WINNERS Notepad

WINDOWS USERS

JUNE 2003

Hello, PR? Or, Back Door Tech Help

BASS SHOWS YOU ALTERNATIVES WAYS TO GET HELP

By Steve Bass
Pasadena IBM Users Group

Having trouble getting tech support for the troubling crashes because of your upgrade of SimpleCD Copier? What about the tech people who refuse to replace the failing hard drive in your Zornac notebook (which failed the day after the warranty expired)?

With tech support relying on $3 a day, third-world people, you may have to work harder and dig deeper in order to get the help you need. Fair warning, this is a convoluted process and full of dead-ends, and something only online researchers are going to enjoy.

Hello? Public Relations?

Here's the trick I use when I have a problem with a product and can't get

Bits & Bytes & Xp

By Siles Bazerman

I did receive the DVD+RW/R recorder I mentioned last month as a birthday present. It is a Verbatim 2.4x drive (re-badged NEC ND-1000). Why, you will ask, not the newer faster 4x writers. HAL, where this drive resides, has a heart that is a PIII 600mhz CPU. It is not powerful enough to write a DVD any faster than 2.4x so why pay for capability that will not be used. The minimum CPU needed for 4x is PIII 800mhz. Also rewritables burn at slower speeds than writable disks and very few burners can use the RW at higher than 2.4x.

My plan is to use DVD RW disks for backup instead of a removable hard drive. Hard drives are much more delicate than disks and are also susceptible to magnetic damage. To do this I have finally given up on Backup MyPC. My use of this program goes back to the original Arcada Backup for Windows95, which I purchased at the Midnight Madness rollout of Wnidows95. I then fought with them and their successor Seagate for several years about their promised but non-existent disaster recovery utility. Seagate finally released a version, along with Backup Exec for Windows 98, that actually worked. It failed to work with Windows Me. Veritas took over about that time and never did produce a workable disaster recovery utility for WindowsMe or WindowsXp. Their licensee Stomp did claim to have one that worked for Windows Xp but I

never had much success with it. Now the latest update gives an error message that the disaster recovery utility will not work with SP1 installed.

Drive Image, the other backup program I use, will not directly write to either CD or DVD. Backing up an image file to another partition or hard drive and then copying to DVD does not appeal to me. Ghost has never worked well for me since Norton acquired it. Ah well, back to the drawing board. I downloaded just about every trial version of a backup program I could find. Most were eliminated from consideration because they either did not have a disaster recovery utility or did not write to DVD or both. I refuse to go with a recovery plan that requires you to reinstall WindowsXp, then install the backup program and then restore everything. There are just too many opportunities for mismatched versions this way.

I finally settled on NTI Backup NOW! Deluxe as my backup program. This comes with two programs, Backup NOW for file backups and Drive Backup for imaging hard drives or partitions. Unfortunately, there is no equivalent to Drive Image's Image Explorer so you do need to use both backup methods. You can do incremental or deferential backups though. One neat feature is that with Drive Backup you cane make your image DVD or CD bootable and can restore the image from a cold boot regardless of the OS used of the partition format type.

General Meeting June 14
Orange Coast College
9:00 a.m.-12:00 noon
in Science Room #149

TIPS & TRICKS

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.

FUTURE MEETING DATES

★ June 14
★ July 12
★ August 9
★ September 13

the help I need from tech support. I find the PR person, briefly plead my case, and hope for the best. Most times I get service that's far superior than when calling the company's customer service or tech support line—and often miraculous. (And yes, I even do this anonymously using an e-mail alias, so they don't know about my writing background.)

Here's how I do it. I head for the company's website and dig around for the PR representative. If they're listed, it'll likely be either on the "Contact Us" or "About Us" page.

If you can't find that specific page or there's nothing about public relations, head for Google. Try it: In Google's search field, type everything in bold.
site:www.microsoft.com press
Substitute another company name for Microsoft and see what happens.

Google Experiments

Unfortunately, some companies refer to PR as Corporate Communication, Media Contact, or PR. (Oddly enough, few companies use "PR flack" or "PR flak.") Well, kids, Google is a powerful tool and if you know the right syntax, it can help you find the PR people, no matter where they're hiding. Try these Google combinations exactly as you see them:

site:www.microsoft.com pr
site:www.microsoft.com media contact
site:www.microsoft.com corporate communication
site:www.microsoft.com press release

There's no way around that it—you'll need to experiment with Google's syntax.

If you use quotes around key words, Google's forced to look for that exact string of characters. In the last example above, wrapping press release in quotes may get you different results. Ditto if you change press release to press contact. Try it.

As you begin honing in on your target, add a few more words and make substitutions. For instance, say you're looking for a press person to help you with SharePoint, MS's online collaboration tool. If you tried

site:www.microsoft.com "press release" sharepoint

you'd get lots of hits from MS's office in South Africa. Substitute press contact and you hit a few jackpots.

Become a Social Engineer

As you play around, be prepared to hit lots of dead ends. For instance, a buddy of mine was having trouble with his Toshiba notebook. I volunteered to help and used my Google tricks on Toshiba's site. I was quick to find a page full of Toshiba Press Releases. Unfortunately, it showed only old press releases. But down at the bottom was pay dirt: A link that said "Back To Main Press Release Page." I didn't find a PR person for notebooks but did find two contacts that might lead me to the right person. The first was a public relations contact for another Toshiba division, LCD screens; the other was a list of three people at Toshiba's outside PR firm.

My next step was to write to each person and ask if they could connect me with the right PR person, someone who deals with Toshiba notebooks and laptops. I didn't offer a reason why I was asking—I didn't want to let them know I was about to start kvetching. And I wrote them individual e-mails because if I wrote to them all in one e-mail, there's a chance one person might write back and say that they couldn't help; I didn't want everyone to see that.

My first dose of bad news bounced right back at me: none of the outside PR e-mail addresses were any good. But the Toshiba LCD screen guy was pleased as punch to supply the name, e-mail address, and phone number of the right PR person at Toshiba.

Case Pleading

The story ends pretty well. My buddy wrote to the public relations person. He pleaded his case and the PR person was able to get Toshiba to replace the hard drive. The key ingredients in his persuasive e-mail and phone call:

Don't threaten: Explain how you've tried your darndest to work with customer service and tech support. But they were adamant and refused your requests.

Show loyalty: In this economy, most companies will do their best to get a new customer—and keep an old one. Make sure you let the person know how much you want to remain a customer.

Try bargaining: If you're willing to help me make this right, you say, I'll do my very best to tell everyone I know how helpful and cooperative you've been. Of course they know the implication—you'll tell everyone what junky products the company produces. But don't say it. No matter how much clout you may have, bullying doesn't always do the trick.

Beseeching: The product is what I rely on to do my work, you can say, and I beseech you (okay, they won't understand that—use implore, or even beg) to help me get it fixed.

Move it Up a Notch: Often a PR person will tell you that their hands are tied. Ask if you can talk directly to the person who did the tying. Often you'll end up talking to a product manager who can make things right with a quick e-mail.

If you think about it, these methods will not only work with computing and software companies, but with practically any product. In the meantime, my dogs are snubbing their Science Diet kibble so I'm off to find a four-legged PR person.

_____

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 his Home Office columns at

http://snurl.com/homeoffice

and sign up for the Steve Bass online newsletter at
http://snurl.com/signup

This article is brought to you by the Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member.
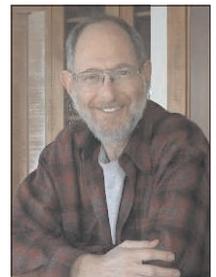
EasyRecovery Lite

From Ontrack

By Terry Currier

After the review I did of the EasyRecovery Professional by Ontrack, I was really impressed. It is a great program that, when you need it, is well worth the money. The only problem with it was the cost at $499. Even though you know it's needed, the cost holds you back. Now Ontrack, with its well-deserved reputation for recovering data from failed hard drives, can still help. EasyRecovery Lite will do the same great job of recovering deleted files as the Professional, but for $89.

Okay, obviously it is not going have all the capabilities as the Professional. What it does not have is Disk Diagnostics, or Email (Outlook) Repair. The other important limitation—it will only recover up to 25 files at a time. That really is not so bad, since you can just start it up again and recover more (assuming you have more).

Each of the modules in EasyRecovery Lite do a read only first and then display what they found to the user. Nothing is done until you look and choose which you files want to recover. So there is no worry of further loss using it. Each module has automated wizards that walk the user through the recovery. It will give you a rating for the chance of recovery. There are other ratings, but these are the main ones: G means the file appears to be intact and in Good

condition. D means the file appears to be Deleted, and X means the file appears to be cross-linked. Even if it states the condition is X, you still have a chance of recovery. This is especially true if the file was a Word or text file. After the scan, choose files you want recovered individually or, if you lost an entire folder, just click to recover it and all the files within.

In the Data Recovery section there are five modules.

StandardRecovery helps you recover from partitions, virus attacks, and other major file system corruptions. Scans done through it are very complete, going from block to block on the drive. It will take time. It took about 20 minutes to scan my old 40Gb drive, which does not have many files left on it and I have defragged it more than once. In fact, after I recovered some of the files, I defragged the drive again and still was able to get a lot of files back. By the way, my main drive is partitioned with Windows XP NTFS format while the old drive is a Windows 98 FAT partition. I had no problems with either. I was even able to recover the MSDOS.SYS hidden system file from my old drive.

DeletedRecovery will give you quick access to deleted files, and has different options for scanning a partition. It scanned my drive and presented deleted files to me in less then a minute. You can perform a quick scan, or a complete systematic scan for deleted files. You also have the option to enter a File Filter string either with or without using "wildcards." For example, you can have it look for the Word file you deleted by specifying the name of the file or *.doc. This will speed up the scan. The default scan option is a

quick scan of the partition, which uses the existing directory structure to find deleted directories and files. The complete scan option will search the entire partition looking for directories and files, and takes much longer. If you deleted an entire directory with several sub directories and files, you will probably need to perform a complete scan. There is a viewer with the modules. The View File button will allow you to view the selected file in its native format. For example, a Microsoft Word document will be displayed in the native Word format as if you had the file open in the Microsoft Word executable. This really helps to make sure you un-delete the correct file if you are not sure. If you are able to bring it up and can view it you will definitely be able to recover the file.

FormatRecovery helps you recover files from a hard drive that was formatted. This type of recovery will ignore the existing file system structures and search for structures associated with the previous file system. It can look at the file data on the formatted partition and recover them.

RawRecovery allows you to scan severely corrupted partitions for files using a file signature search algorithm. This tool will help you recover files from a partition with damaged directory structures. It will read all sectors on the disk sequentially (sector-by-sector) looking for specific file header signatures. It will typically recover small files that are stored in one cluster, or larger files stored in consecutive clusters on the disk.

EmergencyDiskette helps you to create an emergency boot diskette. This is a bootable diskette, which help you to recover data from a partition even if you cannot boot to Windows, including Windows 2000 or XP. The diskette includes a DOS-based version of the Data Recovery engine used in the Windows tools.

The File Repair section has two modules: **WordRepair** and **ZipRepair**. After you have recovered Word or Zip files you may find that they are still corrupt. Run the files through these and you can repair them.

Removable disk

For a floppy disk, the DeletedRecovery module works fine. To recover deleted digital pictures from a CompactFlash, I had to use RawRecovery as the others could not find them. I was curious about the new flash drives. They work just like a hard drive for transporting files. DeletedRecovery works just fine to recover files from them.

For those not familiar with the design of the File Allocation Table (FAT), a deleted file is not really deleted. When you delete a file, the operating system merely marks the space that was taken up by the file as now open for reuse. Recovery programs look at the FAT to see where the file was and attempts to bring them back. NTFS format works in the same manner. Even if you have deleted it and emptied out your recycle bin, the space where the file was is still there and, therefore, the file is also—that is, until the space is reused. That is why if you find you did error in deleting a file, you need to recover it right away. The more you add more files, or especially if you defrag your
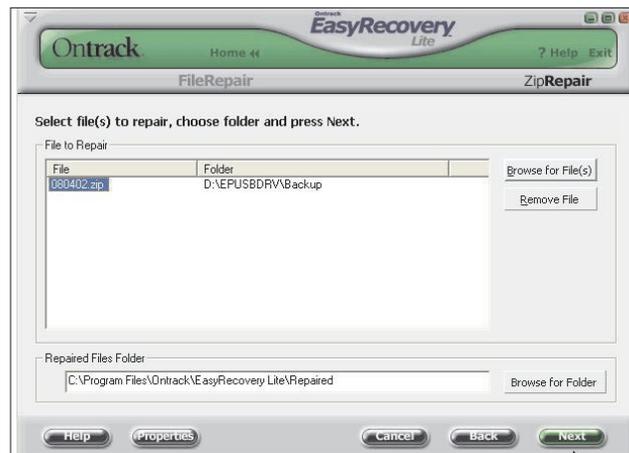
computer and move everything up, the less chance you have for a complete recovery.

Some reminders here. If you keep your drive relatively well defragged, it makes it easier to recover a deleted file. It is not a utility to bring a hard drive back from death. It is for the recovery, or repair of files from faulty hard drives. EasyRecovery Lite is sold directly as a download at the Ontrack web site

http://www.ontrack.com

Downloading and installing it on the same drive you need to recover files from hinders your chances. Therefore it behooves you to be ready in advance if you think you may need to recover a lost file (everyone does at sometime). Get it and install it before you have the problem. You'll be glad you already have it. For your best chance at recovering lost files, this is the best.

Excuse my drool
President's message

By Terry Currier

If you see me drooling please forgive me. The UAW (United Auto Workers) have in their contract with Ford an amount of money set aside for education. Part of that is put into the SEP (Special Education Program) at each facility. The lady who runs the program for our facility has been told she has a budget of $78,000 that she has to spend by September, and then it starts all over again. She came to me for advice on what to get. So here I am like a kid in a candy store thinking about what to get. So far we plan on getting new computers, including a laptop, digital camera (probably

two), wireless network, all-in-one scanner printer copier setup. Right off the bat, I wanted a new projector, but I'm also thinking along the lines of a big 48" or more plasma screen (yeah, for the class right!).

My manager's inkjet printer broke, and he was wondering which printer to get. I asked him if he was willing to spend more money for a all-in-one printer and he loved the idea. I brought the Epson CX3220 printer for him. It is set up now and within a week another manager wanted one of the same. It will be interesting to see how many others "break down" in order to get a new printer.

Fun in the Sun and Computers, too!

by Judy Taylour

It's time to register for the 10th Annual Southwest User Group Conference being held August 8 through August 10 at the Mission Valley Hilton in San Diego.

As usual, planned activities include workshops on Saturday and Sunday; vendor-sponsored presentations & meals; a Saturday evening Vendor Faire (bring your meeting calendar to this activity); numerous prize drawings; as well as up close and personal time with participating vendors. There will be newsletter and web page contests (sponsored by Adobe) for all user groups with members in attendance. You can sign up for the web site contest via e-mail and download the newsletter entry form to mail with your newsletters. Please check the website

for criteria, entry deadline and how your group can enter the contests. CatalogStudio.com is also sponsoring a contest to see who can design the "best" two-page DigitalWebBook using DeskTop Author. More details about this contest when you receive your registration confirmation e-mail. All attendees will receive a t-shirt and Welcome Kit, the latter stuffed with all sorts of promotional material, most with special pricing. We'll be having dinner and a presentation sponsored by Adobe on Friday evening, as well as announcing the newsletter & website contest winners; Sunday lunch & presentation by Microsoft. Check the website

occasionally for updates to vendors, workshops, etc.

User groupies will have an opportunity to interface with user group leaders having similar interests to share ideas and experiences, as well as solutions to problems

The conference registration fee is $40 per person, if paid by July 25. If registered and paid between July 26 and August 1, the fee is $50; August 2 through the conference date is $60. Your conference registration fee includes admittance to all workshops & the Vendor Faire; meals and vendor presentations; the Welcome Kit and t-shirt.

The Hilton is offering attendees a special group rate of $99.00, single or double occupancy. To make your reservations, call their toll-free reservation number (800.733.2332) by July 24 and identify yourself as attending the Southwest User Group Conference.

Please complete the registration form attached to this email as a PDF and mail it to Judy at the address noted on the form.

We hope to see you there!

Judy Taylour (judy@swugconf.org - registration, workshops, newsletter/web contests, volunteers) Patricia Hill (patricia@swugconf.org - vendors / sponsors / hotel liaison) Co-chairs, Southwest User Group Conference

PowerQuest Announces New Drive Image v7

email from Gene Barlow

PowerQuest just announced Drive Image v7 and we are announcing our new "Backing Up your Hard Drive" training CD. Both of these new products can be ordered at our great user group discounts from our secure web order form at http://www.ugr.com/order.

You will need to enter the special code of USANNDI7 to get these special prices. You can order Drive Image v7 for only $35 and our "Backing Up your Hard Drive" CD for just $15. Drive Image v7 will be available in mid-June and our new training CD will be available in July. Order now so you will receive these outstanding new products just as soon as they are ready.

Drive Image v7 is a significant new release of this award winning backup utility. This powerful new version can backup or restore your hard drive entirely in the background of your Windows 2000 or Windows XP system. Backup images can be saved on local hard drives, external USB or Firewire hard drives, network drives, and many removable media drives including CD or DVD burners, ZIP or JAZ cartridge drives, and SuperDisk or Magneto-Optical drives. A full description of this new release can be found on our web site at http:// www.ugr.com/products.html.

This is one utility that you should have and use on a regular basis.

The documentation that comes with Drive Image v7 does an adequate job of describing the various software functions, but it does not help you select from the many backup approaches that are available. Our training CD will cover these missing areas as well as give you many practical hints and tips on how to backup your entire system. The CD will also show you actual examples using Drive Image v7, Drive Image 2002, and DataKeeper v5 making the use of these products much easier. This training CD is a must have companion to these excellent backup utilities.

You can also check out our other products available to you at our excellent user group discount. We are offering a special bundled price of PartitionMagic v8, Drive Image v7, and both of our training CDs for just $89. That's a super deal that you won't want to miss.

Homeland Security on the Net

By Ira Wilsker

There have been a lot of hoaxes and urban legends mixed with the facts about our current threat level, and things that we as citizens can do to protect ourselves. At a time like this, it is imperative that we get our important and critical information from reputable sources, and not from spam emails or rumormongers.

The U.S. Department of Homeland Security (DHS) has set up a website at http://www.dhs.gov where the latest news and information on the topic can be found.

A variety of topics are available from this official source, including information on the new "Operation Liberty Shield." According to the DHS web page, "Liberty Shield is a unified operation that integrates selected national protective measures with the involvement of federal, state, local and private responders and authorities from around the country …. Operation Liberty Shield is a comprehensive national plan designed to increase protections for America's citizens and infrastructure while maintaining the free flow of goods and people across our border with minimal disruption to our economy and way of life. Operation Liberty Shield is a multi-department, multi-agency, national team effort." Included in the "Liberty Shield" statement is information explicitly on increased security at our borders, stronger transportation protections, and ongoing measures to disrupt threats, greater protections for critical infrastructure and key assets, and increased public health preparedness. Detailed information about these and other important topics is available on the DHS site.

Many of us are justifiably concerned about possible personal threats from terrorists. From the "Threats & Protection" link on the DHS site is comprehensive information compiled from a variety of resources, including the FBI, CIA, National Security Agency (NSA), Drug Enforcement Agency (DEA), the Department of Defense, and other resources. On this web page is also information explaining the Homeland Security Advisory System, which, as I type this, is at "Orange – Threat Advisory High – High Risk of Terrorist Attacks." Advisories are also posted on cyber-risks, and other public health and safety threats. Tips are available for home and community protection, schools, computer protection, and the mail service. Threats from biological, nuclear, and radiological resources are also included. Risks encountered by our telecommunications, power, water, and other utilities are discussed, as well as possible threats to our transportation system, and our agriculture. Financial threats, such as counterfeiting and credit card fraud, as well as identity theft and other financial threats are explained, and precautions to protect against such risks are disclosed. Potential threats to leadership and symbolic targets are posted.

An affiliated website from the DHS is online at http://www.ready.gov With the heading "Terrorism forces us to make a choice. Don't be Afraid – Be Ready," this site contains a variety of personal protection resources, including emergency supplies, emergency planning, and information resources. Details on appropriate emergency supplies needed in an "Emergency Kit" include food and water, air quality and safety items, materials necessary for first aid, a supply checklist, and special needs items. The special needs' listing includes items for babies, family medical needs such as prescriptions, contact lenses and accessories and eyeglasses, dental needs, and related materials. Some seniors and disabled individuals may also have special emergency requirements, such as communication and mobility necessi-

ties that must be provided for in times of emergency. Appropriate additional resources are listed, with links on the web page.

The necessity of an emergency family plan is explained, including information on what to do if a terrorist attack or natural disaster occurs while at home, school, in a vehicle, or in a high-rise building, with an emphasis on "common sense" planning. Information on decision making about whether to evacuate or stay at home in a time of crisis is also included.

Critical information on a variety of explicit threats, and what to do in the event those threats become reality is listed. The types of threats covered include biological, chemical, explosive, nuclear, and radiological.

For those wanting a detailed printed brochure on this information, the DHS has a comprehensive one available for download on the ready.gov website, titled "Preparing Makes Sense. Get Ready Now." This brochure is illustrated and in color, prepared in the Adobe PDF format, and suitable for local reproduction and distribution. Alternatively, the brochure is available for free in a published format by calling 1-800-237-3239.

If anyone is interested in being trained in dealing with these threats, or wishes to volunteer for community service, links are available on the ready.gov site.

Other useful and related official links are available on the ready.gov site. These links include

Centers for Disease Control and Prevention Public Health Emergency Preparedness and Response
http://www.bt.cdc.gov

Department of Education Emergency Preparedness Plans for Schools
http://www.ed.gov/emergencyplan

FBI
http://www.fbi.gov

Department of Health and Human Services
Disasters and Emergencies
http://www.hhs.gov/disasters

Disaster and Terrorism Help
http://www.disasterhelp.gov

Environmental Protection Agency Emergency
Preparedness
http://www.epa.gov/ebtpages/emergencies.html

Federal Emergency Management Agency
http://www.fema.gov

and other similar links.

Unlike any other major threat previously faced by our country, the Internet has now become a valuable resource of reliable information that may literally be lifesaving. As has been said many times in the past, "information is power," and in this case, information may mean survival.

My personal feeling about both drive imaging and file backup is: Do it often and keep several sets of each. Also remember Murphy loves computers. As long as you have adequate backups you will probably never need them. But, go without them and you will desperately need to restore a lost or corrupted file or a critical file needed to run your computer. The time spent creating these backups is, by far, much less than that needed to reinstall and update files and programs, and also insures against massive data loss. If you backup only once a week, all you might lose is that data entered since the weekly backup. At most seven days worth. If you don't backup you lose all.

I never did get to discuss the other programs I run on HAL. That will have to wait for another time and column. Maybe next time unless something else comes up and sidetracks me.

REVIEW

# Altec Lansing 221 Speakers

By Terry Currier

Altec Lansing has long been known for making great speakers. I always liked the way they looked and sound, and wanted to buy a set. At the last computer swapmeet while going around I brought a set of Microlab quad speakers and subwoofer. Yes, I did want the Altec Lansing but they were more money and these sounded good there. Bringing it home and setting up here was another matter. It wasn't hard; it's just that I did not really get great sound from it. Just enough to not take back for my money.

Altec Lansing is now getting down in prices, but not quality. One minute after trying the set of Altec Lansing 221 speakers with my notebook computer, I took the Microlab set down and replaced it with the 221 set. The only thing missing on it is a bass control, but there is plenty of bass coming from it. It sounds great, and is great looking, too. It is a three-piece system consisting of a subwoofer and two 3" speakers. Music and gaming sounds both come through loud and clear. I know, because my wife came in and asked me to turn them down so she could sleep (spoil sport).

- 20 Watts Total Continuous Power RMS (2x4.36 W/Satellites; 10.5 W/Sub)
- 50 Watts Total Peak Power
- Compact Subwoofer
- Built-In Controls
- Headphone Jack
- Color-Coded Cables
- Shielded Satellites speakers
- MSEP is $49.95
- Comes with a one year warranty 7-day-a-week support.

http://www.alteclansing.com
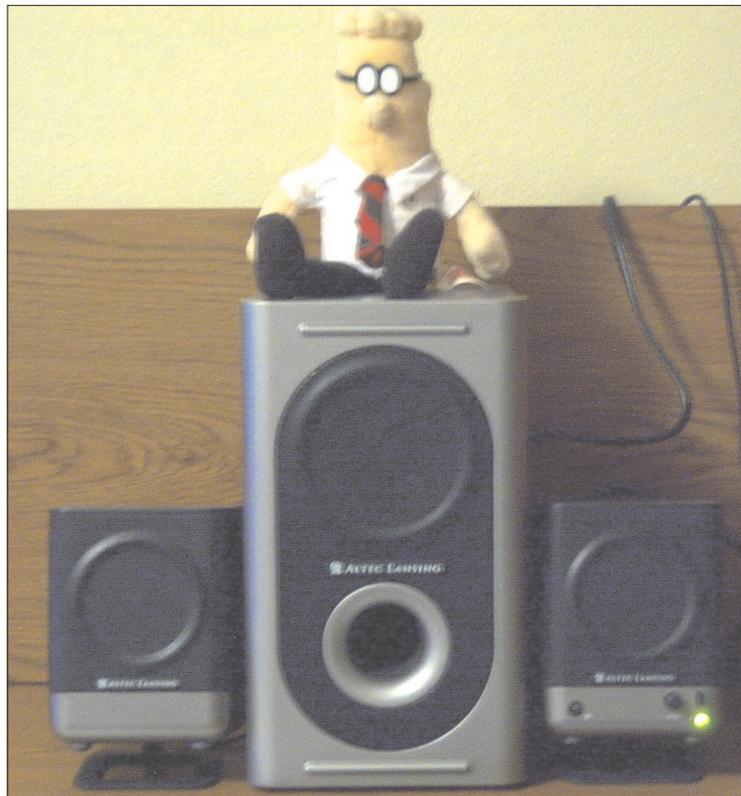
Tech Talk

by Brian Jacobs
Coastal Area Users Group
Corpus Christ, TX
brianjacobs@yahoo.com

This month's subject is the trials and tribulations of doing simple things with a Windows computer.

My wife wanted some pictures off our web site to send to her grandfather, who doesn't own a PC. Seemed a simple enough request. Since I produce the web site on my "Purple Haze" Win NT box, I thought I would use it, without thinking about the problems this might engender. It was easy enough to bring up Dreamweaver and then copy the pictures over to Word. There I discovered that you are extremely limited as to where the pictures would be placed, leaving enough room for text explanations of each picture.

No problem, I thought, I'll just fire up MS Publisher and then place the pictures where I wanted them, leaving text boxes for position holders. Thought I might even show my wife how to use Publisher to type in the text, rather than write it out by hand after printing. Of course, when I went to browse for the pictures, I get an error message from Publisher to the effect that this part of Publisher is broke — did I want to repair it. Sure, why not. Went through my CD's to find the install disk for Office 2K, put it in and was then told that it was the wrong CD—please insert the proper disk. I think the name it is looking for is data2.msi while my CD insists the file is called Data2.msi. Did you see the difference? Took me a few tries, I'm slow, but one is in caps and one isn't. So no repair this time. And how Publisher screamed and threatened when I tried to not repair it, with dire warning of impending program failure if I didn't repair it Now!

So far so good, but now the problems mounted. I was going to browse for the Save as location, intending to put a copy on hard drive, then another on a floppy. It was only two pages and 10 pictures so the file shouldn't be too large. Wrong! Turns out the file is way too large for a floppy, even in zipped format. No prob, I'll just burn a CD. No, that won't work. I have an Iomega CD-RW that I got on special at CompUSA a few years back after being told by both Iomega and CompUSA that it would run under NT. Of course, it didn't. Runs fine under Win2K but not NT. Which meant breaking open the box, installing my Win2K drive, changing jumpers and slaving the NT drive and then burning the CD. Instead I decided to send the file email. Yahoo chocked twice on attaching the file, so I went to my ATT account. After waiting a long time for the file to attach here, I decided that the easy way to print this file was to crawl under my wife's desk and unplug the printer, attach it to Purple Haze and print it, then put it back on her machine.

After looking at what I would have to move to get the printer cable out from behind the desk and fling cabinet, I decided to just move over to her PC, using the backup CD of the web site. Discard the file on Purple Haze, end the Internet connection and redo everything on her PC.

I am almost positive that next month's column will be the hoops I learned to jump through as I try to network several boxes, to prevent this type of problem in the future, Of course, I could buy another printer, but that would be too easy. And her printer works perfectly well for what little printing we do. Maybe go wireless network? Nah, to much money for wireless this soon after the holidays. Think I will get a 5 port hub, a few Cat 5 cables and a few LinkSys or 3Com 10/100 cards to install. Then I can have Purple Haze (Win NT), my Dell laptop (Win2K), my wife's PC (also Win2K) on my own mini network. I'll also install my Win2K HD in Purple Haze and make sure that connection also works. And I won a copy of Win XP Pro at the CAUG holiday party, so I think I'll find a spare HD and install XP on Purple Haze and network that. Humm. That means two network cards and drivers, three OS's, a mini-hub and my laptop. Should be a breeze... Go on, just shoot me now…

June 14 – 9 a.m. to 12 noon
Orange Coast College
Science Building Room #149

Windows Tips and Tricks

with Terry Currier and Steve Dela as the tricksters...

PIG sig afterwards. at Daphne's Greek Food...on Harbor Blvd.

W#NNERS
WINdows usERS

P. O. Box 9274
Newport Beach, CA 92658

SAN DIEGO FWY. **405**

ADAMS AVE.

ORANGE COAST COLLEGE

Science Bldg

HARBOR BLVD.

MERRIMAC PARKING

Lewis Center

Room #149

FAIRVIEW DR.

P

MERRIMAC WAY