

# Print Screen

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For those interested in becoming acquainted with our BBS, and for those who are not quite sure how to get from here to there, this issue is for you. On pages 5-8 Nancy Helmy gives a description of the BBS menus and the options that you can expect to see when you log on. A very useful thing to have handy when you're exploring. For myself, I'm going to keep a copy right next to the modem. *Nice work Nancy.*



## The President's Piece

### DOS LIVES!

Who says DOS is dead? There are a few signs on the horizon that say just the opposite. Of course, there's DR-DOS, staying a step or two ahead of M-soft. This product is consistently more intelligent and capable than plain old MS-DOS. It has to be of course, since it's bucking an entrenched standard of monumental proportions. Then there's the rumor that Norton is preparing to release a DOS front-end similar to it's Desktop for Windows program. This would offer many of the same features, such as file management and program launching, that are now available in the DOS 5 shell. I just hope they do it more clearly and make it run faster. I would like to use such a product if it ran at a decent speed on my 286. And listen to this rumor- IBM might release a version of DOS with GeoWorks thrown in! Now that would be a sight to see. I'm not sure it would be the smartest thing for IBM to do; but it would certainly put the final nail in the coffin for the IBM-Microsoft alliance. And it would give us users another choice of interfaces.

### WIN 3.1

Win 3.1 finally made it into the real world recently, amid the usual hoopla that Microsoft has become so proficient at staging. By all reports it is a worthwhile upgrade, and at the substantial discounts that are sure to be available, it will probably be cost effective. They certainly tested it thoroughly, to the tune of 15,000 beta testers. That's a lot of floppies flying around. UPS and FedEx must love these guys. I've had reports from several members that it does run faster and is considerably more stable. There have also been reports of incompatibility with various software products in several trade magazines. It's probably to be expected with such a huge undertaking.

### THE MAILMAN

Bob Phillips has quietly been doing a great job for the club as our mailman. He has been responsible for getting the newsletter out the door and into your mailbox every month. He's put up with last minute rushes with grace. Now, he's ready to pass the mantle on to another club member. We're now accepting applications to fill this position.

### Oh Joy! Goodie Coupon Returns!

Reinstated at the last Planning Meeting, the Goodie Coupon on your membership card is once again good in exchange for a Disk of the Month. Not determined was what to do if you threw yours away. Dearie me, problems, problems.

*Nancy Helmy*

### GOING MY WAY?

Member Matt Lehman would appreciate a lift to the General Meeting on 29 April. He can meet at the Foothills/280 junction. Anyone who can oblige, please give Matt a call on [415] 968-3655.

### March Meeting: How Fast is Fast?

Former Club president Rick Altman discussed ways of speeding up your computer's performance at the March meeting. Should you get a faster processor, hard drive, or video card? Or should you get more RAM? It all depends on which applications you are running. If you are crunching numbers (like in 1-2-3) or working with text-based programs (such as a word processor), you will notice a significant increase in speed with a faster CPU and/or with a math co-processor. Programs that frequently access the hard-drive (such as dBASE and GEM Ventura Publisher) can benefit greatly from a faster hard drive. With graphics-heavy applications (such as Windows), a slow video card can be a bottleneck.

If you are a Windows user, nothing will increase your computer's performance more than RAM — as much as you can afford. The more RAM you have, the larger disk cache you can create; disk caching speeds up the running of your applications because the hard drive needn't be accessed as often. Rick did a number of timed tests on different configurations of PCs and discovered that the following elements are most important in speeding up your PC (in the order listed):

1. More RAM
2. Using a disk cache
3. Faster hard drive
4. Faster video
5. Faster CPU

*Becky Altman*

SPAUG would like to thank

**PRACTICAL PERIPHERALS, INC.**

of Westlake Village, CA for their most generous help with a V32/42 modem for our BBS

**OCTAVE SYSTEMS**

of Campbell for helping us with the hard drive for our BBS

YOUR CLUB NEEDS YOU



**BE AN ACTIVE SUPPORTER**

### A BIG WELCOME TO THE FOLLOWING NEW MEMBERS

Bruce Auman	Sunnyvale
Charles Brown	Mtn View
Edwin Chung	Redwood City
John MacMurray	Palo Alto
Denton Nelson	San Jose
George Sasaki	Sunnyvale
John Sessoms	Palo Alto

### AND THANKS TO RENEWING MEMBERS

*Alfred Coppel	Woodside
Albert Dien	Menlo Park
Jim Dinkey	Palo Alto
Barden Finch	Palo Alto
Ira Gold	San Jose
Zvi Kirschenbaum	San Carlos
Aldora Lee	Menlo Park
Alex McMillan	Palo Alto
Jim Powell	Los Gatos
*Norm Rossen	Los Altos Hills
Vladimir Starov	Redwood City
Jim Work	Portola Valley

\* Alfred Coppel and Norm Rossen each paid \$35 instead of \$25, so I extended their memberships for 3 months.



# THE BBS IN PRINT

**BOB BOTTINI**

*Bob is the BBS Sysop*

**(415)  
321-4497**

**THE  
BULLETIN  
BOARD  
NUMBER**

## MANY HAPPY EVENTS HAVE COME TO BE

Event #1. Because of a possible business move for me, I was casting about for a replacement for me as a sysop. The Club is very lucky because we now have a new Sysop warming up in the wings ready to take over by the name of Gary Seath. Gary is an Engineer with General Telephone and does software as well as hardware for GTE. What a "dream" Sysop for our BBS.

Event #2. After our last meeting I implemented some of the suggestions recommended by Rick Altman, who spoke on upgrading your computer. I have a 1034i Video Seven VGA card. I called Headland Technology Inc., about securing the latest drivers for that card. My 1034i was one of the earlier cards and had D-RAM chips. Without my asking, Headland Technology not only sent me the new drivers but also sent me V-RAM chips to replace the slower D-RAM. The only price was the cost of mailing back to Headland the old D-RAM chips. This represents to me OUTSTANDING Customer Service and Product Integrity.

Event #3. We are making available on our BBS many excellent Files. These files have been downloaded from an assortment of BBS's by Tony Allen. They represent the best files that are available at this time. We are indebted to Tony not only for his excellent work as editor of our magazine, "PRinT SScreen", but for his discriminating taste in choosing files for our BBS. There are three files that I would recommend to you. The first one is HyperDisk, (HYDK431.ZIP). The second is Q-MODEM, (QM451TD1.ZIP & QM451TD2.ZIP). The third is called COPYDISK, (CPYDSK12.ZIP). HyperDisk is a cache for your hard drive which works well with

Windows 3.0 as well as with DOS. This is the fastest Hard Disk Cache. It is easy to install, and the documentation is excellent. HyperDisk seems to be on almost everyone's recommended list. Q-Modem is one of the best communications software packages. Tony Allen considers it better than ProComm Plus Ver. 2.0. That is quite a recommendation. I suggest you try it. You'll like it.

CopyDisk is a necessity. Whenever you are doing a diskcopy from the same drive to the same drive, this little program will save you quite a lot of your time. It has excellent graphics and an easy menu to follow. I have done considerable work with this program and it has been failproof to this point in time. May it continue that way.

One of the problems with the BBS is that it occasionally freezes up. As a result I have to pack it to the BBS Room and re-set the computer. One of the ways that the computer gets frozen up is to abort in the middle of a download or upload by hanging up the telephone. One of our club members was able to report that he had caused this event to occur twice within 12 hours. What had happened is that he was trying to upload a file to the BBS and he forgot the correct location of that file on his hard disk. So he aborted the connection by hanging up the Telephone so that he could hunt for the file. He did not need to hang up the phone. All he had to do was to hit ALT the F4. This causes ProComm to drop to DOS on your computer while a hold position is taken with the BBS. You can then do anything you wish in DOS. When you are done you simply type EXIT at the dos prompt and you are back onto the BBS. If you use ProComm try it. Other communication programs also have this feature. I might also add that we are working on a system to re-set the BBS computer by remote.

## ProComm & Qmodem

*Jim Robeson*

One program that I wish would get updated a bit more often is ProComm Plus. ProComm used to be shareware. But since they have gone commercial, they have been real slow in keeping up with the times. Sure, they added a version of internal Zmodem just a few months ago (my copy of 2.01 is dated 5-1-91). But meanwhile, modems capable of 14,400 bps have hit the scene with a vengeance and 9,600 bps have become almost standard.

ProComm Plus is an excellent program, BUT, I have had subtle difficulties running my 4 month old MultiTech 1432EAB with ProComm Plus. In fact, I switched to Qmodem because of the difficulties I had. Naturally, Qmodem would go commercial as soon as I decided to use it. The problems I've had with ProComm and speed are hard to explain. Some folks have suggested it is because I am new at it. Well, I've owned some version of ProComm since I first registered version 2.4 (was that in 1987?).

My opinion is that the problems are setup parameters relating to timing that just aren't defaulted in a manner to handle the higher speeds equally well with 2400 baud. I admit that 14,400 bps modems bring a level of complexity that I was unprepared for at first. But this same dummy was able to get a new comms program (Qmodem) running along with my new modem in less time than I was able to get a program I understood

(ProComm) running with the same modem. That tells me something.

There are two problems that I can document with ProComm. Maybe DataStorm will hear me if I say them out loud (grin). First, high speed modems with compression can transfer data from the modem to the CPU faster than they can receive it (because they are uncompressing as they go). Accordingly, some external protocols need to have access to the DTE speed setting. This is done in Qmodem with a parameter that is passed to the external protocol. This same parm does not exist in ProComm Plus. Secondly, sometimes it is necessary to set the modem's parameters differently for different calls. In Qmodem, there are alternate prefix strings available for use that REPLACE the standard prefix. In ProComm Plus, the "dialing code" cannot easily be set to adjust modem commands for different telephone numbers without adding a dialing code to every phone directory entry. I'd rather switch than do that! In fairness to ProComm though, I still have never found ANY communications program with as powerful a scripting language. It is precisely because of that power that I am not going to dump ProComm Plus. I subscribed to Compuserve this month (I took them up on their new \$7.95 per month package) and found it simply EASY to set up a ProComm Plus script to download various stock prices on a daily basis.

*Reprinted from the  
CRICKET CLATTER  
column of the Monterey  
Bay User Group*



# BOOK REVIEWS

David Conger

Most of you are probably already extremely proficient with computers. However, if you know someone who is just buying their first PC, you'd do them a big favor if you let them know about *The PC User's Guide* by Nick Anis and Craig Menefee.

I remember when my father, an accountant, bought his first PC. He somehow managed to get it put together and turned it on. When the C> prompt came up, he looked at it and said, "Now what?" At the time, I was attending college in another state. However, always looking for an excuse to come home and have my mom do my laundry, I caught a ride with a friend back to the Northwest and set it up for him.

Not everyone has a son or daughter that can come to town for a three-day weekend and get their computer configured and running. Because of this, *The PC User's Guide* is the book that PC manufacturers should pack with each system they sell. It's a clear and easily understandable source of all the information a novice needs to know about their PC.

There are chapters on unpacking and setting a PC up, how to know what kind of PC to buy, how to write autoexec.bat and config.sys files, and how to choose software that meets your needs. The authors also cover DOS basics, a little bit about Basic, and they give a lot of information on managing hard disks.

The whole book is written in a language that computer novices can understand. In my opinion, that's the main appeal of the book. Anyone looking to buy a computer can read *The PC User's Guide* and make a reasonable informed purchase. After the machine is bought, they will be able to use the information in this book to set up, configure, and use their systems.

A definite thumbs up on this one.

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The next step beyond *The PC User's Guide* is a book called *Upgrading PCs* by Bud and Alex Aaron. The combination of these two books will bring pretty much anyone up to a fairly high level of proficiency with PC's.

*Upgrading PCs* starts by discussing all of the different parts of a PC, then moves on to give you a good idea of how to take it apart and (more importantly) how to get it back together. I liked the safety tips the authors give. They let you know how to protect both yourself and your hardware.

The text covers everything from easy modifications like adding a mouse or changing your keyboard to more drastic alterations like replacing your power supply or motherboard. It ends up with a section on building your own PC.

I picked up a good familiarity with hardware back when I was working in a Microlab at the University of Hawaii (ancient history). In spite of that, there were several helpful tips I picked up by reading this book. I was also able to become more familiar with recent advances in PC technology that I didn't have a familiarity with. Appendix B also contains some technical specs that a lot of people will appreciate.

The writing style is clear and understandable. The authors teach without being condescending. This is a book that I'm glad I have on my shelf.

*Systems Integration For The IBM PC and PS/2* is rather unique among the books I've seen on networks. Other books on this topic that I've reviewed in this column have primarily been focused on the intricacies of building LANs. However, *Systems Integration For The IBM PC and PS/2* concentrates primarily on creating networks for entire enterprises.

The author lays a foundation by first teaching the basics of communication over both direct wiring and the public telephone system. He uses that as a basis for his presentation of networking principles. The text covers both LANs and WANs. There is extensive material on interfacing to telephone systems and commercial networks, as well as providing gateways to mainframes.

He also covers Systems Application Architecture (SAA), IBM's view on how the networking world should look. Be advised that the author has a strong IBM orientation (he works for IBM) that shows throughout the text. He doesn't cover OSI in near the detail that he talks about SAA.

If you're creating LANs or WANs with IBM compatible machines, you should take a serious look at picking up this book. If you're planning on integrating your networks into a larger corporate network involving IBM mainframes, this book is indispensable.

## Summary

**Title:** The PC User's Guide

**Author(s):** Nick Anis and Craig Menefee

**Publisher:** Dvorack Osborne/McGraw-Hill

**Price:** \$29.95

**In Short:** An excellent resource for any computer novice. I like this book so much that I think manufacturers should package it with every system they sell. It's the user's manual that everyone seems to have forgotten.

**Title:** Upgrading PCs

**Author(s):** Bud Aaron and Alex Aaron

**Publisher:** Osborne/McGraw-Hill

**Price:** \$19.95

**In Short:** A complete guide that covers upgrading, adding peripherals, and building your own PC. A wealth of information, even for those with a fairly good hardware background.

**Title:** Systems Integration for the IBM PC and PS/2

**Author(s):** Larry Jordan

**Publisher:** Brady

**Price:** \$29.95

**In Short:** A comprehensive guide to building LANs and WANs from PCs. Especially good for IBM-based corporations. The author's extensive knowledge is apparent, and he presents his material well. This book isn't for PC novices. It's aimed more at consultants and systems managers who need to put together enterprise-wide networks.

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# THE BBS

## MENUS & OPTIONS

NANCY HELMY

### MAIN MENU OPTIONS

**[B] Bulletin Menu:** When the B option is selected, the Bulletin Menu is displayed. The Bulletin menu could be considered a sub-menu of sorts, in that it presents you with the options of reading one or more bulletins by selecting a bulletin number, re-listing the bulletins that are available for display, or simply returning to the MAIN menu. If any bulletins have been updated since your last logon, you will be presented a listing of those bulletins by number.

**[C] Comments to the Sysop:** This choice enables you to enter a private message to the system operator. WILDCAT! makes these comments an integral part of the message base for easy reply by the sysop, if desired.

**[D] DOORS:** The door feature in WILDCAT! allows you to run other programs made available by the sysop through a menu choice. Doors can be almost any type of program from a database to games.

**[F] Files Menu:** Takes you directly to the file menu where file uploads and downloads are available.

**[G] Goodbye & Log-Off:** Terminates the current connection and disconnects. If your current help level is set to the NOVICE mode, choosing the Goodbye option gives you a way to "back out" of the command, and entering this command brings up a friendly question, "Are you sure you want to logoff?". If you respond with a "Y", then normal logoff procedures are begun. Otherwise, WILDCAT! will assume the command has been entered in error, and will return to the then current menu. Once you have changed help levels to REGULAR or EXPERT, this extra prompt will no longer be displayed. WILDCAT! assumes that the you know the commands well enough to deliberately wish to logoff.

The Goodbye command is available in ALL major menus and performs exactly the same in each of them.

**[H] Help Level:** WILDCAT! supports three different levels of menu prompts. The first and the default value for new users is the Novice level. At this level, the user is



*This is the Main Menu as it appears on the BBS. What follows is a listing of the command options available.*

presented with full dynamic menus, .BBS plain menus or .SCR color menus, and a command line prompt containing the name of current menu area (MAIN, MESSAGE, FILE, SYSOP), and the first character for a particular option in the current menu. The characters presented agree with the letter designator selected for that option.

The second level is the Regular level. At this level, only the command line is presented with the name of the current area of the system and the first letter option designators. No menus are displayed at this level. The final and highest level is the Expert level. At this level, only the particular area of the system is indicated. No menus or letter designators are included. The HELP LEVEL command is available in ALL major menus and the usage is exactly the same in each of them.

**[I] Initial Welcome Screen:** Contents of the HELLO files are re-displayed to you, with screen pauses determined by your user settings and the respective files. This option allows you to review the contents of these entry-level display screens without having to logoff and then call again.

**[J] Join Conference:** Used to change conferences. Each conference contains ONE message section and may also have a number of file areas available. Conference descriptions are displayed when this command is selected, and additional help files in that area fully explain procedures for changing conferences.

**[M] Message Menu:** The MESSAGE menu is displayed for entering, reading and other mail manipulation.

**[N] Newsletter:** This menu choice displays the contents of the NEWSLTR.BBS file with screen pauses. The sysop may have placed any type of information in this file for your review. It is very much like a bulletin file, but may be read directly from the menu.

**[P] Page the SYSOP:** This selection is used for you to page the system operator. The response of the local system may vary depending on whether the current time is within the sysop's paging hours, whether the page override toggle is on, and whether the

page bell is turned on or off. Pages are only made if the time falls within the sysops defined paging hours.

**[Q] Questionnaire:** You are presented with a menu screen containing numbered listings of questionnaires made available by the sysop. Select the desired questionnaire to answer.

**[S] System Statistics:** This menu choice displays the contents of a file containing statistical information about this system. It may be a simple summary of the number of callers and the date the system began, or may go into extreme detail with percentages of callers at each baud rate and include graphs of system time usage.

**[T] Talk with other Node(s):** If a multi-node system is in operation this choice will allow you to enter into private or public group chat with other callers on other nodes. A sub-menu is presented with further details and its own help screen.

**[U] Userlog List:** You are presented with the entire user list of the system, displayed in alphabetical order, along with the date they last called and their calling point of origin. The usual screen pauses are in effect while using this option.

**[V] Verify a User:** A search can be made on any portion of any user name on the system. Pressing V brings up a sub-prompt - "Search for what string?" At the sub-prompt, enter all (or portion of) a name. The more information that is provided at this prompt, the more detailed the resulting search. A search of "Jim" would find every user named Jim on the system, along with their calling city and state, and the date of their last call. A search of "jim h" would find, for example, both Jim Hightower and Jim Harvey, plus any others whose first name was Jim and whose last name begins with the letter "H". Notice in this example that the search is also insensitive to case.

**[W] Who else is ONLINE:** Selecting this choice in a multi-line system presents you with a list of the names of users logged on to other nodes sharing the system. If a node is not being used but is UP it is reported as Waiting for Calls.

[Y] **Your Settings:** You are allowed to make changes to certain information in the User database with this option. When [Y] is selected, a complete screen of your personal settings is displayed.

From the sub-menu, you may alter the entries in many areas, but other items are maintained by the system or the system operator, and are provided as information only.

[?] **Command Help:** Displays this Help information screen.

# FILES MENU

WILDCAT! Version 3

Q uit to Main	L ist Available Files	D ownload a File
U pload a File	N ew Files Since [N]	V iew a ZIP File
M essage Menu	T ext Search for Files	G oodbye & Logoff
R ead a Text File	S tats on Up/Downloads	H elp Level
I nfo on a File	J oin a Conference	1 Sysop Menu
E dit Marked List	F ile Transfer Info	? Command Help

*This is the File Menu as it appears on the BBS. What follows is a listing of command options available on this menu. Shown last are the commands made available when the List option is selected.*

## FILE MENU OPTIONS

[D] **Download a File(s):** This option allows transferring files from the BBS system to your computer. There are a number of different methods of transferring files which are fully explained in the menu choice [F].....File Transfer Info. Following a request for download you will be prompted for the name of the file (or files) and a protocol to use. When the BBS indicates it is "ready to send" you should begin your own local transfer procedures using the same protocol selected when the download was started.

You may download up to 99 files using internal batch protocols such as Ymodem and Zmodem. Even non-batch protocols can queue up to 99 files for repetitive auto-download.

[E] **Edit Marked List:** This option is used to edit the list of files [M]arked for download. You can add, delete and clear the entire list of files selected. Information about transfer time for each file, along with total Kbytes and transfer time are displayed. This list is only maintained for the current logon. If you decide not to download the [M]arked files and logoff, the list will be automatically cleared.

[F] **File Transfer Info.:** Presents a lengthy display file containing extensive information on various file transfer protocols available, including Xmodem, Ymodem, Zmodem, ASCII, and others. It can give you help on what protocols are fastest, and which should be used in different situations.

[G] **Goodbye & Log-Off:** Disconnects you from the BBS and terminates your connection.

[H] **Help Level:** The user selects Novice, Regular or Expert level of menu prompts.

[I] **Information on a file:** This menu choice prompts you for the name of a file available on the system. After entering the filename you are shown additional info regarding the person who uploaded the file, the last date it was accessed, whether a

password is required, and the remaining information from the file listing command, including the attached message or extended description.

[J] **Join Conference:** Used to change conferences. Each conference contains ONE message section and may also have a number of file areas available. Conference descriptions are displayed when this command is selected, and additional help files in that area fully explain procedures for changing conferences.

[L] **List available Files:** This is the menu choice used to view the files available for download from the current conference. Each conference contains specific file area listings, and they may vary from conference to conference. Any file available in any conference may be download from any conference, but will only be listed in conferences to which it is assigned.

[M] **Message Section:** Presents the Message Menu, without traversing through the Main Menu.

[N] **New Files since [N]:** Displays a sub-prompt requesting the date to use as a basis for the search. The default date is the last time you used this particular option, not your last logon. A new user's search date is always set to "01/01/80". You can logon for weeks, even months, and providing the [N] option is not selected during a particular logon, the default date will not be changed. In addition to the automatic default date discussed above, you may manually enter any date from which to start a new files search, allowing a display of all files added since any date desired.

[Q] **Quit to Main Menu:** Exits the FILE Menu and returns to MAIN Menu.

[R] **Read a Text File:** A sub-prompt requests the name of any ASCII file listed in the file database. The selected text file is displayed with appropriate screen pauses. Files which are obviously not in ASCII format such as .COM, .EXE, .ARC, .ZIP etc.

are accepted at the sub-prompt, but a warning is issued that the file may be unreadable when displayed.

[S] **Stats on Up/Downloads:** Statistics presents you with a complete summary of file information for both the system as well as your own file database activity and limits. It includes number and size of uploads & downloads for today and since your first call, as well as your limits for your established security level.

[T] **Text Search:** Allows searching for text in the file name and description of files in the current conference database. The search may be further narrowed by specifying a file mask (\*ZIP, etc) or Keywords. See the additional help for this feature for more details after selecting this option.

[U] **Upload a File(s):** Allows sending a file from YOUR system to the BBS. Batch file transfers may be done using some protocols. See the Upload function for additional specific help.

[V] **View an ARC file:** This selection is designed to allow viewing of a compressed file saved in one of a number of formats such as .ARC, .LZH, .ZIP, or .ZOO. You are prompted for a valid filename and the contents of the compressed file are displayed.

[?] **Command Help:** Displays this Help information screen.

## FILE LIST OPTIONS

When listing files to the screen you have a number of options. The following sub-prompt is displayed:

- Areas (1..32) [#,#-#], [A]ll, [L]ist, [S/D]F, [H]elp
- (1..32) File areas available for [L]isting based upon your security level.
- [#,#-#] File area(s) you wish to display. You can list several areas by separating your choices with spaces, or with a dash to read all areas between two numbers. For example, to see areas 2,4,5,6,7,8, and 10 you

can enter the command [24-8 10].

The numbers in the [#] (brackets) are used in conjunction with the [M]ark function. This allows the ability to select files without having to type in the full filename. Additional information on the [M]ark function is available after that option has been chosen.

[A]ll Use the [A]ll choice to list files in all available file areas.

[H]elp Displays this information screen.

[L]ist Displays a list of available file areas.

[S][D][F] When listing files you may view the files in a Single line format, a Double line format, or by displaying the Full file information. Each user can set a default method by modifying their user record in the Main Menu choice [Y]our Settings. If no method is specified on this command line, the default is used. If the user has not yet set a default, the Double line method is used.

To change the listing on the command line simply append the letter S, D, or F to your choice. An example asking for Full Record display might be 24-8 10F. This example requests files in the same areas as above, but specifies full file information display.

When displaying in Double line mode, if the \*info\* prompt is displayed to the right of the file description, it means there is a Detailed Description associated with that file. After displaying the first screen of files, selecting the [I]nfo command will display this additional information. Shown below is a sample of each display mode.

#### [ Single Line Mode ]

[1]	BBS.ASC	Advertisement for CS Industries BBS, non-color version
[2]	BULL0691.ZIP	InterNational Wildcat! BBS Directory, use as bulletin
[3]	FLEETHQ.ZIP	Ligon script for the Fleet HQ BBS in R.I., Sci-Fi BBS
[4]	KNIGHT.ZIP	Allfiles list from Knight Light BBS, 3-nodes!

#### [ Double Line Mode ]

[1]	BBS.ASC	3072 06/25/91   Advertisement for CS Industries BBS,
	DwnLds: 19	DL Time 00:00:33   non-color
[2]	FLEETHQ.ZIP	27381 03/15/91   Logon script for the Fleet HQ BBS in
	DwnLds: 10	DL Time 00:04:27   R.I., Sci-Fi BBS
[3]	HELLO9.ZIP	55874 12/25/90   Utility to create last HELLO SCR/BBS
	DwnLds: 32	DL Time 00:45:11   as a Daily Report.

#### [ Full Listing Mode ]

Name:	DIR.ZIP	File date:	05/11/91 12:00	Downloads:	3
Size:	8,981	Last accessed:	05/11/91 12:12	Cost:	0
From:	DAVID MYERS	Dwnld Time:	00:00:05	OffLine:	NO
Area:	DOS & Virus Scan Utilities			Free Flag:	NO
Keys:					
Desc:	Like DOS's DIR command. 100% faster. You can DIR your				

#### [ Detailed Description ]

Like DOS's DIR command. You may DIR your entire hard disk. You may also have DIR print your entire hard disk along with file size, path, attributes, etc.

# MESSAGE MENU

WILDCAT! Version 3

R ead Messages  
S can Messages  
H elp Level  
J oin a Conference

E nter a New Message  
Q uit to Main Menu  
U pdate Conf Scan/Read  
D ownload Mail (TOMCAT!)

F iles Section  
K ill a Message  
1 Sysop Menu  
? Command Help

*This is the Message Menu as it appears on the BBS. Following the menu is a listing of the command options available on the Message Menu. Shown last are the options available when the Read command is selected.*

## MESSAGE MENU OPTIONS

[E] Enter a New Message: The message entry command has a number of features. It begins with prompts for the recipient and the subject of the message. Help prompts are available throughout message entry for the line editor and the full-screen editor.

[F] File Menu: Presents the File Menu directly, where activity such as uploading and downloading take place.

[G] Goodbye & Log-Off: Disconnects and terminates the connection.

[H] Help Level: User selects presentation of commands in the mode of Novice, Regular or Expert.

[J] Join Conference: Used to change conferences. Each conference contains ONE message section and may also have a number of file areas available. Conference descriptions are displayed when this command is selected, and additional help files in that area fully explain procedures for changing conferences.

[K] Kill a Message: This is a routine for erasing old messages directly from the Message Menu. It requires that (1) the

message to be deleted is either to or from the user who is attempting to erase same, and (2) that the message number is already known. Messages may also be deleted interactively while reading them in the message conference.

[Q] Quit to the Main Menu: Exits the Message Menu and returns to the Main Menu.

[R] Read Messages: Reading messages involves selection of the messages to be read from a sub-menu. The choices within the READ command are fully explained in a help file within that area.

[S] Scan Messages: Scanning messages differs from reading in that the text of the messages is not displayed, only the header information. It is used in cases where a quick review of the messages is needed. The choices within the SCAN command are fully explained in a help file within that area.

[U] Update Conf Scan/Read: This option is used to specify which conferences are checked when mail is read or scanned using the Read [A]ll or Scan [A]ll commands. This is used to select which conferences you will want available to you based upon your security level. This system has the possibility of having 100's of message conferences and normally you will only be interested in selected ones. By selecting which ones you are interested in, you will narrow down your possible selections when using the [J]oin Conference option. Of course, these selections can be changed at any time when conferences are added to or deleted from S-P-A-U-G BBS.

[?] Command Help: Displays this Help information screen.

## READING MESSAGES

This command allows you to select which messages you want to read. Reading can be done using a number of command-line options.

The READ sub-prompt appears as follows:

*Starting from [1-nnnn], [H]elp, [N]ew mail, [S]earch, [U]nread personal, or [ENTER] to quit?*



Each option is explained below:

#### [1..2520]

Allows you to enter a beginning message number from the message range available. Entering a number begins reading at that message and continues in a direction specified by the [D]irection selection.

#### [N]ew mail

Selecting this option displays the following sub-prompt:

*Read mail in [C]urrent, [A]ll, or [S]elected conference(s)? [S]*

#### [C]urrent

Displays all previously unread messages in the currently joined conference.

#### [A]ll

Displays all previously unread messages in all of the conferences available based upon your security level. [S]elected - Similar to [A]ll option except this will display all unread messages based upon conferences selected by the [U]pdate Conferences Scan/Read function found on the Message Menu.

#### [S]earch -

Selecting this option displays the following sub-prompt:

[F]rom : <ALL>  
[T]o : <ALL>

S[u]bject : <ALL>  
Msg [B]ody : <ALL>  
[N]umber : <ALL>  
[D]irection : Forward  
[C]onference : Selected

*Search command [F T U N D B C],  
[H]elp, [S]tart, [ENTER] to Quit? [ ]*

[F]rom Select a username addressed  
[F]rom:

[T]o Select a username addressed  
[T]o:

S[u]bject Searches on a specific Subject  
line string.

Msg [B]ody Select keywords in the  
message body to search for.  
Example: entering '386' will  
cause a search for all  
occurrences of that string in all  
messages based upon overall  
search criteria.

[N]umber Selects the starting message  
number to begin the search.

[D]irection This is a toggle between  
forward and backward search  
direction. Forward is searching  
by incrementing the message  
count by one, and backward

just the opposite.

[C]onference Selecting this option displays  
the following sub-prompt:

*Scan [C]urrent, [S]elected, [A]ll  
conference(s)? [ ]*

[C]urrent Displays all previously unread  
messages in the currently  
selected conference.

[A]ll Displays all previously unread  
messages in all of the  
conferences available based  
upon your security level.

[S]elected Similar to [A]ll option except  
this will display all unread  
messages based upon  
conferences selected by the  
[U]pdate Conferences Scan/  
Read function found on the  
Message Menu.

[U]nread  
personal Reads all messages that are  
addressed TO you, and have  
not been read previously. This  
command would be used to  
read only mail addressed to  
you that is new, and is often  
used to read personal mail at  
every logon.

## THE 'SAVE YER FANNY DISK'

Mike Springer

*Following Tony Allen's article on the Foley Safety Disk last month, here's another approach to creation of a full-featured bootable disk. The disadvantage to Mike Springer's approach is the do-it-yourself work involved, which work is taken care of in one fell swoop by Foley's disk. The advantage is that it doesn't cost \$59. As Tony mentioned, CMOSGET and CMOSPUT are handy for the do-it-yourselfer. Also free.*

Nancy Helmy

A bootable floppy disk is a MUST for each and every computer so the user can recover in case of computer and/or hard disk failure or accidental reformatting! This SYFD is customized for each particular computer because NO two supposedly identical computers are truly identical. The "emergency" disk must be kept up-to-date, especially if any changes are made in your hardware or software!

The SYFD must be of the size and type to be bootable in A: drive, the first drive that the computer's internal system looks at for boot data when first turned on. It must contain:

- ☐ System files, e.g. MSDOS.SYS, IO.SYS, and COMMAND.COM, that are identical to those on the specific

computer in use. These files should be copied to the SYFD when the specific computer is running properly. It is too late when the computer crashes.

- ☐ A copy of the computer's CONFIG.SYS file that has been edited to reference pertinent drives and directories. For example, DEVICE=lines should reference A: drive rather than C: drive, inasmuch as you will be using the SYFD because you cannot access C: drive.
- ☐ An AUTOEXEC.BAT file that has been edited to assure that pertinent directories and files required for start-up are accessible, as with the edited version of CONFIG.SYS. Edit or delete all non-mandatory lines, such as those that deal with applications, the PROMPT and the PATH.
- ☐ Selected DOS files, such as CHKDSK, FDISK, FORMAT, DISKCOPY and others that you deem essential in case the files are not accessible from the hard drive.
- ☐ Selected device drivers essential for start-up.
- ☐ CMOS data that describes the hardware in your computer's system. The CMOS

set-up data may be displayed on many current AT-type and advanced computers by pressing CTRL-ALT-ESC or CTRL-ALT-S. Other computers can use a utility (e.g. Norton's) or DEBUG to display CMOS data. [Do a Shift-PrintScreen of this info, and keep a hard copy taped to the computer case, Ed.]

- ☐ Most recent versions of virus detection and correction files should be available for use.

The SYFD should be verified by using it to boot. It should be saved, write protected, and stored in a safe place—with hope that you never have to use it.

*Reprinted from README.DOC the journal of  
Orange Coast IBM PC User Group*

*[Note: This is an excellent idea. The only caveat I have is that it doesn't restore the FAT or the boot sector, and you'll need the CMOSGET/CMOSPUT utility for restoring the CMOS. This makes it useful as an emergency boot disk, not to recover from major disk crashes. Ed.]*



# HELPING PEOPLE WITH COMPUTERS

## 1

SOL LEDERMAN

**Acknowledging  
that computers  
can consume  
time and  
resources  
beyond  
imagination is  
also  
comforting to  
users.**

**E**ducation has always been a subject of great interest to me. I've always loved to learn, and used to assume that everyone else did too! I discovered a long time ago that many people had had bad experiences in trying to learn things and that subsequently many folks have a real block to learning. I have particularly noticed this learning block in the fields of computers and mathematics. Mathematics is my first love, and my math tutoring business, "The Joy of Math", strives to inspire children and adults alike to enjoy math as I do. If they can learn to enjoy it, I feel that then they will learn to do it well. In my experience as computer consultant, trainer, and tech support person I have also noticed a real fear of computers that can paralyze users.

Many of us find ourselves in a position of helping people with computers. I have seen much computer "helping" that does little to actually help users to solve their problems, or to learn to use applications. Whenever I am in a helping role I want to be as effective as possible, whether I am involved in a paid project or informally helping someone to make sense of something. If you also want to be more helpful you may find this article and subsequent ones to be interesting and useful.

In a series of monthly articles I would like to explore ways that we as knowledgeable computer users can help less experienced and less confident users to expand their understanding, comfort, and appreciation of computers.

This month I would like to consider a four step approach to helping users. The four steps are:

- 1. Find out what the user's needs and wants are
- 2. Find out what their fears are
- 3. Find out what the user enjoys to do - and
- 4. Plot a course that satisfies their needs and wants, lessens their fears, and increases their enjoyment.

### Step 1

This may seem obvious, but it is often overlooked. I have seen many computer consultants impose their particular ideas on a user. Better to explore what the user wants and needs and if you are not able or willing to satisfy them then communicate and explain your reasoning to the user and consider not helping them. I love to teach; some users don't want to learn and in fact many users don't need to learn how something works in order to be able to do it well. I have trained users to create form letters with Microsoft Word, for example, without them really understanding what is "going on behind the scenes." All is well until all is not well. Then they call me for more help.

I used to try to teach everyone how a computer's operating system worked, how DOS worked, how to install the application, what directories key files were kept in..... Many users taught me that they preferred to

not know any of this - that they would call me when the application broke. So, now I teach them only what they want or are willing to learn.

### Step 2

Many people are afraid of computers. I find it very helpful to learn what their fears are about. Some users fear that hours of work will disappear if they hit one wrong key. Some users feel that they should know more than they do and are afraid to admit it lest they feel ashamed. Some users are afraid, and rightfully so, that a given project will be much more difficult than they expected and that the computer will consume more time than they have to give. I acknowledge and accept their fears. This helps them to probe their fears deeper and often to overcome them. Taking a few moments, for instance, to comfort the user who is afraid of the loss of computer work by showing them early in the consultation how to backup important data, and then how to verify that their backups are effective, goes a long way to making the user more effective overall. Praising the user for what he knows even when he feels he should know more helps him to advance. Acknowledging that computers can consume time and resources beyond imagination is also comforting to users.

### Step 3

I find this very interesting. What does the user like about computers? Nothing? Perhaps. They must like something about their work or about their life or about something. Once I discover that something I find I can work with what they like, and use it as leverage in doing battle with what they don't like. I find that some people who don't like the PC are visually oriented; they don't relate well to command oriented operating systems. I fill their systems with Windows, PC Tools and graphical user interfaces as much as possible. I personally don't enjoy the experience of trying to program Windows applications and needing to learn many esoteric details. I do enjoy Pascal programming and creating applications with larger and simpler building blocks. I prefer CASE tools and programs like Turbo Pascal for Windows with its intuitive and visual debugging system for programming the PC.

### Step 4

This final step reminds me to integrate what I've learned in the first three steps. I create a plan in my mind and share that with the user up front or sometimes I let the plan unfold. I highlight their interests, help to mitigate their fears and often find that by the time I've established a good rapport that the work of helping the user to deal with their situation is half done. And all this happens in the first ten or fifteen minutes of a training or consulting session.

Next month I will suggest a number of "proverbs" which I find very helpful in teaching users.

# AFTER THE SIDEWALK FAIR

**M**

More items for the  
SPAUG fund-raiser.

You may order any item  
from Beverly Altman (415 329-  
8252) and it will be brought to  
the meeting, or you may arrange  
with her to pick it up.

Do you have any new items  
that you would like to donate this  
fine cause?

CATEGORY	ITEM	DESCRIPTION	SPAUG PRICE	STORE PRICE*
Software	COREL DRAW V2.0 New, shrink wrapped	The most popular drawing program for Windows	200	399
Software	RESOURCE WORKSHOP	A designing and compiling resource for applications running under Windows 3.0	20.00	99.00
Software	TRADING POST by LaserTools	Post Script Printer Manager	15.00	??
Software	Ventura Control!	Utilities for Ventura Publisher	15.00	??
Software	FormWorks! V2.0 by Power-Up! (New, shrink-wrapped)	An excellent forms processing program	60.00	199.00
Software	PrintCache by LaserTools (New, not shrink-wrapped)	A printer spooler (very popular)	25.00	129.00
Hardware	BAR CODE SCANNER by Intermec	A 1620A Laser Scanner	100.00	1450.00
Book	VENTURA PUBLISHER FOR WINDOWS Microsoft Press 1991	Complete Guide & Reference	12.50	29.95
Book	HANDS-ON VENTURA C.J. Wallia (1989)	2.0 A Self-Teaching Guide and Reference Manual	8.00	26.00
Book	CLIPPER 5	A developer's guide to "The ultimate dBase compiler" (1300 pages! with disk)	15.00	44.95

\* The current discount price - where available.

## WORD RAPPING WITH JAN

Jan will resume her column next month  
- after tax-time is over.

### Special:

All of my favorite Tips & Tricks for Excel and Winword have been compiled into two separate  
collections, and are now available. If you would like to receive one, please send \$5 to me  
at the address below. Specify if you would like Excel 3 or Winword 2, and either hard copy  
or on diskette (file in Winword format).

3655 Pruneridge Avenue, No. 135, Santa Clara, CA 95051, Phone [408] 243-5955.

## CLASSIFIED ADS

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For further details contact:  
Beverly Altman [415] 329-8252  
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## TELL US A STORY

Why did you buy your computer?  
What's your favorite program? And  
why? When was the last time you  
felt like throwing the damn thing  
through the nearest window? Why?  
Everybody's got a story to tell. So,  
tell us yours and we'll print it here.  
How about your computer wish list?  
What about that free software you  
won? Did it do what it claimed it  
could? We need fresh input from  
some fresh voices. It doesn't have  
to be fancy or long, just real. Tell  
us your story.



## THE SPAUG RESOURCE CENTER

### OFFICERS

President Paul Staley [415] 493-1864  
 Vice President Jan Altman [408] 243-5955  
 Treasurer & ASSU Representative Alex McMillan [415] 322-4543

### MANAGERS

Bulletin Board (SPARC) Sysop Bob Bottini [415] 369-2086  
 Financial Manager Bev Altman [415] 329-8252  
 Librarian - Public Domain Software Les Weil [415] 321-5541  
 Newsletter Editor (PRinT SCreen) Tony Allen [408] 739-2953  
 Resource Center Manager Rich Madden [408] 253 2075

*SPAUG members are encouraged to make themselves available to other members to answer questions about hardware or software. Your area may be general or specialized. If you are willing to have your name added to this list, please contact the Resource Center Manager, Rich Madden at [408] 253-2075.*

### SOFTWARE

Accounting Larry Mehl [415] 329-6037  
 Lotus 1-2-3 Larry Mehl [415] 329-6037  
 Quicken Floyd Kessler [415] 493-7780  
 Windows Products Jan Altman [408] 243-5955  
 R:Base Larry Mehl [415] 326-6037

### LANGUAGES

C John Watson [415] 325-7632  
 Fortran John Watson [415] 325-7632  
 Pascal John Watson [415] 325-7632  
 Smalltalk John Watson [415] 325-7632  
 QuickBasic Don Baird [415] 365-6822

## CLUB EVENTS IN MAY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### May 6 First Wednesday - **PLANNING MEETING**

7:30pm Beverly Altman, [415] 329-8252 or  
 Paul Staley, [415] 493-1864

### May 12 Second Tuesday - **WORD FOR WINDOWS**

7:30pm The SIG meets on the second Tuesday of each month at Oakridge Appartments Rec. Room, 3655 Pruneridge Ave. Santa Clara: just west of Lawrence Expressway. The group is led by Jan Altman, a Certified Trainer in Word for Windows. For more information about the new location, please call Jan at [408] 243-5955.

AT A NEW  
LOCATION

### May 19 Third Tuesday - **QUICKEN SIG**

7:30pm Floyd Kessler, [415] 493-7780  
 Greg Marek will demonstrate the Investment reporting and tracking features of Quicken 5 for DOS. After the demonstration there will be a general Quicken question and answer session.  
 Location - Intuit, 66 Willow Way, Menlo Park

### May 27 Last Wednesday - **GENERAL MEETING**

7:30pm Turing Auditorium, Polya Hall, Stanford University

## THE APRIL PRESENTATION

*Last Wednesday: April 29th, 7:30pm at  
 Turing Auditorium*

## A VERY GUI EVENING

Even Carl Sagan would admit it. Two new graphical interfaces released in the same month constitute a truly unique phenomenon. And it happened in April.

Brand new versions of both Windows and OS/2 are in the stores, and IBM and Microsoft will be showing them to us.

Nowhere else in the galaxy will you find such an opportunity.



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## A VERY GUI EVENING

*Last Wednesday: April 29th, 7:30pm at Turing Auditorium*

### THE APRIL PRESENTATION

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#### CLUB INFORMATION

<b>Meetings</b>	Paul Staley [415] 493-1864
<b>Membership</b>	Beverly Altman [415] 329-8252 \$35/year (Students \$10)
<b>Bulletin Board Newsletter</b>	[415] 321-4497 Tony Allen [408] 739-2953