

## INSIDE THIS ISSUE:

<i>Committee Information</i>	Page 2
<i>Open Newsletter</i>	Pages 16-20
<i>Stop Avoiding Vista Accept it</i>	Pages 3
<i>The Curse of too Many Email Addresses</i>	Page 4
<i>How to Prevent &amp; Remove "Phantom" Devices</i>	Pages 5-6
<i>Newbie Club Tutorials &amp; Tips</i>	Pages 7-8
<i>How to get Windows Software at Half Price</i>	Page 9-10
<i>Microsoft Blunders Others Have to Deal</i>	Pages 10-11
<i>Saving Money using OEM Software</i>	Pages 12-13
<i>More Newbie Club Tutorials</i>	Pages 13-15

## Next Meeting

Wednesday 2nd May 2007

8 PM iLife

Importing Photos iPhoto  
Using iMovie to create Slide Shoe  
Burning DVD with iDVD  
Reinhard & Ivan

### Newstream Articles

Deadline : 10 Days before Meeting

Editors Contacts:

Address: 8 Cadorna Street Mowbray Heights 7248 Phone 6326 5824

email address editor@lcg.org.au

### Correspondence

Address all Correspondence to: Launceston Computer Group Inc PO Box 548  
Launceston 7250

### Membership

Single \$10, Family \$15 (Includes Email edition Newstream)

Printed & Posted Newsletter \$20 extra

**Disclaimer:** The articles in this newsletter may be reprinted as long as credit is given to the original author. Opinions expressed are those of the author & not necessarily the views of the Editor or the Group. Unless otherwise noted material is copyright 2004 for the Launceston Computer Group Inc.

## General Information

Position	Name	After Hours / Business	Email
President	Judy Hall	6394 7358	president@lcg.org.au
Vice President	Rob Tierney	634 6328	vicepresident@lcg.org.au
Treasurer	Iris Meek	6327 3162	treasurer@lcg.org.au
Secretary	Susan Armes	6395 1130	secretary@lcg.org.au
<u>General Committee</u>			
Library MAC	Ivan Turmine	6327 1825	maclibrary@lcg.org.au
Newstream Editor	Ron Baker	6326 5824	editor@lcg.org.au
Publicity & Promotion	Karia Wicks		publicity@lcg.org.au
Assistant Treasurer	Dennis Murray	6326 5284	Assistanttreasurer@lcg.org.au
PC Library	Julie Hjort	0418 295 058	pclibrary@lcg.org.au
Assistant PC Librarian	Judy Hall	6394 7358	committee@lcg.org.au
Public Officer	Judy Hall	6394 7358	publicofficer@lcg.org.au
OPEN Chair/Coordinator	Janet Headlam		open@lcg.org.au
WebMaster			webmaster@lcg.org.au
Web Editor	Reinhard Von Samorzewski	6327 1552	web@lcg.org.au
General Committee	Michael Armes	6395 1130	committee@lcg.org.au
	Glenn Gilpin	6330 1129	committee@lcg.org.au
	Harvey Taverner	6344 7292	committee@lcg.org.au

## Ron's Ramblings

This Month I have re arranged the layout and the OPEN Newsletter is now at the end of the Newsletter.

This isn't to denigrate the OPEN Part of the organisation, but as OPEN Newsletter is the last item to be put to bed, it is more convenient to put in the last pages.

One reason is that if I left 4 pages for the OPEN News, and put other items in pages 7 , it could happen that there is so much to tell you about the happenings at OPEN that we need 5 or 6 pages to cover the news.

This could mean that I would have to move items to fit everything in.

For those members living in the Northern Suburbs, there is a new Internet Café and Computer Shop opened at 447a Invermay Road. Newee Computers have taken over the premises previously used by Icon Computers.

Mitzi Computers have moved in with Premiere Systems in Tamar Street

SATO Computers behind Jimmy's Supermarket have closed as has the website PCHome

The Computer World in Launceston keeps changing doesn't it?

Ron Baker

## LANGALIST TIPS Stop avoiding Vista — accept it!

**There's some highly questionable advice about Vista out on the Web. Take it with a grain of salt.**

You'll get a much better idea of what Vista's really like by ignoring the most extreme commentaries for and against the new operating system

### Should we just forget about Vista?

A Windows Secrets reader named Howard wrote in to ask about some advice he read on a popular PC tune-up Web site. The site recommended to its readers that they buy an XP computer, while that operating system is still available, and "forget about Vista."

No operating system is perfect. If perfection were the necessary standard for adopting an OS, we would all still be using the abacus. But wait! Abacus beads can give you splinters, so maybe we should just use our fingers and toes...

Vista has its warts, just like any other OS. But I'd personally have no qualms at all about buying a new notebook or PC that comes with Vista preinstalled. In fact, that's actually a pretty good way of avoiding the driver hassles that almost always occur with a major new release of an OS. If the hardware comes with Vista preinstalled and ready to run, you already have the drivers you need. Once you have Vista, then you can avoid the pitfalls and maximize the positives by using the information in this newsletter and in Brian's Windows [Vista Secrets](#) [book to tune and tweak your copy of Vista.](http://WindowsSecrets.com/links/vx17f019h4n0d/76227bh/?url=www.amazon.com%2Fexec%2Fobidos%2FASIN%2F0764577042%2Fref%3Dnositm%2Fisbnat)

The pros and cons of upgrading an older system to Vista are a little less clear. Driver hassles are more common than I thought they'd be, given Vista's long gestation. (What the heck were hardware makers doing all that time?) But, if your PC meets the Vista compatibility recommendations, as

shown on Microsoft's hardware compatibility page <http://WindowsSecrets.com/links/vx17f019h4n0d/351bf0h/?url=technet.microsoft.com%2Fen-us%2Fwindowsvista%2Faa905090.aspx>, you shouldn't have any problems.

So, saying "forget about Vista" is sensationalistic and simplistic. Of course, the appearance of Vista didn't suddenly make XP obsolete. XP remains a mainstream operating system. If you're running a well-tuned, stable copy of XP and it meets your needs, there's no four-alarm reason to drop everything and upgrade to Vista right away. But that's not the same thing as saying we should forget about Vista completely.

Make no mistake, sooner or later, Vista is in your future. All of Microsoft's products have a defined and published "life cycle <http://WindowsSecrets.com/links/vx17f019h4n0d/acda87h/?url=support.microsoft.com%2Fgp%2Flifeselect>," and Microsoft will "retire" full support for XP Home and Professional on Apr. 14, 2009. That's just two years from now.

XP will continue to work after that date, of course. But you can think of Apr. 14, 2009, as the date when Microsoft's support attentions will turn away from XP. For the next five years thereafter (until 2014), online self-help for XP (e.g., the Knowledge Base) will remain available. Microsoft may, if it chooses, continue to release critical patches and updates.

But one way or another, if you want to continue to work with a Windows operating system, you will have to make friends with Vista. Therefore, I think it's just plain bad advice — downright silly, in fact — to say "forget about Vista." But it's also silly to say, "You're doomed unless you upgrade to Vista immediately." Both extremes are wrong.

Upgrade to Vista in the normal course of your hardware and software purchases. Then, with the good information provided by Brian and the contributors to this newsletter, you'll be able to use Vista as safely, enjoyably, and productively as possible.

## @ The Curse of many email addresses

See this article online at <<http://news.office-watch.com?489>>

Remember when you got your first email address? What an exciting time, giving it out to friends and hoping for incoming emails. Even your first spam might have been interesting. These days the problem isn't one email address but the many they've accumulated over time. We've noticed many cases of people 'not getting' an email only to discover that it was sent to one of their email addresses, one they didn't expect. Not everyone properly updates their address book when people change email addresses or they might use an alternative address without realising (the AutoComplete options in email clients like Outlook can perpetuate the use of obsolete addresses). Companies and online accounts will keep the email address you gave them and it's easy to lose track and not update them all. In this issue we'll talk about the addresses you might have and keeping track of them.

While you may have one 'main' address you use, mostly likely there are other email accounts or aliases you've created or had created for you.

- Here are just a few suggestions:
- Created by an ISP when setting up an Internet connection.
- Work email accounts Club or hobby related
- From any domain you've purchased
- Email aliases created on your behalf.
- And last, but hardly least ... Web based email addresses with Hotmail, Yahoo, Gmail or many others.

Using email aliases is a great idea for managing email, especially if you have your own domain and can control all the email names for an entire domain. See our feature on "The Five Types of Email Addresses" <[http://news.office-  
watch.com/t/http://news.office-](http://news.office-watch.com/t/http://news.office-)

[watch.com/?z=4&a=50](http://news.office-watch.com/?z=4&a=50)>' But that control comes with the responsibility to keep a track of what aliases and accounts are used and why.

**B** It's a good idea to make a list of the email addresses and aliases you have – both current and obsolete. This will help you 'corral' your email addresses and accounts into some order.

It will help you find a message that has gone astray – you can check all the possible locations for a missing message. Email aliases re-direct messages from one address to another account so you need to know where messages to an alias address end up going.

Your list could contain the following information:

- Email accounts:
- Email address Password Server access details; POP, SMTP or IMAP
- Any re-direction of messages to this address.
- Email aliases:
- Email address Where msgs to the address are forwarded. How to change the alias re-direction (login details or contact person).

**@ Let none of them be missed** Make sure you include obsolete addresses in your list. Even though you might not use the address anymore or the address doesn't work, the address might be recorded for you on some web site, company or person. Even a general web search can reveal old email addresses, some naïve people believe that an address they find on the web must always be current.

**True Story: about a year ago an old friend said they'd been emailing me but the messages were bounced. I thought that was strange until I discovered he was using an old Compuserve address that I haven't used for over a decade!**

*From Email Essentials 5.07 12/4/2007*

## How to prevent and remove 'phantom' devices

**A little ghostbusting is all it takes to free your system of nonexistent devices.**

Windows sometimes displays USB drives and other removable devices that are no longer connected to your system. Here's how to cure the problem and prevent it from happening again.

**Keep phantom devices at bay Have you ever had Windows show you a device — perhaps a USB drive or other removable device — that's no longer connected to your system? When this happens, you can run into trouble if software tries to access the phantom device.**

Or, because the nonexistent device is still consuming a drive letter assignment and/or other resources, you may have problems when you add additional devices that need the already-assigned resources. I've seen some cases where people were running out of drive letters because their systems were maintaining a whole flock of phantom drives!

Let's begin with ways to prevent the phantom devices from appearing in the first place. Then, we'll come back to removing any that may already be there.

Phantom devices can appear for any number of reasons. Perhaps the most common reason is a shutdown error with a removable drive. Most people don't know this, but there are actually three different ways to disconnect a removable drive. Two are correct, and one isn't.

- Here's the official word from Microsoft on the two correct ways of removing an external or hot-swappable disk (or other device), as described in the Windows XP Professional Resource Kit  
<http://WindowsSecrets.com/links/vx17f019h4n0d/50a56ch/?url=www.microsoft.com/2Ftechnet%2Fprodtechnol%2Fwinxpro%2Freskit%2Fc12621675.mspx>

"If the Safely Remove Hardware icon appears in the taskbar notification area, you must use [it]. If the Safely Remove Hardware icon is not in the notification area, you must use Device Manager to uninstall the disk before you unplug it."

The third, improper method is the one almost all of us use: We simply unplug the device. In fact, this usually works, as long as the device isn't actively being written to or read from. You unplug the device, hear the audible "device unplugged" confirmation tones (a descending "ding-dong"), and that's that.

But note Microsoft's use of the word "must" in the above quote: You must use the Safely

Remove Hardware method — if it's available. It's not a mere suggestion or recommendation. Microsoft says it's a must.

That's because simply unplugging a device (the way most of us do) runs the risk of losing data through a delayed write, or open file, or similar problem. You also risk leaving behind a phantom drive or other resource assignment, because the OS doesn't realize the device is gone.

You can avoid these problems by using either the Safely Remove Hardware method or the Device Manager method. They ensure that all writes or other pending operations are completed, that any open files are closed, and that the OS knows it can free up whatever resource assignments the device was using.

To put it another way, go ahead and simply unplug your removable devices if you wish. Most times, it'll work perfectly fine. But if it doesn't and you end up with phantom drives or other problems, you'll know why!

Of course, there are still some pitfalls you need to watch out for — after all, this is Windows we're talking about, and nothing is quite as simple as we might wish. Plus, there remains the question of what to do if your system is already carrying a flock of phantom drives. I'll cover that in the items below.

**Restoring the HotPlug Manager OK, so now we know that we're supposed to use the Safely Remove Hardware method to disconnect removable devices. But what happens if the Safely Remove Hardware icon goes AWOL on you? Or, what if you click it, but it doesn't do anything? And what if you already have phantom drives on your system? How do you get rid of them?**

The Safely Remove Hardware icon is actually a shortcut to Windows' HotPlug Manager. This service normally launches automatically when you connect a recognized USB or Firewire device to your system.

But, as with all software, things sometimes go awry. The HotPlug Manager occasionally hangs or fails to launch, meaning that the Safely Remove Hardware icon won't appear, even when you know it should. In this case, the simple fix is to manually launch the HotPlug Manager by opening the Start, Run dialog and typing the following:

**RunDll32.exe shell32.dll,Control\_RunDLL HotPlug.dll Click OK, and the HotPlug Manager's Safely Remove Hardware icon should appear. Its dialog box should open and display any connected devices. That's all it takes!**

*(Continued on page 6)*

*(Continued from page 5)*

If only it were so simple. Unfortunately, not all devices cooperate with the HotPlug Manager. If you connect an unrecognized device to your system and the Safely Remove Hardware icon doesn't appear — and manually launching the HotPlug Manager doesn't help — it may be that the device simply won't work with the HotPlug Manager. (It's not very common, but it happens.)

To safely remove such an unrecognized device, you'll have to use Device Manager to uninstall the device prior to disconnecting. (One way to access Device Manager is via Control Panel, Performance & Maintenance, System, Hardware, Device Manager.)

You may sometimes encounter a separate problem, too: The Safely Remove Hardware icon may be present, but won't do anything when you click it. This problem doesn't affect many systems, but if it affects yours, Microsoft has a hotfix for you — KB 883517  
<<http://WindowsSecrets.com/links/vx17f019h4n0d/70c7dfh/?url=support.microsoft.com%2Fkb%2F883517%2F-en>>.

The techniques above will help you properly shut down and remove devices from your system and should keep phantom devices from populating your system in the future. But, if you already have such phantoms in your PC, here's the quick-and-dirty method I use when I have to clean up any kind of ghost device in my system, or when a known-good device's settings become hopelessly bollixed:

Open Device Manager and uninstall not only the offending device itself, but also (if possible) any device that directly controls the offending device. On reboot, Windows will rediscover and reinstall the hardware, freshly reconfiguring the devices that are present and ridding the system of ghost devices.

For example, if I'm having a problem with disk drives, I may uninstall the

drives and the drive controllers in Device Manager. On reboot, Windows will rediscover the controllers first, and then set up the drives afresh.

Or, if I'm having a USB problem, I'll uninstall the USB Root Hubs and Controllers in Device Manager. On reboot, Windows will sort things out from scratch, leaving behind a freshly-configured, phantom-free setup.

This brute-force approach surely isn't elegant, but it's fast and it works. And, if you have current and complete backups, there's essentially no risk to it.

Time For A Laff ....

A pipe burst in a doctor's house so he called a plumber.

The plumber arrived, unpacked his tools, did mysterious plumber-type things for a while, and handed the doctor a bill for \$600.

The doctor exclaimed, "This is ridiculous! I don't even make that much as a doctor!."

The plumber quietly answered, "Neither did I when I was a doctor."

## NEWBIE CLUB TUTORIALS \* TIPS

### **Tutorial ... "How To Save a PDF!"**

Ever clicked a link to download a PDF ebook or document and ....

Surprise surprise, it opens in your browser.

Or even worse, you get a blank screen?

The blank screen means the PDF document is taking a while to load in your browser.

To download PDF files onto your computer you must ...

RIGHT CLICK the link if the link is on a website.

A screen appears.

Choose 'Save target as.'

Then select the folder where you want to save it to.

I personally LEFT click some PDF links and read it first in my browser, then if it's worth saving to my hard drive I then ...

Go to TOP toolbar Click FILE Choose 'Save as' Then select a place on my hard drive to save it to, such as my Desktop.

### **Tutorial ... "How To Print Your Fancy Fonts"**

Like most people, you probably have a whole bunch of fonts on your PC that you can use to spruce up your posters, photo titles and such like.

But viewing them one at a time when you feel the urge to dress up, can be a bit of a pain in the neck.

So why not print them out and keep them in a 'real paper' folder?

Next time you feel the urge coming on, just flick through your catalogue and you're on your way. How do you print them out?

Click on Start, (Win 98) Settings, Control Panel, DOUBLE click on Fonts Folder Hold down your CTRL key and click on the fonts you want to print.

Now RIGHT Click on one of the highlighted fonts and select Print.

A whole bunch of windows opens at once and may give you a bit of a start. Click OK to print each one.

WARNING. WARNING. WARNING Don't select too many at once. The first time I did that, a huge number of windows up and I thought my PC would freeze up. So just select say 12 at a time. Unless you're absolutely confident that you can handle a hundred open windows on your screen!

### **Geek-Speak Busters ... "QWERTY, Title Bars and Targets"**

#### 1 "Title Bar"

Look at your email program right now. Up there at the top of your screen, there's a coloured strip with some words in it.

The very top of all programs is what's called the Title Bar.

This is where the title of the program you are using is shown. The Title Bar is a valuable provider of information.

#### 2. "Target"

You know what a target is ... it's something you aim at.

Or the object of some action. Well, on the Web, a target is a web page or file that your browser will open or download. When you right click a hyperlink, a context menu opens. You'll see "Save Target As..." listed there.

The target is the page the link is referring to.

*(Continued from page 7)*

### 3. "QWERTY"

Every hear of the QWERTY keyboard? You're probably looking at one right now. See how the letters line up left to right on the first line of your keyboard? They spell ...

Q W E R T Y Now, how about replacing those letters with DVORAK? It was a method used years ago, but was dropped in favour of the QWERTY layout.

Why?

Because with so many commonly used keys being so close together, manual typewriters kept jamming when fast typists were at work.

So the DVORAK system was dropped in order to slow things down.

I'm glad. We don't want our electronic keyboards jamming do we? Especially for those of us with 6 words a minute typing speeds.

Tutorial .... "Should You Download To A CD?"

There's no reason why you CAN'T do this... but there *\*is\** a reason why you should NOT.

When you download, *\*don't\** try to download directly to a CD-ROM.

Download to your computer's C: drive.

Why?

Your hard drive is MUCH faster than your D: drive (CD/DVD). And it olds a lot more data.

Many of our customers have tried downloading our products to their floppy disks, or to a CD. We always tell them to download to their hard drive, or

"C: drive" then make a COPY of the program onto their CD. We only have one program that is small enough to fit on a floppy disk: Keyboard Magic. It is about half a megabyte in size... which means you could fit two of them on a floppy! (See what Keyboard Magic is all about by visiting:

<http://newbieclub.com/keyboard>

CDs are usually created by going through your CD software that lets you "burn" a CD. We don't have tutorials on this process, as it differs greatly, depending on the manufacturer of the software and player you have installed.

But when it comes to downloading, just save the file to your computer's hard drive (C). Then move it later. This will save you a lot of frustration! If you want to see a real quick tutorial on downloading... check this page ut:

<http://newbieclub.com/how2download.htm>

For a much more detailed explanation, visit this page:

<http://newbieclub.com/download>



## How to get Windows software at half-price

By Scott Dunn

Despite hacks and cracks you can find on the Web, the only legitimate way **to run Windows XP or Vista is to purchase a licensed copy.**

But you can get copies at half-price or less using "educational discounts" — and qualifying is a lot easier than you may think.

**Even kindergartners qualify for discounted software** The good news about **educational** software discounts is that you usually don't have to be a full-time student to qualify (although you must have some link to education).

For example, Academic Superstore  
<<http://WindowsSecrets.com/links/vx17f019h4n0d/5e2b12h?url=www.academicssuperstore.com%2Feligibility%2Fstudents.html>>

offers its discounts to students and parents of students currently attending classes from kindergarten through college, as well as faculty and even janitorial staff of a K-12 or university. For students beyond the K-12 level, many retailers require that a student be enrolled in a degree-granting program, not merely taking a single class or seeking a certificate.

Academic Superstore is the only seller I found that specifically mentions parents. But almost all such sellers provide discounts for students as young as kindergarten age. (And how many kindergartners have credit cards?) The fact that parents can purchase for students is merely implied, in most cases. For example, Campus Tech  
<<http://WindowsSecrets.com/links/vx17f019h4n0d/36d139h?url=www.campustech.com%2F>> lists among its qualifying documents a parent's ID for students K-12.

Most sites selling academic software will accept home-schooled students as well.

Some retailers offer discounts for other nonprofit organizations that aren't strictly schools, such as public museums and libraries. These offers apply to most, but not all, discounted software. Some institutions, such as nonaccredited schools, hospitals, and training centers are specifically ruled out, depending on the software publisher. Furthermore, such institutional discounts usually only apply to volume purchases, although "volume" means as few as five copies, in some cases.

Generally, stores that give these discounts are following the policies of the software publisher. Microsoft has made its eligibility requirements  
<<http://WindowsSecrets.com/links/vx17f019h4n0d/1d0c8ah?url=www.microsoft.com%2FEducation%2Feligible.msp>> available on its Web site, as has Adobe  
<<http://WindowsSecrets.com/links/vx17f019h4n0d/f502bfh?url=www.adobe.com%2Feduca>

[tion%2Fpurchasing%2Fqualify.html](#)>.

**Several retailers offer education-discounted products** Many software publishers **provide** dramatic discounts on their products for educational purposes. These include popular products such as Microsoft Office as well as Adobe Acrobat and others.

Discounts on Windows itself are the hardest to come by. Windows XP Professional (with Service Pack 2) and Vista Business Upgrade are available at steep discounts (U.S. \$27 and \$62.50, respectively, from CCV Software  
<<http://WindowsSecrets.com/links/vx17f019h4n0d/49a28fh?url=www.ccvsoftware.com%2F>>, compared with \$299 and \$200 list.) But these prices are only granted to academic institutions, not to individuals, via Microsoft's Open License  
<<http://WindowsSecrets.com/links/vx17f019h4n0d/f7d379h?url=www.microsoft.com%2Flicensing%2Fprograms%2Fopen%2Fdefault.msp>> **volume sales program.**

However, individuals with the right credentials can easily get educational discounts for Windows XP Professional Upgrade (with SP2) and Windows Vista Home Premium Upgrade. I've found the following academic discounts:

XP Pro SP2 Upgrade: \$86 to \$117 (compared to \$192-239 street)

Vista Home Premium Upgrade: \$65 to \$90 (compared to \$146-167 street)

At least one online reseller asks for no documentation at all. A pop-up message at [VioSoftware.com](http://VioSoftware.com)  
<<http://WindowsSecrets.com/links/vx17f019h4n0d/9be712h?url=www.viosoftware.com%2F>> says, "We do not require any proof that you will be using academic software for academic use, nor does the manufacturer." Examples:

Office 2007 Pro Academic Full: \$200 (compared to \$500 list)

Office 2007 Standard Academic Full: \$180 (compared to \$400 list)

At roughly half off list price, VioSoftware is not the cheapest seller of academic software. But it still offers prices well below retail versions.

The software sold at these discounts is the same as any you would buy in a retail store. In most cases, you are limited to buying a single copy. And you must meet the documentation requirements.

**How to document your claims** Unlike ordinary retail purchases, buying software using an academic discount usually requires that you document your eligibility. Most sites require that you mail, e-mail, fax, or upload a .gif or .jpg image of the necessary documents. These typically include one or more of the following: student

(Continued on page 10)

(Continued from page 9)

or faculty ID (showing current semester or year), copy of current class schedule, registration receipt, letter of enrollment or employment on letterhead, recent report card, recent pay stub, or recent teaching contract. Many stores keep your documentation on file for a year (or until the dates on the documents expire) for future purchasing.

Qualifying documents for home schools and their students may be harder to come by. Letters from state departments of education, local school boards, or school districts recognizing the home school are likely to be accepted. In addition, it may be useful to have receipts of purchases of a home-school curriculum from a nationally recognized provider of these products.

- **Where to shop for academic discounts** Using your favourite search engine, you should have no difficulty finding software retailers that offer academic discounts. The ones I've found that have the best prices and selection are, in alphabetical order:

#### [Academic Superstore](#)

<http://WindowsSecrets.com/links/vx17f019h4n0d/7e2c41h/?url=www.academicsuperstore.com%2F> Campus Tech

<http://WindowsSecrets.com/links/vx17f019h4n0d/36d139h/?url=www.campustech.com%2F> Creation Engine

<http://WindowsSecrets.com/links/vx17f019h4n0d/aa87b3h/?url=www.creationengine.com%2F> CCV Software

<http://WindowsSecrets.com/links/vx17f019h4n0d/49a28fh/?url=www.ccvsoftware.com%2F> JourneyEd

<http://WindowsSecrets.com/links/vx17f019h4n0d/51a7ffh/?url=www.journeyed.com%2F> School World

<http://WindowsSecrets.com/links/vx17f019h4n0d/491615h/?url=superstore.schoolworld.com%2F> VioSoftware

<http://WindowsSecrets.com/links/vx17f019h4n0d/9be712h/?url=www.viosoftware.com%2F>

## MICROSOFT BLUNDERS, OTHERS HAVE TO DEAL

See this article online at <http://news.office-watch.com?487> [The upgrade information on Office 2003 retail boxes](#) is wrong.

Before you buy an Office 2007 upgrade, you need to check your upgrade entitlement carefully because the information written on the side of the box is wrong!

On the side of an Office 2007 upgrade pack it says (according to Microsoft):

The enclosed program will search your hard disk to confirm your eligibility for this upgrade. The software will install only if you are a licensed user of one of the following products:

- Microsoft(R) Works 6.0 - 10
- Microsoft Works Suite 2000 - 2006 or later
- Any 2000 - 2007 Office program or suite
- Any Microsoft Office XP Suite "

Unfortunately that information is wrong, the statement 'Any Microsoft Office XP Suite' is incorrect. The 'Office XP Student and Teacher edition' does not entitle the owner to upgrade pricing.

In this issue we'll talk about this Microsoft blunder and what your options are if you've purchased Office 2007 under false representation.

**OFFICE XP STUDENT AND TEACHER IS NOT ELIGIBLE** Despite what the Office 2007 retail box says, the 'Office XP Student and Teacher edition' does not entitle the owner to upgrade pricing.

(Continued on page 11)

*(Continued from page 10)*

This has always been the case with the low-priced 'Student and Teacher' (now 'Home and Student') editions - one of the limitations is the restriction on upgrade price eligibility.

There's also an incomplete comment in the Microsoft statement which we'll cover a little later in this issue.

But the retail boxes are out there and Microsoft is basically washing their hands of their mistake and leaving it to retailers and customers to sort it out.

Aside from a Knowledge Base article <<http://office-watch.com/kb/?933567>>, we've not seen any attempt by Microsoft to repair their error.

It's the same old story, Microsoft makes a mistake and instead of taking responsibility for their error, the company makes others, including customers, deal with the consequences.

It's also ironic that Microsoft itself is caught in their own tangled web of Office products. If you ever feel confused about all the different permutations of Microsoft Office, reassure yourself that even the massed minds at Microsoft can't keep a track of it all!

**OFFICE 2003 STUDENT & TEACHER IS ELIGIBLE** One interesting point is that the Office 2003 Student and Teachers edition CAN be used to qualify for upgrade pricing to any Office 2007 bundle (except the Office 2007 Home and Student edition which has no upgrade discount).

### **WHAT ABOUT OFFICE 2007 SINGLE PROGRAMS?**

Looking at the Microsoft list of Office 2007 upgrade requirements <<http://office.microsoft.com/en-us/products/FX101754511033.aspx>> , the upgradeable programs have been amended for the applicable Office 2007

bundles:

"Microsoft Works 6.0-10; Microsoft Works suite 2000-2006 or later; any 2000-2007 Microsoft Office program or suite; any Microsoft Office XP suite except Office XP Student and Teacher."

But the upgrade requirements for some single products still remain unchanged:

"Microsoft Word 2000-2002; Microsoft Office Word 2003; Microsoft Works 6.0-10; Microsoft Works Suite 2000-2006 or later; any 2000-2007 Microsoft Office suite; any Microsoft Office XP suite. "

Does this mean that 'Office XP Student and Teacher edition' can be used to qualify for upgrade pricing on some single Office 2007 products or just another oversight?

**ON THE WEB** Amazon, BestBuy and Staples sell the update versions of Office 2007 on their web sites but, curiously, don't list the eligible products for the upgrade discount. That may be a deliberate omission or they are just wary about what Microsoft is saying.

**IN STORE** We've done an, admittedly informal, check of some major computer retailers in various countries to see what customers are told by sales staff. When asked about upgrade entitlement, the staff invariably refers to the Office 2007 retail box. When asked specifically about upgrade from Office XP Student and Teacher edition - all the sales staff use the information on the retail box to confirm that all Office XP editions are eligible for an upgrade.

Not that we blame retailers or their staff for this - they rely on the information provided by Microsoft, as do customers. We've not seen any real effort by Microsoft to alleviate confusion. If notices have been sent to retailers they have been well hidden. There's no talk of supplying, say, amendment stickers to apply to retail boxes.



**Von1** <<http://WindowsSecrets.com/links/vx17f019h4n0d/bdef56h/?url=von1.com%2F>>. According to Christina Philpot, manager of operations at Von1, the lower price represents a promotion to home and student users — the product is not to be used for businesses.

Reader Chris Miller points out that Microsoft offers a similar deal for Office Home and Student 2007

<<http://WindowsSecrets.com/links/vx17f019h4n0d/d12ebch/?url=office.microsoft.com%2Fen-gb%2Fsuites%2FFX101635841033.aspx>>, which includes Word, Excel, PowerPoint, and OneNote. Like the "work at home" XP product, Office Home and Student is for non-commercial home (not business) use. Despite the name, you do not need to have a student in your home to buy this product, according to a Microsoft FAQ <<http://WindowsSecrets.com/links/vx17f019h4n0d/42f429h/?url=office.microsoft.com%2Fen-gb%2Fsuites%2FHA101655301033.aspx%3Fpid%3DCL101732621033>>.

\_(See question 13.) Microsoft's suggested retail price in the U.S. is \$149 <<http://WindowsSecrets.com/links/vx17f019h4n0d/508e17h/?url=office.microsoft.com%2Fen-us%2Fsuites%2FFX101754511033.aspx>>.

Last, and most certainly least expensive, here's a tip from reader Linda Jones. She points out that TechSoup <<http://WindowsSecrets.com/links/vx17f019h4n0d/10f51bh/?url=www.techsoup.org%2Fstock%2Fcategory.asp%3Fcatalog%255Fname%3DTechSoupMain%26category%255Fname%3DServers%2BMS%26Page%3D6>>, which coordinates donation programs by software vendors, lets qualified non-profit organizations purchase software for a substantial discount. For example, U.S. libraries, 501(c)(3) non-profit organizations, Canadian charitable organizations, and Canadian nonprofits can purchase Windows XP Professional Upgrade with Service Pack 2 for as little as \$8. That's hard to beat.



## MORE NEWBIE CLUB TUTORIALS

Tutorial.... "Internet Explorer Tips"

When you're visiting a Web page ...

1. Click a Link.

Hypertext links are usually underlined or coloured differently to non-hyper linked text. When clicked, a new page loads into the browser.

You can see the page you'll be visiting if you hover the mouse pointer over the link, and look at the status bar (the lower edge) of your browser window. The URL appears there.

2. Click an Image.

Many images on a web page are linked to other pages. This is called an image map.

3. Open a Link in Another Window.

You don't have to let your browser do your thinking for you! If you don't want to leave the page you're on, just RIGHT click the link you're interested in, and click Open in New Window. Another browser instance opens and the page displays. Magic!

4. Even More Magical.

Hold down your keyboard shift key while clicking on a link. A new browser window opens with the page displayed.

----- Stop Wasting Ink ....

When you print out a Web page, you can use a lot of ink printing all those full colour images.

(Continued on page 14)

*(Continued from page 13)*

But sometimes you only need the text and not the glorious Technicolor page.

The same goes when printing a page from an ebook. (Unless the printing function is disabled by the ebook publisher).

Here's how to save precious ink ...

1. Open Internet Explorer
2. Left click Tools and a drop down menu appears.
3. Click on 'Internet Options' and a box pops up.
3. Click the 'Advanced' tab
4. Scroll down to the 'Printing' option and UNCHECK the 'Print Background Colours and Images' box.
5. Click OK Done!

While you're in there, see if there are any other options you want to activate or de-activate using the same procedure

Tutorial .... "Protect Files From Accidental Deletion"

Ever deleted a file or folder by accident?

We all have at some time or other, even when we're asked for confirmation to delete it.

If you do that, you can always go to your Recycle Bin, locate the file and restore it to its original place.

But what if there are more than you using your PC. Can you ensure that your folders are safe from deletion by other users.

Of course there is - otherwise I wouldn't be writing this tutorial:-)

If you want ensure that a data file you have created, or downloaded, is never deleted accidentally ...

Open WINDOWS Explorer (Not Internet Explorer)

RIGHT click on the file to be protected Select Properties Check the Read Only box You can now still open and make changes, but you then have to save it under a new file name.

If you wish to delete it you have to confirm your action.

Tutorial ... "Outlook Express Tips"

In your Outlook Express Folders panel ...

----- Outbox Folder This is where your 'sent' emails are held awaiting delivery.

Open this to see if any emails you thought you had sent are still in there. If there's something in there after a while, double click on it to open it and read it.

If it's 'stuck' you may have made a mistake somewhere. Check the 'To' box and see if it's a valid email address - especially if you have pasted it in.

For example it may read `mailto@joesemail.com`  
<mailto:mailto@joesemail.com>

----- Sent Folder To check over an email you have sent previously, open the folder and scan down. Click on an email to open it.

*(Continued on page 15)*

*(Continued from page 14)*

To delete a sent email RIGHT click on it and click Delete.

To delete ALL sent emails, click on Sent folder and click on Edit in top toolbar Select All Delete.

They're not permanently deleted of course, because they've been sent to your Deleted Items folder.

----- Deleted Items Folder To empty your deleted Items folder automatically when you close Outlook Express ...

Click Tools Options Maintenance Tab Select "Empty Messages from the Deleted Items Folder on Exit"

Click OK.

Done.

Tutorial: "How To Change Font Size On Taskbar Buttons"

Would you like larger fonts on your taskbar buttons? Maybe you're a little short sighted, or just want to mess about a bit:-)

Here's how to do it...

1. Right click anywhere on your Desktop (not on an icon) and the context menu appears.
2. From the context menu, select Properties, and the Display Properties window appears.
3. Select the "Appearance" tab by clicking on it once.
4. Select the "Active Title Bar" from the "Item:" drop down list.
5. Adjust the font size, colour, bold, or italics using the selectors to the

right of the font box.

6. Click Apply to see how things will look, then OK to put the Display Properties dialog box away.

Before closing the Display Properties window, you can save your setup as a "scheme". Click the "Save As..." button, and give you new setup a name. Then you can select it from the list you'll see under "Scheme:" next time you want to fiddle around a bit.

The Save As button will give you a "Save this colour scheme as"

window... you may not have a colour scheme, but any changes you make will be called such. So they should have named this box "Save scheme as" instead of "Save colour scheme as"... but whatever. You get the point?

You can fiddle with any of the options in this window to create exactly the appearance you desire. Why limit yourself to the "out of the box" appearance of Windows? Go ahead... customize to your heart's content!

*From Newbie Club Insider 23rd April 2007*



Fiddle with the options

## OPEN NEWSLETTER – MAY 2007

OPEN MONTHLY MEETING  
 Wednesday, May 2nd  
 From 1.00 pm onwards

Come along to find out the workings behind the club and perhaps offer your suggestions for improving our organisation.



**Launceston Computer Group**  
**Monthly Workshop**  
**Wednesday May 2nd 7.30 pm**  
**Mac Presentation of I-Life 06**

This session will be conducted by Reinhard and Ivan, it will include importing photos into I-photo, using I-movie to create a slide show. Move them into I-DVD to create and burn a DVD

**PRINTERS**

**CARTRIDGES**

**PAUL FRENCH IS COMING**

**JULY 07**

**7.30 PM**

**WATCH THIS SPACE**

**MAC NEWS**

OPEN's Macintosh enthusiasts will be pleased to know that the club has recently upgraded the office software on some of the Mac computers. You now will now have access to Microsoft Office 2004 which will allow you to conduct your word-processing and spreadsheet exercises with similar facilities to your PC counterparts.

Our stalwart tutors Reinhard and Ivan have been joined by an additional tutor, Maurice Scolyer, who has extensive experience in operating 'Macs'.

Finally a reminder that the MAC sessions are held on Tuesdays, both morning and afternoon. If you are going to be absent for any sessions please ring the club on 0413 698 610 to let the tutors know.

\*\*\*\*\*  
 \* "IN CASE OF EMERGENCY" \*  
 \* \* \* \* \*  
 \* At the October 2006 OPEN meeting it was decided to \*  
 \* give members the option of providing the club with \*  
 \* details of a contact person should some emergency \*  
 \* situation arise e.g. a doctor, next-of-kin or family \*  
 \* member. The info could be written on the back of \*  
 \* your name-tag for instance. \*  
 \* \* \* \* \*  
 \* See your tutor for details. \*  
 \* \* \* \* \*  
 \*\*\*\*\*

**SPECIAL INTEREST GROUPS**

The Northern Tasmanian Camera Club will hold its next Workshop session on **Saturday, May 12**

If you are interested in learning more about digital cameras and related subjects contact Kai Johnson on 6326 2358.

The Friday afternoon Embroidery Group will be meeting on **May 11th and May 25th**

Sessions take place from 1.00 pm to 3.00 pm at the OPEN clubrooms.

For more details please contact Eleanor Horder.

## OPEN NEWSLETTER – May 2007

### Launceston Computer Group

#### SOFTWARE LIBRARY

Dated 1st April 2007



#### 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.

#### DISK COPY PRICES - CLUB MEMBERS \$1.00 per disk

Disk Prices - Box of 25 = \$12.00 Members Only

CD Prices – Box of 10 = \$10.00 Members Only

Games CDs #2 and #3 are also available featuring games that are suited to Windows 98 and later.

### AVAILABILITY OF LIBRARY

The Shareware Library is available in between meetings from the following person. Please telephone first to arrange a suitable time.

### BASIC GRAPHICS FOR BEGINNERS

"Group 1"

Wednesday May 9, 10 am–12 noon

"Group 2"

Wednesday May 23, 1 pm–3.30 pm

### ADVANCED GRAPHICS

With Paint Shop Pro 7 and 8

Wednesday May 16 1 pm to 3.30 pm

There are still a few places available in this class which focuses on enhancing your photographs using a series of tutorials prepared by Judy Hall.

It is recommended that you should have completed a basic graphics course before attempting the Advanced class.

A Friendly Reminder : Annual Membership Subscriptions were due on December 1, 2006. If you joined after October 1 you are financial until December 1, 2007. INDIVIDUALS \$10 per annum COUPLES \$15 per annum

### SUPPLEMENTARY E-LEARN CLASSES

Members taking part in the E-Learn classes are advised that Eleanor Horder will be conducting additional E-Learn sessions on the 1st and 3rd Friday afternoons of each month (1.00 – 3.00 pm).

If you feel that you need some extra help to complete the course please contact Eleanor at the club.

Next session takes place on May 4th

### VENUE TELEPHONE NUMBER

Members can be contacted at the clubrooms during class hours by telephoning the number shown below.



Monday to Thursday 10am – 3pm

Friday 10am - noon

### FAMILY HISTORY ON-LINE

May 9 - 1 pm to 3.30 pm

May 23– 9.30 am– Noon

Over the past few months Judy has assembled additional resources to assist you in tracing your family ancestry.

Classes are limited to 8 people.

**OPEN Session Times**  
 At Studioworks, 1 Pipeworks Rd, L'ton

**Standard Sessions \$4.00**  
**[Some special tutorial materials may incur additional charges]**

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
		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
2nd, 4th	1 pm – 3 pm	Embroidery Group
2nd or 3rd Saturday	10 am –12	Camera Club

## OPEN NEWSLETTER – MAY 2007

SPECIAL WEDNESDAY SESSIONS			
Please register on the sheets – numbers may be limited			
Date	Time	Topic	Details
May 2	10 am–12 noon	Questions and Answers	A general forum for you to seek the answers to the computer questions that have been troubling you.
	1 pm onwards	OPEN Meeting	
	7.30 pm onwards	Launceston Computer Group Monthly Workshop	Ivan and Reinhard will be doing a MAC Presentation of I-Life 06
May 9	10am – 12 noon	Basic Graphics Group 1	
May 9	1 pm–3.30 pm	Family History Online	Use our vast array of resources to trace your family history.
May 16	9 am-12 noon	Questions and Answers	A general forum for you to seek the answers to the computer questions that have been
May 16	1-3.30 pm	Advanced Graphics	Use the popular Paint Shop Pro programs to enhance your photographs.
May 23	9.30– noon 1-3.30 pm	Family History online Basic Graphics	
April 30	10– noon 1– 3 pm	Questions and answers and Extra learning	
<p><i>A reminder that our senior tutor Judy Hall will be on leave from April 18th to July 2nd. More details regarding Judy's relief tutors and Family History news can be found on the next page.</i></p> <p><i>We hope you have a safe and enjoyable trip Judy!</i></p>			

## OPEN NEWSLETTER – MAY 2007

### TALES FROM THE VICTOR VAULT

#### VICTOR PHONE NUMBER 0408 174 235

This month I am wearing two hats in regards to writing this article first of all Dennis who usually does the newsletter has gotten a job which we all here are happy for him but also he is greatly missed when things settle down with his new job we will see him occasionally I am sure. Also Dennis has not been well and we wish him a speedy recovery so hence I am filling in doing the newsletter.

This month I would like to discuss an issue that has appeared with some XP users who have done windows update on one of the downloads there was a fault, if it has happened to you, there will be a message that looks like the following: " The system DLL user32.dll was relocated in memory. The application will not run properly. The relocation occurred because the DLL C:\Windows\system32\Hhctrl.ocx occupied and address range reserved for windows system dlls. The vendor supplying the dll should be contacted for a new dll." For all that jargon it just means two of the updates conflicted each other. **DO NOT PANIC** if this occurs on your computer there is a patch to the fix problem.

To get the patch just type the following into your serach engine (I.e. google) hotfix kb935448

That will bring up a list click on the link which specifically mentions the hotfix and is from the

*Continued from previous column ...*

With Dennis no longer available to help with the VICTOR program I would just like to let people know that there will be delays with being able to attend to your need, if it is of a serious nature the best thing to do will be to take your computer to the place you bought it or to a place like "another computer store" .

Till next time  
Happy Computing :O)  
**Rob Tierney**  
VICTOR Coordinator

The OPEN Newsletter is part of the Launceston Computer Group's publication "Newstream".

"Newstream" is distributed by E-mail each month, or alternatively can be viewed or downloaded as a PDF file from the LCG Web-site.

### FAMILY HISTORY WEBSITES & NEWS April 2007 by Judy Hall

I will be away on holiday in England following up my own family history from 18<sup>th</sup> April 2007 to 4<sup>th</sup> July 2007. During my absence Janet Headlam, Margaret Gilpin and Robin Walker will run the Family History classes. All have been working for many years on their own family trees and both Margaret and Robin have a lot of experience with websites and CD-ROMs. Many thanks to these tutors.  
*Judy Hall.*

Dates:

A list of dates for OPEN family history classes is posted on the front bulletin board at OPEN.

### GREAT NEWS FOR SCOTTISH RESEARCH

Scottish ancestry has taken a step forward with **ancestry.co.uk** now hosting indexes for the Scottish Census from 1841 to 1891 excluding 1881, which is available at **familysearch.com**.

You can access these indexes at OPEN for \$1.00 extra per session plus any printouts.

*Continued on Page 5*

