



THE WYSIWYG



\$3.00

May 1999

Volume 11, Issue 5

STERLING HEIGHTS COMPUTER CLUB

PO Box 385

Sterling Heights, MI 48311-0385

TUESDAY MAY 4
Main

Four Fast Fixes For a Hard Drive Crash
by Bill O'Brien of CNET

"Information Technology Careers Available Today with a focus on NT", by Mistery Scott Edwards, Mike Goff, and Neil Bauwmeester of American Systems Incorporated .

The Meeting days of the SIGS have changed. Check the WYSIWYG for this month's meeting days.

VISIT THE SHCC WEB PAGE AT:
<http://member.apcug.org/shcc/>

IN THIS ISSUE:	
Four Fast Fixes For A Hard Drive Crash	1
About SHCC	2
Resource People	2
SIG Meetings	3
Volunteers Needed	3-4
Future Meeting Topics	4
WYSIWYG Web Watch	7
SHCC May Schedule	8



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www.cnet.com. This article first appeared on the C/NET web page on March 10, 1999 at: <http://www.cnet.com/Digdispatch/dispatch267.html>

You've just snuggled yourself into your favorite computer chair, flicked on the monitor, and slapped on the power switch. You are greeted by the computer's reassuring click, followed by the whirl of its fan. You sink back a little in your chair and idly watch the screen as your old pal goes through its start-up ritual.

You ask yourself for the hundredth time why your computer takes so long to get up and running these days. Then, it happens. The belabored churning of the disk culminates in a loud, mysterious noise. "Failure Fixed Disk 0," or a similarly ominous message, flashes onscreen. Your stomach drops. The binary gods of computing have stuck you with a hard drive failure.

Fear not. Here's our simple, step-by-step guide to recovering from any hard disk failure, plus tips on avoiding

problems in the first place.

Step 1 – The soft approach

The first thing to do when your PC's hard drive fails is to check out the BIOS setup--the code in your computer's ROM that controls the basic instructions for controlling system hardware. If your hard disk capacity numbers are incorrect, the whole system may be thrown off. You might be able to fix the problem simply by repairing a few files.

Checking the BIOS setup:

Press the key that brings up your computer's BIOS setup options--usually the F2 key. Depending on the maker of the BIOS, you might find yourself facing a list of further choices, or you might be right where you want: the Standard BIOS Options screen.

From the Standard BIOS Options screen, find the hard disk or IDE device entry. The specifications for the hard disk that's installed in the computer should be right next to it. Check the Size or MB heading and look at the number--it should be very close, if not identical, to the size of the hard disk that's actually in your computer, give or take a few megabytes. Those values must be

(Continued on page 5)

Guests and visitors are welcome. People may attend any of two consecutive months of club meetings before deciding to become a member or not. Membership includes admission to all SHCC functions and the newsletter. Membership is open to anyone. It is not limited to residents of Sterling Heights. Meetings are on the first Tuesday of the month, except for July and August. There is a monthly drawing for door prizes at the end of the meeting.

DUES: \$25/YEAR

CLUB ADDRESS: PO Box 385, Sterling Heights, MI 48311-0385
CLUB E-MAIL ADDRESS: SHCC@aol.com
CLUB WEB PAGE: <http://member.apcug.org/shcc/>

Resource People:

DOS	Jerry Carson
Excel	Mike Greenen
Family Tree	Rick Schummer
FoxPro	Rick Schummer
Hardware	Jerry Carson
Microsoft products	Mike Greenen
MS Publisher	Rick Kucejko
Professional Write	Mike Greenen
Spreadsheets	Rick Schummer
Word	Rick Schummer
WordPerfect	Jim McNeil

SHCC Coordinators:

Ask the Expert	Jerry Carson
Business SIG	Jennifer O'Brien
Net/Comm. SIG	Betty MacKenzie
Door prize	Paul Anderson
Greeting table	Lindell Beck
Newsletter pub.	Rick Kucejko
Novice SIG	Debby Wiza
Power Users SIG	Ed LeBioda
Resource People	Mike Greenen
Vendor Press Rel.	Jim Waldrop

1999 SHCC Officers

President: Don VanSyckel
 Secretary: Rick Schummer
 V. President: Mike Greenen
 Treasurer: Dick Morawski

Four Month Meeting Schedule:

MAY 1999

4 -SHCC - "Information Technology Careers Available Today", by ASTI.

- 6 - Power Users' SIG
- 9 - SEMCO meeting
- 11 - SHCC officer's meeting
- 13 - Net/Comm SIG
- 18 - Novice SIG
- 20 - MCUG meeting

JUNE 1999

1 - SHCC - Heather Newmann of the Detroit Free Press

- 3 - Net/Comm SIG
- 8 - SHCC officer's meeting
- 13 - SEMCO meeting
- 16 - Novice SIG
- 17 - MCUG meeting
- 23 - Power Users' SIG

JULY 1999

6 - SHCC - No main meeting in July

- 11 - SEMCO meeting
- 13 - SHCC officer's meeting
- 15 - MCUG meeting
- 19 - Net/Comm SIG
- 20 - Novice SIG
- 27 - Power Users' SIG

AUGUST 1999

3 - SHCC - No main meeting in August

- 8 - SEMCO meeting
- 9 - Net/Comm SIG
- 11 - SHCC officer's meeting
- 16 - Novice SIG
- 19 - MCUG meeting
- 24 - Power Users' SIG

Special Interest Groups:

MS-DOS (Main)	IBM compatibles
Net/Com	Computers communicating with other computers
Power user	Advance users discuss various topics
Novice	Those starting out

Contact Information:

Paul Anderson	810-979-2280	TPaul07@aol.com
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Mike Greenen	810-979-8717	MGreenen@gatecom.com
Rick Kucejko	248-879-6180	rmk2@home.com
Ed LeBioda	810-264-1632	-
Betty MacKenzie	810-254-0677	BMacKenz@tir.com
Jim McNeil	810-978-3953	-
Dick Morawski	810-573-9648	RMorawski@aol.com
Rick Schummer	810-997-1451	RSchummer@compu-serve.com
Don VanSyckel	810-731-9232	vansyckel@voyager.net
Jim Waldrop	810-731-6481	-
Debby Wiza		wiza@home.com

Other Computer Clubs:

As a member of SHCC, you can attend meetings of other clubs where we have reciprocating membership agreements, at no charge.

MI Computer Users Group

Time: 3rd Thursday, 7:00PM
 Place: South Lake HS, 21900 E. 9 Mile Road, St. Clair Shores, 585-2050
 Reciprocating: No

South Eastern Michigan Computer Organization (SEMCO)

Newsletter submissions are due 10 days before the club meeting, but the earlier the better. They should be sent to :

WYSIWYG Publisher
 5069 Fedora
 Troy, MI 48098
 OR at the e-mail addresses: rmk2@home.com

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SIG Meetings

Novice SIG



The next meeting is scheduled for Tuesday, May 18, 1999, starting at 7:00PM, at the Macomb County

Library.

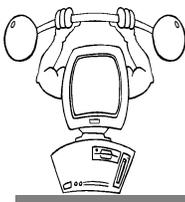
We are presently looking for a volunteer to be the SIG leader. If you are interested, please contact one of the officers.

All new and not so new members are invited to come and learn the DOS and Windows basics at our meetings. It would be great if we could get more volunteers to help out with the basic scheduling and running of this SIG. Every computer club needs a Novice SIG and we need some new "blood" to help pump more ideas and spring into every meeting.

For more information about the SIG, call Debby Wiza (number on page 2),



Power User SIG



The next meeting of the Power User SIG is Wednesday, May 19, 1999. For the first half of 1999, most of the meetings will be on Wednesday, due to

the library room availability.

The members of the Power User SIG help each other out with some tough questions and topics.

For more information about the SIG, call Ed LeBioda (number is on page 2).



Net/Com SIG



The next meeting of the Internet / Communications (Net/Comm.) SIG is Thursday, May 13,

1999, starting at 7:00PM, at the Macomb County Library. For the first half of 1999, most of the meetings will be on Thursday, due to the library room availability.

Each month the members of the Net/Comm SIG discuss the Internet to help members of the SHCC learn more about this communications media.

For more information about the SIG, call Betty MacKenzie (number is on page 2), or e-mail her at



Resource People

If you have some knowledge about a program or specific piece of hardware that could help other club members, please consider volunteering to be a Resource Person. Page 2 has a list of the present people and software or hardware supported. If your expertise is not listed, please contact Mike Greenen - phone number on page 2, to add your name as a



Member Ads

None this month. Send any classifieds to the WYSIWYG Publisher at the club's PO Box, or direct to Rick



SHCC Emergency Shutdown

The Sterling Heights Computer Club will utilize radio station WWJ - 950 on the AM dial to notify members that a meeting is canceled because of bad weather or for other reasons. The announcement will happen along with the school closings and other events. Please remember to listen to the radio when there is bad weather.



Directions To The Macomb Library

The Macomb County Library is located at 16480 Hall Road, in Clinton Township, between Hayes and Garfield, close to the light at Garfield, on the south side of Hall Road. A large blue sign says "Macomb County Library". The phone number is (810) 286-6660.



New Novice SIG Coordinator

Deborah Wiza has volunteered to be the new Novice SIG Coordinator, filling the opening we have had for a few months. Please welcome Debby both to the SHCC, and to the coordinator position.



Attend A SIG

If you do not attend the SIG meetings, you are missing out on important club benefits available to you. These small groups get into more detail and question and answer sessions than is possible at the main



SHCC Business

"Ask The Experts"

Please send questions to "Ask the Experts" at the club's PO address, or e-mail your question directly to Jerry Carson at: jerrycarson@ameritech.net

None this month.



Copiers Needed

Special thanks to all our members who are helping with the duplication needs of the club!

If you have access to a copy machine and can volunteer to duplicate some *WYSIWYG Gazette Special Editions*, please contact Don VanSyckel. We are looking for several members to ease the burden of one individual who has been duplicating our source of printed advertisement. The more copiers, the merrier. We are looking for approximately 500 to 1000 copies a month to be handed out by our staff of volunteers to locations like the Sterling Heights and Macomb Libraries, computer stores and various retail



SHCC Future Meeting Topics

For those that participated in our meeting topic survey at the March meeting, thank you. This survey has allowed us to plan some meetings based on our member input and interest.

The top choices for future meeting topics were:

1. Hard Drive clean up
2. Search Engines and their use
3. Web browsers and their use

4. Image and photo editing
5. File compression / extraction
6. Virus protection
7. Trip planners / Street Atlas
8. Personal Finance
9. Family Tree
10. Label Making
11. Create Greeting Cards
12. Paint Shop
13. Landscaping

A tentative schedule of future meetings was discussed at the March officer's meeting and is listed below:

1999

June: Heather Newmann of the Detroit Free Press

No meeting in July and August

September: Microsoft - Imaging and Photo Editing

October: Data Recovery, or Adobe

November: Greetings Workshop - by member Rick Kucejko

December: What's Hot for the Holidays

2000

January: Personal Finances - by member Dick Morawski

February: Data Recovery, or Adobe

March:
Landscaping software

April: Web Browsers and Search Engines



Vendor Press Releases

by Jim Waldrop

This monthly column lists new vendor announcements and specials available to club members. If you are a club member, this feature alone can save you much more than the cost of your club dues.



None this month.



Door Prizes

The SHCC offers door prizes at most regularly scheduled club meetings. The door prizes for the May meeting were not known at the time of publication



Member Home Pages

Now that the SHCC website is up and running, we are planning some additions and enhancements to our site. We have added a page for links to members' home pages. If you are interested in having a link to your home page please send the URL to



Fixes for Hard Drive Crash

(Continued from page 1)

correct for the disk that's installed, or the BIOS will think the hard drive has failed.

If the numbers are incorrect, or if "Not Installed" appears where the numbers should be, then changes need to be made. Luckily, most newer BIOS setups offer an option for automatic recognition of installed hard disks. Choose this option, and the BIOS looks at the hard disk, reads the setup information contained on the drive, and fills in the blanks on its own.

If that doesn't work...

If you attempt automatic recognition (or your BIOS attempts it on its own), and the BIOS isn't able to talk to the hard disk, it will typically replace any values it might have had with the ominous "Not Installed" label. These results indicate that the problem goes deeper than the BIOS setup table. It's time to shut off the computer, pull out the power cord, and pop off the case.

Step 2 – The hard approach

If the soft approach didn't help, it's time to roll up your sleeves and get serious. Before you start, check with your PC vendor to ensure that opening your system does not void the warranty. Next, ground yourself by touching the metal frame inside your computer (this discharges static electricity that may damage the system's components), and then unplug your computer. (Note: if you get up and walk around while your computer is open, you should plug the computer back in, reground yourself, and unplug it again. Alternatively, you can wear a grounding bracelet, available at any electronics store for less than \$5, to make sure you stay static-free.)

Check the hard disk connectors

Take the cover off your computer, and, with flashlight in hand, check out the connectors attached to your hard disk.

There are two connectors on the drive itself: the four-wire power connector that connects the drive to your power supply, and the ribbon cable that joins the hard disk to its controller (this may be a separate card or a built-in connector on your motherboard). Don't be surprised if one or both of the connectors have come off. This is more likely to be a problem for PC users than it is for Macintosh users, since PCs have a more modular design.

If the connectors have come loose, reconnect them—taking care not to bend the pins. The connectors on both cables are usually keyed to fit one direction only, so there's probably no way to do this wrong. The rule of thumb is that the ribbon cable should be installed so that pin 1 faces the power connector on the drive (you can identify pin 1 by looking for a striped or colored wire on one side of the cable).

Also check the end of the ribbon cable that's not connected to the hard drive to make sure it's still connected. Just follow the ribbon cable to its end; if you find that the connector has come loose, plug it back in. Again, if the interface has no keyed receptacle for the connector, look carefully for a small "1" painted on the board. That's where pin 1 of the cable should go.

Jostle everything around

Continual electrical expansion and contraction can cause the small pins inside the connectors to lose contact with one another, and you'd never know it just by looking at them. So while you have your case open, you might as well jiggle each of the hard disk connectors as well as the connector attached to the interface—or better yet, remove and reinstall each one to restore contact.

Also, test your ribbon cable by touching it. If it flops around in your hand like partially congealed Jell-O, try replacing it—it's possible that a wire has

broken inside its insulation. Just make sure you get the same type as the one you're replacing (typically SCSI or IDE—check your manual if you're not sure which you have).

If your hard disk controller is a board in a slot, and you're still in a jostling mood, you might as well undo the screw that holds it in place; then remove the board, reseal it, and tighten it back down again. The edge of the card and the slot it plugs into are connectors, and they can be affected as well.

Once all of that is done, plug the power cord back in, turn your computer on, and see what happens. With any luck, everything will be working fine.

Still no luck? Thankfully, you haven't exhausted all the options.

Step 3 - The final approach

So, you've flashed your light all around the inside of your computer. You've messed around with the cables, reseated the controller, even replaced your ribbon cable. And still your hard drive won't work.

Calling customer support

It's time to throw in the towel and call customer support. Try the technicians at your computer vendor or hard drive manufacturer first. (We've provided contact info for the most common vendors below.) It may be a problem they've seen in the past, and they might even have a simple solution outside of what we've already covered.

However, if it does come down to the sad fact that your hard disk has spun off into the netherworld, check your options carefully—your hard drive might still be under warranty even if your computer isn't. Although most computer vendors sell their systems with just a one- to three-year warranty, hard disk manufacturers typically offer warranties of two to five years. And

they usually honor that warranty not just to the system vendor that originally bought the drive, but also to the person who purchased the system. If your warranty is still active, you'll get a replacement drive for the cost of shipping the old one out and the working one in.

Getting a new hard drive

If your hard drive is really done and so is your warranty, don't think you have to chuck your entire system. Buying and installing a new drive is a completely plausible solution. Sure, you'll have to invest some cash for a new drive, but what you can get for the money might surprise you. The going rate for a speedy EIDE hard drive with 10GB or more storage space is \$250—though we've seen them for less.

Hard drive manufacturer Web sites and phone numbers:

Apple 800/500-7078
6 a.m.-6:30 p.m. M-F, PT

DataZone Corp.
888/660-8688
9 a.m.-5 p.m. M-F, PT

EXP Computer Inc.
516/496-7629
9 a.m.-9 p.m. M-F, ET

Fujitsu Computer Products of America
800/626-4686
5 a.m.-9 p.m. M-F; 7 a.m.-3 p.m. Sa; PT

Hewlett-Packard 970/635-1000
6 a.m.-6 p.m. M-F, MT

Hitachi 408/941-7040
Hours not available

IBM Corp. 888/426-5214
7 a.m.-7 p.m. M-F, CT

LaCie 816/483 0904
6 a.m.-6 p.m. M-F; 8 a.m.-12 p.m. Sa; PT

Maxtor Corp. 800/262-9867

6 a.m.-6 p.m. M-F, MT

Quantum Corp.
800/826-8022
7 a.m.-4 p.m. M-Th; 7 a.m.-2:30 p.m. F; PT

Samsung Electronics America Inc.
800-726-7864
24 hours a day, 7 days a week

Seagate Technology Inc.
405/936-1200
8 a.m.-12:15 p.m. and 1:30 p.m.-6 p.m. M-F, CT

Toshiba America Electronic Components Inc.
949/455-0407
8 a.m.-12 p.m. and 1 p.m.-4 p.m. M-F, PT

Western Digital Corp.
800/275-4932
9 a.m.-6 p.m. M-Th; 9 a.m.-4 p.m. F;
8 a.m.-11:50 a.m. Sa; CT

Provided that you backed up your data like the computer health mavens are always telling you to do, all is not lost. If you didn't, all may still not be lost...

Step 4 – Rebounding

Even if your hard drive has been replaced by the manufacturer (or if you've bought yourself a shiny new one), you may still be missing something—all the data you had stored on the old drive. If you regularly backed up your data, give yourself a pat on the back. If you didn't, and the data was really, really important, don't lose hope.

Recovering lost data

Whether you were saving a client contact database, your family photos back to 1902, or ten years' worth of research on Roswell, you can probably get most of it back—for a price. Several companies specialize in recovering your data, but they generally charge somewhere between \$2,000 and

\$5,000 for data recovery from a single drive. (This is not a solution for the faint of heart or empty of pocket.)

Planning for the future

This time around, back up your files regularly so you don't have to go through this painful process again. Never in the history of computing have storage options been so plentiful, cheap, and easy to use. We recommend you try CD-R or CD-RW media for system backups, as they are virtually indestructible. If you aren't interested in adding another device to your computer peripheral entourage, check out Internet storage sites. These sites will store your data on their servers—for a fee, of course.

Keeping your hard drive healthy

Finally, keep your hard drive healthy. Check for bad sectors regularly with a hard disk scanning utility such as ScanDisk, which is included with Windows 95 and 98. This can prepare you for possible problems and even allow you to fix them before they get serious. Creating hard drive partitions and compressing your drive to get more storage space may be fun tweaks, but don't neglect disk maintenance if you are planning on messing around with your disk's structure. (See CNET's Utilities Topic Center for tons of great software that can keep your computer running smoothly.)

We know going through a hard disk crash is difficult. And it gets worse when you eliminate the easy fixes and realize that your disk is toast—and that the last time you backed up your data was two years ago. Practicing good disk maintenance can make things a lot easier if the computing gods ever decide to curse you again.



WYSIWYG WEB WATCH (www)

by Paul Baecker and John Beauchamp

This column in the WYSIWYG features favorite web sites of SHCC members. We entertain input from our members. If you have a particularly enjoyable or helpful (or just plain useless) site which you would like to share with the membership, e-mail the site address and a short description/review of the site for inclusion in the next WYSIWYG issue, to either beck038@ix.netcom.com, or JBeauc2017@aol.com. Then send in another one, or two. We have lots of room, so pound those



This is the second month for the WYSIWYG WEB WATCH. Keep sending in your favorite cyber-hangouts. Here are some gems:

Stay In Touch With Yahoo! Pager See when your friends are online and ready to talk. Send them private, instant messages. Alerts for new messages in your Yahoo! Mail or Yahoo! Personals account and for upcoming meetings in Yahoo! Calendar. Get news, sport scores, and stock quotes:
<http://pager.yahoo.com/>

What's for dinner? Check out the good foods people for recipes, tips charts, holiday favorites:
<http://www.rmc.com/wrap/>

A great fun site for personalizing free animated electronic greeting cards:
<http://www4.bluemountain.com/>

Cyndi's List of genealogy sites on the Internet. Over 41,600 links, categorized & cross-referenced, in over

100 categories:
<http://www.cyndislist.com/>

You don't need to purchase anything from Octave to benefit from their extensive library of FAQ's and articles relative to CD recording equipment, media, recording tips, and technology. Includes a glossary and handbook (a collection of How-To's). Get educated here before you go to the computer store. This address skips over the salesman and goes directly to the library:
<http://www.octave.com/library.html>

Find the medical information you're looking for. Visit Johns Hopkins health information. Get medical updates via e-mail. Search for drug information and send questions to a medical staff:
<http://www.intelihealth.com/IH/ihtIH>

With all the bogus medical information on the web, here's another trustworthy site. The Mayo Clinic site covers everything from allergies and asthma to nutrition for men, women, and children. And that's just the beginning...
<http://www.mayohealth.org/>

Can you bear to get away from your pc? Then take a trip. This site by the popular international travel book folks not only offers tips for planning your vacation, but shows how to take terrific photography, exchange currency, keep Fido content, and even tutor you with 500 essential phrases for several languages (it speaks!). Bon voyage!!!
<http://www.fodors.com/>

Are you a history buff? This site is devoted to press coverage of events in American history:
<http://www.historybuff.com/>
Not interested in history, but still

rather inquisitive? Wonder how things work? Then this site is for you:
<http://www.howstuffworks.com/index.htm>

Finally, something for the youngest pc fanatics (future club members?). This kid-able site by the crayon people has printable artwork for coloring, poetry, games, stories, and crafty project ideas for rainy days:
<http://www.crayola.com/>

Send someone a gentle kiss or a slobbery smooch in the e-kissing booth (the main reason to visit this site). Links to other sites they deem to be kissable: Love, romance, flowers...
<http://www.thekiss.com/>

Useless Site of the Month. As usual, the site address tells it all:
<http://www.hamsterdance.com/>



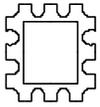
Presenters Wanted

The officers are looking for a person to come forward and make a presentation.

If there is some software you have been using and think others may be interested as well, or there is a computer topic you would like to present to other members, please call or e-mail Don VanSyckel. Making presentations is not that difficult. The hour goes by before you know it and there is always enough material to cover in a software package that the hour is easy to fill.

If there is a topic you are interested in or a package you would like demonstrated, please see any of the officers. They are always interested in





STERLING HEIGHTS COMPUTER CLUB

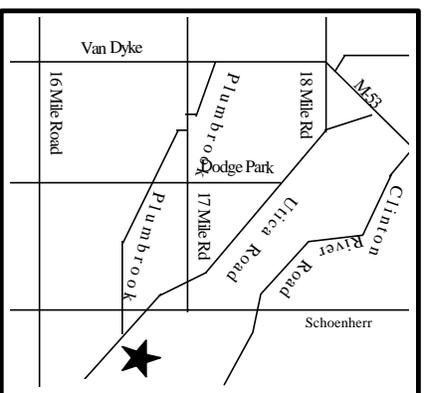
PO Box 385
Sterling Heights, MI 48311-0385



MAY AT SHCC:

TUESDAY MAY 4
Main Meeting.
7:30PM at
Carpattia Club.
38000 Utica
Road,

"Information Technology
Careers Available Today
with a focus on NT", by
Misters Scott Edwards, Mike
Goff, and Neil Bauwmeester
of American Systems
Incorporated .



Sterling Heights

SIGS

THURSDAY MAY 6
Power User SIG 7:00PM at the Macomb
County Library.

THURSDAY MAY 13
Net/Com SIG 7:00PM at the Macomb
County Library.

FUTURE MEETINGS:

JUNE

Heather Newmann of the Detroit Free Press

JULY and AUGUST

No Main Meetings (SIGS Will be Meeting - see page 2)