



THE BUG REPORT

A Publication of the Greater South Bay PC Users Group

GS-BUG, Inc.

<http://gsbug.apcug.org>

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September 2007

No Meeting This Month



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President's Thoughts

By U. A. Garred Sexton

We will not be having a September meeting, so this is a reminder again that election of club officers will take place in October with the newly elected officers assuming their positions in January 2008.

If you are interested or know of some one who would be an asset to the Board, please contact George Austin, our Nominations Chairperson, by telephone (1-310-375-7213) with your information.

The board needs a Secretary desperately. We are asking for your help filling this position. As an added benefit, the pay of Zero Dollars is tax free.

I attended the Los Angeles Computer Society general meeting last week. During the first part of the program, one of the club members, Karl Springer, gave an interesting presentation. He spoke about and demonstrated information concerning

several free utilities to use for making our computer lives more successful. After a short break, Charlie Semple, another club member, reviewed which *Windows XP* processes can be shutdown to improve security and performance and which processes must not be shutdown. Also of interest was how they handled the snacks at the break. Once a month, a club member emails each member whose last name starts with a certain letter and asks him/her to bring something as a snack for the General Meeting. At the end of the meeting anything left over is taken home. No money is collected. Does this type of operation have any interest to you? If so, let me know at: uags@aol.com.

Be aware that, if you are interested, you are welcome to attend any other computer user club meetings, either locally or when you are traveling.

(See *President*, page 3)



Greater South Bay PC Users Group

*A member of
Association of Personal Computer User Groups*



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Membership is available for twelve months from the date of joining. Membership rates:

Individual	\$36.00
Student	\$18.00
Family	\$48.00
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GENERAL MEETING

General meetings are held at 7:30 p.m. on the first Monday of the month at the Salvation Army Facility, 4223 Emerald Street (at the corner of Emerald and Earl Streets), Torrance.

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(From *President*, page 1)

To find a club, go to www.apcug.org. On the top menu bar, click on 'User Groups,' and scroll down to click on 'Find a UG near you.' Select a state or country that appeals to you. Each club is listed alphabetically by city.

Have a pleasant Labor Day Holiday!

U. A. Garred Sexton



Tip

CRT and Flat-screen Monitor Care

By Kathy Frey
Computer Club of Green Valley

Use extreme care when cleaning your monitor's screen as the surface can be easily scratched.

Never touch your monitor LCD screen with your fingernails.

For cleaning use a soft and dry lint-free cloth to remove dust and greasy fingerprints from the screen.

Do not use polish or glass cleaner on your monitor. Many modern displays have anti-glare coatings that are easily damaged.

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SIG Meetings

Digital Imaging

DIGSIG will begin monthly meetings, after their summer break, on the first and third Tuesdays of each month beginning September 4, 2007.

Fred Vogel, DIGSIG Leader

Internet

Our July SIG covered the new *Internet Explorer 7 (IE7)* and we were able to gain a good understanding of the new setup, and how to use some of the novel features. Items discussed were the new toolbars, the expanded search engine capabilities, adding email to *IE7*, removing and adding toolbars to allow a larger screen presentation, and setting up the new LINK function. I think many of us will find *IE7* very useful.

The August meeting completed *IE7* by explaining, setting up, and using the new 'Really Simple Syndication' feature (RSS). With RSS the web brings information to you, instead of your searching the web for it.

The next Internet SIG is September 27 from 7 to 9 p.m. at Gary Sexton's home: 3623 West 227 Street (a half block east of Hawthorne Blvd.). Our presentation will be followed by surfing, discussion and questions.

Tom Tucknott, SIG leader
310-530-4992

Tips

From

Smart Computing

Mousetrap

A major benefit of modern operating systems is that you don't need to install any drivers to operate standard components such as two-button mice.

But if your mouse doesn't work upon startup, the source of the problem typically stems from the mouse being disconnected, being connected incorrectly, or requiring the installation of the proprietary driver.

Besides checking your mouse connection, you can resolve many mouse problems by installing the latest drivers and software.

Before you visit the manufacturer's Web site, locate the make and model of your mouse to ensure you find the appropriate driver download. You can usually find the model, product, or serial number on the bottom of the mouse, and many wireless mice include this identification on the battery cover or inside the battery compartment.

If the movements of your mouse seem erratic or sticky, it's more often the result of a poor surface choice.



Be careful about reading health books. You may die of a misprint.

— Mark Twain

Internet Talk

By Frank Chao Member, GS-BUG

This is the 95th “Internet Talk” article for *The Bug Report*, a publication of the Greater South Bay PC Users Group (GSBUG). Liz and I hope that you are enjoying the hot summer season.

McAFEE SITE ADVISOR

Before going to a Web site that you are not familiar with, try checking it out at McAfee *Site Advisor*. Here's how: Go to www.siteadvisor.com/

Type or paste the URL of the target Web site into the ‘Look up site report’ box:

Click on the ‘Go’ button.

If you type in ‘winantiviruspro.com’ into the ‘Look up a site report’ box then you will get this warning:

DEFENDING YOUR COMPUTER FROM MALWARE

While in the midst of some normal Web browsing on August 8th, an ad for “Win AntiVirus Pro” appeared on the screen of Internet Explorer.

A split second later, a “Threat Detected” warning appeared from AVG *Resident Shield*, part of AVG *Anti-Virus Free Edition*: This warning message stated that AVG *Resident Shield* had dis-

covered the “Exploit.ani” Trojan on my computer. I clicked on the ‘Heal’ button.

AVG then notified me that “Object was successfully healed.”

A split second later, the exact same “Threat Detected” message popped up again.

After a few more cycles of this, I realized that AVG *Resident Shield* could not remove the persistent re-infestation of my com-

puter by “Exploit.ani.” It was now time for “Plan B.”

At this point, I pressed Ctrl + Alt + Del.

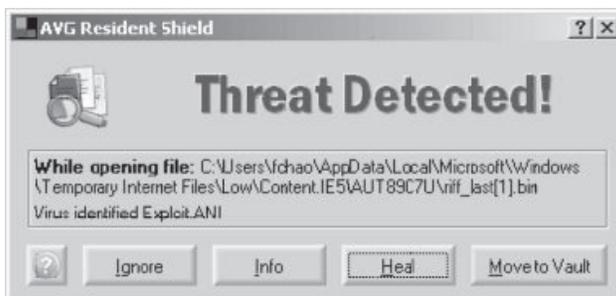
Then I clicked on the ‘Task Manager’ button.

(Note: See ‘Task Manager’ graphic on next page.)

Next, I clicked on “http://85.255.117.38” to highlight it:

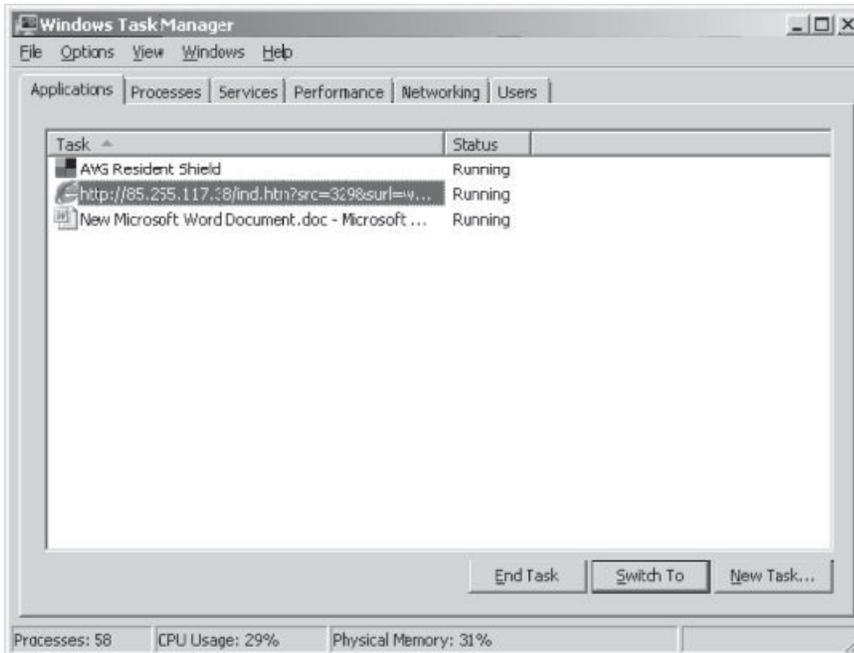
Finally, I clicked on the ‘End Task’ button of the ‘Windows Task Manager.

At this point, the problem went away and life was back to normal.



(See *Internet* on page 5)

(*Internet, From Page 4*)



The moral of the story is you often have to use both your anti-virus / anti-malware software AND the Windows Task Manager to rid your computer of harmful malware.

Also, never drag your mouse or click on any part of a Web page or pop-up that is provided by the bad folks, since doing so could cause something to trigger into your computer.

HARD DRIVE FAILURE

A GSBUG member asked Liz about what she can do to recover files from a failed hard drive.

I directed the unfortunate victim to an article entitled *Surviving a home data disaster: How Shirley got her files back*.

This article is located at:

www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=9022458&pageNumber=1 (Use no spaces and have it on one line)

This long, informative article can be summarized as follows:

Pages 1 and 2: Defragment your hard drive(s) often to maximize the probability of recovering files when your hard drives fail.

Page 2: When a hard drive fails, remove it from the computer and set it up as a second drive on a working computer that is running the same operating system (i.e. same version of *Windows*). If and when *Windows* on this working computer assigns a drive letter to the failed hard drive, immediately remove the drive letter that is assigned to the failed hard drive to prevent *Windows* from writing to the failed hard drive.

Also, once a hard drive fails, never use it to boot up any computer, since the boot up process will probably overwrite sectors on the failed hard drive.

Pages 3 and 4: With the failed hard drive connected to the working computer as a secondary hard drive, try to use various free software utilities to recover data files from the failed hard drive.

Then try the *EasyRecovery* software utilities at <http://www.ontrackdatarecovery.com/> which have both free and non-free versions.

Pages 4, 5, and 6: Try recovering files by using a professional service that remotely connects into the same computer that has the failed hard drive set up as a secondary hard drive.

Not mentioned: If professional services via remote connection do not work, the final solution is for you to ship the failed hard drive to a clean room lab that uses various heroic techniques to extract the data from your hard drive for between one and six thousand dollars.

See: <http://www.ontrack.com> and <http://www.drivesavers.com/>

Both of these clean room operations have a good track record for doing the impossible for a sizable chunk of change.

Sometimes, freezing a hard drive in a freezer can get it to work

(See *Internet, page 6*)

(From *Internet*, page 5)

long enough to copy data files from it onto another hard drive but the process has the risk of further damaging the drive through further mechanical damage and/or condensation. See: <http://www.tgdaily.com/content/view/33305/135/>

GOODSYNC FILE SYNCHRONIZER

If you regularly backup your data files from your main hard drive to a secondary hard drive, you will minimize the amount of data loss that you experience when your main hard drive fails.

Goodsync provides you with a very efficient way to backup data files from one drive to another. By utilizing this software application, backing up your data files is so easy that you can back them up every hour, every day, or every week with very little effort.

For a description of the differences between the free version and the 'Pro' version, see <http://www.softpedia.com/get/System/Back-Up-and-Recovery/GoodSync.shtml>

To download a copy of *Goodsync*, go to <http://www.goodsync.com>.

Ways to Contact Me:

If you have any questions or problems, I can be contacted by the following methods:

1. Send me e-mail at: fchao2@yahoo.com

Tip

Stop Printing That Document

By Dave Gerber

Sometimes you begin to print a document and then change your mind. How do you stop a print job? Because your program simply passes off its printing jobs to *Windows*, there is no obvious way to cancel printing. It can be done if you're crafty, however.

Follow these steps:

Locate the printer icon located on the taskbar at the bottom-right of your screen. (Look near the current-time display.) This printer icon appears only when *Windows* is sending something to the printer. Depending on how much you're printing and how fast your printer is, you may not even see it at all. If you don't, you're out of luck and you may as well quit right now and eat some ice cream.

Double-click the little printer icon.

◆ ◆ ◆ ◆ ◆ ◆ ◆ ◆
(From *Internet*, Previous Column)

2. Leave me a voice message at (310)768-3896.
3. Send "snail" United States Postal Service (USPS) mail to Frank Chao
4001 Inglewood Ave.,
Ste. 101
PMB 305
Redondo Beach, CA 90278

Or sell your computer and take up the fishing instead !!

Click the name of your document "job" in the Print Manager's list.

Choose Document-->Cancel Printing.

You may be asked whether you really want to terminate the employee, er, print job. Click 'OK.' If you're using a network printer, you may not be able to cancel the document. Oh well.

Choose Printer-->Close. You are zapped back to your program, ready for more editing action.

In addition to being a radio show host, Dave Gerber is an APCUG Advisor for Region 5 (Florida) and a Vice President of the Sarasota PCUG.
www.davebytes.com



Tip

Create a Shortcut to Your Printer (XA)

To make it easy to access print options or stop your printer, click on 'Start,' select 'Control Panel,' then 'Printers and Other Hardware,' then click 'View installed printers or fax printers,' right click on your printer name and select 'Create Shortcut.'

Place shortcut on your desktop.

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Looking For A Few Good Men (or Women)

By George Austin

As you can see below, the slate for our October election of 2008 GSBUG officers shows only incumbents and no candidates for the vacant office of Secretary.

First, lets salute those incumbents for their years of service. Jim Coronas, for example has been our Treasurer for 20 years (wow!), and all but one of the others have been on the Board for double-digit years. They deserve our gratitude for keeping GSBUG alive.

Despite their dedication, however, all incumbents say they would happily defer to new blood. We are looking for relief at all posts and, obviously, we sorely need a Secretary.

Nominations from the floor will be welcome at the October meeting. Better still, to volunteer, call our nominating committee chairman, George Austin at 310-375-7213. He loves to hear his phone ring around election time.

Candidates for 2008 GSBUG Board of Directors

President	Garry Sexton	Incumbent
Vice President	TomTucknott	Incumbent
Secretary		
Treasurer	Jim Coronas	Incumbent
Member-At-Large	Virginia Pfiffner	Incumbent
Member-At-Large	John Hanson	Incumbent
Member-At-Large	Greg Neumann	Incumbent

Tips From *Smart Computing*

Cell Phone Mishap

If you drop your cell phone into a puddle, don't panic. Cell phones are tougher than they look.

Although most mobile phone manufacturers don't claim that their phones are water-resistant, many phones can undergo a quick dunk.

"The key is to minimize the time the phone is wet and the time the battery is on the phone while it is wet," says John Wernecke, spokesperson for Motorola.

"Remove the battery. Give it time to dry before replacing the battery. Some have reported that wrapping the phone in a thick towel to absorb liquid works very well."

In our own experience, we've found that phones often need as much as 48 hours to completely dry.

Once you've dried and then reassembled the phone, power it on and place a test call to make sure the phone works properly. If your phone displays problems (or doesn't power on at all), it's probably time to find a new phone.

Tip Access System Properties

Press the *Windows* icon key and the Pause/Break key to open System Properties. This window gives you information about

your computer system. Handy when online with tech support.

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Why does someone believe you when you say there are four billion stars, but check when you say the paint is wet?

Article

Exploring Windows Explorer — part 2

By Jim Sanders
North Orange County Computer Club

This is part two of Exploring *Windows Explorer* with the idea of learning how useful this tool can be.

There are several ways to bring up *Windows Explorer*. Click means left click unless preceded by the word right.

In no particular order:

1- Click on 'Start,' hover the mouse pointer over 'All Programs' till the window with all options appears, click on 'Accessories' to open the sub-window, then click on '*Windows explorer*.' On most machines, it will open with the 'My Documents' directory/folder highlighted and expanded.

2- Right click on 'Start' to open the options window, click on '*Windows Explorer*.' On most machines, it will open with the Start Menu directory/folder highlighted and expanded. This is usually down four directory levels with the path - Local Disk (C:)/Documents and Settings/(current user name for that machine)/Start Menu.

3- Click on 'Start,' on the default 'XP' menu, click on 'My Computer,' this opens *Windows Explorer* in the Task Pane mode. This is also true if you click on 'My Documents,' 'My Pictures,'

'My Music,' or 'My Network Places.' For most people this means navigating down a path one directory at a time, then backing out one directory at a time with the left arrow in the green circle. If you have followed the advice in part 1, at least you can see the path to where you are at in the address bar. Very few people that use this mode make use of the history file provided by the little down arrows next to the left and right arrows. The history files can speed up navigation quite a bit, but in my opinion are nowhere near as efficient as having the Folders Pane visible instead of the Task Pane. Clicking on the Folders icon in the Menu Bar causes the full tree structure to be displayed in the left hand pane. That allows much more efficient navigation of the files on your disk(s).

4- Double click on the 'My Computer' icon on the desktop - takes you to the same place as #3.

5- Depressing either *Windows* key (the ones with the MS flag icon and the word 'Start' on them) and then tapping the 'E' key, opens *Windows Explorer* in the Folder mode with My Computer highlighted.

6- Depressing either *Windows*

key, and then tapping the 'F' key, opens *Windows Explorer* in the Search mode with the left pane asking, "What do you want to search for?" You then have the option of choosing several different categories of search including my most common choice - 'All files and folders.'

7- Clicking on 'Start' and then 'Search' opens *Windows Explorer* in the same mode as #6.

8- Right click on 'Start,' then click on 'Search,' opens *Windows Explorer* in the Search mode with the left pane stating, "Search by any or all of the criteria below." This is the same location you end up at if you choose path #6 and then click on - 'All files and folders.'

But wait, if that's not enough ways to open *Windows Explorer*, there's more!

9- You can make *Windows Explorer* part of the start menu with the following sequence: Start -> All Programs -> Accessories -> right-click on *Windows Explorer* -> Pin to Start menu.

10- You can put a *Windows Explorer* icon in the 'Quick Launch' portion of the Taskbar with this sequence: Right click

(See *Exploring*, page 9)

(From *Exploring*, page 8)

'Start,' click 'Explorer,' click on the *WINDOWS* folder, in the right pane, scroll down to explorer.exe and right click it, when the option window opens, click on 'Create shortcut,' place the mouse cursor over the new shortcut, depress and hold the right mouse button then drag the new shortcut to the Quick Launch part of the Taskbar. Release the right mouse button and click on 'Move Here.' (place "quick launch.jpg" here) What!, you say you don't have a Quick Launch area — probably because the *XP* default for that feature is set to disable. You can fix that by right clicking on the 'Taskbar,' hovering over the 'Toolbars' entry till the options window opens, then click on the 'Quick Launch' entry to set a check mark next to it and enable that feature. Once the icon is in place, a single click on the *Windows Explorer* icon will launch it.

11- You can put a *Windows Explorer* icon desktop with this sequence: Right click 'Start,' click explorer, click on the *WINDOWS* folder, in the right pane, scroll down to explorer.exe and right click it, when the option window opens click on 'Create shortcut,' then click and drag the new shortcut to the desktop. Right click on the shortcut icon you just created and when the option window opens, click on properties. When the properties window opens, click on the 'Shortcut' tab and edit the Target line to have *Window Explorer* open with the directory of your choice displayed.

This is an example of an edited Target line:

```
C:\WINDOWS\explorer.exe /e, /
root,c: /select,C:\Documents and
Settings\Jim.LIAN-LI\My Docu-
ments\NOCCC related files.
```

By substituting the path of your choice for the "C:\Documents and Settings\Jim.LIAN-LI\My Documents\NOCCC related files" portion of the above example, you can have *Windows Explorer* open and display the directory of your choice.

As noted in part 1, the default columns that are displayed in the *Window Explorer* detail view are: Name, Size, Type, Date Modified. But you should know that they are just four of the 45 possible column types.

Not all column types are pertinent for a given file type. For example, Bit Rate is not going to be very useful in a directory full of *.jpg or *.tif files. Camera Model is not very useful in a directory full of *.mp3 files.

As hard disks are humongous today, more and more people have large collections of pictures, video, music and Microsoft *Office* document files on their computer (and far too many are not backed up). The ID3 headers on MP3 files can provide a lot of information about each track. To easily see that information, you need to turn on more column details. You can not break anything by playing with these options. Click on 'View,' when the menu opens, click on Choose Details, (place "Insert Details.jpg" here)

click on an item in the list to place a check mark in the box which activates the feature, then click on a directory and look at the results. If you don't like the results, repeat the procedure to remove the check mark and it is gone.

The following is the complete list of possible column types: Name, Size, Type, Date Modified, Dimensions, Title, Date Created, Date Accessed, Attributes, Status, Owner, Author, Subject, Category, Pages, Comments, Copyright, Artist, Album Title, Year, Track Number, Genre, Duration, Bit Rate, Protected, Camera Model, Date Picture Taken, Episode Name, Program Description, Audio sample size, Audio sample rate, Channels, Company, Description, File Version, Product Name, Product Version, Profile, Width, Height, Duration, Bit Rate, Frame Rate, Sample Rate, Keywords.

(There will be more in part 3.)



Term You Should Know

backlighting

The illumination of liquid-crystal display (LCD) screens by shining a light from the inside out.

Backlit LCDs are clearer and easier to read than other screens.

From *Smart Computing*

Article

The Nightmare

By Barry Phillips
Member, Computer Club of Oklahoma City
bfpdata@1access.net

Obtained from APCUG with the author's permission for publication by APCUG member groups.

My computer growled like some prehistoric monster rebelling at being awakened from a deep slumber; then checking my financial data online almost by habit, terror pulsed through my veins as I no longer existed; all my personal data had been deleted! I then checked to see if my credit cards were in my wallet which gave me a momentary feeling of security that I still existed. However, the panic returned when I remembered the credit cards while having a physical reality actually have only a cyber reality. What did I do wrong? Do you suppose the last time I kicked my computer out of frustration caused this animosity? On the verge of hysteria, I shouted, "I am too young to be cyber terminated and deleted into nonexistence!"

Looking for something to save me from termination, I am very appreciative of the National Cyber Security Alliance (NCSA) for their contribution to this article. NCSA is a go to resource for cyber security awareness and education for the home user, and small business, and education audiences. NCSA is a private partnership whose sponsors include the Department of Homeland Security, Federal Trade

Commission, and many private-sector corporations and organizations.

"The widespread availability of computers and connections to the Internet provide everyone with 24/7 access to information, credit, financial services, and shopping. The Internet is also an incredible tool for educators and students to communicate and learn. Unfortunately, some individuals exploit the Internet through criminal behavior and other harmful acts. Criminals can try to gain unauthorized access to your computer and then use that access to steal your identity, commit fraud, or even launch cyber attacks against others. By following the recommended cyber security practices outlined here you can limit the harm cyber criminals can do not only to your computer, but to everyone's computer.

However, there is no single cyber security practice or technological solution that will prevent online crime. These recommended cyber security practices highlight that using a set of practices that include Internet habits as well as technological solutions can make a difference. The National Cyber Security Alliance's Top Eight Cyber Security Practices are practical steps you can take to stay safe online and avoid be-

coming a victim of fraud, identity theft, or cyber crime."

Here are the eight NCSA cyber security practices to stay safe online:

1. Protect your personal information. It's valuable.
2. Know who you are dealing with online.
3. Use anti virus software, a firewall, and anti-spyware software to help keep your computer safe and secure.
4. Be sure to set up your operating system and Web browser software properly, and update them regularly.
5. Use strong passwords or strong authentication technology to help protect your personal information.
6. Back up important files.
7. Learn what to do if something goes wrong.
8. Protect your children online.

Upon awakening after having once more dozed off in front of my computer while online, I saw my personal data that confirmed I really did exist. I am alive! I have not been deleted! It was only a nightmare. I simply must stop watching those late night horror movies, kicking my computer in frustration, and improve my online security practices to avoid cyber fireworks.

This article has been provided to APCUG by the author solely for publication by APCUG member groups. All other uses require the permission of the author.

The Bug Report

The Greater South Bay PC Users Group

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Torrance, CA 90505

September 2007

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