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CADDO-BOSSIER
 WINDOWS
 USER GROUP

Shreveport – Bossier City
 Louisiana

www.shreve.net/~cbwug

Volume 8 No 7

Caddo-Bossier Windows User Group Newsletter

July 2006

June Meeting

By Glenda Conradi



Bernie Conradi, at computer, shares information on Microsoft Windows Live One Care

The program in June covered some of the features of Microsoft Windows Live One Care, an automatic, self-updating subscription service for your PC that delivers everything you need to maintain your computer, from virus scanning and firewalls to PC tune ups and backup functions.

Microsoft Windows Defender

Beta 2 was also looked at. This is an anti spyware program that protects your computer from pop-ups, slow performance and security threats. Defender will be available at no extra cost to Windows customers.

There were Questions and answers and a discussion on updating drivers. A very informative meeting.

July Program

By Glenda Conradi

Microsoft Vista, a new Windows operating system, is scheduled to be released in early 2007, hopefully in February. The beta version of this operating system is available now and Bernie Conradi has been looking it over and plans to share some of the new features with you at the July

meeting. There are some really neat features included and there are some built in programs that may save you some money on software, since they replace some of the programs we usually have to buy separately.

Please join us, you may be pleasantly surprised at what you see.

MEETINGS

Thursday July 13, 2006
 Thursday August 10, 2006

Podnuh's Bar-B-Q
 1146 Shreveport-Barksdale Hwy
 Shreveport, Louisiana

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

MARK YOUR CALENDAR



Ark-La-Tex Computer Sheaux

~Sheaux Dates~

~2006 Dates~
 February 11, 2006
 May 13, 2006

August 12, 2006
 November 11, 2006



www.computersheaux.org

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Membership Dues.
Full: \$12.00 a year
Spouse: \$6.00 a year
Student: \$6.00 a year.

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~Thank You~

Podnuh's Bar-B-Q 1146 Shreveport-Barksdale Hwy for letting our group hold our monthly meetings in a private dining room in their restaurant

ShreveNet, Inc. for generously providing an email account and internet access for C-BWUG and for providing web space for our club.

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

~ A QUICK TIP ~**Mouse and Keyboard Quick Tricks**

You can often get from place to place in Windows faster by using key combinations and mouse moves that aren't apparent from looking at the screen.

For a basic list of key combinations and mouse move shortcut techniques, choose Start, Help, click the Index tab, and browse the topics listed under

'keyboard shortcuts'.

* Maximize/restore a window: Double-click the window's title bar

* In an Explorer or folder window, get the optimum column width for Details view: Ctrl-NumPad + (Note: File pane must be active)

* Select (highlight) the Address bar entry in Windows Explorer: Alt-D

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

The meeting started with an announcement by Glenda Conradi of the ComputerSheaux task force that has been formed to brainstorm for ideas of ways to revitalize the ComputerSheaux and look for changes that will be of interest for the attendees. Glenda gave the Treasurers report, as Charlie Byrd was not able to attend. I reminded everyone to be ready for the upcoming changes to Windows XP that will be released on June 13, 2006. Carolyn Franklin asked if anyone was familiar with the program Photo Show. She received a disk from her daughter, who used this program. There were a couple of questions on keeping your drivers up to date and how you could roll back to a previous driver if the new one did not work properly. We demonstrated how to set your computer to open a folder in its own window so you could drag and drop from folder to folder. Bob Franklin also explained how to tile your folders either horizontally or vertically or cascade them. Joe Blase gave us a first hand account of his dealing with Dell phone support and cautioned us that they will charge you if you do not listen when they caution you about the charges. Thanks Joe for enlightening us. The program for the month was provided to us by Microsoft Mindshare. Mindshare provided us a disk and script for a presentation on Windows One Care and Windows Defender. I presented the program and demonstrated all the features of the program that was installed on the laptop that we use for the meetings. I am a subscriber to Windows One Care and find the program very useful and that it reminds you when it is time to do a virus check or backup. Mindshare also provided us Microsoft Money Premium, a T-shirt and some squeeze balls to use as door prizes.

The door prizes for this month were: Microsoft Money Premium software won by Bob Salts and a ream of paper, provided by Jay Graff, won by Hallie Bellotte.

I encourage everyone to surf to the CBWUG web page and check out the newsletters past and present. There are a lot of good tips and informative articles.

Firewall Battles

by Jay Graff

Most of you will agree that having a firewall is a necessary evil. There are many out there that you can use, most of the software gender. Some are better than others, and if you want to pay for one, you can get one that really will protect you from intruders. One that I will not go into is one that comes with some hardware, like a modem. They work pretty well but the majority of us opt for the free software ones. Think of a firewall as a fence that is set up so that anyone that wants to gain access to your stuff will find it hard to penetrate. Windows comes with its own little firewall, but that is like a 3 foot fence that with any effort, anyone can just step over. As I said, there are lots of firewalls, and a few free ones, but the gold standard of the software world seems to be Zone Alarm. That is the one that I use on my main computer, but for some reason, it would not run on the other two that I have. Actually it ran fine, but the only problem was that I could not connect to the internet. I found another one called SYGATE. (www.sygate.com) and it ran just like Zone Alarm did, but my problem was that I had three computers running two different programs. I wanted to have them all the same so when I heard about a new one called COMODO (www.comodogroup.com) that was out, I was interested. This one was supposed to be better than Zone Alarm and was free. My initial thought was that maybe I could get all three computers on the same page, using the same program. I had to uninstall my current version of Zone Alarm, but that did not concern me that much. The first thing I learned after I installed the new one was that just like any firewall, there is a learning curve and every time it finds a new program you are asked if you want to give that program access. My biggest

problem came when some of the things that worked before, did not work after I installed this newest one. After much consideration, I came to the conclusion that the new one was not worth the frustration I could see down the line, and decided that as long as things were working, I would leave them as they were. So now I am back to where I was before all this started. Guess one of these days I will learn to leave well enough alone. All of the ones I tested did an adequate job of keeping out the riff-raff, even the newest one, although I suspect that this firewall thing is like locking your car. If a car thief is bound and determined to steal your car, they are going to get it no matter what precautions you use. There are a number of lessons to be learned here. I think first (and foremost) is that if it ain't broke, don't fix it. That is something I don't think I will ever learn.

GETTING STARTED WITH XP

Install the Backup utility

You can manually install the Backup utility in Windows XP Home!

The Backup utility is not included in the default installation of Windows XP Home Edition. It is included in Windows XP Professional. You will need to manually add it to your Windows XP Home edition from your CD-ROM before taking advantage of its data backup features.

Insert your XP Home installation CD-ROM into your CD-ROM drive, and navigate to the ValueAddMSFTNTBACKUP folder. Double-click on the Ntbackup.msi file to start the Backup installation wizard. Follow the on-screen prompts to install the wizard, and once it's complete, you'll have access to the Backup utility by clicking the Start button and choosing All Programs | Accessories | System Tools | Backup.

Door Prizes Winners for June 2006 Meeting



Bob Salts and Hallie Bellotte

The June door prizes were won by members Bob Salts, Microsoft Money software and Hallie Bellotte, a ream of paper. All Caddo-Bossier Windows User Group club members in attendance are eligible to win door prizes at the monthly meetings.

Windows XP Update Problems

By David M. Huckabee

If you have been a good computer user, you have been installing ALL of the updates to your operating system. The critical updates should always be downloaded and installed, and the optional updates (both software and hardware), I will leave up to you. I recommend that all updates should be downloaded and installed. The critical updates are meant to improve the operating system and/or the security features. The software updates are for the Microsoft applications that are installed on your computer. The hardware updates are usually provided by the manufacturer of the hardware that you have on your computer.

What do you do when an update FAILS? All is not lost.

If Windows Update or Microsoft Update repeatedly offers an update even if you have installed it multiple times, the update has not been successfully installed and considered a failed install. I will give you methods that will help you.

To troubleshoot failed updates:

Method 1: View your installation history on the Windows Update Web site or on the Microsoft Update Web site.

Locate the installation error.

1. Click **Start**, point to **All Programs**, and then click either **Windows Update** or **Microsoft Update**.
2. On the Windows Update Web site or on the Microsoft Update Web site, click **Review your update history**.
3. In the status column for the unsuccessful update, click the red X.

A new window opens that displays the installation error.

Search for the installation error in the Windows Update Troubleshooter.

1. Click **Find Solutions**.
2. Type the error message that appears in the window that opened in step 3 of "locate the installation error."
3. Click **Search**.
4. **Search for the installation error in the Microsoft Knowledge Base.**

1. Click **Go to Knowledge Base Articles**.

2. Search for the error message you received.

Method 2: Locate the installation log file on your computer.

Most operating system updates use Package Installer for Windows (Update.exe). The installation creates a default log file that records successes and failures in the %systemroot%\KB#####.log file.

Note ##### is the number of a Microsoft Knowledge Base article.

Example: If the package that is described in Microsoft Knowledge Base article 12345 is not successfully installed, click **Start**, click **Run**, type %systemroot%\KB12345.log, and then click **OK** to troubleshoot the problem. Operating system service packs create the %systemroot%\Svcpack.log file during installation.

Sometimes Windows Update or Microsoft Update offer updates for products that are not installed on the computer. This happens when an application has been uninstalled, but leaves system files behind that may have to be updated. This behavior occurs even though the program is not installed. To work around this issue, install the update, and then hide the update so that the update is not displayed again. **To hide an update:**

1. Click **Start**, point to **All Programs**, and then click either **Windows Update** or **Microsoft Update**.
2. Click **Custom**.
3. Click to clear the check box that is next to the update that you want to hide.
4. Expand the update that you want to hide, click to clear the **Don't show this update again** check box.
5. Click **Review and install updates**.

I hope this does not happen to you when updating. Microsoft does everything that they can to make updates as easy as possible.

Keep your updates up to date, you will be glad you did.

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~Web Sites~

Installing a New Motherboard

<http://www.pcmag.com/article2/0,1759,1828835,00.asp>
(This PC Magazine article takes you step by step through the process of installing a new motherboard in a computer. A good way to find out if it is something you would like to try yourself)

Perk Up Your PC

<http://pcworld.about.com/magazine/2203p172id114162.htm>
(Six Quick and Easy Tweaks. Here are six no-cost, no-hassle tune-up tips to keep your system purring.)

Hard To Find 800 Numbers

<http://www.hardtfind800numbers.com/>
(Hard to Find 800 Numbers lists the "secret" 800 numbers for companies, along with notes on each one.)

Install A Hard Drive

<http://www.helpwithpcs.com/upgrading/install-hard-drive.htm>
(Install a Hard Drive - A guide to installing an IDE hard drive.)

Cool Tricks and Trinkets Newsletter

<http://www.tricksandtrinkets.com/>
(Offering weekly insights into new, cool, useful, fun, unusual and interesting sites on the Internet.)

Maximum PC Magazine

<http://www.maximumpc.com/>
(Read articles, reviews, how to instructions, reports on what they consider the best of the best and look over the Forum section from Maximum PC Magazine.)



DID YOU KNOW?

You can quickly get back to the desktop when you have multiple windows open by pressing the Windows key on your keyboard and the letter D.

The windows key is on the bottom row of your keyboard between the Ctrl and Alt keys. It has the windows symbol on it.

To bring the windows back up to the way they were before, just press the same key combination again.