

PrintScreen

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November 1996

No. 11

Newsletter of Stanford / Palo Alto Users Group for PC

A Non-Profit / Educational Organization



HOME PAGE EXPOSED! WEBMASTER TELLS ALL!

November

General Meeting
Wednesday November 27th
7:30PM @ EPRI



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Words from the Prez

Bob Mitchell

Would you believe that the SPAUG WEB SITE will take you to a program that will give you printable maps and turn-for-turn instructions you can use on your next trip to Aunt Minnie's farm in Oshkosh. Not only that, it will allow you to choose between the quick trip or the scenic tour and it will tell you how long each route will take. You will have to find out for yourself what she is serving for dinner.

If you've done a bit of surfing to Web sites that have been limited to a brief description about the sponsoring organization and little else you are in for a big surprise with SPAUG. It has depth! Yes of course it tells the world about SPAUG, and it has PrintScreen editions going back to June of 1995 and the content of SPAUG disks of the month date back to October of 1995, but it offers much more. You will find steps for building your own Web page and how to publish it. It will guide you to News and Information sites, Federal government sites, Other User Groups (don't go there), Shareware, Freeware, Lists of search engines, and if you misplaced your list of Internet Acronyms, it will take you to the latest list so you can continue to impress your friends.

If you are not yet on the Internet and have yet to experience some totally fascinating Web sites, now is the time. You've read that AOL goes to unlimited service in December for \$19.95. This can only mean that the local and national ISPs must come up with rates and services to be competitive with content providers. You might start out by giving MediaCity a call and head for our Web Page. You'll like it! ☒



SPAUG Staff Meeting

November 6, 1996

Present: Bob Mitchell, President, Kendric Smith, Webmaster, Brian Christopher, Editor, Beverly Altman, Director-at-Large, Mildred Kohn, Secretary.

Bob thanked Brian for presiding at the last general meeting. Media City was supposed to send a representative, but no one showed up. Brian recalled his policy of booked two or three presentations for general meetings since almost invariably one didn't show, with or without prior notification.

The attendance at the general meeting was 31 members (one new member) and 9 guests. We received \$33.00 for

DOMs, extra tickets and from the silent auction. We thank Lamont Shadowens for the books and programs donated to us for the silent auction. In the future we will put a \$1 minimum on such items.

From now on the DOMs will sell for \$2 since the \$1 charge isn't much more than the cost of the disk. Robert Mitchell should have help in demonstrating the DOMs: one person at the computer and one person at the screen.

Kendric Smith needs a co-webmaster. Volunteers please call him. Bob Mitchell will reactivate the existing Internet SIG at a mutually agreeable time and place as soon as he received additional notice of interest from our members. Bob's Fantasy Portfolio was brought up to date; some of us were ahead and some of us had lost. It is a lot of fun as well as educational. More members are requested to choose a stock and join the fun.

Other items: The revision of the constitution



is in limbo. We still need a publicity chairperson. PrintScreen deadline is the 10th of the month.

The HOLIDAY PARTY will be held Wednesday, December 11, 7 p.m. It will serve as our December meeting, as well, so bring your Random Access questions for the experts who will be present. Significant others welcome. Call Mildred Kohn, 415-949-1833 to "sign up" and discuss what you would like to bring for the potluck. The party will be at 198 Pine Lane, Los Altos.

Respectfully submitted,
Mildred Kohn, Secretary ✉

Wanted - Publicity Staff

Details on Page 27

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"You're not going to their Thanksgiving dinner dressed like that, are you?"

Thank you
to the following
New and Renewing Members

New Member:
Phillip Tan

Renewals:
Donald Brookman
Jim Dinkey
Peter Dyer
Roger Finke
Roger Flores
Karen Fung
Ronald Nicholas
John Sleeman
Kendric Smith
Vernon Wastman



General Meeting Minutes

Bob Mitchell - October 30, 1996

Brian Christopher conducted the meeting in the absence of Bob Mitchell who had another commitment. Opening announcements included a special welcome to first time guests and those members who had not attended meetings in recent months. Members were invited to sign up for the Internet SIG. Members were also encouraged to add their names to the "Can I help You" list.

Lamont Shadowens announced a silent auction for software donated from the library he maintains for Larry Magid. He also made additional software available for the raffle.

Robert Mitchell demonstrated the Disk of the Month. All disks available were sold

Bob Evans and Ian Aaron the guest speakers for Media City failed to show for their scheduled guest appearance. In their place Brian Christopher took their place, making a presentation covering all of the new advances in bells and whistles for the new Media City which has changed ownership.

Walter Varner announced the next meeting of the PC Builder's SIG. Mildred Kohn announced the date and the place of the SPAUG holiday get together as December 11 at her residence.

Random Access took place with a number of excellent questions (and answers).

The first visual report for the SPAUG Fantasy Portfolio was presented. Based on the closing price on October 29, the portfolio reflected a total gain of \$4,393.00 with Bob Mitchell, Brian Christopher and Leon Lowery the current leaders with Walt Disney, Lucent and Merck Pharmaceuticals, respectively.

There was a choice of dates announced for the next meeting with a decision to be announced later. ☐

Dinner with SPAUG

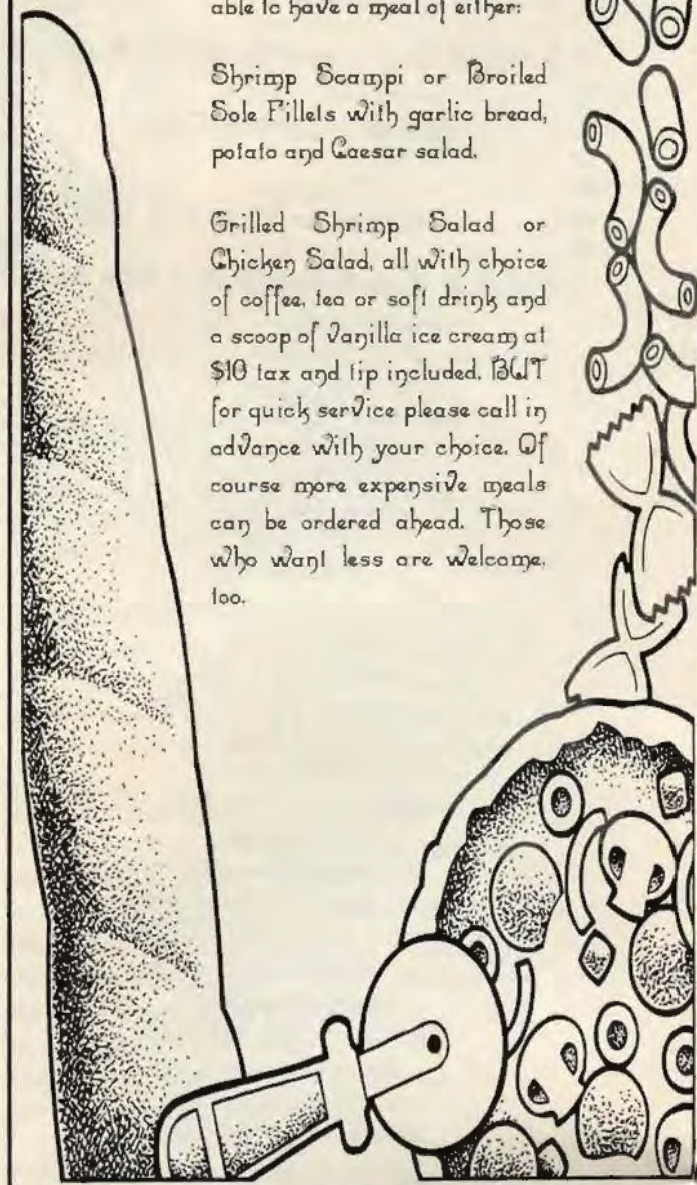
Mildred Kohn

Our dinner together starting 6 pm on Wed., Aug. 23 prior to the meeting will be at the RED LOBSTER, 4390 El Camino Real at Los Altos Avenue, Los Altos. Phone: 3451 949-4945. Jennifer, the manager, agreed to set up a table holding 16 people reserved under the name SPAUG. We are to have

individual checks and will be able to have a meal of either:

Shrimp Scampi or Broiled Sole Filets with garlic bread, potato and Caesar salad.

Grilled Shrimp Salad or Chicken Salad, all with choice of coffee, tea or soft drink and a scoop of vanilla ice cream at \$10 tax and tip included. BUT for quick service please call in advance with your choice. Of course more expensive meals can be ordered ahead. Those who want less are welcome, too.





Inside MS Word

Baarns Publishing



What are some easy keyboard shortcuts for formatting characters?

The following keyboard shortcuts for formatting characters are both logical and consistent, making it easy to remember:

- Apply or remove bold formatting - Ctrl+B
- Apply or remove an underline - Ctrl+U
- Double underline text - Ctrl+Shift+D
- Apply or remove hidden text - Ctrl+Shift+H
- Apply italic formatting - Ctrl+I
- Format letters as small capitals - Ctrl+Shift+K
- Apply subscripts - Ctrl+= (equal sign)
- Apply super scripts - Ctrl+Shift+= (equal sign)
- Remove formatting - Ctrl+Shift+Z
- Change the selection to Symbol font - Ctrl+Shift+Q
- Display nonprinting characters - Ctrl+Shift+* (asterisk)

Hopefully these keyboard shortcuts will save you time in formatting your document.

Are there any Shortcuts for numbering lists?

When creating a document that includes a list of items, you may want to number your list to show a sequence. Word offers some shortcut menus for numbering lists as well as formatting numbered lists.

To number a list:

1. Highlight the items in your list
2. Right mouse click
3. You will access the Bullets and Numbering dialog box
4. Click on Bullets and Numbering
5. Choose the Numbered tab
6. Select the pattern you desire and then click OK

To interrupt a list to insert a heading or create another list:

1. Right mouse click at the point in a numbered list where you want to interrupt
2. Choose Stop Numbering from the shortcut menu
3. Word will then remove the number from the item and begin numbering the next item at 1

To remove a number from the list:

1. Right mouse click on the item you want to remove
2. Choose Skip Numbering from the shortcut menu
3. Word will then remove the number from the item and resume the numbering scheme with the follow item.

Can I use the same keystrokes in Word as I use in WordPerfect?

There used to be a template that shipped with Word 2.0 that had WP keyboard equivalents. You could try to find this template off a set of Word 2.0 disks. Word 6.0 and 7.0 implement a WordPerfect help feature that would show the user the menu/keyboard equivalent. The idea being, to convert the user and not to have perpetuate WordPerfect's keyboard commands. In the Word users manual there is a whole chapter dedicated to the conversion of people from WordPerfect to Word.

How can I replace an existing bullet with a new one?

There are many symbols and fonts you can use as bullets in Word. To replace the default bullet by using the Bullets and Numbering dialog box, you have the option of selecting a new default bullet. You may choose from the six bullets displayed in the Bulleted List Box or you may choose any character from the Symbol Dialog box.

To replace the existing bullet:

1. Select Format - Bullets and Numbering
2. Click on the Bulleted tab
3. Click on Modify, the Modified Bulleted List box should appear
4. Select the bullet character that you would like to replace
5. Choose the point size that you would like to use



6. Select the color of the bullet
7. Select the bullet position
8. If you want a hanging indentation, click the Hanging Indent box
9. Click on Bullet; the Symbol dialog box will then appear
10. Click on the drop down arrow, to the right of the Symbols From list box
(This will display the available fonts)
11. Select the font that displays the bullet you want
12. Then select the character that you want to use
13. Click OK to close the Symbol dialog
14. Click OK again to close the Modify dialog

Are there any keyboard shortcuts for applying styles?

There are definitely some really great shortcut tips for applying styles. Here are a few of the basic ones:

Ctrl+Shift+S Applying a style (with the Formatting toolbar displayed, highlights the Style area of the toolbar for keyboard navigation)

Ctrl+Shift+S Carry out the Style command (with the Formatting toolbar not displayed, brings up the Format Style dialog box)

- Ctrl+K Start AutoFormat
- Ctrl+Shift+N Apply the Normal style
- ALT+Ctrl+1 Apply the Heading 1 style
- ALT+Ctrl+2 Apply the Heading 2 style
- ALT+Ctrl+3 Apply the Heading 3 style
- Ctrl+Shift+L Apply the List style

Are there any keyboard shortcuts for formatting a paragraph?

There are many keyboard shortcuts that can be used in formatting paragraphs. The following are some shortcuts for line spacing:

- Ctrl+1 Single-space lines
- Ctrl+2 Double-space lines
- Ctrl+5 Set 1.5-line spacing
- Ctrl+0 (zero) Add one line of space preceding text
- Ctrl+0 (zero) Remove the space preceding text

When setting paragraph alignments and indents, use the following shortcuts keys:

- Ctrl+E Center a paragraph
- Ctrl+J Justify a paragraph
- Ctrl+L Left align a paragraph
- Ctrl+R Right align paragraph
- Ctrl+M Indent a paragraph from the left
- Ctrl+Shift+M Remove a paragraph indent from the left
- Ctrl+T Create a hanging indent
- Ctrl+Shift+T Reduce a hanging indent
- Ctrl+Q Remove paragraph formatting

Can I assign a shortcut key to a command, macro, or any other item I use frequently?

You are able to assign a shortcut key to a command, macro, font, AutoText entry, style, or special character.

1. From the menu choose Tools - Customize - Keyboard tab.
2. In the Save Changes In Box, click on the template in which you want to save the shortcut key changes.
3. In the Categories Box, click the category that contains the command or other item.
4. In the Command box, click the name of the command or other item.
5. In the Current Keys box, Word will display any shortcut keys that are already assigned.
6. In the Press New Shortcut Key Box, type the shortcut key you want to assign, and click Assign.

If you later decide that you want to remove a shortcut key from a command, then repeat the above steps, however, in the Current Keys box, find the shortcut key you want to delete and click Remove.

To restore the shortcut key assignments to their original settings, in the Save Changes In Box, find the template that contains the shortcut key assignments you want to restore and click Reset All. ☒





Inside MS Excel

Baarns Publishing

How do I use the Fill Handle?

Often you want to use a series of text or numbers in your worksheet. To enter these automatically, you can use the fill handle. The fill handle is the small black square in the bottom-right corner of the active cell or range.



To enter a text series, select the first cell of the range you want to use and enter the initial value. For a numeric series, enter the first two values and then select both cells. Place the mouse pointer over the fill handle, it will change to a plus sign (+). Drag the mouse pointer until the gray border encompasses the range you want to fill. Release the mouse pointer. The range will be filled with the series.

When used with numbers, this technique works, but will sometimes give you interesting results. If you select two or more numbers which have an unknown relationship to each other, Excel will calculate a relationship.

For example:

Selecting 1 and 2 and filling down will give you expected results: 1, 2, 3, 4, 5, and so on. Selecting 2, 8, and 14 and filling down will give you 2, 8, 14, and then 20 ($2+6=8$, $8+6=14$, Excel calculates $14+6=20$). However, selecting 2, 8, and 16 and filling down will give you 2, 8, 16, and then 21.66667. Here Excel is trying to figure out what you're wanting and is saying well, first you added 6 ($2+6=8$), then 8 ($8+8=16$), so I'll add $6\frac{2}{3}$. There is a mathematical formula for what Excel is doing, but it's not important for this example. Just understand that Excel is doing what you tell it to, even when it doesn't understand the question.

Dealing with text is another matter. Excel will "fill" from a single cell when it understands a

built-in or custom series. If you select one piece of text that Excel does not understand, like Baarns, and drag the fill handle, Excel will repeat the word over and over. If you want to repeat a series on the sheet by selecting several cells, Excel is smart enough to see what you're doing and anticipate your next request.

For example:

1. Enter three names Don, Ray, and Tony in cells A1, A2, and A3
2. Select all three cells
3. Use the fill handle to drag down to cell A6. You will see that the series was repeated.

You can create custom fill lists easily as well (see our FAQ on creating a custom list).

Super Tip: As you drag the fill handle, what will be placed in the cells is displayed in the Name area (the left side) of the formula bar.

How do I use the AutoSum Feature?

The Standard toolbar includes the AutoSum button to automatically sum a row or column of numbers. If you are summing a column, select the cell below the values. For a row, select the cell to the right of the values. Click the AutoSum button for Excel to enter the `=SUM()` function using the range of numbers indicated. Press Enter or click on the Enter button on the formula bar to confirm the action.

Shortcut: Use `Ctrl+=` (equals sign) to run the AutoSum feature.

Excel 7 Hint: If you just want to know a total without entering it into your spreadsheet, select the range of cells and look at the Sum= are of the status bar.

How do I use Excel's copy command?

If you need to copy data in a cell, you could retype it or you could use Excel's copy command. Select the cell to be copied and then from the menu bar, choose Edit - Copy. Next select the cell where the data will be placed and choose Edit - Paste. If you need to enter the same data in other cells, simply select the cell and choose Edit - Paste.



If you need to move data to a different cell, select the cell and choose Edit - Cut. Then select the destination and choose Edit - Paste.

Shortcuts: Use shortcut keys for faster action: Ctrl+C to Copy, Ctrl+X to Cut, Ctrl+V to Paste. Use the tool button for each command on the Formatting toolbar. ☒

What is SmartMon ?



SmartMon is a companion application to the SmartDrive 4.0 disk cache utility. It provides visual indications of cache activities, and allows you to alter the cache mode of each cacheable drive. Through SmartMon you can manipulate the run-time parameters of SmartDrive and monitor the effect on cache efficiency.

SmartMon's functionalities are organized visually into four main groups.

- Cache Memory Controls
- Drive Caching Controls
- Cache Hit Rate Display
- Options and Cache Activity Logging
- Iconic Display

Microsoft Win32s versions 1.1 and 1.2

Microsoft Corporation



Summary

Win32s versions 1.1 and later provide a thunking layer for Windows Sockets. A 16-bit Windows Sockets 1.1 package must be installed on the Windows machine. Otherwise, the system will report that WINSOCK.DLL was not found. Windows NT provides a versions 1.0- and 1.1-compliant WOW (Windows on Win32) thunking layer.

More Information

There are a number of vendors that sell Windows Sockets packages. Windows Sockets support is available from Microsoft for

LAN Manager version 2.2 for MS-DOS and Windows 3.1 at no additional cost. Similar support is also being shipped in "Microsoft TCP/IP for Windows For Workgroups" and the "Microsoft Network Client."

If you have LAN Manager with Microsoft TCP/IP, you can pick up everything you need from ftp.microsoft.com. Or, call Microsoft Sales at (800) 426-9400.

The following is information on how to subscribe to an Internet mailing list for Windows Socket programming as of 07/94:

Send mail to majordomo@mailbag.intel.com with a body that has

SUBSCRIBE WINSOCK
<your_full_internet_email_address>.

If you want to be on the winsock hackers mailing list (for implementors of Windows sockets), use the following body in a separate piece of email.

SUBSCRIBE WINSOCK-HACKERS
<your_full_internet_email_address>.

Other lists available include:

- winsnmp
- winsock-2
- ws2-app-review-board
- ws2-appletalk
- ws2-conn-oriented-media
- ws2-decnet
- ws2-generic-api-ext
- ws2-ipx-spx
- ws2-name-resolution
- ws2-oper-framework
- ws2-osi
- ws2-spec-clarif
- ws2-tcp-ip
- ws2-transp-review-board
- ws2-wireless

Use the command 'info <list>' to get more information about a specific list. ☒





What Is USENET?

<http://www.tezcat.com/~abbyfg/faq/what-is-usenet.html>

Continued from October PrintScreen

12. Usenet is not an ASCII network.

The A in ASCII stands for "American". Sites in other countries often use character sets better suited to their language(s) of choice; such are typically, though not always, supersets of ASCII. Even in the United States, ASCII is not universally used: IBM mainframes use (shudder) EBCDIC. Ignore non-ASCII sites if you like, but they exist.

13. Usenet is not software.

There are dozens of software packages used at various sites to transport and read Usenet articles. So no one program or package can be called "the Usenet software."

Software designed to support Usenet traffic can be (and is) used for other kinds of communication, usually without risk of mixing the two. Such private communication networks are typically kept distinct from Usenet by the invention of newsgroup names different from the universally-recognized ones. Well, enough negativity.

What USENET Is

Usenet is the set of people who exchange articles tagged with one or more universally-recognized labels, called "newsgroups" (or "groups" for short). There is often confusion about the precise set of newsgroups that constitute Usenet; one commonly accepted definition is that it consists of newsgroups listed in the periodic "List of Active Newsgroups" postings which appear regularly in news.lists and other newsgroups. A broader definition of Usenet would include the newsgroups listed in the article "Alternative Newsgroup Hierarchies" (frequently posted to news.lists). An even

broader definition includes even newsgroups that are restricted to specific geographic regions or organizations. Each Usenet site makes its own decisions about the set of groups available to its users; this set differs from site to site.

(Note that the correct term is "newsgroups"; they are not called areas, bases, boards, bboards, conferences, round tables, SIGs, echoes, rooms or usergroups! Nor, as noted above, are they part of the Internet, though they may reach your site over it. Furthermore, the people who run the news systems are called news administrators, not sysops. If you want to be understood, be accurate.)

Diversity

If the above definition of Usenet sounds vague, that's because it is.

It is almost impossible to generalize over all Usenet sites in any non-trivial way. Usenet encompasses government agencies, large universities, high schools, businesses of all sizes, home computers of all descriptions, etc, etc.

(In response to the above paragraphs, it has been written that there is nothing vague about a network that carries megabytes of traffic per day. I agree. But at the fringes of Usenet, traffic is not so heavy. In the shadowy world of news-mail gateways and mailing lists, the line between Usenet and not-Usenet becomes very hard to draw.)

Control

Every administrator controls his own site. No one has any real control over any site but his own.

The administrator gets her power from the owner of the system she administers. As long as her job performance pleases the owner, she can do whatever she pleases, up to and including cutting off Usenet entirely. That's the breaks.

Sites are not entirely without influence on their neighbors, however. There is a vague notion of "upstream" and "downstream" related



to the direction of high-volume news flow. To the extent that "upstream" sites decide what traffic they will carry for their "downstream" neighbors, those "upstream" sites have some influence on their neighbors' participation in Usenet. But such influence is usually easy to circumvent; and heavy-handed manipulation typically results in a backlash of resentment.

Periodic Postings

To help hold Usenet together, various articles (including this one) are periodically posted in newsgroups in the "news" hierarchy. These articles are provided as a public service by various volunteers. They are few but valuable. Learn them well. Among the periodic postings are lists of active newsgroups, both "standard" (for lack of a better term) and "alternative." These lists are maintained by David Lawrence and periodically posted to the news.lists newsgroup. They reflect his personal view of Usenet, and as such are not "official" in any sense of the word. However, if you're looking for a description of subjects discussed on Usenet, or if you're starting up a new Usenet site, David's lists are an eminently reasonable place to start.

Propagation

In the old days, when UUCP over long-distance dialup lines was the dominant means of article transmission, a few well-connected sites had real influence in determining which newsgroups would be carried where. Those sites called themselves "the backbone."

But things have changed. Nowadays, even the smallest Internet site has connectivity the likes of which the backbone admin of yesteryear could only dream. In addition, in the U.S., the advent of cheaper long-distance calls and high-speed modems has made long-distance Usenet feeds thinkable for smaller companies.

There is only one pre-eminent site for UUCP transport of Usenet in the U.S., namely UUNET. But UUNET isn't a player in the propagation wars, because it never refuses any traffic. UUNET charges by the minute, after all; and besides, to refuse based on content might jeopardize its legal status as an enhanced

service provider.

All of the above applies to the U.S. In Europe, different cost structures favored the creation of strictly controlled hierarchical organizations with central registries. This is all very unlike the traditional mode of U.S. sites (pick a name, get the software, get a feed, you're on). Europe's "benign monopolies," long uncontested, now face competition from looser organizations patterned after the U.S. model.

Newsgroup Creation

The document that describes the current procedure for creating a new newsgroup is entitled "How To Create A New Newsgroup." Its common name, however, is "the guidelines."

If you follow the guidelines, it is probable that your group will be created and will be widely propagated.

However: Because of the nature of Usenet, there is no way for any user to enforce the results of a newsgroup vote (or any other decision, for that matter). Therefore, for your new newsgroup to be propagated widely, you must not only follow the letter of the guidelines; you must also follow its spirit. And you must not allow even a whiff of shady dealings or dirty tricks to mar the vote. In other words, don't tick off system administrators; they will get their revenge.

So, you may ask: How is a new user supposed to know anything about the "spirit" of the guidelines? Obviously, he can't. This fact leads inexorably to the following recommendation:

If you are a new user, don't try to create a new newsgroup.

If you have a good newsgroup idea, then read the "news.groups" newsgroup for a while (six months, at least) to find out how things work. If you're too impatient to wait six months, then you really need to learn; read "news.groups" for a year instead. If you just can't wait, find a Usenet old hand to help you with the request for discussion. (All votes are run by neutral third-party Usenet Volunteer



Votetakers).

Readers may think this advice unnecessarily strict. Ignore it at your peril. It is embarrassing to speak before learning. It is foolish to jump into a society you don't understand with your mouth open. And it is futile to try to force your will on people who can tune you out with the press of a key.

The Camel's Nose?

As was observed above in "What Usenet Is Not," Usenet as a whole is not a democracy. However, there is exactly one feature of Usenet that has a form of democracy: newsgroup creation.

A new newsgroup is unlikely to be widely propagated unless its sponsor follows the newsgroup creation guidelines; and the current guidelines require a new newsgroup to pass an open vote.

There are those who consider the newsgroup creation process to be a remarkably powerful form of democracy, since without any coercion, its decisions are almost always carried out. In their view, the democratic aspect of newsgroup creation is the precursor to an organized and democratic Usenet Of The Future.

On the other hand, some consider the democratic aspect of the newsgroup creation process a sham and a fraud, since there is no power of enforcement behind its decisions, and since there appears little likelihood that any such power of enforcement will ever be given it. For them, the appearance of democracy is only a tool used to keep proponents of flawed newsgroup proposals from complaining about their losses.

So, is Usenet on its way to full democracy? Or will property rights and mistrust of central authority win the day? Beats me.

If You Are Unhappy...

Property rights being what they are, there is no higher authority on Usenet than the people who own the machines on which Usenet traffic is carried. If the owner of the machine

you use says, "We will not carry alt.sex on this machine," and you are not happy with that order, you have no Usenet recourse. What can we outsiders do, after all?

That doesn't mean you are without options. Depending on the nature of your site, you may have some internal political recourse. Or you might find external pressure helpful. Or, with a minimal investment, you can get a feed of your own from somewhere else. Computers capable of taking Usenet feeds are down in the \$500 range now, UNIX-capable boxes are going for under \$1000 (that price is dropping fast, so by the time you read this, it may already be out-of-date!) and there are several freely-redistributable UNIX-like operating systems (NetBSD, FreeBSD, 386BSD and Linux from ftp sites all around the world, complete with source code and all the software needed to run a Usenet site) and at least two commercial UNIX or UNIX-like systems in the \$100 price range.

No matter what, though, appealing to "Usenet" won't help. Even if those who read such an appeal are sympathetic to your cause, they will almost certainly have even less influence at your site than you do.

By the same token, if you don't like what some user at another site is doing, only the administrator and owner of that site have any authority to do anything about it. Persuade them that the user in question is a problem for them, and they might do something -- if they feel like it, that is.

If the user in question is the administrator or owner of the site from which she posts, forget it; you can't win. If you can, arrange for your newsreading software to ignore articles from her; and chalk one up to experience.

Words To Live By #1:

USENET As Society

Those who have never tried electronic communication may not be aware of what a "social skill" really is. One social skill that must be learned, is that other people have points of view that are not only different, but



"threatening", to your own. In turn, your opinions may be threatening to others. There is nothing wrong with this. Your beliefs need not be hidden behind a facade, as happens with face-to-face conversation. Not everybody in the world is a bosom buddy, but you can still have a meaningful conversation with them. The person who cannot do this lacks in social skills.

-- Nick Szabo

Words To Live By #2:

USENET As Anarchy

Anarchy means having to put up with things that really piss you off.

-- Unknown ☐

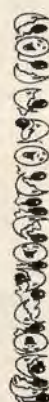
The Electronic PrintScreen
available at
<http://www.mediacity.com/~spaug>



MediaCity
500 Logue Ave
Mtn View, CA 94043
(415) 237-1400
PPP/ TI/ Frame Relay/ ISDN



**Join SPAUG For
Dinner
November 27th
6PM
Red Lobster
4390 El Camino Real
Los Altos
(415) 949-4945**



FLASH!



**Gina Smith On
Computers**
Radio 95.7 FM, , Sundays.
10:00 AM to 1:00 PM

Got a Problem? - Perhaps I Can Help...

Name	Area Of Expertise	Phone	Hours	E-Mail
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We sincerely appreciate the SPAUG members listed above who have offered their time on behalf of other SPAUG members. If there are others who would also like to be of occasional help to other members, please contact Bob Mitchell and your name will be added to this list of esteemed members



Joe Belfiore - The Interview

Microsoft TechNet
condensed for
PrintScreen



Joe Belfiore is the Lead Program Manager on the Windows 95 user interface team responsible for the overall design of the user interface of Windows 95, including the shell and applets.

Continued from October PrintScreen

They will be more productive after their first day of using Windows 95 because the user interface is easy to learn and it exposes the tasks that they want to do in the order they want to do them and it leads them along. And all the fundamentals have not changed at all: clicking, menus, buttons, and dragging are not different at all.

So the truth is it won't be hard. A couple of minor things will help get users up to speed more quickly: In training, make sure you explain to people when they see an icon, it's the real thing. All these Windows 3.1 users have gotten used to Program Manager where the icon they see for Microsoft Word isn't Microsoft Word. So one thing you can do is emphasize the fact that if you do see an icon, that's the real thing. And this is actually an obvious concept to a new user, but it's something that a Windows 3.1 user kind of has to adjust to. Once you tell them, they'll get it right away. You might want to show them a shortcut and explain how that is different, and not the real thing. That would be one good thing to do in training.

The Start menu is by far easiest to get to and most efficient means of doing anything in the operating system. You might also want to encourage people to try dragging and dropping. A lot of Windows 3.1 users have become skeptical that drag and drop will work. In Windows 95, it'll work everywhere. If you're doing a training session, show people they can drag and drop a file from a folder to the Desktop. Show them they can drag and drop a shortcut from the Desktop into a mail

message. Show them they can drag and drop text from Word to a Folder or to the Desktop. So get them comfortable with the idea that drag and drop will work everywhere. I encourage people to try using Help. We have made Help a lot better. It's not as lengthy as it used to be. If you go to the Start menu, choose Help, and type in a phrase that you want help on, you'll get a small window with a few steps telling you how to do it shortcut buttons that will take you there. So Help really is very helpful. It'll take you to the action you're trying to accomplish instead of showing you about the 10 steps you'll need to do it. Help has had a serious overhaul and is much better now.

TechNet: This next question is passed along from Brock Kleweno, a TechNet subscriber at Cargill Company in Minneapolis. "My users really like the elements they know, the File Manager, the Program Manager, etc. How can I make this big change and make this interface easier for them?"

Joe: I'd say the key thing to do is to make sure you give your users a half hour to an hour to spend just getting comfortable with the user interface. You might want to do a class. If you don't think that is convenient, then have them run the Tour that comes with Windows 95 on the CD. The Tour is a great way to give people an interactive hands-on way to go through all the concepts and find out what My Computer is, what the Taskbar is for and try some tasks out themselves. The Tour is a great way to give them a gentle introduction to everything. That just encourages them to play. Windows 95 is a great self-learning environment: It leads users to the tasks they want to do. You'll just need to get them started, show them the Desktop, show them the Start menu, show them the Explorer and encourage them to just spend time with it. A couple other things to think about ahead of time as you upgrade your users from 3.1: If people have upgraded from Windows 3.1 system where the Program Manager is just overloaded with program groups, then cleaning up the Start menu for those users before they use it would help a lot. Ideally, the best thing to do is to reduce the number of sub-folders under the Programs menu and actually put the



icons for the main programs they use right there at the top level. We're going to provide a Start menu clean up wizard with a "tune-up kit" we're releasing soon, but is not quite ready yet. If you find that people are having a hard time with the Start menu, make sure that they don't have 40 sub-folders cascading on top of each other.

Also, if users seem to be worried about the fact that the Close button is where the Maximize button used to be, don't worry. It'll take them two to three days and they'll be used to it and they'll forget that the Maximize button was ever located there. Believe me, we know this for sure. We've checked this out on tons and tons of people and it's a two to three day adjustment period. If someone is switching between Windows 3.1 and Windows 95, the adjustment is a little longer. But if someone is just going to Windows 95, it'll take them a couple days. That is probably the single biggest kind of annoying thing to get used to when you upgrade and it's not that bad.

TechNet: It's really the paradigm that is often the hardest piece for trainers. How much of the paradigm carries over from Windows 3.1, so that a training course on Windows 95 focuses mostly on surface or mostly new benefits, new features that haven't been part of the old paradigm because the underlying capability wasn't there?"

Joe: A training course on Windows 95 should focus on the concepts behind the user interface (such as "What is My Computer?" "What is the Network Neighborhood?"). and how to make them work for you. Part of the fundamental idea behind the design is that if we can provide some concepts that make sense by themselves and let people get a grand sense of what they mean, then that will lead them to being able to perform tasks. If somebody sees an icon from My Computer and you've taught them in training "Oh, everything on your computer is in there," then if they want to go and figure out how to change their mouse speed or how to move a file from their hard disk to their floppy drive, then they'll go to My Computer. So a training course on Windows 95 should emphasize those concepts in the user interface.

Windows 3.1 really didn't have any of these concepts. You had to teach applications and that is a lot harder to teach. In Windows 95 you can say, "Here is My Computer, open it up and you get this particular kind of window, which you pretty much already know how to use. It has a Menu bar just like every other window. You can select these things and choose commands; you already know how to do that. You can drag and drop things, but you already know how to do that.

Conceptually My Computer has a hard disk and it has a Control Panel which contains controls for things like your mouse and keyboard. The Network Neighborhood is everything on the network. The Start menu is quick access to the most common tasks you do."

TechNet: Is 20 minutes really a reasonable time to expect Windows 3.1 users to start picking up on common tasks in the new interface?

Joe: Yes. 20 minutes and you're ready to do all the common, typical things that you already knew. People tend to use only their personal experience to extrapolate what everyone else's experience is. The fact is, the more you know about Windows 3.1, the longer it'll take you to know as much about Windows 95. Somebody who has been studying Windows 3.1 for years and knows all these ins and outs, it'll take them a little while to learn that much material for Windows 95. Most typical users save programs, maybe they organize documents, they probably don't ever deal with printers or get the things on the network; they're going to be more productive in a couple of days than the last day they used Windows 3.1. We know this is the case. We've done lots of studies on this.

TechNet: Is there any other advice besides what we've covered already, that you'd give to MIS professionals?

Joe: The key thing is to get people to start basic introductions and the Tour and a class are great ways to do it. But you want to give them the hands-on experience of walking through the user interface elements and introduce them to the concepts and not worry so much about the details of the interactions.



Just some general things: it's good if people take to it in groups because they'll benefit from each other's experience. If you can upgrade a whole bunch of people at the same time instead of dribbling them in, then they can share shortcuts and neat little efficient things they've discovered. Then you can start doing things like emailing people a bunch of shortcuts and that'll make your job a lot easier. The transition doesn't require a whole lot of advice. It'll be smooth.

The Components

TechNet: Let's talk a minute about the Explorer. It's clearly easier to use than File Manager, but it's a pretty big shift. What was the research that led you to change to single instance and single file window display for file management?

Joe: As I mentioned earlier, one of the biggest learning obstacles that people have is window management. And actually one of the most difficult things to learn in Windows 3.1 was working inside multiple document interface (MDI) applications like File Manager and Program Manager where you can have child windows contained inside a parent window. If I click the Minimize button, the down arrow in the upper right corner of the parent window, it will become an icon at the bottom of the screen. I click a down arrow in the upper right corner of the window called Main inside Program Manager, and it just disappears somewhere below the MDI frame, it can be a completely maddening thing for most users.

When we started on the Windows 95 path, we decided that none of the default applications that people would regularly use would be MDI because the learning curve associated with MDI is so high and the cost of "I lost a window and now I can't find it" is so high. Explorer is designed to be a high-end tool for power users or even intermediate users, to make them efficient in browsing around and doing file manipulations. In not making it MDI, we had to do some things in the design that would let you do all the things you've always been able to do just as efficiently with only one window. The drives are all in the tree, the Network Neighborhood is there and

essentially you get a single Window in which you can browse anywhere. If you're used to using more than one Window in File Manager, then you have to adjust your method of working to work within one window in the Explorer. That is an adjustment that takes people a couple of days.

We've done what we call GOMS Analysis on a lot of common tasks. GOMS Analysis is sort of a way of quantifying how efficient a task is. It's really a measure of usability for high-end users. If you do Gom's Analysis on common tasks in Explorer versus File Manager, in most cases the characteristics of being single window and having drives in the tree, and also having the expand/contract controls, means that the Explorer is a lot more efficient than File Manager. But if you were really good at managing multiple windows, you have to adjust your thinking. The fact that most users are not good at multiple window management means they will be a lot more efficient with Explorer because they can figure out how to do it and they won't lose windows. On a percentage basis, not very many Windows users today are good at managing MDI windows.

As I said, we want to minimize learning obstacles for people. So we don't put MDI in their way as a learning obstacle in the new interface. There are certainly applications whose design is very appropriate for MDI. They tend to be applications that are higher end, have more advanced functionality or applications that you are willing or want to spend training time and have people invest in learning. The Windows shell is not something you want to invest a whole bunch of time training people to use.

TechNet: Where does the idea come from for an interface component like the Taskbar? How does it evolve?

Joe: Well, what happens first is we get a lot of feedback from users and from our product support people: What are the problems? What are the things you want to see resolved? Then we look at design principles from a semi-theoretical point of view that might be able to help with some of these problems. Doing an



object-oriented design is one example of leveraging users' learning time: once people learn how to deal with some UI elements, they can deal with lots of elements. After that, we construct a component out of our own minds, out of our own creativity; we build it and we try it out on people. And the fact is, a component that we will think of off the top of our head and build and try out on people, is usually only 35% or 40% of what we need. And we won't even figure out the things that will make it a lot better until we watch people use it.

The Taskbar Start menu actually is a great example of a component that went through heavy evolution. It was born out of a few principles, one of which was that we might have a region on the screen that is always visible, that people can go back to as an anchor. Another is that we want to provide a starting point for basic tasks. Those of your subscribers who have seen really early builds of Windows 95 know that the Taskbar now is really very different than how it started out. It started out having three menus that did not have words on them; they just had graphical images and this big white space where you could drag and drop stuff. And it's changed a lot since then. For example, you don't have to double-click to use it, and it's become the constant reliable means to getting to windows that are hidden from view. And it's those design changes that evolved out of getting feedback from users, getting feedback from educators and support people, MIS people and watching people in action and making modifications to the design until it was smooth enough, until it really delivered what we wanted it to. And that is true across the board. Explorer is another example. We had an original version of Explorer that had particular behaviors and we found out that people found them really confusing so we would change them or take them out. Some specific features and functions were missing, and our feedback said "You've got to have this," so we put them in. It's very much an interactive process. And it would not be as good if we did not get so much constructive feedback from all the people we worked with. That is basically how it works.

TechNet: How about discoverability? What does that mean to a user?

Joe: Discoverability basically means, just as you want to do something or maybe even a moment before you knew you wanted to do something, you found the feature you needed. Discoverability is a huge problem in Windows 3.1. The only thing in Windows 3.1 in fact, that is discoverable are the icons for applications. That's it.

In Windows 95, there is a range I can describe that shows you how we pay attention to discoverability. The first most obvious example is the Start menu. A new user or someone who is getting to Windows 95 for the first time is thinking, "I want to run an application: Start/Program and there it is. Oh, I can't find something: Start/Find. I want to know what I'm doing: Start/Help." So in a very broad sense the common tasks are really, really discoverable. Then you get into more subtle things. For example, let's say you're in a folder, you're looking at a file, you want to change its name. You can select it, then go look in the menu, (which is what everyone does when they want to do something and they're not sure how to do it). Sure enough, there in the File menu is a Rename/Command. Ironically, some features that are very discoverable in Windows 95 are really hard to discover in other platforms. Take the Macintosh as an example. If you want to rename a file in the Macintosh, you have to know how to click on the thing and click on the name. That is not discoverable.

Another example: Let's say I only wanted to delete a file. On the Macintosh you must take that file and drag and drop it to the trash can, which is not only not very discoverable but maybe hugely inefficient for many people, especially power users. It's also very difficult for low-end users to perform because the trash can icon is on the Desktop and it's probably covered up by a bunch of windows. In Windows 95 you can select the file, go browse that menu—which is what all the users do when they want to find a feature—and sure enough, you find the Delete command. It still goes to the Recycle Bin, so you can still get it back. Those are a few examples of how paying



attention to discoverability of the task that people really want makes Windows 95 by far the easiest-to-learn operating system platform available anywhere. That makes a huge difference.

TechNet: Brock Kleweno at Carghill sent along another question: He is finding that users who don't understand the concept of an executable file are having problems making shortcuts. He finds himself running to user's machines and building the shortcuts to executables on the network himself. What is an easy way to tell people how to do shortcuts?

Joe: One of the easy things he could do is instead of running around to everyone's machine and creating them, is create them on his machine, drag and drop them into a piece of email and send it to everyone. And then they can drag and drop into their Desktop or wherever. Or he could send them an email containing a shortcut to that place in the network and they can double-click and get a window showing everything on that server and they can choose the ones they want. Sending shortcuts in email is a great thing. He could create a search of a particular place on the network and send them the saved search and they can run it whenever they want and it'll search the server. Or he can give them a list of executables and they can pick the ones they want. So there are a whole bunch of different ways to do it.

Wrap Up

TechNet: The evolution of software, certainly Microsoft software, often consciously or unconsciously uses certain features in current products to get people used to the concepts used in future features, starting with the first Microsoft applications. In Word for DOS, using a mouse on a DOS machine prepared users for a new GUI. What are those things in Windows 95 that might similarly point the way to upcoming features?

Joe: The future of the Windows platform is very exciting. We have a fantastic team, we're keeping the team together, we have a great design idea. There are a lot of problems we really are excited to keep pushing on and have better solutions for, and really make people

more productive with their PCs. I think there are some that we've done that you'll see us go farther with in future versions of the user interface. One is the notion of people being able to do things in a Task oriented way like what you see on the Start menu. There is a whole lot more we can do with that and it just seems to be a very, very natural leading way for people to work.

Another example of something you'll see us go a lot farther with is the ability of the operating system to find things for you. The Find window is actually a terrific thing to take a look at. It's really very easy to use. I think you'll see us making it a lot richer and faster in the future and we'll make it easier to use.

I think that another area we'll continue to push is lowering learning time: we're removing common learning obstacles for an even broader set of functionality so you can browse around more readily, you can find more information, you can do more things without having to double-click and without having to deal with hierarchies and lots of windows and all that stuff. We'd like to expand the set of things that people can do without bumping into learning obstacles, so I think you will see the design impacted by that kind of thing.

I think we'd like to go farther with making your PC something you'll be attached to, and really enjoy using. There is a lot we can learn from things that we just dabbled in Windows 95 making the environment fun and appealing and enjoyable place to be. Also, one of things worth mentioning is that we've learned a lot about how we can make people able to work together and make networking seamless and make PCs great devices for communications. This is a huge area we're spending time and energy on, in future releases, so I think the next version of the Windows user interface will be easier to learn, and will make it possible for people to really be connected and communicating and working together. That's the kind of stuff we want it to do.

We'll definitely go farther with document-centricity, with the ability, for example, to work in a folder and create a new document there. There is a whole lot we can do with New and we've been getting a lot of good suggestions on that already.



TechNet: What would you suggest to help users get into this "document-centric" way of thinking?

Joe: Probably the best way to get people to start thinking in a document-centered way is to get them to use folders to organize their documents. And I say that because there are lots of things that administrators could do to help out here. If people are going to work on a particular project, create the folder for them on a server and email everyone a shortcut to that. Tell them to drag it to their Desktop or drag it to their Start menu, and work from the folder.

Let's say I'm going to do an accounting project so I create an Accounting folder on the server and I send everyone in the Accounting group a shortcut to it. My email message says drag this icon to your Start button, then start from the Start button every day. They click on the Start button, then click on the Accounting folder and it opens up. Now, instead of going to Applications, they can work inside this folder. If they want to create a new spreadsheet, they can do "New Excel Spreadsheet". It'll create one for them, then they can edit away. Or somebody can actually structure the whole work project for them by creating documents with particular names and then people can add content to them. So probably the best way to get people to start thinking document-centrally is to give them pre-made folders or projects that they can create documents inside. The most clearly intuitive part of the process is when you can create a document without ever having to go to Save As and navigate. Someone already put it there.

TechNet: Reaction to your work on the user interface has really been positive so far. What's your outlook on what your ultimate goal is?

Joe: I really believe I have the coolest job at Microsoft. We're going to make people in companies more productive. We're going to enable them to do more and like their computers better and get more out of technology. It's a great job. ☐



ROI and ROE Performance Measure

John F. Lacher CPA
<http://lacher.com/index.htm>



The Excel Help Page provides Microsoft Excel Tutorials, examples of Microsoft Excel Workbook files and information about Excel consulting services. The Excel examples and tutorials include information and training on PivotTables, Formulas, Menu Options, Accounting Techniques, Forecasting, What-If analysis, Charts, Filters, Sorting, Importing Text Files, Data Input, Cell Formatting, Budgeting, Dialogs, Present Value and Macros. Microsoft Excel Visual Basic for Applications code is included. Each example includes full explanation and downloadable files. The Excel downloads are free. Excel consulting services include consulting by e-mail and consulting by use of remote control software.

ROI and ROE Performance Measure Worksheet model used to calculate Return on Investment (ROI) and Return on Equity (ROE) that also provides easy methods of changing input values and seeking a final ROE. You can develop a model of your business with an Excel workbook. This model calculates ROE, ROI, profit margin and asset turnover. Once the model is developed, you can try various what if scenarios. You can use Goal Seek functions to solve the model for a desired output (ROE). By adjusting different inputs to the ROE calculation, you can better understand the financial structure and opportunities facing the business. Notes like those inserted in cells N13, N15, Q14 and X18 describe methods of increasing ROE.

Enter starting values in column B. Click the reset buttons to show ROE for the input values. Click on the spinner buttons to change assumptions and use the reset buttons to return to the original values. Enter a desired ROE in cell M4 and click on the Seek button - choose which input variable you want to change to solve for the desired ROE.

Download example file: Lacher43.xls
(41KB less than a minute to download) ☐



More on the Internet

Bob Mitchell

An Internet Glossary

Continued from October PrintScreen

HTML

Hypertext Markup Language, used for writing pages for the World Wide Web. HTML allows text to include codes that define fonts, layout, embedded graphics, and hypertext links.

Hypertext. A system of writing and displaying text that enables the text to be linked in multiple ways, available at several levels of detail. Hypertext documents can also contain links to related documents such as those referred to in footnotes. Hypermedia can also contain pictures, sounds, video.

Internet (upper case I)

The vast collection of inter-connected networks that all use the TCP/IP protocols and that evolved from the ARPANET of the late 60's and early '70s. The Internet currently (July 1995) connects roughly 60,000 independent networks into a vast global Internet.

Internet Protocol (IP)

The transport layer protocol used as a basis of the Internet. IP enables information to be routed from one network to another in packets and then reassembled when they reach their destination.

IP Number

A four-part number separated by dots (e.g. 165.113.245.2) which uniquely identifies a machine on the internet. Every machine that is on the Internet has a unique IP number - if a machine does not have an IP number, it is not really on the Internet. Most machines also have one or more Domain Names that are easier for people to remember. (see also: Domain Name)

IRC

Internet Relay Chat. A system that enables Internet users to talk with each other in real

time over the Internet rather than in person.

ISDN

Integrated Services Digital Network. Basically a way to move more data over existing regular phone lines. ISDN is only slowly becoming available in the USA. ISDN can provide speeds of 64,000 bits-per-second over a regular phone line at almost the same cost as a normal phone call.

Jughead

A program that helps you find specified information in Gopher directories. Similar to Veronica, but more focused.

LAN

Local Area Network. A group of connected computers, usually located in close proximity (such as the same building or floor of the building) so data can be passed between them.

Leased line

Refers to a phone line that is rented for exclusive 24-hour, 7-days-a-week access between your location to another location. The highest speed data connections require a leased line.

Listserv

A family of programs that automatically manage mailing lists by distributing messages posted to the list, adding and deleting members automatically.

Login

Noun or a verb. Noun: The account name used to gain access to a computer system. Unlike a Password, the login name is not a secret. Verb: The act of entering into a computer system, e.g. "Login to the WELL and then go to the GBN conference."

Message

A piece of e-mail or a posting to a newsgroup.

Mirror

An FTP server that provides copies of the same files as another server. Some FTP servers are so popular that other servers have been set up to mirror them and spread the FTP load to more than one site.



Modem

MOdulator, DEModulator. A device that you connect to your computer and to a phone line to allow the computer to talk to other computers through the phone system. Modems convert the computer's digital signals into analog waves that can be transmitted over standard voice telephone lines. Modem speeds are measured in bits per second (bps) - also sometimes expressed as KILOBits (thousands of bits) per second. As an example, 28.8Kbps and 28,800bps are the same thing - 28,800 bits per second.

Mosaic

A Windows-based, Windows Sockets-compliant program that lets you access information on the World Wide Web.

Name resolution

The process of mapping a name into its corresponding address.

Netnews

Another name for Usenet, often refers to Usenet News when being received via the Internet, via NNTP.

Netscape Navigator

A Windows-based, Windows Sockets-compliant program that lets you access information on the World Wide Web. This is an improvement on Mosaic.

Network

Any time you connect two or more computers together so that they can share resources you have a computer network. Connect two or more networks together and you have an internet (small "i"). (see also: Internet)

Network News Transfer Protocol (NNTP)

A protocol defined for distribution, inquiry, retrieval and posting of news articles.

Newsgroup

A distributed bulletin board system about a particular topic. Usenet news (also known as net news) is a system that distributes thousands of newsgroups to all parts of the Internet.

Node

A computer on the Internet, also called a host. Computers that provide a service, such as FTP sites or places that run Gopher are also called servers.

Packet

A chunk of information sent over a network. Each packet contains the destination address, the sender's address, error-control information, and data.

Page

A document, or collection of information, available by way of the World Wide Web. To make information available over the WWW, it is organized into pages. A page may contain text, graphics files, video, and/or sound files.

Ping

A network management tool that checks to see whether you can communicate with another computer on the Internet. It sends a short message to which the other computer automatically responds. If the other computer does not respond to the ping, you usually cannot establish communications.

Point of Presence (POP)

A physical site in a geography where a network Access Provider, such as UUNet, has equipment that users connect to. The local phone company's central office in a particular area is also sometimes referred to as their POP in that area. (As an example, AT&T's POP for the Seattle area is in downtown Seattle.)

POP

Post Office Protocol. A system by which a mail server on the Internet lets you grab your mail and download it to your PC or Mac. Most people refer to this protocol with its version number (i.e. POP2, POP3) to avoid confusing it with Point of Presence.

PPP

Point-to-Point Protocol. A scheme for connecting two computers over a phone line (or a network link that acts like a phone line). Similar to SLIP.



Prodigy

An on-line system run by IBM and Sears. If you have a Prodigy account, username@prodigy.com is your Internet address, where username is your Prodigy user name.

Protocols

When you send a message over the Internet, it is broken into tiny pieces, called packets, which travel over many different routes between your computer and the recipient's computer. The communications protocol used to route the packets across the Internet is TCP/IP

(Transmission Control Protocol/Internet Protocol). Use of this standard protocol enables computers using different operating systems to communicate with each other. DOS-based PCs, PCs using the Microsoft Windows®, Windows 95, or Windows NT™ operating system, Macintosh® computers, and UNIX®-based systems all use TCP/IP to connect to the Internet.

Server

A computer that provides a service to other computers on a network. An Archie server, for example, lets people on the Internet use Archie.

Simple Mail Transfer Protocol (SMTP)

A protocol used to transfer e-mail between computers.

Simple Network Management Protocol (SNMP)

The Internet standard protocol developed to manage nodes on an IP network.

SLIP

Serial Line Interface Protocol. A software scheme for connecting a computer to the Internet.

TCP/IP

Transfer Control Protocol/Internet Protocol. The system networks use to communicate with each other on the Internet.

Telnet

The command and program used to login from

one Internet site to another. The Telnet command/program gets you to the "login" prompt of another host.

Terminal

A device that allows you to send commands to a computer somewhere else. At a minimum, this usually means a keyboard and a display screen and some simple circuitry. Usually you will use terminal software in a personal computer – the software pretends to be ("emulates") a physical terminal and allows you to type commands to a computer somewhere else.

UNIX

A computer operating system (the basic software running on a computer, underneath things like word processors and spreadsheets). UNIX is designed to be used by many people at the same time (it is "multi-user") and has TCP/IP built-in. It is the most common operating system for servers on the Internet

URL

Uniform Resource Locator. The standard way to give the address of any resource on the Internet that is part of the World Wide Web (WWW). A URL looks like this:

<http://www.matisse.net/seminars.html>. The most common way to use a URL is to enter into a Web browser program, such as Microsoft Internet Explorer or Netscape Navigator. (see also: Browser, WWW)

Usenet

A system of thousands of distributed bulletin boards called newsgroups. You read the messages by using a program called a news reader.

Veronica

Very Easy Rodent Oriented Net-wide Index to Computerized Archives. A program that uses word searches to locate articles in gopherspace. Developed at the University of Nevada, Veronica is a constantly updated database of names of almost every menu item on thousands of gopher servers. (see also: Gopher)



Viewer

A program used by Gopher, WAIS or WWW client programs to show files with contents other than text. You would use a viewer to display graphics files, play sound files or display video files.

WAIS

Wide Area Information Servers. A system that lets you search for documents that contain specific information that you are looking for.

WAN

Wide Area Network. Any internet or network that covers an area larger than a single building or campus. (see also: Internet, LAN, Network)

WWW

World Wide Web. A hypermedia-based system for accessing information on the Internet. ☐

Web Security

Netscape Corporation

Can I safely transmit information such as credit card numbers?

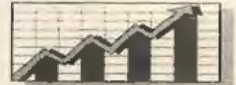
You can enter your credit card number on a secure (https) Netscape Navigator form and transmit the form over the Internet to a secure server without risk of an intermediary obtaining your credit card information. The security features offered by Netscape Communications technology protects commercial transactions, as well as all other communications, from misappropriation and fraud that could otherwise occur as information passes through Internet computers.

Secure communications does not eliminate all of an Internet user's concerns. For example, you must be willing to trust the server administrator with your credit card number before you enter into a commercial transaction. Security technology secures the routes of Internet communication; security technology does not protect you from un reputable or.

(Continued on page 24)

Excel Business Solutions

<http://lacher.com/index.htm>



Forecasting Techniques

Use Excel's built-in forecasting features to create a sales forecast. The Average formula and moving averages can be used to estimate seasonal indices. Adjust the actual data with seasonal indices and plot the resulting data. Use Excel's trendline feature to add a best fit line to the chart. This workbook contains an example of a linear and exponential sales trend. You can compare trendline R^2 values to find the best fit. R^2 is percent of variation explained by trendline -- Higher R^2 values are best -- 1=perfect fit. After finding the best fit, use the trendline formula and seasonal indices to forecast future periods.

Comparative Ratio Analysis

You can use Excel formulas to compare actual data to Robert Morris Associates annual statement studies. RMA comparative ratios are available in the reference section of most business libraries. See the sheet named RMA for more information. Lending institutions use the RMA ratios as one measure of a business that is applying for a loan. By becoming familiar with the RMA ratios, you can improve the financial measures of your business - before it is time to apply for a loan.

Return on Investment and Return on Equity Business Model

Workbook model of key inputs to the ROI and ROE measures including profit margin, asset turnover and equity multiplier. Du Pont style analysis of performance using goal seek and multiple scenarios.

Pivot Table Multiple Consolidation

Use the multiple consolidation range feature of pivot tables to summarize accounting data arranged in columns by month. The pivot table data can be summarized by quarter using the built-in pivot table grouping feature. Each page of data included in the pivot table can be assigned a unique identifier in a new page field that is created when you define the pivot table.





Data Input and Analysis for Business Information

You can link charts, PivotTables and Ranges of data to produce a basic information system. With a command button, you can use the built-in Data Form to add data to the range. If you name the range "Database", you can link the PivotTable to the named range. When you add new data, the range will expand and the new data will be included in the PivotTable. You can link a chart to the data range of the PivotTable and the chart will automatically change to show new values in the PivotTable.

PivotTable to Calculate Budget Variances

When you create a Pivot Table field to show BudgetVariance with the % of calculation option, the PivotTable will show Actual as a percent of Budget and Budget as a percent of Budget. You can create a Visual Basic for Applications procedure that will hide the Budget as a percent of Budget columns.

PivotTables With Accounting Data

The powerful grouping capability of pivot tables can be used to bring flexibility to the manipulation of financial totals by month, quarter, etc. If the source data is arrayed as columns of monthly accounting data, you can use the PivotTable Multiple Consolidation Range option to create a date field you can group by month, quarter or year.

IRR, XIRR, NPV, XNPV Functions

You can use IRR and NPV to calculate internal rate of return and net present value for even cash flows. For uneven cash flows, use the XIRR and XNPV functions found in the Analysis Pak Add-In.

Maximum Sustainable Growth

You can use Excel's iteration feature to solve a circular reference. In a maximum sustainable growth model Excel can iterate to solve the circular formulas where maximum sales growth depends on profit generated and profit depends on sales. If you set the iteration parameters when the workbook opens with a Visual Basic Macro, Excel will iterate to find the maximum sustainable growth. You can use

the Tools, Auditing features to trace the circular references.

GANTT Chart for Scheduling Resources

You can create a Visual Basic for Applications procedure that uses a list of start and stop times on a worksheet to build a table of durations for a bar chart. The bar chart can display the date in a resource usage GANTT format.

Highlight Exception Values

You can use the OnEntry property to run an exception check. The procedure can change the font color of the cell and can perform an operation on the ActiveCell if you want to validate or change color cell where data is entered. There is a "hole" in the logic of OnEntry: when the user copies a cell and pastes the value on the worksheet the OnEntry property does not run.

Number of Days, Months and Years Between Two Dates

You can create a Visual Basic for Applications User Defined Function to return the number of years, months and days from a start date to an end date. Use the Function in formulas or to create a text string: "As of yy/yy/yy, nn Years, mm Months and pp Days have elapsed from the start date xx/xx/xx"

Using Built-In Workday Calculation Functions

You can use Excel's built in Workdays and Networkdays functions to perform calculations with dates taking into account weekends and holidays. Workday returns a date some number of workdays in the future. Networkdays calculates the number of workdays between two dates. ☒





(Continued from page 22)

careless people with whom you might choose to do business. The situation is analogous to telling someone your credit card number over the telephone. You may be secure in knowing that no one has overheard your conversation (privacy) and that the person on the line works for the company you wish to buy from (authentication), but you must also be willing to trust the person and the company.

Server administrators must take additional precautions to prevent security breeches. To protect your information, they must maintain physical security of their server computers and control access to software passwords and private keys.

How does Netscape's security technology protect me?

The security features built into Netscape Navigator and secure servers protect your Internet communications with:

- Server authentication (thwarting impostors)
- Privacy using encryption (thwarting eavesdroppers)
- Data integrity (thwarting vandals)

Without thorough security, information transmitted over the Internet is susceptible to fraud and other misuse by intermediaries. Information traveling between your computer and a server uses a routing process that can extend over many computer systems. Any one of these computer systems represents an intermediary with the potential to access the flow of information between your computer and a trusted server. You need security to make sure that intermediaries cannot deceive you, eavesdrop on you, copy from you, or damage your communications. The Internet does not provide built-in security.

The SSL protocol delivers server authentication, data encryption, and message integrity. SSL is layered beneath application protocols such as HTTP, SMTP, Telnet, FTP, Gopher, and NNTP, and layered above the connection protocol TCP/IP. This strategy allows SSL to operate independently

of the Internet application protocols.

With SSL implemented on both the client and server, your Internet communications are transmitted in encrypted form. Information you send can be trusted to arrive privately and unaltered to the server you specify (and no other).

To what degree can SSL security protect me?

SSL uses authentication and encryption technology developed by RSA Data Security Inc. For example, Netscape Navigator's export implementation of SSL (U.S. government approved) uses a medium-grade, 40-bit key size for the RC4 stream encryption algorithm. The encryption established between you and a server remains valid over multiple connections, yet the effort expended to defeat the encryption of one message cannot be leveraged to defeat the next message.

A message encrypted with 40-bit RC4 takes on average 64 MIPS-years to break (a 64-MIPS computer needs a year of dedicated processor time to break the message's encryption). The high-grade, 128-bit U.S. domestic version provides protection exponentially more vast. The effort required to break any given exchange of information is a formidable deterrent. Server authentication uses RSA public key cryptography in conjunction with ISO X.509 digital certificates.

Netscape Navigator and secure servers deliver server authentication using signed digital certificates issued by trusted third parties known as certificate authorities. A digital certificate verifies the connection between a server's public key and the server's identification (just as a driver's license verifies the connection between your photograph and your personal identification). Cryptographic checks, using digital signatures, ensure that information within a certificate can be trusted.

To evaluate the strategic and quantitative implications of the SSL implementation of certification and public key technology, consult the SSL Protocol specification via the Help|On Security menu item.



How can I tell when security is in effect?

You can tell when you have a secure connection by looking at the location(URL) field. If the URL begins with `https://` (instead of `http://`), the document comes from a secure server. To connect to an HTTP server that provides security using the SSL protocol, insert the letter "s" so that the URL begins with `https://`. You need to use `https://` for HTTP URLs with SSL and `http://` for HTTP URLs without SSL. A news URL that starts with `snews:` (the letter "s" inserted in front of `news:`) is used for a document coming from a secure news server.

You can also verify the security of a document by examining the security icon in the bottom-left corner of the Netscape Navigator window and the colorbar across the top of the content area. The icon consists of a doorway on a blue background to show secure documents and a broken doorway on a gray background to show insecure documents. The doorway has two teeth for high-grade encryption, one tooth for medium-grade. The colorbar across the top of the content area is blue for secure and gray for insecure.

A mixed document containing secure and insecure information is displayed as secure with insecure information replaced by a mixed security icon. Some servers may permit you access documents insecurely (using `http://`) to view mixed documents in full.

More detailed security information can be found by choosing the View|Document Info menu item. Several configurable notification dialog boxes inform you when you are entering or leaving a secure space, viewing a secure document that contains insecure information, and using an insecure submission process. You'll always be warned if a secure URL is redirected to an insecure location, or if you're submitting via a secure form using an insecure submission process.

The security protocol works as an adjunct to other protocols without limiting access capabilities. You can use Netscape Navigator to bring either secure or insecure documents. Online forms can be secure if the submit action is an `https://` URL to a secure server.

You can save a secure document (though secure documents are not cached to disk among sessions). You can also view the HTML source of a secure document. Security affects the transmission of a document without affecting your ability to manipulate the document.

What does the Document Information page tell me?

Choosing the View|Document Info menu item produces a page with a document's structure, composition, and security status. Structure information contains the URLs of images contained in the document. Composition information includes location, file MIME type, source, local cache file, modification and expiration dates, content length, and charset. Security information informs you about encryption and certification.

Security status

Tells you the security status of a document. A secure document states the type of public key supported and version information. For example, the medium-grade encryption key suited for U.S. export (RC4-Export, 128-bit with 40 secret) refers to the key size for the RC4 stream encryption algorithm.

Certificate information

The certification process requires that the certificate owner provide certain identifying information:

- The server's fully qualified common or host name (such as: `hostname.netscape.com`)
- Optional department name
- Legal, registered organization name
- Locality or city the organization resides or is registered in
- State or province name
- Country name

Similar identifying information is provided about the certificate authority responsible for issuing the certificate. The certificate is identified by:

- Serial number
- Validation start and expiration dates



- Certificate fingerprint (hexadecimal digits)

Are certificates required and where do you get one?

Currently, certificates are issued to organizations running servers and are not issued to Netscape Navigator users. To operate using security features, the Netscape Commerce Server requires a digitally signed certificate. Without a certificate, the server can only operate insecurely. If you are a server administrator and want to obtain a signed certificate, you need to submit a certificate request to a certificate authority, a third-party organization that issues certificates, and pay an associated service fee.

Netscape Communications has engaged RSA Certificate Services, a division of RSA Data Security, Inc., to issue certificates to Netscape customers and will engage other certificate authorities over time. The process to obtain a certificate is explained in the Netscape Commerce Server manual. During the certificate request process, your server software generates a public key/private key pair and you choose a distinguished name. Online forms guide you through the process of submitting the form to RSA.

RSA verifies the authenticity of each certificate request (making sure requesters are who they claim to be). The approval process helps protect you, your organization, and the certificate authority. Upon approval, RSA digitally signs the request and returns the unique digitally signed certificate to you through email. You can then install the signed, valid certificate and enable security. You'll need to establish adequate precautions to maintain the integrity of the signed certificate and your private key. ☐



CHICKEN TESTING

DINA PAVLIS

IN A RECENT ISSUE OF MEAT & POULTRY MAGAZINE, EDITORS QUOTED FROM FEATHERS, THE PUBLICATION OF THE CALIFORNIA POULTRY INDUSTRY FEDERATION, TELL THE FOLLOWING STORY.

IT SEEMS THE U.S. FEDERAL AVIATION ADMINISTRATION HAS A UNIQUE DEVICE FOR TESTING THE STRENGTH OF WINDSHIELDS ON AIRPLANES. THE DEVICE IS A GUN THAT LAUNCHES A DEAD CHICKEN AT A PLANE'S WINDSHIELD AT APPROXIMATELY THE SPEED THE PLANE FLIES. THE THEORY IS THAT IF THE WINDSHIELD DOESN'T CRACK FROM THE CARCASS IMPACT, IT'LL SURVIVE A REAL COLLISION WITH A BIRD DURING FLIGHT.

IT SEEMS THE BRITISH WERE VERY INTERESTED IN THIS AND WANTED TO TEST A WINDSHIELD ON A BRAND NEW, SPEEDY LOCOMOTIVE THEY'RE DEVELOPING. THEY BORROWED THE FAA'S CHICKEN LAUNCHER, LOADED THE CHICKEN AND FIRED. THE BALLISTIC CHICKEN SHATTERED THE WINDSHIELD, WENT THROUGH THE ENGINEER'S CHAIR, BROKE AN INSTRUMENT PANEL AND EMBEDDED ITSELF IN THE BACK WALL OF THE ENGINE CAB. THE BRITISH WERE STUNNED AND ASKED THE FAA TO RECHECK THE TEST TO SEE IF EVERYTHING WAS DONE CORRECTLY.

THE FAA REVIEWED THE TEST THOROUGHLY AND HAD ONE RECOMMENDATION: "USE A THAWED CHICKEN".



Responsibilities of the Publicity Committee

General Responsibility:

To Provide local publications with information about SPAUG related to meeting dates, guest speakers and other general information about upcoming meetings and activities.

Procedures:

Attend the SPAUG Planning Meetings when possible and obtain information on upcoming meetings and activities.

Maintain an up-to-date list of contacts listing names, phone numbers and E-Mail addresses of listings editors. (A current updated list is available)

Maintain a monthly release to all local listings editors and computer columnists providing them with information on appropriate SPAUG publicity. This can be done by E-Mail, Fax or snail mail. (Mailing labels can be made available)

Provide supplementary releases as may be necessary as a result of last minute changes.

Review local publications occasionally to insure that all such publication are accurately reporting the releases being sent to them from SPAUG.

That's it!

The Chicken & the Road

Patrick Dryden - NTPCUG

How does a chicken cross the road?

NT CHICKEN: Will cross the road in June. No, August. September for sure.

OS/2 CHICKEN: It crossed the road in style years ago, but it was so quiet nobody noticed.

WIN'95 CHICKEN: You see different colored feathers while it crosses, but cook it and it still tastes like ... chicken.

MICROSOFT CHICKEN (TM): It's already on both sides of the road. And it just bought the road.

OOP CHICKEN: It doesn't need to cross the

road, it just sends a message.

ASSEMBLER CHICKEN: First it builds the road....

C CHICKEN: It crosses the road without looking both ways.

C++ CHICKEN: The chicken wouldn't have to cross the road, you'd simply refer to him on the other side.

VB CHICKEN: USHighways!TheRoad.cross (aChicken)

DELPHI CHICKEN: The chicken is dragged across the road and dropped on the other side.

JAVA CHICKEN: If your road needs to be crossed by a chicken, the server will download one to the other side. (Of course, those are chicklets)

WEB CHICKEN: Jumps out onto the road, turns right, and just keeps running.

GOPHER CHICKEN: Tried to run, but got flattened by the Web Chicken.

NEWTON-CHICKEN: Can't cluck, can't fly, and can't lay eggs, but you can carry it across the road in your pocket.

CRAY CHICKEN: Crosses faster than any other chicken, but if you don't dip it in liquid nitrogen first, it arrives on the other side fully cooked.

QUANTUM LOGIC CHICKEN: The chicken is distributed probabalistically on all sides of the road until you observe it on the side of your course.

LOTUS CHICKEN: Don't you *dare* try to cross the road the same way we do!

MAC CHICKEN: No reasonable chicken owner would want a chicken to cross the road, so there's no way to tell it to.

AL GORE CHICKEN: Waiting for completion of NCI (National Chicken crossing Infrastructure) and will cross as soon as it's finished, assuming he's re-elected and the Republicans don't gut the program.

COBOL CHICKEN: 0001-CHICKEN-CROSSING

IF NO VEHICLES THEN
PERFORM 0010-CROSS-

THE ROAD

VARYING STEPS

FROM 1 BY 1 UNTIL

ON-THE-OTHER-SIDE

ELSE

GO TO 0001-CHICKEN-CROSSING. ☒

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 Stanford, CA. 94309-3738
<http://www.mediacity.com/~spaug/>
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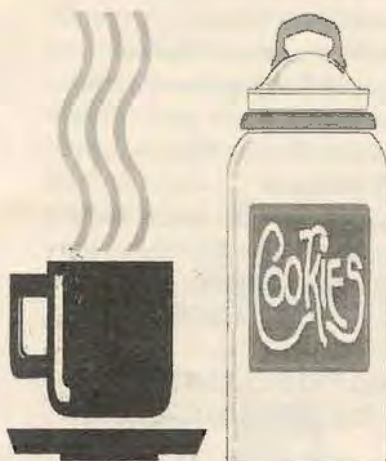
Deliver to:



General Meeting

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Wednesday
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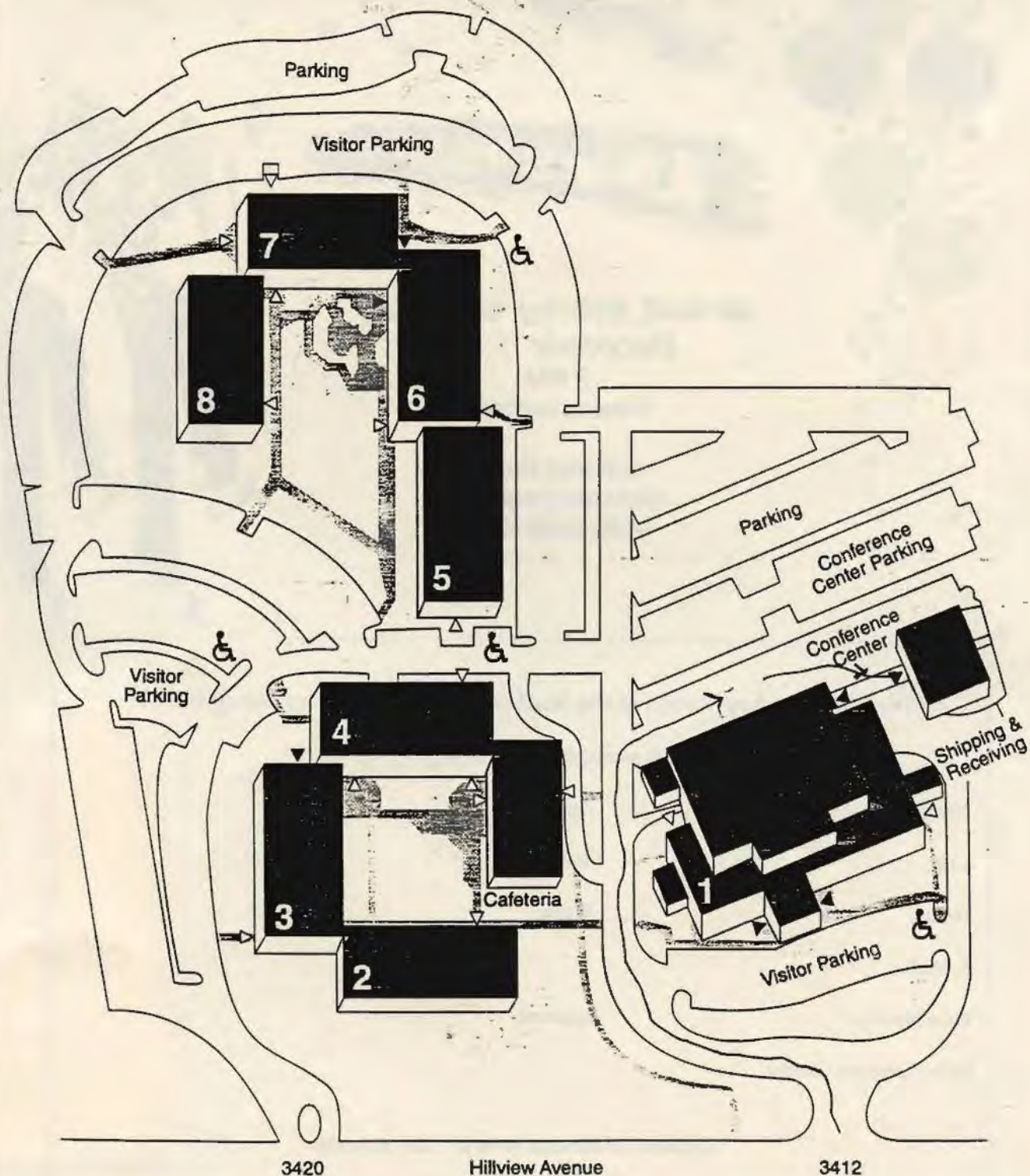


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Computers On The Tube

New Media News	Monday through Saturday	6:30 PM & 10:30 PM	Bay-TV
Internet Users	Sundays & Wednesdays	10:30 AM & 6:30 PM	MEU
Computers	Sun, Mon, Wed, Sat	8:00 PM	MEU
Computer Man	Tuesdays	7:30 PM & 10:30 PM	Learning Channel
Computer Chronicles	Mondays & Fridays	6:00 PM & 9:00 PM	KCSM CH 60
Computer Connection	Saturdays	12:00 N and 1:00AM	CNN
Managing Comm.App.	Thursdays	12:00 N to 2:00 PM	MEU
Silicon Valley Business	Sundays	10:00 PM	KICU CH 36
Silicon Valley Business	Mondays	6:00 PM	KICU CH 36
The Site	Monday thru Friday	7:00 & 11:00 PM	MSNBC
The Site	Monday thru Friday	2:00 & 5:00 AM	MSNBC

ELECTRIC POWER RESEARCH INSTITUTE



- ▶ Visitor entrances
- ▷ Employee entrances



SPAUG Holiday Gathering

December 11th

7 PM

Please contact

Mildred Kohn
mildredk@aol.com
(415) 949-1833

Membership Application in the Stanford / Palo Alto Users Group for PC

\$35 annual dues payable to SPAUG

Name:

Address:

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State:

Zip:

Home:

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E-Mail:

New Member:

Renewal:

Special Interest Group:

The above information is for SPAUG use only.

Mail to: The Stanford / Palo Alto Users Group, PO Box 3738, Stanford, CA 94309-3738
Questions? Call Beverly Altman (415) 329-8252 or Bob Mitchell (415) 368-9530

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