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**CADDO-BOSSIER
 WINDOWS
 USER GROUP**

Shreveport – Bossier City
 Louisiana

Volume 2, No 11

Caddo-Bossier Windows User Group Newsletter

December, 2000



Glenda Conradi, Katie Spriet, Douglas Curran and Mark Reeves

Microsoft Big Day Teams Up with ComputerSheaux in November

by Glenda Conradi

We were honored to have Katie Spriet and Douglas Curran, with the Microsoft Big Day team, conduct a specially designed Big Day presentation at the Bossier Civic Center in conjunction with the November 11 Computer-Sheaux. These two are true professionals and do an excellent job of enlightening their audiences on the great features of the Microsoft line of products geared toward smaller businesses. There was not much of an opportunity to

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How to Protect Yourself Shopping on the Internet

by Mark Reeves

Well it is that time again, Merry BAH HUMBUG! And the Grinch is out to rip you off if you shop the Internet, but you can ruin his day with just a little extra care. 1st off, shop sites for large companies that have been in business for some time. 2nd, check www.bbb.org for their

ratings. 3rd, use a credit card on a secure site (look for the little lock at the bottom of your browser). If you do get taken on the Internet and used a credit card, once you get your statement, copy the statement, find the charge, highlight it, and con-

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MEETINGS

Thursday December 14, 2000
 Thursday January 11, 2000

Marshall and Associates
 819 Shreveport-Barksdale Hwy
 Shreveport, Louisiana

*Meetings 2nd Thursday of each month
 7 p.m.*



MARK YOUR CALENDAR

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 East 70th-Shreveport**

**Ark-La-Tex Computer Sheaux
 ~Future Dates~**

February 10, 2001
 May 12, 2001
 August 11, 2001
 November 17, 2001



www.computersheaux.org

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THE WINDOW

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Submit articles for newsletter, in RTF file format, by last day of month to both Glenda and Jay.

The opinions expressed in the articles in this newsletter are not necessarily those of the editors or publisher. Mention of products by their trade name does not in any way constitute endorsement by the editors or publisher.

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 CBWUG

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

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

Regions Bank on Youree Drive for providing us with a checking account at no charge.

Bryan Rawls for donating the C-BWUG banner.

~A QUICK TIP~

REMOVING ITEMS FROM THE QUICKLAUNCH TOOLBAR

Having the icons for your most frequently used programs right on your QuickLaunch Toolbar can be very handy, and a time saver. You can open your applications right from the tool bar.

If you decide for some reason that you want to remove any of the icons you can easily do so by clicking on the icon with the left mouse button and dragging it to the Recycle Bin.

President's Page



Caddo-Bossier Windows Users Group Meeting

November 9, 2000

For the announcements this evening Glenda gave us a report of the ComputerSheaux.

Because of personal reasons Kathleen Mangum resigned as our Treasurer. Keith O'Kelley was nominated and elected to fill this position for the remainder of the year.

The nominations for officers for the year 2001 are: Bernie Conradi, President; Wayne Ebert, Vice President; Glenda Conradi, Secretary; and Keith O'Kelley, Treasurer. Nominations will be received from the floor during the December Meeting and then the election will be held. The questions and answers were on the subjects of modems and AOL 6.0 and how to delete it from your computer. Mark gave a presentation (including some sample CPU's which he brought for us to look at) on computer chips and their differences. He also gave us some samples of what things to look for if you are buying the components to build a computer. The door prize winners for this evening were: Glenda Conradi, mouse; Carole White, Outlook 2000 Book; and Bob Sayers, the speakers.

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 and Glenda Conradi as an email attachment in rtf format to jay@jaygraff.com and glenda@conradi.com.

Bernie Conradi, President Caddo-Bossier Windows Users Group



EBAY **Haven for Fraud!**

by Mark Reeves

When Ebay first started a few years ago, they were just what we needed. But as with any good thing, bad people can take advantage when left unchecked. Which is EXACTLY what is happening to Ebay!

Here is what is going on:

Shilling, the practice of a seller using a blind account to up the price on an auction to make more money. This is actually a federal crime with high fines and jail time. NON-shipping sellers, who take your money and never ship you items. Incorrect shippers that never make the item right. Buyers who win auctions and never pay for their items. Costing the seller listing fees.

What is making this worse is the fact that Ebay refuses to address the problems, claiming they are just a venue, not an auction service. Well a judge recently said otherwise, Ebay lost a class action suit because they allowed a seller, who had been reported for selling counterfeit sports memorabilia, to continue selling. The judge clearly stated that EBAY was an auction not a venue as they claimed, and as such was responsible. Currently if you are a bad buyer, they will suspend you after 3 times of not paying. If you are a seller, especially a mass seller, they appear to turn a blind eye to it. With this court ruling, the next time EBAY is sued over

such things, it most likely will be with malice, which means that double or even triple damages could be accessed against EBAY for allowing it to go on!

I, myself, have been taken twice. The first time, I filed with EBAY and all I got was what they could not do. They did not even pay me their insurance for my loss. The second time, I got the same song and dance; but I banded together with others that got ripped off. But the seller continued to sell and not deliver after almost a dozen complaints for the same thing in less than 60 days. What they had been doing before, after doing some long research; was every 30-60 items not shipping a \$10-30 item. This way they did not look so bad. When they were finally shut down by EBAY, their feedback was 20+% non-shipping transactions in 60 days. They were back selling on EBAY within 48 hours using another account. I finally got my items, but no thanks to EBAY. What I did, was contact as many other people as I could that the seller had ripped off. We then mass filed with the BBB, FBI, US Post Office, and www.fraud.org. We referenced each other as being ripped off by this seller on BAY. Finally law enforcement woke up and started putting pressure on them. Most of us did get our items.

From the posts in Ebay's own forums (Newsgroups) sellers are complaining that sales are down. Buyers are complaining more and more about increased shilling and non-shipments of paid for items. It appears to be a growing minority of transactions. It is now to the point that most honest buyers are afraid to buy anything on EBAY for fear of getting ripped off. Some reforms, at Ebay's own request, have been submitted by myself and others to

stem the growing tide. But Ebay totally ignores them, apparently because they feel they would lose to much in listing fees. But if they do not do something soon, they may have nothing left but crooks and thieves. While at the moment the other public internet auction sites are actually worse than EBAY, someone will come up with a new better one soon, to address these problems. Then suddenly Ebay will find itself with no honest users, they will have gone to that new site.

At Ebay's own request, myself and others, have submitted some reasonable reforms and policies to cut down on these types of fraud. While none of our suggestions would stop all of it, they would have cut down on the number of them. Ebay totally ignored our suggestions, apparently because they feel that it would cut their listing fees. So again, it appears that EBAY wants to support these types of crooks on their service, since they will take no actions to remove them. Basically EBAY appears to be PAID to look the other way!

Until that day, take every precaution to protect yourself if you use EBAY. My way is to say that any seller is a crook until proven otherwise. Maybe if Ebay does improve itself, it will again become a safe place to shop. As it is now, it is a good place to get ripped off! So if you do use the site, at least you are aware of what CAN happen to you. It may not, odds are it will not, but those odds appear to be getting worse every day for a buyer!

Be aware of the dangers and be safe over the holidays!



Now What's Wrong?

Wayne Ebert

Frustration level is climbing? Yes, and with some more stupid questions it will blow it's top! OK, OK, may I press and hold down the Ctrl and Alt keys and then press the Del key or do you want to do it. What for, the stupid computer is locked up! It's true that a computer is not very "smart", but it may tell us what is wrong. Yeah, sure it will. See, it didn't say anything. All that displayed is the Close Program dialog box.

It did not say anything but notice the words "not responding" to the right of that file name. Place your cursor [arrow] over that file and Click on it [press and release the left mouse button] to highlight it with a blue background. Good, now click on the End Task button. Now you can save your data and continue. There are times when another dialog box will display asking you to allow the computer some time to clear itself.

You may or at the risk of losing some of your work, you may click on its Close button. There are times when you must repeat this task to close all but the Explorer and Systray files. Then click on "Shut Down", then "Restart", then "Yes". Your computer shuts down and restarts Windows. Note that if you simultaneously twice press the Ctrl > Alt > Del keys Windows shuts down, does not save any data you have not saved, and restarts. Try to save your data before you shut-down Windows.

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.

(Continued from page 1)

test that charge under "Regulation Z in the Federal Truth in Lending Law". Per the US Attorney General's office, catalog shopping of any type is shopping at home and as such is totally protected. I always attach my complaint to my payment as proof of delivery (if they cashed the check, they got the complaint). Then they have 30 days from the seller to respond. The response has up to 30 days as well. This method has worked for me over the years quite well.

NOTE: Check cards may NOT be protected this way, I have NO information on this at all. Also, your sale transaction must be with the seller, not an escrow service. Things get REAL tricky under the law, and so far I have found NO ONE who knows how to really handle it.

If you pay with a check or money order, you have some other protections. as well.

The best news is that the FBI has a new cyber-fraud site for dealing with such things, which will be back up after the 11th. <https://www.ifccfbi.gov/> Another resource is www.fraud.org, which like www.bbb.org can be both a solution to fraud and a research point before the sale.

Hundreds of thousands of transactions a day are done with no problems, with a little care and research, your shopping venture can be just as pleasant.

HAPPY HOLIDAYS!



Jack Burke & Darryl Strange at Our Table

(Continued from page 1)

get the word out that they would be at the Sheaux this time and the resulting attendance was much less than we had hoped for. A lot of people who found out about it later were sorry they had missed it. We hope they will return to the Sheaux next year and we will have time to really get the word out ahead of time.

We were able to donate \$3,000 to the Shriner's Hospital for Children this time. One thousand dollars of that amount will purchase Christmas gifts for the children in the hospital, the rest will be used for needed medical equipment and computer related items for the kids.

Thank you so much for your help!

~Web Sites~

More on Web Auction Scams

www.pcworld.com/oct2000/auction
(Learn more about the dangers of online auctions & see related links)

A Great Live Web Cam Site

www.leonardsworld.com
(Choose from over 10,000 Webcam sites including U.S., International, World Satellite, Animal and Airport views)

Send A Holiday Greeting by Email

www.bluemountain.com
(Make customized holiday e-greeting to send to friends. May take a while to load, be patient)

Not Just for Computer Geeks

www.putergeek.com
(A good page for information on loading windows and computer tweaking)