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Next Meeting:
August 21

The Sleeping Giant Awakens: Hundreds Turn Out for First CWUG Meeting!

By Andrea Frank

On Thursday evening, June 19, hundreds of Windows users of all varieties turned up for the first meeting of the new Chicago Windows User Group (CWUG).

The meeting—a technology event in its own right—was conducted simultaneously in Microsoft's downtown Chicago and Downers Grove locations which were linked by a live video feed.

Guest speaker Jay Jamison, Microsoft's Director of Windows Server Technologies, flew in from Redmond, WA, for the occasion to present on "Windows-Past, Present, and Future."

He hinted at new functionality, such as applications that provide the OS with configuration instructions to automatically

set required conditions.

Jamison also poked fun at some of Windows' notoriously useless error messages and showed how product development teams now use a deck of cards with "personas," profiles based on real users,

to assess new features for customer needs and roles.

Brian Valentine, Senior VP of Microsoft's Windows Division, shared a special behind-the-scenes video showing how Microsoft actually builds Windows with multiple teams. Like a well oiled machine, the daily submission of new work and overnight testing ensures compatibility with hundreds of products and platforms.

Formed in May, CWUG already has a membership of over 1000 Chicagoland Windows users—and the videoconferencing technology used Thursday night took interactivity to a new level for the nearly 200 Downers Grove and 100 downtown attendees.

"We think that the high

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CWUG thanks the
sponsors of our
first meeting!



Make it So! CWUG Needs You

CWUG will thrive as the user community leads it forward. It is not run by Microsoft. It is not run by sponsors. It is run by Chicagoland Windows users! You—IT professional, educator, student, or home PC user—have an opportunity to shape CWUG's future. Help take CWUG in great directions:

1. **Join.** Visit www.CWUG.NET/Register to register. Membership is free and you will receive information about future events and access to special online resources.
2. **Get in the game.** Actively engage in meetings and events. Use the group to share & learn about Windows with others.
3. **Volunteer.** CWUG needs enthusiastic and committed volunteers. E-mail Volunteer@CWUG.NET.

If you already volunteered, stay tuned! We have your details and will be in touch soon.

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What is the Chicago Windows User Group?

By Andrea Frank

The Chicago Windows User Group (CWUG) started up in May with a booth at the Windows Server 2003 launch event held at McCormick Place. By the end of that day over 500 interested launch attendees had signed up, and as the news spread hundreds more joined on the website. Membership now totals over 1,000.

CWUG's mission is to help anyone, irrespective of means, skills, and experience, to draw the fullest benefit from the availability and use

of personal computers that use Windows and software that runs on the Windows operating system.

Membership draws from many different groups that use personal computers as part of their everyday lives, including: IT professionals, information workers, educators, students, and home PC, and recreational device users.

The user group's activities will include meetings every 2 months, technical education, community outreach, special interest groups, and this

newsletter.

Activities will focus on the Chicago, IL, area: Northeast Illinois, Northwest Indiana, and Southeast Wisconsin.

Importantly, CWUG's direction comes from the community of members and is not controlled by Microsoft or its sponsors, and membership is free.

Users can join from the CWUG web site: <http://www.cwug.net>. All are welcome to the next meeting, August 21, 2003. See the website for details.

Volunteers Vocal at First Breakout Session

By Andrea Frank and Chris Lewis

Ideas flowed at the popular first CWUG volunteer breakout session as veteran and early career Windows users chimed in with suggestions and warnings about how to start shaping the new user group.

Everyone agreed on the need for an overall structure that users can hook into as their strengths and interests dictate. A standard format, with some attention paid to hot topics or special interest groups (SIGs) and an opportunity for questions and answers seemed essential.

The group then brainstormed the following potential SIGs: platform migration and co-existence, core services, services on top of platforms, funky devices, small business vs. enterprise concerns, mobility, operations, and messaging.

Speaking from experience,



Volunteer at the June CWUG meeting

too many SIGs or specialization.

Ultimately the users and steering committee must work together to create a community experience to meet users' needs. This will take some time and, no doubt, trial and error.

Having an online forum, and potentially a survey or voting mechanism may be an option. And users can always set up their own "off line" conversations and gatherings to fill special needs, so

long as CWUG draws users together so that they can collaborate and create what they desire.

As a last item, the session attendees thought about committees to develop:

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Save the date!
The 2nd CWUG
meeting will take
place on August 21!

Good Business & Good Karma: Sponsor CWUG!

By Andrea Frank

We users know it, but please don't keep it a secret: CWUG is filled with the early adopters that drive decisions and initiatives within the rest of Chicago's technology community, and we need sponsors to help CWUG meet user needs and keep its events free for one and all.

Is your company looking for

ways to reach Chicago's high tech audience? Do you know an organization that would benefit from a promotional relationship with CWUG? Contact us!

CWUG offers various flavors of sponsorship to help companies communicate their services and value to this audience, such as: logos and links on the CWUG website and newsletter, booths and

giveaways at our bimonthly meetings, and visibility and promotion at trade shows and product launches where CWUG has an official presence.

To find out more about sponsorship levels and benefits contact David Van Geest, CWUG Treasurer, at (847) 651-6548, or email sponsor@CWUG.NET.

Ready for the Ride?

CWUG forms a New Gizmos and Gadgets (G2) SIG for Users and Developers of Mobile Devices and Software

Do you know what new mobile hardware platforms are coming down the pike from Microsoft and others?

Do you know what software solutions are emerging for mobile devices (sales force automation, supply chain management, field service operations, knowledge management, etc.)?

Do you know the best approaches for architecting solutions that target these platforms?

Do you know how to create value for business with mobile applications, through usability, integration, and security?

Keep CWUG free for one and all: help find corporate sponsors!

By Ian Turvill

These are the questions asked by attendees at the breakout sessions for "Gizmos and Gadgets" at the June 19 user group meeting. And they're the questions that the new G2 SIG will answer in its future activities, including SIG meetings, vendor previews, and online content.

Microsoft and other vendors are investing tens of millions of dollars to develop new mobile and portable technologies. The emergence of the compact .NET framework, the continuing refinements to devices that work on the Win-

dows platform, such as the SmartPhone and PocketPC, and announcements of still further new platforms like SPOT are all testament to their commitment.

Users, administrators, and developers of Windows-based applications need to know what's coming and how to make the most of it. And the G2 SIG will take you there.

If you want to be at the leading edge of mobile and portable technology, please contact gadgets@CWUG.NET to register your interest.

**Coming Soon:
Space on the
CWUG.NET website
dedicated to
mobile & portable
devices**



Hot Server Topics: Security, Migration, and New 2003 Features

By Christopher Kusek, Jerry Smessaert, Mark Shelhart, and Andrea Frank

The server breakout sessions at the first CWUG meeting proved very popular, attracting over 100 people seeking the latest mind share on Microsoft server-related issues.

A quick poll revealed that, "hands up," almost everyone wanted to talk about security. Users wanted to know how to secure their environments, what practices to follow, and how to most easily achieve network and PC security.

To help attendees in Downers Grove get a grip on the basics, Christopher Kusek from Peters & Associates outlined the common and free tools for securing networks and individual workstations.

Surprisingly, despite the variety of users and scope of expertise in the room, most breakout session attendees had little or no exposure to the tools and options discussed, but specialists stepped forward with a variety of resources for the user community.

In the open forum Kusek and the attendees discussed security tools such as:

- Microsoft Baseline Security Analyzer (MBSA), www.microsoft.com, search on MBSA
- HFNetChk (also utilized by MBSA, but still useful in its command line version) www.shavlik.com

- Software Update Service (SUS), www.microsoft.com, search on SUS



Downers Grove attendees at the June CWUG meeting

- GFI LANguard Security Scanner, www.gfi.com, for 30 day trial
- Nessus (the Windows client piece is NessusWX, but the server piece runs on *nix)

The downtown session discussed VMWare and Virtual PC—also new to many—and Jerry Smessaert from Intrinsic conducted a brief demonstration of Windows Server 2003 running under Virtual PC on his laptop.

The next on-demand topic? New features and Windows Server 2003. Many users admitted that they still work in legacy NT4 environments and wanted information on migration paths from NT4 to 2003.

Smessaert emphasized that the breakout sessions should address precisely these kinds of issues, saying CWUG is not just for early adopters. The user group aims at a real world approach with breakout sessions providing a direct problem and response forum. In this spirit,

system administrators with hands-on experience then volunteered insights on particular aspects and problems.

Session leaders fed all of these hot topics, plus others raised (such as licensing, training, and new feature implementation) to the steering committee as fodder for future breakout sessions and meeting presentations.

If these issues sound familiar, don't miss the upcoming August 21 meeting focusing on security, your questions, and the latest options.

As each June attendee received a free, not-for-resale copy of Windows Server 2003, we can also expect some useful feedback as folks put it through its paces.

Come on August 21 to share your wins and woes and get answers from industry experts.

CWUG is about real world issues, not just fun, new stuff.

"Survey Says...!"

Lucky users win an Xbox!

Two users who attended the first CWUG meeting won an Xbox by completing a CWUG online survey.

Even if you didn't attend the meeting or get to fill out the survey, we'd still love to hear from you – you just won't be winning an Xbox. Please send feedback to info@CWUG.NET.

Desktops: The Everyday Challenge

By Michael Ewing, David Van Geest, and Andrea Frank

Every user has a desktop, right? So what happens when 60-odd people show up at “desktop” breakout sessions at the two CWUG meeting locations?

Session leader Michael Ewing of SEI Information Technology took the challenge in hand and, with some fast white-boarding and popular ranking, quickly got the Downers Grove contingent to home-in on their top issues: security, deployment, and tips and techniques.

Volunteers then worked with groups to identify topics and issues that future sessions could most usefully explore: Mike Ahern led the security group, Tim Olsen led the deployment group, and Chris Zach led the tips and techniques group. Their most-wanted lists broke down as follows.

Security:

- Desktop Security - hardware, what users can install (level of access)
- Network Security - media, hardware (routers, etc.)
- Malicious Attacks - former/current employees, hackers

Deployment:

- Deployment/Migration options: imaging vs. cloning, best practices, processes Tools—both Microsoft and 3rd party
- Opportunities to talk to peers and experts about troubles with specific tools
- Strategies on managing cli-

ent images, reducing the number of images, updating, etc.

- Information on recovery options available prior to a rebuild—when a rebuild is seemingly the help desk’s only answer.
- User State Migration Tool (USMT)

98 operating systems. (Gosh, who wouldn’t?)

Meanwhile, discussions in the downtown Chicago breakout group led by David Van Geest of Geneca revolved around issues of administering multiple versions of Windows operating systems within the same organization.

Users also expressed frustration



Attendees and session leaders mingling after the June CWUG meeting

Tips and Techniques:

- Trouble-shooting
- Performance
- Case Studies/testimonials/examples
- Backup and recovery
- Information resources (links to find stuff)
- Training

Of course, to really fit the bill, the users said they’d like good information on all of this for the Windows 2003, XP, 2000, and

with the lack of a local, online forum for the timely exchange of information and hoped that CWUG’s soon-to-be-increasing web presence could fill the gap.

On the one hand it’s going to be a challenge for CWUG to meet all users’ needs; on the other, the desktop breakout sessions proved such a rich resource for discussions that the presentations at the next meeting, August 21, will directly address both security and automated Windows deployment. Got a desktop? Don’t miss it! And help us breakout all over again.

Would you make a good breakout session leader?

The Chairman's Early Reflections

Wow, the summer is really flying by! The first Chicago Windows User Group (CWUG) meeting was held on June 20th and it was a resounding success. Almost 300 people attended the meeting, which was held simultaneously in Chicago and Downers Grove (connected via a video feed). Attendees included a nice cross-section of technology savvy folks who work in a variety of businesses and institutions on an array of Microsoft platforms.

The keynote presentation by Jay Jamison, Microsoft's Director of Windows Server Technologies, included a brief history of the Windows product line and a fairly detailed view of the factors driving the products currently in development.

Jay flew in from Redmond to attend this meeting and emphasized that feedback from the field is vital to his team's success.

Putting his money where his mouth is, Jay supplied each attendee with a not-for-resale version of Windows Server 2003 to enable them to start testing and learning now.

Speaking of product development, Jay shared a very interesting video that showed a day in the life of Windows XP prior to its launch. From morning bug report meetings, to mid-day code changes, to testing in the wee small hours of the night (using a dreaded "USB hub of death"), to an earlier morning code build, the five minute video gave

viewers an appreciation for the many hands it takes to build the Windows products we all use everyday.

We use them and we want to make them work better. Our main objective as a group is to learn and share ideas. Four different break-out sessions were held at each location (see accompanying articles) and we see great opportunities to provide a forum for both broader topic areas and deeper technical discussions. **All we need is you.** Literally. We need you to mark August 21 on your calendar and make plans to attend our next meeting.

We're interested in cool solutions that you've come up with in your environment to solve problems and make your life easier. We're also interested in the problems you're trying to solve. Chances are somebody else in the room is or has dealt with the same issue and is willing to give you a hand.

Online forums are great, but there's nothing like the energy created by smart people sitting in the same room talking about something they're passionate about.

Don't take my word for it, check it out for yourself.

**Rob Nottoli,
Founding Chairman,
Chicago Windows User
Group**

Top Ten Reasons to Volunteer at CWUG

10. Get CWUG to focus on what interests you
9. Share your worldly experience
8. Connect with people outside of your usual "box"
7. Connect with people *about* your favorite box
6. Be in the know (Is there a giveaway next time? If so, what will it be?)
5. Order food and drinks that you actually like
4. power, Power, POWER!! (ach-hem, sorry)
3. Show off to a cool crowd
2. Make sure it's done right
1. Make cool stuff happen in tech in Chicago and maybe beyond!

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steering, logistics, website tech resources, volunteer, outreach/liason, archivist, and ways and means.

To get involved as CWUG continues to explore these topics, email volunteer@CWUG.NET. And if you were at these sessions or have already been in touch, **please be patient**. We will contact you soon. Come to the next meeting, August 21, to hear more.



(Continued from page 1)
turnout and enthusiastic breakout session participation demonstrates an underserved Windows and technology community in Chicago, as well as groundswell interest in the new directions of Windows technology," said Rob Nottoli, CWUG Founding Chairman from Microsoft.

Everyone agreed that the kickoff event was a big success, and as a surprise benefit, each attendee received a free, fully licensed, not-for-resale copy of the new Windows Server 2003 courtesy of Microsoft.

Interested in the CWUG Steering Committee??

People interested in participating on the CWUG steering will meet on August 28. Come to the main user group meeting on August 21 to hear the details!