

# Abort, Retry, Ignore...



FOUNDED 1984  
The Official Newsletter of THE  
COMPUTERS ARE EASY USERS GROUP

February 2001

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Volume XIV

Issue 2

Calendar  
of  
Events

!!! IMPORTANT !!!  
Meeting dates for  
2001

See page 10  
for dates.

Time and Place  
remain the same.

Upcoming  
CAEUG meeting  
Saturday,  
February 24  
2001

COMPUTER  
CENTRAL  
2001 dates

February 25  
COD

March 11  
Harper College

9:30am - 3:00pm  
College of Dupage  
Glen Ellyn, Illinois  
Main Arena of  
Phys Ed/Rec Bldg.  
Park Blvd and  
College Road

E-mail address:  
compcent@megsinet.net

## Challenges And Mysteries by Judy Lococo, President APCUG

Hi, we're from the government. We're here to help you. I didn't really think this joke would come back to haunt me on the Internet, but alas, I have been shot down in flames by one of our very own State of Kentucky web sites! Or possibly my Xerox Docuprint P12 laser printer.

I located a form I needed on one of our state's Internet sites, but every time I tried to print it, my printer would stop dead in its tracks and tell me it was out of paper. I checked the tray, and beheld there was enough paper in there to print 150 copies. I looked for a paper jam, and the innards of the printer looked its usual black self. So I tried to print something else, and the printer kept telling me that it was already printing this form, and until it finished that job, it wasn't gonna print another thing! Jeesh! I checked all the settings & purge print jobs I could find, and there just wasn't going to be any printing done today! Finally in desperation, I turned off the printer and restarted the computer. Again I checked the settings and everything looked right, and I asked the printer for a test page, which came through perfectly. So I decided to print the form again. The "out of paper" light came on again, with the same dreadful message that it was printing that form and I wasn't going to print another thing until it finished that one. After a couple hours of frustration, and a computer inferiority complex, I decided that this shoddy form was my nemesis and quit trying to print it altogether.

Enter an intelligent, charming, handsome, distinctive, extraordinary, etc., etc., <g> technodweeb who is infuriatingly right most of the time... He tried to print out that darned form and got the same error message I did! Yeah! I suddenly felt smarter! However, he was able to print it out on two different HP printers at another location without incident, AND, with my Xerox printer, he was able to circumvent whatever it was that was denying

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**Computer Central**

Next show date  
**SUNDAY, Feb 25**  
**College of Dupage**  
**9:30 A.M. to 3:00 P.M.**  
 Chicagoland's Oldest and Largest  
 Multi-Vendor PC Show & Sale for  
 Home and Business

COLLEGE OF DUPAGE  
 Main Arena of Physical Education Building  
 Corner of Park Blvd & College Road  
 Glen Ellyn, IL  
**FREE PARKING**  
 Admission - \$6.00  
 (With this coupon admission \$5.00)  
[www.computercentralshows.com](http://www.computercentralshows.com)  
 E-mail address:  
[compcent@megsinet.net](mailto:compcent@megsinet.net)

**PICTURE YOUR AD HERE!  
 FREE !!**

IF YOU ARE A MEMBER OF CAEUG THIS SPACE COULD SELL ANY COMPUTER RELATED ITEM FREE OF CHARGE.

JUST CONTACT ANY CLUB OFFICERS OR THE NEWSLETTER EDITOR TO PLACE YOUR AD IN THE NEWSLETTER.

**Attention!  
 At the  
 February 24th  
 Meeting**

**We will have a  
 Hardware Auction.**

In order to provide for a more orderly construction of future issues, the following deadlines apply:  
 Advertising . . . . . 10th of the Month  
 Editorial item deadline . . . . . 10th of the Month

**MEMBERS HELPLINE**

Any member with a specific expertise can volunteer to be on the Members Helpline. Contact Carl Schow.

Beginners Helpline.....Billy Douglas

Beginner hardware problems.....Dick Fergus

QuickBooks, Turbo Tax, IBM Lotus, MS Excel, Corel's Quattro Pro....Terry Moye

Win 9x, NT, 2K.....Rick Scalzo  
 e-mail.....mitsufan@webcentrix.net

Hardware problems & WIN NT4.....John Spizzirri

**Start UP Discussion Group  
 Volunteers needed**

Ask questions and discuss computer experiences with the Start UP group.  
 Such as:

1. New to Computers? (basic topics)
2. Web or download information
3. Equipment installation
4. Conflicts, boot up emergency tricks
5. What do you want to know??

meets immediately before the CAEUG meeting. Stay after the meeting to learn about interesting places on the Internet or just how to get around on the Internet.

me my printed form. I shouldn't have been quite so smug. The circumvention involved saving the document to my computer and removing the "locks" on the form, instead of printing directly from the web. In other words, he CHEATED by changing the rules!! But he did get the thing printed. <mutter, mumble> The problem was that whoever created the document also locked the form so it couldn't be modified. By doing that, the form was also locked into using a specific paper tray. Unfortunately, between Word 2000, the form, and the Xerox print driver, the software decided to use what is actually an optional paper tray for the Xerox printer.

I asked Xerox technical support for an answer, and after walking me through a LOT of the same steps I had already tried, they finally instructed me to install an HP IIP LaserJet emulation driver. When I asked for that printer to print the document, I was able to print out the gazillion copies I had stacked up in my queue! <g>

I have to wonder if other Internet documents have their own printing instructions hardcoded into the documents themselves, that don't necessarily fit all printers. For example if it required the paper to come from the upper tray, and your printer used the bottom tray. If this were true, many of us would take a hammer to our printers and use language we didn't know we could pronounce, without ever knowing why. Wouldn't it be more sensible to ask that a document be printed out with the default settings of any printer?

My challenge goes out to whomever is reading this to submit their own personal mysteries and hiccups. Please send your thoughts to (your editors email address) for inclusion in the next issue of (Abort, Retry, Ignore...) I know that it matters not how proficient you are with a computer, somewhere, sometime, one of these bumps in the road will strike and have you scratching your head. If you are too shy and don't wish to divulge your identity, use a pseudonym. I seem to remember reading an excellent article on home networking written by Ima Clueless and M.C. Essee...

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Crystal clear on PING  
By Kevin Wood, APCUG

We all know the protocol for the internet (and currently most networks as well) is TCP/IP. For some, that is the extent of their knowledge. If they try to open a web site, the ensuing error message if the connection fails means nothing to them. If you are happy with that level on expertise, read no further.

There is a simple tool that can help determine if there is a problem, and if so where the problem lies. Most Network administrators use this program in

their diagnostic toolkit. Best of all, it is affordable to even the cheapest of us (it is FREE!) OK you probably already have it. The utility is PING. This article will give you the basics needed to amuse and astound your friends (even the Computer Geek types.)

Open a command prompt on your computer. (Notice how I didn't even ask what version of Windows or NT you were running that was deliberate) Type (Without the quotes, but with the space) "ping www.mindspring.com" You probably got one of the responses below.

```
Pinging www.mindspring.com [199.174.114.46] with
32 bytes of data:
Reply from 199.174.114.46: bytes=32 time=50ms
TTL=50
```

This means

1. Mindspring is up and running (You got a response)
2. A Name server is running (Computers only recognize numbers, so a server turned www.mindspring.com into 199.174.114.46)

If you got 'unknown host www.mindspring.com' Your computer is not communicating with a name server. (Are you connected to the internet?

If you got: 'Request timed out' Either you typed in an incorrect IP address (If you tried to get smart from response 1 above and entered 'ping 199.174.114.46' or the machine you are trying to ping is not on or connected to the network.

You may sometimes get the message: 'Destination net is unreachable.' This is like a bridge being out between you and the destination. Until the bridge is repaired, you cannot get there from here.

Now for the 'Power User' stuff that will impress your friends. Many times, I know a machine is being re-booted. How can I tell when the remote site is back up and running? Type 'ping <machine name> -t' The t makes your computer keep pinging the remote computer till you close the DOS window. So your screen will look something like:

```
Reply from 199.174.114.46: bytes=32 time=50ms
TTL=50
Reply from 199.174.114.46: bytes=32 time=50ms
TTL=50
Reply from 199.174.114.46: bytes=32 time=50ms
TTL=50
```

```
Reply from 199.174.114.46: bytes=32 time=50ms TTL=50
Request timed out
Request timed out
Request timed out
Request timed out
Reply from 199.174.114.46: bytes=32 time=50ms TTL=50
Reply from 199.174.114.46: bytes=32 time=50ms TTL=50
Reply from 199.174.114.46: bytes=32 time=50ms TTL=50
```

Can you tell when the remote machine was re-booting? I'll bet you can figure it out.

Unless your computer is connected directly to the computer you are trying to 'ping' there are routers between you and the destination computer. Want to know what those routers are named? OK. At the command prompt (DOS Window) type the following command: Tracert www.mindspring.com You should see something like this: (Unless you are sitting next to me, your numbers will differ)

```
Tracing route to www.mindspring.com [199.174.114.46]
over a maximum of 30 hops:
 1 <10 ms <10 ms <10 ms 158.229.2.126
 2 <10 ms <10 ms <10 ms 158.229.15.1
 3 <10 ms * <10 ms 158.229.225.2
 4 * * * Request timed out.
 5 * * * Request timed out.
 6 30 ms 31 ms <10 ms talhub.tlxd.tal.sprintnetops.net [143.190.1.109]
 7 <10 ms 10 ms 10 ms 199.250.21.210
 8 20 ms 10 ms <10 ms 199.250.21.230
 9 <10 ms 10 ms <10 ms inthub.dms.state.fl.us [204.90.26.110]
10 <10 ms 10 ms 10 ms hcsisp.dms.state.fl.us [204.90.26.102]
11 20 ms 10 ms 20 ms 500.Serial12-1-1.GW1.JAX1.ALTER.NET [157.130.81.185]
12 20 ms 20 ms 20 ms 153.at-2-1-0.XR1.ATL1.ALTER.NET [152.63.84.34]
13 30 ms 20 ms 30 ms 195.ATM4-0.GW6.ATL3.ALTER.NET [146.188.233.217]
14 50 ms 30 ms 20 ms foundry-86-p3-2.atl2.mindspring.net [157.130.29.194]
15 20 ms 20 ms 20 ms web-ftp03.mindspring.com [199.174.114.46]
Trace complete.
```

This lists the different routers through which the ping signal went to get from my computer to the server at Mindspring. You will notice some time outs in the middle. No those sites are not down (or I would not have been able to get a response back from Mindspring.) For security reasons, those routers are configured to NOT respond to ping messages. This keeps hackers from sending a 'ping' to a range of addresses to see who responds, then attacking those who do.

Now this is where you can amaze those computer geeks you know. Here is the tracert response between 158.229.2.100 and 158.229.1.41

```
Tracing route to tmphqsms.tempfdoi.gov [158.229.1.41]
over a maximum of 30 hops:
 1 <10 ms <10 ms <10 ms 158.229.2.126
 2 <10 ms <10 ms <10 ms tmphqsms.tempfdoi.gov [158.229.1.41]
Trace complete.
```

With Windows 2000, you can enter pathping 158.229.1.41 and get the following information.

```
Tracing route to tmphqsms.tempfdoi.gov [158.229.1.41] over a maximum of 30 hops:
0 rp038585.FLDOI.GOV [158.229.2.100]
 1 158.229.2.126
 2 tmphqsms.tempfdoi.gov [158.229.1.41]
```



# The Lamp Post

Number 15 by John Spizzirri  
February 10, 2001



An Infoworld Magazine (<http://www.infoworld.com>) article last month (January) predicted the end of user based licensing of software. User based licensing is the current model of purchasing a package including a disk or CD and a manual or instruction sheet. Infoworld stated that Microsoft, Oracle, IBM, and Computer Associates are looking into new pricing schemes that would charge users on a per use or amount of time per use of a software. It is called 'software as a service'. Microsoft's implementation, which is well on the way to introduction, is called '.NET'. This type of pricing is a nightmare for corporate planning and a method of nickel and dime-ing home users. (Will they charge you for turning your computer on, like the phone company charges for providing a dial tone?) I think that this pricing method will easily be enforced on the corporations but will be a boon to Linux and other operating systems, where application developers are too small to compel home users to buy on a per use basis. You may think that it would not be possible to charge on a per use basis. I wrote last month of the ATA hard drive standard that would make this possible. To find out more about the Microsoft plan which is still sketchy, go to the .NET home page at <http://www.microsoft.com/net/default.asp>.

Steve Balmer, Microsoft's President and CEO, said "I think you have to rate competitors that threaten your core [product line] higher than you rate competitors where you're trying to take from them. It puts the Linux phenomenon and the UNIX phenomenon at the top of the list. I'd put the Linux phenomenon as threat number one. I think [servers] are our biggest potential short-term return, and I'd put AOL probably at that level or a half-step down from there." This was reported in the Computer Reseller News (<http://www.crn.com/>). I think it is VERY interesting that Microsoft (<http://www.microsoft.com>) considers Linux/Unix the number one 'threat' to them and AOL (<http://www.aol.com>) is number two. Corel (<http://www.corel.com>), which sells its own brand of Linux, recently made a deal with Microsoft to "port .NET to Linux". .NET is Microsoft's charge per use pricing model on its applications (Office, Money, Works, games, etc.).

While I was at the Corel site, I found a free Linux training program (online). If you have a sound card and an IE or Netscape browser check <http://www.corel.com/learning/wbt/linuxos1/> for a Linux training course. You may want to hurry. Corel announced that it is selling its Linux business. Corel Linux is still available in computer stores as recently as 2/10/01 for about \$80.

The Chicago Auto Show will be winding down or over when you read this. You can, for a short time, still 'go' to the show at <http://chicago-autoshow.com/>. I thought it rather ironic that the featured automobile on that home page is DaimlerChrysler's PT Cruiser in as much as DaimlerChrysler (<http://www.chryslercorp.com/>) is laying off 25,000 workers (worldwide). It is also interesting that the least productive or cost effective plants that DaimlerChrysler will be closing all seem to be in Central and South America. I guess the 'giant sucking sound' that Ross Perot talked about during his presidential election bids was not American jobs being lost, but corporate investments going down the drain. Plants in the United States are losing shifts but not closing. There has been some speculation in the business press that Porche (<http://www.porsche.com/>) or Toyota (<http://www.toyota.com/>) might takeover

DaimlerChrysler because of their money troubles. Both Porche and Toyota have denied the story.

Kathy Groce, our editor, stumbled across an unusual site. It seems to be by the 'musical' group Rage Against the Machine ( <http://www.ratm.com/entry.html> ). It has strange graphics and political 'news' (much of that is either outright lies or misguided compassion). There is a reading list (?) which runs the gamut from Saul D. Alinsky to Jean-Paul Sartre. The commonality in the list seems to be iconoclasts from the left and right (mainly left) whose purpose is challenge authority for any reason. On the brighter side there are music files available.

Stephen King fans may be less than thrilled that he has put his Web-available e-book, The Plant, on hold. His site, <http://www.stephenking.com/>, still has the chapters he has published for sale, but new chapters will not be forthcoming. Check his site for details. There is also a profit / expense report that shows how profitable some Internet publishing can be (at least for him).

Bbspot is a humorous 'news' Web site. It has facetious articles like 'Bush tells childhood bully, "This Army!"'. The article that caught my attention was the new definition of a hate crime - Linux bashing. Find it at [http://www.bbspot.com/News/2000/11/linux\\_bash.html](http://www.bbspot.com/News/2000/11/linux_bash.html) .

Opera buffs may want to take a journey to Opera in the Ozarks located in Eureka Springs, Arkansas to catch the latest production of Madama Butterfly or The Merry Widow which will begin in June. Tickets and the performance calendar are at <http://www.opera.org/> .

Speaking of Opera, the Norwegian software developer, Opera Software, has released Opera 5 for Windows. It is no longer shareware, per se, but advertising supported. You can upgrade from version 4 for free. If you do not want the advertising, you can pay \$40 for an ad free version. It is about a 9 Meg download and is not available in the stores. A Linux version is also available. Get it at <http://www.operasoftware.com/> .

Nicholas Petreley is an InfoWorld columnist whose main subject is Linux. Late in November he published an article (<http://www.infoworld.com/articles/op/xml/00/11/27/001127oppetreley.xml>) about Linux vs Windows and why Windows should be open source. His paranoia is showing when he claimed that Microsoft is rewriting parts of Linux for inclusion into Windows. He did, however, mention a program, Win4Lin, that allows Windows to run as a process under Linux. Win4Lin costs \$90 and is available for a free 30 day 'test drive'. From the reports I have read, it runs better than Wine (<http://www.winehq.com/>), although Wine does not require Windows, and is far less costly than VMware (<http://www.vmware.com/>), which runs both operating systems simultaneously. Check it at <http://www.netraverse.com/>

This is a direct quote from one of my e-newsletters. Unfortunately, I forgot to write down the source before I erased it. "At LinuxWorld in New York, Microsoft wanted a presence at the show but was shot down. So instead, Microsoft made an open-source pronouncement, of sorts, while the show was in progress. It seems that Microsoft has opened the Windows source code to hundreds of its biggest customers, as well as some universities and government agencies. But don't expect a see change in the way Microsoft jealously guards its crown jewels. The company will only let these people work with the code, not change it. If they find a bug (unlikely, right?), they'll have to contact Microsoft for a fix."

Microsoft, Yahoo!, ICQ and other Internet messaging companies have banded together to

(con't on page 8)

develop open standards-based interoperability for instant messaging (IM) called IMUnified. The main IM company is AOL with its 'buddy' list. AOL has refused to open its IM so that other companies can interact with it. Thus, if you are not a member of AOL and you have friends that are members of AOL you MUST have a copy of AOL messenger on your machine to chat with them. If you are an AOL member with friends that are not you MUST have an assortment of messaging software to chat with them. This coalition of the non-AOL IM companies is reminiscent of the ISA and LIMS coalitions that formed to take away the hardware market dominance of IBM in the mid 80's. IBM failed to maintain its market control in the face of the coalition. It will be interesting to see if AOL can maintain its market control if the IMUnified does get a standard. The story is at <http://www.infoworld.com/articles/hn/xml/01/02/07/010207hnim.xml?0208thpm>.

Pic2Pic is a small (340k) free program that will convert one picture format to another. It is available at <http://www.wavelsoftware.com>. Pic2Pic Pro does the same things as Pic2Pic but also allows manipulation of pictures such as resize, crop, rotate, mirror, and change color resolution. It cost \$40.

For the aviator, the Palm Pilot (<http://www.palm.com>) can be a useful tool with the software that comes with it. Some enterprising people have found ways to make it indispensable. They have developed check list, weight & balance, flight calculator, navigational, and fuel calculating programs for the Palm. You can check these programs at <http://www.zenithair.com/ppilot/>.

Flying in the future? FlightArrivals.com has all the information you need. Is your flight on time? Has it been delayed in another city? Calling your air line may get you the correct information after lengthy times on hold. Going to <http://www.flightarrivals.com/> will get you your information without delay.

The Windows Whistler product finally has a real name. Its called XP for experience(d). Microsoft, concerned with piracy, has initiated what it calls Product Activation to prevent you from using one copy on more than one machine. Microsoft says, Licenses for "Windows and Office that are bundled with a new PC are bound by a 'single-use OEM license' that limits the product's use to the machine with which it was bought. Even if you change machines at a later date, the license can't be transferred to the new PC." Windows Informant has the full story by Paul Thurrot at <http://www.wininformant.com/Articles/Index.cfm?ArticleID=19844>.

I suggest you read this and other articles about what Microsoft considers piracy. It may affect your next computer or software purchase. These companies seem to forget who is paying them.

Gateway's new CEO is Ted Waitt. He was the man that started Gateway in the 80's. He has fired a number of vice presidents and reassigned others. From what I see, Gateway will get back to its basic business of custom built computers with orders coming from Internet and mail order sources. The Gateway Country stores won't go away - for now, but there will not be any new ones. I also expect Gateway to get into a price war with Dell and Micron. Compaq may also get into the fray. Start looking for better pricing in the next month or two. You can check prices at: <http://www.gateway.com/index.shtml>, <http://www.compaq.com/>, <http://www.micron.com/>, and <http://www.dell.com/us/en/gen/default.htm>.

Internet Explorer 6 is to be bundled with Windows XP. It was posted on the Internet at The Ctrl Alt Del Web site at [http://www.the-ctrl-alt-del.com/2001/Daily\\_news/January/28/ie6.htm](http://www.the-ctrl-alt-del.com/2001/Daily_news/January/28/ie6.htm). The

software was taken off the site when Microsoft found out about it. There are still screen shots of software at that site. I would not expect the screen shots to resemble the final product because IE6 will be 'skin-able'. That means that you can choose what you want the screen to look like with 'skins' that put controls where you want them and color schemes that you like. The screen shots are also at <http://www.fileclicks.com/>.

Go.com a Disney Company portal will soon be no more. 400 people will lose their jobs. The stockholders will have their shares converted into Disney common stock (at a huge lose). It still may be up when you read this, so try it out at <http://www.go.com/>. When one goes down another one pops up. A new search site at <http://www.hotrate.com/> loads quickly and searches quickly. Use it now before advertisers bogs down its operation.

If you are looking for help with your home network or interested in setting one up, try <http://www.homenethelp.com/>. It has articles, forums, book reviews, and links to get you on the right track. You may want to talk to Rick Scalzo, Eric Vandermay, or me for some pointers.

(con't from page 5)

You see my machine, 1 router and the destination machine. (This only works on Windows 2000 machines, but do not worry, this and tracert do not give you the entire story!)

A router HAS to have an IP address on BOTH sides. The side your 'ping' signal goes in on, and the side the 'ping signal comes out on. But while both tracert (which everyone running TCP/IP and windows has) and pathping (which only windows 2000 users have) only show one IP address for the router in the middle. In this example, there is only one router. We saw several routers between my computer and mindspring. If the tracert between my computer and mindspring stopped at:

```

1 <10 ms <10 ms <10 ms 158.229.2.126
2 <10 ms <10 ms <10 ms 158.229.15.1
3 <10 ms * <10 ms 158.229.225.2
4 * * * Request timed out.
5 * * * Request timed out.
6 30 ms 31 ms <10 ms talhub.tlxd.tal.sprintnetops.net [143.190.1.109]
7 <10 ms 10 ms 10 ms 199.250.21.210
8 20 ms 10 ms <10 ms 199.250.21.230
9 * * * Request timed out.
```

I might assume that router number 9 was down. However, if my 'ping' signal went into router number 8, but never came back out on the same side of the router as router number 9, I would get the same response. I might call or send a technician to 'fix' router number 9, when it is operating fine.

Now try this: Ping <remote computer> -r 9 When I enter 'ping 158.229.1.41 r 9' I get the following response:

```

Reply from 158.229.1.41: bytes=32 time<10ms TTL=127
Route: 158.229.1.126 ->
        158.229.1.41 ->
        158.229.2.125
```

I got an extra response. That additional response is the 'other' IP address on the router between myself and the remote computer. (And as we know, any windows machine using TCP/IP can use 'ping') Many of your 'computer geek' friends are not aware of this limitation to tracert or this means of using ping.

# FIRST CLASS MAIL

CAEUG  
P. O. Box 2727  
Glen Ellyn, IL 60138

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## Meeting place and date information:

The next REGULAR meeting will be held at the Glen Ellyn Library in Glen Ellyn at 9:30 am on  
Saturday, February 24, 2001

The library is located 1 block west of Citibank at the corner of Prospect & Duane FREE PARKING  
Directions: Park to Duane; go west on Duane to Prospect Street. Please park at the West end of the  
lot, away from the building. Thank you.

The meeting(s) are not library sponsored and all inquiries should be directed to Carl Schow . Individuals  
with disabilities who plan to attend this program and who require certain accommodations in order to  
observe and/or participate in the program are requested to contact CAEUG president,  
Carl Schow , at least five (5) days prior to the program, so that reasonable accommodation can be  
made for them.

Confirmed Meeting dates for 2001: February 24, March 24, April 28,  
May 26, June 23, July 28

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## Program for February 24:

Will be on an email program.

Jim Bracewell will demonstrate how to use Eudora.

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