

# W WINNERS

## Wotepad

WINDOWS USERS JULY 2003

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## Bits & Bytes & Xp

By Siles Bazerman



I know, last month I promised I would go over the programs I use on HAL, but I got sidetracked. I have spent most of my computer time reviewing (read: playing with) backup programs and disk imaging programs. I will go over them in terms of how they work on MY computer and how I liked them. This is not an unbiased review as I have very strict wants and some different hardware than many of you.

My first requirement is that the program works for me on HAL and gives a verifiable backup. It must work flawlessly every time. I cannot afford to have my backups flawed or failed to restore exactly as it was prior to the backup. Second is ease of use, preferably unattended. Third is speed, important, but not too high on the list, as I like to turn the program on and go to bed. The backup should be ready in the morning. Also wanted is a disaster recovery program which would restore from a cold boot to an empty hard drive.

They should work with my DVD plus writer, not all do, even though they say they do. As I mentioned last time, I do not want to back up to a removable hard drive or use tape backups. I want to have random access to the files, not sequential. So far no one program has met all the conditions I have set. Some did come

close though. I immediately disregarded those programs that would not write or read from my DVD drive.

The ones I will review do not represent the entire field but only those that have a free “try-before-you-buy” program and seemed the most viable. They will be covered in no particular order. I am not organized enough to list by preference.

Stomp (Veritas) Backup MYPC works well. It is fast and accurate, and will write to almost any device. There is a disaster recovery utility that worked well in Windows98, flawed in WindowsMe, and does not work, according to Stomp, “with the version of SP1 you are running.”

NTI Backup Now 3 and Drive Backup 3 are two programs that work together. Backup Now is a somewhat slow backup with only one level of compression. It will write to DVD Plus and Dash as well as to CDs. Drive Backup is a stand alone disk imaging program. It will write to HD, CD, and DVD. It is a little slow and has rather skimpy documentation. These programs work in windows and skip some files consistently, although they appear to be mainly log-type files.

Avantrix Backup Plus will write a verified backup to all removable media. DVD and CD must be formatted for packet writing. No

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## SPAM – Bane of the Internet

By Ira Wilsker

I hate it; I absolutely hate it. I open my email in the morning and find up to 100 email solicitations offering illegal cable TV descramblers, cheap prescription drugs without a prescription, devices and treatments for “personal enhancement,” university degrees without attending class, voyeuristic opportunities, and the infamous offers of easy riches from the family members of deceased Nigerian dictators. I can typically spend over a half-hour daily deleting this trash. Most of us find the “unsolicited commercial email” a mere nuisance, but to our internet service providers it has become an expensive proposition to process this “spam” email, as it steals internet bandwidth, hard drive space, and processor time, with the costs passed on to us subscribers. What may even be worse is the blatant fraud and criminal

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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<br>& PhotoPaint | Sunny Lockie           | 949-644-0103 | 6-10 p.m. weekdays<br>9 a.m.-10 p.m. weekends |
| Hardware                            | Jonathan Means         | 714-542-1653 | 6-9 p.m.                                      |
| Internet                            | Cathy Grammer-Margolin | 949-645-5950 | 6-10 p.m. & weekends                          |
| Novell, NT & Networking             | Jonathan Means         | 714-542-1653 | 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<br>9 a.m.-10 p.m. weekends |

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

# ENIGMA

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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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Website: <http://windowsusers.org>

## FUTURE MEETING DATES

- ★ July 12
- ★ August 9
- ★ September 13
- ★ October 11

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## **SPAM**

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solicitations that many of us experience.

According to a report released by the Federal Trade Commission on April 30 ([www.ftc.gov/reports/spam/030429spamreport.pdf](http://www.ftc.gov/reports/spam/030429spamreport.pdf)), much of the spam mail we receive contains false claims as well as other deceptive, and probably illegal, content. To determine the degree of proliferation and deception in spam, the FTC created what appeared to be private websites containing unique email addresses only used on those sites, and posted material in popular newsgroups and chat areas, again using unique email addresses. During the collection phase, over 11,000,000 spam emails were sent by citizens, or received by the “dummy” email addresses created for this purpose. Since many internet users wonder where and how spammers get their email addresses, the FTC found that 86% of the email addresses used on their websites and newsgroups were harvested and resold by spammers. The FTC also tracked the success rate of the “remove me” links commonly given by spammers, and found that 63% of the remove requests were not honored. The FTC also found substantial misrepresentation in the sample emails analyzed, including false “From:” and “Subject:” lines, often clearly intended to trick the recipient into opening the message. Many of those messages (17% of “Adult” spam with false headers) would then display pornographic images without any regard to the age or emotional status of the recipient.

In the analysis of about 1000 spam emails, the FTC found that 20% of the emails were for what the FTC labeled “Investment or Business Opportunities,” including such offers as work-at-home, franchise opportunities, chain letters, and other non-securities offers. “Adult” spam, consisting mostly of pornography and dating services, accounted for 18% of

all spam, while “Financial” spam, consisting of credit card offers, mortgage refinancing, cheap insurance, and other related items composed 17% of spam. Close behind were “Products and Services” (16%), “Health” related spam offering dietary supplements, disease prevention, and physical enhancement (mostly sexual in nature) accounted for 10% of all spam. Only 7% of the spam was for computer or Internet related equipment or services. It should be noted that all of this spam received by the FTC was indeed unsolicited, and not in response to an inquiry made by FTC staffers, even though many of the emails claimed (falsely) to be a reply to an inquiry, or the result of signing up for an “opt-in” service.

The FTC also investigated the accuracy of the email headers, and found that one-third of all spam mail had false “From:” lines in an attempt to disguise the source of the email. Almost half (46%) of the spams with false “From:” lines appeared to be from an acquaintance of the recipient, apparently to trick the recipient into opening the message. Another 13% of these emails appeared to come from an established business relationship, and 14% had blank sources. Some spammers (3%) try to trick the recipient into opening the messages by showing that the message appeared to be from the recipient himself!

The “Subject:” line of spam was only slightly less deceptive; with 22% of spams containing false subject lines, with one-third of those having a stated subject totally unrelated to the content of the message. 42% of these false subject lines alleged to show some existing business or personal relationship with the recipient. Cumulatively, 44% of all spam mail had false “From:” and/or “Subject:” lines. Personally, I do not understand how anyone could transact business, including possibly sending credit card information, to an unknown individual who is lying about his true

identity; that is a real setup for fraud and loss.

The body of the message also often contained deceptive information, with 40% of all spam mail containing one or more falsehoods in the content of the message; of those messages touting “Investment or Business Opportunities”, a full 90% contained false information, while 49% of the “Health” spams had falsehoods. 47% of the travel and leisure related spams contained false information. Considering the “From:”, “Subject:” and body of the spam mail, the cumulative number of false emails rises to 66%, with 96% of all “Investment or Business Opportunities” containing misinformation. Again, it amazes me that so many Internet users are gullible and fall for these deceptions. Despite some states requiring commercial email to contain the prefix “ADV” in the subject line, only 2% of all spam complied.

Then there are the chain letters, which often claim to be legal, even to the point of being endorsed by government agencies. According to the FTC, “Nothing is further from the truth.”

It may get worse—spammers are now targeting our cell phones, and most of us pay to receive text messages, shifting the cost of spam almost totally to us, the recipients.

There is no restriction against any non-profit group using this article as long as it is kept in context, with proper credit given to the author. 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.

# The 50 Biggest Computer Mistakes

## By Kim Komando

(and how YOU can avoid them!)

Reviewed by Terry Currier

**K**im Komando is the host of The Kim Komando Show, a top-10-rated radio talk show with 7.8 million listeners every week. She is also a syndicated columnist, appearing in over 100 newspapers, including USA Today. She also writes a technology column for small business on Microsoft's bCentral Web site. In addition, she publishes a weekly e-mail newsletter that has more than 400,000 subscribers, and she is frequently asked to appear on network television, including CNN.

Getting the nit picking out of the way... Upon installing an icon is put on the desktop without asking (hate programs which do that) and not on the start menu. While it is supposed to be a CD-ROM talking about computer mistakes, make no mistake—this is set up to be a advertisement for her show and website. You can see it in the fact that her web sites links, picture, and information about her are very prominent. The box about the computer mistakes takes up less than a quarter of the window. Also she includes 14 pictures of herself in different poses from which you can choose to use as wallpaper for the computer. She is a good looking woman, but what is the purpose of the pictures other than to remind you of the radio show? The title she has taken for herself, by the way, is "the digital goddess." Hey, I told you she was good looking.

Kim writes of the most common mistakes computer users make. The mistakes covered are made by

advanced users and beginners. However, the book/ CD-ROM is more for the beginner, as the advanced user knows most of the items, and yet still will make mistakes. Being on CD-ROM makes it handy in for going back to reference anything. I'll list ten of the tips. (Can't let you know everything.) All of them are good sound advice which computer users should do.

- Not unplugging your computer in an electrical storm
- Not registering software
- Not knowing what is really inside your PC
- Not formatting with NTFS when you install Windows XP
- Not closing Windows properly
- Not installing, updating and using anti-virus software
- Not making any backups
- Using the wrong monitor settings
- Not storing deleted items in the recycle bin
- Not dumping .tmp files

The information is given to you in a displayed format—Adobe Acrobat. If you don't have Acrobat Reader on your computer already, it is included on the CD. You can also have it read to you if you wish. Kim will read the tip through your speakers. If you do that, still do look at the tips, because there are often bonus tips on the bottom. There is a search capability so you can look for certain information but not spot it in the titles. Take a look at the

different links presented. She lists some very good shareware programs. You can also consider signing up for the tips sent to you. I did and some really useful information was passed on. If you want to listen to her radio show in the Los Angeles area, tune in to 97.1 FM on Saturday 7-8 a.m.

### Other books by Kim Komando

*1001 Komputer Answers from Kim Komando*

*AT&T Worldnet Connection Kit & Tour Guide*

*Business Letters Made E-Z*

*Cyberbucks : Making Money Online*

### Summary

Is it worth it? Well, you have to judge that on your own, based on how well you know computers. For a beginner, it can really make sense. It can be a good gift to someone who is always bugging you for computer information.

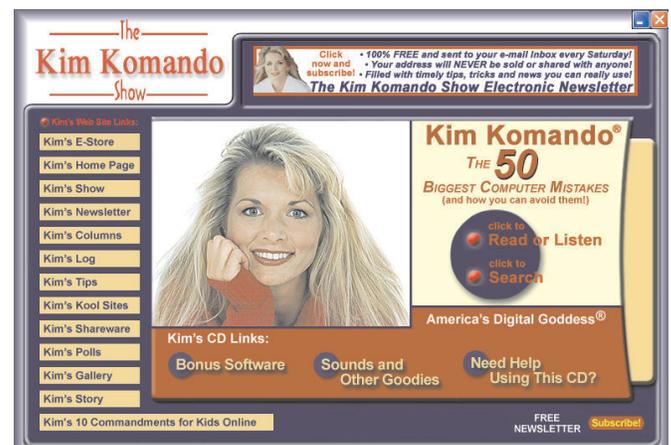
Author: Kim Komando

Publisher: WestStar Merchandising, Inc.

Copyright: 2003

Cost: US\$19.95

<http://www.komando.com>



# Siegel Reports

*This month George Siegel tackles dumb applications he can do without, provides a way to prevent virus attacks, and tells users how to avoid hoaxes.*

*By George Siegel  
PIBMUG's Special Correspondent*

## The Sorry State of Software...

For the last six months or so, I've become increasingly irritated by the ever growing amount of junk that comes with every new software release. You know what I'm talking about—registrations, cookies, tray icons, background processes, pop-up screens, newsletters, affiliate programs, ad infinitum.

At first, I thought maybe it was just me; heavy workload and all that. Then, a couple of weeks ago, I helped an old friend set up his new PC and I reinstalled all of his 1997-vintage software including PhotoShop, PageMaker, MS-Office and a half dozen other major apps. I finished in record time. No hassles, no online anything, no sales pitches. It felt great.

Then, over the next few days, I had to deal with the following:

A PC that had suddenly slowed to a crawl after the installation of the 164MB printer driver. (Yes, 164MB of "full printing system" on a \$99 inkjet printer.) I replaced it with the 1.12MB file version from the vendor's website and all returned to normal.

A cheesy checkbook program that analyzes your entries in order to make recommendations on how to get out of debt, and apparently is in a position to offer you a bank loan. George Orwell would be proud.

A new computer that had no Internet Explorer and no Internet Connection Wizard. The two choices

were to sign up for—and launch—the preloaded AOL or the preloaded DellNet. My cable-connected client didn't want either one. I finally found Internet Explorer as a hidden file and set up the necessary icons but it was a sad waste of 45 minutes. And of course there were the usual viruses, spyware, pop-ups, etc.

In the midst of all this, I realized the cause of my frustration. My role has traditionally been to "add" software and configuration elements to make a computer do that which a client needed. Today's software does too much. (When was the last time you needed to embed a sound file in your Word document?) I now spend my time loading additional software to block or remove features that no one wanted in the first place. This is nonsense and we shouldn't be accepting it.

So here's where you come in. As user group members, you've probably tested more versions of more apps than most users. Make a list of the most recent, stable versions of all the various applications that don't have all the junk features. The minimum requirements are that they be Y2K compatible and run on 32-bit Windows. Once you have the list finished, you can make it clear to your computing buddies that there is simply no reason to ever pay for newer versions of those programs until—or unless—the junk is removed, and any real needed improvements in functionality are needed.

## Here's where to start:

MS-Office 97 does everything that most businesses will ever need. No reason to buy anything newer. If your new PC has Word 2002 bundled with it, remove it and load Office 97. You'll never have to spend another dime for an office suite.

Quicken 2000 (or thereabouts). It's just a checkbook! Whatever version you have, keep it. If your new computer has a newer version bundled with it, delete it and load your existing version. It will run faster and work just fine.

Okay, you get the idea, right? It will give you a great opportunity to tick off software companies while enhancing your user group position as champion of the little guys.

## Hey, Protect Yourself, Willy!

You may remember the last time we had a beer, we briefly discussed the general gullibility of new and untrained Internet Users, and our ability, through experience, to quickly see through most of the scams and ploys one finds on the Web.

Recently, I was at the office of a client with about six employees, all of whom recently received e-mail accounts. In no time at all, they were receiving all sorts of spam. I learned that they had all been engaging in various risky activities including sending each other email greeting cards on a regular basis, each trying to outdo the other.

I explained that things such as e-cards are a no-no because they exist primarily to gather names for spammers. I went on to say that no one would spend hundreds of thousands of dollars to put up a sophisticated e-card system unless they had a way to recover their costs. And that even on the web, you can't get something for nothing.

Their response? The sites seemed friendly. Indeed the sites themselves as well as the e-cards have been created with a disarming, warm and fuzzy feel.

Then the client asked me how to make the spam all go away. I had to  
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tell them that it was too late. They had to either live with, and spend time and energy constantly fussing with spam blockers, or change their e-mail addresses.

I find that my admonishments to clients regarding safe practices are either ignored or rebelled against. It's probably that I'm pressed for time and tend to use a very direct approach ("Stop that, you idiot.")

The job of every user group member is to use your demeanor and verbal skills to present the best practices employed by experienced users in a positive, compelling way. Teach them what would be roughly the online equivalent to street smarts. The idea is to not only give users the needed information, but also to convince them that doing things correctly is much "cooler" than being duped by every ploy that comes along.

## Hey, I got a virus!

Want some golden rules to prevent getting a computer virus?

1. Don't trust any attachment; scan each one. (But what else is new...)
2. Update your anti-virus signature today.
3. Do a quick, free Internet scan with <http://www.comandondemand.com>

Or, if you use MS-Outlook and are tired of playing this silly game, then download and install the Outlook e-mail security patch, by itself or included in one of several other service packs. It blocks all conceivable active attachments and is nicely described at [www.slipstick.com/outlook/eseкуп.htm](http://www.slipstick.com/outlook/eseкуп.htm).

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# Fun in the Sun and Computers, too!

by Judy Taylour

<http://www.swugconf.org>

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

<http://www.swugconf.org>

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 <http://www.swugconf.org> 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.

We hope to see you there!

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

provision for disaster recovery other than reinstall WindowsXp and Backup Plus and then restore. Slow running and has only a fixed compression.

PowerQuest Drive Image 7 has just been released in June. It will create image files for all drives including the boot drive while in Windows. It works fine to my HD, and will cold boot with the original CD from PowerQuest. It will not write to my CDs or DVD although others report it working fine. It requires packet writing ability from your drive but will format the disk as needed. I tried writing to a HD and then copying to a DVD, both through Nero and also InCD. DI 7 could not read the files.

PowerQuest Drive Image 6 (2002) reverts to Caldera DOS to create image files. It will write to CD but not DVD. You can write to a HD in 600meg blocks and then copy to DVD. Using the boot disks you make you can boot with Caldera DOS and then restore from DVD. The same files can be restored individually from the DVD using Image Explorer. Works.

Acronis True Image came highly recommended but did not produce consistent results for me. It would produce an Image file that could not always be restored. It has an explorer function that allows restoration of individual files. I did not work with this one much to try to find the dependability problem as the documentation was rather poor. The program runs entirely in Windows.

Terabyte Unlimited offers both Image for Windows and Image for DOS. I really only glanced at this as it looked rather complex to set up and there are so many other choices out there.

Which program will I settle on? I do not know. I am still checking out more programs and have not yet

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# Identity Theft and the Password Problem

## Having Trouble Remembering Strong Passwords?

With the booming growth of the e-commerce industry, creating your personal identification and passwords are the recurring theme on many e-commerce sites. Many people tend to lose track or recycle the same passwords and personal ID for their bank accounts, credit card PINs, and other sensitive information. Research has shown password and identity theft to be one of the fastest growing crimes in the country, yet people have been slow to implement important safety measures on their home and business computers to protect themselves from unauthorized users.

Having your passwords stolen from you can compromise your financial and personal information and allow others to use that information to profit from your loss. Not only does the average computer user need to worry about password theft, but especially for those who are in the IT business and for companies who conduct a substantial part of their business on the internet.

Creating hard-to-guess passwords can provide greater security but can result in users writing their password down on notepads, planners or on post-it notes near their computers. This in turn creates even easier accessibility for unauthorized users to obtain your personal information. Regularly changing your password can help facilitate any unwanted access to your private information, but trying to keep up with what your latest password could be somewhat of a minor nuisance. Is it no wonder why people consistently make these mistakes when they're overwhelmed with 20 or more different passwords to remember?

Unfortunately, passwords can be guessed, and cracking easy passwords is mere child's play with the many password-cracking programs that are easily available for downloading. The time and cost associated with recovering your losses from unauthorized use of your information from theft can be daunting. According to the Internet Theft Resource Center, victims of fraud can spend over 175 hours restoring their reputation by having to notifying their credit bureaus, canceling credit cards and negotiating with creditors. So what is the solution to preventing these awful mishaps? A few years ago, Microsoft unveiled a security Internet service called Passport. This service allowed users to store their username and passwords on the Internet. But on September of 2002 a security flaw in their Passport service left 200 millions consumer accounts vulnerable to hackers and thieves. So what can you do?

## The Solution

Enigma II is advanced encoding software that allows users to safely store private information in the computer. Enigma II has seven levels of security. Even if the computer gets stolen with important computer accounts, or personal information inside Enigma II, the information is safe because it is always kept encrypted.

Developed by JP CyberTech, Inc., headquartered in El Segundo, CA, a company specializing in front-end security software application for personal and business solutions, lies JP CyberTech's Alpha-Encryptor, a powerful 800-bit encryption engine. This encryption engine gives hackers  $1 \times 10^{100}$  possible combinations to decrypt the information (by the way that's a one followed by 100 zeros!).

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**ENIGMA**

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**MORE-MORE-MORE**

Remembering your master password is relatively easy because it could be a word, a sentence, or even a drawing. It can be between 10 and 20 characters long. Because Enigma II accepts spaces, numbers and symbols, you or your employees could select master passwords just like: I love New York, my happy face :), [me + you] = us, :) , 1 + 3 = 25, etc.

“With Enigma II,” says Jeffrey Padin, Ph.D., Founder and CEO of JP CyberTech, “users only have to remember one master phrase, which will make them less vulnerable to the human factors that can jeopardize security. We designed Enigma II user interface for speed and simplicity. The necessary

buttons are self-explanatory and they are all located on the main window and contains no intricate menus that would take time to master.”

So for maximum protection against hackers, the Alpha-Encryption engine encrypts every field in every account with a different 800-bit encryption algorithm. It turns every word into a 100-digit number and all you need to remember is the master password to decrypt the information inside Enigma II. For more information, visit JP CyberTech’s website at [www.jp cyber tech.com](http://www.jp cyber tech.com) or call (310) 433-2864.

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**BITS & BYTES**

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found one that meets all my requirements. At the present I have DVD backup sets from NTI Drive Backup (Image), NTI Backup now (file backup), Backup MyPC. Drive Image 6. Stay tuned for future developments.

**SEE ENIGMA AT  
OUR GENERAL MEETING**

**July 12 9 a.m. to 12 noon  
Orange Coast College  
Science Building Room #149**

