



WE DO WINDOWS  
**THE WINDOW**  
 COME DO WINDOWS WITH US



**CADDO-BOSSIER  
 WINDOWS  
 USER GROUP**

Shreveport – Bossier City  
 Louisiana

[www.shreveport.com/cbwug](http://www.shreveport.com/cbwug)

Volume 1, No 5

Caddo-Bossier Windows User Group Newsletter

July, 1999



**Time's Up**  
*Jay Graff*

I recently switched ISP's. Before, all of the ISP's I had were considered unlimited access. This new one places restrictions on my access, which while generous, are still there. I doubt I will ever reach my limit in one month, but I have a neat little program that will prevent that from ever happening.

It's called No Frills Timer. The name says it all. I wrote an article about this program in a previous newsletter, but I think it deserves another look. There is nothing fancy or complicated about the program. Simply put, once you install it, a little window appears on your desktop every time you log onto a server. It displays the time down to the second that you are online. I have mine set up to show how long I've been on today, but you can also set it up to show how much total time you have been on.

Many people with unlimited access may not realize the need for this program, but sometimes it's nice to know how long you have been on a particular server. If your access is restricted or limited (in time) in any

way, this program is a must. When you open the program (from an icon in your sys tray) you are shown all of your accounts, plus how long you have spent on each one, both today and total. It also tells you how many times you have called each one. It is very easy to configure and really all you have to do is remember to reset it every month, so the counters all go back to zero. It has an option so that if you were limited to say 20 hours, you can set that twenty hours and the program will tell you when your time is up.

After you've reset, a log is kept of prior calls, so that you can always go back and see how long you were on each server. Now, if and when I ever get close to my limit, I'll know instantly. This is a shareware program. The cost to register it is only \$10, well worth the peace of mind you get knowing that you will never go over your limit.

You can find it at <http://homepages.tig.com.au/~nickm> By the time you read this, I have added some download links on my homepage, so try there as well. Just go to [www.jaygraff.com](http://www.jaygraff.com), there should be a download link on it and from there, you will find links to this program as well as others I have written about. Well, even though I don't have an article timer, I can tell that time's up for now. Try this program out. You'll be glad you did.

**OUR NEXT MEETING**

7 p.m.

Thursday, July 8, 1999

Marshall and Associates

819 Shreveport-Barksdale Hwy

Shreveport, Louisiana

*Meetings 2nd Thursday of  
 each month*



**MARK YOUR CALENDAR**



The next ComputerSheaux will be  
 Saturday, August 28, 1999  
 8:00 AM – 4:00 PM  
 Bossier City Civic Center

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## THE WINDOW

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The Caddo-Bossier Windows User  
 Group is a tax exempt, non-profit club.

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## ~Thank You~

We want to express our gratitude to:

**Bill Marshall – Marshall & Assoc.**  
 for letting our group hold our  
 monthly meetings in his conference  
 room and for assisting us in obtaining  
 our Non-Profit status.

**Gary Galloway – ARK-LA-TEX  
 Network Services** for generously  
 providing internet access for C-B WUG

**IDT** for the donation of a computer  
 for the clubs' use.

**ShreveNet, Inc.** – For providing web  
 space for our club.

**Minden Bank & Trust** on Youree  
 Drive for providing us with a checking  
 account at no charge.

**Bryan Rawls** of Whirlwind Computers  
 for donating the C-B WUG banner.

## ~A QUICK TIP~

**HOT, HOT KEYS**

Create shortcuts for your most fre-  
 quently used programs. Bring up the  
 Properties dialog for each by right-  
 clicking on it and selecting Properties.  
 Click on the Shortcut tab, and click

once in the Shortcut Key field. Do the  
 hot-key combination you want to assign,  
 then click on OK. Assigning a hot key  
 will allow you to switch to the program if  
 it's already running on your desktop.

**President's Page****Caddo-Bossier Windows Users Group Meeting**

June 10, 1999

In June one new member, Daniel Cheung, joined our group. Daniel learned about our group at the May ComputerSheaux. Kathryn Bent renewed her membership after a brief absence. Welcome Daniel and Kathryn. We started the meeting with announcements about our newsletter and our work in progress on the web page. An appeal was made for input on the new look of the web page. If anyone has any comments, please send them to glenda@conradi.com. We also asked the group to contribute newsletter articles. If you have something that you think the rest of the group would be interested in, please do not hesitate to submit an article about it. Send your newsletter articles to both Jay Graff jay@jaygraff.com and Glenda Conradi glenda@conradi.com as an email attachment in rtf format. The announcement was made about the June 10<sup>th</sup> release of Windows 98 Special Edition and Office 2000. The question and answer session was about the various versions of Windows and the different slot types for various processors. Mark Reeves gave a demonstration of the new Windows 98 Special Edition showing the added features contained in the new operating system. He also stated that networking two or more computers at home is very easy with the new Windows98. Mark recommended that the Drive Space feature of Windows 98 not be used; with the low cost of hard drives today, he felt it is wiser to just add another hard drive or get a larger one. All Windows 95 users were advised to get all the Y2K updates so they will be ready for the New Year. Lance Ball won the door prize, a game pad.

*Bernie Conradi,*  
*President Caddo-Bossier Windows Users Group*

## Lemon – Aid

Wayne Ebert

Does opening up, lifting the hood, of your new computer void the warranty? No, you can add third party hardware (RAM, modems, audio or video cards) to your brand new PC. If you damage the PC while upgrading it, you buy the repair cost of what has been damaged as well as subsequently damaged components resulting from the owner caused damage. The guarantee covering the remaining components remains valid. Yeah, Right! I can tinker with the innards until I screw up! Not exactly, your first contact with technical support establishes the vender's position. Before you call have the user's guide (with the hardware serial numbers, date of purchase and registration written on it) and a note pad handy as you need to know when and to whom you are talking too. Tip: On the first boot up, print a hardware summary. For Windows 98, Start, Settings, Control Panel, System, device manager tab, and Print (lower right). This can help as you are guided through diagnostic tests over the telephone. The results determine, on a case-by-case basis, if you caused the damage and who pays for the repair. If you are not comfortable doing upgrades or maintenance yourself, ask if an authorized service center is available locally. You may then be provided a repair authorization code. However the outcome, an authorized service center location is worth adding to your notes. These notes are very important. The warranty that covers you PC is an *express warranty*. Which indicates how long the product is covered, whom to contact, and how to get an item repaired or replaced. Some PC makers discuss an *implied warranty* to which you are entitled *even if it is not mentioned*. Also, some states have consumer protection laws to define what constitutes a *lemon* and spells out the necessary steps to take. Each state's "*lemon*" law differs. One place to look is [www.consumerlawpage.com](http://www.consumerlawpage.com). In most cases, the *implied* warranty is

limited to the duration of the *express* warranty and if problems remain after a *reasonable number of repairs* which is yet to be defined. Local attorney, Larry S. Butler, indicated that in Louisiana the *implied* warranty is called *redhibition* and is defined as a "hidden" defect that was in the product when it was sold. The buyer has one year from the date of sale or discovery of the defect, as the latter involves a number of factors it's best you contact an attorney. Regardless of which action the buyer takes, after considering each options cost effectiveness, the buyer must inform the seller/manufacturer of the defect and afford him the repair opportunity. Most PC maker's first repairs are adequate; if you are determined to obtain a refund or replacement you'll have to demand it. Send the company a detailed problem report of the steps you've taken. Indicate if you want a refund or a replacement and that this request is for the product's *implied* warranty. You may have to go to small-claims court, have a marshal serve the papers with no guarantee, but if you have followed the proper PC repair procedures the odds are you'll prevail. It is unlikely that a situation will progress to an *implied* warranty, but you do have more protection than the *express* warranty offers.

### LOUISIANA LAW

Larry S. Butler  
Attorney at Law

In Louisiana the implied warranty is called redhibition. A redhibitory defect is defined as a "hidden" defect that was in the product when it was sold. If the defect is a manufacturer's defect it may entitle the buyer to attorney fees if the buyer prevails. The buyer has a duty under the law to inform the seller/manufacturer of the defect and to afford him the opportunity to repair.

The buyer has one year from the date of the sale or from the date the defect

is discovered. The date of discovery is not completely open ended, in that there is a pre-emptive period, depending on a number of factors. Generally, a buyer should consult an attorney if he is contemplating filing suit. Although, he may prevail and be able to collect damages, cost of the product, court costs, and attorney fees, it still may not be practical to retain an attorney and the buyer should consider his options carefully.

*Printed with the permission of Larry S. Butler*

*Larry Butler is an Attorney at Law in Bossier City, Louisiana. He is, also, a sponsor for the Ark-La-Tex ComputerFest, Inc.*

### TRY, TRY, AND TRY AGAIN!

Kathleen Mangum

When a spreadsheet, done in Microsoft Works 4.5, was sent as an attachment to two different persons, one individual received it in legible format; however the second persons could not open that attachment in a useful format. Had I done something wrong? It was determined that the attachment should be converted to a format that might work in EXCEL for that person.

My original Works spreadsheet had been saved to a floppy as an xxxxxxxx.wks file. By opening this file, removing that diskette and replacing it with a blank one I was ready to SAVE again. By a click on the SAVE AS option, it brought up a SAVE AS screen showing my spreadsheet title as xxxxxxxx.wks and the 'Save As Type' was WORKS SS. A click on the down arrow of this line let me find EXCEL SS. When this was put into the 'Save As Type' line it changed the name of the spreadsheet to xxxxxxxx.xls. This was saved onto the new diskette. WORKS was cleared from the screen and reopened by using the newly saved diskette. This one was used as an attachment to the person, whom I had failed before, and GUESS WHAT? It worked.

Thanks to those in CBWUG for their help and suggestions and for what I have learned from this experience.



## Fixing PROTECT MODE DRIVER PROBLEMS WITHOUT EDITING THE REGISTRY

*Mark Reeves*

To fix a suspected protect-mode driver problem, boot the computer in "SAFE MODE". Then "right click" on my computer, click on PROPERTIES, click on DEVICE MANGER, click on Computer. That expands the entire branch out, look for the device giving problems, and delete all the devices listed.

You can also check other devices, and if you find more than one entry each, delete ALL of them. Shut the system totally down for 30 seconds without power.

Re-start and re-install.

*re-printed with permission*

*Mark Reeves*

*Clubwin Team1/CW7 member*

## IS IT A HOAX???

*Glenda Conradi*

I would venture to say there is a very good chance, if you get email, you have received email messages that warn of terrible viruses or doom and disaster if you do not heed the special instructions included in the message, or promise good fortune or riches if you do. You may even receive the same scare tactic message with the wording altered a little. The people who originate these messages must get their kicks this way and want to clog the internet system, overwhelm our congressmen with useless mail or hope they can start a panic among the people who use the internet. They (the messages and the sender) are a real nuisance.

Even some of the ones that tug at your heart strings by pleading with you to send email to a poor sick or dying child or to a class that is trying to receive a record amount of mail for a class project,

may be (and most likely are) hoaxes. Delete them.

How can you tell if it is a HOAX? The promise of a donation to a worthwhile cause or of something good happening if you do what the message asks, or something bad happening if you don't, is a definite red flag. If you receive a message, and you like the poem or message that it tells you to email to everyone you know and you would like to share it with a few people, just copy and paste the poem or message into a new message to send to friends. Do not include the part that suggests the message be sent to all the email addresses on your list. In a nutshell, if the message asks you for something or promises you something, good or bad, and instructs you to send the information on to everyone you know there is a good chance it is a hoax. Just delete it.

It might be a good idea to check out some of the sites below and try to determine if a message warning of a virus or suspected of being a hoax, or ploy to clog the internet, is valid and warrants alerting others before you send it on.

Regretfully, there are some bad viruses out there. If you are sure the warning you have received about a new virus is valid, you would be doing a service to others by sharing the information.

Some sites that provide information about viruses or hoaxes:  
(search the internet for other good sites)

<http://ciac.llnl.gov/ciac/CIACHoaxes.html#identify>

<http://www.symantec.com/avcenter/hoax.html>

<http://www.erols.com/montemac/virus-hoax.html>

<http://www.isi.edu/~swa/hoaxes.html>

<http://www.virinfo.com/>

<http://www.nonprofit.net/hoax/hoax.html>

<http://city.wheaton.lib.il.us/library/hoax.html>

<http://www.hoaxkill.com/>

<http://www.stiller.com/stiller.htm>

<http://www.sangfroid.com/writes/>

*The following article was in the May, 1998 issue of The WINDOW. I will try to reprint some other articles in future publications.*

*Glenda Conradi*

## ZIP Label/CDR Label

*Jay Graff*

For those of you with a ZIP drive, there is a neat program called Zip Label. The latest version will not only catalog your zip disks, but if you tell it which drive to look at, will do any drive on your system. Once you set the drive, you simply double click on the empty label window and it will load that directory for you.

Of course, the program is designed for Zip Drives and what it will do is print out a label, the exact size of a Zip Disk case and all you have to do is cut it out and bend it on the lines.

You can add as many columns as you wish and as many directory levels. You have complete control over the text and you can edit the body OR the spine of the label.

There are many features, some of which I don't completely understand, like adding strings. You can sort by three different criteria and display any aspect of the file you wish or none if that is your desire.

Until very recently I used this program extensively to make labels for my CD-R's. Then I found out about its cousin, CDR label.

CDR label has all of the same features as ZIP Label, but lays it out a bit differently. At first it was confusing to me, until I finally figured out that the label was meant to be cut, not folded.

You can find this program at [www.ziplabel.com](http://www.ziplabel.com) or go to my homepage at [www.jaygraff.com](http://www.jaygraff.com) and follow the link.

## MISTEAKS

Some Of you may have found some mistakes in this Newsletter. There is a reason for this; Some people are always looking for them and in an effort to please every one, we included some.