



# OMUG

<http://www.oly mug.org>

## NEWS



Vol. 13, No. 5

Olympia Microcomputer Users Group

May 2005

# OMUG welcomes new officers

By Bill Gortz  
OMUG President

**F**irst I would like to again welcome our two new officers to the OMUG Executive Board, Emily Brooks is our new secretary and L.D. McNall is one of our new Directors At Large. I believe both will be a definite asset to the executive board.

As I mentioned last month, two of the elected officers decided not to run for reelection, but they will still be actively involved in OMUG matters. They are Vivian Forrester, former secretary, who has assumed the job as the public relations chair and John Marshall, former Director At Large, who will remain on the executive board as



past president. John will continue to lead the Hot Topics SIG and work with the Senior Center concerning OMUG activities, and I sure other things as they may occur.

After the elections it has been custom to hold a leadership retreat to help figure out what we would like to accomplish in the following year and how to get it accomplished. Although I know it is almost impossible to get everyone together on the same day, I

encourage as many of the officers and key members as possible to attend this retreat. Every member of OMUG is invited to attend and participate in discussions.

This year the retreat will be at the Summit Lake Community

Church, 11326 Fellowship Lane NW, Olympia on May 14, from 10 a.m. to 4 p.m. This is off Highway 8, between Olympia and McCleary. More information, and hopefully a map, will be posted on our website [www.oly mug.org](http://www.oly mug.org). We don't expect everyone to stay the entire time and members are invited to come and go as their schedules allow. Lunch will be pot luck and we expect to eat somewhere around noon. There are kitchen facilities for anyone bringing a hot dish.

Don't forget the Information Processing Management Association Forum on May 24 and 25 of this month at St. Martin's College Pavilion in Lacey. The ones I have attended were well worth the time involved. More information is on the calendar of events in this issue of the newsletter.

Super Saturday at The Evergreen State College will be June 11 and normally a good time is had by all. If you plan to go, please spend some time helping at the OMUG Booth, but make sure to take time to see what else there is at the college that day.

Information about signing up to help with the OMUG booth at the above activities should be available shortly.

May's general meeting presentation will be about banking security and what banks try to do to protect your information and what you need to know to protect yourself. Representatives from Venture Bank will give the presentation. I hope to see you there.



Bill Gortz, left, presents Shirley Bellinghausen a copy of JASC photo software at the April general membership meeting. Shirley was the winner of the door prize drawing.



## EXECUTIVE BOARD

**President:** Bill Gortz, 426-2310,  
president@olymug.org

**Vice President:** Shirley  
Bellinghausen, 426-7149,  
vicepresident@olymug.org

**Secretary:** Emily Brooks,  
secretary@olymug.org

**Treasurer:** Max Whipps, 486-9959  
treasurer@olymug.org

**Newsletter Editor:** Sandy  
Pishner, 459-5726,  
editor@olymug.org

**Webmaster:** Pat Sonnenstuhl,  
webmaster@olymug.org

**Director at Large:** James  
Gunnells, director1@olymug.org

**Director at Large:** Christie  
McCormick, 426-9996,  
director2@olymug.org

**Director at Large:** L.D. McNall,  
director3@olymug.org

### KEY MEMBERS

**APCUG Representative:** Bill Gortz

**Budget Committee Chair:** Bill Gortz

**Database Manager:** Max Whipps

**Elections Chair:** Bob Steinberg

**Historian:** David Belles

**Membership Chair:** James Gunnells

**Membership Renewal Coordinator:**  
Max Whipps

**Newsletter Distribution Coordinator:**  
Loren Freeman

**Nominating Committee Chair:**  
Wes Kirkpatrick

**Scholarship Committee Chair:**  
Bob Wing

**SIG Coordinator:** Shirley Bellinghausen

**Visitors Coordinator:** Elizabeth Ross

**Special Activities Committee Chair:**  
Gary Bigger

**Public Relations Chair:** Vivian Forrester

The Olympia Microcomputer Users  
Group is a not for profit organization  
dedicated to helping computer users  
improve their skills with computers.

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# Learn how banks protect your money at May general membership meeting

By Shirley Bellinghausen  
OMUG Vice President

One of our members, Bob Steinberg was a person wanting to know how local banks were protecting our money and how we can protect ourselves. Bob contacted me as program chairman and we decided many members were wondering the same.

Bob contacted officials from his bank and set up a program for the OMUG general meeting May 12 at the Olympia Center.

Traci Martin and Jason Pearl will present a program on how Venture Bank maintains security. All banks are using computerized services so this information will be interesting to all of us who use any bank.

Invite your friends who might also like to find out how banks protect our money. Mark your calendar for May 12 at the Olympia Senior Center. If you need a ride contact me and I'll find out who lives near you.

If you have an idea for a program please contact me. Your input helps OMUG have interesting presentations.



Mike Michael, right, gives member Gary Bigger a few tips at the March general membership meeting. Mr. Michael presented how computers have revolutionized the Hearing Aid industry.

## Thanks For Renewing

Jacob Lehman

Peter Sweet

Clint Steele

Manfred Joeres

Joe Strain

Noral Baughman

Emily Brooks

John Gray

Garrol Floe

Edward Swan

## Welcome New/Returning Members

Chance Maxwell

Norman Gallacci

Cedric Drucquer

# Board mulls SIG interest survey

By Emily Brooks  
OMUG Secretary

The meeting was called to order at 7:10 p.m. by Bill Gortz. New board members, L. D. McNall, director at large, and Emily Brooks, secretary, were introduced.

Vivian Forrester, public relations chair, reported that The Olympian did not publish the article she had sent them concerning OMUG.

James Gunnells, director at large, suggested another survey be done to find the interest of some members and those who would enjoy giving a program or SIG on those particular subjects.

Also, there was a request for the possible interest of some members for a daytime SIG as other rooms are available at that time.

The program for May will be put on by Tracy Martin and Jessie Pearl from the Venture Bank telling us just how they handle accounts and banking security.

The July program will be Ed Swan speaking on genealogy. A flyer for this program will be available in June. A later program will be put on by firefighters concerning use of computers in their work.

An audit of the books will be done by Christie McCormick, director at large.

Certificates for those volunteers who have helped at



various OMUG events and programs during the last year will be sent out in May or June.

The retreat this year will be May 14 at the Summit Lake Community Church at 11326 Fellowship Lane NW 98502. The phone number there is 866-4039. Hours are 10 a.m. to 4 p.m. Our new board member, L. D. McNall, secured this meeting place for us.

Somehow some members have been bumped off the Reflector list. A new listserv option is being looked into.

A new SIG will begin on the Paint Shop family on the first Thursday in June in the Olympia Center computer room.

We will be having a booth at the IPMA function on June 24 and 25. Also, don't forget that Super Saturday is June 11.

The last item that came up was about rides, especially at night for those who do not care to drive then or those who don't drive at all. This will be looked into to see how we can help our members get around to OMUG meetings and SIGS.

Meeting was adjourned at 9 p.m.

## Help sought for IPMA

By Gary Bigger  
OMUG Special Activities Chair

The Information Processing Management Association is May 24-25. OMUG has secured a table to tout our mission. The hours are 9 a.m. to 4 p.m.

We should have at least two people at our table to answer questions and hand out newsletters and applications. Don't forget that each new member signed up gets the sponsor an extension of his or her membership.

Please let me know what times you are willing to help. If there are enough people interested in helping, a two hour stint at the table should be all that is needed from each person able to help.

The IPMA is free and I am told there is a good chance you could scam some free stuff.

Please let me know by May 15 what days and times you would be willing to attend. You can e-mail me at [g37bigger@yahoo.com](mailto:g37bigger@yahoo.com)

### OMUG Income & Expenses March 2005



**Income: \$264**

[Dues-\$260, Interest-\$4]

**Expenses: \$194**

[SSSS Donation-\$25, Newsletter-\$130, Internet SIG Supplies-\$39 ]

**Net Income: \$70**

Checking Account Balance:	\$489	4/25/05
Savings Account Balance:	\$3032	
Scholarship Account Balance:	\$1212	
Bank Accounts Total:	\$4733	
To Be Deposited:	\$180	
Current Treasury:	\$4913	

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# How to report problems so you get answers

By Gabe Goldberg  
APCUG Advisor and Columnist

Using computers and technology means having questions and problems. But you can't get answers and solutions without asking the "right" questions. A little preparation can be a big help in solving annoyances, mysteries, and disasters.

We're specific when visiting the doctor or auto mechanic: we describe what's wrong and when it began. We may even imitate the noise our car makes for the mechanic.

But when faced with computer oddities and malfunctions we sometimes revert to unhelpful generalities such as "My e-mail is broken," or "My printer stopped working," or "I get an error when I start Word." Problem reports such as these don't allow diagnosing a problem; at best, they elicit a response like "Tell me more."

## Get the facts

It saves time to collect as much information as possible before asking for help. As a bonus, gathering problem details and considering relevant factors can often allow solving problems oneself!

Just as a doctor or mechanic needs details, someone analyzing a computer problem must know the environment in which it occurred. So describe your computer (hardware/software/networking/application/etc.) to provide context. Mention your operating system, what version of what application failed, what Internet connection is used (dial or cable/DSL), and any other details that may help.

Don't omit details — it's better to have too much information than to miss a crucial factor. Sometimes it's worth capturing screen images showing a problem.

Distinguish facts from guesses and

interpretations.

If an error message was issued, write it down, word-for-word. Then check it for accuracy. (Often searching Google for the error message text or a distinctive chunk — entered in quotation marks — will yield information on a problem).

Note what you did just before the problem occurred and whether anything else odd happened since you last rebooted and before the problem at hand.

Mention whether the problem happened before, and if so how you resolved it.

List whatever (hardware, software, settings, network, anything) changed recently.

Explain if you attempted to solve the problem and what resulted. Remember that rebooting often cures problems, though without explaining them.

Note where you've already looked for information (product manual or Help, company Web site or FAQ, etc.).

Re-read your query imagining you know nothing about the problem except what's in the query. Add what's missing that someone else needs to know in order to help.

To help friends or service personnel respond to your question — and to let the question be filed and found — use a meaningful subject line, not Help!, Urgent, or Question. Describe the context (e.g., Windows XP) and the problem (e.g., Windows Update never finds new patches).

## Help your helper

Be clear about your overall goal, don't focus on an intermediate step you think is necessary — you may distract someone into addressing how you're trying to do something rather than what you actually want to do.

Ask for help in the right/best place. AARP's Computers and Technology Web board <<http://community.aarp.org/>

[rp-computers/start](http://community.aarp.org/)> hosts many people with deep and diverse experience who are most generous with their time offering help and advice. And the Internet hosts thousands of mailing lists and newsgroups specializing in every imaginable topic. Searching to find the best place to pose a question will get you better and more complete answers and avoid your seeming like a novice for posting out-of-place queries.

As you work with an individual or a group, collaborate — don't try to overpower them. Be respectful, not belligerent; don't make them feel stupid even if you feel they are. They may have missed a detail, you may not have conveyed the whole story.

## Be nice

If you're working with someone at a company help desk, don't try to "pull rank" based on age or experience or professional credentials. Mention past interactions with the company, emphasizing positive outcomes.

Finally, a longish document from Eric Raymond — an influential leader of the "open source" (shared software development) movement — at <http://www.catb.org/~esr/faqs/smart-questions.html> provides useful tips, though it's a little too harsh in places for my taste. But his comments on how to ask questions and where to seek help are interesting and helpful.

*This article appeared originally on AARP's Computers and Technology Web site, <[www.aarp.org/computers](http://www.aarp.org/computers)>. (c) AARP 2005. Permission is granted for reprinting and distribution by non-profit organizations with text reproduced unchanged and this paragraph included.*

*The Editorial Committee of the Association of Personal Computer User Groups brings this article to you.*

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# E-mail Reflector listserv OMUG benefit

By Pat Sonnenstuhl  
OMUG webmaster

One of the benefits of membership in OMUG is the ability to communicate with the other members of OMUG via a list serve we call The Reflector.

A listserv is an automatic way of sending messages out to a large group of people while maintaining their privacy.

When you join OMUG your name is added to the list. If for some reason you feel you are not on the list, please contact me and I will check for you. We periodically check the list for memberships that are current. You must be a current member to be on the list.

To maintain the privacy of our members, we share the e-mail address you use for the reflector only to other OMUG members who also participate in the reflector listserv.

The Reflector becomes a good way to contact the OMUG membership. If you wish to leave the Reflector, you can take yourself off of the list. See the directions below.

## How it works

Once you are on the list, you will get some messages that come from other members. This might be in the format of a reminder message, a question message, or a computer related problem.

Once posted the message goes out to everyone on the list, and then folks can answer back to the Reflector "Reply to All", or you can just reply to the person that sent the message. Be sure to include your own full name, so that folks know who the e-mail is from.

This is a great way to get your questions answered between meetings, and to learn about upcoming events in OMUG. For example, a survey went out recently asking about our Special Interest

Here are more of the Reflector Guidelines: <http://www.oly mug.org/reflector.htm#ReflectorUseGuidelines>  
More information about the Reflector: <http://www.oly mug.org/reflector.htm>

Groups. This was a great way to collect information in an informal way.

There are some guidelines for use of the reflector listed below, which can be found in more detail on the website, and periodically get e-mailed out to the group. The key is to keep things simple.

## Getting on, getting off

Here are the basics about Subscribing and Unsubscribing from the Reflector:

Subscribe: To subscribe (join) to the Reflector listserv:

1. Send an e-mail to [info@oly mug.org](mailto:info@oly mug.org), with the word Subscribe in the Subject line.

2. Please list your name, e-mail address, membership status.

3. Once we receive your e-mail, you will be added to the reflector database.

Next you will receive a welcoming e-mail message. Once approved by the Webmaster you will begin receiving e-mail addressed to the e-mail address [omug@oly mug.org](mailto:omug@oly mug.org). Remember you can also send e-mail only from that same e-mail address you subscribed. Your e-mail will never get to us if you use a different e-mail address.

Remove: To be removed (unsubscribe) from the Reflector listserv:

1. Send an e-mail to [majordomo@lists.oly mug.org](mailto:majordomo@lists.oly mug.org)

2. Put nothing on the subject line

3. In the body of the e-mail, type the following: `unsubscribe omug`. Remove any other messages or words from the

e-mail, such as your automatic signature.

Change: To change e-mail addresses:

1. Use the Unsubscribe instructions (above) for the old e-mail address.

2. Use the Subscribe instructions (above) for the new e-mail address.

E-mail [webmaster@oly mug.org](mailto:webmaster@oly mug.org) for help. Also remember to send changes in your information to our database manager: [treasurer@oly mug.org](mailto:treasurer@oly mug.org)

## Reflector guidelines

Please note, the OMUG Reflector is for members only.

Please sign your message, and keep your signature short.

Please put OMUG in the subject line, along with what the e-mail is about.

Please use only text for your message, no fancy e-mail.

Please be respectful to others while using the reflector.

If you hit 'reply to all' your message will return to the whole group.

If you just want to reply to the sender, then just hit reply.

The Board is seriously looking at some improved options for our Listserv/ Reflector. Please watch the reflector and future newsletters for more information.

