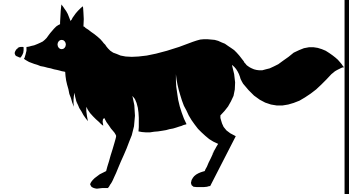


FOX TALES



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A Brave New World...

On Thursday, March 16th, 2006, the city of Aurora announced a partnership to become the first city in Illinois to deploy a city wide WiFi network...

I read this in the paper that morning and made sure that I made the 1:30 P.M. press conference at the Technology Center next to the West Branch of the Aurora Public Library. I conveniently live one block from that location.

Ironically, our March meeting was held in the library next door on Saturday. There will be a full copy of the press release on our web site. This project really holds promise for those of us who live in Aurora. If it goes well, I would not be too surprised to see neighboring communities follow Aurora's lead. So we all may have some benefit on down the line. For the past two years we have been extolling the advantages and disadvantages of broadband and have been scheduling our meetings to enable some form of access at various locations. This may help us find a convenient, nearby location for regular meetings later this year. We will see. Go to www.MetroFi.com and www.SkyPilot.com to see more. Also look for more about it in the March 16th Beacon and March 17th Beacon and Daily Herald.

At the March meeting we reviewed the survey. Some of the results will be posted on the web site, and I will try and go into more detail in next month's newsletter. As promised, we had a couple winners: Larry LaSourd and Craig McGregor... (network switch and all-in-one reader) Congratulations to two of the 25 survey participants!

The March program looked at setting up Gmail and discussed web based vs. client based e-mail. Unfortunately, we ran into a snag with the connection on my machine. I did a no-no... I hastily forwarded past the logon screen and was unable to connect. Oops! My bad. There were links within the PowerPoint presentation that were unavailable as a result. However, our motto "Users Helping Users" rang true. Dean Holste had his laptop and was able to provide a real-time look at Gmail. Although I had planned to set it up in Outlook, it seemed to have a great web based interface. We noticed that Dean had 100 invitations available, so several members were able to have him forward the required "invitation." Want Gmail? We can make it so.

April's meeting will be on Saturday, April 8th... scheduled for the second Saturday in April to avoid a conflict with Easter. Look at the website and the e-mail reminder from me that will verify the location: the AmericInn.

We look forward to seeing you at our next meeting. Tom will do: "How to add live stock data to Excel XP" (a short how to) and a walk through of "Windows XP System Restore."

Jon Jackman
FVPCA - President

Is the Internet Insecure Because of You?

By Dave Gerber, APCUG Advisor; radio show host; Vice President, Sarasota PCUG, Florida
dgerber(at)apcug.net

Long gone are the days that we could feel secure and know for certain that we had privacy. With the digital age upon us we can no longer be so sure that our privacy is secure. Recently Google has admitted their organization holds user data indefinitely. This causes concerns as now we know Google has information on us that we do not want anyone to know about.

We can simply blame this all on the big corporate companies; they seem to be a very good escape goat however, this is not the case; your privacy is totally up to you. Certificates ensure that all the data that is transferred between you and the internet is secure and encrypted. Recently in New Zealand there was a short certificate outage on a banks website. During this outage only one out of 300 users took this security warning seriously.

This is a rather large concern, as many users on the internet have the same belief that their data is safe and secure. By the end of 2005 it is estimated identity fraud will cause up to 5 trillion dollars world wide. We, the users of the internet must keep ourselves safe, secure and pay attention to those security warnings. I have compiled some good tools and tricks that will help keep you much more anonymous and secure.

1) Get rid of the internet explorer:

First and foremost Microsoft Internet Explorer is the highest risk to your internet experience. Not only is the most popular internet browser, but is also the most popular for attacks from Viruses and Spyware. Internet explorer is also too integrated with the windows operating system. Have you ever wondered how a dialer or online casino got onto your desktop?

I personally recommend Opera; they have a nice clean browser. The usability is easy and best of all, it uses tabbed browsing.

2) Protect your Connection.

Make sure you have an active firewall operating; Firewalls stop intruders from entering your connection and causing havoc. Hackers can easily gain access to an unprotected network and steal private information.

With the release of SP2 for Windows XP, Microsoft has incorporated a free personal Firewall. If you have broadband your router should have an inbuilt Firewall, and make sure this is enabled, Zone Alarm also offer a free Firewall. You must always do what you can to protect yourself.

3) Don't share those files:

One of the most common security flaws besides running Windows XP, is having File sharing enabled. To disable File Sharing please do the following:

Click Start Menu, select settings.

Click on Network Connections.

Right-click on the Local Area Connection icon and on the menu that appears, choose Properties.

In the General tab under "This connection uses the following items", highlight "File and Printer Sharing for Microsoft Networks". (If File and Printer Sharing is not listed, then file sharing has not been setup). You may skip the rest of these instructions.

Click Uninstall.

(Continued on page 3)

(Continued from page 2)

When you are asked if you are sure you want to Uninstall File and Printer Sharing Click Yes.

You may now close the Local Area Connection Properties window.

You must restart for your computer for the effects to work.

3) Hide your IP address:

Your IP address is just like your phone number, it links directly back to you. There are many reasons you may wish to hide your IP address. Preferable you do not want to be tracked around the web, it's just as bad as having a GPS in your mobile phone.

4) Check those certificates:

Your internet connection is not secure, the data that travels between you and the site you may be browsing may pass through over 25 other computers. If you are sending very confidential information such as credit card payments, make sure the address starts with an https. Also check that the padlock on your browser is locked, and is valid for the specific site. This will ensure that you have a 128 bit encrypted connection with the website.

If you want secure email you may also have your emails encrypted too. A good free vendor is Hushmail. Your email security is more at risk than your web browsing; you must ensure your emails are safe.

5) Kill the spyware

Spyware are little programs that can easily be picked up by surfing any website or downloading files. Spyware can pickup information from where you surf to your credit card details, this information then can be sold.

Microsoft has released a beta version of their upcoming anti spyware removal tool. This too works well, and I highly recommend this tool. Zone Alarm also offer a free online spyware detector.

The information I have passed to you should be seriously considered. The internet is a very unsecure environment; you must ensure your data is safe from outside prying eyes. Make sure you are careful with any transaction you make. Never fool for any kind of email promotion, anyone who tries to sell to you through spam advertising is not trustworthy. Also make sure to check the links from anything you click on; I have found numerous fake Paypal sites that try to steal your login and password.

Remember... it is up to you

There is no restriction against any non-profit group using this article as long as it is kept in context with proper credit given the author. The Editorial Committee of the Association of Personal Computer User Groups (APCUG), an international organization of which this group is a member, brings this article to you.

NOTES FROM THE EDITOR

I received a letter from the manager of the Computer Shows at the College of DuPage and he has moved the show to the DuPage County Fairgrounds in Wheaton, Illinois.

The schedule of the shows:

	August 27, 2006
April 23, 2006	October 22, 2006
June 25, 2006	December 3, 2006



Don't be a loser at the rebate games

by Jim Sanders, Editor, North Orange County Computer Club
editor@noccc.org

Most of us have bought something that sounded like a great value — “After Rebate or Rebates.” Everywhere from a great price to FREE! Most are legitimate. Most require a fair amount of work to claim. Most are never claimed. Most say you will have to wait 6 to 10 weeks for a check (for some that turns into 6 to 10 months). Many have tricky fine print. A few are outright scams!

Below are a list of things that you should do, as opposed to just think about, if your going to buy an item with a rebate and have any real intention of claiming the rebate and actually getting it. Following that are three emails that dealt with a denied rebate claim for our new President Elise Edgell.

If you are going to buy an item with a rebate, while you are at the checkout stand, **NOT AFTER YOU GET HOME**, do the following:

- Write down the sales clerk's name then ask him to show you that you have all the items needed to claim the rebate. Ask him to put an X on the correct UPC barcode.
- Make sure you have a copy of the correct rebate form(s). Some are inside the box. You just paid for the item, it is yours, open the box and read the terms.
- If it is an upgrade rebate, it is better to find out if your old product qualifies BEFORE you go to the store. Check the vendor's website, call the store and ask!

READ THE FINE PRINT! THEN READ IT AGAIN!

- Read the “Proof of Purchase” requirement list.
- Does it require the original “Sales Receipt” or is a copy OK. If the original is required, ask the store for a duplicate original that is acceptable for a product exchange if there is a problem with the product. Some stores provide a “Rebate Receipt.” Make sure that matches the requirement list.
- Check the postmark requirement, I have seen one that gave you only three days to get it postmarked. Don't wait till the last day to mail it.
- Make sure a website address and/or telephone number is included that you can use to contact the rebate center about your rebate. Most of the upscale rebate centers include an 800 number.
- Make two copies of ALL documentation submitted. If a cheesy rebate center decides to tell you they never received your request, without copies, you're up the proverbial creek. I am working on an article about using your scanner for this purpose.
- I think it is a good idea to include one of the documentation photocopies with the submission to make the point that you have copies. Mark it “CC: Vendor, My Files.” On the larger rebates, buying the \$0.95 proof of delivery service at the post office is cheap insurance. Having a witness to the mailing doesn't hurt. Error on your side of the game. If it says 6 to 8 weeks, check at 6 weeks, don't wait three months. Be reasonable with phone calls but check the website as often as you like. Mark your calendar to remind yourself to check on the rebate. Keep a folder for all of your rebates. Move completed ones to another folder. Once you get your rebate check, read how long it is good for. Some are good for 6 months. Most are void after 60 days. A few are void after 30 days. I got one that was expired when it was delivered. When you think you have been shafted, don't just grimace and bear it, complain. Complain to the retailer. Complain to the vendor. If all else fails, file a complaint with the FTC at www.ftc.gov. You can also file a complaint with the Better Business Bureau at www.bbb.org. Taking the retailer to Small Claims Court is an option **email exchange with BFG Technologies, Inc.**

The email exchange with BFG Technologies, Inc.

Dear Sir: My name is Jim Sanders, and I am the editor of the North Orange County Computer Club's newsletter, the Orange Bytes. PDF copies of the publication are available at <http://www.noccc.org>. For several weeks I

have been gathering material for an article on the rebate games. Our members should see it in the next issue of the newsletter. This is a hot issue with our members as a number have been burned by various rebate offers. In a lot of cases it was due to not reading the fine print, not crossing all T's or dotting all I's, a claim that the request was never received or not received in time.

In some instances the rebate was a pure scam. A few refused rebates may be caused by human error on the part of the highly trained, intelligent, well paid staff of the rebate center. A common reason given for a rebate denial is that a required piece of documentation was not included.

All too often, that claim cannot be refuted as the original was sent in and the suggestion to photocopy all submitted documentation was not followed because of the hassle involved. In an interesting coincidence of timing, our club President, Elise Edgell, showed me the rebate denial post card that she received on 7/16/2005. The reason given for the refusal: "We did not receive a sales receipt with your request." She purchased a BFG GeForce FX 5500 OC at a special Fry's Electronics' one day sale where a \$50 rebate was offered on your product. In this case, Elise did scan all the documentation sent in with the rebate and kept it as a JPG file. In addition, the original documentation was stapled to a printout of that file and a notation was hand printed on that sheet, in bold marker pen: "CC: Vendor, My Files." That file is attached to this email. As both of us bought the product and requested the rebate in the same way, it will be interesting to see if I get the same post card.

I understand that you contract the rebate function to other companies, but the typical club member that has a problem thinks the problem is with the company that made the product and offered the rebate. It is your reputation that suffers, not the rebate center.

Would you express your opinion on which of the above reasons might be the cause of this rebate being denied?

Sincerely,
Jim Sanders, Editor, NOCCC Orange Bytes

Hi Jim,
Thanks for contacting BFG Technologies, and thanks for giving us the opportunity to clarify this particular rebate situation.

Looking at the picture in your attachment of Elise's submission, it appears there is not a copy of her "Sales Receipt" included along with the other required items.

In addition to the "Rebate Form/Receipt" and the "Proof of Purchase" cut from the box, a copy of the "Sales Receipt" is required. With Fry's it can sometimes be confusing because they label the Rebate Form as a "Rebate Receipt". This could lead a customer into thinking that the form was both the rebate form AND the sales receipt, although they are actually two separate items.

Some additional information that may be of interest; this is one of two rebates that have the highest redemption rates we have ever run. This indicates to us that majority of customers are including all the correct documentation and getting the rebate for this particular program.

In this particular case, the rebate house did refuse the rebate on proper grounds. However, we will contact the rebate house and approve Elise's rebate, and yours as well. We often do that for customers who contact us and believe that that they were denied incorrectly. We look into individual cases and make approvals where the facts support it.

Kind regards, John @ BFG

Hi John,

Thank you for your quick response and also for fixing the problem.

In an effort to resolve why it became a problem in the first place, I made a trip to the Anaheim Fry's Electronics store. I asked to speak to the person in charge of dealing with rebates. The woman that responded to that request was pleasant enough, but not very helpful. I asked why Fry's was having their checkout clerks tell customers that the "Rebate Receipt" is the same as the full sales receipt for rebate purposes. Her response was:

"Well, sometimes it is and sometimes it's not." The discussion lasted several minutes. It bogged down into questions of semantics, perception, lack of explicit wording, and responsibility. Her rebuttal to your assertion that it is a "Rebate Form/Receipt" was that if you cut that form in two just above the line "Rebate Form:" you have a "Receipt" and a "Rebate Form." That to help the customer by not having multiple, small, separate documents that are more easily lost, or difficult to match up with the appropriate rebate form, they are printed together. That the "Proof of purchase requirements:" Section 3, says "a copy of your receipt," not "Sales Receipt," not "Full Sales Receipt," not "Rebate Receipt," just "Receipt." That obviously the "Rebate Receipt" is a receipt. I commented that the Fry's IT department controlled what is printed and how it is printed. That it would be trivial for them to better separate the two forms with a couple of extra blank lines, a line of asterisks, and a line that says "Cut here." That they could easily have changed Section 3 to explicitly state what kind of "Receipt" was required. That if printing the "Rebate Receipt" is supposed to be a courtesy to the customer, it would be trivial to have the computer print out a "Duplicate Sales Receipt" when that was required by the vendor. That if Fry's is going to the effort to provide this courtesy service at all, they should go the extra step, and endeavor to do it correctly, rather than in the current, confusing, fashion. I commented that Fry's apparently feels it is their responsibility to remind customers that they should make a copy of all documentation submitted for a rebate by handing out a yellow sheet with that warning, why not expand it to include a caution about the receipt problem.

Her response was in essence, I don't have any control over what the IT department does. I counted to ten, thanked her for her time and left. I hope this feedback helps you with future programs.

Sincerely,

Jim Sanders Editor, NOCCC Orange Bytes

On 7-23-05 we put on our best optimistic face and went to the <http://www.rebatestatus.com> website to see how well the rebate had been approved. We were hoping to see a message like: "The check is in the mail.," and lo and behold we did.

Pony Express or 4th Class, but in the mail.

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The "FOX TALES" Newsletter

The "Fox Tales" Newsletter is published monthly by the Fox Valley PC Association, Post Office Box 369, Oswego, IL 60543, a non-profit organization, established to provide information about IBM PCs and IBM Compatible personal computer systems to our members.

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The Following Members have
paid their dues.

***Kit Kimes,
William Kirchner
and
Kathie Long
"Thank You"***

THE FOX VALLEY PC ASSOCIATION

The Fox Valley PC Association is dedicated to the task of providing computer information to our fellow members. We are a non-profit organization. The group has been active since January 1985. The dues are \$30 per year. Our meetings are held on the third Saturday of the month.

The meeting location will be described on the Club Website. (www.fvpca.org) The formal meeting starts at 9:00 A.M. Non-Member Visitors are always welcome.



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Fox Tales



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The Fox Valley PC Association Web site is:

www.fvpca.org

Courtesy of our Club member, Bob Tuftee



"Programs of the Month"
Check With the Club Web Site

The Next Meeting Will Be
April 8, 2006

**The meeting place is The AmericInn,
1050 Douglas Road in Oswego Illinois.
The formal meeting starts at 9:00 A.M.
Non-Member Visitors are always welcome.**