

# ACPCUG Newsletter

**Akron Main  
Public Library**

**February 6, 2006**

**Feb. Program:**

*Starts at 6:00 PM*

*Cleaning Up Your PC  
by Dave Bohm + Q&A  
+ Early PC People by  
Dave Bohm*

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**February 2006**

**Akron-Canton PC Users Group**

From The DealsGuy For  
March 2006

**by Bob (The Cheapskate)  
Click,  
Greater Orlando Computer Us-  
ers Group**

When I wrote about being unable to reboot until I removed the Flash drive I had plugged in, I forgot where I had read the tip indicating that possibility for boot failure. John Pearce of Pikes Peak Computer Application Society in Colorado Springs turned out to be the source of that great tip that kept me from pulling my hair out. He had a similar boot failure problem and wrote about it in their August 2005 newsletter (page 3). A member also had that problem whose comment was published in their September 2005 issue (page 3). You can access the Bits of Bytes newsletters at [<http://ppcompas.apcug.org>] from their newsletter archive. Their editor, Greg Lenihan, has been publishing a great newsletter for some time now with several well-qualified technical authors helping their members. You won't be sorry if you browse through a few issues.

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### **\*Another Disappointing Cruise**

Last year I wrote about taking a cruise in December 2004 on Holland America's Zaandam, and my frustrations. I was surprised at the amount of feedback I received, even from folks who had taken the same cruise and agreed with my frustrations. In December 2005, we gave Carnival a try since they had a seven-day cruise that fit perfectly into a time we had off, and it left from Tampa, only an hour and a half drive to board. We had never tried Carnival and the *Miracle* (ship) was less than two years old. I won't go into much detail, but we will not take another Carnival cruise. The ship was beautiful, and while we didn't have any rough seas, our ride was smooth. However, I could write a book about all the things we were disappointed with compared to other cruises we have taken, although we have no complaints about our cabin attendants or dinner servers. They were great.

Don't get me wrong, I doubt we could take any cruise without enjoying ourselves, but many things were disappointing, especially the usually lukewarm food. Also, they kept that ship very cold, including our cabin, and we had to wear sweatshirts or sweaters all the time, or sit on deck in the pool areas. Our complaints fell on deaf ears. We were not the only people who complained and some told us they had even caught colds. There were blow dryers in the rest rooms instead of paper towels and we rarely saw an attendant there. Most of the entertainment used audience participation, and when we boarded, nobody greeted us and showed us to our cabins. We had to find them ourselves. First-time cruisers were really lost when they boarded. They did have two very outstanding song and dance shows that week that were superb, but that was where superb entertainment ended.

One night after a show featuring a hypnotist using about 25 volunteers from the audience, the newsletter listed Country & Western music in one of the clubs so we went there. When the listed time came, somebody went up on stage and plugged in a tape and that was our C & W band, not even a DJ. Best I stop right here as I could fill your newsletter with other complaints. One of the adult comedians was not bad, I guess, but you could hardly hear their sound system.

### **\*Read The Fine Print**

Have you seen the latest scam in rebates? It was on the news recently that some people had applied for certain rebates and when they did not arrive in a couple of months they found that in the fine print the rebate could take up to four years to be processed. The TV station was working to help those

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folks.

### **\*Say Hello If You're In Town**

I'll be working a few days of the Photo Marketing Assn. International Convention here in Orlando at the Orange County Convention Center so if you plan to attend I would like to see you. Let me know ahead of time so I can arrange it when I have time off. You will see all the big names in the computer industry at that show Feb. 26 thru Mar.1 and it will take you some time to see it. You won't be sorry you attended. More info at [<http://www.pmai.org>] .

### **\*Here's An Announcement For Home Bookkeeping Software (Edited)**

October 18, 2005 - Keepsoft Software announces the release of the new version of Home Bookkeeping. The main use for Home Bookkeeping is analysis of your accounts, expenses and incomes. First, open one or several accounts, specifying the currency to be used in each case. Then, you can start keeping your expenditure records, noting the category of expenses each time you withdraw money from the accounts. Mark your debtors and creditors and plan your incomes and expenses. It gives you a complete picture of your finances movement. It presents a report containing exhaustive information on your expenditure items.

Transfer money from one account to another. Copy or move from one user to another any data regarding expenditure items. One can clear, synchronize or compress his/her database and export any record to a considerable number of formats. Privacy and security are ensured since every user can protect his/her username with a case sensitive password. A variety of backup option features ensure that information is safe. The built-in handy search engine will get any data on current expenditures.

#### **Pricing and Availability**

Home Bookkeeping runs under Windows 9.X/Me/2000/XP and costs \$29.95 (USD) for individual users and \$49.95 (USD) for commercial users. We offer all members of your group a 20% discount through April 2006. Registered customers are entitled to free updates and lifetime technical support. A 30-day fully functional evaluation version of Home Bookkeeping is available as a free download at [<http://www.keepsoft.com/download/hbk4.exe>] (3.8 Mb)

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Product page URL: [<http://www.keepsoft.com/hbk.htm>]

Contact: Pavel Kozlovsky

E-mail: [[public@keepsoft.com](mailto:public@keepsoft.com)]

Web: [<http://www.keepsoft.com>]

### **\*Interested In A Jukebox? An Edited Announcement.**

December 26, 2005

WinJukebox Software announces the release of WinJukebox v2.0. The core functionality of an on-demand music player has been extended with play list management and music updates. The program also features automatic volume balancing and a smart track overlap. If you want your tune played, punch its track number and wait your turn. The jukebox window also shows the tracks popularity chart. When the on-demand queue is empty, the auto playback mode switches to a list of new downloads or a top popularity list. Also added is track repeat control, so that most ardent guests don't inflict their tastes on others.

The Jukebox window has an attractive texture skin. It shows the play list queue and the popularity chart. The Manager window shows various available play lists and allows controlling Jukebox playback and changing its settings. The program's settings help customize the interface and manage the music menu and playback. On entering a tune number, for example, the Jukebox window can show original messages in your native language. The settings allow automatic downloading of new tracks from bookmarked sites with optional traffic limits. As for playback, the program offers the repeat control, volume level normalization, and custom track overlap.

WinJukebox v2.0 runs under Windows 98/2000/2003/ME/XP, and costs \$24.95 USD for a personal user license, and \$49.95 USD for a family license. The company also offers different types of business licensing (commercial \$59.95, noncommercial \$49.95, and educational \$39.95). We will offer all user group members a 10 % discount on the latest version of WinJukebox v2.0 until 8/31/06 as a "special discount from DealsGuy." When ordering, enter the code CPN7798973196 in the coupon field on the shopping cart and checkout page. If necessary, contact [[PRContacts@WinJukebox.com](mailto:PRContacts@WinJukebox.com)]. All registered users are entitled to free lifetime support and minor updates. WinJukebox v2.0 is available at [<http://winjukebox.com/download/winjukebox.exe>].

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Product page link: [<http://winjukebox.com>].

Contact: Oleg Filimonov

Company: WinJukebox Software

E-mail: [[support@WinJukebox.com](mailto:support@WinJukebox.com)]

**\*Be aware that I have not tried either of these products announced.**

That's it for this month. Meet me here again next month if your editor permits. Be sure to check the new announcement pages on my Web site. This column is written to make user group members aware of special offers or freebies I have found or arranged, and my comments should not be interpreted to encourage, or discourage, the purchase of any products, no matter how enthused I might sound. Bob (The Cheapskate) Click [[bobclick@mindspring.com](mailto:bobclick@mindspring.com)]. Visit my Web site at [<http://www.dealsguy.com>].

# A USB Primer

**By Brian K. Lewis, Ph.D.**  
**Sarasota PCUG, Florida**

By now most computer users are familiar with the term USB or Universal Serial Bus. This connection port on your computer is designed to replace the older serial, parallel and PS2 ports. Probably within a year you won't find any new computers with these older ports. They will have only USB. There are some things you might find useful about USB ports and hubs which could reduce or eliminate problems in dealing with them.

USB ports have a number of advantages over the old system of parallel/serial ports. They do not require I/O memory space or individual IRQ lines. Anyone who has had to work with older computers and operating systems will remember the problems of trying to prevent IRQ conflicts when connecting external devices such as scanners or modems. How many times did the sound card manage to steal IRQ's that you had to have for another device? USB also allows for automatic device configuration and hot-plug capability. The hot-plug or hot-swap function means that you don't have to power down the computer and go through a restart when you want to connect a new device. Instead you simply connect or disconnect the USB cable. The computer will recognize the device and connect to the proper driver. That is assuming this isn't the first time you have used the device and that the driver has already been installed. You commonly have to install drivers for external hard drives, printers, scanners, card readers, etc. You generally don't have to install drivers for mice and keyboards that connect to the USB ports.

Next, consider that USB operates at three possible speeds: low speed or 1.4 megabits/second, full speed or 12 megabits/second, and high speed or 480 megabits/second (mbps). Low speed and high speed can be used with either USB 1.x or USB 2.0 hosts. The high speed can be used only with USB 2.0. The host is the computer that provides the USB connections. For USB 2.0 operation the host computers "root port hubs" must support USB 2.0. That means the computer must have USB 2.0 drivers that are supported by the operating system. Windows XP (service pack 1.0) and Windows 2000 both support USB 2.0. The root port hubs are the USB connectors on your computer and are usually connected to the motherboard. You can also identify them in the Device Manager where they will show under the USB Host Controller.

Although the USB specifications indicate you can daisy-chain up to 127 devices from one port, this is not likely to happen because of the power drop

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that occurs over long connections. You can get external hubs that allow you to connect 4 – 7 devices to a single root port hub. The external hubs are repeaters that relay transaction information from the computer to a device connected to the hub's port. There is a catch to this as well. Some USB 2.0 hubs will decrease their maximum output if you have a USB 1.x device attached to a port. This means that any USB 2.0 device attached to the hub may not function or will function at a lower speed. I learned this the hard way with an external USB 2.0 hard drive. I thought the problem was the drive, but it was the hub. I had a USB 1.0 card reader attached to the hub and as a result the current output to each port was reduced to the point that it was not sufficient to run the drive. This occurred even though the hub and the drive had external power supplies.

An ample power supply is necessary to operate USB devices. Root hub ports can provide 5 volts and up to 500 milli-Amps (mA) of current. The USB power specifications state the USB ports should provide between 100 mA and 500 mA. Devices connected directly to the computer are able to obtain the maximum current. So let's take a situation where we have a hub connected to the computer's root port hub. The hub is receiving 500 mA of current at about 5 volts. If only the current received through the connecting cable powers the hub, the output from each of its four hubs will be only 100 mA. This is referred to as a "bus-powered" hub because it receives its current solely from the USB bus in the host computer. However, if the hub has its own power supply and is receiving at least 1.6 Amps from this supply, then it can provide a 500 mA output at each port. In this case, the hub should be able to support high-speed USB 2.0 devices.

On some computers you will find an icon in the system tray that is a "hardware disconnect". In this instance, you need to double click the icon and wait for it to permit you to disconnect the hardware device. This icon does not appear with all USB devices. Since installing SP2, I haven't seen this icon in my system tray. There are some reports of computers with SATA drives showing this icon. Since the SATA drive is supposed to be hot-swappable like USB devices, I'm not surprised that the icon shows up. However, with my Seagate SATA drive, I still don't see this icon. That may be because my motherboard doesn't support the hot-swap function even though it supports SATA drives.

When you plug in a USB device to either a hub or a computer port, there is an initial identification process referred to as the "configuration" step that occurs. During this configuration process the device can not draw more than 100 mA. If it does, the process will fail and it will appear that the de-

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vice failed to work. The configuration process identifies the device, its drivers, and its power requirements. Only after this process is complete will the device be able to draw more than 100 mA current. Since this process is not instantaneous, some time must be allowed by the user before attempting to use the device. In addition, this configuration may not occur if the device is plugged into the computer before the computer is turned on and booted. In these cases, it may be better to connect the USB device after the computer is fully operational. Most of the time, the computer will identify and configure the device during the bootup.

Microsoft has a knowledge base article on trouble-shooting USB problems (#310575). Typically the problems relate to drivers or power problems. However, they also point out that high-speed devices should be connected with high-speed cables only. The low speed cables may distort the signal as a result of their reduced amount of shielding. Another really complete source of trouble-shooting information can be found at: <http://www.usbman.com/winxpusbguide.htm>. This has references for Windows ME as well as XP and Windows 2000. However, anyone who hasn't dumped Windows ME should seriously consider doing so as soon as possible. WinXP is such a tremendous improvement over ME and will really make your computing experience much more enjoyable. My computer hasn't locked up or crashed in more than six months, probably longer. I really don't keep track anymore.

So what devices are typically high speed and require USB 2.0? Let's start with external USB hard drives. Seagate has a very interesting technical paper on external hard drives. In this paper they state that most 2 ½" external drives require 1000 – 1100 mA during the start-up cycle and then can function at the 500 mA maximum current available from the USB port. They also state that most USB ports can support up to 700 mA on a continuous basis. This is something I have not found elsewhere. Consequently, my recommendation is that when looking for an external drive, pick one with its own power supply. I wouldn't want to depend on one that drew all its power from the USB bus.

Other high-speed devices include laser printers, scanners, and multi-function printers. All of these should have their own power supply. Other devices that operate at full-speed and don't need external power are bluetooth adapters and card readers. This is only a partial list of what is available in USB devices. Just remember when you are looking at them that the term full-speed does not 480 mbps, instead it is the slower 12 mbps.

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Dr. Lewis is a former university & medical school professor. He has been working with personal computers for more than thirty years. He can be reached via e-mail: bwsail at yahoo.com.

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## Tech News

**By Sue Crane,**

**Vice President & Editor, Big Bear Computer Club, California**

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### **Microsoft Previews IE7**

Internet Explorer's program manager, Eric Lawrence, recently posted a blog that said IE7 plans to support the Transport Layer Security protocol by default. He also explained how IE7 will behave differently from earlier versions when it encounters potential security problems. From an HTTPS page, users will be forced to access insecure content via the information bar, since only the secure content will be rendered by default. IE7 is also rumored to have tabbed browsing similar to competitor Firefox.

### **A Computer for Every Kid**

A \$100 laptop? A global effort is underway to make it happen by next year. It was a pipe dream only a few months ago but soon will be reality. An ambitious effort from MIT Media Labs to put a \$100 portable in the hands of every child in the world is picking up big corporate partners, top engineering talent, and interest from several countries. One Laptop Per Child (OLPC), a nonprofit venture, is expected to start distributing machines late next year and to produce 100 to 200 million in 2007.

### **AMD plans 4-core Opterons by 2007**

Advanced Micro Devices put a quad-core server processor on its road map and promised to upgrade its software investments, as it outlined its general technology direction for the next couple of years. The new processor will incorporate four cores connected together by a new version of the Hypertransport Interconnect technology, and will support DDR3 (double data rate 3) memory. The 2006 dual-core chips will also introduce AMD's Pacifica virtualization technology and its Presidio security technology into AMD-based systems. AMD's goal for 2006 is to improve its standing within the business PC market, both in desktops and notebooks.

### **Phishers use Phony IRS Tax Refund to Scam Consumers**

A spam e-mail message has been sent around the world telling people they are eligible for a \$571.94 tax refund from the IRS. The e-mail offers a link

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to a fraudulent IRS Web site, but the link actually goes through a legitimate Government Web site. The link in the phishing e-mail goes to a forged IRS Web site that asks for a Social Security number, tax returning filing code and credit card details including security codes and PIN. The government is aware of the issue and is working to fix it.

### **New TIVO Product Promotes Targeted Ads**

After introducing a generation of television viewers to the joys of skipping over ads, TIVO plans to launch a new service to let its subscribers seek out the advertisements they've cut loose from their TV viewing. Digital video recorder (DVR) maker TiVo is positioning the new service, scheduled for a mid-2006 launch, as a way for subscribers to find targeted ads in categories that interest them. The opt-in technology will let TiVo subscribers use keyword searches to look for information on specific products or services. The ad service will be free for subscribers; pricing for advertisers is still being determined.

### **Microsoft Considers Making Desktop Apps Free – With Advertising**

Although no specific plans have been made, executives within Microsoft are examining whether it makes sense to release ad-supported versions of products such as Works, Money, or even the Windows operating system itself. Microsoft officials confirmed the authenticity of the paper, dated winter 2005, but declined to comment on its contents. But Chief Technology Officer Ray Ozzie and Chairman Bill Gates outlined some of the opportunities and the challenges Microsoft faces in a series of October memos. In the blunter of the two memos, Ozzie said Microsoft had an obligation to act on the shift to ad-supported software. .."It's clear that if we fail to do so, our business as we know it is at risk," Ozzie wrote. "We must respond quickly and decisively." The company's exploration of ad-supported software extends even to Windows, its most important product. An ad-supported version of the operating system could make some sense, Microsoft researchers argue, noting that the product reportedly earns \$9 per year per user.

### **A New Kind of Music Label**

40 years ago Jac Holzman changed music distribution with the release of The Doors' album on his independent Elektra music label. He's introducing a similar change with Cordless Recordings – the first all-digital music label operated by a major record company, the Warner Music Group, which is

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launching on the Web and on digital music services such as iTunes and RealNetworks' Rhapsody. Music from the label's first six bands is being sold only online in 3-song "clusters" instead of albums. The bands will be promoted on blogs and sites like MySpace. Artists get to keep ownership of the master recordings they release under Cordless. If they want to release their music elsewhere after a short contract is up, they are free to do so. The Cordless Recordings labels is an experiment for Warner Music, which has increased its focus on digital distribution, and a bet that inexpensive Internet distribution and marketing may give labels a cost-effective way to nurture new bands. On the label side, it's an attempt to reach out to a music-consuming world that is deserting radio and record stores for iTunes and MySpace.

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## **Absence Makes the E-Mail Grow Fonder**

By Gabe Goldberg, **APCUG Advisor; Columnist, AARP Computer & Technology Website, [www.aarp.org](http://www.aarp.org)**

"Absence makes the heart grow fonder" is never truer for me than when I'm on the road, away from my wife, four cats, and e-mail. My wife and cats forgive my travels but it's a challenge e-mailing remotely. Fortunately, technology provides many ways to access e-mail. You're on your own, however, explaining to people you're visiting why you need a break from vacation, sightseeing, or family, to check for in-box nuggets.

Aside from pressure to stay in touch (some people are addicted to e-mail), it's worth thinking about e-mail before traveling, especially for an extended period. Many ISPs (Internet service providers) limit the e-mail they'll store for you. If you exceed this amount your e-mail may "bounce"--that is, be returned to senders. That frustrates people writing to you and causes problems with lists to which you're subscribed.

You can suspend list subscriptions to reduce e-mail volume, but that's a nuisance and won't help if someone sends you huge notes with vacation pictures.

If you have dial access you can't do much other than ask correspondents not to send large notes. Always-on cable or DSL users can leave e-mail software enabled, downloading mail as it arrives. But things can still go wrong--power may fail--leaving e-mail stranded at the ISP.

This article describes using remote computers for e-mail; it doesn't cover traveling with a laptop (which may require reconfiguration for sending e-mail) or using your cell phone or wireless PDA (which should be straightforward).

Facilities for reading e-mail will require your normal e-mail password; if your PC logs in automatically, you may not remember it! It's a nasty surprise--realizing when you're far away--that you've forgotten your password.

The easiest way to read e-mail when away from home is through your ISP's facility. If you normally read e-mail via a Web interface, your life is simple indeed: find an online computer, enter the ISP's e-mail Web address (URL), and you'll have your familiar interface. This also works for Yahoo!, Google's Gmail, and other national e-mail services.

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Even if you usually read e-mail using a PC program such as Outlook Express, Eudora, or Thunderbird (which all use an Internet protocol; called "POP3"), your ISP may provide Web access to e-mail, so ask. If it's available, practice using it before leaving so you can learn the process and have ISP tech support handy instead of a long-distance call away. Again, take your ISP information with you so you can log on, get help, etc.

Some ISPs provide an e-mail interface called Telnet. This text-only (not graphical) interface was developed in the Internet's early days. It's fast, efficient, and accessible from most PCs, but isn't intuitive and best suits technically oriented folks. If you'll use this on the road, practice beforehand is essential.

A very simple tool for accessing many ISP's e-mail is Mail2Web [[www.mail2web.com](http://www.mail2web.com)]. Enter your e-mail address and password; the Web site fetches and displays your e-mail. Notes you send will appear to be from your normal e-mail address. Yahoo! provides a similar facility for reading POP3 e-mail.

AOL members can visit AOL's Web site [[www.aol.com](http://www.aol.com)], click the Mail link, and access e-mail.

If you use an always-on Windows XP PC, you can--with technical setup beforehand and assuming no ISP-imposed blockage--use its built-in Remote Desktop feature to operate your home PC remotely as if you were sitting in front of it.

Two final issues: First, keep security in mind when using strange computers. Don't allow passwords to be saved; when finished, clear the browser cache and close applications you've used. Second, be careful setting an "away" message for everyone who e-mails you. Some less-than-clever notification systems annoy people and interfere with mailing lists.

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## **What Your Computer Really Does When It's Idle**

**by Vinny La Bash, vlabash@home.com**  
**Member of the Sarasota Personal Computer Users Group, Inc.**

You're sitting at your machine, thinking about what to do next, when your disk drive starts whirring and the light flashes, indicating that something is going on. What is your machine doing? Your hands are nowhere near the keyboard or the mouse, and you can be relatively certain that neither telepathy nor telekinesis is at work.

One possibility is that your system is loading automatic updates from Microsoft.com because you set your system to download updates automatically. The same could be true for anti-virus programs, firewalls or any application software that offers this type of automated service.

The Task Scheduler may be running a background utility. Your automatic backup may be kicking in, or an online subscription service is delivering requested information as part of a service it provides. Any number of similar operations could be going on. There is a dark side to this. You may be infected by a spyware program reporting back to its master over the internet. Most spyware blabs about your web surfing habits to a commercial entity so that it can tailor ads to your individual tastes. Many people consider this annoying or intrusive. Nevertheless, the designers of these programs have no desire to hurt you. They want only to sell you something.

However, something far less benign could be going on. A program could be attempting to steal your banking information, PIN numbers, credit card records, social security information, and other financial data with the intention of draining your bank account.

A Trojan horse program may be downloading spam to retransmit from your machine, making it look to recipients that you are the spammer. Other programs make your machine a "zombie" or a node in an array of machines designed to launch a Denial of Service (DOS) attack on a web site.

Worst of all, there have been instances reported of stealth programs downloading child pornography and retransmitting it to another machine. These programs make it look like you are the culprit, making you subject to arrest and incarceration. This kind of frighteningly malicious activity has been rare, but the danger is real.

If you are concerned about this, and you should be, Windows XP offers a

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solution:

Click Start.

Click Run.

In the text portion of the Run dialog box, type `cmd` and click OK.

This brings you to the Command Interpreter, which starts out by displaying the Version of XP that's running on your machine and some copyright information. Now enter the command `netstat -o`, which displays network statistics about your current active connections.

There are five columns of information displayed. The Proto column tells you what communication protocol is being used for a particular process. In most instances this will be TCP (Tele-Communications Protocol). This is irrelevant for our purposes. Local Address is your machine.

Foreign Address is the IP address and port number of the machine the process is communicating with.

State informs you if the communication session is sending or receiving, waiting, acknowledging or finished.

PID (Process Identifier) is the piece we need, because it identifies the process (program) that is controlling the communications session from your computer.

4. Perform the Ctrl+Alt+Del keystroke sequence to bring up the Windows Security window.

5. Click Task Manager.

6. Click the Processes tab.

7. Click the PID column. This sorts the information, making it easier to find the program you're looking for.

Note: If the PID column is not displayed, you can activate it from the View menu.

Examine the PID list until you find the PID number(s) you found with the `netstat` command. If it's `msnmgr.exe` or `iexplorer.exe`, there is nothing to worry about. These are normal Windows XP processes and no cause for concern. There are many other legitimate Windows XP processes that are

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likely to be listed in the Task Manager.

How do you tell the good from the bad? Unfortunately, Windows itself isn't much help in showing what any given process is doing and you can't shoot them all and "let God sort them out". A search of Microsoft's web site won't yield useful information.

A great place to find valuable information about common Windows processes is:

<http://www.liutilities.com/products/wintaskspro/processlibrary/>

This site contains information about all common Windows processes, and the site administrators do an excellent job of keeping posted information current.

Knowing what's going on in your system is good, but the best protection against intruders is to keep your anti-virus, firewall, and other specialized protection programs up-to-date. :

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## **Sony BMG – Shame on You!**

**By John Brewer**

**December 2005 eMonitor, Computer Club of Oklahoma City**

Computer users may have noticed the recent brouhaha about Sony music CDs. Is there a valid issue or simply a lot of heat with no real threat?

The issue developed from the desire of Sony-BMG to copy-protect its music CDs. If the music CD is played in a personal computer, and the "accept" button is clicked, then software known as XCP is installed. XCP reportedly uses "rootkit" technology. Wikipedia states that a "rootkit is a set of software tools frequently used by a third party (usually an intruder) after gaining access to a computer system. These tools are intended to conceal running processes, files or system data, which helps an intruder maintain access to a system without the user's knowledge. Rootkits are known to exist for a variety of operating systems such as Linux, Solaris and versions of Microsoft Windows. The rootkit concept is the dominant controversial aspect of the 2005 Sony CD copy protection controversy, which has made the previously obscure concept of a rootkit much more widely known in the technology community, and to the general public."

The technical issues seem to be rather complicated, but a survey of the articles available on the Internet is disturbing. Apparently, rootkits install a backdoor to the computer and are difficult to remove. Apparently, there is a patch available that may or may not remove the Sony software. Personally, this author thinks the only alternative is to avoid Sony CDs or to avoid playing any Sony CDs on a personal computer. The music industry is very serious about copyright violations and may think that the "end justifies the means" in this particular matter.

The following is a portion of a Sony response dated November 18, 2005. "You may be aware of the recent attention given to the XCP content protection software included on some SONY-BMG CDs. This software was provided to us by a third-party vendor, First4Internet. Discussion has centered on security concerns raised about the use of CDs containing this software. We share the concerns of consumers regarding these discs, and we are instituting a mail-in program that will allow consumers to exchange any CD with XCP software for the same CD without copy protection and receive MP3 files of the same title. We also have asked our retail partners to remove all unsold CDs with XCP software from their store shelves and inventory. Please [click here](#) for exchange program details.

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"Our new initiatives follow the measures we have already taken, including the voluntary suspension of the manufacture of CDs with the XCP software. In addition, to address security concerns, we provided to major software and anti-virus companies a software update, which also may be downloaded at <http://cp.sonybmg.com/xcp/english/updates.html> . We will shortly provide a simplified and secure procedure to uninstall the XCP software if it resides on your computer."

Sony sounds like it is trying to respond in a responsible manner. However, this type of response is also an attempt to institute damage control. Sony has been sued by the Electronic Frontier Foundation and the Attorney General for the State of Texas regarding this practice.

EFF filed its complaint in a California state court on November 21, 2005. The EFF Web site states that "by including a flawed and overreaching computer program in over 20 million music CDs sold to the public, Sony-BMG has created serious security, privacy and consumer-protection problems that have damaged music lovers everywhere.

At issue are two software technologies: SunnComm's MediaMax and First4Internet's Extended Copy Protection (also known as XCP), which Sony-BMG claims to have placed on the music CDs to restrict consumer use of the music on the CDs, but which in truth do much more, including monitoring customer listening of the CDs and installing undisclosed and in some cases hidden files on users' computers that can expose users to malicious attacks by third parties, all without appropriate notice and consent from purchasers. The CDs also condition use of the music on unconscionable licensing terms in the End User Licensing Agreement (EULA).

After a series of embarrassing public revelations about security risks associated with the XCP software, including warnings issued by the United States Government, Microsoft and leading anti-virus companies, Sony-BMG has taken some steps to respond to the security risks created by the XCP technology. Sony-BMG has failed, however, to address security concerns raised by the MediaMax software or the consumer privacy and consumer fairness problems created by both technologies."

The Attorney General of the State of Texas has also filed litigation regarding the same spyware from Sony. The Web site for the AG addresses the litigation. Today [Texas] "sued SONY-BMG Music Entertainment as the first state in the nation to bring legal action against SONY for illegal "spyware." The suit is also the first filed under the state's spyware law of 2005. It alleges

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the company surreptitiously installed the spyware on millions of compact music discs (CDs) that consumers inserted into their computers when they play the CDs, which can compromise the systems.

The Attorney General's lawsuit alleges the New York-based company violated a new Texas law protecting consumers from the hidden spyware. The company accomplished this by using new technology on certain music CDs to install files onto consumers' computers that hide other files installed by SONY. This secret "cloaking" component is installed without the knowledge of consumers and can cause their computers to become vulnerable to computer viruses and other forms of attack.

"SONY has engaged in a technological version of cloak and dagger deceit against consumers by hiding secret files on their computers," said Attorney General Abbott. "Consumers who purchased a SONY CD thought they were buying music. Instead, they received spyware that can damage a computer, subject it to viruses and expose the consumer to possible identity crime."

SONY insists on its Web site that it has recalled all affected CDs. However, Attorney General's investigators were able to purchase numerous titles at Austin retail stores as recently as Sunday evening.

According to SONY's Web site, the company recently distributed millions of CDs across the nation on 52 CDs by various artists. These CDs contained embedded files used for copy protection – or XCP technology. The files prompt consumers to enter into a user agreement to install SONY's audio player. By opting into the agreement, which Sony represents is the only way a consumer can listen to these CDs on a computer, the consumer is unaware that SONY secretly installs files into the computer's Microsoft Windows folders. Consumers are unable to detect and remove these files.

SONY-BMG claims on its Web site that this XCP technology merely prevents unlimited copying, is otherwise passive and does not gather personal information about a computer user. However, the Attorney General's investigation into this technology revealed that it remains hidden and active at all times after installation, even when SONY's media player is inactive, prompting concerns about its true purpose.

The Attorney General's lawsuit also alleges that a phantom file is installed to conceal the XCP files from the user, thus making it difficult for the user to remove the files from his or her computer. Moreover, recent news accounts allege that newly created viruses that exploit this phantom file have

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been spreading. A user unfamiliar with installation – and removal – of this technology may be vulnerable to new security risks and possibly identity theft.

Because of alleged violations of the Consumer Protection Against Computer Spyware Act of 2005, the Attorney General is seeking civil penalties of \$100,000 for each violation of the law, attorneys' fees and investigative costs."

**Sony-BMG – shame on you!**

John Brewer practices law in Oklahoma City, is a member of the Governor's and Legislative Task Force for E-Commerce, and enjoys issues relating to eBusiness and cyberspace. Comments and questions are welcome and can be emailed to [johnb@jnbrewer.com](mailto:johnb@jnbrewer.com).

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## Online "My Family Health Portrait"

By Ira Wilsker,

APCUG Director; Columnist, The Examiner, Beaumont, TX; radio & TV show host

### WEBSITES:

<http://www.hhs.gov/familyhistory>

<https://familyhistory.hhs.gov>

<http://www.hhs.gov/familyhistory/download.html>

Recently, a relative in another state was hospitalized via an emergency room admission. His new wife of just a year did not have much information on the family health history, so urgently needed by the physicians in order to diagnose and treat my relative. Urgent phone calls followed, gathering the requisite family medical history to enable the appropriate diagnosis and treatment. Philosophically, what if a comprehensive family medical history could have been immediately available? This circumstance is not unique, but a reasonable solution has been available for free for over a year at [www.hhs.gov/familyhistory](http://www.hhs.gov/familyhistory), courtesy of the U. S. Surgeon General's Office

This site explains the necessity of such data with the statement, "Health care professionals have known for a long time that common diseases - heart disease, cancer, and diabetes - and even rare diseases - like hemophilia, cystic fibrosis, and sickle cell anemia - can run in families. If one generation of a family has high blood pressure, it is not unusual for the next generation to have similarly high blood pressure. Tracing the illnesses suffered by your parents, grandparents, and other blood relatives can help your doctor predict the disorders to which you may be at risk and take action to keep you and your family healthy." In order to accomplish this task, the Surgeon general offers two simple options; one an online web maintained version hosted on a secure server (that is what the "https" means in the internet address) at <https://familyhistory.hhs.gov>, the other a 1.6mb downloadable "Zip" file which may be stored on a home computer, and utilized in the privacy of the home. The files created in either version can easily be exchanged among family members via email or disc.

In the online version, a family history can be newly created, or an existing version can be uploaded from the home computer to the secure Surgeon General website where the data can be managed, and then saved back on the home computer; no personal information is saved or captured by the government computer, protecting the privacy of the user. It should be noted that much effort has gone into the creation of this web based service,

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in that it explicitly works equally well with almost all known browsers, including Internet Explorer, Firefox, Mac Safari, Netscape, and many other browsers.

The first step in using the online version is to "Create a Family History", or to "Load a Saved Family History" if a file had been previously created. The preliminary step is to create a personal profile, where basic information such as name, gender, height, and weight are entered. The personal profile continues with a simple checklist of major common diseases (such as heart disease, cancer, and diabetes), and age of onset, followed by a fill in the blank chart of other diseases. After the personal health history is created, there is then an opportunity to create a family profile. The family profile states "Only add family members that are biological (blood) relatives (not adopted or step-relatives)." Similar fill in charts are presented to complete the information for the other family members. Data can be modified, added, or deleted at any time. Once the user has completed entering the basic family information, a button "Go to My Family" takes the user to the basic "Family Health Portrait" where a family health tree can be displayed or printed; this family tree contains symbols and abbreviations immediately recognizable by a health care practitioner as a basic family health history. Other family members, such as aunts, uncles, and other blood relatives can be added to the list as well. Other family members listed on the family tree can have their own personalized family tree created at this point, and the entire file can be downloaded to the user's computer, leaving no personal data on the HHS computer.

If for privacy or other reasons, the user does not wish to enter personal family health data to the secured website, the downloadable version is a self-contained version of what is available on the website. Once uncompressed with any zip utility (built in to Windows XP), the file is easily and quickly installed. The software does require the Microsoft ".Net" utility, version 1.1 or later, available for free at [windowsupdate.microsoft.com](http://windowsupdate.microsoft.com). Once installed, the entire process is completed in the privacy of the home, with no personal data leaving the computer, unless the user desires to send the data files to other family members to complete or use as a basis for their own family health history.

With this information readily available both within a family unit, and shared with other blood relatives as appropriate, family health histories can be easily maintained, and distributed or printed as needed.

Many times we cannot recall family health problems that family members

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may have had which may give us a predisposition, or otherwise genetically affect us. With this free service and software from the Surgeon General, we may all be better able to provide our health care professionals with the information that may prove so vital to our health care and treatment.

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## Care and Feeding of CD's

By Lynn L. Kauer, Editor

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I read an interesting article in the September 2005 issue of Popular Photography written by David D. Busch titled, "The Truth About Disc Rot." It paralleled some other magazine and news articles I have read on the same subject. The following is what we should know and understand about CD (and DVD) discs as storage devices. For the purposes of this article, CD's and DVD's are considered the same as far as backup media is concerned. The only difference is that DVD's can hold more data.

We save things that are important to us. Those of us who take digital photos know that simply storing them on the hard drive of our computer is not a wise or safe thing to do as the disc may crash and we will lose everything. Thus, we copy the photos to a CD or DVD disc so that they will be always available for a long period of twenty or more years. However, will they really be there when we look for them?

The media of choice for backup and storage purposes less than ten years ago was tape backup. Some commercial enterprises continue to use digital tape for backup purposes. Tape is rarely used, if at all, for home use anymore. Actually, the backup media of choice for commercial use is moving toward external hard drives. Where does the CD fall into all of this?

There are hosts of backup utilities that utilize the CD for backup purposes. Most CD manufacturers advertise that CD media is good for 20 to 100 years depending on the depth of marketing they are trying to offer. The National Institute of Standards Technology (NIST) tests products for longevity. The catch is that longevity is available if the user adheres to very strict rules and standards. Let us look at some interesting facts.

### Handling

When a CD is burned, a laser shoots through the bottom of the disc into the dye layer located under the top protective plastic covering on at the top of the CD. This is the layer where the laser burns pits into the dye layer to allow the compute to interpret what is being written by the computer. When the bottom side of the disc becomes scratched or soiled, the laser is diffused and the data is not clearly written.

Secondly, if the top layer becomes damaged, moisture can penetrate the surface and cause the layer to slowly disintegrate and is the beginning of

what is called "Disc Rot."

How often have you watched someone open a CD case and directly pull on the edges of a CD until it is released from the case? Notice how the CD is bent while it is being removed? This bending is causing tiny cracks to develop in the reflective (protective) layer of the CD. To properly remove a CD from the case, press down on the inside of the retaining plastic that holds the CD in place. This causes the retaining ring to become slightly smaller so that the CD slides off easily without bending forces.

When handling, always pick up or carry the CD by the outer edge. Avoid placing your fingers on the read (bottom) side of the disc as this will cause acid penetration of both protective layers to begin.

### **Reliability**

CD-R is a disc that can be written to once while CD-RW are discs that can be written to many times reportedly 1000 times. CD's that are the least reliable for archival purposes are the CD-RW's. These discs include a layer that is altered by the CD burner each time it is rewritten. Experience has shown that when these discs are used with another computer, it is a common for the second computer to be unable to read it.

I burn a new music CD monthly for each show that I do. (I entertain at nursing and retirement homes.) I burned and placed the CD-RW into my karaoke player, it would not recognize it. In addition, my second computer would not recognize it either. Only the computer that originally burned the CD was able to read it! Imagine if I had saved all of my music and photo images on a CD-RW. When the computer would eventually be replaced, the disc would likely be unreadable. It is better to save data on CD-R discs, as they are readable with any computer with a CD player.

CD-R's aren't permanent either. The organic dyes layer that the burner works with are similar to dyes in film. When exposed to sunlight, heat, cold and humidity and UV exposure the dye layer changes over time. How often have you watched someone place a CD on the dashboard of a car or keep it in a glove box? Proper storage of CD's is critical to their useful longevity.

### **Dyes**

There are many types of dyes used for the production of a CD. To quote the above mentioned author, "Under the NIST's accelerated "stress test," which includes exposure to very bright light, high temperature and humidity, recorded CD discs using phthalocyanine dye combined with a gold/silver alloy reflective layer proved to be considerably more stable than all other types of CD-R media. Discs using azo dye as the data layer had less stability under light, temperature and humidity testing. Media using cyanine dye performed well when exposed to light, but had longevity problems under tem-

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perature and humidity stress.

DVD's, which generally use a modified form of a stabilized cyanine dye for the recording layer, are less predictable in terms of longevity. NIST data suggest that, despite lower data capacity, you might be better off in the long run using premium CD-R's instead of DVD+/-R discs."

The author went on to say that it's not always possible to tell what kind of dye was used for the manufacture of the disc because the dyes can be tinted. Cyanine based CD's (most common) have a light green or blue tint on the data side. Phthalocyanine dyes are often light green while the azo dye tends to have a blue color.

While it's possible to tell the dye type by reading the specs from the manufacturer, a better indicator might be the reflective layer. If a gold reflective layer was used then the likelihood of using a good quality dye is increased. Be aware, some cheap discs appearing to have a gold layer may be simply paint. Buyer beware!

Recommended brand discs are Fujifilm, Imation, Kodak, Maxell, TDK, Verbatim and Mitsui/MAM-A.

### **Protection and Care of CD's**

Manufactures recommend storing CD's vertically in a cool, dry area instead of horizontally. The reason is to prevent warping and damage from humidity.

Also, never use solvent based pens to write on them similar to permanent felt tipped pens. The solvent can penetrate the protective layer and damage the reflective layer below. The only safe place to write on the top of a CD is in the clear center portion of the hub when using a felt tipped pen.

It is better to apply a label to the top of the disc for identification purposes. Never write on the label with a ballpoint pen when it is applied to the disc. The tip of the pen can cause stress cracks in the protective layer.

When using CD-RW discs, I use removable labels — [www.digitalinnovations.com](http://www.digitalinnovations.com). They can be written on many times and then removed and replaced as necessary.

For discs that I intend to keep for archival purposes I print the contents on the label with an ink jet printer — [www.fellowes.com](http://www.fellowes.com).

When cleaning to remove fingerprints or smudges on the read side on the

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read side of the disc, always use a CD or lens cloth wiping radially out from the center. Never clean using small circular motions on small portions of the disc as it can cause diffusion of the laser beam. Isopropyl alcohol or clear or soapy water can be used to clean a grimy disc. Never use acetone, anti-static agents or wood based products such as toilet paper or facial tissue to clean a disc.

When applying labels, be sure to center the label on the disc to avoid "off balance" condition when the disc is being used. When the disc is rotated at high speeds, the "off balance" condition can unbalance the disc and cause problems with high speed readers. For this reason I purchased a label applicator that perfectly centers the label each time versus putting the label on the disc "by eye."

### **The Future**

Like the 1.4 MB floppy drive, tape drives, Zip discs and LS 120 disks that are no longer being used, the CD as we know it will likely bite the dust in about ten years. I predict the media of choice for backup and archival purposes will be that of external drive media similar to USB jump drives and flash card burners or other external drive sources. Personally, I use a 160 GB external hard drive to backup my computer data including music and photo files. Because of transportability, I also backup my music and photos on CD's and store them at an offsite location in a safety deposit box.

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## ACPCUG Club News

**VENUE, Nice to be back!** AKRON MAIN Library  
 Maps & Description on ACPCUG Website, [www.acpcug.org](http://www.acpcug.org)

**NOTE TIME is back to 6:00PM!** This is because while free parking starts after 6:00 PM, you get your parking ticket stamped by security and the first hour is free anytime. **This is a policy change**, and for the better! So meetings again start at 6:00 PM. Just don't forget to have your ticket punched (..err stamped).

FROM North or South on Rt. 8 freeway: Exit *West* on Perkins Street going down the hill to a third light on **High Street (one-way going South, left)**.

Cross E. Market and *immediately* look for parking building entrance on your right. Go down to lower level for indoor connection to library.

**Dues Reminder: 2006 dues are due! \$12/year on January 1. Adjustments for recent payments, etc. made. See Asst. Treas. Rick Beech**

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