



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



**CADDO-BOSSIER  
 WINDOWS  
 USER GROUP**

Shreveport – Bossier City  
 Louisiana

[www.shreve.net/~cbwug](http://www.shreve.net/~cbwug)

Volume 3, No 6

Caddo-Bossier Windows User Group Newsletter

June, 2001



Wayne Ebert and Bob Nutt at our Caddo-Bossier WUG Table

### ComputerSheaux

Thanks to everyone who was able to come out and give a hand at the May 12th ComputerSheaux! Your help was really appreciated. We were a

little short of reaching our 1000 attendees mark this time and the

*Continued on page 4)*

### Newsletter Online

*By Glenda Conradi*

Our newsletter, "The Window" is published in a PDF format on our Web page and a few copies are printed to pass out at our meetings and at the ComputerSheauxs courtesy of Office Depot on East 70th Street. As some of you have found out, there has been some difficulty downloading the PDF files on the Web using some versions and combinations of Internet Explorer and Windows. It took a while and a lot of

people working on it but we think the problem has been solved. We want to thank ShreveNet for their help and also for providing our Web space and for the recent addition of an email account & Internet access. (cbwug@shreve.net)

Keep in mind that the PDF files are rather large and may take a while to load, unless you have fast internet service. The online newsletters are in color and may be printed out.

### \*MEETINGS\*

Thursday June 14, 2001

Thursday July 12, 2001

**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

~2001 Dates~

February 10, 2001

May 12, 2001

**August 11, 2001**

November 17, 2001



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

### ~Contents~

Newsletter Online .....	1
ComputerSheaux .....	1
Sheaux Dates.....	1
Next Meetings .....	1
Newsletter Reproduction .....	1
Club Information.....	2
Thank You.....	2
President's Page.....	2
Quick Tip.....	2
Will XP Be the Answer? .....	3
You Really Needed This .....	3
Problems In IE Land.....	4
Worms Without Attachment..	4
Web Sites .....	4

**THE WINDOW**

Published by  
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.

**C-B WUG's New Web Address**  
[www.shreve.net/~cbwug](http://www.shreve.net/~cbwug)

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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.

**ShreveNet, Inc.** for generously providing an email account and internet access for C-BWUG

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

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

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

**~A QUICK TIP~****CLOSING PROGRAMS FROM TASKBAR**

After you maximize a program, then wait for Windows to load everything that it needs, you may choose to click on the tiny [X] in the upper right hand corner of the screen to make the program close. There is also another way to close the program that you may find

even easier and less time-consuming and that works with most Windows programs. On the task bar, located at the bottom of the screen, just Right-click on the program name that you want to close and select "Close" from the fly out that opens.

**President's Page**

**Caddo-Bossier Windows Users Group Meeting**  
May 10, 2001

Our meeting this month was the usual question and answer session we have just before the ComputerSheaux. We had a lot of questions about computer viruses and Joe Blasé told us about a worm that he received on his computer via an email. (read Joe's article on page four of this newsletter) He used the Inoculate program to find it and rid his computer of the virus. The url for Inoculate is: <http://antivirus.cai.com/>, I downloaded the program and ran it on my computer. If you already have a virus protection program running on your computer make sure that you only have one running in the background at one time. Wayne Ebert also informed us that McAfee will no longer support the virus search engine below 4.0.7.0 after the end of May. Mark showed us how to set up the filter for IE when you want to filter out spam messages that you receive on your computer. David Huckabee announced that the release date for Windows XP would be October 25, 2001. The door prizes this evening were: The Family Millennium Suite software won by Joe Blasé; Internet Fast Find program won by Clyde Santifer; and the book Client/Server Computing for Dummies won by David Huckabee. The ComputerSheaux was a big success and I wish to thank all those that attended and assisted with support at our Group table and with the Sheaux.

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*

**MICROSOFT  
WINDOWS** VERSION 3.1



## Will XP Be The Answer?

*Jay Graff*

In October of this year, Microsoft plans to release Windows XP, which is supposed to be better, more reliable, more stable, etc, etc, etc. Do you really believe it will be the savior of the Windows domain?

I am like most folks in that I always buy into their promises. I started out with Windows 3.1 and went through a number of 3.1 evolutions. Then came something completely new and revolutionary, Windows 95. For awhile, it was really a neat thing....it allowed you to do things that were not possible before. But as good as it was, there were upgrades and updates to it as well.

Just when I thought it was doing pretty good, they came out with Windows 98. Not wanting to be left behind, I started using it, although in reality, I couldn't tell that much difference between it and Win 95.

Things went along pretty good, but the good folks at Microsoft decided that if something is working good, they should try to make it even better. Enter, Win 98SE. I suppose SE is pretty good, but from my point of view, that is when my problems began. I started having big time shutdown problems. Microsoft soon became aware of it and came out with a checklist of possible causes that resembled the pre-flight checklist of a 747. In other words, they were saying that they could not explain what was causing this.

One thing to keep in mind....if you

had problems with your windows, upgrading to the next version did not necessarily clear up your problems. Unless you formatted your HD and did a clean install, the majority of the time, you would also upgrade your problem.

OK, so here I am with Win98 SE, having shutdown probs. Whaddya know, here comes Windows ME. This is it folks, this is the big one that is supposed to fix all of your windows problems. Yeah, right. I installed ME and soon discovered that I had even bigger problems. On one machine, half of my drivers were wrong and it was my responsibility to go get them. It got so bad that I thought the regular windows screen was that dreaded bright blue that we have all seen.

So that brings me back to my original question. Will XP be the endall answer to all of these problems???? Probably, or at least till the next version of Windows comes out. But then again, maybe not



## You Really Needed This

*Contributed by Wayne Ebert*

Your on the road and your laptop crashes. If your browser is Microsoft Internet Explorer V 4.0 or above or Netscape Navigator V 3.0 or above and you think it is a virus then go to <http://www.antivirus.com/> for a free on-line virus scan from Trend Micro's House Call application. When House Call finishes loading select the drive (s) you want to inspect and clear and then select SCAN to start the process. If your computer has crashed, there are almost always alternatives to contacting Microsoft's technical support: you could access the Internet at work,

at the local library, at a friend's house. Here's a list of Microsoft support online resources that everyone should keep handy or have book marked.

### URLs at Microsoft

Microsoft Product Support Services  
<[www.support.microsoft.com/directory/](http://www.support.microsoft.com/directory/)>

Frequently Asked Questions & Highlights  
<<http://support.microsoft.com/directory/faqs.asp>>

Knowledge Base Search  
<<http://search.support.microsoft.com/kb/c.asp>>

Global Web Site Search  
<<http://search.microsoft.com/us/SearchMS25.asp>>

Microsoft Download Center  
<<http://www.microsoft.com/downloads/search.asp>>

Microsoft Office Updates  
<http://officeupdate.microsoft.com/>  
<<http://windowsupdate.microsoft.com/>>

Microsoft Windows Updates  
<<http://windowsupdate.microsoft.com/>>

Microsoft Product Support Services -- Custom Support  
<<http://support.microsoft.com/directory/customer.asp>>

The DLL Help Database  
<<http://support.microsoft.com/servicedesks/fileversion/dllinfo.asp>>

Windows Hardware Compatibility List  
<<http://www.microsoft.com/hcl/default.asp>>



## Problems in Internet Explorer Land

By Jack Burke

Sometimes I feel like Rodney Dangerfield since we both get 'no respect.' No sooner do I finish with one computer problem then it seems that I create another one for myself....or, so I think! The reality is that these computers are so complicated; and, the chain of events that can lead to a problem so diverse that it is easy to point the finger at oneself.

Recently I developed a problem with Internet Explorer. I am using an Earthlink DialUp Connection and did not have a problem getting online. However, about 30% of my Favorites would not come online; either by clicking on the link or manually keying in the site. It was almost as if there was a firewall preventing them from executing. My first reaction was that there was a common server which these sites were using and the problem would resolve itself within a couple of days; that did not happen. Then I pointed the finger at myself and other family members trying to figure out what we had done incorrectly. I recalled upgrading a security setting within the last week and wondered if that could have caused the problem.....doubtful!

Not knowing what to do I started running through my normal troubleshooting techniques hoping to hit on the answer. I did such things as clearing the cache, emptying the recycle bin, scanning the disk, defragging, etc.. All of this was to no avail. At the end I decided to overinstall Internet Explorer on top of itself; frequently this can fix any problem with your browser. None of this worked and I was really scratching my head.

Finally I decided to call Earthlink and request their thoughts and assistance. Besides the things that I had already

done, they suggested that I delete all of my cookies. As a last resort, they said that I should uninstall the current edition of Internet Explorer and return to a previous edition. If the previous edition fixed the problem then I could reinstall Internet Explorer 5.5. I wished that one of these things would be the end of the problem but no such luck.

I was totally frustrated and wondered what else that I could possibly do. I decided to do one of the most elementary things which had not even crossed my mind in the past. I used a different access number to get onto the Internet.....same server (Earthlink) but different telephone number. Bingo.....end of the problem! As it turns out Earthlink has three local numbers for this area. Only one of these is a high-speed number using X2 technology. This was the number that I was using when I had all of the problems. By simply changing the number there was throughput on any and all web sites.

I called back to Earthlink and reported my findings. We talked at length and they confirmed that it was very possible that the X2 line had a problem with the routers. They wrote up a trouble ticket and advised me to check the line again within a few days. Remarkably it was working within 24 hours and has been perfect since that time.

I am not sure what the moral of the story is except to say that all of us should look at a problem in the most elementary way before we start going off on wild tangents. I thought that I had done this throughout this process only to find out that I had overlooked the most elementary piece of all.

## Worms Without An Attachment

by Joe Blase

I installed a shareware virus program called "Inoculate", Personal Edition. I immediately updated my new virus program and updated Norton virus program. The very next thing I did was to open Outlook Express to read my email, and noticed an unfamiliar email. I considered deleting it, but was not really worried, because there was no attachment. I clicked on it, and immediately Inoculate flashed "you have worms". I scanned the program and Inoculate found and deleted four worms. The Family was named KAK-a and KAK-b. They were in my start-up and Recycle Norton Protected files. It is well to note that Norton virus program did not alert me. KAK worms are described in the book "The Secret Guide to Computers", page 597.



George Elwinger, Jim Wertz & Bernie Conradi pause during a rare break at ComputerSheaux

(Continued from page 1)

money taken in was less than in recent Sheauxs but as always it was a success. When we are able to write a check and donate it the Shriner's Hospital for Children we have succeeded. Our paid attendance came to 950 and we deposited \$4,960.75 in the bank.

### ~Web Sites~

#### Jazz Up Your Cursor

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

(Transform your cursor into something completely different than the usual arrow)

#### Fred Langa Newsletter

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



### DID YOU KNOW?

You can go to Start then Run and type in "calc" to open the Windows calculator