



# Bits of Blue



June in Tampa

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

Vol. 11 No. 6

June 1999

## Meeting

**Laser Perfect Refills & MP3 Music**

**June 9, 1999  
6:00 PM**

**Museum of Science and Industry  
4801 E Fowler Ave.**

**Meeting Preview:** At the June meeting Chuck McPherson from Laser Perfect discusses printer cartridge refilling, then Jim Weber demonstrates MP3 music. Mary Sheridan, as usual, will conduct a 30 minute Windows discussion at the beginning of the meeting.

## President's Message

*By Merle Nicholson, President, Tampa PC Users Group*

I need to remind you again as always ... we need to bring in new members. Remember there's a prize for bringing in the most members. So harass your friends and neighbors; make a nuisance of yourselves and drag some new faces in. See you at the next meeting. ♦

### INSIDE THIS ISSUE

President's Message	1
Editor's Comments	1
Minutes	2
Copernic 99	3
World Wide Web Links	5
Installing Various Drives	6
Computing Hint	10
Reduce Your Electric Bill	10
SIG Report	10
Members Help Line	11
Map	12

## Editor's Comments

*By William LaMartin, Editor, Tampa PC Users Group*

### My Many Computer Problems: All Solved, I hope

For the past month my computer had seemed to move more slowly than before; most likely because of all the new programs I had recently installed: McAfee Virus Scan, a new version of TextBridge Pro, Via Voice, and Internet Explorer 5.0. I suspected McAfee and IE 5.0 as the main culprits. But the situation was tolerable—just not perfect. Things, however, came to a head

*(Problems.....Continued on page 4)*

**July 15:** Mark Komula from Network Technologies speaks on home networking

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Bits of Blue is published by the Tampa PC Users Group, Inc., a State of Florida registered non-profit corporation, to provide educational information about personal computer systems to its members. Our mailing address is P. O. Box 3492, Tampa, FL 33601-3492.

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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## Minutes of the May Meeting

*By Jim Weber, Secretary, Tampa PC Users Group*

Our May 12 meeting began with Mary Sheridan presiding over the Windows SIG. As our guest speaker was from RoadRunner, alternate ISPs were discussed. A new way of connecting to the Internet with existing copper phone lines at high speeds is called ADSL. Asynchronous Data Service Lines offer the potential to connect to the internet at cable modem speeds, while using existing phone lines. This means you wouldn't need to wait for all those shiny new fiber optic cables to be laid in your neighborhood before you could enjoy super fast access to the web. Recent articles in the business section of the Tampa Tribune stated GTE would be contracting with outside companies to use GTE's lines to offer ADSL service in the Bay area. No price schedules were available at this time. GTE also offers an alternate Internet connection program using existing phone lines. They can offer a guaranteed 1.2 meg upload and download connection for the tidy sum of \$600 a month. This may be clearly geared toward a small business, but lower price/connection services are available.

Merle started the meeting at 6:35. He reminded the members about our membership drive, so please try to help your group by finding a new member. Sign up sheets for the meeting and SIGs were passed around.

Our presenters for RoadRunner (<http://www.timewarnercable.com>) were Steve Tulloh, Jim Canale and Robert Marotta. Steve started out with a brief history of how Motorola got the cable modem industry started and then how RoadRunner is being set up in the Tampa area. For installation, RoadRunner will send a representative to your home to install an Ethernet network card in your computer with the RoadRunner software. The technician who comes out will also give about 15 minutes of training. The equipment has a one-year warranty, and the \$99.95 installation fee lets you keep the Ethernet card.

Since the RoadRunner system is a WAN, the shared lines in any given neighborhood will have a degraded contact when more people activate their service. The network runs on a fiber optic backbone with RoadRunner operating three T3 lines at the same time. This allows RoadRunner a 622-megabit connection to the Internet. The fiber optic backbone supplies various ATM (Asynchronous Transfer Mode) hubs, which in turn supply service to the home. Each hub can service 45,000 homes. RoadRunner claims that a guaranteed upload speed of 768kbs is available because of the Token Ring

*(Minutes.....Continued on page 5)*



## Copernic 99

By Larry Anders,  
Librarian, Tampa  
PC Users Group



For a few years now I have been singing the praises of free stuff that can be downloaded off the Internet. One of my most used utilities, free or otherwise, that I have downloaded has been WebFerret, a free Internet search utility that automatically searches several search engines each time, one after the other. What could be better? A metasearch utility that searches several search engines *at the same time*, not just one after the other. Enter **Copernic 99**. **Copernic 99** can search up to 30+ search engines at the same time! There's a maximum of 300 search results per engine and a maximum of 1000 results per query.

With **Copernic 99** you don't need to learn which search engine is the correct engine to use, nor do you have to learn the different rules for each search engine. **Copernic 99** does all that for you utilizing the best search engine for that specific search. **Copernic 99** doesn't just find the information you're looking for; it also stores the results on your PC for offline browsing, organizing them by a relevancy score that's easy to understand, and removes duplicates automatically. If you continually search for the same info you won't have to key in the same search over and over again; just click on Update.

**Copernic 99** automatically updates its list of search engines and you don't have to constantly check to see if you have the latest version of the software. When a new upgrade is available, an automatic upgrade button will appear on your screen. Just click that button and **Copernic 99** takes care of the rest.

It really is easy to use. Just choose your field of interest (category), i.e., *web, newsgroups, email addresses*, enter your keyword(s) for the search and click the Search button. All engines of a selected category can be contacted simultaneously, up to 32, and the speed is mainly limited by your computer's capabilities and your Internet connection. (On my Time Warner's RoadRunner service it flies!) **Copernic 99** will know which search engines are best suited for your query, such as DejaNews, AltaVista, HotBot, Excite, Lycos, Infoseek, WebCrawler, Yahoo and Magellan. One feature that I really like is that it automatically highlights your keyword(s). It can display your search results in a summary report format in your default browser, remove dead links and download your results to disk for later viewing (up to 32 simultaneous transfers). Another feature is exporting and saving search results in various file formats (HTML, XML, TXT and DBF). You can also share your results with others by e-mail.

**Copernic 99** is a fully-functioning metasearch utility which

includes the three most used categories mentioned above, which should be more than enough for the beginner to above average Internet user. But, if you want more fields of interest there's the commercial version, **Copernic 99 Plus**, which includes 21 categories, giving you access to some 125 search engines and specific directories. These categories are:

Web	Newsgroups
Email Addresses	Buy Books
Business & Finance	Newswire
Games	Recipes
Health	Sciences
Kids	Software Download
Life	Sport News
Movies	Tech News
Music	Tech Reviews
Newspapers	Top News
	Travel

Minimum requirements are:

486-33 MHz, 8 MB of RAM, 5 MB of disk space

Windows 95/98, Windows NT 4.0 or later

Microsoft Internet Explorer 3.0 or later, Netscape Navigator 3.0 (32-bit) or later

### Copernic 99:

Is Year 2000 compliant

Supports multi-user configurations for individual searches and settings

Has Windows compliant software uninstall procedure

Has accessibility to the program from Windows Start/Find menu (I've placed it on my Quick Launch toolbar so I can get to it more easily.)

Supports the International Windows versions

There are a whole host of customizable configurations and options in either program.

While the standard version of **Copernic 99** is **FREE**, **Copernic 99 Plus** sells for \$29.95. Either program can be downloaded from <http://www.copernic.com> and either program would be an *excellent* addition to your collection of Internet tools. **Get this one!** ♦



*(Problems.....Continued from page 1)*

when **the computer locked up** while transferring scanned and OCR'd text from TextBridge Pro to Microsoft Word. The lockup occurred when I tried to cancel a McAfee Virus Scan that started up (on schedule) right in the middle of the TextBridge transfer. Obviously, in retrospect, I shouldn't have done that. When the computer was rebooted and Word started, the response in Word was more than sluggish. If I selected some text and then clicked with the mouse to make it bold, it would be almost 10 seconds before I was able to use the mouse to select more text. This was not tolerable.

My first thought was that the problem might be with the file, since, to create it, I had started TextBridge from a menu button on the Word menu bar and, after scanning in a few pages, had instructed TextBridge to close and put the text into Word. I had used this process several times to place approximately 40 pages of text into Word before the crash. In the past I had noticed a slow response in Word when dealing with large Rich Text Format (RTF) documents opened in Word before they were saved as Word documents. Perhaps this was similar. Unfortunately a check using other documents produced the same very slow response. The proof that something was wrong with Word and not the files was when I opened the same file in Word on my laptop and everything zipped along as it should.

The obvious solution was to reinstall Word. However, a reinstallation did not help, and an uninstall and reinstall did not help. Time now for drastic measures: **Eraser97** (see my comments in the December 1998 newsletter). The uninstall of Office 97 and the use of Eraser97, which removed all trace of Office 97 from the registry, and the reinstallation of Office97 did not help. When I reinstalled Word, I kept getting "**cannot update registry**" warnings. So, I was no better off, and worse, I now had other problems. I knew beforehand that after running Eraser97 I would have to reinstall my two scanners, Personal Web Server and Active Server Pages (ASP), since I had been through something similar before. But this time ASP would not reinstall. It had something to do with the msdsql.dll in the C:\Program Files\Common Files\System\ole db folder. Couldn't load a library or something.

After some thought, I figured this was probably a Windows file and it could most easily be corrected by reloading Windows. I really didn't want to reinstall Win 95, since I had added so many patches over the past 2.5 years that it had been on the computer, and I wasn't sure that any of them would be retained, so I decided to **move up to Win 98 on this machine**.

After the installation of Win 98, Word loaded and ran very much faster than before, my scanners worked, and everything else seemed OK. ASP could now be reinstalled, and it is

working fine in spite of a note at the end of the installation that said "Incorrectly Registered, run regsrv32.exe to register". I would have done that, but I have no idea what file to include with the run regsrv32.exe command. Perhaps there is an Installation Log that I can view and see what process gave the error.

As they say, **it is not over until it is over**. There were still several more problems ahead to be discovered as I tried to use other programs or different features in programs which I already thought were OK.

First, when I tried to use my HP PhotoSmart photo scanner, it worked fine—except that the instructions were written out in the symbol font. For Example, **Insert photograph to be scanned** looked like **Insert photograph to be scanned**. As usual, a reinstallation did no good. And I could find no solution for this problem for the moment.

Second, when I tried to start Microsoft Publisher 98 to work on this newsletter, I got the message that it couldn't run because of some missing DLL (**Eraser97 strikes again**). This was solved by simply reinstalling Publisher 98—the only instance of a simple reinstallation solving one of my recent problems. Furthermore, this also removed the problem of the scanner software using the symbol font for instructions. Figure that one out.

Third, I noticed that after installing Win 98, when the computer booted I got an error message on my HP 4 Plus printer: "**22 PAR I/O ERROR**". As usual, I turned to **http://search.microsoft.com** and found the following:

*CAUSE: This behavior occurs when the Drvwppqt.vxd virtual device driver is loaded or if you are not using an IEEE 1284 printer cable.*

*RESOLUTION: To prevent this driver from being loaded, follow these steps: .....omitted material.....*

1. Click Start, point to Find, and then click Files Or Folders.
2. In the Named box, type "drvwppqt.vxd" (without the quotation marks), and then click Find Now.
3. Rename all instances of the file by changing the file name extension. You must change the extension to prevent the driver from being loaded.

**Three down; more to go.**

Next I started Microsoft Access—at least I tried to. Instead I received the message: "**Microsoft Access can't start because there is no license for it on this machine.**" (As one of my clients said about a similar message, "*What do you mean no li-*

*(Problems.....Continued on page 8)*

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

system used on the upstream. Download speeds vary greatly by the number of people accessing the network at any given time, but 1.2 meg downloads are possible. The existing pipelines are running at around 15% to 20% capacity. If a pipeline exceeds 70%, RoadRunner increases the number of fiber optics serving that area. Monthly service is \$39.95 with standard Time Warner cable service, \$49.95 without cable service. Five e-mail addresses are offered per service, with an additional five addresses for \$10.00. If you need more than one TCP/IP address, that will also be an additional \$10.00.

A Quake II game server is available at this time. A Half-Life server is coming soon.

During the presentation we had several occasions to wander into Question & Answer sessions with group members lending their own experience and expertise to various discussions. The group was very patient and understanding during these exchanges and at some moments appreciated an additional voice to explain a topic another member was having difficulty understanding.

After the presentation we had our door prize drawing. Bob LaFave won a copy of Adobe Pagemill, Arthur Young won a copy of Partition Magic, and Cheryl Alexander won an IBM Sports Bottle. ♦

### Internet picture of the month



**A portion of the Washington, DC Metro map**

If you are planning a trip to the nation's capitol, the metro system is a very convenient means of moving around the city. For an interactive map of the system, go to <http://www.wmata.com/USINGMET/systemmap.HTM>. A click on any station will give station details including nearby points of interest. Similar maps exist for other cities. Another example of useful information to be found on the Internet.

### June's Interesting World Wide Web Locations

Tampa PC Users Group (that's us)  
 National Heart, Lung, and Blood Institute  
 Mayo Clinic Health Oasis  
 FAST Search All the Web, All the Time  
 Lonely Planet on-line (travel)  
 The Ledger (Lakeland, FL newspaper)  
 WebMD (medical information)  
 Shareware Map - Windows 98-95  
 WUGNET (Independent online support for Windows)  
 Nutrient Data Laboratory Food Composition Data  
 CSS Journal - Social Studies Web Sites  
 Food.com (Internet takeout & delivery service)

<http://www.tpcug.org/>  
<http://www.nhlbi.nih.gov/nhlbi/nhlbi.htm>  
<http://www.mayohealth.org/>  
<http://www.alltheweb.com/>  
<http://www.lonelyplanet.com/>  
<http://www.theledger.com/>  
<http://www.webmd.com/>  
<http://www.wugnet.com/shareware/95-98map.html>  
<http://www.wugnet.com/about/>  
<http://www.nal.usda.gov/fnic/foodcomp/>  
<http://www.webcom.com/journal/sites.html>  
<http://www.food.com/>



Some of these links will join the many already on the Links page at our Web site, where you need only click on the name.

## Beginners Column:

### How to install a hard drive, a CD-ROM drive, and an IDE removable media drive

By Merle Nicholson, President,  
Tampa PC Users Group

OK, so you think you need a bigger hard drive. The kids have been installing games again, of course. It certainly isn't your fault. No, the new golf game with 10 bonus courses surely can't be the reason. So first let's just talk you out of this right at the beginning. Have you uninstalled all the old stuff you don't use? Searched the hard drive for all the downloads you've done and need no longer? Have you checked to see if the PC supplier put the entire Windows CD on the hard drive? Look in c:\windows\options (or any other location) for a lot of .cab files. Be careful here, make sure you have a Windows installation CD, then delete the files. It's also common to have say an entire Internet Explorer 4 or 5 installation file – about 25MB. Once you install this, there's no reason not to erase the file. Now go to your Internet Explorer properties, and locate "Temporary Internet files" on the General tab, then press Settings. Look at "Amount of disk space to use" and make sure this number is consistent with the size of your drive. You may need only say 20MB allocated to it. Click on OK, then on the previous panel press "Delete Files", OK to exit.. Then defrag the hard drive and see what remains.

Consider if a removable media drive might not be appropriate here. If you're storing a lot of music or video files you don't need often, an Orb, ZIP, LS120 or a CD-R or CD-RW might be a much better idea if you don't have a good backup system anyway. The ZIP and LS120 aren't suitable for full system backups, but it's good for the "important stuff". The Orb drive at 2.2GB gives you the best capacity for the dollar. It costs about the same as a 250MB ZIP. Media for it is only \$30-\$40. Check it out at <http://www.castlewood.com>. There's a good article about removable media drives at <http://www.pcworld.com>.

Now here's a really, really dumb question ... do you have a hard drive in your system you're not using? This is not really far-fetched, and here's why. On many systems (Windows 95A and previous systems) there is a restriction on the size of a disk partition at 2.1GB. So if you bought a system with a 3.5GB hard drive, where did the other 1.4 Gigs go? Obviously, check to see if you have a D drive that's not a CDROM. If that doesn't yield anything, be sure to look at what the BIOS says about the hard drive on bootup and compare it to the capacity that Windows reports. If the BIOS doesn't give the information, take the cover off the system box, dismount the drive and look at the label. Believe it or not, many drives don't have the capacity marked on them unless they were manufactured within the last couple of years. Many web sites have all the documentation

you need on this, though. Even for very old drives.

If there is some remainder that isn't partitioned, it won't show up as a drive. And you'll have to use FDISK or Partition Magic to partition the remainder. Be careful now, partitioning a drive isn't for most people. You're putting the entire system at risk and should not do it at all if there isn't a full system backup.

Don't give up... here's more. You may have a reason here to install Windows 98 if you have a drive larger than about 2.1GB. After you upgrade to Windows 98, do a convert to FAT32. The larger the partition you have the more savings there will be. FAT32 reduces the cluster size and can free up a considerable amount of wasted space. And the bonus is that you have Windows 98! Be very cautious if your system is a notebook. FAT32 cannot be installed on some notebooks, and the Drive Converter warns you of that fact.

One last thing. You may want to consider a disk compression driver. DriveSpace 3, that comes with the Win 95 Plus Disk, is the best. Do this only if you feel that you can stand a small slowdown of your hard drive response. Most people can. Disk compression works very well. It eliminates virtually all wasted space on the drive. It does not slow down program loading to any extent, and some claims have been made that it's actually faster because less data has to be moved off the drive. Make sure you have plenty of memory for this. It's definitely not for a marginal system. And it's not compatible with FAT32.

Well, you've gotten this far, so I guess we have to go ahead and install a new drive. Most of what we'll talk about applies to all three devices, Hard Drive, IDE CD-ROM and IDE removable media. – four I guess if you include IDE Tape drives. I'll explain all the stuff that's in common with these devices first: that is, how Pentium-class boards handle IDE devices. This also applies to 486 computers for the most part. We'll assume here that we have a Pentium-class board with the IDE controller on the system board, or a 486 machine with the controller on an add-in card.

Here are some facts about IDE on a Pentium class board. There are two controllers, a primary and a secondary. Each has a connector (a socket) for a 40-pin ribbon cable on the motherboard. They are marked either IDE-0 and IDE-1, or IDE-1 and IDE-2. The first is the primary, the other is the secondary. You can connect two IDE devices on each ribbon cable, for a total of four devices. The two devices on a single cable are the "master" and the "slave". There are jumpers on the drives that must be changed to mark them as master or slave.

To summarize, the four devices are: Primary Master, Primary Slave, Secondary Master and Secondary Slave. If you have four drives in Windows 95/98, they will appear as drive letters in a different order. The more technical bits are at the end of this

(Install.....Continued on page 7)

*(Install.....Continued from page 6)*  
article.

We have to look at your system and make some decisions. First, it's not a good idea to put a CD-ROM on the same controller (same physical cable) as a hard drive. Let's say it should be avoided, but do it only if you have to. The reason is that the system can read and write to drives on separate cables simultaneously, but can read and write only to one device at a time on the same cable. So in situations where you have hard drive and CD-ROM operations at the same time on the same controller there will be a definite performance slowdown. If that operation is just installing software from a CD-ROM or doing a straight copy to disk, there shouldn't be a perceptible difference. On the other hand, where there's a lot of action going on, say in a fast game, it's a no-no. I've seen plenty of business systems where there are just two IDE devices and they're both on the same cable. But that's just sloppy workmanship, or an attempt to save a dollar on the cable, and I correct that whenever I can. It's where you get into three devices that you have to make the decisions. If one of the devices is an IDE tape, I don't see there's a problem because when you do tape stuff, you're probably not interested in background performance anyway.

So, having made the decision on where this second hard drive should connect, ...let's assume it's the primary slave because the CD-ROM is secondary master..., you have to work out the physical problems. You should have a second connector on this cable (see cable notes below) and a place to physically mount it. Usually the rack where the primary drive is mounted is tall enough to accommodate a second drive. Also, is there a power connector available that will reach the location you've selected? If not, you can buy a 'Y' power cable that will extend an existing one to where you want it.

Now it's time to buy a new drive. Surprised? You shouldn't be. You need to work all this stuff out before you buy, right? Now look for a good deal with a rebate. Set a goal for a 6.4G drive for 100 bucks, and see how close you can come to this. If you're reading this well after June 1999, it'll still be a hundred bucks, but it'll be an 8.4 or 10.4 or something else. Be sure that the warranty is for three years, and it's a UDMA. It's also called Ultra-DMA and sometimes UDMA-33. The newest drives are UDMA-66, and you have to have the correct support on the motherboard for this. You'll need the same support for UDMA-33, and if your board doesn't support this, buy it anyway. You'll be upgrading your motherboard soon, won't you?

Most of the drives are packaged in huge boxes, enough for 10 hard drives. These boxes will contain a floppy, some installation instructions and a cable. If you go to a store that builds its own computers, you can get "bulk" drives in just a plastic

wrapper, sometimes for less (sometimes not). If it's a "bulk" drive, try to negotiate a cable in the deal if you need one.

When you get home, if you've gotten the boxed type of drive, open it up, find the floppy disk that comes with it, and, if you have a Pentium system, throw the floppy away. Don't even format it, just sail it across the room into the trash. (I'm pretty good at sailing floppies.) If you've got a 486 system and don't have EIDE support, use it with caution. Better still, take the new drive back to the store and buy a new Pentium system; you won't regret it for a moment. Life's too short to use 486's, old cars, old washing machines and not have any fun.

OK, you have the hard drive and you've figured out the physical problems. There are a few other things to figure out. First, is the new hard drive faster than the old? If so, or if you'd simply like to make the new one the primary drive because it's really bigger, we need to manage that; and before you've mounted the drive is the best time to deal with it. There's a separate reference below for this (see "Making the new drive the primary drive" below), and it's especially complicated if your old drive is partitioned.

The next step after getting it physically in and hooked up is to make sure the motherboard recognizes it. So you'll need to go into the BIOS and make a change. You do that by going into BIOS setup during the system POST, sometimes with the Delete key and sometimes with an F key. You'll see the familiar Primary Master, Primary Slave ... etc. The position you want will probably have a "disabled" on it. If you have a system not more than a few years old, it should have an Auto setting. Auto is my personal preference, because it requires less fiddling over time. Also sometimes you can just hit Enter and the bios will recognize the drive and make a "User" setting. That's OK, and sometimes doing this will shave a few seconds off the boot up time. Exit and save the settings.

You'll have to partition and format the new hard drive, easily done if you're just adding a second drive. If partitioning and formatting a hard drive is not a familiar process to you, I recommend buying PowerQuest's Partition Magic. It has a very good step-by-step instruction manual. PowerQuest offers very attractive prices for user group members.

When all this is done, Windows 95/98 will boot up and all will be well, with lots of space to last you a long time. Check out the position of the CD-ROM, though, and adjust it if necessary. Happy Hard Drive!

#### **CD-ROMs and Removable Media Drives:**

CD-ROMS and removable media drives have the same basic issues as any other drive, with the added complexity of dri-

*(Install.....Continued on page 8)*

*(Install.....Continued from page 7)*

ers. Remember that IDE CD-ROMS don't need drivers for Windows 95/98. If you inadvertently install from the floppy, you'll need to edit the config.sys and autoexec.bat files and remark out the CD-ROM drivers. It's not really bad to have the DOS drivers around, in case you need to boot into DOS and do a Windows re-install in case of a hard drive catastrophe.

#### **Technical bits:**

The primary controller is at port 1F0h, IRQ 14, and the secondary port is 170, IRQ 15. The ports and IRQs don't seem to be negotiable. If, for instance, you had a network card and no secondary IDE device, the system may assign the network card to IRQ 15. But if you then added a secondary IDE device, the system would assign IRQ 15 to it every time, and the network card would be forced to go elsewhere.

#### **Drive order:**

Drives letters appear in a peculiar order. An active drive means the active (normally the first) partition. 1) Primary master active drive, 2) secondary master active drive, 3) primary slave active drive, 4) secondary slave active drive, 5) first primary master logical drive, 6) first secondary master logical drive... The problem that this presents is that if you have a partitioned drive c: and d:, and then install a second physical drive, that new drive will be inserted between your old c: and d:. So your old logical partition d: will appear as e:, because the new one will be d:. If the new drive is partitioned also, then the old one will have c: and e: and the new one will have d: and f:. Your CD-ROM will be pushed down the chain as well. This poses a particular problem if you have Windows programs installed to the old d:. They simply won't work. If I were trapped with problems like these, I would be tempted to buy Windows 98, wiping out the partitions and all the software, use FDISK from Windows 98 and repartitioning so that each drive has one partition each. And, of course, reinstalling all the software. A lot of work, I know. A real advantage here though is that you won't be carrying legacy problems with you. I hope you saved your old Windows 95 CD as proof of license to install Windows 98 upgrade.

#### **Cable notes:**

The cables will mostly have three connectors on them, but not always. It's very common for a CD-ROM to ship with a cable with two connectors, one for the motherboard socket and one for the CD-ROM, but no other. It can be replaced with the three-connector ribbon without any concern. The two drive connectors are closer to one end, with the longest part from the second connector to the motherboard, although it's not uncommon for the wrong end to be used at the motherboard. In that case, just reverse it. There are various lengths of cables available at computer stores. They are even made in very, very long lengths.

#### **Making the new drive the primary drive:**

If you've decided to make the new drive the primary drive, and the old one an auxiliary drive, you can copy the disks binary image from the old to the new, so that the new drive will boot right up with no fiddling with the operating system. I use PowerQuest's DriveImage product. Install DriveImage on the old disk. Be sure to make a boot disk as instructed during the installation. Mount the new disk with the data cable and the power cables after setting the new drive as a slave. You should check the old drive to make sure that a jumper may (or may not) need changing when adding a slave drive. Boot the system with the boot disk you made. Read the instructions carefully, and copy, using the disk-to-disk function. Use the "Resize Partitions" button so that DriveImage makes a new partition using the full capacity of the drive if that's your objective. When you're done, shut the system down, get at the jumpers on the drives and reverse master and slave. It should boot now on the new. You can erase the software on the old, saving data files or documents if you wish.

#### **Master and Slave settings:**

Some drives and CD-ROMS have a jumper setting called "cable select". Sometimes it's marked just "cs". We're ignoring this setting, since it's not used. Disks may have three settings; master with one drive; master with two drives, and slave. Other drives have only two: master and slave. CD-ROMS (all that I've seen anyway) have just two. Some are marked "cs", "ma" and "sl". Drives made in recent years have a label with the size of the drive and pictures of the jumper settings. Some have a small paper with the settings on them. If the label isn't complete, I always make my own label with all the specs of the drive and stick it down on the top of the drive: cylinders, heads, sectors and capacity and all the jumper settings. Western digital prints all this stuff on the anti-static bag so you'll be sure to throw it away. ◆

*(Problems.....Continued from page 4)*

*cense? I paid for it, didn't I?")* A reinstallation of Access, as I had begun to realize, didn't solve the problem. Time to turn again to <http://search.microsoft.com>, type in some key words and see what came up. Here is the solution (the strangest one yet). I am including most of the details to illustrate how careful Microsoft is in guiding you to the solution.

*Certain fonts that are installed by Microsoft Publisher can result in the incorrect registration of Microsoft Access 97  
.....omitted material.....*

*Follow these steps to correct the registry error:*

*(Problems.....Continued on page 9)*

(Problems.....Continued from page 8)

1. On the Start menu, point to Find, and then click Files or Folders.
  2. In the Name box, type "hatten.ttf" (without the quotation marks).
  3. In the Look In box, type "C:\Windows\Fonts" (without the quotation marks) or the path to the Fonts folder on your computer.
  4. Click the Find Now button to start the search.
  5. Under Name, right-click the hatten.ttf file, and click Rename on the menu that appears.
  6. Change the name of the file to "hatten.xxx" (without the quotation marks).
  7. Minimize (but do not close) the Find dialog box.
  8. On the Start Menu, point to Settings, and click Control Panel.
  9. In Control Panel, double-click Add/Remove Programs.
  10. In the Add/Remove Program Properties dialog box, select the Install/Uninstall tab and select Microsoft Office 97, Professional Edition from the program list.
  11. Click the Add/Remove button to run Office Setup in Maintenance Mode.
  12. In the Microsoft Office 97 Setup dialog box, click Reinstall.
  13. Once the reinstallation is finished, click the Find dialog box on the Windows taskbar to maximize it.
  14. Under Name, right-click the hatten.xxx file, and click Rename on the menu that appears.
  15. Change the name of the file to "hatten.ttf" (without the quotation marks).
- Microsoft Access should now be properly registered.

**Back to Word.** Word, as I noted, was really zipping along now; all the sluggishness was gone. Additionally, a lot of the extras that had been added to it by other programs like Text-Bridge and ViaVoice (buttons on the menu bar that incorporated these programs with Word) had been removed from the Normal.dot, so it loaded much faster. But an unwelcome wrinkle had been added: When you tried to close a document, you were now confronted with an unfamiliar message box, where the choices were Cancel, Yes, and OK. That should have been Yes, No, and Cancel. Back to <http://search.microsoft.com>, and, with a bit more searching, this time I found the following (again I include most of the details):

**SYMPTOMS:** When you attempt to close a file, a dialog box appears with three buttons: Cancel, Yes, and OK. When you click them, the buttons perform functions that you do not expect them to .....omitted material.....

**RESOLUTION:** To resolve this problem, replace the Mso97.dll and Mso7enu.dll files on your computer and run the Office 97 SR-1 Patch Setup again. To do this, follow these steps:

1. Press CTRL+ALT+DELETE to display the Close Program

dialog box. Click the OSA item and click End Task.

2. Press CTRL+ALT+DELETE to display the Close Program dialog box. Click the Findfast item and click End Task. Another dialog is displayed. Click End Task. Press CTRL+ALT+DELETE again to display the Close Program dialog box. Ensure that Findfast and OSA do not appear in the list. If they do, click the item and click End Task.
3. Insert the Office 97 compact disc into your CD-ROM drive. NOTE: If you have Microsoft Project 98 installed on your computer, insert the Microsoft Project 98 CD-ROM instead of the Microsoft Office 97 CD-ROM.
4. Using Windows Explorer, open the following folder on the CD-ROM drive: <CD-ROM Drive>:\Office where <CD-ROM Drive> is the drive letter for your CD-ROM drive (usually drive D). For example, if your CD-ROM drive letter is D, open the following folder: D:\Office
5. On the View menu, click Options. Click the View tab. Click to select Show All Files. Click OK.
6. Right-click the Mso97.dll file. On the shortcut menu, click Copy.
7. Using Windows Explorer, open the following folder on your hard disk: Program Files\Microsoft Office\Office
8. On the Edit menu, click Paste.
9. Repeat steps 3 through 7. In step 5, copy the Mso7enu.dll file instead of the Mso97.dll file.
10. In Windows Explorer or File Manager, run the patch by double-clicking the Sr1off97.exe file. This step is not necessary if you copied Mso97.dll and Mso7enu.dll from the Project 98 compact disc.

Well, that was quite a list. If you have made it this far into the article, I applaud your fortitude. I think there is a moral to all of this, and it is that **"all computer software problems are solvable—if you can just locate the source of an answer."** And for Microsoft software, Microsoft probably has the answer at their site. All you have to do is phrase your query correctly.

I strongly recommend that everyone learn how to use the Microsoft search page at <http://search.microsoft.com>. I find my answers to these technical problems by checking the "Support & the Knowledge Base" radio button when doing the search; you won't find the answers you need by searching the rest of the Microsoft site. Of course, another good source of solutions is searching the Usenet newsgroups using a tool like DejaNews, now found at <http://www.deja.com>.

**It will apparently never be over.** I just tried to access Windows Help and was informed that **"the file hh.exe or one of its components could not be found."** But I have seen that message before on my Win 98 laptop, and I now know that the way to fix the problem is to run the Win 98 System File Checker tool and extract that particular file from the Win 98 CD. ♦

## Special Interest Groups

### Internet SIG

This SIG meets the first Monday of the month at 6 PM at the Reflectone Building, off West Waters Ave. You must sign up to get on the list and to get by security. Contact Mike Hodges at [hodges@reflectone.com](mailto:hodges@reflectone.com). For directions, see the map at our web site or contact Mike Hodges.

We consider all topics concerned with creating web sites. We study sites of interest from the web and those created by members of the SIG. And, in general, we consider anything of interest concerning the Internet. Last meeting we began working with Microsoft FrontPage to create a web site in order to learn the features of FrontPage.

### Genealogy SIG

This SIG meets the second Monday of the month at 7:00 PM at the Museum of Science and Industry. *Contact Jenny Lind Olin at 960-5723 or Ford Bond at 987-6309.*

### Visual Basic SIG

This SIG meets the third Tuesday of the month, at the Gateway 2000 Store on North Dale Mabry (just south of Columbus Drive) at 6 PM. For information, contact Merle Nicholson at [merlenic@tampabay.rr.com](mailto:merlenic@tampabay.rr.com).

Last month, we reviewed Dynamic Data Exchange between a VB program and another Windows Program. Then we saw the results of porting a very old BASIC program to Visual Basic. We will consider this program again along with graphing in VB at our next meeting.

## Computing Tip from Don Patzsch

*By Don Patzsch, Tampa PC Users Group*

When we get email, quite often there are URL's somewhere in that email. Here is what I do.

First, open Notepad and make up a file called "links". Save it and then put your cursor on the - sign in the upper right corner to minimize it, but keep it easily available. Then when you come across a URL in your email or anywhere else, simply highlight the URL with your mouse and hit EDIT, then COPY. Now restore Notepad by putting your cursor on the Windows task bar and clicking on Notepad.

Next, simply go up to the EDIT – PASTE command and you have the URL and also any explanation that came with it in Notepad. Save it and keep doing this until you have gone through all the email. Now you can leave the stuff in Notepad for a few days or so until you get to it, and meantime you have added several more URL's to that "links" file.

When you go on the Internet, first bring up Notepad and minimize it so it is convenient while you are on the net. Open the Notepad and highlight one URL, hit EDIT – COPY and then go to the browser command line and hit EDIT – PASTE. Now hit ENTER and you will go to the URL, without ever having to type anything. This is a simple procedure once you get used to it. When you have a real long URL, you will appreciate having this way of transferring the URL to your browser, but also you don't have to hunt around for where you left that URL you read about in last week's newspaper! ♦

## A Web Site to Reduce Your Electric Bill

*By Don Patzsch, Tampa PC Users Group*

Suppose you wanted to reduce your electric bill, how could you go about that?

This is a story of what they have been doing in Europe, and now the process has come to the United States. It involves computers. California has deregulated their electrical energy companies. A new company has moved in and is using the Oracle database to plot the use of electricity by their customers on an hour by hour basis so that they know how much power is required each hour. Now through the software and wireless network of CellNet, another California company, the new company, Utility.com, can bid for electrical power from all the generating companies in California, and, I suspect, soon they will get the power they want to sell anywhere by the use of the nationwide grid.

Now, how does this affect you? Well, at the present time, we have to await action by the legislature and then wait for the company to set up its business here. I have asked them to keep me informed of when this may be.

So, right now Tampa Electric probably sells you your electricity. If this company comes in, and if the power is deregulated here, they will connect you at no cost, and you may do one of two things, either buy your power without interrup-

*(Electric.....Continued on page 12)*

## Friends of the User Group

*We acknowledge the following firms for their support*

Museum of Science and Industry  
 Gateway 2000                      Marshall & Stevens  
 Reflectone                              BCD

*And these software and hardware vendors for their demonstrations and review software and contributions of evaluation software to our group*

Adobe Systems                      Micrografx  
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### RENEWING YOUR MEMBERSHIP?

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**Go to our web site <http://www.tpcug.org> and click on the Join link to fill in an online membership application**

**Check the address label for your renewal month**

## MEMBERS' HELP LINE

Program	Code	Name	Time	Phone	Codes
Adobe Acrobat	AA	Larry Anders	Mon - Sun 6:00pm - 10:00pm	989-9119	AOL, ME, MW, FP, PSP
Alpha4	A4				
AOL	AOL	Tom Cone	Mon - Sun 7:00pm - 9:00pm	949-3716	A4,VdB
Computer General	CG				
Delphi	DE	Warren Fuss	10am - 9:30pm	949-6844	CG, WNT, N
DOS	DOS				
Family Tree Maker	FTM	Bob LaFave	5:00pm - 8:00pm	960-0208	W95/W98, MOS
Hardware General	HG	William LaMartin	Mon - Fri 9:00am - 9:00pm	251-3817	AA, FTM, HTM, IG, MOS, MP, VB, W95, MGS
Hardware Modem	HM				
Hardware Printer	HP	Merle Nicholson	Mon - Fri 7:30pm - 9:30pm; weekends	879-3602	CG, DE, DOS, HG, HM, HP, W3, VB
HTML coding	HTM				
Internet General	IG	Jenny Lind Olin	Mon - Sun 8:00am - 10:00pm	960-5723	ME, MW, PAF, Q, WP
Micrografx Graphics Suite	MGS				
Microsoft Access	MA	Don Patzsch	Before 8:00pm	689-8662	CG
Microsoft Excel	ME				
Microsoft FrontPage	FP	Mary Sheridan	9:30am - 9:00pm	988-6480	AOL, CG, DOS, HG, IG, MW, Q, W95, W98
Microsoft Office Suite	MOS				
Microsoft Publisher	MP				
Microsoft Visual Basic	VB				
Microsoft Word	MW				
Networking	N				
PAF	PAF				
PaintShop PRO	PSP				
Quicken	Q				
Visual dBase	VdB				
Windows 3.1	W3				
Windows 95/98	W95/W98				
Windows NT	WNT				
WordPerfect	WP				

We encourage other members to add their names to the list of those willing to assist fellow members with their computer problems. Contact William LaMartin to add your name to the list.

**Tampa PC Users Group, Inc.**

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*(Electric.....Continued from page 10)*

tion, or you can get a free thermostat, and it will cut off your air conditioning or any large usage equipment you have, and that will allow you even greater savings each month. Right now, CellNet has 2 million remote reading wireless networks connected. They expect 4 million by the end of the year.

Go to <http://www.utility.com> on the Internet and see for yourself what they have to say. It's worth the time to check it out and see what we could have if the legislature were actively trying to help the folks they represent. ♦

