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## Next Meeting

Wednesday 5th March  
Committee Meeting 7 PM

8PM Guest Speaker  
Joel Harbottle  
Setting Up A Mail Server  
Linux  
(If Time permits)

### Newstream Articles

Deadline : 10 Days before Meeting

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### Membership

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Printed & Posted Newsletter \$20 extra

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# General Information

Position	Name
President	Iris Meek
Vice President	Julie Hjort
Treasurer	Dennis Murray
Assistant Treasurer	Karia Wicks & Don Cooper
Secretary	Joel Harbottle
<u>General Committee</u>	
Library MAC	Ivan Turmine Joel Harbottle
Newstream Editor	Ron Baker
Publicity & Promotion	Karia Webb
Assistant Treasurer	Vacant
PC Library	Julie Hjort
Assistant PC Librarian	Judy Hall
Public Officer	Judy Hall
OPEN Chair/Coordinator	Robert Tierney
WebMaster	
Web Editor	Tom Olson
General Committee	Glen Gilpin  Judy Hall
Victor Coordinator	Robert Tierney

## Ron's Ramblings

The AGM is over and the Committees selected for both LGC and OPEN.

There are some new faces on the Committees and we are grateful that these people have put their hand up (or had it put up) to help administer the organisation

The subject of our Internet Connection will come under scrutiny as the current cost is not what we were lead to believe.

Also the possibility of a grant from Telstra is receding rapidly. The Committee will investigate other carriers and ISPs to determine the best outcome for OPEN.

The AGM also confirmed the decision to increase the Membership fee from \$10 for single to \$15.00 with a similar increase of \$5 for family.

If you paid your membership before the 1st March there will not be a bill for the extra \$5.00. But payments after that date will be at the higher amount.

If you have any qualms about the increase, it is advised that in 1999 the single rate was \$20 and family \$25. In 2001 the rate was Single \$25 and Family \$30 according to my back copies of the Newsletter.

This cost was high to cover the cost of printing and mailing the Newsletter in hard copy. The Cost was reduced to \$10 Single \$15 Family at the AGM in 2003.

In the course of researching the above the article on cleaning PCs was found. As it is as relevant today as in April 2002.

I am going to have to reread some of these articles as there is not much new under the Sun.

**Ron Baker**

## OPEN NEWSLETTER – MARCH 2008

### FROM THE ASSISTANT EDITOR

As a result of the elections held as part of the Annual General Meetings of the Launceston Computer Group and OPEN there have been a number of changes in regard to senior office-bearers.

Iris Meek was elected as President of LCG when Judy Hall stepped down after several years in the position, and Rob Tierney was successful in being elected as both of OPEN Chairperson and Co-ordinator. To both Judy and our outgoing OPEN Chairperson/Co-ordinator Janet Headlam let me offer thanks for all the fine work that you have performed over the years, and I hope that both of you will continue to play significant roles in other aspects of the clubs' activities.

I have accepted the position of Treasurer in an acting capacity but will be relying on the assistance of Karia Wicks and others to perform many of the day-to-day financial functions due to my work commitments.

In the February newsletter I mentioned that we received some excellent tutorial material from ASCCA (the Australian Seniors Computer Clubs Association). This information is available to members on our server computer or you can copy the entire contents or just the lessons you require to a CD or your flash drive.

In my early computing adventures around 20 years ago I often found that many new users assumed that purchasing the computer was the sole answer to their data-processing needs.

### EDITORIAL *(continued)*

A rule of thumb back then was that the software (programs) needed to perform business tasks would probably cost just as much as the computer.

In some respects little has changed in those 20 years, and it not unusual for new members to find themselves owning a computer that cannot perform what many would consider are basic tasks, such as opening an e-mail attachment that happens to be a Microsoft Word or PowerPoint document.

Fortunately the last few years have seen the arrival of some excellent free programs, with two of my favourites being the graphics program Irfanview and the image-cataloguing Picasa2. These are used by many of our members.

Similarly if you don't want to shell out \$200-plus for one of the Microsoft Office products you could do yourself a \$200-plus favour by using the free office program now known as **Oxygen Office**. This is an upgrade of Open Office and now includes a working spell-checker and an expanded graphics gallery.

*Dennis*

*Murray*

### SPECIAL INTEREST GROUPS

#### The Friday afternoon Embroidery Group

will meet on a **MONTHLY** basis this year. The first meeting will be on March 7 2008 at 1 pm.

Contact Eleanor Horder via the club for details.

The **Northern Tasmanian Camera Club** monthly workshops are in abeyance until further notice but there may be a similar class in the near future.

### PUBLIC HOLIDAYS

**Monday March 10** is a Public Holiday but classes will be held at OPEN at the usual times.

However at Easter the club will be closed on **Good Friday, March 21, and Easter Monday, March 24.**

**WORKING BEE** If you can spare an hour or two on **Saturday, March 8**

### OPEN MONTHLY GENERAL MEETING

**Will be held at 1 pm on March 5th, 2008.**

Please take this opportunity to meet the new OPEN Committee headed by Chairperson/Co-ordinator Rob Tierney and have your input into the way the club operates in the coming months.

### LAUNCESTON COMPUTER MONTHLY WORKSHOP

WEDNESDAY MARCH 5th AT 7.15 PM

While most of you have an e-mail address that contains the name of your internet service provider e.g. member@bigpond.com, have you ever

wondered how some organisations are able to 'personalise' their e-mail addresses? For instance, before our new broadband system was introduced my address was 'dennis@lcg.org.au'. The facility that enables this is called a mail-server and at the LCG meeting on March 5 our new Mac support officer Joel Harbottle will demonstrate how to set one up.

If time permits there will also be a short demonstration of the free operating system Linux (see page 4 for an overview of Linux)

## OPEN NEWSLETTER – MARCH 2008

### NEW VENUE TELEPHONE NUMBER

As a by-product of our new broadband connection OPEN Computing has a **new telephone number.**



\*\*\*\*\* **6343 4928** \*\*\*\*\*

Members can be contacted at the clubrooms **during class hours** by telephoning the number shown above.  
Monday to Friday 10am – 3pm

### Launceston Computer Group SOFTWARE LIBRARY



Dated 1st March 2008

#### DISK 2000 - Your Library on Disk

Disk 2000 is now available. The change from a floppy disk to a CD has enabled us to include much more in the way of games, information and utilities. Existing members can upgrade to the new CD version for just \$1.50 . Ask at the club or contact Judy via the e-mail address shown below. This disk is free of charge to all new members.

#### AVAILABILITY OF LIBRARY

**At present the Shareware Library is only available during the club's opening hours.**

Speak to one of the tutors at the venue -  
Studioworks, 1 Pipeworks Road, South L'ton.

Email: [opencomputing@bigpond.com](mailto:opencomputing@bigpond.com)

#### OTHER CLUB RESOURCES

In addition to the 'physical' library OPEN and VICTOR may be able to provide members with a variety of freeware programs as an alternative to downloading from the Internet. Free antivirus programs such as AVG can now be as large as 30 Megabytes and would take hours to download for someone who only had a dial-up Internet connection.

There are also quite a few video tutorials and ASCCA teaching material on our server and these can be quite helpful in explaining how certain programs and utilities work.

PLEASE NOTE THAT IN 2008 ALL OF JUDY'S MORNING CLASSES WILL **START AT 10 AM** AND **NOT 9 AM** AS IN PREVIOUS YEARS

#### FAMILY HISTORY ON-LINE

March 12 — 1 pm to 3.30 pm

March 26 — 10 am to 12 noon

Join Judy, Margaret and Robin to help trace your family origins.

New information is being added to our resources on an on-going basis to help you trace your family's origins. Contact the club for more information

Classes are limited to 8 people.

#### SUBSCRIPTIONS

Members are advised that as from March 1st, 2008

The annual membership subscription will rise by \$5.00.

**For single membership the fee will now be \$15.00 per year and for couples \$20.00 per year.**

If your membership is current you will not need to pay any additional fees until December 1, 2008.

#### BASIC GRAPHICS

Classes have almost been filled for these popular sessions, so please check the registration sheets at the club to find out if there are places available.

The dates for the next class is :

**March 12 - 10 am to 12 noon**

During the year additional 'catch-up' and practice classes will be held so please keep in touch with your tutor and check no-

#### LEVEL 2 & 3 GRAPHICS

With Paint Shop Pro 7 and 8

**Wednesday March 19 1 pm to 3.30 pm**

This class is designed for people who have completed the Basic Graphics classes, and involves more advanced features of the Paint Shop Pro graphics programs.

Numbers are limited to 8 people. Please check the notice-board or contact the club for details.

## OPEN Session Times

At Studioworks, 1 Pipeworks Rd, L'ton

**Standard Sessions \$5.00**

**[Some special tutorial materials may incur additional charges]**

## OPEN NEWSLETTER – MARCH 2008

### SPECIAL WEDNESDAY SESSIONS

Please register on the sheets – numbers may be limited

Monday	10 am –12	E-Learn & Beginners
	1 pm – 3 pm	Basics and Beyond
Tuesday	10 am –12	E-Learn & Beginners [all day]
	1 pm – 3 pm	Mac [all day]
Wednesday		Special sessions or Meetings
		As for mornings (see rosters)
Thursday	10 am –12	E-Learn & Beginners
	1 pm – 3 pm	E-Learn & Beginners
Friday	10 am –12	E-Learn & Beginners
1st Friday	1 pm – 3 pm	Embroidery Group
In Abeyance		Northern Tas.Camera Club

Date	Time	Topic	Details
March 5th	10 am—12 noon	Free-Rip demonstration with Judy Hall	Learn how to convert your favourite music from CDs in to the 'smaller' MP3 format.
	1 pm onwards	OPEN's Monthly meeting	Meet the new committee . <b>All members are invited to participate.</b>
	7.15 pm	LCG Monthly Workshop	How to set up a mail-server and an <b>Introduction to the Linux operating system.</b>
	March 12th	10 am—12 noon	Basic Graphics
	1 pm—3.30 pm	Family History	Judy Hall and the Family History tutors will assist you in tracing your Ancestry.
March 19th	10am—12 noon	Saving to CD-ROM	Learn the techniques involved in backing up your important documents and photos to CD or DVD.
	1 pm—3.30 pm	Level 2 and 3 Graphics	Advanced graphics techniques using the Paint Shop Pro 7 and 8 programs.
March 26th	10 am—12 noon	Family History	Trace your Family History using the various resources available at the club.
	1 pm—3.30 pm	Tutor Development	A special session to enable tutors to learn some of the recent developments in computing.
April 2nd	10 am—12 noon	Graphics Practice Class	An additional class to utilise the skills learned earlier in the Basic Graphics course.
	1pm onwards	OPEN's April meeting	

## OPEN NEWSLETTER – MARCH 2008

### WHAT'S LINUX???

#### and WHAT CAN IT DO FOR YOU?

Eagle-eyed members may have noted that the front row of computers at OPEN contains one computer with the name LINUX on it. In simple terms LINUX is an alternative operating system to Windows and MacIntosh, and many versions of it are FREE.

The version installed on the computer at OPEN is called Ubuntu version 7.10 and it comes equipped with the Open Office word-processor, spreadsheet and presentation programs, Mozilla Firefox internet browser and an e-mail program called Evolution, and it will also run the Picasa2 photo-cataloguing program.

So if you only facilities you need from a computer are to have access to the Internet and to write the occasional letter a computer running Linux could be suitable for you.

A Linux installation CD can also be used as a an emergency start-up disc. Imagine something has gone wrong with your Windows 98 or XP operating system and you need to get your precious photos and documents off the computer before re-installing the system. As long as your hard-drive is working the Linux CD will establish a temporary operating system so that your documents can be copied to a flash-drive or an external hard-drive.

So if your computer is reluctant to 'boot up' don't make a hasty decision to re-install your operating system unless all your precious data is backed up.

A Linux operating system on CD could be useful.

### INTRODUCING JOEL HARBOTTLE

"Hello .. Allow me to introduce myself to those members who haven't had the opportunity to meet me yet. I am 15 years old and currently completing Year 10, and next year I will progress to TAFE to study for a degree in Library/Information Services to become qualified for my dream job of Library Technician.

I joined LCG-OPEN in August 2007 and while on school holidays I enjoy coming into OPEN on Mondays and Thursdays.

I specialise in Macs and PCs, Networking and Library Management but when it comes to computers I will always prefer the Macs. As at February 2008 I have worked in Libraries for 6 years both as a volunteer and an employee so I have good knowledge of Libraries and their daily operations. In 2005 I was trained as a Library Technician to cover for a colleague who was ill for a short time.

I also hold a Certificate 2 in Networking and hope to improve my skills even more this year.

I'm honest and trustworthy, always willing to lend a hand and thinking of ways to improve things."

*Joel Harbottle*

#### *Editor's note*

In addition to his work in Mac and PC support roles at OPEN Joel has also taken on the position of Minute Secretary for the Launceston Computer Group monthly meetings.

### TALES FROM THE VICTOR VAULT

VICTOR Co-ordinator Rob Tierney is in the throes of 'moving house' at the moment so this month's column will contain some snippets of general information from your assistant editor.

OPEN has been fortunate to receive some donations of equipment recently including a replacement for our old OPEN8 computer which had become a bit lethargic recently. Windows 98 users should notice a considerable improvement in performance and reliability.

And on top of the filing cabinet you may notice an additional laser printer which will provide back-up for our main HP 2600. We still have a little work to do to configure it for our network but in time it will be a valuable addition to our resources.

We thank Julie Hjort and her employer for making this equipment available to us.

\*\*\*\*\*  
\* VICTOR PHONE NUMBER 0408 174 235 \*  
\* \*  
\* Contact the Coordinator Rob Tierney for \*  
\* assistance with computer problems at home \*  
\*\*\*\*\*

## Symantec uninstaller may not finish the job

By Scott Dunn

**Like most Windows software, Norton security products, published by the Symantec Corp., come with an uninstall option to remove the software from your computer.**

Unfortunately, neither Symantec's bundled uninstaller — nor a little-known, special utility from the company — removes every single thing.

### Incomplete removal poses a risk to users My Jan. 24

**<<http://WindowsSecrets.com/links/mrobi86js2jdd/75eb72h/?url=windowssecrets.com%2F2008%2F01%2F24%2F02-Symantec-edges-out-ZoneAlarm-in-Security-Baseline>> round-up on reviews of security suites reported that Symantec's Norton Internet Security 2008 had garnered Editors' Choice awards from PC Magazine and PC World — more top prizes than any competing suite. Soon after my article appeared, dozens of readers wrote in to complain about their experiences with Symantec software. Among other problems, they cited the difficulties they've had uninstalling Norton security products.**

In addition, a number of sources confirm that security software in general, and the Norton product line in particular, do a poor job of removing their products.

Why are incomplete uninstalls a problem? In addition to leaving useless data on a customer's machine, such Registry entries may in some cases cause conflicts for other software.

For example, self-described industry guru Dave Taylor warns **<<http://WindowsSecrets.com/links/mrobi86js2jdd/5d5b39h/?url=www.askdavetaylor.com%2Fhow%2Fto%2Ffully%2Fremove%2Fnorton%2Ffrom%2Fpc.html>> that "the presence of uninstalled security software in the Registry can conflict with newly installed security software and cause system freezes."**

Mark Hasting, creator of a site known as PC Hell, reports hearing from

many users who want to remove Norton products. "I've even received mail from computer users trying to install an antivirus product," he explains **<<http://WindowsSecrets.com/links/mrobi86js2jdd/333525h/?url=www.pchell.com%2Fvirus%2Finstallnorton.shtml>>, "** and they are told to uninstall Norton before they can proceed, even though it appears Symantec products are not running on the system."

Hasting, it should be noted, makes an identical claim **<<http://WindowsSecrets.com/links/mrobi86js2jdd/68f694h/?url=www.pchell.com%2Fvirus%2Finstallmcafee.shtml>> about McAfee's antivirus and security products.**

To examine the problem for myself, I used a test computer to analyze the uninstall process of the full version of Norton Internet Security 2008. I also tested a trial version of that product and Norton 360, a related, all-in-one security package.

In every case, I found that one .dll file (symlcrst.dll) and a few other files and folders were not removed by Symantec's uninstall routine. Also, the Windows Registry still showed numerous references to the removed products.

That a wide range of Symantec products are difficult to completely uninstall is suggested by the Symantec support site itself. The site offers a free Norton Removal Tool **<<http://WindowsSecrets.com/links/mrobi86js2jdd/9d1bc3h/?url=service1.symantec.com%2FSUPPORT%2Ftsngeninfo.nsf%2Fdocid%2F2005033108162039>>. Although the Symantec Knowledge Base claims the tool is only for failed installations or damaged products, the company continues to update the utility to remove a host of its products. This include Norton 360, Norton Ghost, Norton Save & Restore, pcAnywhere, WinFax, and any Norton Internet Security product dated 2003 through 2008.**

To test the effectiveness of this utility, I ran the Norton Removal Tool after

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doing a normal uninstall of Norton Internet Security 2008. I then restarted the computer. Although the tool did remove some Registry entries and delete some stray folders on the hard disk, it still didn't do a thorough job. For example, key Registry entries, such as HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec remained, as well as a .dll in the Program Files\**Common Files folder**.

Symantec products aren't the only security software that present uninstall challenges. The tips-and-hints site PC Hell <http://WindowsSecrets.com/links/mrobi86js2jdd/68c77ah/?url=www.pcheil.com%2F> provides instructions for removing well-known products from McAfee, Avast, AVG, and AntiVir. It also includes links to special uninstall utilities provided by McAfee and Avast, in addition to a Registry cleaner from AntiVir.

I installed and uninstalled the latest trial version of McAfee SecurityCenter on a test machine running Windows XP Pro. The results, while not perfect, seemed less troublesome than the Norton examples. McAfee SecurityCenter's uninstaller left behind three small data files (with .txt, .bak, and .dat extensions). It also left a handful of Registry entries, but these appear to be harmless artifacts of the product.

**Symantec clarifies its uninstall approach Symantec spokespeople defend the behavior of its install and uninstall routines. According to Jody Gibney, senior product manager for the Norton Internet Security product line, the install and uninstall process has undergone a major overhaul since the 2006 versions. "Between Norton Internet Security 2006 and Norton Internet Security 2008, we've managed to reduce the number of Registry entries left behind," she said in a telephone interview.**

Gibney acknowledges that one DLL is intentionally left behind. This is a DRM (digital rights management) component intended to protect the company against a person installing a trial version multiple times to avoid

paying for the product. Symantec does not remove any Registry entries related to this component.

If a user has installed multiple Norton products, all of which use the Norton LiveUpdate utility to install patches and virus definitions, Gibney points out that the uninstaller for one product will not remove that component — even if that product was the first to install the files. Naturally, if someone forgets or doesn't know that they other Norton products are still installed, the presence of LiveUpdate may appear to indicate an incomplete uninstall.

In my tests, the Add or Remove Programs control panel displayed separate uninstall options for Norton Internet Security 2008 and LiveUpdate. Uninstalling the Norton product also removed the LiveUpdate component, apparently because no other Norton products still remained on my test machine.

Gibney advises against using the Norton Removal Tool as an uninstall method. Instead, she recommends using the product's Uninstall command (found within Windows' Start menu) or the Add or Remove Programs control panel. "Only use the Norton Removal Tool if you have a problem," she says. Otherwise, you may cause problems for Norton Ghost or other Norton products you may have installed.

"We've put a ton of effort into Norton Internet Security 2008 and will do the same for Norton Internet Security 2009," says Gibney. "People who have a valid subscription are entitled to a 2008 update," she adds, indicating that this will eliminate most uninstall problems.

**How to remove Norton products from your system Fortunately, if you need to remove a Norton security product from your system, a number of Web resources exist to help you do so. The correct approach varies, depending on whether you're removing only one of several Symantec products or all of them:**

*Removing only one Symantec product when more than one is installed*

(Continued from page 8)

**Open the Control Panel and use the Add or Remove Programs applet (in Windows XP) or the Programs and Features applet (in Vista) to see the number of Symantec programs that may be installed. If several are present, and you wish to uninstall only one, run that program's uninstall function to remove it.**

**Removing all Symantec products, however many are installed Whether you have only one Symantec product or several installed, if you're removing them all, open the Control Panel and use the same applet described in the previous paragraph to find them. Uninstall each program in turn. If the LiveUpdate utility still shows up in the Control Panel applet, select the option to remove it.**

After you've uninstalled all Symantec products, including the LiveUpdate utility, you can clean up your Registry further by following the instructions <http://WindowsSecrets.com/links/mrobi86js2jdd/9d1bc3h/?url=service1.symantec.com%2FSUPPORT%2Ftsgeninfo.nsf%2Fdocid%2F2005033108162039> at the Symantec support site. This involves running the Norton Removal Tool for your particular product.

As noted above, however, even the Norton Removal Tool will not remove every trace of Symantec programs. You may find leftover Symantec folders under your Program Files\Common Files folder, the Documents and Settings folder (in XP), and the Users folder (in Vista). Don't use Registry tools to simply delete every reference to Norton or Symantec. Many of these entries are completely harmless (for example, when the name turns up in an MRU or "most recently used" list).

For the most thorough removal, the Dave Taylor support site [http://WindowsSecrets.com/links/mrobi86js2jdd/5d5b39h/?url=www.askdavetaylor.com%2Fhow to fully remove norton from pc.html](http://WindowsSecrets.com/links/mrobi86js2jdd/5d5b39h/?url=www.askdavetaylor.com%2Fhow%20to%20fully%20remove%20norton%20from%20pc.html) provides detailed instructions for removing Symantec files and Registry entries from an XP system. Users of Vista shouldn't have much difficulty translating the same steps for that operating system.

Software publishers expect users to agree to and obey restrictive license agreements. In return, customers have every right to expect developers to create products that leave a system completely free of that software when uninstalled.

Makers of security software, in particular, have a responsibility to make sure that removal of a product doesn't compromise security further by making it difficult for other security products to be installed.

## Norton Removal Tool can damage QuickBooks

### My Feb. 7 lead story

<http://WindowsSecrets.com/links/mrobi86js2jdd/f6b8e9h/?url=windowssecrets.com%2F2008%2F02%2F07%2F01-Symantec-uninstaller-may-not-finish-the-job> included a discussion of the Norton Removal Tool, which Symantec provides for correcting incomplete uninstalls. However, as Charles Rathbun points out, this tool is known to cause problems for another product:

"If you have QuickBooks 2005 or newer on your system, Symantec's removal tool can really screw things up. It messes with [Microsoft's] .NET [Framework] software, causing a nightmare when you're trying to figure out why QuickBooks suddenly stopped loading.

### "Intuit has a warning

<http://WindowsSecrets.com/links/mrobi86js2jdd/836027h/?url=support.vigilant1.com%2FKnowledgeBase%2Ftabid%2F53%2Fview%2Ftopic%2Fpostid%2F2971%2Fforumid%2F6%2FDefault.aspx> and explanation about the Norton Removal tool on their Web site.

"I've stopped using this tool if I find any versions of QuickBooks, because of the problems I've experienced in the past. I've had to eat some serious tech-support time and spent multiple hours reinstalling and fixing QuickBooks due to problems the Norton tool

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has created."

Thanks for the warning, Charles.

**Commercial software helps finish bad uninstalls** If you're looking for other tools to help remove inadequately uninstalled Symantec programs or other security software, several readers reported having good luck using commercial uninstaller utilities, such as the free Revo Uninstaller (among others) as well as reputable Registry cleaning utilities.

Like security software, you'll want to consult reviews and do your homework before using just any old utility for this job. For more information on Registry cleaners, start by reading the Mar. 1, 2007 <<http://WindowsSecrets.com/links/mrobi86js2jdd/c562aah/?url=windowssecrets.com%2F2007%2F03%2F01%2F01-Are-Registry-cleaners-worthwhile>>, article on the subject by Windows Secrets editor-at-large Fred Langa.



## Newbie Club Tutorials

### Tutorial .. "File Maintenance Using Dialog Boxes"

Note: A dialogue Box is another name the techies have dreamed up.

It's just another 'window'.

This is well kept secret, so tell everyone about it. You can do file maintenance using the OPEN and SAVE AS dialog boxes.

When you see the OPEN dialog box (seen when you are about to open a file) or the SAVE AS dialog box (seen when you are about to save a file) you can leave those boxes on the screen and perform the following:

1. To do maintenance on a file or folder, right-click the object to display a shortcut menu...
2. To create a new object, right-click an empty section of the file list, and then click New to get the New menu.
3. To create a new folder within the current folder, click the Create New Folder button.

Here's an example of how to use this. Let's say you've begun downloading a file... and you're at the SAVE AS dialog box. While there, you think, "I need to create a new folder for this file so I keep my computer's hard drive organized."

Click the Create New Folder button, and a new folder appears with blue covering the file name. Type the name for the folder, press Enter, and the new folder is created. Then select that new folder for the download location.

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It's easier to do when you see it. And since you print all of these newsletters, and place them in 3-ring binders, you have access while away from your email program. And you're gaining a valuable education for free!

## **Tutorial .... "Adding Shortcuts to Your Start Menu"**

If you use your computer at all, you'll have some open windows on screen. Without closing them, the Start Menu provides access to lots of programs. But let's say you're lazy, and want a quick click solution... create a shortcut that appears on the Start Menu... so you don't have to chase down the program on the Programs Menu!

Windows makes this real easy for you.

Using the left mouse button, click on an icon and drag it from the Desktop (your main screen) and hold it over the Start button for a couple of seconds. You'll see the Start Menu open up.

Keep holding the left mouse button down, and move the icon up to the area above the "Programs" time. You'll see a dark "bar" appear. Slide the icon up and down, and the bar moves up and down. Release the mouse button, and the icon that was on the Desktop is now on the Start Menu.

If you want the icon to be in both places, Desktop \*and\* Start Menu, use the RIGHT mouse button when dragging the icon. When you release the button, you'll have options... choose the option to "copy here".

If your computer is like mine, something will freeze up. My Start Menu got stuck and wouldn't close. What a drag. I had to reboot the computer to fix it.

Why these things happen is unknown to human beings, but they happen. If cars were built the same way, we'd have stop and go traffic all the time.

## **Tutorial ... "How to Remove Programs Safely"**

How to properly remove programs from your computer:

Windows has a little program that helps you delete applications safely and CORRECTLY. Why correctly?

Because a lot of new software leaves entries in the Registry, and unless you uninstall your programs, the excess code gets left behind. Not so tidy. So when you want to uninstall an application, follow these steps:

1. Click Start.
2. Choose Settings then Control Panel.
3. In the Control Panel window, double-click the Add/Remove Programs icon.
4. Under "The following software can be automatically removed by Windows..." select the application you want to remove.
5. Click Add/Remove and follow the instructions to remove the application. It will show you dialog boxes to assist you in the process.

When you remove programs, you may be asked if you want to remove files called "DLLs". That's an acronym for Dynamic Linked Library file. These are shared by other programs. If you want to be real safe, just answer "No" to the question. Everything but the files in question will be removed. (Everything related to the program you're uninstalling, of course.)

This is all very geeky, really. But the time may come when you need to uninstall something. So use this. Don't just randomly delete the files that make up programs, or you'll be in REAL trouble.

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## **Tutorial ... "De-clutter Your Email Inbox"**

Have you any idea how much disc space is being hogged by your received emails?

I thought not. But just because you have a hard drive bigger than Texas doesn't mean you should clutter it up with unwanted stuff -

like your attic!

And if you have a smaller hard drive you are wasting valuable space. And slowing down your PC every time it boots up.

Most people save emails to read later - and never do.

Most people read emails and don't delete them - in case they need to refer to them later - but never do.

Some people organize their emails into folders for specific newsletters or topics - and hardly ever get around to reading them all.

Clear out the junk from ...

Your SENT box.

Everything, you have ever emailed out is stored in your out (SENT) folder until you delete them.

Your folders.

Go through them all and trash what you don't need.

Your Deleted Items folder.

Do you ever go in there to retrieve a deleted email? Empty it once a week.

If you didn't need to retrieve something in the past 7 days, chances are you never will.

How do you delete this stuff?

Just highlight the unopened email and click the delete button on your keyboard.

To delete a block of emails, highlight the first one, hold down your shift key and click on the last in the block. This will highlight the block of emails. Then click delete.

**DON'T FORGET ...**

After you've dumped all this stuff, it all still lies there in your 'Deleted Items' folder.

Delete them!

At a high School in Montana a group of high schoolers played a prank on the school. They let three goats loose in the school.

Before they let them go they spray painted numbers on the sides of the goats. 1,2,4.

Local school administrators spent most of the day looking for #3



## You know you're Australian if...

1. You know the meaning of the word 'girt'.
2. You believe that stubbies can be either drunk or worn.
3. You think it's normal to have a leader called Kevin.
4. You waddle when you walk due to the 53 expired petrol discount vouchers stuffed in your wallet or purse.
5. You've made a bong out of your garden hose rather than use it for something illegal such as watering the garden.
6. You believe it is appropriate to put a rubber in your son's pencil case when he first attends school.
7. When you hear that an American 'roots for his team' you wonder how often and with whom.
8. You understand that the phrase 'a group of women wearing black thongs' refers to footwear and may be less alluring than it sounds.
9. You pronounce Melbourne as 'Mel-bin'.
10. You pronounce Penrith as 'Pen-riff'.
11. You believe the 'i' in the word 'Australia' is optional.
12. You can translate: 'Dazza and Shazza played Acca Dacca on the way to Maccas.'
13. You believe it makes perfect sense for a nation to decorate its highways with large fibreglass bananas, prawns and sheep.
14. You call your best friend 'a total bastard' but someone you really, truly despise is just 'a bit of a bastard'.
15. You think 'Woolloomooloo' is a perfectly reasonable name for a place.
16. You're secretly proud of our killer wildlife.
17. You believe it makes sense for a country to have a \$1 coin that's twice as big as its \$2 coin.
18. You understand that 'Wagga Wagga' can be abbreviated to 'Wagga' but 'Woy Woy' can't be called 'Woy'.
19. You believe that cooked-down axle grease makes a good breakfast spread
20. You believe all famous Kiwis are actually Australian, until they stuff up, at which point they again become Kiwis.
21. Hamburger. Beetroot. Of course.
22. You know that certain words must, by law, be shouted out during any rendition of the Angels' song Am I Ever Gonna See Your Face Again.
23. You believe, as an article of faith, that the confectionary known as the Wagon Wheel has become smaller with every passing year.
24. You still don't get why the 'Labor' in 'Australian Labor Party' is not spelt with a 'u'.
25. You wear ugh boots outside the house.
26. You believe, as an article of faith, that every important discovery in the world was made by an Australian but then sold off to the

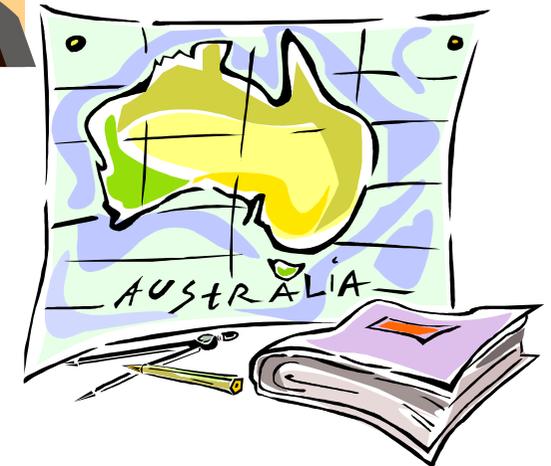
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Yanks for a pittance.

27. You believe that the more you shorten someone's name the more you like them.
28. Whatever your linguistic skills, you find yourself able to order takeaway fluently in every Asian language.
29. You understand that 'excuse me' can sound rude, while 'scuse me' is always polite.
30. You know what it's like to swallow a fly, on occasion via your nose.
31. You understand that 'you' has a plural and that it's 'youse'.
32. You know it's not summer until the steering wheel is too hot to handle.
33. Your biggest family argument over the summer concerned the rules for beach cricket.
34. You shake your head in horror when companies try to market what they call 'Anzac cookies'.
35. You still think of Kylie as 'that girl off Neighbours'.
36. When returning home from overseas, you expect to be brutally strip-searched by Customs - just in case you're trying to sneak in fruit.
37. You believe the phrase 'smart casual' refers to a pair of black tracky-daks, suitably laundered.
38. You understand that all train timetables are works of fiction.
39. When working on a bar, you understand male customers will

feel the need to offer an excuse whenever they order low-alcohol beer.

40. You get choked up with emotion by the first verse of the national anthem and then have trouble remembering the second.
41. You find yourself ignorant of nearly all the facts deemed essential in the government's new test for migrants.
42. You know, whatever the tourist books say, that no one says 'cobber'.
43. And you will immediately forward this list to other Australians, here and overseas, realising that only they will understand



## Modern Euphemisms

*GrrlScientist*

**I** was looking through my unread emails and found a list of modern euphemisms, which was sent to me by a reader of mine. Since many of you reading today are at work, but wishing to be elsewhere, and probably won't get much done today as a result, I thought that today would be the perfect day to post this for you to enjoy.

**404** Someone who's clueless. From the World Wide Web error message '404 Not Found', meaning that the requested document could not be located. 'Don't bother asking him ... he's 404, man.'

**Adminisphere** The rarefied organizational layers beginning just above the rank and file. Decisions that fall from the adminisphere are often profoundly inappropriate or irrelevant to the problems they were designed to solve.

**Blamestorming** Sitting around in a group, discussing why a deadline was missed or a project failed, and who was responsible.

**Chainsaw consultant** An outside expert brought in to reduce the employee headcount, leaving the top brass with clean hands.

**Chips & Salsa** Chips = hardware, Salsa = software. 'Well, first we gotta figure out if the problem's in your chips or your salsa.'

**CLM** Career Limiting Move Used among microserfs to describe ill-advised activity. Trashing your boss while he or she is within earshot is a serious CLM.

**Cube farm** An office filled with cubicles.

**Dilberted** To be exploited and oppressed by your boss. Derived from the experiences of Dilbert, the geek-in-hell comic strip character.

'I've been Dilberted again. The old man revised the specs for the fourth time this week.'

**Mouse potato** The on-line, wired generation's answer to the couch potato.

**Percussive maintenance** The fine art of whacking the heck out of an electronic device to get it to work again. (Try not to dent the case.)

**Prairie dogging** When someone yells or drops something loudly in a cube farm, and people's heads pop up over the walls to see what's going on.

**Salmon day** The experience of spending an entire day swimming upstream only to get screwed and die in the end.

**SITCOMs** Single income, two children, oppressive mortgage What yuppies turn into when they have children and one of them stops working to stay home with the kids.

**Seagull manager** A manager who flies in, makes a lot of noise, craps on everything, and then leaves.

**Starter marriage** A short-lived first marriage that ends in divorce with no kids, no property and no regrets.

**Stress puppy** A person who seems to thrive on being stressed out and whiny.

**Swiped out** An ATM or credit card that has been rendered useless because the magnetic strip is worn away from extensive use.

**Tourists** People who take training classes just to get a vacation from their jobs. 'We had three serious students in the class; the rest were just tourists.'

**Treeware** Hacker slang for documentation or other printed material.

**Xerox subsidy** Euphemism for swiping free photocopies from one's workplace.

**Humour...****'The smartest house in the neighbourhood'  
SmartHouse**

**Nov 28:** Moved into my new house at last.

Finally, we live in the smartest house in the neighbourhood. Everything's networked.

The cable TV is connected to our phone, which is connected to my personal computer, which is connected to the power lines, all the appliances and the security system.

Everything runs off a universal remote with the friendliest interface I've ever seen. Programming is a snap. I'm, like, totally wired.

**Nov 30:** Hot stuff! Programmed the VCR from my office, turned up the thermostat and switched on the lights with the car phone, remotely tweaked the oven a few degrees for my pizza. Everything nice and cozy when I arrived. Maybe I should get the universal remote surgically attached.

**Dec 03:** Yesterday, the kitchen CRASHED.

Freak event. As I opened the refrigerator door, the light bulb blew. Immediately, everything else electrical shut down — lights, microwave, coffee-maker — everything.

Carefully unplugged and replugged all the appliances. Nothing. Called the cable company — but not from the kitchen phone.

They referred me to the utility company, who insisted that the problem is in the software.

So the software company runs some remote tele-diagnostics via my house processor.

Their expert system claims it has to be the utility's fault. I don't care, I just want my kitchen back.

More phone calls, more remote diagnostics.

Turns out the problem was "unanticipated failure mode": that is, the network had never seen a refrigerator bulb failure while the door was open. So the fuzzy logic interpreted the burnout as a power surge and shut down the entire kitchen. But because sensor memory confirmed that there had not actually been a power surge, the kitchen logic sequence was confused and it could not do a standard restart. The utility guy swears this was the first time this has ever happened.

Rebooting the kitchen took an hour.

**Dec 07:** The police are not happy. Our house keeps calling them for help. We discover that whenever we play the TV or stereo above 25 decibels, it creates patterns of micro-vibrations that get amplified when they hit the window. When these vibrations mix with a gust of wind, the security sensors are actuated, and the police computer concludes that somebody is trying to break in. Go figure. Another glitch: whenever the basement is in self-diagnostic mode, the universal remote will not let me change the channels on the TV. This means I actually have to get up off the couch and change the channel by hand. The software and utility people say this flaw will be fixed in the upgrade — SmartHouse 2.1. But it's not ready yet.

**Dec 12:** This is a nightmare. There is a virus in the house. My personal computer caught it while browsing on the public access network. I came home and the living room was a sauna, the bedroom windows were covered in ice, the refrigerator has defrosted, the washing machine has flooded the basement, the garage door is going up and down and the TV is stuck on the Home Shopping Network. Throughout the house, lights flickered like stroboscopes until they exploded from the strain. There was broken glass everywhere. Of course, the security sensors detected nothing. There was a message throbbing on the screen of my personal computer:

**WELCOME to HomeWrecker!!! NOW THE FUN BEGINS ...**

**(Be it ever so humble, there is not virus like HomeWrecker ...)**

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**Dec 18:** They think they have digitally disinfected the house, but the place is a shambles.

Pipes have burst and we are not completely sure we've got the part of the virus that attacks toilets. Nevertheless, the Exorcists (as the anti-virus SWAT team members like to call themselves) are confident the worst is over. "HomeWrecker is pretty bad," one team-member tells me, "but consider yourself lucky you didn't get attacked by Poltergeist.

That one is really evil."

**Dec 19:** Apparently, our house is not insured for viruses. "Fires and mud slides, yes," said the insurance adjuster, "Viruses, no." My agreement with the SmartHouse people explicitly states that all claims and warranties are null and void if any appliance or computer in my house networks in any way, shape or form with a non-certified on-line service. Everybody is very, very sorry, but they cannot be expected to anticipate every virus that might be created. We call our lawyer. He laughs, he's excited!

**Dec 21:** I get a call from a SmartHouse sales rep. As a special holiday offer, we get the opportunity, free, to become a beta test site for the company's new SmartHouse 2.1 upgrade.

He says I will be able to meet the programmers personally. "Sure," I tell him.



No connection: [www.smarthouse.co.uk/](http://www.smarthouse.co.uk/) and [www.smarthouse.com.au/](http://www.smarthouse.com.au/). CityFood is at [www.cityfood.com/](http://www.cityfood.com/)

## Learn2 Clean Your Computer



Cleanliness is next to... Once you've owned your computer for awhile, you'll realize that electrical equipment attracts dust and dirt like nobody's business. Even in the most carefully kept household, dust and dirt will find their way into and onto your computer. When dust settles onto the circuit board inside your machine casing, the efficiency of

the electrical pathway is compromised, and performance suffers. Eventually, damage occurs, and expensive repairs become necessary. Here's how to keep your computer clean and running smoothly.

### Before you begin

Take a look at your monitor owner's manual. If it specifically warns the user not to use commercial glass cleaner, it's got a particularly delicate anti-glare coating. In this case, you should follow the manufacturer's recommended cleaning procedure. This is a rare consideration.

Use very little soap in your water (about one drop dishwashing liquid to a quart of water), as you don't want to leave any residue on the computer casing.

Turn off and unplug both the computer and the monitor. If you are going to clean the inside of the computer, disconnect the monitor, keyboard, and all peripherals. Move the computer away from them, as you'll be blowing dust all over the place.

Let the monitor cool down for at least ten minutes before cleaning it, so

that moisture won't come in contact with it while still hot.

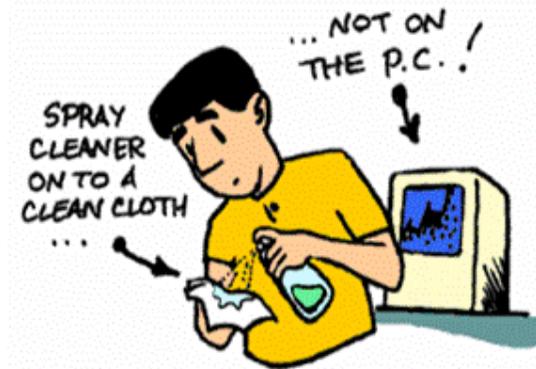
### Degreime the monitor

First, spray a bit of the soapy water onto the clean cloth (or paper towel). Then:

- Wipe down the monitors' casing, being careful not to let the cloth get wet enough to drip liquid into the vents.
- If the casing is particularly smudged, scrub a little, but try hard not to let the cloth touch the screen. When cleaning around any control knobs or buttons, be extra sure that the cloth is not too wet.

Now spray a little glass cleaner onto your other clean rag, or paper

towel, not directly on the screen itself. Wipe gently, making sure to get the corners. Be careful not to squeeze any liquid between the casing and the screen. By doing the screen last, any stray water residue left from cleaning the casing will be removed.



### Clean up the keyboard

- Insert the plastic extension into the compressed air can's nozzle. Next, insert the end of the extension between the rows of keys, and blow out any dust that's accumulated. Be careful to use short bursts of air, as longer bursts increase the chance of condensation inside the can which can blow into the keyboard.
- Now wipe down the keys and surfaces with a clean part of the cloth sprayed with a bit of the soapy water. Again, be careful not to let the cloth get wet enough to allow any water into crevices.

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Clean the keyboard cable as well, by wrapping your cloth around it and passing it through.

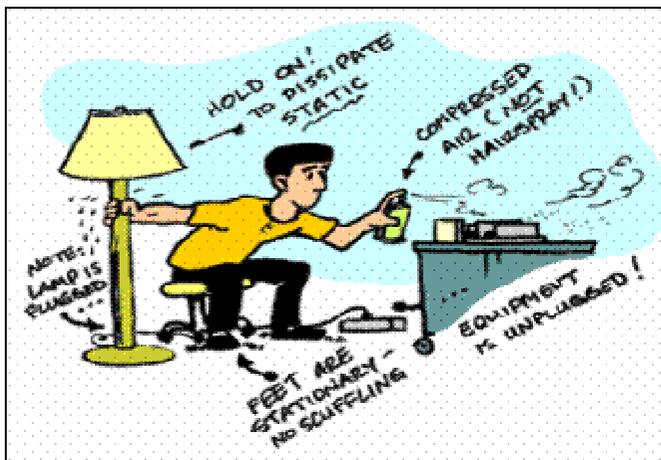
## Dust that computer box, inside and out

The inside of your computer does not have to be cleaned often, but it should be cleaned several times a year.

- Look in your owner's manual: it will tell you how to open your computer casing. (These instructions are generally found in the section that tells you how to add expansion cards.) Check that the unit is unplugged. Before cracking the case, be careful to dissipate any static electricity by touching heavy metal objects, such as chairs and desks. Don't shuffle your feet on the carpet, and move around as little as possible while the casing is open.
- Once the top of the case is off, you'll be able to see the circuit board and lots of other stuff. Take the can of air and with the extension, blow out all the dust. Work in one constant direction, and reach into crevices to get it all (don't force the extension between anything, though). There's no need to touch any part of the circuit board. Finish it off by removing the extension from the can, and blowing a few short blasts over the computer, to help

keep any disturbed dust from settling back in. Before putting the top back on, blow out the stuff that's collected in the vents.

- Once you've put the top back onto your computer, you can clean the



outside. Spray some cleaning water onto a clean section of cloth, and wipe down the case. Be careful not to let water get into any openings or into the drives.

- It's a good idea to clean floppy drives every once in a while. Now's a good time to do it. Just follow the instructions that come with the floppy cleaner.

## Sponge bathe your mouse

When your mouse starts to skip, it's time for a cleaning. You can minimize the amount of stuff that's picked up by keeping it clean and using a mousepad. Always turn off the computer before disconnecting your mouse.

- Disconnect the mouse, and turn it upside down. You'll find a little cover that either rotates counter clockwise or slides in one direction.
- Rotate or slide the little cover, and it will come off and allow you to take out the ball inside. Wipe the ball with the cloth that's been sprayed with cleaning water, and black gunk will come off. Dry it off and set it aside.
- Inside the mouse itself, you'll find three little rollers, or rolling bars. Take a cotton swab and twirl the tip between your fingers to reduce the chance of any material coming off of it. Spritz just a little water onto it. Clean the rollers with the swab, using your fingers if necessary to pick out bits of gunk.
- Place the dry ball back in the mouse and close it up

## Put it back together again

Make sure that everything's dry before plugging it all together again. Nothing should have gotten wet enough to be a problem. But if "dry" is in any way doubtful, wait a bit longer.