

# New Style

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Newsletter of the LaCrosse PC Users' Group

volume 19 number 10

October 1999

## This Month: October 27th, in the Overholt 7PM

Bill Brockmiller of WEB4WEB Ltd.

There was an article in the March 1, 1999 Tribune about his business. He is a labor analyst by day and he provides technical support for computer users, designs web sites and he also has a service called "Web Babies" to announce baby's birth.

He will talk about customizing computers and the kinds of repairs that he sees. Bring your questions and problems.

## Holiday Meeting:

December 8 in the Overholt  
7PM

### Report from Comdex:

Sparing no expense, well hopefully some expense, Carol and I will be attending the biggest consumer electronics show of the year: Comdex in Lost Wages, er, Las Vegas. We'll report on the hottest new products and trends being showcased there.

## Elections

Yes, it's that time of year again.

Are you convinced your dog could do a better job running the LCPC than the current board, although he died two years ago?

Have you had it with the Mickey Mouse way things happen?

Well, put on your white cotton, three finger gloves and put your hat where your mouth is.

Stand for election!

Nominations this month, voting in December.

## President's Message

By Marian Havlik

We welcome the new members who joined at our September meeting. Our October program will be Bill Brockmiller of WEB4WEB Ltd., who will talk about his business creating websites. If you still have any concerns about Y2K be sure bring them up at the October and December meetings. Only 2 meetings left before the Big Day. *(Ah, I can see it now: a family, dressed in rags, sits around a fire in a decrepit building. "Daddy, how did civilization end?"*

*"Well son, in the early days of computers, in order to save space...." -ed.)*

Our September program was by local Xerox rep, Brenda Schwebach. She told us what Xerox is doing these days, how we can improve our computer communications, and how computer communications will change in the next few years.

This month, some comments on problems I've been having, plus what I'm learning new.

I've had a problem with Quicken98. Somehow I loused up the font size in the reports so they don't fit the screen. It doesn't seem to be anything to change in Quicken itself, so perhaps I did something when I was looking around the Control Panel.

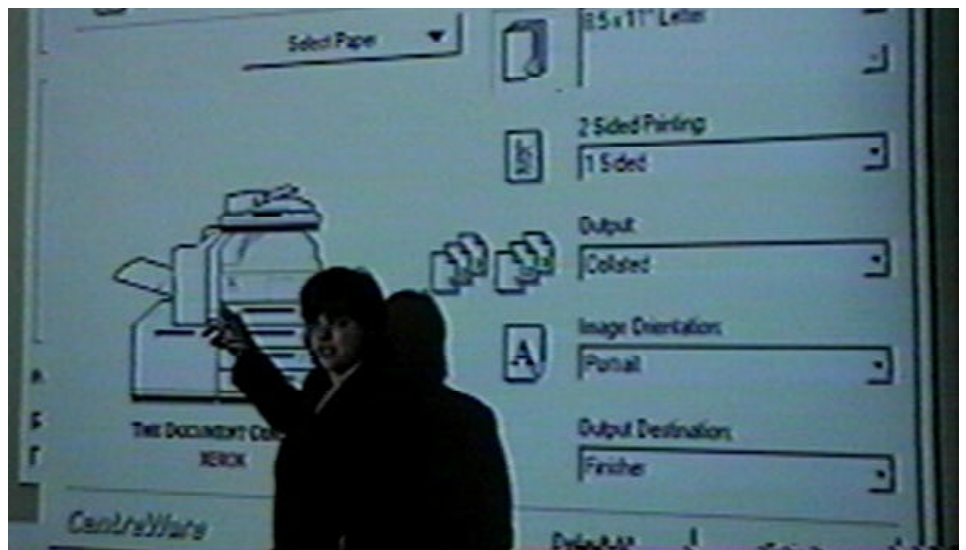
Any ideas? Hopefully problem will be solved during October meeting.

I finally figured out why I couldn't attach MS Word files to AOL e-mails (Jack Storlie helped with that one). You have to close the file in Word, or else it won't go through. Offhand I couldn't find that simple answer anywhere.

I've forced myself to do a few short reports in MS Word, and did find a few features I liked (surprise, surprise). Now if only I could only figure out how to do simple math in tables in Word (rather than in Excel).

*Continued on page 2*

*Brenda Schwebach showing some of the features of the Centerware control software*



Visit our homepage at <http://www.wi.centuryinter.net/lcpc>

*Continued from page 1*

Ran into a problem trying to put some business info on a state web site. Seems the site wouldn't accept AOL because AOL doesn't have a good enough firewall. Site was only accessible using Explorer or Netscape (but site didn't tell you that right up front). I downloaded what I thought was Netscape, but haven't figured out how to make use of it. Help! (*gee, Marian, IE4 is right there on your Win 98 CD. -ed.*)

I also downloaded AOL 5.0. Although they have added an automatic signature which is nice, AOL 5.0 still deletes new emails downward, when I want to read them in the order in which they were written (upwards). So I'm staying with AOL 3.0 for now because I get too many emails to be doing all of those extra keystrokes.

A Wall Street Journal review of AOL 5.0 (7 Oct 1999) said AOL needs to innovate (moves too cautiously now). Although the reviewer recommends the new version, and likes the design of the opening screen, he pointed out that AOL failed to improve on a couple of their biggest weaknesses (personalization and email) because internal research showed members might be miffed by too much change in those areas. You can also retrieve accidentally deleted email for 24 hrs with the new version, but the email address book is brain-dead.

The reviewer did like "You've Got Pictures" feature. When developing prints from any camera, just check an AOL option to send your prints to AOL (\$6.00 extra). The film processor uploads your photos (in addition to the usual prints), and you can download and share them (email), put them on your web site etc.

Elections will be held during the December 8 meeting with nominations beginning at the October meeting. I jumped the gun asking for nominations at the September meeting. Consider running for the LCPC Board (4 openings each December). You can volunteer yourself, or nominate someone else. Board members select and usually serve as officers for the year, or on the Program or some other committee. Don't forget we welcome articles for the newsletter from any member, on any computer or technology related subject.

Member Paul Havlik is improving. He's been working from home by laptop since mid-September, and is spending more time in his Lutheran Hospital office. He still has a way to go to regain full function of his knee.

## A Byte of History

*Marian Havlik*

Remember when Forest Gump tells us Lt. Dan invested his Bubba Gump Shrimp money in some kind of fruit company, as Forest opens a letter with an Apple computer logo? Just a glimpse of the familiar apple with a bite out of it, and we start smiling.

Apple's first logo (1976) was a sketch of Isaac Newton sitting under an apple tree, but that was too intricate to be stamped on millions of computers.

When the Apple II was introduced in 1977 a young art director, Rob Janov, designed a new logo. He drew from a bowl of apples. Because Apple manufactured one of the few computers to offer color, he ran 6 colored stripes horizontally across the apple. Janov added the famous bite after taking a chunk out of the real thing.

In a whimsical nod to the bits and bytes of the computer world, the bite also added some character to the design. Without the bite, the logo didn't seem to work because it looked like a cherry tomato. Only recently Apple phased out colors on the apple, opting instead for solid-colored logos of various hues.

The Wall Street Journal recently reviewed the new Apple laptop. It didn't have enough memory, a large enough HD, and weighed over 6 pounds, but it did have great battery life, and comes in orange or blue. However, think I'll stick with my IBM compatibles.

## Membership Info and Treasurers Report

*Gary Stelzig - Treasurer*

Renewals this past month from Darrell Garner - thank you. Two new members this past month - May Borgedahl and Arlene Wiese - Welcome May and Arlene.

Renewal due for October include Paul Pfaff

Our checking balance as of 9/13/99 is \$357.07. September expenses of \$19.80 for stamps.

## Member E-mail addresses

Please check over your e-mail address carefully for accuracy. If it isn't right let us know!

The LCPC Home Page:

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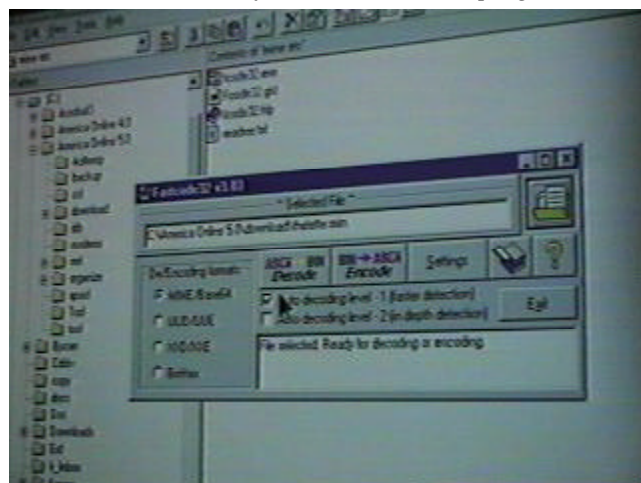
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*Part of the MIME decoder program*



# Xerox on the forefront of office technology

Carol M. Frank, secretary

September's meeting was very informative. First we had nominations for the board. Currently the nominees are:

Darrell Garner  
Gary Stelzig  
Carol Frank  
Marian Havlik

More nominations will be accepted this month.

Gary proposed to give \$75 dollars to Carol Frank and Don Atkinson to help cover Comdex expenses. Jack Storlie seconded the motion and the present membership voted for it.

Jack Storlie isn't going to Comdex this year because he bought a new Dell 600 MHz computer with a 13.5 gig harddrive, 128 meg of RAM and a 17 inch monitor. All this for \$2100 including the in-house service warranty.

Paul Bequette had recently purchased a tablet to do photo editing. Carol Frank suggested magnifying the image and using a smaller brush size when using the mouse to see if he could do better editing before installing the tablet. This led to a discussion on graphics programs.

Brenda Schwebach, representative from Xerox gave the presentation. Xerox used to be just copiers and fax machines. Now they are producing multi-function office machines that can print, scan, copy and fax, controlled from your desktop.

Last year Xerox discontinued producing light lens or analog copiers. The advantages of digital are:

- \* Improved document quality.
- \* modular, upgradable, connectable
- \* standard network architecture
- \* integrate digital and paper
- \* converge and consolidate service
- \* enterprise document coherence.

The machines come in several sizes. The smallest are the 212 and 214 that can do 12 and 14 pages per minute. 240, 255, and 265 and do 40, 55 and 65 pages per minute.

The resolution on these machines is 600 x 600 dpi.

These machines save time by scanning the first page, store it in memory and start scanning the next page while printing the first page. The memory loaded into the devices can hold up to 200 pages. These machines should last for eight to ten years and are upgradable by putting in more memory.

By using *Centerware* software all attached devices can be set up at the desktop except loading paper and toner.

You can set up for duplexing, collating, stapling, using different papers from various bins and a wide variety of stock from 16 lb to 110 lb. Unusual stock can be run from the trays instead of the manual feeder including transparencies and envelopes.

More features of Centerware is **Delayed Print**. With this you can tell the computer and printer to print long jobs late at night when no one is there. The machines are reliable because less static electricity and a shorter paper path with few bends give very few jams.

**Secure Print** requires you to enter a four digit code at the machine so it won't print confidential material unless you are there to take up the pages at the printer. If you are delayed coming to the printer, it won't hold up other jobs.

**Sample Set** prints just one proof to make sure you have set up the job right.

**Watermark** can print a "ghost" image on your pages to identify them as yours. It is also a neat way to create your own letterhead.

Xerox now has a new belt process to print color by putting all four colors of toner on a belt and then applying at once to the paper. This is faster and gives better quality with no banding. Xerox is Pantone certified and can match screen color.

These machines can do OCR (optical character recognition) and print barcodes. Maintenance and supplies costs are combined and run between 1.5 cents per page to 2.2 cents per page. A toner cartridge can do 22,000 impressions at 8% coverage.

Marian asked about faxing capabilities. The original can be put through the scanner and you enter the telephone number. These machines can send and receive

at the same time by storing incoming faxes in memory.

Brenda Schwebach has shown an exciting new world of office technology made possible by computers.

In response to a question by Jack Storlie, Chuck Whalen gave an impromptu presentation on backups and creating bootable startup disks. He used Joe Doucet's laptop to show how to do this by going into **Control Panel—Add/Remove programs—Startup disk option**.

Chuck also advises pre-scanning any CDs for viruses. He had been sent four demo cds from a reputable company that had viruses. This happens because the computer burning the CDs wasn't checked for current viruses.

Joe Doucet had received a MIME file from Bolivia that he couldn't open. Marian also has this problem with files received internationally. Jack Storlie gave Joe a freeware program called *MIMEetc.* to open and read MIME files. This was demonstrated at the meeting.

This meeting was a good example of why we join the LCPC. There was updates on the newest technology, an "old pro" giving advice on basic procedures, and members helping members with problems.

*Chuck Whalen giving his impromptu lecture on start up disks*



# A tale of member helping member

Jack Storlie

About a year ago I bought a Compaq notebook and gave my three-plus-year-old TI to my granddaughter. This summer she brought it to me with the complaint that it was acting up, and so it was. It would come up intermittently, I fiddled with a bunch of settings, etc., and got it working consistently for a few days. Then it quit entirely. It wouldn't even give a bootup message. Blank screen.

I finally called Compaq and they said there would be a charge of \$35, which I was willing to pay as the reward for being a grandfather. After about an hour he postulated that it was the cable harness between the unit and the display. He told me to try to hook up my desktop display and Eureka! It worked. Problem diagnosed but not solved. He gave me the number of the service and parts people and I thanked him. Incidentally, he said there would be no charge for the service. I don't know why, but I gave him no Visa number so I know he wasn't lying.

At that time, as many of you know, I put out an email to the LCPC members for information on getting a used display to use temporarily or permanently dependent on being able to fix, or afford to fix the TI. I got replies from Jonathan Bailey, President

Havlik and JoLynn Rihn (she used to be with Business Technologies) and from Darrell Garner. In the meantime, as I was looking at it one day, I decided to try another shot at it. I turned it up and no luck, the screen was as black as a starless night. I reached over and pushed the screen on its back and brought it slowly forward and Windows showed up. I left it in that position and called Darrell. We made a date for two days later and I put the unit into "suspend" and left it there.

At 8:00 P.M. Friday, August 20th, Darrell came to my house with his handy tool kit and we set up on a card table in my family room. It was fascinating to watch him work on the minute parts involved in those little babies. We located the point in the hinged area where we could see the cables had been scraped and crimped. Darrel wound some sewing thread around the damaged area to see if that would strengthen it and put the machine back together. Unfortunately our stopgap measure did not work. Using the previous trick of hooking up the external display we were pleased to find that the unit survived Darrell's operation. The entire experience was over by 11:00 that night. Darrell and I decided that if it cost more than

\$50, we would try to trace and re-solder the guilty wire.

I called the TI parts people and found that the part would cost \$15, but there was a \$50 minimum charge plus \$10 shipping and handling. When they heard me groan, they said I might find a third party supplier and gave me three numbers. The second one had the part and said it would be here in a month and cost \$35.

I e-mailed Darrell with the news and said that I would like to show my appreciation by writing up an article for the Newsletter with his permission. Here is his reply:

"I guess it would be OK to put something in the newsletter... a group such as ours is a sharing type of thing. I have gotten a lot from the club meetings and don't mind giving back when I can." He even offered to help me install the new rig when it comes in. I can't thank him enough.

Parenthetically, I guess this Hotline method gets around the need for a link to our Web Page displaying our "areas of expertise." When in trouble, bring it to the next club meeting or use the Hotline method, as I did using the mailing list as published in TheNEW STYLE Newsletter.

## Backup Files to the Internet

Gary Stelzig

A 10/13/99 article in the Investor's Business Daily titled "The Internet May be the Ticket for Backing Up computer Files" discusses some alternatives to backing up your data.

A hard-disk drive crash, a computer virus or theft of your laptop could mean valuable information is lost.

Systems that remotely store computer data have been around for years but have previously targeted corporate customers.

Today the internet makes it easy and affordable to offer these services to individuals and small businesses.

Besides storing your files as backup, consider storing your master files on the Internet. If you travel a lot, it can be convenient to keep your master files on the Internet instead

of bringing them with your laptop. Potentially where you travel, you can load your needed files on a computer at your destination such as at a branch office. Wherever you can get access to the internet, your files are available to you.

The costs and services vary among several companies. Some will give you 25 megabytes of "free" storage space. For one company, free means you will be sent advertisements from various companies. Another company say no advertisements will be sent to you. Costs run up to \$99 for 100 megabytes per year - and some have a monthly rate.

Some companies will require that you load their program to get their services, others will use programs that are available from your

internet provider. You also need to check their computer spec's. One company mentioned some potential problems (but they have work arounds) if you are a AOL customer.

Most of the companies handle Windows 95, 98 and NT. Some of the backup software can be set to do backups whenever you logon to the internet.

Companies to research include:

- 1) AtBackup: [www.atbackup.com](http://www.atbackup.com)
- 2) Internet FileZone [www.i-filezone.com](http://www.i-filezone.com)
- 3) Connected Online Backup:  
[www.connected.com](http://www.connected.com)
- 4) I-drive.com: [www.idrive.com](http://www.idrive.com)
- 5) Imation Web Backup:  
[www.imation.com](http://www.imation.com)
- 6) StoragePoint.Com:  
[www.storagepoint.com](http://www.storagepoint.com)
- 7) Visto Briefcase: [www.visto.com](http://www.visto.com).

Some of the companies offer other services such as software repair, recovery solutions, appointment calendars, and address books.

# Computer Fraud

By Lee Schwab

Published in the August 1999 issue of the *dVINE Blues*, Napa Valley PC User's Group via APCUG

I took advantage of the opportunity to attend the Southwest Regional User Group meeting in San Diego on July 9-11, 1999. One of the best presentations I attended was by Terry Rankhorn, Special Agent, Cybercrimes Unit, FBI San Diego. His presentation was fascinating and scary. Below is some of the information he presented.

The FBI has developed a hacker profile based on their experience. The following description of a hacker lists the most common attributes first. The hacker is usually a student who uses the Internet every day, especially IRC. If the hacker has a job, it usually involves computers. He is usually quite knowledgeable on Unix. As a matter of fact, you will usually find several books on Unix in a hacker's room. The typical hacker is an adolescent, white male.

Many things motivate the hacker. His curiosity pushes him to learn how to get around the Internet, firewalls, and whatever else he happens to encounter. Hackers gain prestige and bragging rights when they are able to break through a firewall or other obstacle. There is even a web site where they can post their accomplishments and gain a following. Some hackers are motivated by revenge for some perceived injustice, which they feel they have experienced. They may get the IP of the person causing the injustice and knock them off the Internet every time they get on. Because of their age, hackers are usually not motivated by politics or profit.

One of the most common targets of hackers is Internet Service Providers (ISP) because they are easy to hack and have numerous user accounts. A hacker will break into an ISP and get one or more accounts and passwords. He may sell or trade the account information to other hackers. Unless the subscriber of the account reports a problem with the account, the hacker usually does not get caught. Most ISPs assign a different IP addresses every time you sign on which allows anonymity for the hacker. Therefore, it is unlikely the Internet will ever be truly secure.

Other popular targets for hackers are Universities because many have powerful number crunching computers like the Cray. This number crunching capability helps the hacker

more quickly find the key that they are looking for. The university setting provides a perfect opportunity for the hacker. Many times (especially in smaller schools) the security is lax and there are numerous user accounts.

Government and military sites are also popular targets among hackers because of the challenge, prestige, and publicity. If a hacker breaks into one of these sites, he gets big bragging rights and will probably post his accomplishment at [attrition.org](http://attrition.org). Recently, it was reported that a hacker broke into the Pentagon. Terry said that what actually happened is that security was alerted that someone was trying to break through the firewall. When the hacker tried a different approach, security decided to take the system down. No breach of security was made.

If a person is denied service or experiences a perceived injustice, he may want to hack for revenge. This may require a low skill level and use of pre-made downloaded tools. This type of hack could be called "Internet Road Rage". With wiretapping (sniffer) type hacks, a hacker uses a password sniffer to collect passwords and personal information. There are internal intrusions where the biggest threat is from within. Whereas, in classic external intrusions a remote intruder breaks into the computer.

All of the frauds that work through the mail work just as well, or perhaps even better, when using a computer. This is partly because of the feeling of anonymity on the part of the person committing the fraud and partly because people are sometimes embarrassed to admit that they were ripped off (especially at x-rated sites). Terry told a story about a man who advertised a projector for sale at one of the Internet auctions. Several people bid on the projector and the auction site gave the seller the contact information for the top bidders. The seller then contacted each of the prospective buyers and told them that the person above them had dropped out of the bidding and that they had won the bid. The seller received checks from several people but none of the buyers received a projector. Was there ever a projector for sale? Who knows? The good news is that the seller was caught.

Pyramid schemes are a popular type of fraud on the Internet. You put your name at the bottom of a list and send each person on the list above you \$5. There is almost no chance that you will recover your money. Plus, you may have provided your email information to a hacker. The same threat holds true for advance fee schemes. For example, you send \$19.95 to have your credit history repaired. You do not need to pay a fee to repair your credit and you may have given a hacker access to your email.

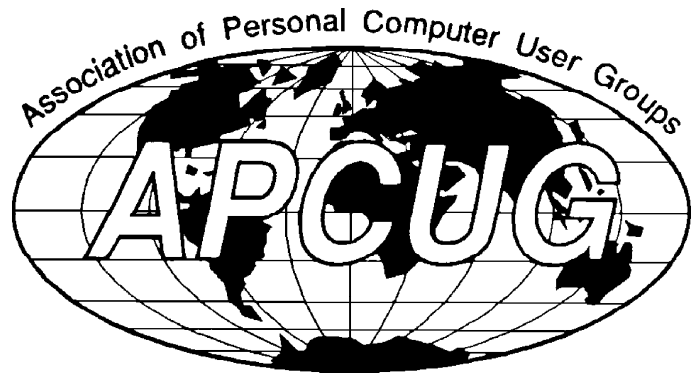
Hackers can be prosecuted for mail fraud (Title 18, Section 1341) or wire fraud (Title 18, Section 1343). Wherever hackers or anyone else goes on the Internet, they leave a trail that can be followed by a savvy investigator. However, the investigator has to be alerted that there is a crime before he/she can investigate.

If you use a cable modem or are connected to the Internet all the time, be aware of who is accessing your computer. Terry gave an example of a friend who has networked two computers in his home and uses a file server. Terry was easily able to look at the files on his friend's computer and could have caused major damage. Instead, he sent a message that appeared on his friend's monitor. What a scary wake up call.

This only scratches the surface of what Terry covered during his presentation. The bottom line is, use good common sense when using the Internet. If you feel you are at risk, you can download a shareware firewall from [nukenabber.com](http://nukenabber.com). Happy surfing!

This message is brought to you courtesy of the Association of Personal Computer User Groups (APCUG), an organization to which this user group belongs. Lee Schwab has been an active member of the Napa Valley PC User's Group for many years and was an officer for ten years. She served as Editor of the *dVINE Blues* newsletter (7.5 years), President, Vice President, Publicity, Public Relations, Evaluations Coordinator, and Program Chair. PC's play an integral part of Lee's busy life outside the NVPCUG. She is the President and Chairwoman of the Board for the CyberMill, a non-profit 501(c)(3) organization where people (especially at-risk youth) learn to use technology. She uses her PC to evaluate and track her extended family's investments and make stock trades. Lee feels very fortunate to work in areas that she likes (computing, investing, and volunteering) and will always be challenged and in learning mode.

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**LCPC is a member of APCUG**

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General meetings are held the last Wednesday of each month in the Lutheran Hospital, either in the Overholt Auditorium or conference room 1 in the basement, check page 1 for location. The combined November-December meeting is held the second Wednesday in December. Meetings begin around 7:00 PM. Everyone is welcome, attend a meeting or two with no obligation to join.

Dues are \$20 for one year following payment. Membership entitles you to attend meetings, tap into the corporate wisdom, receive special user group discounts from publishers and others, receive (and contribute to) this newsletter. You may also obtain software provided by publishers for review of the product. Unsigned articles are by the editor.

Other user groups are welcome to reprint with proper credit.

The newsletter is printed the Wednesday before the meeting, submit articles by the 13th of the month. Upload to *deapublish@aol.com* or phone me at 784-0150 if you want to deliver the article. Submit in ASCII, AmiPro, or WP5.

Commercial advertising rates available upon request. Member's personal ads are free.

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