



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



**CADDO-BOSSIER  
 WINDOWS  
 USER GROUP**

Shreveport – Bossier City  
 Louisiana

[www.shreveport.com/cbwug](http://www.shreveport.com/cbwug)

Volume 1, No 8

Caddo -Bossier Windows User Group Newsletter

October, 1999



Digital image by David Huckabee

*Caddo-Bossier Windows User Group table at Microsoft Big Day*

**OUR NEXT MEETING**

7 p.m.

Thursday October 14, 1999

Marshall and Associates

819 Shreveport-Barksdale Hwy

Shreveport, Louisiana

*Meetings 2nd Thursday of each month*

**MARK YOUR CALENDAR**



The next ComputerSheaux will be

**Saturday, November 13, 1999**

8:00 AM – 4:00 PM

Bossier Civic Center

**MICROSOFT BIG DAY 2000**

By David Huckabee

On Tuesday, September 28, 1999, Microsoft presented “The Big Day 2000” at the Sheraton Hotel on 70<sup>th</sup> Street. The event was co-sponsored by Compaq and Softchoice. The main presenters were Theresa Jacobs from Microsoft, Larry Lander from Compaq, and Tim White from Softchoice.

Over 150 were present to hear about networks, computers, and software used in the business world.

The topics were:

Importance of Data, different forms of data, value of Client-Server Networking (using NT4.0)

Small Business Server and Back Office software.

Preview of the Windows 2000 operating system.

Importance of licensing software. Office 2000 interactivity and Web Development and Collaboration.

Discussion of Web Components and Web Extensions.

Examples of Intranets.

How to Publish your own web documents.

Photodraw, Publisher, and Word used to publish a newsletter from scratch.

Front Page used to build a web page.

There were eight businesses and two local computer clubs present to answer questions and hand out literature.

Softchoice took orders for books at a bargain price.

It was a fast paced day of information and fellowship in the computer world.

**Newsletter reproduction  
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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 CBWUG

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

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

**Minden Bank & Trust** on Youree Drive for providing us with a checking account at no charge.

**Bryan Rawls** for donating the C-BWUG banner.

**~A QUICK TIP~**

**Defrag Woes**

How many times have you tried to defrag your hard drive only to see the message "drive contents changed, restarting"? One of the reasons for this is applications running in the background. I was on ICQ and every time someone came

on line, I got this message. What I'm trying to say is that whenever possible, when you are doing a defrag, try and close as many applications as you can. It won't eliminate the restarting, but should cut down how often it does.

**President's Page**



**Caddo-Bossier Windows Users Group Meeting**  
September 9, 1999

The meeting started with the introduction of David Huckabee as a new member to our group. Our question and answer session consisted of questions about doing a Web page, Windows 98SE shutdown problems, TweakUI in relation to Windows 98SE, the bugs in Netscape 4.0, with the recommendation that Version 4.61 be used instead, and upgrading your computer with the proper size case and power supply.

Mark presented a program showing the comparison of the AMD K6 processor, the Intel Celeron processor and the Pentium Processor. This was the same data that he demonstrated at the ComputerSheaux. Mark also talked about the different types of cases (AT, ATX, ALX) and the difference between a Compatible and a Clone when buying a computer. The discussion also included the various brands of CDRs and CDRWs for making CD's.

The raffle winners this month were: Darryl Strange - Mini Speakers; Jim Wertz -Power Mouse; and Christi Sanders - William Shatner's Tekwar game.

We also had a Board meeting after the general meeting was over.

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*



### The Iomega Zip "Click of Death"

by Jack Burke

Recently my Iomega Zip removable drive (Zip 100, parallel port) started to act up on me. The symptoms were that it was very slow to start up, when a disk was installed, and it started to make a multiple clicking sound rather than the normal one click. This situation became more acute as time went on and, finally, it was virtually impossible to use the removable drive.

As luck would have it, this drive was just outside its warranty period by about two months. I was frustrated and checked Iomega's web site for similar problems but did not find much help. In turn, I talked to some friends at a computer meeting and was on my way to a solution. They told me two things (1) Gibson Research had designed a program to test the Iomega drives, and (2) that this was a systemic problem and Iomega may honor the warranty even after it expired.

Steve Gibson, to be found at Grc.com, has designed a program to test the drive. It is known as "Trouble in Paradise" (TIP) and is downloadable as freeware. He takes some time talking about the "Click of Death" and the bad publicity it has brought to Iomega. Apparently, a high official with Iomega, in a live talk with ZDNet promised that Iomega would stand behind its product even after the warranty. I used the TIP program to test my system but it did not detect my problem; I have no idea why not.

I decided to contact Iomega at their toll-free number (1-888-4-Iomega). You talk to technical support and there is a one time fee of \$14.95. You have to be by your computer with the Zip drive installed in order to talk with them; and you have to have the serial number of the unit. They were very courteous and helpful, and after a few short min-

utes, determined that I did have the "Click of Death" although they will not call it by that name. They honored my outdated warranty and sent me a refurbished unit which was at the house in five days.

Unfortunately, my story does not end here. This new unit did not fix the problem. I called Iomega again and they sent me a second unit. This too did not fix my problem and we talked a third time on the phone. They sent a new power supply and my Zip drive was back in action this time. As it turns out, I probably had two problems being disguised as one. They wanted me to send them all of my disks (which were potentially damaged) but I hesitated to do this since they did not want me installing them in the new unit and I was unable to erase the data on the disks. As an alternative, they said that they could send me four new disks which I thought was a very gracious gesture. I have since used the old disks and have not found any problem with them after a thorough inspection of each one.

The moral of the story: If you are having problems with your Zip drive, do not hesitate to download the TIP program and contact Iomega. They were competent and gracious and I was impressed with the company. I understand that most of these problems occurred with the earlier editions of the Zip drive. As a postscript, if I have problems in the future with any of my computer components (or anything else in the house for that matter) I will not hesitate to talk to friends and even call the company after the warranty has expired. You never can tell, it may save you some big bucks! Hello Weedeater!

### Back Up, Back Up, Back Up

#### Part Three

#### What to Restore From?

Wayne Ebert

My budgeted funds for computer improvements almost wasn't, but I continued to get that little voice in the back of my head asking "Is your sys-

tem backed up?" When I screamed "No", the spouse asks me "What is wrong with you, I was just joking about another credit card." I answered the question with the question "What kind of Zip drive is on your computer?" I got a blank look for a reply so I explained I was going to get some 100 MB zip disks. Granted the preferred method would be a tape drive or a CD-RW drive, but until I had the funds I would have to find an alternative. I could have used the Microsoft Backup, done a compressed back up to the hard drive or to floppy diskettes but that would not be very practical. I wouldn't have to put the zip disks in the safe deposit box with the others full of data in case something happened to us, but could put them in a location away from the computer. Being an external parallel port drive with it's own power supply and pass through circuitry I would only need to purchase some zip disks. Yes, I would have to install the drivers and software. I connected the cable from the Zip Drive to the parallel port. Next, plug the power supply into the surge protector, slip the power supply cord into the side of the Zip drive and boot the PC. Windows found the new removable drive, I confirmed it's drive letter and after inserting the Tools disk installed the software. Went to Start, Programs, Accessories, System Tools, and selected Backup. I selected Create a new backup job, and clicked OK. On the next dialog box I selected Backup My Computer in place of selecting specific files to backup. Confirmed the path to the Zip Drive and completed the backup. Now should a problem arise, I'll select Restore backed up files on the first dialog box and insert the Zip disks as required. That should take care of that little voice in the back of my head! As the user's guide indicated I connected the printer to the pass through port on the Zip Drive and satisfactorily ran a test print. Is Louisiana a community property state?



## Your First Web Page

Jay Graff

Seems like a hot topic of interest these days is web page construction. Building a web page is relatively easy. It just takes a little planning, patience and persistence. It is said that every great journey begins with that first small step. This is especially true when you are building your web page.

Over the next few months, I hope to be able to give you some tips on how to build, publish and fine tune your web page. As of this moment, I plan on three articles, but it may take four. Just keep tuned and read the newsletter.

There are two main ways you can acquire a web page and many programs that aid you in building one. First, if you have a local ISP, you need to check if they include web space as part of your service. If they do, you need to find out the information needed to publish your web on the internet. This is usually the URL of your server, plus your login ID and password. Write this information down and keep it in a safe place. You'll need it later. If you have a service such as AOL or Prodigy, you can probably have a web based home page. There are a number of them all offering anywhere from 5 mb to a whopping 12 mb. With these, you may sometimes have trouble editing them. If you choose to go this route, you will need to mail that services support and find out the best way to edit it.

As far as programs are concerned, there are a multitude of them as I said. Almost any word processor these days has the ability to save your document as a html file.

For the purposes of this discussion, we need to assume that you are using a local ISP and a web editor such as FRONT PAGE.

The first and foremost thing to remember is (for now) KEEP IT SIMPLE. At first I would strongly recommend that you make a plain white page with your name and whatever info you want in it. You can add a graphic if you like, but once you are able to get it up, we will discuss jazzing it up.

Some considerations are:

You should have some idea of what you want your page to look like. If you want to add any graphics, keep them in a place where you'll know where they are. I created my web and saved it to a zip disk and any graphics I want to include, I just put in the same directory as my web.

You should think about who you are trying to reach and target your audience accordingly. But on the other hand you need to speak in terms that will interest anyone who happens by.

This will be covered later, but don't load or plan to load your page down with graphics. They usually take a long time to load and turn some people off.

Finally, keep in mind that your page may look different on different computers and with different browsers. I have one page that has sound. I can hear it in IE5, but not in Netscape. So you have to be prepared for this and be willing to change if possible.

The main reason I like Front Page is that you can work on it like any other page editor. Everything you do in it is also included in html. Anyone that has ever worked with html can appreciate how rough it can be if you aren't familiar with it. Plus, it has a preview option so you can see what you do in action. If you use Front Page, I would recommend you being online because some of the things it needs, even in the preview mode, might be on the internet.

From within Front Page, just choose NEW from the file menu and choose a new front page web. You get to choose where you want to save it to and also a name for it.

Front Page will create your web and all that it needs to begin.

Once you have your web saved, go to the front page editor and double click on a file called index.html. This is your new web page.

If there is anything else on the page you see other than a plain white sheet, you need to remove it. The editor works like a word processor. Just click on the center button and type your name. It will come out in a small text, but you

need to highlight it and click on the big A on the top toolbar. Keep clicking till the text is as big as you would like. With the text still highlighted, click on the pallet and choose a color.

Now you should have your name as big as you wanted it, in the color you chose. You can change the font if you want, but for now, it should be OK.

Then cursor down and write a brief statement about yourself. It doesn't have to be anything elaborate. Remember we will probably change it later anyway.

If you want any graphics, you can add them now. Just remember to include them in the root directory. If you want to include your email, you can do so, just make sure you remember to link it. To do this, click on the little chain, when the link window opens, click on the envelope and type in your address there.

Congratulations, you just made your web page. I know it doesn't look like much now, but remember the second "p" it was for patience. Before you know it, your home page will look as good as any and you will be receiving compliments on it.

Next month, we'll discuss getting it up on the web.

## ~Web Sites~

**Windows 98 Home Page:** <http://www.microsoft.com/windows98/default.asp>

**Audio & Video:** <http://realguide.real.com>

**Free Tech Support:** <http://www.nowonder.com>

**Your Brain:** <http://library.advanced.org/26463/default.shtml>

## 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.