E-mail announcement list: [virginiasig-1](mailto:virginiasig-1@cpcug.org) hosted at cpcug.org
- Contacts—Luis Garcia, d: 202-606-9848, e/w: 703-425-6902, lgarcia51@yahoo.com

7:00PM Open Forum and General Information

7:45 Presentation

8:45 Q&A

Meeting Notes

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

Reboot

CPCUG's Active Computer Recycling Program

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

*101 Fleet Street
Rockville, MD*

*Hours for donation drop-off:
Mondays 2:00 – 6:00 PM
Wednesdays 10:00 AM – 4:00 PM*

Contacts:

Gerry Rosenkrantz
reboot20850@verizon.net

Dave Barry
davbar20852@yahoo.com

HELPLINE

The CPCUG Helpline listing is for CPCUG members only. Volunteers provide assistance on listed subjects during the times and days outlined.

Membership has its privileges. Please be prepared to give the Helpline Volunteer your membership number. Please do not ask

for assistance outside the stated times. If you reach voice mail, leave a message — many people screen calls or otherwise prioritize their time. Some volunteers have provided e-mail addresses so that you can contact them if you have trouble getting in touch by phone.

If you would like to volunteer

your services in any area, please contact Henry Whitney, the Helpline Coordinator, at helpline@cpcug.org, providing your membership number, subject(s), phone number and/or e-mail address, with the days and times you're available.

Member	Phone	Days	Time	E-Mail
ACCESS				
ACCESS SIG Discussion List Scott Mohnkern	301-738-0097	M - F	9:00a - 4:00p	www.cpcug.org/cgi-bin/wa scott@mohnkern.com
ADOBE ACROBAT				
Lisa Conners	301-527-0650	All	6:00p - 10:00p	lamc8@comcast.net
ADOBE INDESIGN				
Lisa Conners	301-527-0650	All	6:00p - 10:00p	lamc8@comcast.net
ADOBE PHOTOSHOP				
Sam Odio	703-880-8225	All	All	sam@odioworks.com
ALPHA FOUR				
Guy Durant	202-529-6744 202-529-6744	All	8:00a - 11:00a 9:00p - 11:59p	
APL LANGUAGE				
Frank Ditto	304-725-3283	All	12:01p - 11:59p	fditto@shentel.net
APPLE Macintosh (Hardware, Networks, OS, Software)				
Phil Marchetti	301-404-2210	Mon-Sat	10:00a - 7:00p	Phil@MarchettiAssociates.com
ASSEMBLY LANGUAGE				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
ASTRONOMY				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
BASIC LANGUAGE				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
BROTHER'S KEEPER				
Alta Oben	703-938-5831 703-938-5831	Mon-Fri Sat-Sun	6:00p - 10:00p 9:00a - 10:00p	alta@cpcug.org
BUILD YOUR OWN				
Chip Dodge Sam Odio	703-425-7038 703-880-8225	All All	Reasonable All	 sam@odioworks.com
BUYING DECISIONS				
Sam Odio Robert Simanski	703-880-8225 703-404-8665	All All	All 6:00p - 10:00p	sam@odioworks.com rsimanski@yourpubpro.com
C LANGUAGE				
Wayne Dernoncourt Scott Graham	301-437-2745 301-593-2744 301-593-2744	Mon-Fri Mon-Fri Sat-Sun	9:00a - 6:00p 6:00p - 9:00p Reasonable	wayned@cpcug.org sgraham@scobar.com
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net

Member	Phone	Days	Time	E-Mail
C++ LANGUAGE				
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 (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
COMMUNICATIONS - DATA/ MODEMS				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
COMPUTING - GENERAL				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
Sam Odio	703-880-8225	All	All	sam@odioworks.com
Marty Shinko	301-253-1743	All	Reasonable	mshinko.cpcug@juno.com
DBASE				
Guy Durant	202-529-6744	All	8:00a - 11:00a	
	202-529-6744	All	9:00p - 11:59p	
DELPHI/PASCAL				
Richard Maley	301-840-1554	Mon-Fri	9:00a - 5:00p	75127.17@compuserve.com
Dennis Courtney	202-623-2884	Mon-Fri	9:00a - 5:00p	dennisc@iadb.org
DOS				
Walter Nissen (Near Cleveland, OH)	440-243-4980r	All	Reasonable	wnissen@tfn.net
DOS Communications Packages				
David Chessler	301-229-3984	All	7:00p - 10:00p	
EUDORA (3 and 4)				
David Chessler	301-229-3984	All	7:00p - 10:00p	
EUDORA 5				
Robert Simanski	703-404-8665	All	6:00p - 10p	rsimanski@yourpubpro.com
EXCEL				
Scott Mohnkern	301-738-0097	M - F	9:00a - 4:00p	scott@mohnkern.com
Arquilla Ridgell	301-946-3041	Mon-Wed-Fri	7:00p - 9:00p	clockone@aol.com
		Sat-Sun	6:00p - 9:00p	
FOXPRO				
Guy Durant	202-529-6744	All	8:00a - 11:00a	
	202-529-6744	All	9:00p - 11:59p	
GGEOWORKS				
Herb Fredricksen	301-840-2056	All	2:00p - 11:00p	
HARDWARE - GENERAL				
Wayne Dennoncourt				wayned@cpcug.org
Sam Odio	703-880-8225	All	All	sam@odioworks.com
Robert Simanski	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
HD TV/Home Theatre				
Rodolfo La Maestra	703-690-6336	Mon-Sat	Reasonable	rodolfo.lamaestra@verizon.net
HTML (Hypertext Markup Language)				
HTML SIG Discussion List				www.cpcug.org/cgi-bin/wa
Harold Goldstein	301-854-0388	All	Reasonable	mdbiker@goldray.com
Walt Houser	301-299-0593	All	7:00p - 10:00p	houserw@cpcug.org
Scott Mohnkern	301-738-0097	M-F	9:00a - 4:00p	scott@mohnkern.com
Sam Odio	703-880-8225	All	All	sam@odioworks.com
INTERNET - NOT CPCUG.ORG				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
INTERNET - BASICS				
Paul Shapiro	202-641-2740	All	9:00a - 9:00p	paul.shapiro@gmail.com

Member	Phone	Days	Time	E-Mail
INTERNET - CPCUG.ORG (cpcug.org subscribers only)				
Scott Mohnkern	301-738-0097	M-F	9:00a - 4:00p	scott@mohnkern.com
INTERNET E-MAIL				
David Chessler	301-229-3984	All	7:00p - 10:00p	
INTERNET EXPLORER				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
Robert Simanski	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
JAVA (SUN)				
Keith Bennett	301- 840-1161	All	8:00a - 9:00p	kbennett@cpcug.org
LAN (See also Networking)				
Wayne Dernoncourt				wayned@cpcug.org
LINUX				
Cliff Bailey	703-237-4174	Mon-Fri	10:00a - 8:00p	cbailey@myexcel.com
LOTUS APPROACH				
David Littlefield	202-723-9527	Mon-Fri	8:00a - 10:00p	
MATHCAD				
Roland deWit	301-299-4697	Mo,Tu,We,Fr	7:00p - 9:00p	
MATHEMATICA				
Roland deWit	301-299-4697	Mo,Tu,We,Fr	7:00p - 9:00p	
MEMORY MANAGEMENT				
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
MICROSOFT OFFICE				
Scott Mohnkern	301-738-0097	Mon-Fri	9:00a - 4:00p	scott@mohnkern.com
Robert Simanski	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
Mike Wang	301-762-9466	Mon-Fri	8:00p - 10:00p	mail@wang1st.com
	301-762-9466	Sat-Sun	12:00p - 6:00p	
MOZILLA				
Cliff Bailey	703-237-4174	Mon-Fri	10:00a - 8:00p	cbailey@myexcel.com
MySQL				
Sam Odio	703-880-8225	All	All	sam@odioworks.com
NETSCAPE (3 and 4)				
David Chessler	301-229-3984	All	7:00p - 10:00p	
NETSCAPE COMPOSER, Ver 4.01				
David Littlefield	202-723-9527	Mon-Fri	6:00p - 10:00p	
NETWORKING/LAN				
Sam Odio	703-880-8225	All	All	sam@odioworks.com
Robert Simanski	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
NOVICE (Beginner)				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
Sam Odio	703-880-8225	All	All	sam@odioworks.com
Marty Shinko	301-253-1743	All	Reasonable	mshinko.cpcug@juno.com
Robert Simanski	703-404-8665	All	6:00p - 10p	rsimanski@yourpubpro.com
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
NUMBER THEORY				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
OLX and other Off-line Readers				
David Chessler	301-229-3984	All	7:00p - 10:00p	
OPENOFFICE				
Cliff Bailey	703-237-4174	Mon-Fri	10:00a - 8:00p	cbailey@myexcel.com
ORACLE				
Michael Shunfenthal	703-866-9729	Mon-Fri	7:30p - 9:30p	

Member	Phone	Days	Time	E-Mail
OS/2				
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	
OUTLOOK				
Scott Mohnkern	301-738-0097	M-F	9:00a - 4:00p	scott@mohnkern.com
PARADOX AND PAL FOR DOS				
Ron Hicks	703-528-1009	All	Reasonable	ronhicks@cpcug.org
PERSONAL EDITOR II				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
C. Patrick Zilliacus	301-384-0972	Sat-Sun	12:01p - 9:00p	
PHP				
Sam Odio	703-880-8225	All	All	sam@odioworks.com
PKZIP				
David Chessler	301-229-3984	All	7:00p - 10:00p	
PRINTERS - GENERAL				
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
QBASIC (IN MS-DOS)				
Paul Shapiro	202-641-2740	All	9:00a - 9:00p	paul.shapiro@gmail.com
QUICKBOOKS				
Dennis Courtney	301-570-9334	Mon-Fri	6:30p - 9:00p	dennisc@cpcug.net
	202-623-2884	Mon-Fri	9:30a - 5:30p	
QUICKEN				
Robert Simanski	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
SATELLITES, EARTH				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
SMALLTALK				
Cliff Bailey	703-237-4174	Mon-Fri	10:00a - 8:00p	cbailey@myexcel.com
SQL				
Dennis Courtney	301-570-9334	Mon-Fri	7:00p - 10:00p	dennisc@cpcug.net
	202-623-2884	Mon-Fri	9:30a - 5:30p	
STUFFIT				
David Chessler	301-229-3984	All	7:00p - 10:00p	
Timeslips (DOS and Windows)				
David Chessler	301-229-3984	All	7:00p - 10:00p	
TROUBLESHOOTING - GENERAL				
Wayne Dernoncourt				wayned@cpcug.org
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
Marty Shinko	301-253-1743	All	Reasonable	mshinko.cpcug@juno.com
Robert Simanski	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
UBASIC LANGUAGE				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
UNIX				
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	
Scott Mohnkern	301-738-0097	M-F	9:00a - 4:00p	scott@mohnkern.com
UTILITIES				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
VIDEO CONFERENCING				
Paul Shapiro	202-641-2740	All	9:00a - 9:00p	paul.shapiro@gmail.com

Member	Phone	Days	Time	E-Mail
VMWARE				
Cliff Bailey	703-237-4174	Mon-Fri	10:00a - 8:00p	cbailey@myexcel.com
WEB SEARCH ENGINES				
Harold Goldstein	301-854-0388	All	Reasonable	mdbiker@goldray.com
WINDOWS 3.1				
Guy Durant	202-529-6744	All	8:00a - 11:00a	
	202-529-6744	All	9:00p - 11:59p	
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
WINDOWS 95				
David Chessler	301-229-3984	All	7:00p - 10:00p	
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
WINDOWS 98				
Walter Nissen (Near Cleveland, OH)	440-243-4980	All	Reasonable	wnissen@tfn.net
Sam Odio	703-880-8225	All	All	sam@odioworks.com
Robert Simanski	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
WINDOWS ME				
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
WINDOWS NT - SYSTEM POLICY EDITOR				
Ron Hicks	703-528-1009	All	Reasonable	ronhicks@cpcug.org
WINDOWS 2000 PROFESSIONAL				
Sam Odio	703-880-8225	All	All	sam@odioworks.com
WINDOWS XP				
Sam Odio	703-880-8225	All	All	sam@odioworks.com
Robert Simanski	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
Henry Winokur	301-320-2104	All	Reasonable	pc.hlp@verizon.net
WINFAX PRO				
Howard Weeks	301-924-0400	Mon-Fri	2:00p - 6:00p	
WORD				
Arquilla Ridgell	301-946-3041	Mo,We,Fr	7:00p - 9:00p	Clockone@aol.com
	301-946-3041	Sat-Sun	6:00p - 9:00p	
Robert Simanski ('97-2003)	703-404-8665	All	6:00p - 10:00p	rsimanski@yourpubpro.com
Henry Winokur (ver 6.0/7.0, '97-2003)	301-320-2104	All	Reasonable	pc.hlp@verizon.net
WORDPERFECT				
WordPerfect SIG Discussion List				www.cpcug.org/cgi-bin/wa
Arquilla Ridgell	301-946-3041	Mo, We, Fr	7:00p - 9:00p	clockone@aol.com
	301-946-3041	Sat-Sun	6:00p - 9:00p	
WORDPERFECT (5.1 & 6.0 DOS)				
Wayne Démoncourt				wayned@cpcug.org
WORDPERFECT (DOS & WINDOWS)				
Howard Weeks	301-924-0400	Mon-Fri	2:00p - 6:00p	
WORDPERFECT (DOS-ALL)				
David Chessler	301-229-3984	All	7:00p - 10:00p	
WORDPERFECT (WINDOWS 7-9)				
David Chessler	301-229-3984	All	7:00p - 10:00p	
WORLD WIDE WEB				
Harold Goldstein	301-854-0388	All	Reasonable	mdbiker@goldray.com
Walt Houser	301-299-0593	All	7:00p - 10:00p	houserw@cpcug.org
Scott Mohnkern	301-738-0097	M-F	9:00a - 4:00p	scott@mohnkern.com

O'Reilly Books Available for Review

Thanks to the generosity of O'Reilly & Associates, one of the leading publishers of computer and networking books, CPCUG is well stocked with titles.

We'll have books at meetings and make them available there or by other means to people who will make a commitment to review them for the *Monitor*.

We always need product and book reviewers — people who'll exercise a product or read a book carefully, then share thoughts with fellow members. Reviewing a product or book is a contribution that helps your fellow members, and it's what user groups are all about.

If you're interested — it's easy, fun, and you can get writing guidelines and editing help if you wish — contact editor@cpcug.org.

Directions to Washington Gas July 11 General Meeting TechTalk

The July CPCUG General Meeting TechTalk will be held at:

Washington Gas
(usually in the large auditorium)
6801 Industrial Road
Springfield, VA 22150

Directions:

Industrial Road is in the Shirley Industrial Park. It meets Backlick Road between the Beltway and Edsall Road.

By auto from I-495 Beltway Inner Loop (North):

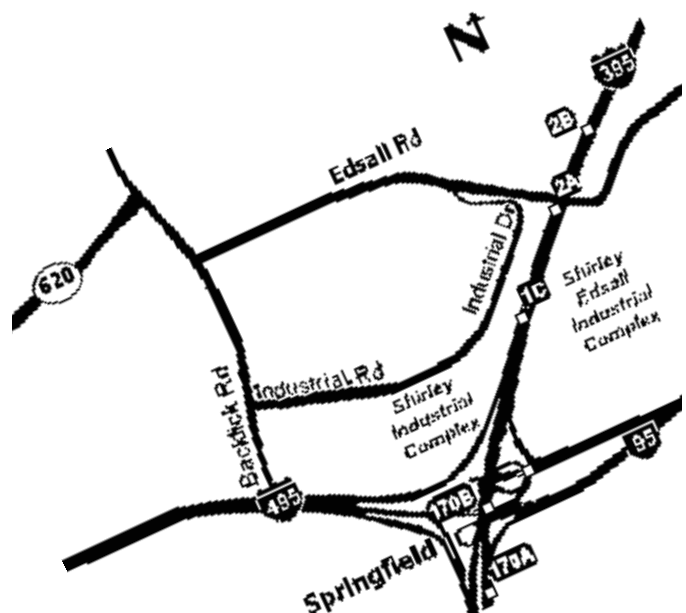
Take I-395 North.
Continue with I-395 directions.

By auto from I-395:

Take Exit 2, Edsall Road (Route 648) West.
Turn left at end of road onto Backlick Rd (Rt 617).
After approx. .4 mile, turn left on Industrial Road at the traffic light.
Enter the Washington Gas parking lot on the right after passing the sign with white lettering on black background, at the "Payment Depository" sign.

By auto from I-495 Beltway Outer Loop (South):

Take Exit 5, Braddock Road (Route 620) East.
After approx. 1.8 miles, turn right on Backlick Road (Route 617).
After approx. .7 mile, turn left on Industrial Road traffic light.
Enter the Washington Gas parking lot on the right after passing the sign with white lettering on black background, at the "Payment Depository" sign.



Please see page 4 for details on
upcoming General Meeting TechTalks.

CPCUG E-Mail Lists



The Capital PC User Group maintains e-mail lists for distributing and sharing information. An e-mail list is a list of people's names and e-mail addresses used to simultaneously send messages or announcements to a group of

people who have a common topic of interest. Some lists are for information distribution only (no individual posting allowed); others are open for posting (discussion lists). Most list-owners maintain archives of messages. You can join and leave the list at any time, even sign off temporarily during vacation.

E-mail lists are a logical extension of bulletin board systems, like the late CPCUG Membership Information eXchange (MIX). They provide much the same functionality as the MIX did without requiring dialing into a separate message server. If you have access to the Internet and e-mail you can get started exploring mailing lists right away!

LISTSERV®, the registered trade name for the most popular and sophisticated e-mail list management software on the market, makes it easy for even the newest user to join these lists. Users can subscribe to or unsubscribe from any of the lists that are open to the public. To subscribe to a list, follow the instructions for sending an e-mail to LISTSERV as outlined in the box that follows this list.

For information about LISTSERV, you can retrieve manuals from:

www.lsoft.com/resources/manuals.asp

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 PalmOS 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)
- MEMBER-TO-ISD** (CPCUG Member Internet Service 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 News List)**
- OFCSIG-L** (CPCUG MS-Office SIG Announcement List)
- PMSIG-L** (CPCUG Project Mgm't SIG Announcement List)
- POCKETPC-L** (CPCUG Pocket PC SIG Announcement List)
- POCKETPCD-L** (CPCUG Pocket PC SIG Discussion List)
- SCIFAIRD-L** (CPCUG Science Fair Discussion 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)
- VBSIGD-L** (CPCUG Visual Basic SIG Discussion List)
- VIRGINIASIG-L** (CPCUG VA SIG Announcement List)
- WPSIG-L** (CPCUG WordPerfect SIG Announcement List)
- WPSIGD-L** (CPCUG WordPerfect SIG Discussion List)

* MIX-L – CPCUG members only. Send e-mail to David Chessler <chessler@cpcug.org> to subscribe.

** NETSIG-L cannot be subscribed to or signed off from cpcug.org as it is hosted on AOL. To subscribe to NETSIG-L mailings, send e-mail to: LISTSERV@LISTSERV.AOL.COM containing the line:
SUBSCRIBE NETSIG-L <firstname> <lastname>

To subscribe to any list, send an e-mail message to LISTSERV@CPCUG.ORG. Include in the message the line: SUBSCRIBE <listname> <yourfirstname> <yourlastname>. (Do not include the angle brackets.) No entry in the subject line is necessary.



The software for maintaining the mailing lists, LISTSERV®, has been made available through a generous donation from L-Soft International, Inc.

10 Reasons To Join CPCUG

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*, the magazine of the Capital PC User Group.

2. 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.

3. 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.

4. 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.

5. 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 membership pays for itself.]

6. Internet service options available only to CPCUG members at competitive rates through our Internet domain cpcug.org.

7. Access to new member-only e-mail distribution lists being created to supplement our more than 30 public discussion and announcement lists. List subscribers can ask and get answers to computer hardware and software questions, and stay informed about CPCUG activities and Training.

8. 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.

9. Member-only door prizes—available at some General Meetings, some special interest group (SIG) meetings, and at occasional seminars. [This benefit has more than paid for the annual membership fee of many active CPCUG members. Software prizes have included Lotus Domino Go Webserver, MS Office Professional, and Adobe Photoshop. Hardware prizes have included Hewlett Packard Pocket PCs and Palm handhelds.]

10. Opportunities to develop and/or enhance leadership and management skills, while building your professional network, by volunteering with CPCUG.

The biggest benefit of all may be that by becoming active in the Capital PC User Group you become part of a very helpful community of computer users and IT professionals who are truly "Users Helping Users."

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

The Capital PC User Group, Inc. (CPCUG), a nonprofit 501(c)(3) educational 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.

Membership Form

Mail to: Capital PC User Group, Inc.
19209 Mt. Airey Road
Brookeville, MD 20833

Call to (if paying by credit card): (301) 762-9372

Fax to (if paying by credit card): (301) 762-9375

Name _____

Address _____

City/State/ZIP _____

Telephone (Evening/Weekend) _____

Telephone (Day) _____

E-Mail Address _____

Member Number _____

New Membership 1 year—\$42 Outside the
 Renewal 2 years—\$78 United States,
 Change of Address 3 years—\$110 \$60 per year

Payment method: Check VISA MasterCard

Card Number _____

Expiration Date _____

Signature (required for credit cards): _____

List my name in the next Membership Directory? Yes No
Name and address information from this Membership Directory may be very occasionally made available to computer-related businesses, most often on a one-time basis 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.

Please check this box if you would *not* wish to receive a monthly e-mail message with current CPCUG training and meeting topics. We are considering using this means of keeping the membership informed of scheduled events and changes more rapidly than is possible via the *Monitor* magazine.

Your membership starts with the first *Monitor* magazine mailed to you. It may take 4–6 weeks before you are included on the mailing list or receive your membership card. Please be patient.

Five dollars of the membership fee is for a subscription to the *Monitor*.
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Capital PC User Group, Inc. *A Resource for Technology Users and IT Professionals*

Phone: (301) 762-9372

Fax: (301) 762-9375

E-Mail: admin@cpcug.org

Snail Mail: 19209 Mt. Airey Road
Brookeville, MD 20833

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

President: Dennis Courtney
president@cpcug.org

Events Calendar:

<http://www.cpcug.org/user/comm/cal-6mon.html>

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Our Plans Mean Business

Streaming provides Internet distribution of your home or company videos. They can be seen by your friends, family, colleagues, or the world.

The Capital PC User Group has arranged a great bargain for members:
For \$149 per year beyond the membership fee the CPCUG has arranged 350 MB of space for you to stream your videos in any or all of the major formats: Real Media, Windows Media, or Quicktime. Typical commercial rates are \$350 per year and above. If you are interested contact us at dvug@meral.com and we will help you get started.

To advertise in this space,
please contact
the **Monitor** editor
at
editor@cpcug.org

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CPCUG Meeting Site Abbreviations & Addresses

1800 M = 1800 M St., NW, South Tower, 3rd Floor, Room S3031, Wash., DC

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

ASHA = American Speech-Language-Hearing Assn, 10801 Rockville Pike, Rockville, MD

AUMC = Annandale United Methodist Church (see UHU Annandale, VA)

BCCSC = Bethesda Chevy Chase Services Center, 4805 Edgemoor Lane, Bethesda, MD: 3 locations on the 2nd Floor: Rooms A & B; Room C; and Multipurpose Room

Bedford = Bedford Court, Activity Center, Senior Living Community, 3701 International Dr, Silver Spring, MD

BLib = Bethesda Library, 7400 Arlington Road, Bethesda, MD

CESC = Carver Educational Services Center, Auditorium, 850 Hungerford Dr., Rockville, MD

CPL = Cleveland Park Library, 3310 Connecticut Ave. NW, Large Mtg Rm, Washington, DC

CU-P = Catholic University of America, Pangborn Hall, Room 303, 620 Michigan Avenue, NE, Washington, DC

DIK = Dupont Italian Kitchen, upstairs dining room, 17th and R Streets NW Washington, DC.

HH = Harmony Hall Regional Center, 10701 Livingston Rd., Ft. Wash., MD

HSCL = Harbour Square Cooperative Library, 500 N St, SW, Washington, DC

IADB = Room B-300, Inter-American Development Bank, 1350 New York Ave., NW, Wash, DC

IVL = Interstate Van Lines (Community Room), 5801 Rolling Road, Springfield, VA

KL = Martin Luther King Jr. Library, 901 G St., NW, basement auditorium, Room A-5, Washington, DC

MCT = Montgomery Community Television, 7548 Standish Place, Rockville, MD

MS = Microsoft Corporation, 5335 Wisconsin Ave, NW, 5th floor, Washington, DC

PC = Pentagon City Mall Eatery

Reboot (computer recycling) = 101 Fleet St, Rockville, MD

Teaism = Teaism Restaurant, 400 8th St, NW, Wash., DC

UHU = Annandale United Methodist Church, Room 305, 6935 Columbia Pike, Annandale, VA

VAMC = Veterans Affairs Medical Center, 50 Irving St., NW, 4th Floor, IRM Room, 4C106a, Wash., DC

WCC = Washington, DC Convention Center, 801 Mt. Vernon Place, NW, Washington, DC

WELib = West End Library, 2nd Floor, Large Meeting Room, 1101 24th Str, NW, Washington, DC

WGas = Washington Gas, 6801 Industrial Rd., Springfield, VA

Keep Updated!

Capital PC User Group meeting plans may change after the **Monitor** has gone to press. To get the latest information about meetings and special events (including topics, when available, and date, time, and location changes), bookmark and check www.cpcug.org/user/comm/.

CPCUG Training

UHU Annandale, VA
Annandale United Methodist Church (AUMC),
Room 305
6935 Columbia Pike, Annandale, VA 22003

*Please note new fee structure for courses:
\$39 CPCUG & AUMC members, \$49 non-members.
All classes now begin at 6:30 pm, except where noted.
Register online at www.cpcug.net/trainingsearch.asp
or call CPCUG at 301-762-9372.*

July

- 5 - Introduction to MS Access Part I
- 7 - Personal Disaster - Recover & Backup Techniques
- 12 - Digital Imaging
- 14 - Introduction to the Microsoft XP Operating System
- 19 - Introduction to MS Access Part II
- 21 - Windows Maintenance & Computer Troubleshooting
- 26 - How to Make the Most of Your PDA
- 28 - Burning CD's with Roxio EZ CD Creator 6

August

- 2 - Introduction to MS Word
- 4 - Vocabulary of Computing
- 9 - Introduction to MS Word II
- 11 - MS Word - Flyers, Calendar, and Graphics
- 16 - Introduction to E-mail
- 18 - MS Word - Form Letters, Mail Merge, & Labels
- 23 - Working with MP3's
- 25 - Introduction to Creating Web Pages with HTML
- 30 - Introduction to SQL

MCT Rockville, MD
Montgomery Community Television (MCTS)
Training Classroom
7550 Standish Place, Rockville, MD 20855

*Please note new fee structure for courses:
\$49 CPCUG members, \$59 non-members. All classes
begin at 6:30 pm, except where noted. Register online at
www.cpcug.net/trainingsearch.asp or call CPCUG at
301-762-9372.*

July

- 1 - Introduction to MS Excel
- 5 - Windows Maintenance & Computer Troubleshooting
- 8 - Intermediate MS Excel
- 12 - Basics of Computers for Very Beginners
- 15 - Introduction to MS Word
- 19 - Digital Imaging
- 22 - Introduction to MS Word II
- 26 - Introduction to Home Networking
- 29 - Searching the Internet

August

- 5 - Web Logs (Blogs) and XML
- 9 - Introduction to Creating Web Pages with HTML
- 12 - Burning CD's with Roxio EZ CD Creator 6
- 16 - Intermediate Creating Web Pages with HTML
- 19 - Managing LISTSERV Mailing Lists
- 23 - Adobe Acrobat: Creating PDFs
- 26 - Vocabulary of Computing
- 30 - Introduction to Quicken

Please check the CPCUG Web site, www.cpcug.net/trainingsearch.asp, for changes, and the September schedule.

Capital PC User Group, Inc.
19209 Mt. Airey Road,
Brookeville, MD 20833

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Membership Benefits

1. Helpline for PC and Internet questions
2. Award-winning *Monitor* magazine
3. Economical classes at member rates
4. Mentors for computer specification/building
5. Discounts on software, hardware and training
6. Internet service options through CPCUG.ORG
7. Access to members-only e-mail lists
8. Free software and books for review writers
9. Valuable door prizes at some events
10. Opportunities to enhance leadership skills