The Bytes of Las Vegas

Las Vegas PC Users Group

April 2006

Volume 21, Issue 3

Smart Computing Magazine—April Presenter

Luke Vavricek will be the guest presenter from Smart Computing Magazine. Smart Computing Magazine has been a supported of user groups for a number of years.

Smart Computing
Magazine has a unique
program. If you subscribe
to one of their magazines,
you have online access to
all four of their products.
You can get just the online
version and take
advantage of all the
materials without the
paper.

Smart Computing offers reviews for hardware and

software, tips and tricks for all platforms, online help and great insight into new products. The web site offers the ability to save your favorite articles or preferences.

The magazine offers free subscriptions for user groups to use as door prizes, etc. If you are interested in signing up for Smart Computing Magazine, PC Today, Computer Power User, or Reference Series, here are the instructions for getting credit to our user group. In order to make sure that our group gets credit in Smart Computing's User Group

Program for a member's subscription and renewals, make sure you subscribe and renew through the User Group portion of the Web site at https://www.smartcomputing.com/secure/membership.asp and select the appropriate group to credit

asp and select the appropriate group to credit in the drop-down list. Or you may call in to subscribe or renew and say give credit to the Las Vegas PC Users Group for your subscription or renewal at (800) 334-7458. This will ensure that our group is getting the most FREE SUBSCRIPTIONS it possibly can!

Inside this issue:

Why settle, Do it your way	3
Being on line brings coinci-	3
The new, the Best, and the Worst	3
Calendar	7
Board of Directors	4
Recycling information	9
Streaming Radio www.pandora.com	12

Special points of interest:

- New Format for our Monthly Magazine
- Check out our webpage for new features
- Bring your donated items for our booth at the Broad Acres Swap Meet in May
- Check out the tips from Smart Computing Magazine

he Bytes of Las Vegas

New Board Elected

The 2006-2007 Board was elected at the March 1, 2006 General Meeting. The new Board will consist of the following;

President,

Dennis Kemper

Vice President,
George Yocum
Executive Director
Harold Rozinski
Secretary,
Richard Robusto
Treasurer,
Jerry Stoken

The new Board will take office May 1st and will preside over the May 3rd General Meeting. A special thanks to all of the Board Members, both elected and volunteers who have participated in the past year's events.

The Bytes of Las Vegas is the official publication of: Las Vegas PC Users Group, Inc.

Published monthlyFebruary through December

A Non-Profit Corporation 1350 E. Flamingo Road #188 Las Vegas, NV 89119 Phone (702) 263-5910 Web Page http://www.lvpcug.org

Editor e-mail:

editor@lvpcug.org

Editor: Donna Sword Advertising Director: Open

Advertising@lvpcug.org

Newsletter Distribution Coordinator: Phil Barr

apcug-rep@lvpcug.org

The Bytes of Las Vegas is the monthly newsletter of the Las Vegas PC Users Group, an independent, non-profit group. We encourage



members to submit articles for publication. Articles must be submitted by the first Wednesday

of the month preceding the month of publication. All articles received after that date will be considered for the following month's issue. By submitting articles, the author gives permission for publication in this newsletter and in other user group

publications.

Articles may be sent electronically to editor@lvpcug.org. Text may be in ASCII, Rich Text Format, MS Word, MS Publisher, or WordPerfect. Graphics may be sent separately provided they are referenced for proper placement. The Editor reserves the right to edit all submissions, and cannot quarantee publication.

The information contained in this newsletter is believed to be correct and accurate: however, the Las Vegas PC Users Group does not assume responsibility for the consequences of errors or omissions in the articles or misuse of any information provided. Any information used from these articles is at the user's own risk. Upon written notification of errors or inaccuracies in hardware or software reviews, LVPCUG or the editor will print a correction in the issue following receipt and verification of the correction.

Unless specifically stated otherwise, opinions expressed in any article, advertisement, or column are those of the author and do not represent an official position of, or endorsement by, the Las Vegas PC Users Group, its

members, its officers, board of directors, the newsletter editor, or the newsletter staff. Permission is granted to other computer users groups to reproduce in whole or in part, for internal, nonprofit use, any of the articles published in this newsletter, provided that credit is given to The Bytes of Las Vegas and the authors of the reproduced materials. This permission does not supersede the rights of the authors of copyrighted material. ¤

Change of address should be sent to the

Membership Chairman:

E-mail:

membership@lvpcug.org
Send postal mail or ship to:

LVPCUG 1350 E. Flamingo Rd #188 Las Vegas, NV 89119

Remember, the Postal Service does not forward the Bytes.

Check out the information on our webpage. All updates to Special Interest Groups and General Meeting information will be located at



Why Settle, Do It Your Way

by Lee Alexander,

Member of the Macon Users Group, Franklin, NC http://www.maconusersgroup.org/ sawdust21(at)verizon.net

Icons

You can make your PC more colorful and distinguish folders by using icons other then the ubiquitous manila folder. Right-click a folder and select properties; under the Customize tab, click the Change icon button and you will see more than 250 icons to choose from. Actually, the file,

Shell32.dll, contains 1484 icons on my system. A good many of these are duplicates in different sizes and color depths. Sizes range from 16 x 16 pixels through 96 x 96 pixels; color depths can be 16, 256, or True colors (24-bit for a range of 16,777,216 hues).

Using one of my favorite free utilities, IrfanView, you can view and do minor editing such as changing size, color depth, and rotating the image. TIP: Open an IrfanView window and Drag the file Shell32.dll into it. You can then see previews of the icons, one by one. If you want to do extensive editing of folder icons, create a shortcut to shell32.dll on your desktop. Then right-click on it and choose "Open With" - Irfanview.

I have created an Excel spreadsheet with a brief description of about 100 selected icons – Shell32Icons.xls.

(Continued on page 5)

Being Online Brings Coincidences and Lasting Trails By Gabriel Goldberg,

APCUG Advisor; Columnist, AARP Computer & Technology Website, www.aarp.org

A song written by Peter Mayer, a great singer I've just discovered, is titled "Earth Town Square." Describing how technology and travel have shrunk the world, Peter lyrically observes "Now it's feeling like a small town, with six billion people downtown, at a little sidewalk fair, in Earth

Town Square". Even though all six billion of us aren't (yet!) online, the Internet as a meeting place is certainly one of the engines making the Earth seem smaller. While it was once exotic — or alarming — to have a long distance telephone conversation, chatting electronically with people half a world away doesn't raise my pulse.

A decade ago, early in my use of the Internet, I was astonished by its ability to create

"Participating in mailing lists, newsgroups, and Web sites leaves online footprints and makes us visible."

coincidences. This is a true story. I was consulting for an online service that gave me an e-mail address used only for their work. I received a note at that address with (Continued on page 8)

The New, the Best, and the Worst Collected by Pim Borman

SW Indiana PC Users Group, Inc. http://swipcug.apcug.org/ swipcug(at)sigecom.net

Rants

It is a dark, dreary, drizzly day in mid-January as I write this, perfect for contesting a will (as they say in my native Holland) or protesting the peccability of PC peddlers.

Rant #1 concerns the software Dell installs on new computers, whether you want it or not. James Derk, computer columnist for Scripps Howard News Service, wrote recently about the effort it required to remove all the extraneous junk from someone's new Dell system: "Dell is on the list this year for adding so much junk to their new

PCs that it takes a trained technician to remove most of them. Their "starter" edition of QuickBooks is the most annoying...even popping up reminders to try the program long after you've deleted it. I know Dell sells 80 percent of its PCs to businesses but there's no reason to have such an invasive product and selling tactic. Most large businesses don't use QuickBooks, most small businesses already have

 $(Continued\ on\ page\ 9)$

LVPCUG Board of Directors 2005-2006

- Officers -

President Rob Winchell

president@lvpcug.org (702) 795-7153

Vice President George Yocum

vp@lvpcug.org (702) 263-5910

Executive Director Dennis Kemper

director@lvpcug.org (702) 263-5910

Treasurer Jerry Stoken

treasurer@lvpcug.org (702) 263-5910

Secretary Richard Robusto

secretary@lvpcug.org (702) 263-5910

— Board Members —

Advertising Director [Open]

advertising@lvpcug.org (702) 263-5910

APCUG Representative

Phil Barr

apcug-rep@lvpcug.org (702) 566-7669

Director & Editor,

NewsBytes Karl Rehak

newsbytes@lvpcug.org (702) 243-6301

Director at Large Ceazar Dennis

(702) 263-5910

Editor,

Bytes of Las Vegas Donna Sword

editor@lvpcug.org (702) 795-2653

Editor,

Down the Road Howard Mark

hmark@earthlink.net (702) 263-5910

Membership Chair

membership@lvpcug.org (702) 645-5310

Product Review Chair

Don Sabatine

Dan Spitz

productreview@lvpcug.org

(702) 451-6805

Program Chair

Donna Sword

program@lvpcug.org (702) 263-5910

Public Relations Chair [Open]

pr@lvpcug.org (702) 263-5910

SIG Coordinator Wendy Jaroslawski

sig-coordinator@lvpcug.org

(702) 339-3812

Helping Hands

(For Members Only)

"Users Helping Users"

When you need help with computer related problems, call a **Helping Hand** volunteer. This service is available only to LVPCUG members.

Please be courteous when you call and make sure the time is convenient. Have ready your manuals, questions, etc. and be at your computer. Or, e-mail a description of your problem along with your phone number and best time to contact you.

Beginners & Quicken

Marilyn Mills • 361-6363 • mcmxx@earthlink.net

Communications, Linux/Unix

Rob Winchell • 795-7153 evenings r winchell@newsguy.com

Microsoft Access.

Databases in General

Donna Sword • 795-2653 evenings sword_nv@hotmail.com

Microsoft Office, Publisher,

Adobe Acrobat

Sharon Fry • SharonFinLV@hotmail.com 290-3518 evenings/weekends

Microsoft Excel, QuickBooks Pro

Debbie Hathaway • 497-3995 cell

debhathaway@juno.com

Windows 98, Nero CD Burning Software, Music Match Jukebox, Cool Edit, Digital Music

Rich Vance • 438-3394 • r.p.vance@cox.net

Windows XP, Miscellaneous

263-5910 • fixitgeorge@lvpcug.org

If you feel that you could be a **Helping Hand** in any area, please contact one of the Board Members, or contact the Editor and ask to be added to the list. We can always use more volunteers in this area. "Users Helping Users" is what it's

all about!

(Continued from page 3)

Acrobat Reader

This free utility is much in demand of late as many program manuals are now written in the .pdf (Portable Document Format) format. A few handy keyboard shortcuts are:

Adobe uses <Ctrl> L (instead of F11 as in Microsoft products) to toggle full screen view.

Toggle the toolbars with F8.

Use the right/left arrow keys to advance/go back a page.

Adobe Photoshop, Etc.

You can hide the floating palettes in Adobe products (such as Elements), by hitting the <Tab> key. It is a toggle; hit it again to bring them back.

Word Toolbars

You can create a toolbar button for easily inserting a symbol into a document. Right-click a toolbar and select Customize and the Commands tab. In the categories pane scroll down and click on All Commands . In the right pane, Commands, click on Symbol: and drag it to a toolbar. This will open the Symbol dialog box. Click the symbol to be attached to the button and click OK.

The toolbar button now displays the font name (Symbol) followed by the symbol number. Since this is not very friendly information, we can change the button's appearance. With the Customize dialog box opened, right-click the button and choose Name: . To make the button resemble the symbol it's attached to, use the <Alt> key and the four digits on the number pad for that symbol. You can add a graphic to the button by clicking on Edit Button Image. You're then presented with a simple grid and color palette upon which you can draw simple shapes.

Tips on Digital Photography and a PC

Windows Picture and Fax Viewer

This versatile (for photos) utility is often overlooked in the availability of photo editors. As it is included with the Windows Operating System it is a "freebie" readily at hand. Typically, unless you have set file associations otherwise, double clicking on a photo will open it in the Viewer. The toolbar at the bottom has some handy features that are not immediately intuitive. The Previous and Next buttons allow you to view all the images in the folder of the first photo you selected. The Screen icon will start an automatic slide show; the Zoom, Rotation, and Delete are self explanatory. However, the Print icon can surprise you – it opens the Photo Printing Wizard. As you step through the Wizard, the Layout Selection provides a variety of print configurations from 8.5 X 11 to a 35 print "contact sheet."

If you have set a file association to open your photos in an editor, you can create a shortcut to the Picture and Fax Viewer on your Desktop or in the Quick Launch Tray. Right-click in the area you want the shortcut and choose New | Shortcut. In the Shortcut wizard, enter C:\Windows\system32\shimgvw.dll (assuming your Operating System is on the C: drive). Name the shortcut and click Finish. On the first use you will have to choose the program, Picture and Fax Viewer, and check the box to "Always use selected program ..."

Note that if you right-click and choose Edit, you will open the Paint program. The next-to-last button closes the viewer and opens the photo editing program associated with the file type.

Harrys Filters

Harry's Filters 3.0 is a Photoshopcompatible plug-in which can be used in dozens of different image editing applications e.g. Photoshop, Paint Shop Pro, Corel Photo-Paint and many other. It includes 69 effect filters, an Animation feature, options for saving and opening presets and an instant preview feature.

Harry's Filters 3.0 is freeware. You can use them for whatever you like, but you aren't allowed to distribute them without the author's permission.

Be sure to read the instructions about extracting the zipped file to the folder containing your photo editor.

At this point, the website link I had entered is no longer valid. This brings up a salient point – rather than hold on to old links (the dynamic nature of the World Wide Web is in constant flux, always changing) it is better to Google the topic or subject to get the latest information.

LCD Usage with a Digital Camera

The disadvantage of using the LCD, as opposed to the optical viewfinder, the camera is not braced against a body part (your head). It is difficult to avoid camera shake when the camera is held at arms length. Try tucking your elbows into your sides and exhale before pressing the shutter release -- don't punch it.

Flash as a fill-in.

Using flash as a fill-in in outdoor shots, such as when the subject is backlit, can reduce the shutter speed. If your camera has the ability, check the shutter speed and aperture after such a shot. When flash is forced, digital cameras typically compensate by lowering the shutter speed and/or increasing the aperture.

White Balance.

If your photos have an overall cast of color it could be a function of the White Balance. In a photo editor, find a patch of near-neutral gray and check the RGB color levels. They should be nearly equal in value. A free utility, Pixie, can check this for you. You can download the program from www.nattyware.com.

Color Management Schemes

Color schemes can conflict, if you use more than one of them. Select the color profile of either the printer or the photo editing software, not both. With ink-

iets, a greenish tone could indicate that no color scheme has been applied; a

(Continued on page 6)

(Continued from page 5)

reddish hue may indicate two color schemes have been applied.

See More Thumbnails in Win Explorer Hold down the <Shift> key when selecting the Thumbnail view to eliminate file labels = more pics per screen.

Auto-reduce Photo File Sizes

Windows XP has a neat feature to adjust the file size of photos for transmis-

sion over the internet. Select the photo(s) and right-click on one. From the pop-up menu, choose Send to and Mail Recipient. This will bring up a dialog box, Send Pictures via E-Mail. The radio button Make all my pictures smaller is selected by default. Click on Show more options to see 3 degrees of reduction.

Although it creates a message with the reduced file size photos as attachments, you do not have to send the message. You can right-click on an attachment and from the pop-up menu select Save

as or Copy to put it on the Clipboard. You then simply delete the message without sending it.

There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

Blocky Text On LCD – LCDs (liquid-crystal displays) are great alternatives to CRT (cathode-ray tube) monitors in many ways, but they do make text look "computerized." To make the on-screen text easier to read, enable Microsoft's ClearType, a feature that's bundled with WinXP. If you want to use the basic version, which works fine in most cases, right-click the Desktop, click Properties, choose the Appearance tab, and click Effects. Select the checkbox next to Use The Following Method To Smooth Edges Of Screen Fonts and then select ClearType from the drop-down menu. If you want total control, use the online configuration utility at www.microsoft.com/typography/cleartype.

"Reprinted with permission from *Smart Computing*. Visit http://www.smartcomputing.com/groups to learn what *Smart Computing* can do for you and your user group!"



Thanks to www.ViaWest.net for the Las Vegas PC Users Group web site.
See us at www.lvpcug.org

Special Interest Groups (SIGs) and Meetings

Note: Times and locations are subject to change. If you are planning to attend a particular SIG (Special Interest Group) meeting, it is best to **e-mail or call ahead to confirm** that the meeting will take place as listed here. When possible, schedule changes are also posted at **www.lvpcug.org** on the front page. Some of the SIGS that are offered are;

Digital Imaging Techniques, Second Sunday 12:00–2:00 PM

Genealogy, Second Saturday 9:30AM

How-To Workshop, Fourth Saturday 9:15 AM

Linux/Open Source, Third Sunday 1:00–3:00 PM

Mobile Computing, Second Monday 6:30–8:30 PM Novice (New) Users Third Sunday 4:00–6:00 PM

In addition, if you are interested in a SIG not listed here or if you would like to start a SIG, please contact **SIG Coordinator**, **Wendy Jaroslawski**, phone **702-339-3812** or e-mail her at **sig-coordinator@lypcug.org**.

April 2006 -- Las Vegas PC Users Group - Meetings and Events

		<u>30</u>		<u>23</u>	4:00p -6:00p <u>Novice</u> (new Users)	1:00p -3:00p Linux/Open Source	<u>16</u>	12:00p -2:00p Digital Imaging Techniques	9		Start Daylight Saving Time	2			26 <u>Mar</u>	Sunday
		1 May		24		7:00p -9:00p Internet Sig Internet	17		<u>10</u>			3			27	Monday
		2		25			18		11			4			28	Tuesday
Gene Barlow	6:15p -6:45p General	3	Board Of Directors	<u>26</u>			<u>19</u>	6:30p -8:30p Database SIG is Cancelled this month only	12	Smart Computing Magazine Luke Vavricek	6:15p -6:45p General Meeting	5			29	Wednesday
		14		27			20	6:30p -8:30p Windows Developers	<u>13</u>			9			<u>30</u>	Thursday
		5		28			<u>21</u>		14			7			31	Friday
6:00p -8:15p Saturday Night Bytes and Bites	12:00p -4:00p Systems / Applications Review	6		29	3:00p -5:00p Wireless Networking	Earth Day 9:30a -2:30p How To Workshop	22		<u>15</u>	Suites 3:30p -5:30p Multimedia Lab	9:00a -12:00p Genealogy 1:00p -3:00p Using Office	8	Applications Review 6:00p -8:15p Saturday Night Bytes and Bites	April Fool's Day	1 Apr	Saturday

(Continued from page 3)

the intriguing subject, "I am you" from another Gabriel Goldberg. Nowadays, that's the sort of spoofed e-mail I'd likely delete without reading. He had checked his entry in the service's directory and found my entry next to his. We exchanged pleasantries, described ourselves, shared wonder at having found each other, and he mentioned that he was a music student in Boston.

Later that week, I received another note at my regular e-mail address, from a woman who said that she'd known a Gabe Goldberg years earlier, the last she'd heard from him he was going to Boston to study music, and was I that person. I replied to her, copying the other Gabe, that either they were playing a joke on me or we had a mighty powerful coincidence. Truth is stranger than joke — they were former high school sweethearts who had drifted apart. In the same week they both found my name and two different e-mail addresses, and for very different reasons, they contacted me. I later heard from her mother, who thanked me for reuniting them! Remarking on the coincidence of names, the other Gabe wondered "how do guys named Jim Smith handle all the coincidences."

Participating in mailing lists, newsgroups, and Web sites leaves online footprints and makes us visible. The bad news is that's one of the ways spammers find targets, but the good news is that being visible makes it easier for lost friends to track us down. Soon after 9/11 I heard a voice on the phone I hadn't heard for nearly 30 years: my college girlfriend. She'd searched Google (often called "Googling") for me, found me, and called. We've stayed in touch since, have gotten together several times, and shared news of our respective

families. And just recently I used Google to contact an elementary school friend after hearing of her taking a new job in San Francisco.

Amidst the fun of unanticipated connections and reestablished friendships, there's a cautionary note: information online has a long memory. Web sites like Google cache (retain) Web pages even after they're deleted from their original Web locations. Postings to mailing lists, Web forums, newsgroups, and other online venues are usually retained indefinitely. It can be unnerving to discover that items posted in the heat of the moment or as youthful indiscretions can be retrieved years later by potential employers or new acquaintances, or just be someone snooping for unpleasant reasons.

Just as it's worth checking your credit report periodically, it's a good idea to occasionally check out what online trails you've left. My current favorite surfing tool is Google, so I search for "Gabe Goldberg" and "Gabriel Goldberg." The quote marks bind the first and last names together so that only Web pages having the exact full name are found. I search on Gabe and Gabriel because I've used both names. If your name is closer to Jim Smith's - offering 56,000 hits rather than the more manageable 182 for my name — you can tighten the search by adding terms such as a middle initial, state of residence, hobby, employer, etc. But don't make the search too narrow or you may miss genuine references.

It's tedious to erase tracks from an online history. It requires contacting each site that hosts material you'd like to delete, perhaps following instructions and filling out forms. Some mailing list sites refuse as a matter of policy to delete list postings, reasoning that doing so would distort a list's historical record. The government has made serious efforts to sanitize the Web by removing content deemed dangerous, such as plans for water and power system. Even when successful, scrubbing data off Web sites often doesn't really make it unavailable, it just slows people from finding it. It's much better to avoid saying anything online that might return to haunt you, than try to clear the record after the fact.

This article originated on AARP's Computers and Technology Web site,

www.aarp.org/computers, and is copyrighted by AARP. All rights are reserved; it may be reproduced, downloaded, disseminated, or transferred, for single use, or by nonprofit organizations for educational purposes, with attribution to AARP. It should be unchanged and this paragraph included. Please e-mail Gabe Goldberg at gabe(at)gabegold.com when you use it, or for permission to excerpt or condense.

There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

Sort Your Start Menu – When you install new programs, WinXP tacks them to the end of your All Programs menu, rather than inserting them in the correct alphabetical order. So every so often you have to re-sort it yourself: Click Start, choose All Programs, right-click anywhere on the menu, and choose Sort By Name. Note that the sort order is folders first, programs second—so new programs that don't create their own folders on your system will still appear at the end of the menu. "Reprinted with permission from Smart Computing.

Visit http://www.smartcomputing.com/groups to learn what *Smart Computing* can do for you and your user group!"



You can help LVPCUG and our planet at the same time!

As you may already know, LVPCUG has a recycling program for most of your inkjet cartridges. If you follow the Board Meeting Minutes, you know that this program has grown to be a significant source of income for the Group, thanks to your support.

Thanks to the efforts of Donna Sword, our past President, we have expanded our program in conjunction with **Funding Factory**, a "Recycle & Redeem" program. Now, **we can accept ANY inkjet cartridges**, **laser toner cartridges** and **cell phones** for recycling—and earn money and more!

Collect these items from your family, friends, and neighbors to **support your LVPCUG** while **helping our planet's environment.**. •



(Continued from page 3)

it and consumers don't want it. Editing the Windows Registry should not be needed to remove it. (Dell gets an honorable mention for charging \$25 for a USB cable to connect their "free" printers to their computers.)" (

http://snipurl.com/derkcolumn2). Elsewhere he mentions the desirability of removing the pre-installed temporary version of McAfee anti-virus. He wrote: "If you have McAfee preinstalled on your new PC, I would uninstall it immediately and install a free product. It's not just a bias...in my computer repair business I have seen dozens of PCs with McAfee installed that are riddled with viri. Something either about McAfee's online-only product or the configuration just lets viruses pass through" (http://snipurl.com/derkcolumn).

As luck would have it, my neighbors asked me soon thereafter for help with the installation of their new Dell computer. The recently retired professional couple had been using a MacIntosh computer for the past eight years and were unfamiliar with MS Windows. Remembering Derk's comment, I suggested we remove the McAfee program and install Norton Internet Security.

Tough luck! As I attempted to remove McAfee via the Control Panel's Add/Remove feature, I kept getting error messages that part of the program was running and could not be removed. I did everything I could think of to stop/disable McAfee, but nothing managed to kill it dead. I did a Google search later on and found that usually there is no simple way to get rid of it. A "help" page on the McAfee page provides pages of procedures to "try," all of them obscure and non-intuitive. An unwanted program that can not simply be uninstalled is malware in my opinion. If Dell is unwilling to sell computers without all the junk, the best solution may be to reformat the hard drive and reinstall the desired programs only. Or choose another vendor. It is hardly an attractive option for new Windows users.

Rant #2 Sony BMG recently got caught using rootkits to provide copy protection on CDs they sold. Rootkits are programs that hide on your hard drive, out of sight of Windows. They are an open invitation for virus writers to invade your system and are hard to remove without damaging Windows. Sony was forced to apologize for its error, recalled the CDs involved, and published a patch to remove the rootkits from

the customers' computers.

According to an article in <code>eweek.com</code>, the rootkit trick is being used by other companies also (http://snipurl.com/lis7, thanks to Jim Geiser). Norton SystemWorks is specifically mentioned. Symantec explained that they used the rootkit to prevent users from accidentally removing the file, but offered to relocate it with a program update. According to <code>eweek.com</code> there are other instances of rootkits being used, but no specifics were mentioned.

My Norton Internet Security subscription is about to expire. I already had planned to try the ZoneAlarm Security Suite, based on a recommendation in PC Magazine (12/27/05) that included it in their list of Best of the Year Products (but that also included McAfee anti-virus!). But then Linda Gonse, editor/webmaster of the Orange County IBM PC Users' Group, wrote that the ZoneAlarm Security Suite interfered with her ftp program and mangled the files she uploaded to her Web site. She had a dickens of a time trying to uninstall the program. However she never had a problem with the plain, free ZoneAlarm firewall. I concluded that my best bet was to use free ZoneAlarm as the firewall.

(Continued from page 9)

I chose a separate anti-virus program, **f**prot from Frisk software (http://www.fprot.com/products/). I used that program years ago in the DOS days, and more recently I have been using it on my Linux computers. Their technical support is outstanding, as I mentioned in a previous column (P-See Urgent, December 2005). Fprot, based in Iceland, was one of the first to spot the rootkits and to provide an uninstallation patch. They update their database as soon as they add new data, usually several times a week. The Windows version costs \$29 per year, but a trial version is available to make sure the product fills your needs.

As expected, replacing Norton Internet Security with ZoneAlarm and f-prot was not without problems. I downloaded the trial version of f-prot without difficulty and stored it, ready for use. Getting the free version of ZoneAlarm was a different story.

Rant #3 If you make a free, limited version of your

software available for download, don't play silly games trying to hide the download button hoping that the prospective customer will finally give up, or make an error, and order your paid-for version. It may work sometimes, but you lose every last bit of goodwill you may have worked years to earn. Is that worth it? After struggling with ZoneAlarm for 20 minutes trying to download the free program, I simply copied an older setup version that was still on my other Windows computer and installed that. ZoneAlarm then promptly offered to update that version and I was in business. Installation of f-prot went without a hitch.

Although I had uninstalled Norton Internet Security with the Control Panel-Add/Remove route, it was evidently not quite dead yet. ZoneAlarm started telling me that Norton was still trying to access various parts of my computer, which I blocked. Soon thereafter everything froze and I got the Blue Screen of Death. It took two cold restarts to get everything back up and running, and my first action was to have ZoneAlarm block everything with the Norton label. That seems to work thus far.

As every successful business, from Wal-Mart to General Electric, knows, your most important asset is customer goodwill. A happy customer is a return customer. Over the years Dell has built up an excellent reputation for product quality, price, and service. They stand to lose all that for a few bucks they make as "partners" with the likes of McAfee and Quicken Books. It isn't worth it. The same goes for Norton, known since DOS days for its reliability and excellence of technology. Avoid exasperating your customers and they'll keep coming back.

There is no restriction against any nonprofit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.



Official Newsletter of the Las Vegas PC Users Group

Advertising Information

Classified (Line) Ads

Members of the Las Vegas **PC Users Group are entitled** to FREE non-commercial:

- Three Classified ads per year
- Maximum of 5 lines per ad

Non-members and additional member classified ads:

- 2.50 for up to 3 lines
- \$0.75 for each additional line

Frequency Discounts

10% for 3 consecutive ads 15% for 6 consecutive ads 20% for 12 consecutive ads

Commercial (Display) Ads

Price includes free COLOR ad on the LVPCUG website! Sizes and prices (per issue of the Bytes):

Full Page	6" wide x 7.5" deep	\$50.00
Two-Thirds Page	6" wide x 5" deep	\$36.00
	6" wide x 3.75" deep	
	4" wide x 3.75" deep	
	4" wide x 2.75" deep	
Business Card	4" wide x 2" deep	\$10.00

Horizontal dimensions shown; vertical ads also available

Premium Positions Charge (if available):

Inside Front or Inside Back Cover	
Center Page, Left or Right	Additional \$50.00

Advertising Terms

Advertiser provides ready-to-publish advertisement.

All ads must be paid in advance with checks made payable to Las Vegas PC Users Group

For more information, e-mail advertising@lvpcug.org or call 702-263-5910

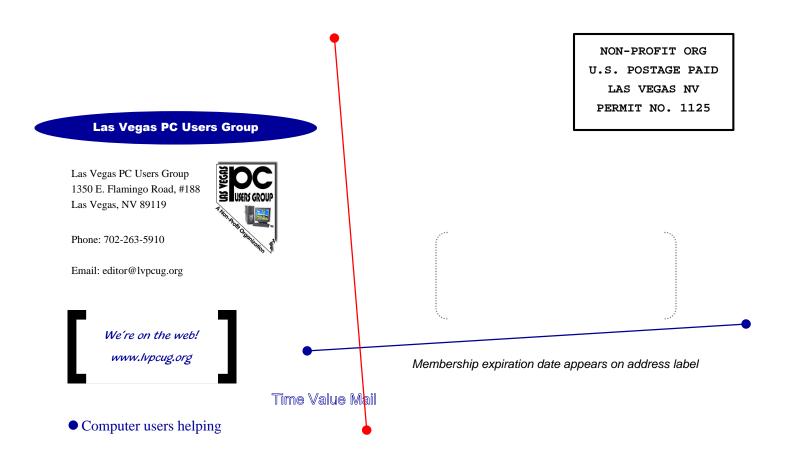
Las Vegas PC Users Group

Membership Application

(PLEASE PRINT)	Date:	O	New O Renewal
Name:			
Address:			
City:	State:	ZIP:	
Phone:	Alt. Phone:	Fax:	
Email:		Been a Member Before?	O YES O NO
It is LVPCUG policy to kee we release the following to	p your information confidential. other Members?	However, for contact rega	arding SIGs and meetings, may
Your phone #	and/or Your e-mai	il address	
SUPPLEMENTAL INFOR! How did you hear about the	NO MATION (optional but helpful) e LVPCUG?		
What type of computer use	er are you? (Circle all that apply)		
Novice	Programmer Consultant	Trainer Work Related	d Home User
Other (please specify)			
Please put an "X" in front of jects you would like to lea	<u>-</u>	some knowledge of, and	d put an " O " in front of those sub
Programming	Art & Design	BBS/Telecor	nmunications
Networking	Desktop Publishing	y Windows	
Word Processing	Multimedia	Databases	
Operating Systems	General Computer	Spreadsheet	s/Accounting
Hardware	Other:		

Bring completed application and check for \$30 Annual Membership Dues to our General Meeting, or mail to:

Membership Chairperson Las Vegas PC Users Group 1350 E. Flamingo Road #188 Las Vegas, NV 89119



Tips from our Users submitted Wendy Jaroslawski



Check out
Pandora.com

http://www.pandora.com. To start, you will enter your favorite artist or song. They will custom build a streaming radio station for you! As each song plays, you can say No - don't include songs like this, or I really like this song, give me more like it. The station soon builds a radio station tuned to your tastes. You can build up to 100 different stations to match

various moods. They have an adsupported version and a version without ads for \$3 a month. The technology behind the site is amazing - they've assigned a 400-attribute genome to over half a million songs. So, as you tell it which songs you like, they can find other songs from the database with a similar genome. It is a great way to discover new music that you've never heard before that is similar to other songs you like. Check out Pandora.com http://www.pandora.com - an amazing site.

Prize winners March Meeting

Trend Micro PC-cillin

Harold Brown

Joe Salgo

Laplink Gold

Herb Bann

Photo Suite II

Marlene Dorval

Photo Suite 4.0

Richard Bolin

Windows XP T-Shirt

Beverly Barbello

Trend Micro Stuffed Dogs

Joe Guarino

Doug Tremblay