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v overhead. can be done, it has been e and it's ed the erSpec•PC.

Anyone else ld have d this off. it hasn't. nply start with nce_10 s of experience years of experiences in selling hundreds of thousands of systems. Next,

e on an exhaustive mary research effort rough detailed customer veys of specifically what buyers want, and make at research ongoing. Of urse, make sure all the chnology is current and at e top end of what's opriate. Next, tap into propriate. Next, tap into agineering resources orldwide, finding suppliers mmitted to quality and the ricing required to do olume business. Finally, eliver the technology to the customer through a high-service, low overhead channel like Micro Center. -Oh, and do it more than

The examples of this

process are many: Example 1. The mainboard manufacturer meets the strict quality-control requirements that only ISO-9001 certification demands. Each board is lled off the line at 3 critical stages and thoroughly tested 3 separate times. Yes, e pay more, but ly a little.

Example 2. The power supply manufacturer is the est in the world d measures its failures in parts per million, yet is extremely costfective

Example 3. The yboard manufacturer pplies 7 of the 10 top stem manufacturers in the orld and knows volume-5 icing.

Example 4. The multimedia compor onent provider is the #3 sound card anufacturer in the world. Id a crowded world it is in this product category. Some of the best have

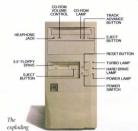
ught into the concept of ore for less. How about ou?

When you put

POWER

We've built a case for strength and good looks.

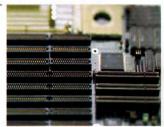
- · Exclusive cases designed and manufactured by a leading case specialist
- Distinctive small footprint mini-towers and soon to appear full size towers
- · Plenty of room for expansion



popularity of the mini-tower case is for good reasonexpandability in a small footprint.

The pure performance of local bus and IDE

- VESA local bus I/0 for 32-bit IDE transfers at local bus speeds
- · Dual IDE ports utilize upcoming enhanced multichannel IDE specs allowing larger drive sizes
- · Incorporates cutting edge technology for best performance
- · Two serial, one parallel, one game port
- · Designed by a leading Silicon Valley firm (that writes drivers for many other IDE card manufacturers)



Main boards from world class suppliers providing critical reliability when it counts.

- World renowned AMI BIOS
- ISO-9001 quality control standards
- VESA Local Bus
- · Three VESA slots, all master or slave, can also act as ISA slots
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- · Eight 16-bit ISA slots
- · Clock generator replaces oscillator crystals to make processor upgrades simpler
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Power plants manufactured by the industry's dominant power supply company

- · Used extensively in major PC brands including IBM, Apple, HP and more
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Microprocessors not less than 50MHz for graphics-oriented interfaces and data intensive applications.

on the specs, you'll see!







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- A huge selection of quality products always at competitive prices
- · Specialized, knowledgeable associates dedicated to customer service
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Technically speaking, most comparisons aren't this easy

Component	POWER.SPEC	Packard Bell*	Typical Clones	Benefit		
Slots	Eight 16 bit ISA, 3 VESA Local Bus	Four 16-bit ISA	Typically 6-7 ISA slots, 1-2 VESA Local Bus slots	Greater speed, more flexibility, more expandability		
Bays	Five, 3-3.5", 2-5.25"	Four, 2-3.5", 2-5.25"	Typically five, 3-3.5", 2-5.25"	More expandability		
Memory Expansion	To 64MB	to 36MB	Typically 32MB	More expandability		
Power Supply	True 200Watt, UL and FCC approved	150Watt UL and FCC approved	Mixed specs and reliability Not UL or FCC approved!	Safety, for yourself and your computer		
Video	Accelerated, Local Bus card, conforms to VESA standard	Accelerated local bus on mainboard	Typically Local Bus or accelerated	Quicker response time, better productivity		
I/O	32-bit VESA Local Bus	16-bit on mainboard	16-bit ISA	Data access speed, work throughput		
Keyboard	1st quality, with all safety and regulatory approvals	1st quality, with all safety and regulatory approvals	Inexpensive keyboard from 2nd or 3rd tier company. May or may not have approvals.	Durability, compatibility and safety		
FCC Class B	Yes	Yes	Usually not. Leading clone case makers confirm that over 70% of the cases and power supplies shipped to the US are not UL approved and will not meet FCC requirements.	Equipment that is causing interference is the legal responsibility of the user. Also, better quality construction and components is required to mee FCC Class B certification.		

Information from company marketing literature. Force 1777 plus used for compariso

The best keyboards are graded on a curve

- · World's leading keyboard manufacturer
- Supplier to 7 of the top 10 PC brands
- · Industry-leading key switch mechanism
- · Rated at 30 million cycles
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- Solid tactile feel for firm response

Fortunately, some video choices are very clear.

- One of the largest video card manufacturers in the US
- Highly compatible chip sets and drivers
- Accelerated VESA local bus
- High frequency refresh rate reduces eye strain
- Super VGA 256 colors standard Truecolor 24-bit at 640x480
- resolution

Monitors to suit every individual need

As monitor size and resolution are very personal decisions, the monitor choice to meet your individual needs is always sold in addition to the system. See page 9.

Here, More for Less means the Most.

> Given to speed. Mindful of growth. Attentive to needs.



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PowerSpec•PC configurations With the power you spec'd for most any need.



A good system choice for the student when you want both to perform

Value Series 486DX2 50MHz 4/420

- 50MHz 486DX2 processor
- MiniTower with 5 drive bays and 8 expansion slots
- 4MB RAM, expandable to 64MB
- · 420MB internal hard drive
- 1MB Video RAM with VESA local Bus Video
- 1.44MB 3.5" floppy drive
- 3-button mouse and enhanced 101 keyboard included · Pre-loaded with MS-DOS and MS Windows
- · One year warranty (three years optional)
- Monitor sold separately See store for configuration. Monitor sold senarately



The power of a big machine for the power of a small office

Value Series 486DX2 66MHz 4/420

- 66MHz 486DX2 processor
 MiniTower with 5 drive bays and 8 expansion slots
- 4MB RAM, expandable to 64MB
- 420MB internal hard drive, 128K cache(256K maximum)
- · 1MB Video RAM with VESA Local Bus Video
- 1.44MB 3.5" floppy drive
- · 3-button mouse and enhanced 101 keyboard included
- · Pre-loaded with MS-DOS and MS Window
- · One year warranty (three years optional) Monitor sold separately



Value Series Entry Level 486DX2 50MHZ 4/210

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Experience multimedia at home from the multimedia experts at work.

Value Series 486DX2 50MHz 4/420

- 50MHz 486DX2 processor MiniTower with 5 drive bays and 8 expansion slots
- 4MB RAM, expandable to 64MB •
- 420MB internal hard drive, 1.44MB 3.5" floppy drive
- · 1MB Video RAM with VESA Local Bus Video
- · 16-bit sound support and speaker included · Double-speed CD-ROM drive built-in
- · 3-button mouse and enhanced 101 keyboard included
- · Pre-loaded with MS-DOS and MS Windows · One year warranty(three years optional)
- Monitor sold separately



A business multimedia system to work hard and play harder

Value Series 486DX2 66MHz 4/420

- 66MHz 486DX2 processor
- · MiniTower with 5 drive bays and 8 expansion slots
- 4MB RAM, expandable to 64MB
 420MB internal hard drive, 128K cache(256K maximum)
- 1MB Video RAM with VESA Local Bus Video
- 16-bit sound support and speaker includedDouble-speed CD-ROM drive built-in
- · 3-button mouse and enhanced 101 keyboard included
- · Pre-loaded with MS-DOS and MS Windows · One year warranty(three years optional)
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MICRO CENCER



Los Angeles



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TIPS & TRAPS

SHARING THE LOAD. To run Microsoft Excel for Windows 5.0 or Microsoft Word for Windows 6.0, you must load the SHARE program that comes with MS-DOS. If you try to run either program without SHARE, you will receive one of the following messages:

"You must exit Windows and load SHARE.EXE in order to run Microsoft Excel" or "Cannot open or save any more documents."

To correct this problem, you need to add the following line to the beginning of your AUTOEXEC.BAT file:

C:\DOS\SHARE.EXE /L:500 /F:5100

If your DOS directory has a different name, you should replace C:\DOS with the correct path name.

The SHARE command provides the file-locking protection required in an environment where multiple programs and functions are operating simultaneously. It is not automatically loaded during the standard DOS installation procedure. In those cases where it is loaded, it lacks the additional "/L:500 /F:5100" parameter. The "/L" parameter specifies the number of file locks and the "/F" parameter specifies the amount of file space. Without these parameters, SHARE can run out of resources in the middle of your work, preventing you from saving your most recent changes.

Both Excel and Word make use of object linking and embedding (OLE) operations. These operations require the rangelocking capability of SHARE.EXE. Range locking allows an OLE application to lock an individual segment of a document that contains the material to be edited, so the programs operate faster and use less memory (since you're not working with the entire file at once).

You do not need to run SHARE with Windows for Workgroups 3.1 or 3.11 in enhanced mode. Windows for Workgroups automatically loads a comparable file-sharing utility called VSHARE.386.

NOT SO SMART. Microsoft SMART-DRIVe version 5.0 supports CD-ROM drive caching. Any CD-ROM that is supported by Microsoft CD-ROM Extensions (MSCDEX.EXE) can be cached by SMARTDRIVe.

To take advantage of this feature, you must load MSCDEX.EXE before SMART-DRV.EXE (both are typically placed in the AUTOEXEC.BAT file). The MSCDEX.EXE program assigns a drive letter to the CD-ROM. Until it runs, the CD-ROM will not be recognized, and SMARTDRV will not be able to cache it.

To verify that your CD-ROM drive is being cached by SMARTDRiVe, type "SMARTDRV" at the MS-DOS command prompt and press ENTER. A list of drive letters currently cached will be displayed. Verify that your CD-ROM drive letter is included. Since CD-ROM drives are readonly (you can't save information to a CD-ROM drive), it will show the drive to be READ-cached but not WRITE-cached.

If the CD-ROM drive letter does not appear, verify the correct order of the statements. Caching a relatively slow CD-ROM drive can have dramatic effects on performance.

<u>MOUSE TRAP.</u> Windows versions 3.0 and 3.0a do not support using a mouse in an MS-DOS application running in a window. If your DOS application requires a mouse, you should run the application in fullscreen mode, or upgrade to Windows 3.1, which does support this capability.

If you are running Windows 3.1 and experience mouse problems in DOS-based applications, the following suggestions may help.

Make sure your mouse driver is version 8.2 or later. Earlier drivers may not work properly under these circumstances.

If you're using a third-party video driver, try switching temporarily to the standard VGA driver that came with Windows. Some video drivers interfere with mouse functionality, and an upgraded video driver from the third-party manufacturer may be necessary.

You can force Windows to use a mouse in windowed DOS-based applications by adding the following line to the [NonWindowsApp] section of your SYS-TEM [N] file:

MouseInDosBox=1

Restart Windows to activate the changes.

<u>BREAKPOINT POINTERS</u>. General Protection Faults (GPFs) can occur in Windows for a variety of reasons. Isolating the cause can be time-consuming. The following suggestion seems to resolve many GPFs that occur during memory-hungry procedures, such as scanning or editing high-resolution or true-color images. These GPFs can be caused by insufficient breakpoints.

Breakpoints are internal pointers that provide a method of transferring control between processes operating under Windows' 386 Enhanced mode. The default number of breakpoints is 200, which may not be enough during memoryintensive situations or with some thirdparty device drivers. Once a breakpoint has been used, it is not returned to the pool of available breakpoints, so it is possible to run out.

The number of breakpoints can be increased by adding a statement to the SYSTEM.INI file. "MaxBPs" specifies the maximum number of breakpoints that can be used by the virtual memory manger.

To increase this value, add the following line to the [386Enh] section of your SYSTEM.INI file:

MaxBPs=400

Restart Windows for the changes to take effect.

<u>CHANGE OF ADDRESS</u>. Macintosh Bus Errors (type 1 errors) and Illegal Instruction Errors (type 3 errors) are generally caused by running older Macintosh software on newer machines under System 7. When these older programs were written,

(Continued on Page 13)









Interview

Ed Krol

An interview with Ed Krol, author of the best-selling "The Whole Internet"

t often seems these days that everywhere you turn people are talking or writing about the Internet. But to many of us, even those who work full-time with computers, the Internet remains something of an enigma.

In order to shed some light on the subject for the customers of Micro Center, we're bringing you the following exclusive interview with Ed Krol, author of the single most popular book on the Internet, "The Whole Internet."

Micro Center: Mr. Krol, virtually all of our customers own and/or use personal com puters and are familiar with the concepts of electronic bulletin boards and online services. Everywhere they turn now-a days, in the media, they're hearing about the Internet. What is so different about the Internet?

Ed Krol: The Internet is a group of networks all acting in concert to appear to end users as one big network, and it is primarily a communications pipe with all of the information being in user machines at the end of it. So the difference between a lot of the proprietary data services and the Internet is that there is no big database machine in the sky which has all of the sports scores and everything on it. There are an awful lot of voluntary services out there which provide very localized and small targeted resources with no commercial value.

Micro Center: Who actually controls or governs the Internet?

Krol: The technical aspects of the Internet are governed by something called the Internet Society and the Internet Engineering Task Force. They are responsible for making ure that it all works together and reasonable standards are maintained.

Each of those 37.000-some odd networks that are a part of the Internet are autonomous, but they've latched on to a philosophy which makes them cooperate with each other. So there is no CEO or president of the Internet who governs and dictates policy for the whole thing. There is a more or less democratic view of how the thing should work, and people get together and talk until they reach some consensus for what should happen in a particular situation.

Micro Center: How did the Internet come into beina?

Krol: It started in our Department of Defense, when they were trying to do research into how to build a data communication network which could withstand catastrophes. For example, they could sit in Wash ington and say, "Shoot these missiles." If the message was destined for Kansas City, and in the middle of the message, St. Louis gets vaporized, somehow those messages would have to get through.

The interesting design they came up with is to assume that the network is totally nreliable, and let the end machines have all the smarts in them to figure out how the messages should be sent and whether or not they got there. I guess it was a fairly good design because it has grown far be yond its design criteria and is still growing strong.

Micro Center: What were your early activities on the Internet?

Krol: The activity which got me on the road to writing the book was when I started

Los Angeles

looking at how to get connected to the Internet, there were a lot of circular references to people you needed to talk to, and they were not well-documented. People would talk in cryptic acronyms like "download that template from the NIC." It took me a long time and a number of phone calls to figure out what all that stuff meant.

I kept a diary of everything I did. Then, when I got connected and the Internet started to become a research tool, all these peo ple said. "How did

you do it?" So, I wrote this thing called "The Hitchhikers Guide To The Internet," which was a 20-page every thing-you-need-toknow-to-get-connected type of thing. It got passed around the Internet, and is still being passed around even though it is a bit dated now. Based on that, O'Reilly recruited me to write the book.

Micro Center: Is it difficult to keep the book updated? Is the whole system evolving too rapidly to have a book that is ever really current. or is it fairly stable now?

Krol: The textual parts of the book are reasonably easy to update in a fairly quick time frame. If we think about re-reading the text and revising it about every 18 months, it's probably doable and probably the right time frame. The number of resources at Internet is growing amazingly fast. There is no way I can think of that any one index could keep up with the whole state of the Internet

Micro Center: Who should be interested in using the Internet? Who is it for? Krol: It's for someone who is looking for information about something when they want it. It can be anything. For example, your child comes home and is sitting there doing homework, and (of course, just after the library closes) says, "I need a copy of the German surrender document from World War II, where can we get it? It's due tomorrow.

These are the kind of people who could really use the Internet, along with people who are after sports scores, stock market quotes, and discussions. Also, there is an awful lot of U.S. Government information out there. In fact, the Clinton administration is trying to get virtually everything the government used to print available through the Internet somehow

The National Institute of Health has this resource, Cancernet, available on the Internet, which has the most up-to-date treatment information for various kinds of cancer. So, if you go to the doctor and get diagnosed with some kind of cancer, you can go to this database and say, "I've just got diagnosed with carcinoma. What's the treatment for it?" You can see what your doctor is telling you, and see what the National Cancer Institute tells you. Then, if

they are saying the same thing, you know the doctor is reasonably up-to-date. If not, then you can worry about second opinions. Micro Center: Why is it seemingly so complex to hook up to the Internet? Why can't someone just dial into it like we do with BBS systems or CompuServe or Prodiav?

Krol: The reason it is so difficult to get connected is that the philosophy of the Internet is that the end machine should be responsi-

ble for doing the actual work of providing the communications. You can get access to the Internet by using Procomm or Versa term or something like that where you become a terminal, or emulate a terminal and dial up someone else's machine which is on the Internet. And it would look a lot like CompuServe or America Online or whatever

However, what you get is whatever that service provides, which could be some subset of what the Internet can bring you. The better way

and the harder way, is for your machine to actually become part of the Internet, which means you need a bunch of special software and a little technical expertise to get all of that working.

Now, there are a number of groups which are trying to get that process a lot simpler. There is something called "Internet in a Box," which gets you books and software and an account all wrapped up in one package. So, if you have a "Windows" kind of machine, you can slap in a diskette, read the book, and you're on the Internet. Micro Center: Is there a charge to be attached or connected to the Internet? Krol: There are charges for the Internet, and they are likely to worsen over time. Basically, the government now funds the majority of the connections between areas, or a big chunk of it. There are commercial firms in that market, but the government funds just that piece of it.

The services that connect you to the Internet have to pay people, and also have to rent a telephone line to the nearest long distance provider's office. That's where the charges you have to pay come in. You have to pay for your share of that line running to the rest of the Internet, plus pay for some of the people that work for your provider.

Over the next couple of years, the government is going to get out of the Internet subsidy business. Therefore, the cost associated with each provider will likely go up because they will have to start paying for their piece of the long distance providers' network, too.

Micro Center: What are the minimum hardware requirements to be on the Internet?

Krol: It doesn't take much of a machine, but (Continued on Page 13)



Ed Krol (Continued from Page 12)

it depends a lot on what you want to do. If all you wanted to do is send electronic mail, you can do that on any kind of machine that will run a terminal emulator, by just accessing an Internet machine some where else in timesharing mode.

If you want to run the actual Internet applications, like the one that has caught veryone's eye because it can do multimedia -- something called Mosaic — you need a Windows machine or a Macintosh and high-end modem. You'll like the Internet a lot more if you can use one of the higherend modems, running 9600 or 14,400 baud, rather than a 2400 baud modem which is OK for the terminal stuff.

Micro Center: What is the best way, if there is a single best way, for an individual or small business to get connected? Krol: First of all, you need to figure out what you want to do. Do you want to send electronic mail? Are you going to use it every day, or are you going to use it 3 hours a day, or 20 minutes a day?

If you get into a Chicago or New York, you could probably find 8 or 10 Internet providers which would all offer equivalent services with various twists on them. One of them would give you the software you need; one of them would say, "This is cheap service. Here's your line, do whatever you want." If you get into the smaller cities, you may only find one provider who is going to take your business

There is another book from O'Reilly called "Connecting to the Internet" by Susan Estrada. It's a list of providers by geographical area, plus a bunch of information on how to figure out what you need and how to negotiate with your provider. Micro Center: Are you surprised at the seemingly huge number of Internet books that have hit the bookstores in the last few months?

Krol: It seems everyone is writing one. I sometimes think of how on the David Letterman show he invites a class of people to run up on stage. He'll have nurses day, then a bunch of nurses will run up on stage. I'm waiting for the day when I get this call from David Letterman that says he is going to have Internet authors running up on the stage!

Micro Center: Is the Internet getting a bad rap about how difficult it is to get up and running on a PC, or is that rumor well arounded in truth?

Krol: It's actually well grounded in history. If you go back to the time when it was de veloped (back in 1970), you had the packet services like Telenet and Tymnet, and you had Internet. Up until about 5 years ago, what you did on the Internet was 1970 computer technology. You logged into other machines, and you sent E-mail, and you transferred files all by doing things like typing in a bunch of DOS commands, because back in the 70's, command line interface was the way you did computers.

There was no index on what was out there. People had little notebooks written in long hand on where to find files. Then, about the same thing happened in Internet that happened in the rest of computing. When PC's came out, they were hard to use, but everyone said, "I can do BASIC at home and my life is wonderful now." Then someone came up with the idea that you could do a spreadsheet, a graphing package, and a word processor, and you could print three documents and cut with a pair of scissors and paste them with glue and produce nice stuff. Then you had a more in

tegrated package where you do all that in one package and just print the finished document.

That same thing is happening in the Internet. They've gone away from command line interface, and now it's mostly a point-and-click kind of interfaced Windows. You can browse around for what you want, choose a file, and download it to your machine just by using your mouse.

Now there are any number of indexes where you can search and say, "I'm looking for this particular software package or information that has these particular key words in it." It will then give you a list of perspective documents which you can choose yourself. I think that Internet traditionally has been hard to use, and it stayed that way until about 1989. Then it quickly got fairly easy to use. Now, on a well-configured Internet machine, you'd probably never have to do anything other than use a mouse to do basic stuff

Micro Center: Are there commercial opportunities on the Internet? That is could someone make a living or supplement one's income as a self-employed or freelance Internet expert somehow? Krol: There are a number of business opportunities available in the Internet. One of the problems with providing data on the

Internet is that you need a machine which can be connected all the time. If you are going to give away information about your product on the Internet, you need to have a machine which is there to give away the information whenever anyone in the world wants that information. Most home connections to the Internet are not like that.

There are a number of service bureaus which will take your information and make it an Internet resource. There are a number of businesses which are now allowing people to browse their catalogs and order through the Internet. So, there are opportunities in formatting and serving these resources. There are also a number of electronic publishing houses where you give them the information you want , and they make a spiffy display for you and put it up on line, or give it back to you and you can take it to a vendor of your choice. I guess they do what ad agencies did with broadcast media

Then on top of that, because the Internet is growing so dramatically, there are a bunch of opportunities for people who have expertise in the area of Internet-style networking.

Micro Center: Can you debunk some of the more common myths about the Internet?

Krol: The biggest myth is you can't do commercial stuff, when, in fact, most of the newer exciting things on the Internet are fairly commercial. On Valentine's Day this year, there was this florist that put on pictures of its bouquets. If you wanted one, you would just click this thing that said," I want to buy one of these." Then it would pop up a form which said, "Where do you want this sent to, what do you want written in the card, and how do you want to pay for this?" So, you can certainly do commercial things in the Internet as long as you don't do them intrusively. That's one myth

I guess the other sort of half-myth is that the Internet has absolutely no security. In fact, there is not a lot of security on the Internet, but if I send an E-mail message from here in Illinois to you in Ohio, if someone is going to sneakily look at that message, they're very likely going to sneak their look either close to me or close to you. There is no way that some hacker sitting at Stanford can say, "Show me every E-mail message that Ed Krol sends out of the

University of Illinois."

Once the Internet gets out of the University of Illinois, it's covered by all of the wire-tapping laws that apply to phone companies, because it's all carried on phone company lines. The local area networks which are commonly used to connect people and business to the Internet are really insecure. The wire which is used to connect my machine to the Internet is shared with everyone in my office suite. It is possible that someone will see things which you don't want them to see, but it will likely be someone sitting close to me. And the same is true on your end.

Micro Center: If you had total control over the Internet, what changes would vou make?

Krol: Can I change that question to what I would keep the same? The whole of the Internet is based on the ability, once you get connected, to access computers any where for a single price, without regard to their location or how much you want to transfer. Right now, if I buy a 2400 baud connection to the Internet, it doesn't cost me any more to transfer one page of information or a whole book's worth of information, and it doesn't cost me any more to transfer that information from Chicago or from Helsinki

The whole culture of information that is the Internet is based upon that philosophy of charging: I may pay so much per hour, but what I do within that hour is not extra. If that changes, probably the Internet will die.

If you start charging by the megabyte, by the packet, by distance, or something like that, you're not going to be able to let kids browse on the Internet, because you are going to live in fear that you are going to be working on the car and come back into your house, and your six-year old is ecstatic because he found the dinosaur museum with all these neat pictures of dinosaurs in Honolulu; and in the process of downloading them all, he ran up a \$300.00 bill!

Then there are all the people who are giving away information. If I decide what the Internet really needs is the Champaign Park District youth soccer schedule on line which is a service to everyone here who's got a kid in soccer, I'll do it now because I don't have to pay anything for people to access that information. If, all of a sudden, every time someone asks me for something and I send information out I have to pay more for it, all these little resources on the Internet will dry up.

Tips & Traps (Continued from Page 9)

Macs with 32-bit busses did not exist. Most of the time the simple process of turning off 32-bit addressing under Memory in the Control Panel will solve this problem.

There are side effects of running your Macintosh without 32-bit addressing. First, you won't be able to use more than 8 megabytes of memory on your machine. Second, some software requires 32-bit addressing to run properly.

This solution does not work for all programs, of course. There may be other incompatibilities between older software and newer machines. Contact the software publisher for a current version of the software under these circumstances

Note that the new Power Macs cannot have 32-bit addressing turned off. A software patch or upgrade would be the only solution to a compatibility issue.



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