

## Data Center Power & Golf!

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**INRUG BITS**  
**Indiana Regional Users**  
**Group, Incorporated**

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### Fifth Annual INRUG Golf Outing

by Rick Clark

Mark your home calendar... Mark your Office Outlook calendar... Mark your PDA calendar!!! It's time for the Fifth Annual INRUG Golf Outing.

Tired of hearing about hackers at work all day? Why not become one for a day...

This year's outing will be July 18<sup>th</sup> at the Pleasant Run Golf Course at 601 N. Arlington Avenue in Indianapolis. It's a fun filled day starting at 10:00 a.m. with a presentation by Jerry Schurr from Logical on: "What's New in Data Center Power". Jerry was a long time employee at HP before moving to Logical.

Following the presentation, lunch will be served and tee times start at 1:00. For those die-hard golfers (and you know who you are) who want to skip lunch... go ahead and hit the practice range. Afterwards we'll tally up the scores and award prizes for the days events.

Lunch includes choice of sandwich, chips, fruit, cookies and drink. Sandwich choices are: Tuna salad, egg salad, ham salad, ham/cheese, turkey, hot dog, Coney dog, or Polish sausage.

So "grip it and rip it" this July 18<sup>th</sup>.

Cost for this event is \$40 per person and includes lunch, tee time and cart.

For you non-golfers, you can

also come out and hear Jerry's presentation and join us for lunch for only \$6.

RSVP to Rick Clark by July 10<sup>th</sup> at:

RAC Managed Information  
Services  
ATTN: INRUG Golf Outing  
1204 N. Snowmass Lane  
Muncie, IN 47304

For questions, contact Rick at (765) 730-2204 or [raclarkmis@earthlink.net](mailto:raclarkmis@earthlink.net).

Include your name, company, e-mail address, check for \$40 or \$6 made payable to "INRUG", and your average score for 18 holes.

You can check out the course at [www.pleasantrungolf.com](http://www.pleasantrungolf.com)

P.S. Gimmes allowed!



## From the President's Keyboard

LOGIN: Ron Frenken or  
:HELLO Ron.Frenken

**H**ello everybody!  
It's time to play "Tell the INRUG board what you want!" This is where you get to tell the INRUG Board of Directors what you would like us to do for you in the next year. Tell us what types of meeting and presentations you would like to see. We can often get training at free or reduced costs for the group, but we need to know what everyone is interested in attending.

One of the options we are looking into is having Bill Hassell come out and do a one-day UNIX training class. We would like to know how many people are interested and what topics you would like to see from Bill. Send your feedback to [bod@inrug.org](mailto:bod@inrug.org).

We just concluded our Annual Symposium, and the content and quality of the presentations was first rate. We were disappointed that user attendance was down from previous years. For the people that didn't come, please send us e-mail and let us know why. What could we do differently to get you to attend? It must not be prizes, because everyone that attended and filled out the evaluation received a prize. Again, send your feedback to [bod@inrug.org](mailto:bod@inrug.org).

Our next meeting is Friday, July 18<sup>th</sup> and includes our golf outing (See article in this newsletter). We have a topic that applies to everyone, power

in the data center. Come out and see what is new in power and then have some fun afterwards with a round of golf. Everyone who comes has a good chance of getting some of the coveted INRUG logo golf balls! So register today!

\$exit or  
:BYE

## R-E-S-P-E-C-T

by Mike Elgan  
from Interex's "HP World News" E-mail service

I don't know if Aretha Franklin is a Hewlett-Packard customer, but according to one research and consulting firm, she would love the company's Web site.

In April, HP.com was rated the number one technology-company Web site for showing "respect" to its customers, according to the Bellevue, Washington-based Customer Respect Group's 2003 Customer Respect Index. Dell came in second place, followed by Xerox, IBM, Microsoft, Apple, EDS and seventeen other technology companies, in that order.

That top spot is a real achievement for the Web team at HP.com, given the incredible pressure and time constraints under which the HP and Compaq Web sites were merged into the single site now in place.

So how do you measure respect? The study assigned a Customer Respect Index (CRI) to each of the Fortune 500 companies, based on a judgment of how the companies' Web sites rate on 25 attributes that fall under the categories of Privacy, Principles, Attitude, Transparency, Simplicity and Responsiveness. The ratings add up to a number between 10 (best) and zero (worst). HP.com received a CRI of 9.7 out of a possible 10.

## Our Last Meeting: The 12<sup>th</sup> Annual INRUG Training Symposium

by Ron Frenken

The Twelfth Annual INRUG Training Symposium had lots of good training sessions for our group. The UNIX and MPE tracks were well attended and received good reviews from the attendees.

Monday's full day session was the HPe3000 Transition Tour. HP and its Platinum Partners discussed migration issues and options. There was even a social hour event where people could talk to the presenters over drinks and hors d'oeuvres.

Wednesday's sessions were Linux in the morning and SANS in the afternoon. Ram Rao provided information on what Linux is and how HP fits in the Linux community. Gregg Mantock discussed storage area networking and basic management of Brocade SANS.

We would like to thank our corporate sponsors for making the event possible. They are: eXegeSys, HP, Interex, Logical, Orion Group Software Engineers and Speedware Corporation. There were plenty of great prizes this year, and again everyone who submitted their completed and stamped evaluation received a prize.

The Keynote presenter was Greg Meiser, Midwest Marketing Manager for HP. Greg reviewed how the Compaq acquisition had progressed and the state of the "no longer new" HP. Some of our users got into a lively debate with Mr. Meiser on HP's direction and support of products.

Copies of the presentations can be found at our website [www.inrug.org](http://www.inrug.org).

## Register Early for HP World

from Interex's "HP World News" E-mail service

*HP World Solutions and Technology Conference*

*August 11 - 15, 2003*

*World Congress Center*

*Atlanta, Georgia*

### Hands-on Labs

Hands-on Labs average three hours in length, are instructor led, and may include some lecture material, but the primary focus is intense "hands-on" use of the equipment. Class sizes are strictly limited, with usually no more than two students per workstation. Labs are only open to individuals who have already registered for HP World with a 4- or 5-Day Passport. It is strongly recommended that you register early for HP World, as labs fill up quickly.

### Enjoy Atlanta

Atlanta, the South's largest city, offers a staggering array of world-class dining, sports, entertainment and outdoor recreation. After spending the day at HP World 2003, you'll have plenty of choices to wile away your evening hours. Or, include HP World in your vacation plans. There's plenty of activity for family fun while you further your technical training at the conference.

Register early to take advantage of special discounts and benefit from the considerable spectrum of IT training and networking opportunities at HP World 2003. Use PRIORITY CODE HPW03N4.

### Conference Package Comparison

View the package at-a-glance to see how the different package types are tailored to fit your needs.

HP World will provide comprehensive training with 350+ technical and managerial sessions over the course of the week.

### Conference

The new HP World 2003 Solutions and Technology Conference & Expo is not only the largest annual gathering of IT professionals employing HP solutions, services and technologies, it's now the most comprehensive. Produced by the Interex and Encompass user groups in partnership with HP, the five-day conference delivers training seminars, tutorials and sessions, panels, networking opportunities and an exposition covering the breadth and depth of the expanded HP portfolio.

Come hear the latest strategies from HP's top executives.

### Keynotes

Executive presentations by HP leaders will provide a foundation for understanding the company's overall strategy and direction. You'll hear why useful and significant innovation is key to HP's drive to be the world's leading Technology Company, and you'll learn how hardware, services and solutions work together to serve today's technology needs and anticipate those of the future. And you'll get it straight from the top.

### Senior Technologists

To help you gain unique insight into the thinking behind HP's technology directions, four sessions will be presented by some of HP's leading senior technologists. These sessions will provide an understanding of the philosophy and issues driving HP's technology directions, giving you not only knowledge as to where HP technology is heading, but also why it is heading that way.

We've taken the world's largest Expo and added twice the networking power.

### Expo

We have combined the talents and resources of HP's user groups - Interex and Encompass - with the integrated technologies and vision of HP itself to give you access to the very solutions providers that are shaping the revolutionary way we think about the future of IT.

A spectrum of today's top technology and solutions providers showcase their products, applications and ideas, offering you one-on-one opportunities for augmenting your IT department's current system and formulating your plan for a profitable future. This year's Expo promises to be groundbreaking in size, scope and focus and features 220,000 square feet of inspiration and participation.

This is the best networking opportunity of the year, bringing you face to face with the industry's top technology providers.

### Itsy Bit

*A discussion is an exchange of information.*

*An argument is an exchange of ignorance.*

-- Unknown

## The Color of Change is Grey

by Robert M. Gignac

### So what is change - and why is it grey?

Change. Ongoing. Eternal. The only constant. The major factor in what we as IT professionals do for a living. We live to change things. We change the way people work, we change their routines, and we attempt to constructively change peoples' lives. Change can cause pain. This fact is the first law of change. Change takes what is known and familiar to us and turns our existence into the unknown and unfamiliar. But this shouldn't be news, consider the following: *"There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success than to take the lead in the introduction of a new order of things"*. Sounds like the latest in management hyperbole doesn't it? It was, over 300 years ago, the quote is in fact from Niccolo Machiavelli, 1659.

Change doesn't ask for volunteers and it doesn't ask for permission. So what drives change? We do. We are continually striving to find different (*not always "better"*) ways of doing things, and encouraging those around us to change as well. We in IT often take the role of change implementer not simply to make somebody else's job easier, but to make our own easier.

Change on its own really has no color, it would be transparent if implemented successfully, so where does "Grey" come from? Imagine change as a continuum, white on one end, black at the other. White change is the illuminating change, the bright idea, shedding light on dark processes constraining an organization from being successful. White change

provides the major competitive advantage, the new products and procedures that allow us to become better at what we do. At the other end of the spectrum we find black change, change implemented for change's sake. Black change stifles creative processes imposing obsolescence on an organization, and is identified by the appearance of movement toward no apparent goal. In reality, only about 5% of change is white, and only about 5% of change is black. That leaves the remaining 90% of change somewhere in-between -- an area known as "Grey".

### Why does change often fail?

On the surface change sounds simple. Change targets are identified, goals are set, specific objectives are defined, targets are formed. Plans follow the goals. Once your goals and objectives are established, each party to the change process can then create their own individual list of the goals/plans that each subgroup needs. Everyone knows what is expected of him or her and what each other are supposed to accomplish in a synchronized manner. In other words, a massive planning and operational document will be the guiding force for change. We've all seen this type of document, the one sitting in a nice three-ring binder collecting dust. Which is precisely why this method doesn't work.

Basic management principles revolve around four primary functions: planning, organizing, directing and controlling. However, the situations that we find ourselves in today are extremely dynamic. A point could be made that most planning is a waste of time due to the shifting sand we stand on. Why? We plan on the basis of variables, realities and projections as we understand them in the current context, and by the time that we get around to implementing the change, everything around us has changed.

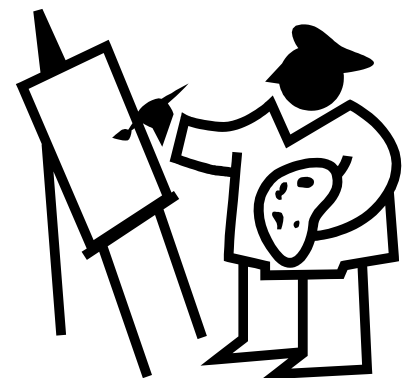
This leaves us in the situation where we are attempting to implement yesterday's plan into tomorrow's environment. As a result, do we need to learn to plan better, or do we need to learn how to react more effectively? The traditional top-down planning process runs counter to the needs of today's organizations. Far too many planning processes lack the key ingredients: leadership, passion and feeling.

### How do we start to improve the process?

In his book "Change Is", Stephen Baetz analyzes the dynamics of change as seen through the eyes of a businessman's childhood toys kept in the attic of their home. Sound silly? Trust me, this is a powerful book and one that I heartily recommend for those interested in managing change. In order to properly facilitate change, we must understand and address the fact that most change fails for personal reasons. Baetz offers up the following thoughts on interpersonal relationships:

- 1) The person who spills the milk, cleans it up.
- 2) The walls we build to keep others out also keep us in.
- 3) What we fear most, we should face first.

First, we have to take responsibility for the things that we do. We have to be responsible enough to pick up the



pieces when things go wrong. Too

often we fall back on the standard excuses that change implementation failed because of lack of user commitment, lack of user effort, or user resistance to change. When change fails it is often the result of poor planning and execution on our parts. Second, we must strive to change the well-entrenched idea that we are entities unto ourselves, and that we are somehow immune from the intrusion from the “real world”. The third thought follows closely to the second. We in IT really aren’t different from other people, and the easiest way to change other people or processes is to change ourselves first.

### A final important thought.

Managing and implementing change is one of the primary functions many of us deal with daily. Successful implementation of change requires that we spend time up front in preparation. The actual change usually isn’t the hardest part, identifying what is needed for success, and doing the work to set the climate is the hard part. It’s not only hard – it’s our job. Only when we begin to better understand organizations, the people involved, and the process will we start to see a dramatic improvement in our opportunities for successful change.

One final important thought as you move ahead through the change implementation process: There are two types of people who are out there trying to implement change: 1) those who get things done, and 2) those who want to take the credit for it. Try to be in the first group -- there are a lot fewer of them.

Robert Gignac is the owner of Taynac & Associates, providing keynote speeches, seminars and workshops on personal development, motivation, and leadership. Contact him at: [rgignac@taynac.com](mailto:rgignac@taynac.com) or check their website at [www.taynac.com](http://www.taynac.com).

## A Friend...

[Author unknown]

- (A)ccepts you as you are
- (B)elieves in “you”
- (C)alls you just to say “HI”
- (D)oesn't give up ! ! on you
- (E)nvisions the whole of you (even the unfinished parts)
- (F)orgives your mistakes
- (G)ives unconditionally
- (H)elps you
- (I)nvites you over
- (J)ust “be” with you
- (K)eeps you close at heart
- (L)oves you for who you are
- (M)akes a difference in your life
- (N)ever Judges
- (O)ffers support
- (P)icks you up
- (Q)uiets your fears
- (R)aises your spirits
- (S)ays nice things about you
- (T)ells you the truth when you need to hear it
- (U)nderstands you
- (V)alues you
- (W)alks beside you
- (X)-plains things you don't understand
- (Y)ells when you won’t listen and
- (Z)aps you back to reality

## What Do You Want?!?

by Ron Frenken

What topics are important to YOU? Tell the board what topics and presentations you would like to see at our upcoming meetings.

Are you interested in HP e3000 migration or OpenMPE? Are you interested in HP-UX, Linux or NT servers and system administration? What about Compaq issues?

Are you interested in programming languages such as HP Transact, Speedware, C, Perl, JAVA or Visual Basic? Are you interested in storage, backups, printers, remote administration, disaster recovery, wireless or PDAs?

Are you interested in all of these and more? Please let the INRUG Board of Directors know what topics are important to you. E-mail us at [bod@inrug.org](mailto:bod@inrug.org).

## Send Us Your Information

Have some new people joined your organization recently? Have there been some promotions? Something exciting happened at your office?

If so, why not publicize the fact, and provide some well-deserved recognition! We’d love to spread the word for you. Send us the information, and we’ll make an effort to get it in the next issue of *INRUG BITS*.

## A Mobile Migration

by Mike Elgan  
from Interex's "HP World News" E-mail service

HP made more than 60 separate and major product and service announcements earlier this month, including 30 new and improved OpenView products, myriad mobile and wireless goodies and a host of "customer win" announcements.

Buried in the blizzard is an extremely savvy new program brilliantly designed to capitalize on three market realities:

- 1) businesses are increasingly buying notebooks instead of, rather than in addition to, desktop PCs;
- 2) existing client systems in medium-size businesses and enterprises are getting conspicuously long in the tooth; and
- 3) purse strings are finally starting to show signs of loosening up -- companies are looking at investing in client systems again.

HP announced a notebook PC migration bundle as part of its PC Upgrade Program. Participating customers get a \$500 rebate on qualifying notebooks (through July 31) as well as a trade-in deal on any major PC manufacturer's Intel Pentium II, III, 4 or Celeron model desktop or notebook for a cash rebate on the "residual value." The rebate can be used to buy any HP Compaq Business Notebook nc4000, n620c, nx9005 or nx9010.

HP knows companies are seriously considering widespread replacement of older client systems with do-it-all notebooks, and it wants those companies to buy Compaq branded systems. Once it gets in the door with those notebooks, it becomes

easier to sell those companies on the rest of the mobile suite of handhelds, mobile printers, wireless solutions, mobile services and on up the food chain.



## INRUG BITS Newsletter Contest Winners

by Ron Frenken

Congratulations to our newsletter winners: Greg Luke and Bob Brown. They were randomly selected from all of our correctly answered submissions. Greg won a \$20 gift certificate to Outback Steakhouse and Bob won an INRUG mini-maglite! Thank you to everyone that participated and provided feedback to INRUG. Keep watching for future newsletter contests.

## Production Data

Just in case you're curious, this issue of *INRUG BITS* was prepared using Microsoft Word 2000 on a Hewlett-Packard OmniBook XE3 notebook computer running Microsoft Windows XP Professional. The original was printed on a Hewlett-Packard LaserJet 2200dn printer using standard Microsoft Word 2000 and Microsoft Windows XP fonts.

## Board of Directors' Meeting

by Paul Harbron

The May 9, 2003 INRUG Board of Directors meeting was called to order at 1:14 pm. Present were Ron Frenken, Ed Amburgy, Paul Harbron and Rick Clark. Rick was appointed action item recorder.

We reviewed the Symposium. Attendance numbers were down and we lost money. We discussed possibilities for alternate sites and schedule in order to bring in more people. Since Terry had the evaluations and was unavailable, we could not review them for suggestions. Ron will email a thank you to the vendors and also ask for their feedback and suggestions for making next year better.

The July and October meetings were discussed. Rick had several possibilities for the Golf outing location, and Ed was to contact a potential speaker for an HP-UX topic. A couple of HP-UX suggestions were made for the October meeting, including Bill Hasell.

Newsletter articles will be due after the July Golf meeting has been finalized.

Terry emailed the financial report later. Our starting balance at 02/28/03 was \$6,321.13. The current costs for the Symposium were \$7912.70. Income from the Vendors, the only source of income for the Symposium, was \$4,515.00. Additional income came from Interex rebates at \$103.00. Total income was \$4,618.00. The total balance as of 04/30/03 is \$3,026.43.

The action items were reviewed and the meeting adjourned at 2:57.

## Dave's Ditty

by David Largent

Well, since I last put fingers to keyboard, the 12<sup>th</sup> Annual INRUG Training Symposium has come and gone. If you weren't there, you missed a good one!

Last issue, I said that the price for the symposium was nearly cheap enough that if your company wouldn't pay for it, you should consider it yourself. Little did I know how right I was! The INRUG Board decided (after the newsletter was published) to waive the registration fee for all attendees. Free training. Free food. Free prizes. Free career development. All you had to spend was your time (and the cost of parking). How could you go wrong?!?

The Boy Scout youth leadership training program called White Stag I talked about last issue has also occurred. We had great weather for the course this year. Eighty-plus youth are now better trained to go back to their home troops and provide better leadership. And what they don't yet realize is that what they learned last week will benefit them all throughout their life. It was a week involving a lot of work, long days and short nights, but it was worth it to see some of the young men grow up just a little bit during the week.

A few of you (six to be exact) tried to win the free food or flashlight we offered last issue. You may recall that we were holding a drawing for those people who correctly submitted answers to questions on our web site [www.inrug.org](http://www.inrug.org). All the answers could be found in the last issue of *INRUG BITS* – except for your opinions. You were on your own there! With so few people responding, the odds were pretty good of winning.

Just curious... I have to think we have more than six readers (at least I hope we do!), so why didn't the rest of you respond?

I close this issue with four of the things I learned at my Boy Scout White Stag training last week (remember, I was the teacher, not the learner!). The first three I read in a little book of "wisdom one-liners" a scout gave me a few years ago. One of the youth we were training taught me the fourth. They're all related to how we live our lives.

- 1) It's hard to put your foot in your mouth if your lips are shut.
- 2) The use of profanity is an indication of a stunted vocabulary.
- 3) A knot never unties itself.
- 4) If you add up the numeric value of the letters in the word "attitude" (where A is 1, B is 2, C is 3, etc.), you get 100. The implication being that if you aren't working with the right attitude, you're not giving 100%.

Even though I just celebrated the 46th anniversary since my mother gave birth to me (I'm now over half way to 90!), it still never ceases to amaze me how others in my life can teach me something new – if I'll just shut up and listen to what they have to say. Sometimes that's the hard part.

What do you need to learn from others in your life this week? Be still and listen! You might be surprised at the results.

-dll

## Calendar

### July 2003

18 **Fifth Annual INRUG Golf Outing – Indianapolis, IN**

### August 2003

11-15 HP World – Atlanta, GA

### September 2003

12 INRUG Board meeting – Indianapolis, IN

### October 2003

15 **INRUG General Meeting – Indianapolis, IN**

### November 2003

7 INRUG Board meeting – Indianapolis, IN





## Legal Stuff & Other Info

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Publication of any article or advertising does not constitute an endorsement or liability by INRUG or its officers. The publishers reserve the right to limit available space and to reject any article or advertising deemed not suitable or appropriate.

Articles may be submitted by sending them to one of the INRUG newsletter addresses provided below. Electronic submission is encouraged!

Material must be submitted by the 5<sup>th</sup> of the month for publication in that month's newsletter.

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