



Bits of Blue



A Monthly Publication of the Tampa PC Users Group, Inc.

Vol. 9 No.3

March 1996

Meeting

March 13, 1996
6:00 PM

Hillsborough Community
College, Ybor Campus
Ybor Room

How to do a Home Page
on the Internet
by
Chuck Palm

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Some Notes From FACUG

by *Connie Kincaid, President Tampa PC Users Group, Inc.*

I attended the Florida Association of Computer Users Groups (FACUG) on Feb. 24th and 25th and was amazed at what I found there. FACUG falls under the umbrella of the Association of Personal Computer User Groups (APCUG). APCUG is the parent organization for all users groups in this country. Each has a web page, forums on the on-line services, newsletters and a board to manage their activities. The primary mission for each is to help local users groups be more effective.

The conference actually began on Friday evening but I was unable to attend that portion. The conference was held at the Clarion next to the conference center in Orlando and approximately 33 PC users groups sent over 100 attendees. The conference also had representatives from IBM, Microsoft, Symantec, Corel, Borland, Parsons, Delrina, Micrografx, Intuit, Adaptec, Adobe Systems, America Online, Global Network Navigator, Microhelp, SSK Technology. Each meal was provided to us by a different sponsor who also demonstrated their latest products. The meals were tasty, informative and a good chance to sit and talk to board members of other groups. I can't begin to describe the charity and willingness to share that was manifested by the entire conference.

Between meals there were 2 one hour round tables on different topics. In upcoming newsletters I would like to take a single topic and

(Continued on page 3)

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However, for business concerning this newsletter, Bits of Blue, please contact the Editor, William LaMartin, at 821 S. Boulevard, Tampa, FL 33606-2904; 813-251-3817; lamartin@ix.netcom.com.

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All advertisements must be prepaid by check payable to TPCUG, in camera ready format (actual size, black ink on white paper), and be submitted on or before the 20th of the month preceding the month of publication. Commercial advertising is usually limited to 25% of the total space of an issue. The Editor reserves the right to hold ads if the total space for ads exceeds this limit or if it is not received on time.

Members may insert non-commercial ads at no charge with the following limitations: no more than 4 ads per member per year; no more than 40 words (240 bytes including spaces); must be camera ready copy or an ASCII file on diskette or uploaded to the BBS as a message to the Editor. Those wishing to place ads are to contact the Editor, William LaMartin, at (813) 251-3817 for space availability and for further information.



SECRETARY'S REPORT & MINUTES OF MEETING, 2/14/1996

Minutes and Comments by Bruce Register, Secretary Tampa PC Users Group, Inc.

Vice-president Mike Hodges called the meeting to order. President Connie and family were bedridden with "whatever is going around." Mike expressed all of our sympathies to Connie and Wil with hopes they get well soon.

Mike mentioned the desire to consider a new location for meetings. All members were asked to submit their suggestions. Mike reminded us to look at the SIG Group meeting schedules in the back of the BITS OF BLUE Newsletter.

Regarding entry to Communications SIG, March 4, Reflectone Building, Tom Cone said call him at his office, 949-9698. Mike Hodges said that as long as Reflectone gets the additions to the list before 4 PM of meeting day, entry can be arranged. However, by the time you get a message to Tom and Tom gets a message to Mike, time becomes of essence. Simply plan ahead whenever possible to eliminate miscommunication.

Jim Lindsey, Computer Generated Solutions, made an excellent presentation on "Presentations". He worked through *PowerPoint*. His theme was "How to start up, how to run and how to have fun in building presentations". *PowerPoint* is a presentation package, but it is marked as a "graphics" package. Jim opened *PowerPoint 4.0*, "Presentations that talk to you". He said for us to decide what we want to do. Take inventory of what we have in software programs and databases. Then, determine logical order of arrangement. Numbers can be boring. "You'd rather have depth. You must consider presentations by your competitors...Tables are nice but graphics are generally more interesting...You can build interest into your presentations with graphics." He showed tables with numbers and contrasted them with graphics of the same information.

He presented visual graphics. Then, he introduced sound effects (music) to his presentation that he built. He says, "Do not get carried away by adding too much sound; it's overkill... use sound wisely... the sound should associate with the visual... You can also add moving pictures...clips and cartoons sometimes enhance your presentation... you can add other features, e.g., speaker's outline and notes (such as Jim's handouts)." Jim said that you can also include the same outline notes within your presentation so that the listeners can see the image while reading your outline on the screen and hearing your voice. He said that panels and overhead projectors help

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(Minutes.....Continued from page 2)

with presentations. You may also have your presentation viewed on video monitors well placed.

Jim then demonstrated a presentation that he built for the AMVETS 1996 meeting. He explained what he did as it was being shown on the screen. He used multimedia disks that you can purchase at computer supply stores as a source of graphics, sound and video. These graphics come from CDMedia so that you do not have to use HD storage space. You can get media graphics on disks but you use too much hard drive space. He name several CD media products. He says that you can use your own video or imaging equipment and create your own media graphics rather than purchase them.

Jim opened the floor for Q & A. His responses to Q's included comments like "You can use your own sound, bring in sound, fade sounds in and out, sporadically in and our, change directions, etc. Jim used KOSS speakers that are battery amplified with good quality. As a demonstration he turned off the battery supply while the speakers operated from the power supply of the computer through his sound card. "Wave files" bring in sound. You can use your microphone to capture sound in "wave files".

He said that you can get *Microsoft PowerPoint* right now "dirt cheap", probably for a street price of \$69. Building your presentation with *PowerPoint* is a 9-step process; he demonstrated (faster than your Secretary could write). Your titles do not change while you do a "build" which affects texts but does not affect titles. Jim's computer had 16 MB ram. He also said that *FreeLance Graphics* and *PowerPoint* are similar. And, *PowerPoint* is not stand alone in the sense that if you want to send someone a presentation and they don't have *PowerPoint*, then you will need also to include the *PowerPoint* viewer.

Jim enlightened us with much more than we are able to relate here.

Due to the illness of Wil, we did not have the coupons for the door prize drawing; we will just have carry over door prizes for our next meeting on March 13. Connie has another great presentation arranged already for that meeting. Please bring a friend! ♦



(FACUG.....Continued from page 1)

discuss it in some detail. This month I will give you some of the highlights and cover the first topic in detail.

- **The health of users groups** - Users groups in general are growing in size, budgets and services. Creativity and community support are key elements.
- **How users groups are like a small business** - They are often incorporated as 501(c)(3) charitable organizations. They pay taxes, expenses, have board of directors with elected officers, they must promote themselves to 'consumers', acquire physical assets and they need to have a strategic plan to operate effectively.
- **How users groups serve the community** - Users groups provide education, social events, a channel for donations from the business community to other areas of the community and sometimes are able to get expensive technology to those who need it but can't afford it.
- **SIGs** - Special Interest Groups provide a focused source of learning for every level of interest. They also provide access to technology to people who might not otherwise have time, money or someone to show them how.
- **Technology** - Users groups are the liaisons from vendors to their market. The meetings provide important forums for vendors to 'teach' their consumers. Computer technology as a business relies more heavily on the education of its consumers than any other mass industry. Users groups bring that education to the public.
- **Vendor relations** - Users groups and vendor have an interdependent relationship. Vendors rely on users groups to 'spread the word' while users groups rely on vendors to give them something to spread.

I will now look at the first of these items in detail.

The health of users groups - In general, PC users groups are growing by leaps and bounds around Florida. I met people from users groups that were specific to one trailer park in a community. I met people from users groups that regularly had 500+ people attending each meeting. The majority of people that I met fell somewhere between those two extremes. Much of the discussion time was spent on managing growth, promoting growth, helping more people in the community and what services to provide the community. The issues that a particular group will face is very strongly related to size. I sense that groups generally fall into three categories: small, medium and large.

The small groups seemed to be characterized by: serving a geographic region smaller than a county, less than 100 participants at meetings, many members belong to at least one other group, single monthly meetings with few or no SIGs, very few if any vendor demos, no physical assets and rely on the community for free meeting sites and other support.

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Software Review

The 1996 Grolier Multimedia Encyclopedia

Review by Larry Anders, Librarian
Tampa PC Users Group, Inc.

This month I have an opportunity to do something I've never done before, re-review a program I reviewed the first time in July of 1994. At that time I reviewed the original issue of The New GROLIER Multimedia Encyclopedia (NGME). It is now just called The 1996 edition of Grolier's Multimedia Encyclopedia. Back then my comment was "if you own an IBM-compatible PC, 386sx or better, with Windows 3.1 and don't have a CD-ROM drive - **GET ONE!** - because now you have a reason!" Well, today you'll need at least a 486 DX/33 or higher, 4 MB of RAM and 6 MB of hard disk space, a "double-speed" CD-ROM with a 300 KB/sec or higher transfer rate, 8-bit or higher Windows-compatible sound card and a SVGA or higher-resolution display. Also needed is Windows 3.1 or later, MS-DOS 5 or later, and a mouse. Also, new to version 8.02 Grolier now has 12,000 article links to CompuServe Information Services. To use this you will need 8 MB of RAM and 10 MB of hard disk space. If anything they have taken what I thought was the best electronic encyclopedia and made it **BETTER!**

There are now over 34,000 articles, including 1,200 new and 6,000 revised and updated, that can be browsed, searched, marked, copied, saved or printed. Linked to each article is a gallery of either photos, videos, animations and various other multimedia images such as maps, fact boxes, tables, sounds. There are 150 historical documents, including the Magna Carta, landmark Supreme Court rulings and words from historical figures Plato to Nelson Mandela.

There is an easy to use, all new interface that makes exploring, discovering and learning easier and I guarantee more exciting than you could ever imagine.

Grolier takes the concept of "learning-by-doing" one step further with the use of *Interactivities*, which are dozens of new interactive animations and 3-D models of hands-on demonstrations such as the food chain, finger-spelling exercises and even 3-D renderings of the human brain. There is a total of 15 hours of video, 150 national anthems, 300 classical musical selections, 100 pieces of U.S. historical and world ethnic music, with 125 additional selections.

There is an interactive atlas with 900 maps, all completely interconnected and hyperlinked to articles. There are

77 new *Thematic Maps* to help you understand better with information on world/continent agriculture, climate, vegetation and population density. There are also 166 new *Historical Exploration Maps* and 64 new *City Maps*.

The *Yearbook* is a dramatic recap of events providing a detailed, day-by-day look at the people and events that shaped 1994-95. It includes a media overview of events, a survey of major themes and trends, and a wealth of timely news photos and more.

Timelines helps you explore the relationships between events in world history. This feature divides world history into 10 periods. For each period, there is a graphic

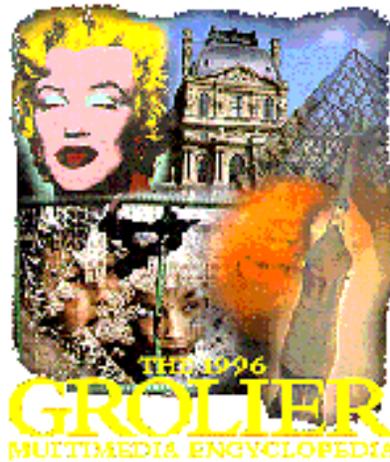
As I mentioned earlier, there are over 12,000 hyperlinks between Grolier and CompuServe, including a connections to special-interest forums, popular publications and databases, chat rooms and more. You get to all of this with a single click.

Any of this information can be copied into any Microsoft Windows-compatible word processor, which can be opened from within Grolier's, quoted and then printed out. As with all copyrighted material, you must give proper credit.

Also included in my copy of Grolier's was a Modern Art CD-ROM from the Maeght Foundation containing the "International EMMA Award Winners of 1995." All of this and a street price of still under \$100.

Once again, in my opinion, Grolier is on top of all the rest. This is one software package that the entire family can use to explore, discover and learn in more ways than ever before, and have a whole lot of fun doing it!

GROLIER Electronic Publishing, Inc.
90 Sherman Turnpike
Danbury, CT 06816
203-797-3530
Internet: <http://www.grolier.com>. ♦



Which is the Encyclopedia
for you?



SOFTWARE AVAILABLE FOR REVIEW

1. **Outside IN**/for Windows - Instant Access to any file-- View, copy print search, launch & manage files.
2. **Harvard ChartXL** for Windows - Compelling charts from critical data. Software Publishing Co.
3. **On File** -for Windows, Arranges your files into fun to-use "notebooks "
4. **OnCmd** - On-Line Data XBase database development environment for native OS/2
5. **Family Fun Pack** for OS/2 Warp CD
6. **How Would You Survive?** - Grolier - Multimedia Adventure (ages 7-12) - Windows CD
7. **Jump Start Preschool** - Knowledge Adventure - getting a head start on education (ages 2-5) Windows CD
8. **Jump Start Kindergarten** - Knowledge Adventure getting a head start on education. (ages 4-6) Win. CD
9. **Jump Start First Grade** - Knowledge Adventure getting a head start on education. (ages 5-7) Windows CD
10. **Space Adventure**- Knowledge Adventure up to the moment exploration of outer space. (8-adult)
11. **Aviation Adventure** - Knowledge Adventure complete world of Flying (8-adult)
12. **TuneLand** starring Howie Mandel - 7th Level. Interactive Cartoon (ages 3 and up) Windows MPC CD
13. **Managing your Money Plus** - Finance package, check book and more. Windows CD
14. **Managing your Money Windows** - Finance Package
15. **ECHO Lake** - Delrina Capture and share family memories - The Multimedia Family Album
16. **Life Form** - fitnessoft - Personal Health Management - Windows.
17. **Terror T.R.A.X** -Grolier - Full -Screen/Full-Motion Interactive Horror Film (ages 13+) - Windows CD
18. **Science Fiction** - Grolier - Multimedia Encyclopedia of Science Fiction - Windows CD.
19. **SFPD Homicide: The Body in the Bay** - Grolier - Murder Mystery Game (ages 13+)- Windows CD

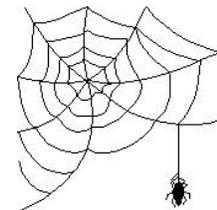
(Call 251-3817 for information on review software)

People with software reviews due--we need them!

March's Interesting World Wide Web Locations

<http://www.fl-orchestra.org/music/>
<http://www-wane-leon.scri.fsu.edu/~mikems/>
<http://www.polaroid.com/replica-home/nara/index.html>
<http://ttx.com/bookzone/homepage.html>
<http://www.gm.com/index.htm>
<http://pages.prodigy.com/guardian/egypt.htm>
<http://www.hpmetro.com/0402/index.htm>
<http://www.metmuseum.org/>
<http://www.tampatrib.com/mosi/>
<http://www.prairienet.org/arts/ptg/homepage.html>
<http://www.primenet.com/~mrdata/midi.htm>
<http://www.ed.gov/>
<http://bluehen.ags.udel.edu/insects/descriptions/entohome.html>
<http://tycho.usno.navy.mil/what.html>
<http://sunsite.unc.edu/wm/>
<http://www.cyber24.com/home.html>
<http://www.f8.com/FP/Russia/index.html>
<http://www.zdnet.com/home/filters/maina.html>
<http://www.decision96.msn.com/>
<http://www.hpmetro.com/main/altnews.htm>

Florida Orchestra - Tampa, FL
 Florida Wildflower Page
 National Archives Duplication Service
 Book Zone Home Page
 General Motors
 Guardian's Egypt
 Hyde Park Metro - Tampa, FL
 Metropolitan Museum of Art
 Museum of Science and Industry - Tampa, FL
 Piano Page
 The Ultimate TV and Movie MIDI Page
 U. S. Department of Education



University of Delaware Insect Database
 USNO Master Clock Time
 WebMuseum - Paris (Art)
 Welcome to 24 hours in Cyberspace (photography)
 Welcome to the Russian Chronicle (photography)
 ZD Net (Computer News)
 NBC - MSN Decision 96 ('96 election)
 Alternative Newspapers

Software Review

Microsoft Publisher CD Deluxe for Windows 95

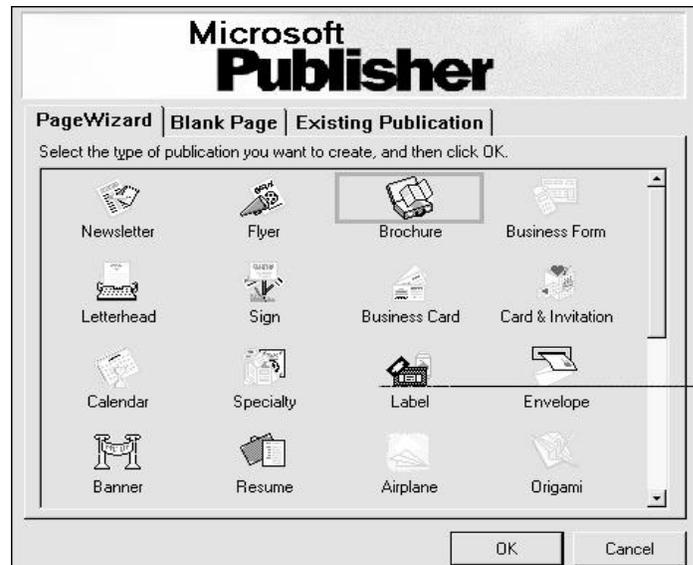
by William LaMartin, Editor Tampa PC Users Group, Inc.

Consider this an interactive review of *Microsoft Publisher for Windows 95*; for as I write this review I am also using *Publisher* to put together the March newsletter. When I come across something I want to comment on, I switch from *Publisher* to *Microsoft Word 7*, where I am writing this, insert the comments into this document then switch back to *Publisher*. Of course I could easily compose this review in *Publisher*, since it, as you would expect, also functions as a text editor and spell checker. But being able to create the text and edit it in the more powerful *Word 7* is a definite plus—particularly the underlining in red of misspelled words as you type.

I used *Word* to put out the last three newsletters (my first three), and, as with almost everything I have tried to do with it, it did quite well. One problem did occur, though—controlling the flow of articles from one page to, perhaps, several pages later. If I made a change in the first page of an article, then any additional text would flow, not to where it belonged several pages later, but to the next page. Well, even for a program as good as *Word*, you can't expect it to do everything. That is why there exist publishing programs.

There are probably three levels of publishing programs: low, medium, and high. No surprise there. *Microsoft Publisher* fits in the medium level with a price of \$79 that is not much more than some low level programs of more limited scope, e.g. brochure only publishing programs. It is aimed, in Microsoft's words, at "small businesses, home offices, schools, and any organization that wants to self-publish quickly, easily and economically." Sounds like the Tampa PC Users Group doesn't it? If you want to put out a slick, glossy publication with complicated placement and many different layers of complicated color graphics that would have nationwide distribution then *Publisher* is not for you. You need one of those \$500 plus programs. But for the group described above *Publisher* should do the trick.

The screen-captured window from *Publisher* in the adjacent column is the opening window for the program and indicates the different types of publications that the program will guide you through the process of creating with its **Page Wizards™**. Anyone who has used any of the newer programs should by now be familiar with wizards which, by asking questions and giving you a series of choices, present you with a template for the particular publication you wish to print—newsletter, brochure, business card, etc.



I didn't choose to use a wizard for our newsletter since I already had the design I had created in *Word* based on the newsletter the previous editor, Marylee Bruneau, had published (using *Page Maker*, one of those high level programs). All I had to do was duplicate it in the new program. Perhaps as time goes by I will incorporate more of the design features discussed in the *Publisher* manual, but my first goal was to put out this month's newsletter with *Publisher* reproducing the layout of previous newsletters.

A few words about how the program functions, with the newsletter used as the example: First, I created 12 pages with two columns each, with the odd and even pages mirrored (notice how the page number in the header is always on the outside—something I never could accomplish in *Word*). Next, with the text frame tool, I simply draw text frames where I want to place text, e.g. in each of the two columns on each page; with the picture frame tool I draw picture frames where I want to place graphics. I can then insert text in the text frames and graphics in the picture frames. Where appropriate the text frames can then be linked together to make the individual articles flow from column to column and page to page. This is the big advantage a publishing program has over a word processor. For a simple publication that is all you need do.

You can place frames on top of frames, resize frames, move frames from front to back, right align them, top align them, make them transparent, etc. If you understand the use of frames you are a long way to mastering *Microsoft Publisher*. However, as you might expect for the price, *Publisher* will not do everything. For example, if you have a graphical object you did not create in *Publisher*, say, a picture of a rabbit, *Publisher* will rotate it for you, but it will not flip it horizontally or vertically for you. This would have to be done in a separate graphics program. It does provide you with **Word Art**, which

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Shareware Review of PaintShop Pro v3.11 (16-bit) & v3.12 (32-bit)

By Larry Anders, Librarian
Tampa PC users Group, Inc.

I was wondering what I was going to tell you about this month until I had a conversation with William LaMartin today, so I'll thank him for the idea.

First, I'll explain what we discussed, then I'll talk about *PaintShop Pro* (PSPro). I was telling William about a nifty utility package I had purchased recently from CompUSA to make T-shirt transfers using a color printer. You get ten - 8 1/2" x 11" sheets for \$17.95. The product is "T-Shirt Transfers TR-101" distributed by the Creative Products Division of Canon and says its for use with the Canon Color Bubble Jet 4000 and 600 series, but I'm here to tell you it works very well with the Hewlett Packard DeskJet line of printers also. I've used it with my HP-550C and my new HP-855C, and the results were *SUPER*. They can be used on any cotton or cotton/poly blend fabric to personalize T-shirts, sweatshirts, aprons, table cloths and napkins, tote bags or anything else your imagination allows!

Besides the T-shirt transfer package you'll also need a household iron, pillow case, glass or any smooth, hard, non-porous surface (not wood or metal) and of course a cotton or cotton/poly blend, light colored garment to personalize. If you follow the instructions you'll be pleasantly surprised.

Now, to create these transfers you have to have a graphics program that will create a *mirror* image so that when you iron on the transfer the image comes out normal. That's where PaintShop Pro comes in.

Since I've gotten into PC computing I have always been interested in computer graphics and have spent top dollar for some of the best graphic packages out there like, Adobe PhotoShop and Corel Draw. PSPro, by all means is not better, but in most cases its just as good. And for only \$69 that makes it a lot better in my book.

PSPro is a raster format image editing program more commonly known as a "bitmap editor". Raster image formats break a picture into a grid of equally sized pieces, called pixels, and record color information for each pixel. Common examples of raster formats include the Windows ".BMP" format and the CompuServe ".GIF" format.

Unlike most bitmap editors, PSPro isn't confined to a short list of raster file formats. It provides full support for all of the most popular raster formats, full or partial support for many less-popular raster formats, and can read nine meta and vector image formats. It can also convert to any of these formats.

One real neat utility that comes with PSPro is the PSPro Browser. When you start PSPro Browser, it opens the Select Directory Dialog Box, which you use to choose the directory that you want to browse. It then creates thumbnails of all the graphic files in the directory or folder. Just click on the thumbnail you want and PSPro opens automatically with that

file loaded.

Another feature PSPro has is a screen capture utility to copy an image from within any other Windows-based program directly into PSPro.

During PSPro's installation, you are given the option of adding Paint Shop Pro

to your Program Manager. If you do this, then PSPro's Browser's icon will be in the same group as PaintShop Pro's. To launch PSP Browser, double-click on its icon. The screen capture utility is a menu choice and built into PSPro.

There is a complete set of basic image editing tools to cut, copy, and clear, paste, undo and revert to file, empty clipboard, add a border to an image, cropping or enlarging an image, changing an image's width and height, reversing orientation: flip and mirror, and viewing image information.

There is a complete set of selection tools such as standard cursor, color selector, magnifier, image mover, rectangle selector, oval selector, selection adjuster, cloner, lasso, magic wand, and color tool. Also, there is an ample set of paint tools including, standard brush, clone brush, user-defined brush, push brush, airbrush, fill tool, pen, pencil, marker, crayon, chalk, charcoal, swap brush, undo brush, text tool, line tool, hollow rectangle tool, solid rectangle tool, hollow oval tool, solid oval tool, smooth brush, and sharpen brush. But these are not all.

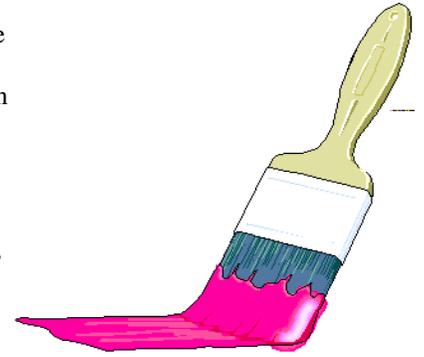
PSPro also supports TWAIN-compliant image devices, such as scanners. TWAIN is an industry standard that allows applications (like PaintShop Pro) to talk to the software that controls an image device. With my flatbed scanner and PSPro I can take any graphic picture or photo and turn it into personalized apparel within a few minutes

With all these tools you can easily see why I can say, "under most cases this, \$69 Shareware program can do just as good a job as the *BIG BOYS* do." PSPro comes in both 16-bit and 32-bit versions for Windows95.

Gosh, I love computing and Shareware. And utility packages like these T-shirt transfers makes computing a whole lot of fun again.

You can order PaintShop Pro from JASC, Inc. by payment with check or credit card (MasterCard and Visa). The numbers for ordering are: 1-800-622-2793 or Voice (612) 930-9171 or FAX (612) 930-9172.

Make checks payable to: JASC, Inc.
Mail to: JASC, Inc.
PO Box 44997



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Product Review:

Technical Connection Personal Software

by Karla Meyers, from the OS/2 Monthly Newsletter*

IBM Technical Connection Personal Software is a collection of tools that allow users to have quick access to the latest in service and product support information. And what a truly wonderful collection it is.

The software collection consists of seven components including AskPSP, Solutions Database, Technical Bulletins, Corrective Service Diskettes, Reference and Diagnostic Diskettes, Product Information, and Device Drivers.

The Technical Connection is easy to load and even easier to use. To install it, you simply put the CD-ROM into the system, change to the drive letter designation for your CD-ROM and type install. It really couldn't be any simpler. The icons in the package are well labeled and easy to understand.

If you own IBM equipment, the Reference and Diagnostic Diskettes are indispensable options. It could turn out to be very handy the first time you can't find your reference diskette for your PS/2 Model 70. The list of equipment diskettes is extensive enough to include CD-ROMs and page scanners. I was quite impressed.

The Product Information section will keep you up to date on the latest IBM products available. It also includes IBM Dealer Support News, Team OS/2 Newsletters, and several other newsletters from different groups at IBM, including this one. Demonstration software programs are also available here from time to time. This area contains such a tremendous amount of information that it alone makes the Technical Connection subscription worth the price.

The Device Driver section is also indispensable for medium and large companies that use a wide variety of equipment. The video driver list contains drivers from ATI, Western Digital and Cirrus Logic. The PCMCIA section contains drivers from several manufacturers including Toshiba and Apex. Similarly, the CD-ROM section presents drivers from Mitsumi, Sony, Phillips, Chinon and others. As a technician, this section really caught my attention because it would save me from having to call a half-dozen different bulletin boards to get the drivers I need. It's a real time saver.

The Technical Bulletins section is divided into PS/2 Assist and OS/2 Assist. The PS/2 area contains the PS/2 Assistant,

the Consumer PC Assistant, PS/2 Marketing, and General Information Assistant. The OS/2 Assist area is an exceptionally comprehensive listing that includes the OS/2 platform product strategy, questions and answers on several software products, employee written software (that does a wide variety of things), the Personal Systems support family (PSSF) problem reporting guide and users guide, and last, but not least, the Technical Solutions Library. The Tech Solutions Library contains information on OS/2 Warp, Communications Manager/2, DOS, LAN, and multimedia. All in all, it is a very complete guide that complements the other sections very well and provides yet another source of solutions.

To stay current with the latest fixpacks and service packs, jump into the Corrective Service Diskettes section. The Technical Connection compresses over 350 megabytes of information and fixes into this area. Most of the fixes concern installation and creation instructions. The fixes cover a wide variety of products including Personal Communications AS/400, OS/2 Warp Connect, and Communications Manager/2. This is another incredible grouping of information and tools to make your support technician's life a lot easier and keep your systems running smoothly.

The Solutions Database allows you to find solutions to reported problems. This is the area where you can get confirmation that you are not the only person in the universe with this problem. This database is a collection of APARs (Authorized Program Analysis Report). Each entry contains a brief description of the closed problem, the symptoms, and the resolution. Previously you could only access this information on a BBS, now you can have it at your disposal at any time. This definitely provides a savings in time and money as well as increased efficiency in getting a problem solved without having to call for help.

I have saved my favorite part of the Technical Connection for last. AskPSP is your own personal help desk. It uses an expert system tool, CasePoint, to allow you to ask questions in everyday English to help you find solutions. It contains casebases on a variety of products including Communications Manager/2, OS/2 Warp, OS/2.X, DCE, LAN Systems, OS/2 Warp Connect, and Novell NetWare from IBM. You will also find a readme file and a tutorial to show you how to use AskPSP.

For example, imagine you were using OS/2 Warp Connect and could not get the software to see your 3COM 3C509b network adapter. By describing the problem to AskPSP and answering its questions, in a matter of minutes you would find that the card probably is not configured correctly. It would tell you to check the transceiver type (set to match the cabling that you are using), to disable the plug & play feature, and to set

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OS/2

(OS/2.....Continued from page 8)

the modem speed in the softset configuration to 9600 baud. It is really a phenomenal tool that many of the support technicians at IBM actually use. I require it in my bag of tools. A lot of hard work has gone into creating the case bases and we are continually updating them. The effort and commitment to quality are evident.

The cost of the Technical Connection is quite reasonable. A single purchase costs \$59. An annual subscription is available with the updates coming either monthly or quarterly. The quarterly updates subscription is \$119 per year while the monthly updates subscription is \$299. As an initial purchase bonus, the Technical Connection includes a copy of the CD-ROM containing over 275 books on a variety of OS/2 products.

Having been a support technician with several hundred systems to maintain, I wish I had had a tool the caliber of the Technical Connection. I have not seen a support tool of this quality from any other hardware or operating system manufacturer. I highly recommend it to both end users and in-house technicians alike. ◆

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OS/2 users, note: The beta version of Lotus Smart Suite for OS/2 is now available

(Publisher.....Continued from page 6)

allows you to make interesting designs with text as I did on this page with our group's name. Additional tools at your disposal allow you to insert tables, draw various shapes, or use the design gallery tool to apply *Publisher's* design templates.

Tampa PC Users Group

One final thing that *Publisher* won't do is allow you to first print the even pages of a document in reverse order, then on the back sides of these pages print the odd numbered pages in regular order resulting in a document printed on both sides of

the paper. This is very handy for small runs of, say, a newsletter that you want to print on your own printer. It is not necessary or even desirable if you are going to use an outside printer. However, it is a feature that *Word* introduced to me that most other programs don't offer—including *Publisher*, but, again, *Publisher* is only a \$79 program.

For the beginner, the design wizards will probably be of the most use. I used the business card wizard to set up a card for me. Then having the basic size and design, I made the modifications I wanted and printed them out ten to a page on heavy stock paper with a laser printer. Finally I cut them out with a trimmer and was pleasantly surprised how professional they appeared. Similarly I tried my hand at a three fold brochure, something I had previously accomplished in *Word*, but found much easier here.

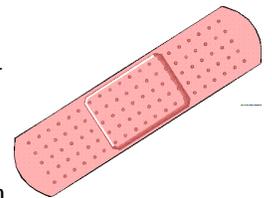
The CD contains over 1,000 pieces of clip art and 60 TrueType® fonts. The program will automatically fix common fit-and-finish problems with letter spacing in the background without your involvement. It will also identify layout errors and offer suggestions for correcting these, and it provides for setting up your document for outside printing if you so desire (more professional--and expensive--than the way our newsletter is done at Kinko's).

To run this program you will need a 386DX or higher running Windows 95, 6MB of memory and a CD-ROM drive. Retail price is \$79 with a \$49 upgrade from earlier versions (if you bought the earlier version after 7/15/95 the upgrade is free). Also, for those who insist on sticking with Windows 3.1, Version 2.0 will remain available, also for \$79. This program is available in most all software outlets. ◆

Follow-up of review on CleanSweep95 in the February 1996 Newsletter

By Larry Anders, Librarian, Tampa PC Users Group, Inc.

If you purchased *Cleansweep95* version 2.0 check your CleanSweep95 folder (usually C:\Program Files\Cleansweep\) for a file named CSINSM32.EXE. If the date is anything other than 1/16/96 you will probably need the 2.02 patch. This patch can be downloaded from QuarterDeck's home page at: <http://www.qdeck.com/> free of charge. From the home page go to the Technical Support area, click on patches and follow the instructions. The file name, if you are using Win95 only, is **CSPAT202.EXE**. It seems that on some occasions Win95 will lock up giving a "CSUSEM32" (or



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Special Interest Groups

Microsoft Access SIG

This SIG Meets on the 3rd Thursday of the month (March 21) at 6:00 PM at the Reflectone Building. Directions: Proceed west on Waters from N. Dale Mabry across the railroad tracks (which is about 1 and 1/2 miles), take second left on Savarese (United Technologies bldg. is just beyond it). Proceed on Savarese until you reach the Reflectone bldg. Take the North door. If you need to ask directions, there is a security guard at the location. PLEASE SIGN IN WITH A SIG LEADER
For more information call Connie Kincaid - 661-8185 - Leave a Message.

Communications SIG

This SIG meets the first Monday of the month (March 4) at 6 PM at the Reflectone Building. You must sign up to get on list and to get by security. See Microsoft Access SIG for directions to Reflectone. *Contact Tom Cone at 949-9698 or Charles Howe: at 968-1207 or HOWE@INTNET NET*

Genealogy SIG

This SIG normally meets the third Wednesday of the month. (March 20) at 7:00 PM at a member's home.
Contact SIG Leader Jenny Lind Olin. at 960-5723 for directions and RSVP.

(CleanSweep Patch.....Continued from page 9)

similar) error code. It happened to me, but not right at first.

Fortunately there are people like William LaMartin in our users group who had forwarded a message to me from the WIN95 conference on our BBS concerning the reported problems back on February 19, but at that time I hadn't experienced any problems. I have a new 133 MHz system that has only Win95 and mostly all 32-bit programs and had **NEVER** had one lockup until this past week. After it happened three or four times I got suspicious and went back and re-read William's message. Thanks William!

This patch updates over fifty files in *CleanSweep95* and makes 14 main changes to the program. I thought CleanSweep was great last month but now its even better!

If you don't have access to the Internet yet (and you really should - but that's for another time) let me know and I'll see that you get the patch somehow. I'm sorry if my review led you to purchase the product and caused any inconvenience, but I still think *Cleansweep95* rates an "A."



(FACUG.....Continued from page 3)

The medium size groups were the majority and while they seemed to differ in many ways, they also seem to share some fundamental similarities. The groups tended to have about 100 to 500 members, serve a county wide area, own or be in the process of acquiring/establishing some of the following: large meeting site (>100 members at a meeting), resources centers where they held SIGs and/or meetings, more that one general meeting per month, novice SIGs, community service projects where their participation will end when some goal is accomplished (not ongoing or open ended projects), boards with more than 10 regular members, home pages on the Internet, and regular vendor presentations (usually quarterly).

Large groups were characterized by: serving multiple counties, meetings with 300 to thousands of attendees, frequent vendor presentations (not always monthly but at least quarterly), open board of director meetings with over 50 attendees, multiple committees reporting to various board members, a permanent meeting site with full presentation equipment setup or rental agreements for their setup, resource centers that were active 40+ hours per week with SIGs during weekdays, evenings and weekends.

This covers a broad spectrum. Most users groups don't exactly fit the characteristics described above. But, these characteristics seem to me to be the trend in Florida. The other significant trend is that a high portion of the volunteers in users groups are retired. Also, the stronger groups enrich more lives by being a part of service to the community in some volunteer capacity. The volunteers seem to take a great deal of personal interest and pride in their project or part of the group. ◆

(PaintShop Pro.....Continued from page 7)

Eden Prairie, MN 55344 USA
 \$69 plus \$5 S/H ◆

Friends of the User Group

We acknowledge the following firms for their support

IBM
BCD (Brainchild Computer Distributions, Inc.)
Reflectone

And these national software vendors for their demonstrations and contributions of evaluation software to our group

Access Software	Knowledge Adventure
Adobe Systems, Inc.	Microsoft
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Corel Systems	Traveling Software
Grolier	Xerox

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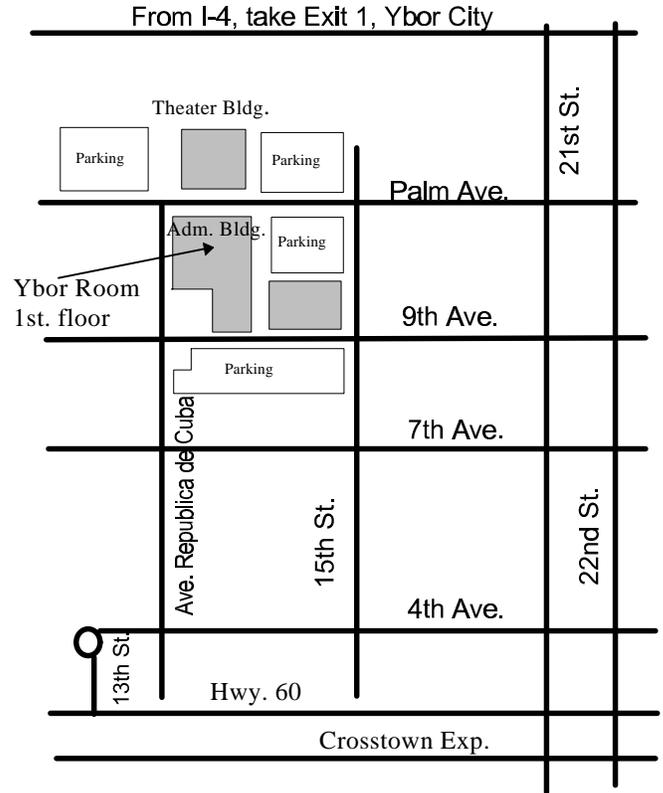
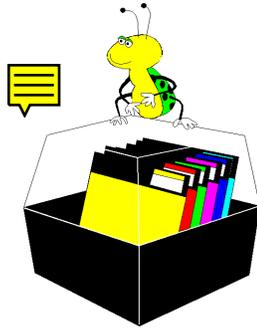
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\$60 Corporate = 3 employees + \$20 each add'l employees

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MEMBERS HELP-LINE

The following phone list is provided for our Tampa PC Users Group members in an effort to establish local support for those frustrating times which we have all encountered while using our PC's. Please note that these are members that have volunteered to help you; treat them in a courteous manner. Be sure to ask if it is convenient for them to help you now, or if you should call another time. It would also be helpful to have your documentation and have it handy when you call. (Don't expect help if your software is an illegal copy or you do not have documentation!) TPCUG is not responsible for the information or advice provided by volunteers. Volunteers may or may not be experts in the subject matter. You are on your own with any advice received. Be aware also that some of these volunteers may be consultants in their area of expertise. If you are interested in volunteering to answer members questions, either leave a message on the BBS or fill in the forms provided for this purpose at the meetings.

Name:	Phone No:	Day:	Time:	For help on:
Ed Buzza	685-5898	Mon-Sun	10am-9pm	WordPerfect 5.1 and 6 for DOS
Jim Clark	986-3888	Mon-Sun	10am-9pm	Express Publisher for Windows, Word for Windows
Charles Howe	968-1207	Mon-Fri.	9am-5pm	Modems, BBS & Internet
Tom Cone	949-3716	Mon-Sun.	7pm-9pm	Alpha 4 & Compuserve
Larry Anders	989-9119	Mon-Sun.	6pm-9pm	Lotus 123 for Winmdows
Connie Kincaid	661-8185	Eve.+ Weekends	Leave message	MS Professional Office Suite
Merle Nicholson	879-3602	Mon-Fri.	6:00pm-10:00pm	Memory Management, DOS, Windows Norton Desktop Visual Basic 3
John Meroth	831-7878	Mon-Sun	Anytime except 6-8pm	OS/2, Database (general) Clarion, DTP (limited)



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