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**CADDO-BOSSIER  
 WINDOWS  
 USER GROUP**

Shreveport – Bossier City  
 Louisiana



**It Was A Big Day!**

*Glenda Conradi*

The Microsoft Big Day, held in Shreveport June 13th, really lived up to it's name.

Katie Spriet, Microsoft presenter at Big Day, assisted by Greg Randall from Compaq and Mandy Lewis with Soft Choice, gave an excellent program. I was amazed at how much information was covered, during the day, on Windows 2000 Professional, the complete Microsoft Office Suite, and Small Business Server 4.5, covering everything from some neat tricks and tips about the Office 2000 programs to photo editing and setting up a Web site. The audience was totally involved, and rewarded by their participation with a steady flow

of interesting little prizes such as small balls that looked like "hairy spiders" and colorful, crystal clear balls that lit up when they were bounced. There were also some bigger prizes, including Microsoft Office 2000, Microsoft Draw and Microsoft Map Point 2001, given away in a drawing at the end of the day. Everyone attending received free trial software from Microsoft.

Area computer businesses and services set up around the parameter of the room and had their tables loaded with give aways. Some of them also had drawings for larger door prizes.

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**\*OUR NEXT 2 MEETINGS\***

7 p.m.

Thursday August 10, 2000

Thursday September 14, 2000

Marshall and Associates

819 Shreveport-Barksdale Hwy

Shreveport, Louisiana

*Meetings 2nd Thursday of each month*

**MARK YOUR CALENDAR**



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 East 70th-Shreveport

**Ark-La-Tex Computer Sheaux**

**Dates for 2000**

*February 19*

*May 13*

**September 9**

*November 11*



**[www.computersheaux.org](http://www.computersheaux.org)**

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## THE WINDOW

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Caddo-Bossier Windows User Group

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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.

## Club Officers

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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-BWUG

**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~

## Single Click-Double Click

Setting your mouse clicks from two, to open an icon, to just one click is relatively simple.

In the Explorer window, under the View Menu, choose Folder Options. In the Folder Options box under the General tab select Web Style if you want

to only click one time with your left mouse button to open icons.

Click OK.

You can always go back to the two click method if you decide you like it better

## President's

## Page



## Caddo-Bossier Windows Users Group Meeting

June 8, 2000

The meeting started at 7 PM with a short business meeting. Kathleen Mangum read the Treasurers report and it was accepted. Our visitors this evening were Troy Jungjohann and Ruby Banks. Ruby joined our group this evening we welcome Ruby. Glenda made the announcement about Microsoft Bigger Day coming on June 13, 2000. She also presented to the group a copy of Microsoft Office 2000 Premium Edition, which was given to our club, by Microsoft, for help with the Bigger Day publicity. We thank Microsoft for their most generous gift. This program will be installed on the Club computer. Mark announced the upcoming election for the ComputerSheaux for the position of Vice President. One of our members, David Huckabee has been nominated for the position. Our program this evening was given by Joel Rea. It was a continuation of the program started last month on Microsoft Access. He is building a database for tracking videotapes for your library.

We had five door prizes this evening: Bob Nutt won the Microsoft program Home Publishing 2000; Ruby Banks won the Windows 95 Power Tool Kit book; Pat Sayers won the Windows 98 book, Kyle Widener won the ear buds earphones; Wayne Ebert won the Wave Rest Mouse Pad; and Cecil Skinner won the Sub-Woofer speaker donated by Widener Computing Consulting. Thanks Kyle and congratulations to all our winners.

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](mailto:jay@jaygraff.com) and [glenda@conradi.com](mailto:glenda@conradi.com).

Bernie Conradi, President Caddo-Bossier Windows Users Group.



## I CAN Fix My Computer

[with a little help!]

Wayne Ebert

How often has some one approached you thinking, with your experience, you have the answer to correct the computer problem they are experiencing? In many situations you may have experienced the problem being explained to you and you explain how you eliminated the cause to correct the problem on your computer. From here on it gets, shall we say, interesting. The key word here is experience. Though many systems are similar, they are not all the same. Procedures to correct a BIOS problem on a Dell<sup>®</sup> computer may not be the same as a Compaq<sup>®</sup> system. How you gain access to the BIOS setup may not be the same, for example. Software versions are another area that should be addressed. New features are new features for a specific version and the older version does not have that feature or capability. It is quite possible that new versions have had a feature of an older version removed. One of the best locations to ask about computer problems is at your local computer clubs meeting. The odds are better that another attendee has experienced the problem you are asking about. This is referred to as SHARING. Your question is shared with all attendees and then you share the increase in knowledge the answer provides. Even if a solution is not given, you will have an idea of where to look the next time you click on the Help button. If your question concerns hardware the odds

of an answer is reduced, but the question is worth sharing. There are many web sites that have trouble shooting guidelines. One of the largest, though slightly behind, is at <http://www.pcguid.com> that has over 2200 pages of data. This is offered as a public free resource. Consequently to copy and paste a large volume of data [mass-download] not only degrades access by others, it is a violation of the terms under which the site is offered. You may be bending the terms by going to The PC Guide – Topic Index to copy and paste it's content to a document you can save or print

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## DROPPED THE BALL

Jay Graff

Within the last year or two, there have been a number of ISP's that promised you free internet access. The first was Netzero and since then there have been many more. The concept was pretty good, but you had to contend with an annoying advertising banner that stayed somewhere on your screen. Recently three new ones appeared that promised no banners. I know that for free, you really can't complain, but this was major. One of the new ones was WorldSpy. When they first came out about 8 months ago, I reported that it was not worth the trouble to download. The download was a HUGE file and after you uncompressed it, it took up a large chunk of real estate on your hard drive. I could have overlooked these last two, but what turned me away was the fact that I could not get it to work.

I reported these on my homepage and decided that WorldSpy was not for me. Then about 3 or four months ago, I got some mail from them and in effect, it said that they had cleaned up their act and had different software. So I downloaded it again and after some initial problems setting it

up, was finally able to connect. I really liked the new version. In fact, of the three main banner-less ISP's, I would have rated them at the top.

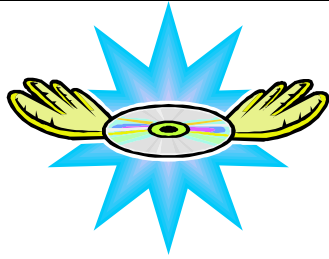
Well, WorldSpy is at it again. One day about 2 or 3 weeks ago, I tried to log on and it would not accept my logon. I went to their homepage and discovered that they had a new version out, so I downloaded it and was really bummed out to find out that they did not include any local numbers in their setup. One of my favorite features of WorldSpy was their 24/7 voice tech support and I promptly called them. They told me that they were aware of the problem and should have it fixed in "a couple of days". I recently tried to log onto their web site and was greeted with a message that they are experiencing technical difficulties and I should try back "later".

In one instant, they have managed to plummet from being at the top to.... well, how many free ISP's are there? However many there are, they are at the bottom of my list. I removed the software from my system and will probably give up. I also plan to write them and let them know the problems I am experiencing and basically tell them what I have written here. There are too many options out there to waste time on one with problems such as this.

### Note :

Since the above article was written, I have received notification that WorldSpy has gone belly up. The email I was sent said that I could have my mail transferred to Juno if I wish. If I can find the time, I plan to update my home page to reflect these changes, but for now.....sorry guys, close, but no cigar. I still think they dropped the ball and left us hanging. But as one dies, another is born. Stay tuned for information of another free ISP, this one called Winfire.





## Uninstalling Programs

Jack Burke

Frequently people ask if after-market programs are better than the Windows 98 uninstaller. I don't have the scientific, text book answer on this question but I do have some recommendations based on trial-and-error. In my experiences, most of the products do not uninstall all of the elements from any given program. I have now developed a procedure that I use in addressing this issue.

Here is the process that I use to uninstall a program. First I will elect to use the company's own uninstaller if one is available. It seems as if the company who wrote the program is best prepared to uninstall it. If this option is not available, then I will use either Norton's CleanSweep or Cybermedia's Uninstaller. I will choose this as a second alternative only because: (1) As a commercial product dedicated to this task, I "assume" that it is more complete than the Windows 98 product, and (2) there is a backup available so I can reinstall the program later if for some reason I want to do so. As a last resort I will use the Windows 98 Add/Remove programs feature.

Depending on the complexity of the program, you will usually find dribs-and-drabs remaining after an uninstallation. Normally I go to the Find feature and write in the program name to see if there are any remaining elements. I just went through this process with an uninstallation of America Online (AOL). Not surprisingly there were perhaps 40 additional files remaining after the "official" uninstallation was complete. These remained in the Custo-

mui.dll file as well as several other places. Cautiously I removed them from my computer and placed them on a floppy disk; just in case the computer acted strangely after I removed them. And, all is well so I will finally delete them from the floppy.

Orphan files have a way of interrupting an otherwise smooth-operating machine. That is why I try and get all of the remnants of a program removed from the system. The final step that I follow is to use a Registry Cleaner to ensure that the Registry does not contain any references to the deleted program. There are several products on the market that safely do this task. I personally use Rstry Sweep in Norton's CleanSweep program because of the safety features built into the program. But, I've used others and am confident that many can do this job efficiently and safely.

I am not sure if what I offer is a fool-proof method, or is 'scientifically based,' but it works for me. I've heard this question often and heard other variances on such programs as Norton Utilities and whether they do the same or better job on Scan Disk or Defragmenting. Only the programming experts know for sure and I'm not sure even that they have the answers; they might reply that "each program is different and unique in its requirements for uninstallation." And, that would be true!

*(Continued from page 3)*

[9 pages] for future reference, but that may take less time on the server than scrolling to find a topic you want. Go to The PC Guide Disk Edition if you want a license copy for yourself for offline use. When using this site, select, click on, the subject link. Read the page, then view the left hand column to select the next topic on that subject. If you find an answer to your problem, write a short article for the club's newsletter and share your experience. I'm sharing with this article.

*(Continued from page 1)*

Microsoft Big Day is already making plans to return to the Shreveport-Bossier area, near the end of the year, with more information and training on new products. I am looking forward to a repeat performance of an excellent program. Keep checking our Web site for Microsoft updates on Big Day.

We would like to thank Microsoft for presenting Caddo-Bossier Windows User Group with the complete Microsoft Office Suite, for our club computer, in return for helping get the word out about Microsoft Big Day.

### ~Web Sites~

#### Crossword Puzzles

[www.thinks.com/](http://www.thinks.com/)

*( daily crossword puzzles, jigsaw puzzles, word games and more)*

#### Office 2000 Tips and Tricks

[www.officeupdate.microsoft.com/2000/articles/TipsTricksCtr.htm](http://www.officeupdate.microsoft.com/2000/articles/TipsTricksCtr.htm)  
*( Microsoft Office 2000 program tips and tricks including shortcut keys for each program)*

#### Louisiana News Site

[www.deductbox.com/](http://www.deductbox.com/)

*(this Louisiana News site is updated daily and provides links to other Louisiana on line news sites)*

#### Updates for Your Computer

[www.updates.com/](http://www.updates.com/)

*(A Web site that looks at your computer & tells you what updates you need)*

### 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.