

# W N N E R S

## Wotepad

WINdows usERS May 2002

### Digital Image Recovery (DIR)

By Robin A. Clark

The more I turn from film to digital photography, the more I'm forced to learn new lessons in the computerized version of photography...not all of them pleasant. One huge lesson is that while the cards used by these cameras can hold a lot of data, they are not always reliable. Those precious photos of children, pets, flowers—whatever we hold dear—can disappear in a flash with one corrupted bit or one accidental delete.

That is exactly what happened to me after a trip to Nevada last week to visit my sister. All 71 photos on a 64mb SmartMedia™ card of nieces, nephews and neon vanished in an instant when my camera corrupted the card. What to do?

I searched the internet for undelete programs and found two that claim to

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### Bits & Bytes & Xp

By Siles Bazerman

**A**nother month has flown by and it seems like I just finished last month's article. Now it is time for another one.



I was recently asked about the file size limits in various formats. There are definite size limits, depending on both the operating system you use and how you have formatted your disks.

- FAT ( File Allocation Table) 12 applies only to floppy disks and is limited by the size of the floppy rather than by the OS. FAT, or FAT 16 as it is alternatively known, has a limit of 2 Gig. This was typically used by both DOS and Windows 3.x and Windows 95.
- FAT 32 has a size limit of 4 Gig and is used by Windows 98, Windows 98 SE, and Windows ME. It can also be used by NT 3 and 4, Windows 2000, and Windows XP. In these systems FAT 32 is an alternative choice for formatting and is usually used in a dual boot situation with a Windows 9x OS so that the older system can read the newer one's files.
- NTFS (New Technology File System) has a limit of 1000 Gig. NTFS comes in both NTFS5 (NT, Windows 2000

and 5.1 (Windows Xp). XP can read the older format, but the reverse is not true. In fact, Windows XP can read all the previous formats using Microsoft products.

I really do not know what format CDRWs use when formatted for packet writing by Direct Cd or InCD or other similar products. The limit is the size of the CD (650 meg or 700 meg). Backup programs writing to floppy or CD break the file into smaller portions to fit the media, and so can seemingly exceed the size limit. The same backup may not be written to a hard drive because it is too large for one file. Some backup programs, usually the expensive commercial programs, will break the file into smaller parts.

Image programs such as Drive Image also will break the file into parts as needed to fit the limits of the format. Drive Image will read and write to an NTFS partition, while Ghost will read an NTFS partition but will only write to a FAT 32 or FAT 16 partition.

By the way, Power Quest has just released Drive Image 2002 ( or Drive Image 6.0). I have not yet had a chance to look at it, but it was supposedly written specifically for Windows Xp.

Changing topics slightly, what else is new? Zone Alarm Pro has a new

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## Telephone Help Line

PROGRAM/SOFTWARE	NAME	PHONE	TIME
CompuServe	Cathy Grammer-Margolin	949-645-5950	6-10 p.m. & weekends
CorelDraw 5	George Margolin	949-645-5950	Most times
CorelDraw & Ventura & PhotoPaint	Sunny Lockie	949-644-0103	6-10 p.m. weekdays 9 a.m.-10 p.m. weekends
Hardware	Jonathan Means	714-542-2204	6-9 p.m.
Internet	Cathy Grammer-Margolin	949-645-5950	6-10 p.m. & weekends
Novell, NT & Networking	Jonathan Means	714-542-2204	6-9 p.m.
Quicken & Quickbooks	Max Lockie	949-720-8170	6-10 p.m. & weekends
Windows 95,98,Me,Xp	Siles Bazerman	714-897-2868	9 a.m.-8 p.m.
Word for Windows	Cathy Grammar-Margolin	949-645-5950	6-10 p.m. & weekends
WordPerfect Windows	Sunny Lockie	949-644-0103	6-10 p.m. weekdays 9 a.m.-10 p.m. weekends

**General Meeting May 11  
Orange Coast College  
9:00 a.m.-12:00 noon  
in Science Room #149**

**Quicken**

**Pig Sig at Yardhouse  
Harbor & Newport Avenue in Costa Mesa**

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### PURPOSE

WINNERS, a computer association, is a volunteer organization providing a forum for sharing information and experiences related to Windows-based software, encouraging ethical use of computers and software, and offering service to our communities.

### MEMBERSHIP

Annual membership is \$20.00 for individuals; \$5.00 each additional family member.

### MEETINGS

WINNERS generally meets the second Saturday of each month from 9:00 a.m. to 12 noon at Orange Coast College in the Science Building, Room #149, 2701 Fairview, Costa Mesa.

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## FUTURE MEETING DATES

- ★ May 11
- ★ June 8
- ★ July 13
- ★ August 10

version out, version 3.0. There is a new look to the interface, and a few new controls. There is some functional ad blocking added. There is also an updated version of the free Zone Alarm. All the anti-virus companies have been issuing updated virus definitions very frequently. It seems that there are attacks than ever lately, and more are expected from China. Keep your definitions updated. I have been hit by a particular worm about 15 times in two days, but Norton and Zone Alarm in combination have stopped it without any damage.

Look for a SP1 release for Windows Xp about September of this year. In the meantime, download the Hot Fixes from Microsoft regularly. Be sure to get the critical security patches, but you should use your own judgement about the rest. Some are specifically for a problem that you may not have, and some are for a language that you may not have on your computer.

The June *PC World* is an "All-Tips" special issue, covering everything from buying tips, to troubleshooting advice, to digital photography secrets. Check out the table of contents (and expanded index of tips): <http://www.pcworld.com/howto/ultimate/index/0,00.asp>

*PC World* also has a special subscription offer—just for user group members:

User Group members qualify for a special discounted rate on *PC World* - 14 issues for just \$19.97! Simply click on the URL below and receive 2 Risk-Free Trial issues plus a Free Gift. [https://w1.buysub.com/servlet/OrdersGateway?cds\\_mag\\_code=PCW&cds\\_page\\_id=5341](https://w1.buysub.com/servlet/OrdersGateway?cds_mag_code=PCW&cds_page_id=5341)

# Time Talk Alert

By Terry Currier

**F**rom Fonix, Time Talk Alert is a scheduling assistant for your Pocket PC that actually talks to you. It's for Pocket PC, PDAs that work with Windows CE, which is what it is written in. It will organize and read upcoming appointments and tasks aloud. There are 11 voices for you to choose from. The tasks and appointments are then spoken aloud, in a voice you choose, as you click on the corresponding icons. If another application is active when an event occurs, a pop-up window appears as the top window, your customized chime sounds, and your preferred voice speaks the event. TimeTalk Alert includes a digital clock that announces the current time in quarter, half, or full hour increments. Since TimeTalk Alert will automatically speak both the time and your upcoming appointments, it enables you to perform other activities while staying informed and on track. Imagine knowing when your next meeting is without looking at your schedule! With TimeTalk Alert you'll never miss another appointment.

## Key Features and Benefits

- Integrates with Microsoft® Calendar and Tasks applications on your PocketPC
- Offers users the added convenience—and safety—of being able to listen to important events and tasks rather than having to read information and messages
- Allows both spoken and silent alerts
- Speaks your own customized alert message
- Includes a variety of installed chime tones, or use your own wav files
- Announces the time every quarter hour, half hour, or on the hour
- Includes 3 preinstalled skins for the look and feel that is just right for you—Elegant, Professional, or Contemporary

## System Requirements

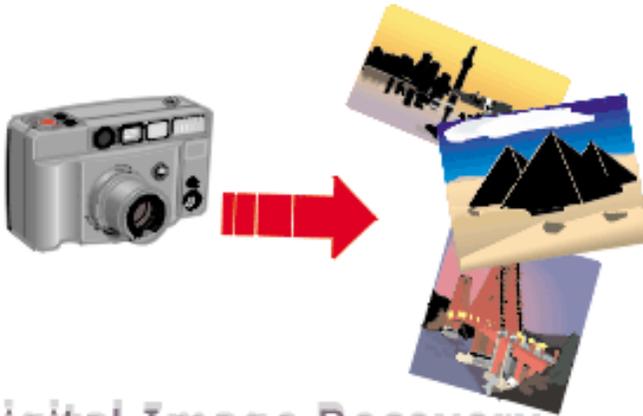
- Desktop running Windows 98, NT, ME, 2000, or XP with 25 MB available HD space.
- Pocket PC running Intel SA-1110, Hitachi SH3, or NEC (MIPS) processors.
- 2 MB available memory (minimum), 9 MB for all voices.
- PDA device, such as the Compaq iPAQ H3000 series, HP Jornada 500 series, and Casio E-115 and E-125 series.
- Microsoft® Pocket PC 2000 or 2002 operating systems (WinCE 3.0 or higher).
- Docking cradle or other connection.
- ActiveSync™ 3.1 or greater.



## DIGITAL IMAGE RECOVERY

*Continued from page 1*

restore data from SmartMedia™ cards. One cost \$80 and the other cost \$59. Being frugal, I paid \$59 for the second program and set out to recover my 71 pictures. The program showed that 53 pictures were in good shape and recoverable (not great, but better than nothing),



## Digital Image Recovery

so I pushed the Start button. The program restored two whole pictures, and one of those was not recognized by Photoshop. Definitely not good news.

So I searched some more. Finally, in a newsgroup on digital cameras, I found mention of a free program that would restore photos from corrupted cards. Okay, if the expensive program couldn't do the job, then I figured that a free one wouldn't be much better. But if it restored even one additional picture, I was ahead of the game. Besides, it was free, so there was nothing to lose. It took a minute to download and another minute to install.

Fingers crossed, I ran the program. It showed that all 71 pictures were recoverable. I pushed the button. The program chugged away, slowly recovering every single picture on the card except for the last one. When I checked the pictures out with Photoshop, two of them were corrupted and unusable,

but to have 69 photos back and usable was good news at this point.

DIR claims that it will recover files no matter how they become corrupted. Whether you deleted the images, formatted the card or pulled the media out during a write process, DIR says that it will get those files back. So I ran an experiment and tried all of those

cases. No matter what I did to the card (except for scratch it—I won't go that far with expensive media), DIR recovered all of these files. The only time there were any bad files was when the card was corrupted the first time. All other times every photo came back just fine.

Digital Image Recovery (DIR) is freeware, written by Alexander Gru. He not only provides the easily installable program, but he also offers up his source code (in Delphi) for anyone who would like to customize the program to their own needs.

DIR will recover many different types of images (JPEG, exif, TIFF, PNG, GIF, BMP, Canon CRW) and audio/video clips (AVI, MOV, WAV) from most existing data cards (FlashCard™, SmartMedia™, Sony Memory Stick™, IBM™ Micro Drive, Multimedia Card, Secure Digital Card and Compact Disk). It does require that you either run a memory card reader, or that your camera appear to the

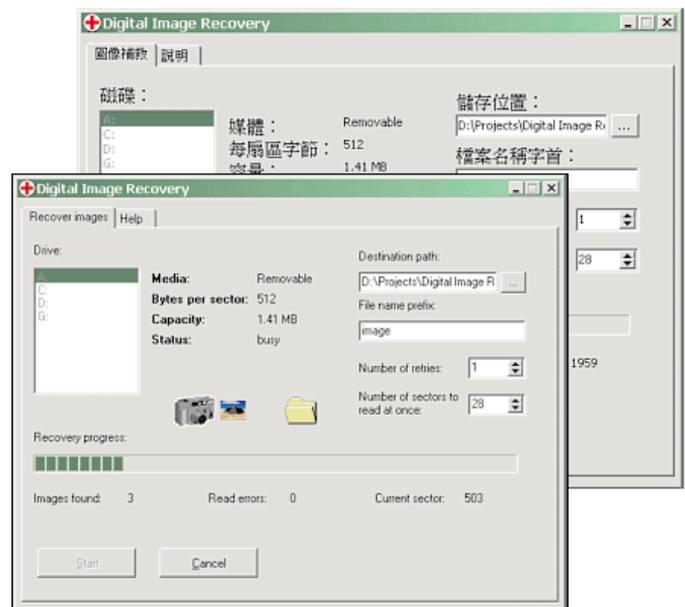
computer as a drive. DIR runs under Windows® 9X, ME, NT, 2000 or XP (I have Windows XP). I tested DIR with two different 64mb SmartMedia™ cards, restoring JPEG and MOV files.

DIR gives you several options to pick during its operation, such as language, directory to recover the files to, prefix for naming the recovered files, number of retries for errors and numbers of sectors to read at a time. For most of these options you'll be happy with the defaults. As soon as you hit the Start button, DIR begins its work and keeps you apprised of its progress (how many files have been recovered, how many read errors it has encountered and how many sectors it has left to process). If you want to cancel the process of recovery, then you can simply hit the Cancel button, and DIR responds immediately.

Easy to use. Effective. Free. My kind of software. I highly recommend Digital Image Recovery to anyone who owns a digital camera and treasures the pictures that they take. Remember, you can't always trust those fragile memory cards.

The website for Digital Image Recovery is

[http://home.arcor.de/christian\\_gru/dir/](http://home.arcor.de/christian_gru/dir/)



# AVerTV Studio Pro

## From AverMedia

By Terry Currier

I admit I originally thought that having a TV card in the computer was silly. Now I'm trying out the AVerTV Studio Pro, and I have to say it's fun, and easy to use. Yes I can just have a TV in the computer room (and I do), but I have learned there are benefits from using a TV card with the computer. The best thing is that I can easily scan the different channels to see what is on. Again, yes I can keep pressing the button on my remote for the TV. However with the AVerTV you have the ability to see on the screen 16 channels at once. It rotates the sound through the channels, along with the channels themselves rotating until you find the one you want. You can resize the screen. It can go from full screen down to about one-fourth of the screen. One handy feature is you can have it set to always be on top. That way it is always showing even while working on a project (such as typing this review).

Setup was like the movie title *The Good, the Bad, and The Ugly*. Putting in the PCI TV card was easy,

Windows saw it had something new and asked for the drivers. It got them okay, but according to the installation instructions it should have somewhere asked for me to put in a product key number; it never did. The installation still went through okay, and the TV worked fine. You then scan for channels. This works for air (antenna) or cable. In fact, the air scan picked up channels very well on its own. Of course the cable scan gets all the channels. You then go through with the setup of the TV and eliminate those you want to skip. I think it's a good idea to scan for both for when (not if) cable goes out. The setup also puts an icon in the right side system tray for quick activation. Running your display at 16bit Hi-Color mode is the most suitable setting. I have found it easy to click and bring up the AVerTV rather than my TV just to see what was on.

Another thing you can do is capture an image on the TV screen with resolutions up to 1600 x 1200.

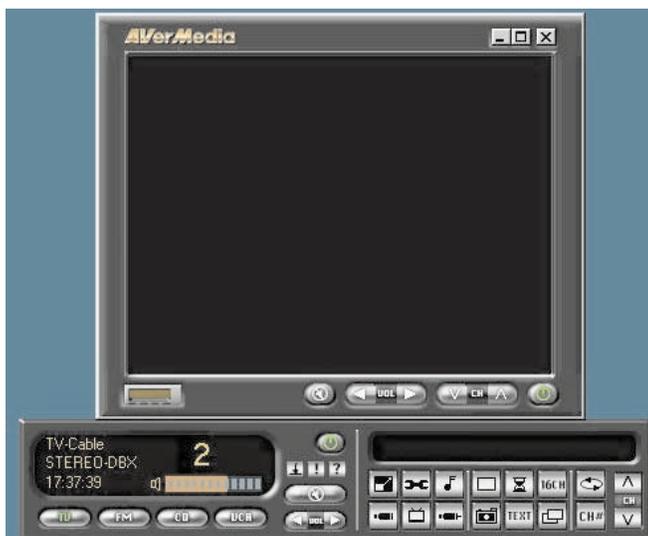
As you can guess by its name, the Studio Pro has more to it than just the TV option. It can play CD music, you can use it as a FM radio, and as a VCR. The CD player works fine, but there are more complete programs including Window Media Player 7.0 and



above. The FM player works just like the FM radio in your car—you can even set up buttons to click and change the stations quickly. With their FM player, though, you can click the record button and it will record what is coming over the radio into a WAV format.

Okay. . . now we come to the bad part where I had problems. The VCR function works just like an ordinary VCR except, of course, it is copying to your hard drive instead of a tape. Right off the bat it recorded fine, picture was good, but no sound. An email to AverMedia prompted a call from them when I was not home and a request to call back. I called back at the time designated three times and got a recording but no call back. So I emailed about the problem to their technical support and got an answer back the next day. Apparently I had to go into the recording properties and setup the record line-in. This information was in their FAQs. So if it is a Frequently Asked Question, why didn't they just put the information in their setup guide? After setting the line-in, I was in business.

The TV is fun, but VCR capabilities are great. I can have it record what is showing on the screen. With the included schedule program I



can easily program it to record a certain program daily, weekly, or monthly. Even more, just like the popular Tivo product, I can do a Time Shift. If I don't want to miss anything while getting a snack, I click on the Time Shift button and the picture freezes. Meanwhile it is recording the show. When I come back the display shows how much



time I missed. Clicking on the play button begins to show what I missed. In the background it is still recording the show. You can catch up during commercials. Click on the forward skip button and it jumps 10 seconds each time you click the button. While you're catching up, it will continue to display how far behind real time you are. You can also click the Skip to End button to stop the replay and return to the currently ongoing TV program. For those who are wondering, the answer is no. No, you can not watch one program and record another at the same time.

In the VCR mode they have what they call the Interactive Record. It again allows for the real time replay while its still recording, but with more ability for jumping ahead. It has a fast forward skip or fast backward skip button to go forward or backward by 20 seconds each time you click on it. There is also a slider bar for you to quickly move backward or forward. They note that to run Time Shift or Interactive Record functions, you need a sound card which can support full-duplex operation to capture and play back sound simultaneously. Also the playback quality of both is based on the CPU power of your PC. If the CPU speed is fast enough and with MMX support, you will get the better performance.

The recordings are saved in MPEG I or II format so you can actually watch them with other viewing programs. I did watch it in Windows Media Player, but its better to use the AverMedia player. The down (or bad—keeping with the theme) side is that it would not let me choose where to save the files. It saves them on the root

directory. You can move them later and play them from anywhere, but they really should allow the user to say where they want them to be saved.

Here are some other things you should know.

When the computer accesses the drive while you are using the recording function, you will lose some frames. It's a small loss but you should know that if you were doing a disk intensive thing such as defragging or downloading you would lose a lot.

File sizes can be large, depending on how much you record. A half-hour show took up 784 Mb of space.

One more thing. They give you an infrared remote control. Okay, granted, it may make it easier for some while across the room to control the unit. But most people are just sitting there while it is in use, and it's just as easy to click on a function as to press the remote. If you want it, though, there it is.

Now the ugly part. The remote I got never worked. I was just about to give up on the support from AverMedia when two weeks later

they finally replied. They noted they have heard of the problem with the remote, but unable to determine what the cause is. They had me download the latest drivers, but that did not work.

they finally replied. They noted they have heard of the problem with the remote, but unable to determine what the cause is. They had me download the latest drivers, but that did not work.

## Summary

The AVerTV Studio Pro includes a TV, VCR, PVR, FM, and CD player which works really great even with the problems noted. Could I recommend it? A reluctant yes because of the setup problems which they can and should make easier, and the remote and support problems. After all the MSRP is \$80, a TV, VCR, or PVR is going to cost much more. If you shop around, Fry's has had them on sale for \$50.

<http://www.aver.com>

or (800) 863-2332

## Requirements

For Real-Time Video Capture at 320x240 (MPEG-I): Pentium III 450MHz or better

For Real-Time Video Capture at 720x480 (MPEG-II): Pentium III 800MHz or better

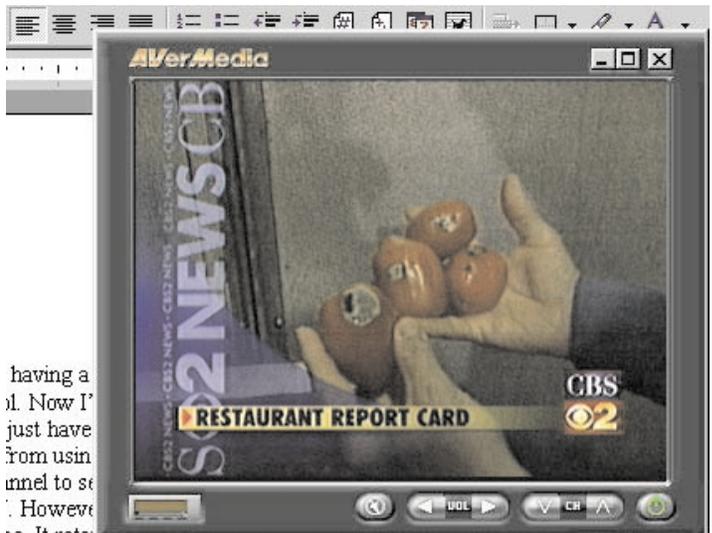
128MB RAM or better

Available PCI 2.1-Compatible Slot

Sound Card (Full Duplex for Time-Shift and I-Record)

Windows 95/98/98SE/2000/Me/XP

PCI VGA Card with DirectX 6.0 Support



having a... Now I just have from using... However... It rota... g until you find the one you want. You can resize the n down to about one-fourth of the screen. One handy s ys be on top. That way it is always showing even while rping this review)

# Computing You Can Count On

By Bill Gates  
Chairman and Chief Software Architect,  
Microsoft Corporation

April, 2002

**E**very day, we put our trust in computing technology—in the financial networks that drive the global economy, the aircraft control systems that guide thousands of flights safely to their destinations, the computers that store our documents at work and at home.

Yet most people still don't count on computing the way they rely on electricity or the telephone. Individuals and businesses alike are concerned about the privacy, security and availability of their data, about upgrading their hardware, about how new applications might affect their systems. Until these concerns are addressed, computing's potential to enrich our daily lives will not be fully realized.

Right now, we're only scratching the surface of what computing technology can do. Already, networks of smart, connected devices make it possible for us to do business, communicate, learn and be entertained using everything from full-featured PCs to smart, handheld devices. And in the years ahead, a combination of inexpensive microchips and smart software will weave computing into almost every part of our lives.

The advance of computing technology has in many ways tracked the growth of electric power more than a century ago. Manufacturing companies were among the first to use electricity, mostly to improve their productivity. But in the home it remained a novel luxury. Many people were reluctant to use the new



electrical appliances, unsure of their safety and reliability. By the 1930s, however, technology advances, industry safety

initiatives and gradual public acceptance led to a rapid increase in electricity use in many countries—the technology was still not fully trustworthy, but it was safe and reliable enough. Today, the developed world takes electricity for granted.

For computers to be taken for granted, they must always be available wherever and whenever people need them, they must reliably protect personal information from misuse and give people control over how their data is used, and they must be unflinchingly secure. We call this concept Trustworthy Computing.

Making Trustworthy Computing a reality is both an immediate challenge and a long-term research goal. Computing technology is far more advanced—and used in vastly different ways—than it was in the mid-20th century. Yet the way we build computers, and the way we largely design software and services around those computers, hasn't really changed much.

It now needs to. Trustworthy Computing requires not only that the industry places a far higher priority on security and privacy than it has in the past, but also that computer companies focus on the long-term

research needed to build trust into computers from the ground up, in every part of the computing ecosystem—from individual chips to global Web services.

At Microsoft, our commitment to Trustworthy Computing involves every part of the company. We're training over 9,000 of our developers in the principles of writing secure software, and are making security everyone's number-one priority—even if that means shipping a product late. Our Windows XP and Office XP software includes error-reporting features that give us real-time feedback on reliability issues. And we're working with industry leaders and policymakers to make Trustworthy Computing a mission for the entire technology industry.

Total trustworthiness has yet to be achieved in any pervasive technology—electrical systems sometimes still surge or fail, telephone lines still drop the occasional call. Yet they have largely won our trust: for the most part they do what we want when we want them to. Achieving the same level of trust in computers is a complex challenge, but it's one that Microsoft and the industry must meet in order to realize the full potential of this amazing technology.

# Microsoft®

# Ten Years Ago

## A look back at a column that describes the process of getting a new hard disk—in 1992

By Steve Bass,  
Pasadena IBM Users Group

**H**ere's a quiz: Why is upgrading your IBM PC like going to the dentist? It's not — going to the dentist is a lot more fun.

It's no joke. I hate upgrading because it's a day of tinkering with the insides of my computer. But I had to get a larger hard disk because I switched to Windows. Applications written for Windows take up humongous amounts of hard disk space and there's little chance that the trend will stop. Microsoft's Word for Windows, for example, gobbles up 12 megabytes and Corel Draw takes about 14 megabytes.

Most users have hard disks ranging in size from the older 30 megabyte (the one I'm still using) to about 200 megabytes. Larger sizes are available and many people are looking towards the future, buying disks as big as 384MBs. I predict that within two years, 1 gigabyte disks (that's 1000 megabytes) will be on many machines. But for now — with hard disks dropping in price — I recommend a minimum 200MB hard disk on a new system or 120MB on an upgrade.

There's more than one way to add a new hard disk and how you do it depends on your budget and your existing system.

Quantum's Plus Hardcard is not the least expensive but it is the quickest, easiest way to upgrade. For about \$400, you get 105MBs of disk storage on an add-in card —

and no installation hassles. Putting in the Hardcard will take less than fifteen minutes from start to finish.

A friend of mine chose a neat alternative and upgraded with a Bernoulli storage device. Instead of a "fixed" disk — one that stays in the computer — Bernoulli lets you remove their 90MB disk. The internal Bernoulli drive is discounted to under \$800 and is a good solution as you can buy more disks (at about \$150 each) when your storage needs increase. My friend keeps Windows applications on one disk, shareware on another and DOS programs on a third. You're also able to move the data to another computer via the portable disk, an added benefit.

The traditional upgrade path is to add a hard disk to your existing system which means the drive you purchase must match the controller card that's already plugged into one of your system's expansion slots. Older machines usually have an RLL or MFM interface but newer machines come with faster IDE (integrated drive electronics) controllers, the current standard. Most controller cards manage up to two hard disks along with the two floppy drives. Some IDEs include parallel and serial ports used to attach modems and printers.

If you have an IDE controller, I recommend you stay with it. On one IDE machine, I upgraded and choose a fast Conner hard disk because of their reputation for long life expectancy and fast access time. Their 120MB model (CP30104) will set you back about \$400 and their 212MB (model CP320) is about \$560.

Macintosh owners, however, have a secret recently available to IBMs: Small Computer System Interface

(SCSI) adapters. SCSI, pronounced "scuzzy," lets you attach up to seven devices onto one internal controller card. If you're upgrading a hard disk and think you may want a CD ROM player (also called a reader) in the near future, consider the SCSI adapter. You can daisy chain the hard disk, CD ROM player, a tape backup and up to four peripherals.

Adaptec's fast SCSI adapter, the one I'm using, even lets you connect up to two floppy drives, a valuable addition. If you choose to upgrade with SCSI, make sure you check with the hard disk manufacturer to see which controller cards are compatible. I tried the Adaptec with a Conner SCSI drive and had no problems. If you run into trouble, get in touch with CORELSCSI, a Canadian company that supplies special software for a wide array of SCSI devices.

While SCSI offers faster access and more flexibility, it isn't for everyone. On uncomplicated home machines, upgrading to SCSI should present no problem and you can likely do it yourself. But in business settings — especially if you're on a network — you may need to hire a technician for help.

So what will it be: upgrade or go to the dentist? I'll let you make your own decision. I've already made mine.

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*Steve Bass is a Contributing Editor with PC World and runs the Pasadena IBM Users Group. He's also a founding member of APCUG. Check PCW's current edition at*

<http://www.pcworld.com/resource/toc/index.asp>

*and sign up for the Steve Bass online newsletter at*

[www.pcworld.com/bass\\_letter](http://www.pcworld.com/bass_letter)

# PowerQuest News

By Gene Barlow

**P**owerQuest announced this week a major new release of Drive Image. This new release, Drive Image 2002, moves from a DOS based application to a Windows based application. This significantly improves the usability of the product as well as increases the number of devices that are now supported with this excellent backup utility. In addition, some functions from PartitionMagic have been added to Drive Image 2002 to help you setup your backup partitions. Drive Image 2002 lists for \$69.95, but you may purchase this exciting new product for only \$35. This article will highlight some of the more important new features of Drive Image 2002 as well as tell you how to order your own copy at the user group discount price.

When Drive Image was first introduced 6 years ago, it was a DOS based utility. In order to run Drive Image, you had to shut down all of your active applications as well as the Windows operating system and boot out to DOS. This was necessary to make sure that all files within a partition were closed before Drive Image could make a backup image of the partition. By closing all of the files within a partition, you were certain that all parts of that file were properly stored on the hard drive and not still located in some buffer in RAM memory. This was especially important with your c: partition. It contained the operating system and many open files used by the operating system. To close these files would close down the operating system and forced you to boot to DOS. While DOS is also an operating system, it was simple enough to run without any open files on the hard drive. Hence, running Drive Image under DOS was the only way to make sure that the hard drive was ready to make a backup image of your hard drive with all closed files.

Drive Image 2002 now runs as a Windows utility to define the backup operation you want to perform. When you are ready to actually run the backup, Drive Image will look at the partitions that you want to backup and if none of them contain open files, the backup will be done immediately in Windows. However, if a partition contains an open file, the file will be forced closed before the backup can be accomplished. Since

your c: partition will always have open files used by the operating system, closing them will force Drive Image to boot out to DOS to make a backup of your c: partition. This is done for you automatically, so it should not matter, but it will take an additional minute or two to boot to DOS and then to re-boot back into Windows. I would recommend that you make sure that you have all of your applications closed down before running a backup and that you backup your c: partition in a separate step. This will let most of your partitions backup directly under Windows.

Moving to a Windows based utility makes the system easier to use and more familiar to most Windows users. While earlier versions of Drive Image had the look and feel of a Windows application, they were still running under DOS. With Drive Image 2002 the limitations of DOS are no longer a problem and they have designed the new interface to make using the product extremely easy. The product guides you through the steps to select the type of a backup you want to perform and then helps you to define the options you'll need one by one. Once you have defined exactly what you want to backup and where to store the backup image, you can elect to have the backup done immediately or schedule it to be done sometime in the future. For example, you may want to make a backup once a week in the middle of the night when you are sleeping. You can set up Drive Image 2002 to run unattended on a routine schedule so that you have regular backups of your system. I'm sure you'll find the new user interface easy to use and very friendly.

Another advantage of running as a Windows based application is the many devices can now be supported easily under Windows. Drive Image 2002 can create and restore images of the partitions on your internally attached hard drives. These backup images can be stored in a wide variety of locations on your system or across a LAN to another system. You can store the image files in a backup partition on your locally attached hard drives. You can also store the backup images on USB or Firewire attached external hard drives. You can even store the image files on another computer system that you are attached to over a local area network (LAN). You can also store these image files on ZIP or JAZ cartridge systems or burn them in any CD-R/RW devices

supported by your Windows system. So, the flexibility of where to store your backup images is greatly enhanced using the Windows interface.

Finally, to make using Drive Image a more independent operation, a few of the features of PartitionMagic have been added to Drive Image 2002. Since you cannot store an image file into the same partition that you are backing up, you must set up separate backup partitions on your hard drive to contain these backup image files. You can now use Drive Image to create a backup partition on your hard drive so you will have a place to store your backup images. Also, as you save more backup images in your backup partition, you may find that you need more space in that partition and less space in other partitions. Drive Image 2002 has a redistribute free space wizard from PartitionMagic that will balance the free space on your hard drive partitions to give you more room for future backups.

In summary, Drive Image 2002 is a major new version of this outstanding backup utility. Being a Windows based application, it will let you do your backup functions easier with a wider selection of devices than was possible under DOS. It is a hard drive utility that all serious computer users will want on their system.

You can purchase this exciting new product at a significant user group discount. Drive Image 2002 lists at \$69.95 and can be found soon in most computer software stores for about that price. If you have a prior version of Drive Image, you can upgrade directly through PowerQuest's web site for \$39.95 plus shipping. The user group price for Drive Image 2002 is only \$35 plus shipping. This is a new license of Drive Image and not just an upgrade of your old license, so you can use your old copy on a different computer system or give it to a friend. To obtain your copy of Drive Image 2002, go to our secure web site at [www.ugr.com/order](http://www.ugr.com/order) and complete the order form. Enter the price code of UGEM0402 in the form with the other information required. Once you complete the form and submit it, we will ship your order the following day via US Priority Mail. Delivery is normally 3-4 days after you submit your order. Order your copy of Drive Image 2002 today and you will have the best hard drive backup utility available.

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# Computing Factoids



**There are unrelated things I pick up in e-mails that are terrific—but not long enough for an article. Here are two of them.**

*Compiled by Steve Bass, Pasadena IBM Users Group*

## Hard Drive Repair Conundrum

A PIBMUG member was struggling with a faulty hard drive. An Ontrack product manager provided an answer.

**Question:** I have a question about getting rid of data on a hard disk. I have read articles about reformatting and assorted software that gets rid of your data.. However, I had a hard disk crash and must return the old disk to the system vendor in order to have my credit card credited for the cost of the new one they sent me (under warranty).

I do not want them or the OEM to be able to recover that data. With the disk not working, how do I get rid of the data? If I hold magnets around it, will that work? Should I drop it in a boiling pot of chicken soup? Your advice would be appreciated.

**Smart-ass Answer:** Chicken soup may work provided you remove all the fat, chicken feet, and carrots (strangely enough, celery and onions can stay).

More realistically, I have to admit I'm stumped. Lemme call in some experts from Ontrack, the hard drive recovery company. Mark? Any ideas? -Steve

## Ontrack's Response:

The magnet idea isn't going to work unless you've got some incredibly strong magnets laying around. A degaussing unit strong enough to erase the platters of a hard drive would generate a field that would damage other magnetic media within several yards. Also it would erase the servo-patterns on the drive used to control the movement of the read/write head, so it would certainly ruin the drive.

We've requested ideas from the real experts, our clean room technicians.

They had a few solutions, but nothing simple. You could see if an authorized shop (like a disk recovery shop who has authority to break a drive seal without voiding the warranty) would take on a special job (for a fee) to open the drive and degauss the platters.

You could request to review the warranty policy from your HDD manufacturer and see if they have a policy for protecting data that may be on a warranty returned drive.

Trust the HDD manufacturer to destroy the platters as part of the end-of-life of a returned drive. Mark

## Better Backups

After using tapes and zip drives for back ups, I finally decided to just back up to another hard drive. To simplify the process, I installed two mobile mounts and connected the IDE cables so that the upper mount or drawer is an IDE1 master and the lower drawer is an IDE2 Master. I purchased two drives of the same capacity. Both are jumpered as masters. The original is in the upper drawer, and the backup will be placed in the lower drawer.

I use "Drive Copy" which with installation generates a 3.5" floppy "Drive Copy" boot disk. The boot disk is used to start the copy process. Make certain that your 2 hard drives are labeled such that you will copy from the original to the backup, and not from the backup to the original.

Remove the backup and set it aside for that sad day when the original fails or is infected with a virus. The reason that I like this approach is that if the original drive fails, I can just power down and remove it from the drawer and insert and boot the backup, which is already jumpered as a master drive, and you are immediately up and running. Whereas if you were using a tape you have the problem of trying to salvage the original from the tape, hoping that it works. The same is true of Zip disks.

I will usually start the backup when I go to bed and it is done in the morning. The cost of a 2nd hard drive is probably cheaper than a tape drive or Zip drive and the cost of the tapes and zip disks just add even more cost. -Clifford Ford (kb6ia@earthlink.net)

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*Steve Bass is a Contributing Editor with PC World and runs the Pasadena IBM Users Group. He's also a founding member of APCUG. Check PCW's current edition at <http://www.pcworld.com/resource/toc/index.asp> and sign up for the Steve Bass on-line newsletter at [www.pcworld.com/bass\\_letter](http://www.pcworld.com/bass_letter)*

# Here's a Tip: PC User Groups Are Great

**Members get advice and support from everyday experts like these four folks.**

By Steve Bass

From the June 2002 issue of *PC World*  
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Imagine that you have a problem with your PC. (Not particularly difficult, I know.) Now visualize describing your dilemma to an auditorium packed with 300 bright, well-informed, and witty computer professionals and enthusiasts. In no time flat, your problem is solved. That's a computer user group, folks. These amazing resources were the center of the PC user community in the pre-Web era. They may be less prominent these days, but they're still alive, kicking, and worthwhile. You'll find user groups in most cities, and membership usually costs less than \$50 per year. To prove just how valuable these groups can be, I rustled up a sampling of PC tips from group members.

**Instant System Properties:** You needn't go through a series of cascading menus to open System Properties. >>**TIP** If you have a Windows keyboard, simply hold down the *Windows* key and simultaneously press *Pause* (at top-right of the keyboard) to access information on your PC.

-Roger Griffin, The Users' Group Network, Granada Hills, California

**Jump the print queue:** Sometimes you realize that you've just sent several documents to your print queue, but the one you sent last is the one you want printed first. >>**TIP** Double-click the printer icon in your system tray and drag the last document to the top of the list of files in the queue. It will print immediately

after the file currently being processed.

-Mean Drake, the Colony Computer User Group, Murrieta, California

**How old is that Web page?** Have you ever wondered when the Web page you're visiting was last updated? Here's a neat Internet Explorer 6 trick for finding out. >>**TIP** In IE 6's Address field, simply type *javascript:alert(document.lastModified)* and press *Enter* to see the most recent update's time and date in a pop-up window.

-Dennis Courtney, the Capitol PC Users Group, Washington, D.C.

**Old modems for new broadband:** If you've switched to a cable-modem, DSL, or other broadband service, your old dial-up modem still has a good use. >>**TIP** Leave your modem connected to the phone line and attached to the phone. When you want to call a phone number you see on a Web site or in your contact manager, have your modem dial the number with only a few mouse clicks. Windows' Phone Dialer applet makes this possible.

To open Phone Dialer in Windows 9x, Me, and 2000, click *Start, Programs, Accessories, Communications, Phone Dialer*. If it's not there, open Control Panel, double-click *Add/Remove Programs*, and choose the *Windows Setup* tab (*Add/Remove Windows Components* in Windows 2000). Select *Communications*, click *Details*, and check *Phone Dialer* (you may need your Windows CD-ROM to install it).

To place a shortcut to Phone Dialer on Internet Explorer's Links toolbar, first open IE. (If the Links toolbar isn't visible, click *View, Toolbars* and check *Links*.) Then select *Start, Programs, Accessories, Communications*, hold down *Ctrl*,

and drag the Phone Dialer icon to the Links toolbar.

Now when you want to dial a phone number listed on a Web site, copy the number, select the *Phone Dialer* shortcut on the Links toolbar, paste the number into Phone Dialer's "Number to dial" field, and then click *Dial*. Pick up your phone and click *Hang up* once the dialing is complete. No more misdials from clumsy fingers or faulty memory.

-Steve Shank, the Golden Gate Computer Society, San Rafael, California

>>**TIP** It's good to be grouped: Two great resources for finding a user group in your vicinity are the Association of Personal Computer User Groups and Ash Nallawalla's list.

And no, not all group members are pocket-protected propeller heads. Some members are IT executives and consultants, but many are ordinary folks who just want to get the most out of their PCs. Nearly all groups produce a newsletter, often with member listings (some with phone numbers) in case you need help. Groups frequently hold smaller meetings—called Special Interest Groups—that focus on specific topics. For example, the Pasadena IBM Users Group has Windows, Networking, Visual Basic, and Macromedia SIGs. By the way, that's the group I'm president of, but don't let it keep you from joining.

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He also pens a free, weekly Home Office newsletter. Here's the link to subscribe to his rantings: [http://www.pcworld.com/resource/newsletters/index.asp?sub\\_source=PCWXH4](http://www.pcworld.com/resource/newsletters/index.asp?sub_source=PCWXH4)

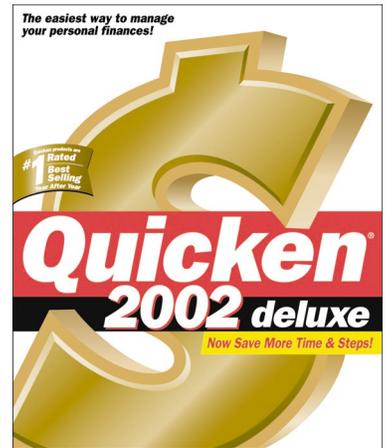
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# May 11 – 9 a.m. to 12 noon Orange Coast College Science Building Room #149

## Are You Ready?

Now that you have a breather from tax preparation, are you ready to get going on next year's taxes? Come and find out how to **START NOW** to get a heads up and keep your finances in order, so that crunch won't hit you so hard next April!

MAX LOCKIE is our personal finances and Quicken wizard who will show us how to get going so we won't be so frantic next year!



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