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**CADDO-BOSSIER  
 WINDOWS  
 USER GROUP**

Shreveport – Bossier City  
 Louisiana

Volume 5, No 5

Caddo-Bossier Windows User Group Newsletter

May, 2003



*Bernie Conradi, Jim Wertz & Wayne Ebert pack up after the April meeting*

**April Meeting**

*By Glenda Conradi*

Our April program, presented by Wayne Ebert, gave us an insight on Microsoft Knowledge Base and how to use it as well as what it has to offer the Microsoft Windows user. Wayne finished the program with an overview of Spybot a program that will search your computer and destroy spyware. As always there was still plenty of time for questions and answers.

Several of our members attended The Microsoft Big Day on April 24. It was very informative and covered a lot that any computer user could benefit from, even though it is geared to small businesses. The

morning session covered XP and Power Point, the afternoon was oriented more to businesses while next door they conducted seminars on networking. They gave away some great prizes, too. You may want to attend the next one that comes to town. There is a link to the Microsoft Big Day web site on our club web site where you can check upcoming dates

The next Computer Sheaux will be Saturday, May 10, 2003 from 8 a.m. till 4 p.m. at Bossier Civic Center. There will also be a blood drive in the lobby from 10 a.m. till 2 p.m. We hope you will be there.

**\*MEETINGS\***

Thursday May 8, 2003

Thursday June 12, 2003

**Podnuh's Bar-B-Q**

1146 Shreveport-Barksdale Hwy  
 Shreveport, Louisiana

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



**MARK YOUR CALENDAR**

**Newsletter reproduction  
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 East 70th-Shreveport**

**Ark-La-Tex Computer Sheaux**

*~Sheaux Dates~*

*~2003 Dates~*

February 8, 2003

**May 10, 2003**

August 9, 2003

November 8, 2003



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

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**HAPPY MOTHERS DAY!**

## THE WINDOW

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

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

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

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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 ~

## Closing Programs

There are actually several ways to close a program.

If the program is open and finished loading you can choose "Close" from the file menu drop down or click on the X on the upper right hand portion of your screen or right click on the program name at the bottom of the screen in the task bar and choose "Close" from the pop up menu.

If the program has been minimized you can still right click on its name at

the bottom of the screen in the task bar and choose "Close" from the pop up menu.

If you have a number of programs Minimized, or open you can close them all in the task bar by right clicking each one and selecting close.

Using this method to close programs can be less time-consuming than going to the File menu and works with most Windows programs.

## President's Page



## Caddo-Bossier Windows Users Group April Meeting

The meeting started with a short bit of business about our starting time. It was decided to leave our starting time at 7:00 PM, which will result in a little shorter meeting, as we need to be out of the building by 8:30 PM. The question and answer portion of our meeting started with a question about a US Robotics modem not being recognized in any PCI slot; a short explanation on how to copy the bookmarks in Netscape; a demonstration on how to put an icon on the desktop; and numerous questions and suggestions on backing up your complete system as well as your document files. John Hardin suggested using Norton Ghost because it works so well for him. Wayne Ebert presented a program on how to use the Microsoft Knowledge base. He gave suggestions on how to use the searches and how to use the knowledge base when you receive an error message on your computer. Wayne also talked about the program Spybot and how to use it to rid your computer of spyware that can affect the performance of your computer. Jim Wertz told us about a new virus protection program called VCatch. The door prizes for the evening were: A pack of CD-Rs won by Joe Blase; a CD scratch repair kit won by David Huckabee; and a program called Works Suite won by Mark Reeves.

I would like to encourage the members to send me an email to [bernie@conradi.com](mailto:bernie@conradi.com) and give us some ideas as for future programs. 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 Glenda Conradi and Jay Graff.

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

## Correcting Device Conflicts

By Wayne Ebert

When the Device Manager identifies the resource conflict, how do you fix the problem? Win95 does not have a troubleshooter where Win98, ME and XP do. Using a troubleshooter you can fix 90% of the problems. In Win98, click Start, then Help. On the Help screen, click Troubleshooting, then Windows 98 Troubleshooters. Select the appropriate troubleshooter from the list. In WinME, click Start, then Help. In the Search box type hardware conflict or resource conflict or troubleshooter and click Go to select the appropriate troubleshooter from the list. In WinXP, click Start, Help And Support, and for example, Hardware. In the box marked Hardware, scroll to and click Fixing A Hardware Problem. Click the Hardware Troubleshooter that is displayed in the right pane. The troubleshooter will lead you through a series of directions to diagnose the problem and provide instructions to fix the defect. For a portion of the remaining problems a troubleshooter can't fix you can use the Device Manager. The Device Manager is a powerful tool; if you're not careful you can disable your hardware and trigger a crash. If you do use the Device Manager, never change the settings in the System Devices category. Locate the conflicting device yellow explanation point. Right click or double click the device and choose Properties. Click the Resources tab. Near the bottom is the Conflicting Device List box that provides a list of every device those conflicts with the one in question as well as where the conflict occurs. Uncheck the Use Automatic Setting checkbox and select the resource in conflict from the Resource Setting box and click the Change Settings button. A dialog box opens that lets you change the setting to a new value you select from the list. Your system will tell you if the new value is open or not. On selecting an open value, click OK to save it and return to the Device Manager. Click OK again to return to your Desktop. Should your efforts fail, it's shutdown to take to the repair shop time.

## Dialog Box Keyboard Shortcuts

**CTRL+TAB** (Move forward through the tabs)  
**CTRL+SHIFT+TAB** (Move backward through the tabs)  
**TAB** (Move forward through the options)  
**SHIFT+TAB** (Move backward through the options)  
**ALT+Underlined letter** (Perform the corresponding command or select the corresponding option)  
**ENTER** (Perform the command for the active option or button)  
**SPACEBAR** (Select or clear the check box if the active option is a check box)  
**Arrow keys** (Select a button if the active option is a group of option buttons)  
**F1 key** (Display Help)  
**F4 key** (Display the items in the active list)  
**BACKSPACE** (Open a folder one level up if a folder is selected in the Save As or Open dialog box) items in the active list)

## GETTING STARTED WITH XP

### Hidden Recycle Bin

If you have a lot of floating windows open it is possible to hide the Recycle Bin that by default is located in the bottom right area of the desktop. If this happens it is a little bit difficult if not impossible to drag files or folders to the Recycle Bin so they can be deleted later. XP seems to have a "hidden" feature to deal with this problem.

When the Recycle Bin is obscured by open windows on the screen just find a folder, file, or group of files you would like to drag to the recycle bin for later deletion. Select the file or to select several files hold down the Ctrl key as you click on them and then drag them to the lower right area of the screen. Pass the mouse cursor over a blank area of the task bar and hover there until the open windows on the screen minimize. Now you can drop the files in the exposed Recycle Bin

## Door Prizes Winners for April 2003 Meeting



David Huckabee, Joe Blase, George Craddock & Wayne Ebert

The March door prizes included PC Works Suite software won by Mark Reeves, a CD/DVD scratch repair kit won by David Huckabee and CD-Rs in slim cases won by Joe Blase.

All Caddo-Bossier Windows User Group club members in attendance are eligible to win door prizes at the monthly meetings.

## Windows Update

By David M. Huckabee

Windows Update is a feature that is added to Windows to help you keep your computer up-to-date by choosing updates for your computer's operating system, software, and hardware. New items are added to the site regularly, so you can always get the most recent updates and fixes. The updates and fixes might be for fixing security problems, problems with the operating system, updates to make the system run faster, or to add features to the operating system. Internet Explorer has had some security problems and Updates has added security features and has even replaced IE by new versions.

There are critical updates, Windows updates, and hardware driver updates. The critical updates should always be updated, the Windows updates are optional and you should read the descriptions to see if you want or need the update, the hardware driver updates are optional, How do I keep my Microsoft Windows up to date?

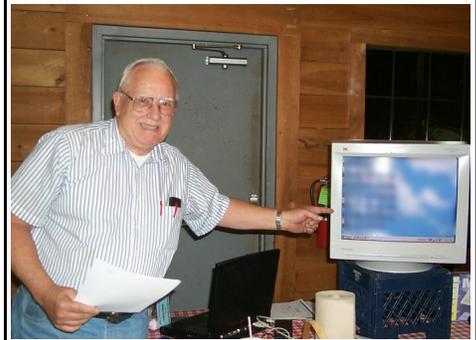
The best way to keep your Windows up to date is to go to the Microsoft Web-site ([www.microsoft.com](http://www.microsoft.com)), look on the left side and click on "Windows Update". This takes you to the Windows Update site where your computer will be scanned for the latest update engine and it will be updated if needed. Before you scan for updates you have to realize that Microsoft will NOT collect any personal information about you (name, address, e-mail address or any other form of personally identifiable information) in the scan. The information that is collected is: operating system version number, Internet Explorer version number, version numbers of other software for which Windows Update provides updates, Plug and Play ID numbers of hardware de-

vices, and Region and Language settings.

Be aware that some of the updates are very large and if you are on a slow Internet connection, the updates will take a long time. You might want to get a friend on a fast Internet connection to download the needed updates and burn them to a CD. Yes, there is a way to download and save the updates. Go to <http://v4.windowsupdate.microsoft.com/catalog> and follow the directions or you can add the link to the Windows Update Catalog to Windows Update. All of this information can be found at the Microsoft Web-site, under Support, Knowledge Base, and search the Knowledge Base for Q323166, all of the directions are there.

The next thing to do is to have the update engine scan your computer to find out if there are any updates that are needed, hit the scan for updates button. You will be presented with a list of updates in categories: critical, Windows Updates, and hardware. Download and enjoy an up-to-date computer. In Windows XP you have a variety of options to keep your system up-to-date. Log in as system administrator, click on Start, Control Panel, and select Automatic Updates. There are a number of options available: You can keep your system up-to-date manually, automatically download and install updates on a schedule, download updates and ask if you want to install, or ask before downloading and installing.

Now you know everything there is to know about Windows Update, if you have Microsoft Office, there is an Office Update site that is similar to Windows Update on the Microsoft Web-site.



In April Wayne Ebert presented the program on Microsoft Knowledge Base.

### ~Web Sites~

#### **Band Width Meter**

<http://webservices.zdnet.com/zdnet/bandwidth/>  
(This site will check your internet speed)

#### **Paul Thurrott's Super Site For Windows**

[http://www.winsupersite.com/showcase/windowsxp\\_tips.asp](http://www.winsupersite.com/showcase/windowsxp_tips.asp)  
(Information and tips for Windows)

#### **Wild Things African Dreams**

<http://Www3.telus.net/~billq/article.htm>  
(Photos taken in Africa...and more )

#### **Microsoft Knowledge Base**

<http://support.microsoft.com/default.aspx>  
(Microsoft's database of support articles)

#### **Knowledge is Power**

<http://www.maraband.com/>  
(free newsletters and free tech resources available online)

#### **Terafly**

<http://www.terafly.fiu.edu/>  
(Satellite view of the earth. You can zoom in to see your own home and find lots of info about specific areas)



### DID YOU KNOW?

You can delete a file permanently without sending it to the recycle bin first. Select the file you want to delete hold down the shift key and press the delete key. Click yes to confirm you want to delete the file.