Issue #15
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We're back! Like the new look? We decided it was time for a change. Nevertheless, and regardless of our appearances, we're here once again to help you, our valuable readers, answer the questions which most perplex you in your daily encounters with those silicon desktop beasts. As always, we received a ton of new questions for this week. We try to get to as many as we can, but rest assured that if we cannot print your question in *ComputerFAQs Weekly*, you will receive a personal reply from one of our technicians.

This week, we're having a drawing. We're giving away a *free* certificate good for one of our *Personal Computer Basics* courses. That's right. It's absolutely **free**. All you have to do to enter the drawing is to fill out our short *ComputerFAQs Weekly* survey and fax or mail it back to us by September 1st, 1995. Since we only want to send copies to those people who are interested, call us at 716-668-0838 to request a copy. The certificate is good for up to four (4) people, so this is a chance to get your office associates up to speed on computer basics! Call us today for a copy of the survey and to enter into our free drawing.

We thank all of you who have requested a copy of our *Small Business Database For Windows*. Once again, we've run into a few delays in getting them mailed out. We appreciate your continued patience. As always, thanks for reading *ComputerFAQs Weekly*. And remember to keep our number next to your computer in case you need help! We're the only place where you can get **free** technical support for any kind of computer problem! Don't panic when your system gives you a strange error message. Call the experts.

"... I just wanted to thank you for your help. We experienced a hard drive problem and your technician was helpful and patient. Thanks *ComputerFAQs Weekly!*" - *Rosemary Tilton, Cheektowaga NY*

Q: Following one of your suggestions in issue #10, I tried to modify my Windows INI files and now they're completely messed up. They look fine in WordPerfect, but when I try to type them from DOS, I get garbage, and Windows gives me error messages when loading. Please help me! - *Brandon T., Akron NY*

A: Brandon, the answer is simple. You should not use a word processor, such as WordPerfect, to modify your DOS and/or Windows system files. Word processors have their own text formats (.WPD for WordPerfect 6), while DOS and Windows use ASCII, which is a "plain text" format with no special codes for fonts or graphics. Here's what you do to restore your system: load up the files you modified into WordPerfect. From the **File** menu, select **Save As**. Down towards the bottom of that dialog box, select "ASCII (DOS) Text" and then save the file. This should restore the files to plain ASCII and allow Windows to read them. In the future, don't use WordPerfect to modify these files. Instead, use **EDIT** from DOS or **SysEdit** from Windows. You can also edit ASCII text files in the Windows **Notepad** (but not Write). Hope this helps. If not, call.

Q: We have been deciding whether or not to start our own company BBS so our customers can access information 24-hours a day. Can you give us some advice? - *Ryan K., Buffalo NY*

A: Starting your own computer BBS (bulletin board system) can be a major undertaking, if you want to do it properly. Plan on spending about 10 to 15 hours to set it up, and at least 5 to 10 hours each week on maintenance. Depending on the kinds of services you want to offer, your costs are determined accordingly. For a simple, one-line system with basic Email, file (software) transfers, and online text retrieval, you're looking at about a $1500 investment (hardware, phone line installation, modem, etc.) Of course, you can go all the way with a full-blown, 10-line Internet-based system. Plan on spending much more, however. A lot of businesses are looking into setting up "home pages" on the World Wide Web, which is a graphical Internet environment and can be a very cost effective way to give your company a full-time Internet presense. We could go on for many pages with our experience in the online world. If you'd like to discuss what options may be best for your business, give us a call. We'd be happy to provide you with more detailed advice.

worldwide distribution on the Internet. *Mail:* PO Box 1453, Buffalo NY 14225. *Phone:* 716-668-0838 (please leave a message if we're not in the office). *Fax or BBS:* 716-656-2054 (it's busy a lot, so please keep trying). *Email:* ap656@freenet.buffalo.edu. *Free HelpDesk:* 1-800-283-2255 (PIN# 20996, leave your name and phone number).