Bob Gosticha on Protecting Yourself, Computer, Identity

Sunday, May 19

Bob Gosticha will speak on the subject of protecting yourself, your computer and your identity . After a successful career in banking, Bob enjoys his retirement as an enthusiastic IT security expert, most notably for Avast Software, the creator of avast! antivirus software. The avast! website has a discussion and help forum, where Bob has been helping with security-related issues since 2004, having contributed over 15,000 forum interactions.

CFCS launches new SIG!

Officially classified as a Special Interest Group (SIG) chaired by Mike Ungerman (whose brainchild it is), OUR NEW sig is actually a new Google Group email feature that will allow members (only) to post any items they may have for sale or items that they would like to purchase or trade. Similar to the existing CFCS Tech-SIG and CFCS iSIG groups, members of the group may send an email to the group address, and it will be sent out to other members either as an immediate email or as a daily digest of emails from that day.

Membership in the group is limited to CFCS members only, so we won't be getting spam listings. Any members desiring to take advantage of an offer or request will be doing so between themselves. CFCS is not a party to the transaction, nor a mediator if there is a dispute over an item or payment. There are no restrictions as to what a member may post to sell, so perhaps it's time to clear out that garage, back room, attic, etc. You can even announce a garage sale if you want to get rid of a lot of stuff!

The Inside Stories:

To join the group, click or enter this URL into your browser:

http://groups.google.com/ group/ cfcs_for-sale_wanted?hl= en

OUR OTHER SPECIAL INTEREST GROUPS (SIG)

The ACCESS, MS OFFICE, and SECURITY SIGs meet conjointly on the second Wednesday of each month from 7 to 9 pm at the New Horizons Learning Center at 1221 Lee Rd. Arvin Meyer, a Microsoft MVP (Most Valuable Professional), (and current CFCS president), leads the SIG. ***http://groups. yahoo.com/group/cfcs-access*** This is a combination of three separate SIGs which now meet conjointly for the duration of Arvin's presidency. They will resume separate meetings when he leaves office.

The VIRTUAL DIGITAL PHOTO & VIDEO SIG lead has been assumed by Hewie Poplock and and it meets on the 3rd Wednesday of every month, by invitation. To register go to https://apcug.ilinc.com/perl/ilinc/lms/event.pl

Choose Virtual Photo SIG June 2013

The TECH DISCUSSION SIG meets on the fourth Tuesday of each month from 7 to 9 pm at the Casselberry Denny's at 436 and Oxford Rd. SIG leader is Stan Wallner, President Emeritus.

This SIG is a non-structured, open conversational group for CFCS members, that has no specific topic or speaker, but is simply a round table discussion. It is not an advanced group, but a place for people to come and discuss various tech subjects, such as new products and technologies, hardware, software, web-related, etc.

Bring in articles from magazines, newsletters, unusual problems/situations that have arisen, questions, etc. Also, new or ailing devices or notebook pc's are welcome, either for "show and tell" or discussion or demo of situations.

A screen and projector are available, but not always

there. If you want it to demo something, please E-mail: tech-sig@cfcs.org a day or 2 ahead.

Another feature of this SIG is the Tech-SIG Yahoo Group mail. We now have 64 people communicating through this, with tips and tricks, "Ask-It Basket" type questions, etc. Also, a second, on-line VIRTUAL meeting of the TechSIG is being experimented with on the second Tuesday of each month. Co-hosted by Mike Ungerman and Stan Wallner, it may attract a long distance audience. Stay tuned to the e-Blast for times and details - it is not yet permanently scheduled, but will be announced in the e-BLAST and on theTech-SIG Yahoo Group mail. If you are not on that list and want to be, please E-mail: tech-sig@cfcs.org

The iSIG meets on the third Monday of each month at 7:00 PM at Florida United Safety Council, 1505 East Colonial Drive, Orlando FL 32803. This building is located across from the Publix on Colonial Drive in the Colonialtown section of downtown Orlando. They have secured WiFi and vending machines are available. The iSIG meetings cover the products that use the iOS, which includes the iPhone, iPad, and iPod Touch. This is a combined effort of the Central Florida Computer Society http:// www.cfcs.organd the Florida Macintosh Users Group http:// www.flmug.com. Other groups are invited to participate. Attendees are consumers, developers, consultants, and publishers, who find common interests and discuss how to handle topics from both the consumer & the developer perspectives. The SIG leader is Sean Kane, Certified Apple Technical Coordinator, long-time Mac and iOS user, and a technologist and consultant to The Walt Disney Company.

The Recycle Bin
by Stan Wallner,
President Emeritus, CFCS

Stan, a CFCS member since 1984, has served in many offices over the years, and is now on the BOD as President Emeritus. Separately, he is a local IT consultant, ""PC Doctors Make House Calls," offering his services on-site, at your office or home - for PC and Laptop Upgrades, WiFi, Networks, Virus & Spyware removal, Troubleshooting both hardware & software, at reasonable rates (discounts for CFCS members!). You

can contact him at smwallner@yahoo.com or 407-862-2669.

Recycling is a MOST important issue regarding our environment, and can't be over-emphasized! It is an area that is changing frequently, so check for this column regularly! When there are changes, we will print them. Meanwhile, check the website at cfcs.org for the column as it has run for the past few issues of the BUSSLINE.

Holy cow!
Is this a virus?

**By Linda Gonse, Editor/Webmaster,
Orange County PC Users' Group, CA
March 2013 issue, nibbles & bits
www.orcopug.org
editor@orcopug.org**

I recently added a second external hard drive to my computer system. I use one for backups of InDesign files and the other one for Acronis True Image system backups.

As I browsed through the files I'd saved to the drives, I ran into something peculiar. Both drives had folders with names that were long strings of random letters. And each folder contained one file: mrtstub.exe at 89KB on the Iomega drive, and MPSigStub.exe at 227KB on the Seagate drive.

Fearing these might be malware or a virus, I quickly did a Google search. Interestingly, the search turned up conflicting opinions in different forums. Some people said it was a virus and highly dangerous, some said the folder and file(s) inside were benign, some said the files were leftover from when Microsoft Malicious Software Removal Tool (MRT) was run and had not been deleted automatically, and some said Windows created them.

Although I only found one file in the folders, other people have seen as many as four at one time: mrtstub.exe, mrt.exe._p, MRT.exe, and $shtdwn$.req.

I found a link to information about the Malicious Software Removal Tool at http://support.microsoft.com/kb/890830#Faq. In particular, it gave instructions on how to remove the Malicious Software Removal Tool.

The Malicious Software Removal Tool does not use an installer. Typically, when you run the Malicious Software Removal Tool, it creates a randomly named temporary directory on the root drive of the computer. This directory contains several files, and it includes the Mrtstub.exe file. Most of the time, this folder is automatically deleted after the tool finishes running or after the next time that you start the computer. However, this folder may not always be automatically deleted. In these cases, you can manually delete this folder, and this has no adverse effect on the computer.

I also learned that MRT is not a substitute for a resident antivirus for various reasons: 1. MRT only removes malware AFTER infection, it doesn't BLOCK malware like an antivirus does; 2. MRT is designed to target a small set of malware only, while an antivirus takes care of most malware in the wild; and 3. MRT can only detect actively running malware — an antivirus can also detect dormant malware.

Microsoft's Knowledge Base (http://support.microsoft.com/kb/890830) also said a new version of the Microsoft Malicious Software Removal Tool is released every month. After you download the tool, the tool runs one time to check your computer for infection by specific prevalent malicious software (including Blaster, Sasser, and Mydoom) and helps remove any infection it finds.

This KB article contains information about how you can download and run the tool, and what happens when the tool finds malicious software on your computer.

Even though I did not intentionally download the Removal Tool or run it, I read that Windows Update may do that when it downloads automatic updates. Further, it uses the largest hard drive on the system to create the temp folders; and in my case, the external hard drives are the largest with each being 2TB.

The upshot of this was I checked each file's Properties and confirmed Microsoft had signed them. Then I de-

leted the folders and files manually and nothing bad happened. In the future, I'll disconnect the external drives before downloading or installing Windows Update.

Folders and files found on external drive.

Name	Type	Date Modified
4adb1a544646775ac51b5d	File Folder	2/13/2013 3:12 AM
42d2f25a836739301afb69	File Folder	11/15/2012 3:07 AM
400f8594bd90ae7748	File Folder	10/11/2012 2:05 AM
ce2de5958a65c1d6553dc15b052138	File Folder	10/2/2012 2:01 AM
3fdaa3608369462ba6fca4cb2500409a	File Folder	9/13/2012 2:03 AM
d87320e64e98e3fa79	File Folder	8/15/2012 10:48 PM
8ae149b3c648939f9a59eb	File Folder	7/11/2012 2:05 AM
61d09937c7438b2901d8	File Folder	6/14/2012 2:10 AM
fc12df0ac3d13f6467fd9be822	File Folder	5/11/2012 2:10 AM
4fd72056f35a0f2c4965bdee41980059	File Folder	3/22/2012 2:15 PM
3e9ebf04b9c0f008d169ebc425b421	File Folder	3/22/2012 2:14 PM
fdafab52692797eeb6939f5669aa	File Folder	8/9/2011 2:01 AM

4adb1a544646775ac51b5d

File   Edit   View   Favorites   Tools   Help

Back   Search   Folders

Address I:\4adb1a544646775ac51b5d

Name	Size	Type	Date Modified	Comments
mrtstub.exe	89 KB	Application	2/4/2013 10:26 PM	
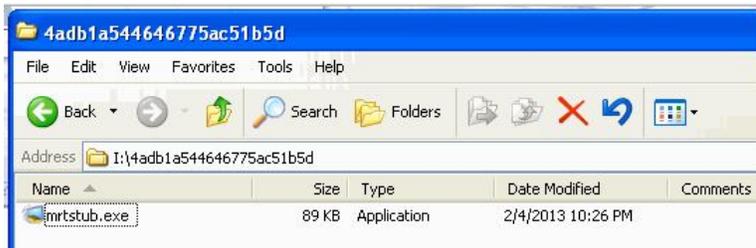
If you agree, check the square box!
By Ralph Smoyer, Vice President, Lehigh Valley Computer Group, PA February 2013 issue, The LVCG Journal http://sites.google.com/site/lvcgsite/ wemiller@ptd.net

If you agree to the following list of items please place a check mark in the small square box.

How often have you seen this line before? Well I have seen this line many, many times before, and I have also personally entered that check mark in that box at least one time too often.

You see I downloaded a MacAfee computer virus protection program via the Internet approximately three years ago and dutifully check marked the square box. I thought the MacAfee program worked quite well! However, I have belonged to the Lehigh Valley Computer Group for many and I often use a lot of the knowledge that I get at our meetings. Well about three years ago one of our instructors mentioned that Microsoft offers a

free virus protection plan, and I jumped on it. Wow, I could save $50.00+ bucks a year.

I chose to use my newly gained knowledge from the LVCG, and my present virus, malware and spyware protection is Microsoft Security Essentials (free from Microsoft) and yes I did check mark the square box to have it actuated. It works great.

The bottom line of this article is that sometime in mid-2012 I checked my monthly credit card statement a little more thoroughly than usual, and I found that the $50.00 bucks that I thought I was saving a year was still being deducted from my credit card by MacAfee.

I then e-mailed, talked to them by phone, sent a letter, re-sent the letter via Certified mail! All to no avail.

My final realization was that I had to file a civil case with my local magistrate. I filed the paperwork, paid the

THE CENTRAL FLORIDA COMPUTER SOCIETY is a charitable, scientific and educational, nonprofit organization, founded in 1976 and incorporated in 1982 to encourage interest in the operation and development of computers through meetings with free exchange of information and educational endeavors.

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Gifts to CFCS are welcome, and because of the Society's nonprofit tax status, are tax deductible.

Meetings: CFCS meets each month on the 3rd Sunday at 2:00 p.m. at the **Jackson Hewitt Training Center, 2221 Lee Rd. Winter Park, FL The Jan. Feb. and Mar. meetings are held at another location.** Guests and the general public are invited to attend. Special Interest Groups (SIGs) within the Society meet regularly. See Special Interest Groups listings on pages 6 & 7.

CFCS Web site: **www.cfcs.org**

Editorial: Articles for publication in the CFCS Newsletter should be *emailed* to the Editor at: *editor@cfcs.org*. Please use Microsoft Word format, Times New Roman font, 12 point, if possible. The deadline for submitting articles is the first of each month.

Articles by authors other than directors of CFCS and the Newsletter staff do not necessarily reflect the policies or sanction of the Society. Unless otherwise indicated, articles in the CFCS Newsletter may be reprinted in newsletters of other nonprofit organizat-ions, without permission, provided credit is given.

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Interested in making a difference?
Then volunteer with CFCS! The programs and benefits that members receive would not exist without members also volunteering. There are vacancies for a Program Chair/Coordinator, Education Chair and Advertising Chair. Please contact Arvin Meyer, if you have any questions, comments, or suggestions. president@cfcs.org

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CFCS is associated with both
International & Florida User Group Associations:

www.apcug.net

court fees up front, and waited for my court date. On my court date the defendant, (MacAfee, headquartered in California) did not show. The judgment was in my favor and I received the McAfee 2012 credit card cost of $50.00 + bucks, and all of my court fees.

When talking by phone with a McAfee representative I mentioned that I didn't order their virus protection product this year and she replied, yes you did when you checked the square box. I then noted to her this could go on forever, and she agreed yes it could. I guess I now saved $50.00 bucks a year, and possibly forever, even for my heirs.

What does that icon mean?

**By Veronica Valero, Member,
Golden Gate Computer Society, CA;
one-on-one computer tutoring though her business, Computer Tutor of Marin
March 2013 Issue, GGCS newsletter
www.ComputerTutorMarin.com   /
www.ggcs.org
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When I took a recent airline trip to attend a family wedding, I planned to rely on mass transit during our visit to Seattle. But I almost didn't get out of the airport because I didn't correctly interpret airport icons on signs leading to the light rail transport.

I recognized familiar symbols for men's and women's restrooms, followed light rail symbols down several corridors and two escalators, and boarded the rail train. But it never left the airport. Turns out I boarded an internal rail system, not the Seattle light rail, as pointed out by kind passengers when we asked how to pay.

This situation is no different for computer users. These last few years the computer software industry has removed or hidden text-driven drop-down menus and replaced them with a plethora of icons that, somehow magically, users are supposed to interpret. Hovering over an icon may reveal the answer, but this method wastes time.

A little computer history. In 1983, Apple Computers Inc.

launched Lisa, the first personal computer with a graphic interface and its famous mouse, the point-and-click device that revolutionized the computer industry. At that time, commands were generated by keystrokes and our memories.

For example, to bold text using the PC WordStar word-processor, you pressed the Command (Ctrl) key, then P, and then B to tell the computer to begin bolding when printing. Next, you typed the text. To stop bolding, you repeated the above keystrokes. If you forgot to stop bolding, you wouldn't know until you printed the document because computers were not yet WYSIWYG (What You See Is What You Get) until Apple entered the scene.

Apple Computer changed the command-driven way of computing that required you to memorize many exact commands. We can still use these key-based commands; common ones for Macs (Apple) and PCs include: To save a document = Press and hold the Ctrl key then press the S key and release (for the Mac, press the Command key in place of the Ctrl key). To print = Ctrl + P. To copy = Ctrl + C. To paste = Ctrl + V. To cut = Ctrl + X. To undo = Ctrl + Z. Unfortunately, the current computer trend toward turning all text into symbols has gone too far.

Keeping up with all the new imagery is counter-productive and frustrating to many. This move toward iconography has moved to our phones, smart phones, iPads, tablets, readers, and many electronic gadgets.

My experience at the airport demonstrates how this trend is infiltrating our world. To help you survive the next stage of the computer symbolic evolution, below are common cross-platform cross-application symbols. Memorize these icons and you may just survive the dawning of this new era. Note: These instructions below are all one-click/touch actions.

Power Button: Turns on/off your electronics. Note: Rather than pressing the power button to turn off, some computers require a Shut Down process by clicking a menu or icon.

Close a window or application: Windows PC: Click the X (top right corner) to close an application or a window. Mac: Click the red button (top left corner) to close an application or window. This action usually does not quit the application.

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Arrow (black or white): When you move the mouse or move your finger around the track pad, the arrow tracks your movements. When you want to select something or press a button, left click once.

I-beam: The arrow becomes an I-beam when the arrow enters a text box or area where you can type. To activate the typing feature in the text box or area, you may need to click once to see the blinking line that indicates where text will appear when you type.

Hand: When the arrow hovers over text (often underlined or in color), when you click once it will take you to a different webpage or website, or a different part of the document. When the arrow hovers over an image and it becomes a hand, when you click the image once, it can open a new website, webpage, or window showing you the image in a larger format or give you more information.

Triangles (& Vs) Down or Up: (1) click to scroll down or up, or (2) click to see a dropdown menu and make a selection.

Doubles Triangles (& double-Vs)—Down or Up: (1) Page up or page down, or (2) next window or view, or (3) previous window or view.

Triangles (& Vs)—Left or Right: Can mean: (1) Play audio or video, (2) Click to scroll left or right, (3) click to go backward or forward, or (4) click to see more options, etc.

Doubles Triangles (& double-Vs)—Left or Right: (1) Takes you to the beginning or the end, (2) Fast-back or Fast-forward, or (3) Previous or next section, selection,

or song, etc.

Back button and forward buttons: When pointing left, click it to go to the previous webpage(s) or window. When pointing to the right, click it to take you back where you were. It's like flipping back and forth through a book or magazine: It remembers where you've been.

Microsoft Windows "Start" button (four square icon): Click to see Microsoft's Start Menu (XP, Vista, Windows 7) or Start Page (Windows 8). Note: Some keyboards have a
Windows Start key to the side of the Spacebar: press once to open the Start Menu or Start Page.

Apple's "Finder" (Square Smile) Icon on a Mac: Found on the left side of the Dock, this icon is your virtual filing system (like Window's Library/My Documents). Click it to access your storage folders: Documents, Pic-

tures, Music, Movies, Downloads, applications, etc.

Delete/Trash/Recycle: Select your document, email, item, or text, and then click this icon to delete it. Sometimes to permanently delete the item, such as documents and emails, you need to empty the Delete, Trash, or Recycling folder. Note: In some applications, the X and Don't images (circle with line through) also means Cancel.

Search Magnifying Glass: Found in Internet browsers, at websites, in your computer, in applications, etc. Click once in the text box and type key word(s), and then click the magnifying glass icon or the Go, Search, or Find text to locate word(s) or topics, etc.
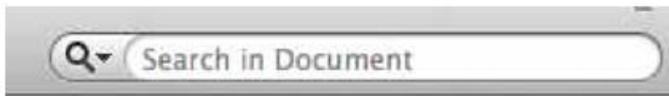
Zoom Magnifying Glass (in +, out -): Looks like a search but usually has the word Zoom, 100%, or plus and minus signs. Click to enlarge or reduce. Clicking this icon generally increases or decreases the font and image size.

New Browser Tab: To open a new window while keeping the current window accessible, click the Tab, the icon with the plus sign, or the blank tab to the right of an existing tab. This action lets you have your webmail in one tab, your Google.com webpage in another, while you open another tab to do shopping, researching, or watching Youtube.com, etc. To delete a Tab: Without closing the browser, hover the mouse over the tab and click the X to close just that tab.

House/Home: In your Internet browser, clicking this icon once takes you back to your home website (the website/page that first appears when you open your Internet b browser).

Cogwheel or Tool image = Tools, Settings, Preferences, or Options: Click to customize or adjust the settings/features of the application (Word, Outlook, Mac Mail, iTunes, Apps, etc.) or services (Online email such as Gmail, Comcast, DropBox, Skype, Pandora, online banking, etc.).

Menu: Click to see a dropdown menu of options. This icon is replacing the menu bars on several browsers, webmail applications, and tablet and smartphone apps.

Undo: My favorite button! It un-does the last thing you did: (1) Brings back what you accidently deleted or lost. (2) Deletes what you just typed. (3) Removes formatting that you decided not to do (bold, font style, color, etc.). (4) Removes any changes you just made (resized a picture, added color, added boarders, etc.). Note: On some applications, when you keep clicking it, you will sequentially remove previous actions.

Redo: It puts back what the Undo button removed.

Refresh: Usually found in Internet browsers and other applications. This icon lets you update changes on webpages where content is constantly changing such as stock market prices, news items, weather updates, etc.; click the Refresh icon to update. Caution: Refresh looks similar to the Redo icon.

Checkmark: (1) Click to accept changes. (2) Click box to insert or remove a checkmark to agree to a setting, option, service, etc. Caution: When downloading, installing, or updating software, etc., pay attention to any boxes with checkmarks. Read the text to make sure you're not signing up (subscribing) to receive email advertisements or to download a free and possibly a problematic application or unsuspected viruses.

Editing Tools: Cut = scissors, Copy two pages, Paste = paper on clipboard.

Font (text) Color: Change text/font color. How: First select the text, and then click the dropdown triangle (bottom right) once to see color swatches, select your color by moving the mouse arrow down, and click once on your color selection. When done, deselect (unselect) the text by clicking the text box area once.

Email—Reply: A single arrow to the left. Click it to reply to the sender of the email you received. It will insert email address, subject, and include the original message. Next, type your reply message. Email—Reply All: A double arrow to the left. Same as Reply but it sends your message to all those who also received the original message from the sender (all emails listed in the To: and CC: sections). If you only want the sender to see your response, make sure you select Reply not Reply All. Note: If you received an attachment in the original

email, Reply will not resend the attachment.

Email—Forward: Click to forward the email to one or more people. It will insert the subject and include original message. You will need to enter the email addresses and then type your reply message. Note: If you received an attachment in the original email, Forward will include the attachment unless you changed the default.

Organizing and Backing Up

**By Diane Fahlbusch, President,
ICON PC User Group, Long Island, NY
February 2013 issue,
The ICONPCUG Graphic
www.iconpcug.org
editor@iconpcug.org**

We all have LOTS of files saved to our computers as well as on other hardware, such as MP3 players, camera cards, thumb drives and CDs/DVDs, and the cloud. The problem with having lots of hard drive space and cheap mass media storage is that, well, we use them…a LOT, and often store way too much. The first problem is finding the files you want quickly when you want them amidst all that you have. Think about this:

Why did I create and save this file?
Wow! I have this?! I was just playing. It had a purpose once upon a time. It has nifty information. It saves me from looking it up again. It's a wonderful trip down memory lane. I really wanted it! I use it frequently. I need it for work. It's precious to ME. It's precious to me AND others. It's important stuff. I need it for work or a specific project. It's legally required.

Only you can determine how important your files are, but start rethinking what you save in the first place.

The second problem is what happens if you lost this file. Here are some things to consider:

What will your reaction be?
None because you forgot it was there. Say "So what". Pout for a few minutes. Cry for a few hours. Lose a night's sleep. Have a panic attack until I figure out how to rectify it. Curl up in a fetal position for numerous

days. Take a sudden trip to the ICU ward of your local hospital.

What would I do if I lost it?
Not even realize it's gone. Say "Oops" and forget about it. Recreate it easily. Spend a lot of time recreating it. Spend more money to get another copy. Be unable to recreate it. Lose your job or spouse. Be in potential legal trouble.

If you are the beginning point in the scale, you REALLY need to clean out files. If you are on the later end of the scale, you REALLY need a Backup plan. But do you just want to duplicate that big messy "pile"? So it's time for:

ORGANIZATION
Files are useless if you can't find them when you need them. You first must get in the habit of using meaningful names for your files, and try to keep them short. Advanced search options do allow you to search for a word or phrase in the document and on your entire hard drive. But that can be time consuming. The programs we use want to save files where the programmers decided to set up as the default location. YOU need to take control of this by remembering to select the "Save" location or you are at their mercy. (Of course, it helps if you had initially set up some organization prior to doing this. However, you can still do it after the fact.)

It's up to you how you want to organize your folders and files. One of the best ways to think about how to organize them is by considering how you would do it if they were all paper documents. Most people would get a filing cabinet and use some kind of system, such as tax returns in one sections, legal certificates in another but fairly close, other legal documents, banking, etc. Well, do that with your electronic files. Create folders and subfolders. If you use specific programs for your banking, you can create shortcuts to the programs within the folders. You may need to add even more layers, but don't be excessive. If you maintain important documents such as tax records, I would suggest that you create folders for these that are separate from the remainder of your documents, or not even store them on your computer at all.

Most of your document files wind up in the "My Documents" folder on your Windows machine. Most programs will separate out your photos, music and videos into the "My" files of coordinating names, or in a subfolder within the specific program's folders. The prob-

lem is that hackers and phishers know where to look for these files. You should get into the habit of creating your own folders, just as you did when everything was kept in file boxes or filing cabinets. Keep sensitive information encrypted and in folders OUTSIDE of the "My Documents folder".

Once you have created your filing system, it's time for the work of going through your files to make sure they still open—otherwise, why save it? Next, ascertain whether you still want or need them. One question you can ask yourself is, "Did I actually remember that I had this?" If the answer is "No", then you might want to get rid of it. (That's the problem with LOTS of hard drive space – we don't get rid of anything.) Another option is to consolidate related information onto one file. (I know I started numerous documents with tips about a specific program, which I eventually just put into one document.) Depending upon how many you have, I suggest that you attack it a little at a time. You may find that you need to create more folders to accommodate the information you have accumulated.

While you are moving and checking your files, you might want to consider adding some "mouse over" information. RIGHT click the file, and then click on "Properties". You can add comments, keywords, etc. Unfortunately, most of us do not do this. This can become very handy if you need to have the same file in multiple locations. Now you can note how many copies there are and where they are. Photos often require you to put this information in your metadata. There are programs that can help you do this, but most of the time the metadata is editable through your camera's software. There are often batch renaming options included with this software, as well as other programs. Don't forget to add notations about the people and places in those photos, especially if you want to share them with future generations. Now you understand what programmers mean by "document, document, document"!

Additionally or as an alternative, you could use Microsoft's One Note to create electronic loose leaf binders of information that can help pull information together. Or you could create links to your folders and use the program Fences to keep them grouped and hidden until you want them. Or you could actually create a database that can contain even more information and hyperlinks to your documents so they are but a click away. Use what works for YOU. But it still makes sense to create order

and KEEP IT THAT WAY.

So you have slogged through all of your files scattered throughout the universe, created order from chaos, and provided possible cross-references and information. Great! But what happens if that drive dies? That's why you need a:

BACK UP PLAN

The first step is making sure you have a physical medium to back up to. CDs and DVDs are quick and cheap, and there are lots of free burning programs, but they are usually not recommended, even by their manufacturers, for long term archiving of data. Thumb drives are a better option, but are also known to go bad, and do have a limited number of times they can be rewritten. (Granted, it's a huge number, so you may want to keep a drive just for backups.) Hard drives provide the greatest longevity, and the old fashioned magnetic discs are recommended for the long haul. Of course, they can lose the data if they cross paths with a magnet. That's why you should have at least two sets. Yep, the ol' duplicate backup motif.

However, the aftermath of Super-storm Sandy, and her kin in other areas, proves that even if you backed up to multiple drives, they would all be lost if they are saved in the same building. Back up physically to multiple sources, and at least one site away from where your main stockpile of data is stored. This includes the cloud, or another hard drive in a safe deposit box. Why a safe deposit box? Because of the way banks are built, they will survive most natural disasters. Also consider keeping your backup drives in a refrigerator. If you can get your hands on one of those small ones that college kids use, even if it is not running. We don't want to keep the drives chilled; we just want to protect them from fire. (The insulation in your refrigerator, but especially the freezer, is so thick that items such as these would survive a fire that destroys the entire house.) You could use one of those locking fire proof boxes, except that most thieves just grab the whole box … but not the icebox.

Now it's time to back up. You can just simply copy files, especially those important, costly or irreplaceable ones, to another drive, and another. But please remember that certain files may only be opened with a specific program. Look into alternative programs that might be able to import the file. (The open source Open Office and Libre Office both have a word processing program that will open most forms of MS Word documents. You may lose some formatting, but the text will be there.) Consider saving files with formats that can be opened by other programs without imports or conversions (.odt, .pdf or .txt). Of course, regular backups are a must.

Another alternative, especially if you have a lot of files that you want to save and are always editing them or adding new ones, but forget to back up our files is to build yourself a NAS (Network Attached Storage device). Yes, you can buy them but you can also take an old computer and build one with the cross platform open source Free NAS. Your data will be backed up as you are working on it. This will also back up your entire system if you want it to.

Another choice is to use software specifically designed to use backups. Yes, all of the Windows operating systems from at least '98 had this. The problem is that you need to restore your backups with the same operating system. So if you backed up files in the Windows XP backup THAT is the OS you will need to be using to restore them.

Of course you can always look for third party software to backup your files and your system. Most offer the option for automatic backups. Some allow you to schedule specific times, but look for those that will do automatic backups at startup and shut down, especially if your computer is on at irregular intervals. Many of these are transferrable from one operating system to another, but make sure you check. Some come with bootable discs, so you can fully restore your system, programs and files to a new hard drive if your original one died. But still consider utilizing cloud storage as an additional backup, especially since many offer some free storage space.

Finally, remember to CHECK YOUR BACKUPS to make sure that they are working properly.

SUBLIMINAL SUGGESTION

You know you have been secretly thinking of volunteering to become our new CFCS treasurer. The society needs you; you need to do this. If you don't you will feel guilty when the club you enjoy so much starts to deteriorate and it will all be your fault!

Overbooked

By Greg Skalka, President, Under the Computer Hood User Group, CA
March 2013 issue, DriveLight
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Companies are continuing to develop new and more advanced computer technologies, finding ways to innovate on the personal computing platform first released over thirty years ago. Their marketing departments have not been as great at innovation, however, often using derivative and less than imaginative terminology to name and describe these new products and services. These marketing terms are often meaningless fluff, but we users are frequently forced to adopt them into our technical language.

One company that you all know has taken to slapping a lower case "i" on the front of the names of whatever products or services they are offering. It does not seem terribly imaginative to me, but I'm sure they do it to distinguish their products from those of other manufactures (at least legally).

Another overused term for new technology is "smart". There are smart phones, smart homes, the smart card, smart cars, smart trains, smart TV, the smart grid, smart meters and smart growth. My head is smarting from thinking about how many things are now referred to as smart. While it is hard to argue against a product when it has "smart" as part of its name, the term alone is not enough to ensure acceptance. For instance, Smart Computing was once a popular print and web magazine that explained new computer technology to the common user. They couldn't make money long term in that market, so they turned it into a free online business-oriented publication that looks to be mostly advertising.

The latest overused technology term I've noticed is "book". I've created the following list of book-related items and their descriptions for instructional purposes, and to see just how long a list I could make.

Book - The original item; a set of flat cellulose sheets with information printed on one or both sides that are fastened together at one edge, forming a hinge. Originating around the 5th century, they were hand written and hand copied until printing methods were developed centuries later. Guttenberg's movable type in 1450, later industrial printing methods and Amazon's online marketing ultimately made books inexpensive and accessible to everyone.

eBook - An electronic version of a printed book (or even one that has never been physically printed). An eBook can be read using e-readers like Amazon's Kindle and Barnes & Noble's Nook (which surprisingly don't have "book" in their names), as well as computers, tablets and smart phones. Amazon.com started out as an online seller of books, and now in conjunction with their reader is a main source of eBooks. The existence of many eBook formats does not appear to have diminished eBook popularity.

Notebook - This term refers to a notebook computer, also commonly known as a laptop. The notebook was the first truly mobile version of the personal computer (let's not count the Osborne, with a case the size of a sewing machine, as mobile).The notebook's hinged design (like a book) consisted of a computer mainboard / keyboard as one half, with a screen (from 14" up to 17" diagonal) on the other half (facing the keyboard). These were initially more expensive than desktop com-

puters due to the higher cost of miniaturization, but their popularity brought their volumes up to the point that economies of scale have made their cost the same or lower than desktops of similar performance (at least for all but the most powerful PCs). Notebook computers first came out in the early 1980s, five to ten years after the first PCs. They typically have all the features and capabilities of desktop PCs, including hard drive mass storage, optical drives, interfaces for wired/wireless networking, pointing devices and some limited expansion capabilities. Notebooks now far outsell the desktop computer.

Netbook - A smaller and less capable version of the notebook, the netbook was popularized in 2007 by manufacturer Asus, but the format was soon copied by others. Netbooks were meant to be even more portable, with smaller screens (5" to 12" diagonal) and lower weight (optical drives were omitted). With a less powerful processor than notebooks, they were much less expensive, and were intended primarily for use on the Internet (through wired and wireless connections). They competed well against notebooks for a while on their cost and size, but recent improvements in notebooks (reductions in cost and weight and increases in performance), as well as the introduction of the tablet computer, have diminished netbook sales greatly. It is likely this category will disappear from the marketplace soon.

PowerBook - A line of Apple Macintosh laptop computers sold between 1991 and 2006, featuring PowerPC processors running an Apple Mac OS. They were targeted at the professional market and were replaced by the MacBook computer line.

iBook - A brand of Apple laptop computers sold between 1999 and 2006, featuring PowerPC processors running an Apple Mac OS. They were targeted at the consumer and educational markets, with lower performance and cost compared to the PowerBooks, and were replaced by the MacBook computers.

MacBook - A brand of Macintosh laptop computers made by Apple from 2006 to the present (includes MacBook Pro and MacBook Air models currently offered), running the Mac OS. These laptops had screens ranging from 11" to 17", Intel processors and either a polycarbonate / fiberglass or aluminum case. The MacBook Pro features 13" to 17" screens, optical drives and mechanical hard drives (with an SSD, or solid state drive, as an option). The MacBook Air is an ultraportable laptop released in 2008 that is extremely light and thin, with a machined aluminum case, Intel processor, 11.6" or 13.3" diagonal display and SSD for main storage.

Ultrabook - A high-end type of notebook computer defined by Intel in 2011 to compete with the MacBook Air. Like the MacBook Air, the Ultrabook is lightweight and thin (0.8"), with SSD storage, Intel processor (no surprise), long battery life and typically no optical drive or Ethernet ports. It is intended to use the Microsoft Windows operating system, with some models sporting a touchscreen display to work better with Windows 8.
Various manufacturers, including Asus, Acer, Dell, Lenovo, HP, Samsung and Fujitsu have already released Ultrabook models, with diagonal screen sizes ranging from 11.6" to 15.6". Their higher cost (typically $1000) as compared to conventional notebook computers has limited their acceptance in the marketplace so far.

Zenbook - An Asus family of Ultrabook computers, ranging from a model with an 11.6" diagonal screen and limited connectivity to a 15" screen model with an optical drive. First released in 2011, their design was said to follow "zen philosophy".

Chromebook - A notebook computer running the Google Chrome OS (which is Linux-based). Intended to be used while connected to the Internet, it features a lower performance processor, SSD storage, no optical drive and typically smaller size (somewhat similar in functional philosophy to the netbook). It is designed to run applications from the web, rather than from internal storage. Acer and Samsung introduced Chromebooks in 2011, with HP and Lenovo introducing models in 2013. Screen sizes range from 12" to 14" diagonal. Additional features include quick boot up, long battery life and low cost ($200 to $450). They are sold primarily over the Internet. Google itself is producing a Chromebook Pixel model with premium features and price ($1300 to $1450).

Facebook - a social networking service started in 2004 on the Internet, with currently over 1 billion active users.

Bookmaker - An organization or a person that takes bets on events at specified odds.
I wouldn't bet that these are going to be the only book-related terms for us to deal with in the future, but that's all I have for now.

Book'em, Danno!

Permissions – Do you have the right ones?

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In the early days of computing, when we didn't have multi-users Operating Systems and networks, permissions were less necessary because the files and folders created were for the use of the one and only user. Files were shared using floppy disks and sneaker-net (run with the floppy from computer to computer). But, as operating systems improved and allowed multiple users and our computers were connected by Ethernet networks, permissions became necessary to make sure only those intended could view or change your files and folders.

If you have ever tried to share a folder on one of your computers on your home network, you know how frustrating it can be to get things to work. Well, "permissions" is one of the things that has to be understood and setup properly. Of course, there are many other things that have to be set up first, but permissions, often times, is a stumbling block. If you are setup with a "Homegroup" (all machines are running Windows 7), then the job is a little easier than if you are setup with a "Workgroup" (machines can be running XP, Vista, Windows 7 or even be Apple computers). All the computers in a Workgroup must be setup with the same workgroup name (check in the System control panel for this setting, on the computers running Microsoft OSs).

Permissions may be a challenge because there are two types of permissions to be considered. There are "share permissions", and NTFS permissions. Share permissions are necessary when accessing folders across a Local Area Network (LAN), from another machine. NTFS permissions are necessary when accessing any file or folder that you do not own (i.e. created it yourself). So, both permissions must be set up when you are trying to share files and folders on a LAN. Share permissions are easily setup for a file or folder. Just right-click on the file or folder you want to share (in Windows Explorer) and choose "Share with" and then select those that you want to share with. (Selecting "Specific People" will open a window that will let you select those people you would like to share with. Pull down the arrow and select "Everyone" and then click "Add", if you would like to share with anyone on the network. But keep in mind that "Everyone" includes anyone you let onto the wireless portion of your network. Be especially aware if you do not have your network protected with at least WEP encryption.)

The NTFS permissions are the next things to consider. NTFS permissions is a core component of the Windows 7 security system. Using this feature, you can specify exactly which other users are allowed to open your files and folders, and how much they can do with the files and folders. Using Windows Explorer to setup the NTFS permissions for a file or folder, right-click the file or folder and select "Properties". In the Properties window, select the Security tab. Here you will see a list of Users and the Permissions for each User. Click a User in the "Group or user name" box and the permissions will be shown in the "Permissions for Authenticated Users" box. In this box you can Alllow or Deny the following Permissions "Full control", "Modify", "Read & execute", List folder contents", "Read", "Write", and "Special Permissions". (You would think that Deny is just don't Allow, but there are further details that complicate this issue and it would take more than the length of the Monitor to completely explain, however there is a good description of these issues in the best seller "Windows 7, the missing manual".) A brief explanation of these permissions is as follows:

List folder contents, which can only be set for folders allows a user to see the files and folders inside the folder.

Read, allows a user to examine the contents of the file or folder, but not make changes.

Read & execute, allows a user to examine the contents of the file or folder and also run any file that is in the folder.

Write, allows a user to read a file and make and save changes to it.

Modify, allows a user all the abilities of Write and Read & execute, and also allows the ability to delete the file or folder.

Full control allows a user to do anything to the file or folder, including changing its permissions, and even taking ownership of the file. (Ownership is normally given only to the user who created a file

or folder.)

Special Permission, seems to be fairly extensive and best described by an article from Microsoft at http://support.microsoft.com/kb/308419.

This is a little to the side of the topic of Permissions, but it is related. You will notice that there are two levels of Computer Users, Administrators and (Standard) Users. Administrators have permissions to create, delete, and manipulate files and folders. Administrators can also execute programs, install programs, create accounts and change permissions. Some of these can be very dangerous in the hands of a malicious person or piece of malware. (There must be at least one Administrator for every computer.) (Standard) Users typically have lesser permissions but permissions can be increased as previously discussed. Microsoft recommends, for security reasons, that there be only one Administrator, and all other Users be the (Standard) User type. This is probably good advice for most installations because of the extent to which an Administrator can manipulate files and folders. Should a virus or Trojan horse get control as an Administrator, the malware could easily wreak havoc. But with the lesser permissions of a Standard User, the malware may be thwarted and not be able to pull off its nasty job.

Setting the share permissions for different Users on a file or folder can be done if necessary, but if you are on a small LAN and all the Users are known to be trustworthy, then when it comes to sharing a file or folder, you might consider sharing with "everybody". And set the NTFS permissions for each User to what that User needs, and no more. This will probably help make it easier to setup your network and share files and folders on that network, and if a problem occurs, it should make the troubleshooting less difficult.

Android Phone Tips & Tricks

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Android phone and tablet users will find their devices more customizable than Apple devices. That's a good thing, as long as you know some of the basics. And I am here to help you with that.

Today, I will focus on phones running Ice Cream Sandwich because it currently has the most widespread use. This is Google's stock Android 4.0 operating system. There are several other Android versions currently in use. Also, be aware that each phone manufacturer modifies the Android software with its own custom interfaces. Because of all this, what you see on your phone may be slightly different from the following instructions.

As with the iPhone, Android devices use three basic finger movements:

Tap -- quickly touch a icon, button, or word.

Double-tap -- quickly touch the item twice.

Press and hold -- press and hold your finger on the word, icon, or picture for two seconds.

Newer Android phones have three buttons on the bottom of the phone. Some older phones have four. While these can be physical buttons, on most newer phones they are not raised buttons. Instead, they are simply areas of the black bottom bezel that are marked with icons. Often these are referred to as soft buttons.

There is a slight difference between these buttons depending on whether there are three or four buttons. There is always a home icon that looks like a house and an icon that look like a back arrow which is the back button. On four-button phones there may also be a menu button and a search button. Newer phones, however, have no Search button. You will also see that the Menu button has been replaced with a combination Recent Apps/Menu button. This button is usually simply called the Recent Apps icon.

Use Your Face to Unlock the Phone

The Android operating system has some great features. One is the ability to unlock the phone with your face. Yes, with Android, you can unlock the phone just by putting it in front of your face. You simply access the Settings and look under Security for a place to set it up. There are step-by-step instructions. Once complete, just hold the phone up in front of your face to unlock it. Don't worry; you can set up a pin number in case the phone doesn't recognize you. In my testing, however, it worked seamlessly. One caveat: If you wear glasses, make sure that you tilt your head so that there is no glare

on the glasses when you open the phone. Also, although I took my security picture without glasses, my phone recognizes me with one pair of glasses, but will not recognize me with my thicker-frame glasses. Face unlocking is a new security option for Android 4.0. It doesn't work in previous versions.

When the phone is locked

Like on the iPhone, you can jump directly to the camera, and manage your music without unlocking the phone. You can also check for messages.

Add Widgets

With the iPhone every app is the same size and they are not interactive. One of the best things about Android is that you can embed live content directly to the home pages through resizable interactive widgets. Widgets show current information. For instance, they let you see the weather and time, play music, look at stocks, and more — right from the home screen, without having to launch apps.

To add a Widget, go to the home screen where you want the widget to appear. Press and hold any blank area of that screen. Tap on Widgets, and then scroll through the choices by swiping from side to side. When you find one you like, just tap and it will appear on the chosen screen.

Recent apps

Press and hold the Recent Apps button to scroll through the recently used apps. Tap on any app to switch to that app.

Working with apps

When you are using an app, the Recent Apps button works more like a Menu button or like a right-click on a computer. Tapping it gives you a list of things you can do with that app.

Take a Picture of the Screen

Press the volume down button and the on/off (sleep) button at the same time and a picture of whatever is on your phone's screen will be saved to the picture Gallery. This may take a little practice because you must be sure

to press them simultaneously. When you do it right, the screen will flash and you will hear a sound like a shutter snapping. If the Gallery is not on any of your pages, you can find it by pressing the Home icon then tapping the all apps icon, which is the icon at the bottom middle of the screen (a square with 16 dots in it).

Save Web images

It is very easy to copy any pictures you see on the Web. Start your Web browser and look around a little. When you see a picture that you would like to save, just press your finger on the picture and hold it for a second or two. A menu will appear. Choose "Save Image" and the image will be added to your picture Gallery.

Organize apps

After you have used your phone or tablet for a while, you will find that you accumulate so many apps that you can't find anything. That's when you need to put your apps in folders. It's easy with Android. Just press and hold on any app. Then drag it on top of another app. When you release your finger you will see both apps in a folder. Tap on that folder and you can give it a name or you can add more apps or drag apps out of the folder. Be sure to create folders with useful names like News, Games, Productivity, Cooking, etc.

Create a useful shortcut

The shortcuts option in Android is especially amazing. You can create a shortcut on your screen that represents a person, a navigation destination, bookmarked web page, or more. Just press and hold a blank area of the screen where you want you shortcut to appear and choose Shortcuts from the menu that appears. Then choose Direct Dial, Bookmark, Book, Person, Navigation, or any other app you see on the screen. Name the shortcut and provide any other necessary information and the shortcut will automatically appear on your chosen page. I have a shortcut labeled Home. If I am in an unfamiliar area and I need directions to get back home, I just press that icon. There are many other uses for these shortcuts, as well.

Monitors On Sale

Is Windows Going the Way of the Dinosaur?

by Ira Wilsker

WEBSITES:
http://www.zdnet.com/windows-its-over-7000013964/
http://online.wsj.com/article/
SB10001424127887324695104578414973888155516.ht
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containerId=prUS24065413

Microsoft has been the major provider of computer operating systems since the earliest days of the personal computer. I have had my own PCs running a series of Microsoft operating systems including MS-DOS, Windows 3.1, Windows 95, Windows 98, Windows ME (no jokes, please), Windows 2000, XP, Vista, and Windows 7. I have tried Windows 8 on a new computer, and setup several computers using Windows 8, and I did not personally find it as difficult to use as some allege that it is. Throughout American and world history, many companies have grown to a huge size with enormous profitability, only to enter a state of decline where if they survive, they tend to be only a shadow of their former greatness. Businesses depending on a specific line of products and services tend to follow the traditional product life cycle known to all business students; introduction, growth, maturity, and then decline. With some thought we can all think of some mega-businesses that have dramatically declined including big steel, big railroads, "Ma Bell", Montgomery Ward, and many others. There are some contemporary pundits who are now adding Microsoft to that esteemed list of big businesses that matured in the past, and may now be in a state of decline.

While some blame the economy, competition, or technological change for the decline of Microsoft and its flagship operating system Windows, there is no doubt that Microsoft's current offering, Windows 8, is no where even close to meeting its sales projections. This failure to meet sales projections has also hurt others in the industry dependent of the sales of Windows based computers, including such manufacturers as Dell and HP, as well as Intel, AMD, and other component makers. According to an April 10, 2013 press release from IDG, "PC Shipments Post the Steepest Decline Ever in a Single Quarter" (source: http://www.idc.com/getdoc.jsp?containerId=prUS24065413), Bob O'Donnell, IDC Program Vice President said, "Worldwide PC shipments totaled 76.3 million units in the first quarter of 2013 (1Q13), down -13.9% compared to the same quarter in 2012 and worse than the forecast decline of -7.7%, according to the International Data Corporation (IDC) Worldwide Quarterly PC Tracker. The extent of the year-on-year contraction marked the worst quarter since IDC began tracking the PC market quarterly in 1994. The results also marked the fourth consecutive quarter of year-on-year shipment declines. ... At this point, unfortunately, it seems clear that the Windows 8 launch not only failed to provide a positive boost to the PC market, but appears to have slowed the market." Sales of PCs in the United States were down 12.7% in the first quarter of 2013, following a plunge of 18.3% over all of 2012. In the fourth quarter of 2012, which included the busy Christmas shopping season US sales of PCs totaled 14.2 million, down 9.6% from the same quarter in 2011, the lowest level since 2006.

Some of the issues that have dissuaded consumers from purchasing PCs running Windows 8 is the initial appearance of its "Metro" interface that utilizes "tiles" on its default desktop, rather than the more familiar icons used since the earliest days of Windows. While it is fairly simple to display a more traditional desktop on Windows 8, many users find the default tile approach confusing, and notice that the lack of the classical "Start" button annoying. For many users, tiles are a convenient way to have live, real-time content on their desktops which can simultaneously display any of many combinations of social media, news, sports, weather, stock quotes, entertainment, and other content in each of the individual tiles. While many users of tablets and other touch screen devices find that manipulating tiles with a swipe of the finger to be fast and convenient, many users of the more traditional PCs with monitors or laptop computers find working with the tiles confusing and cumbersome. Among the most popular freeware downloads for Windows 8 are utilities that restore the start button of Windows 7 and earlier versions of Windows, as well as set the traditional desktop with icons as the default desktop in Windows 8. Despite the ready availability of free utilities that make Windows 8 look and work more like Windows 7 or XP (very few want Windows 8 to behave and look like Windows Vista), there are many potential

purchasers of PCs that have forgone the purchase of a new computer because they do not want a new PC with Windows 8.

In an article dated April 15, posted on the well respected ZDNet, author Steven J. Vaughan-Nichols proclaimed, "Windows: It's over", giving his interpretation of facts that Windows is nearing its end as an operating system (source: www.zdnet.com/windows-its-over-7000013964). Citing the growth of smart phones and tablets running operating systems other than Windows, which have taken away Windows' market share (other sources have published that Google's Android operating system has taken 75% of the market for tablets and smart phones), the decline of Windows as we know it is inevitable. According to Vaughan-Nichols, " ... Windows 8 gets to take a lot of the blame too. After all, the debate wasn't whether or not Windows 8 was any good. It's not. The debate was over whether it could be saved."

With the threat of a disastrous operating system that had the noble idea of unifying the interface used on PCs, tablets and smart phones, Microsoft is well aware of the predicament that it is in, considering the drastic decline in revenues of Windows 8, compared to its previously rosy projections. Microsoft might get a second chance or reprieve when later this summer, it releases an "improved" version of Windows 8, codenamed "Blue", which will be released as Windows 8.1. The new product will likely be rolled out at a software developers' conference in San Francisco, to be held June 26-28. Supposedly, Microsoft is well aware that the current iteration of Windows 8 is too touch screen focused and is not very intuitive (one Microsoft VP allegedly used the word " counterintuitive" in a blog post on Windows 8). "Product leaders across Microsoft are working together on plans to advance our devices and services, a set of plans referred to internally as Blue," wrote Frank X. Shaw, corporate vice president of corporate communications at Microsoft. Among the changes and improvements rumored to be included in Windows 8.1 includes resizable tiles (already available in Windows 8 smart phones), and the ability to customize the Start Screen without having to go through the Desktop Control Panel. Other rumored improvements to Windows 8.1 includes the ability to "snap" two windows side-by-side, as well as to optionally display four running applications on the display (source: foxnews.com/tech/2013/03/26/windows-8-update-coming-this-summer).

Will "Blue" be able to save Windows 8 from the dustbin of failed operating systems, and stop the hemorrhage of market share currently being suffered by Microsoft? Will Microsoft even survive as a corporation in its current form, as other operating systems win away market share for new technology smart devices, for which Microsoft is currently only a bit player? Is Microsoft the "Titanic" of the software industry, unable to turn in time to avoid disaster? Only time will tell. Good luck Microsoft; I have used your products faithfully for almost 30 years, and would hate to see you go the way of your long ago nemesis, IBM's OS/2.

Amazing Tale of a Satisfying Call to Tech Support . . .

By Judi Shade, Mac Monday Volunteer, Hilton Head Island Computer Club, SC February 2013 issue, The Islander www.hhicc.org newsletter@hhicc.org

I recently acquired a Dell laptop with Windows 7 to start working on a database project that only could only be accessed on a PC and used through Internet Explorer. The database program also required that I be able to print various pdf files, Word files and screen shots. Since I am a long-time computer user (PowerMac), I also have two HP printers -- an older, very reliable LaserJet and an equally old HP All-in-One. Neither printer has WiFi capabilities, but both are USB printers.

Thinking this would be easy, I ran a USB printer cable from my HP LaserJet P2035n directly to my laptop and the printer icon appeared in the devices window along with a big yellow triangle telling me I had the infamous 'issue' problem and would I like to "troubleshoot." "'Of course," I told the machine and lo and behold, the little Dell that couldn't, came back and said "sorry, Charlie, there is no driver available for your antique printer."

Funny thing though, on HP's own web site, the driver not only exists, but I had already easily downloaded it. But, it would not install. I did not want to buy a 3rd printer and I needed to print desperately – paperwork

was backing up. So even though I knew HP's customer support reputation from years back (prefer a trip to the dentist than to be on hold button hell with HP),

I went to HP's web site again for Tech Support and surprisingly (?) HP has outsourced tech support. BUT, and this is a big but, to a company that can actually do technical support for all kinds of software and hardware.

So I punched in the 877 number and got "Sam" in New Delhi who listened to my tale of woe and whose first question was, "If you own a Mac, why would you ever get a PC?" That is honestly what he said! Anyway, he assured me he and "Michael" could make my old HP printer work perfectly with my Dell. Thirty-five minutes (and $149.99) later, my printing problems were resolved. There were programs on the hard drive that had to be activated and some removed in order for Windows 7 to allow a driver from an 'old' HP printer to be used.

Even though I paid slightly more for the call than the cost of a newer, inexpensive printer, I do not end up with 3 printers on my desk and my LaserJet prints nice and fast and reliably.

Anyone with an old HP, I would encourage you to use the new HP Tech Assist number (the company is called Upquake Technical Services) to bring extended life to your printer or any other device you may have. Sam and Michael were both excellent!

Sam and Michael were much better than the old Help Desk.

How Good is Your Home Internet Service?
by Ira Wilsker

WEBSITES:
https://www.fcc.gov/measuring-broadband-america/2013/February#Test_Results
https://www.fcc.gov/encyclopedia/broadband-speed
http://www.broadband.gov
http://www.broadband.gov/qualitytest/about/
http://wwwb.comcast.com/products/xfinity-internet.html

The Federal Communications Commission (FCC) recently released "A Report on Consumer Wireline Broadband Performance in the U.S.", dated February, 2013. This report is an annual update on the speed and utiliza-

tion of consumer internet services, under the FCC's Measuring Broadband America program. Tens of thousands of consumers have reported on their upload and download speeds at various times of day utilizing a free Java based utility provided by the FCC.

Anyone who would like to see his download and upload speeds utilizing a standardized web based utility can conduct one of the official FCC provided internet speed tests by going to http://www.broadband.gov, and then clicking on the "Test My Broadband Speed Now" link in the center of the page. A Java based window will open in the browser page, where the consumer must first enter the address from which they are connecting to the internet, and then clicking on the "Go To Test" button. Two different speed test utilities are available, one from M-Labs, and the other from Ookla; the Ookla test will work with almost all browsers, but the M-Lab application does not work with Safari, Chrome, and Opera web browsers. The window will then change to show the tests which will be conducted, including download speed, upload speed, latency, and jitter. According to broadband.gov, these terms are defined as, "Download Speed: The speed at which data is sent from the testing server to your computer. Upload Speed: The speed at which data is sent from your computer to the testing server. Latency: The time it takes for data to be sent from your computer to the testing server and back (the "round trip time"). Jitter: The variability in the delay between your computer and the testing server." The actual test itself only takes a few seconds, with the results displayed in an easy to understand format. I have run this official FCC speed test several times over the past few years, with my results anonymously being incorporated into the national data. My download speed has been consistently about 15% below the "maximum" speed advertised by my internet service provider (ISP), with my upload speed about a third below the advertised speed. While my ISP has replaced my outside lines, and run line checks to test the quality of my internet service, my current quality of service is (according to my ISP) in compliance with their performance standards. According to the recently released FCC report, my experience is not unusual.

Among the speed and performance findings published in the February, 2013 FCC report was that while most ISPs generally provided faster speeds than advertised, several of the best known ISPs generally fell short of their advertised performance. Among those who, on average, performed below their advertised speeds were AT&T (the lowest average performer at about 15% below ad-

vertised speeds), CenturyLink, Qwest, and Wind-Stream. Time Warner Cable download speeds tested very slightly below the advertised speeds, but the Time Warner Cable upload speeds were almost precisely as advertised (SOURCE: http://transition.fcc.gov/cgb/measuringbroadbandreport/2013/charts_February/chart3.jpg). Among the best performers, in terms of advertised speeds were ViaSat/Exede which typically provided speeds about 40% to 60% faster than advertised, with Verizon Fiber performing 15% to 20% better than advertised.

Consumers, on average, are migrating to faster speeds, either by choice or as their ISPs increase the speeds on current accounts, often without a significant increase in cost. According to the FCC survey, 41% of consumers who had minimal speed broadband service (below 1 Mbps) switched to a faster service between April and September 2012, while 21% of the next speed tier, 1 to 3 Mbps (a common mid-grade DSL service), switched to a higher speed during that same time period. While some domestic ISPs are testing internet services at speeds of 75 Mbps, many ISPs are commonly offering service at speeds above 30 Mbps. The average consumer internet speed at the end of the most recent testing period (September, 2012) was 15.6 Mbps, an average of 20% faster than the previous year (SOURCE: http://transition.fcc.gov/cgb/measuringbroadbandreport/2013/charts_February/chart21.jpg).

There is some commonality in performance and speed within internet connection types, such as DSL, cable, fiber, and satellite. On average, cable internet users averaged very close to 100% of the advertised internet speeds, with download speeds being very slightly below the advertised speeds, but the upload speeds slightly faster than advertised. DSL users had the greatest deficiency of performance, compared to advertised speeds; nationally, DSL download speeds were only 85.3% as fast as advertised, but upload speeds were almost exactly as advertised,

at 98.9%. Fiber based internet connections typically outperformed their advertised speeds, with downloads averaging 15% faster than advertised, and uploads 8% faster. Compared to advertised performance speeds, satellite based internet performed the best; downloads averaged 37% faster than advertised, and uploads were an outstanding 61.5% faster than advertised (SOURCE: http://transition.fcc.gov/cgb/measuringbroadbandreport/2013/charts_February/chart4.jpg). According to the FCC, there was one clear winner who provided speeds in excess of what was advertised, "In our testing, we found that during peak periods 90 percent of ViaSat (Exede) consumers received 140 percent or better of the advertised speed of 12 Mbps. In addition, both peak and non-peak performance was significantly higher than advertised rates." It should be noted that these performance results (above) are not based on absolute speed, but how the actual speed received by consumers compared to the speed advertised by their ISPs.

Locally here in Southeast Texas, we have two major ISPs who provide the bulk of the "hard wired" consumer internet service, but they are by no means the only broadband internet service providers. AT&T (formerly Southwestern Bell) is the primary provider of DSL service, while Time Warner Cable, through its RoadRunner service, provides broadband service to many cable subscribers. With the rapidly increasing availability of 4G speed wireless service, many users are now using a modem-type device to connect home computers to fast internet services provided by the cell phone companies. Many of the newer smart phones offer "tethering" where

the smartphone can connect to a computer with a USB cable and serve as modem providing broadband service, again through the cell phone provider.

As popular as these services are, many local residents have other competitive and viable options for fast internet service. One of the largest cable companies in the country, Comcast, has quietly started to offer fast broadband internet service, up to 105 Mbps, as well as cable television service, to selected neighborhoods in Beaumont with its "Xfinity" service. Details of the locally available Xfinity service, including service areas (very limited at present), is available at wwwb.comcast.com/products/xfinity-internet.html.

Several satellite providers are also offering broadband internet service, which for many people, especially those where more traditional hard wired services are not available, is a viable alternative. Most of the satellite providers now offer duplex broadband internet, rather than the older simplex service where fast internet downloads were available directly by satellite, but uploads were by regular telephone connections; the newer, more modern services are very speed competitive with many of the more traditional internet services. The top satellite performers are HughesNet and Exede, both of which offer very fast internet connections, often in the 12 to 15 Mbps range. Most other satellite internet providers offer much slower internet speeds; these satellite internet providers include WildBlue, My-BlueDish, Dish
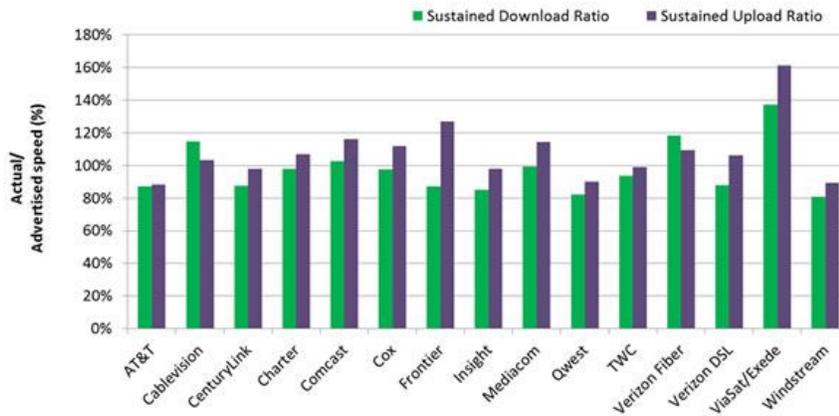
Network, and StarBand, typically offering internet connections in the 512 Kbps to 1.5 Mbps ranges. As an example, the Exede satellite internet service offers download speeds up to 12 Mbps download, and 3 Mbps upload speeds for as little as $49.95 per month with 10 Mb metered service; higher amounts of metered service are available at extra cost, with unlimited unmetered service during the off-peak time of midnight to 5am local time. DirectTV users can get the fast Exede internet service bundled with their television satellite service at a discounted price. The HughesNet satellite internet service offers download speeds of 10 to 15 Mbps, and upload speeds of 1 - 2 Mbps at prices from $59.99 to $99.99 per month (depending on speed), with promotional discounts available. Many of the satellite internet providers offer to either sell or lease the equipment to the user at extra cost, but discounts are often available to cover the cost of the equipment; free installation is almost universally available for new satellite internet subscribers who contract for service.
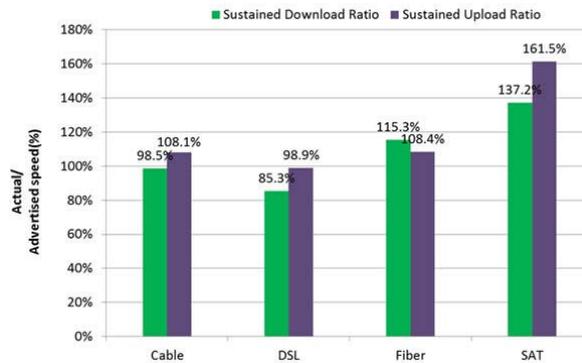
With all of the choices that we have for broadband internet service, as well as the new technologies starting to become available to us, we should not be married to the possibly inferior internet service that we may have used for years, but should at least look at and consider the faster, more competitive high speed internet services now available locally. Users often do not know what they are missing by not having a fast internet service, and how much more enjoyable and productive a fast internet service can be. As with most other con-
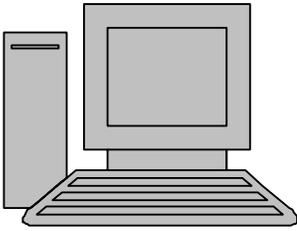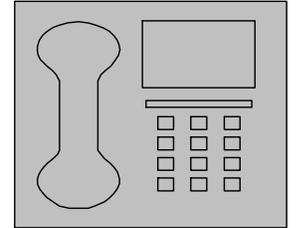
HelpLine

HelpLine is a **free** service to members of CFCS only. The following volunteers have offered to field questions by **phone or via e-mail** with software and hardware problems listed below. Please be considerate of the volunteer you are calling.

As a **free** service, you should not be asked to pay for help or be solicited for products or services. If anything to the contrary occurs, please contact the HelpLine coordinator immediately. Their names will be removed from the list.

Additional volunteers are needed in some existing categories and for new categories. If you are interested, please contact the **HelpLine** coordinator at e-mail: *helpline@cfcs.org*

Please Note - This is a service for CFCS MEMBERS ONLY   **HelpLine Listings**

Digital Photography & Video
Ken Larrabee   407 365-2660   anytime
KLarrabee@cfl.rr.com

DOS
Stan Wallner   407-862-2669   5 pm-7 pm
smwallner@yahoo.com

Kris Hestad   321-459-2755
kris.hestad@surfdogs.com

Hardware
Ken Larrabee   407-365-2660   anytime

Stan Wallner   407-862-2669   5 pm-7 pm
smwallner@yahoo.com

MS ACCESS
Arvin Meyer, MVP   407-327-3810   7 pm - 9 pm
Access-sig@cfcs.org

MS Office Products:
MS Word, Excel, Power Point, Outlook and Access
Doug Gabbard   (e-mail only)
Dougga@gmail.com

Security
Arvin Meyer   407-327-3810
Access-sig@cfcs.org

Networking - Home or Office
Doug Gabbard   e-mail only
Dougga@gmail.com

SQL-Server
Arvin Meyer   407-327-3810
Access-sig@cfcs.org

Windows
Hewie Poplock   407-362-7824 5 pm-7 pm
hewie@hewie.net

Kris Hestad   321-459-2755
kris.hestad@surfdogs.com

WinZip
Arvin Meyer   407-327-3810
Access-sig@cfcs.org

Wireless Routers
Kris Hestad   321-459-2755
kris.hestad@surfdogs.com

May 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	May 1 Denny's Casselberry Newsletter copy due **7p** BoD meeting	2	3	
5	6	7	8 Office, Access, Security SIGs **7p** New Horizons	9	10	11
12	13	14	15 Details at cfcs.org **7p** Virtual Photo SIG	16	17	18
19 at Jackson-Hewitt **12:30p** Windows SIG **2p** General Meeting	20 1505 E. Colonial **7p** iPhone SIG	21	22	23	24	25

June 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28 Casselberry Denny's **7p** Tech-SIG	29	30	31	Jun 1 Newsletter copy due
9	3	4	5 Denny's Casselberry **7p** BoD meeting	6	7	8
9	10	11	12 Office, Access, Security SIGs **7p** New Horizons	13	14	15
16 at Jackson-Hewitt **12:30p** Windows SIG **2p** General Meeting	17 1505 E. Colonial **7p** iPhone SIG	18	19 Details at cfcs.org **7p** Virtual Photo SIG	20	21	22
23	24	25 Casselberry Denny's **7p** Tech-SIG	26	27	28	29
30	Jul 1 Newsletter copy due	2	3 Denny's Casselberry **7p** BoD meeting	4	5	6

DIRECTIONS TO MONTHLY MEETING

Our meeting building is at the intersection of Lee Road and Turner Rd. The meeting is in the building behind the one on the corner of Lee and Turner. Turn North on Turner, left into the parking lot, and drive behind the office building in the rear of the parking lot. You will see a sign: **Jackson Hewitt delivery entrance**. Plenty of parking is nearby, and the meeting room is just inside, making it accessible for those with special mobility equipment.

SPECIFIC DIRECTIONS
based on your starting point.

From I-4, exit at lee Rd., drive East 1/2 mile to Turner Rd. and turn left onto Turner and left again into the first parking lot. Drive to the rear of the rearmost building and look for the Jackson Hewitt delivery entrance.

From Apopka/436 area, go south on 441 to Lee Rd., Go about 2 miles, past I-4, then turn left onto Turner and left again into the first parking lot. Drive to the rear of the rearmost building and look for the Jackson Hewitt delivery entrance.

From the SouthWest, take John Young to Lee Rd. as above, turn left on Turner and left again into the first parking lot. Drive to the rear of the rearmost building and look for the Jackson Hewitt delivery entrance.

From Hwy 17-92, drive to Lee Rd, turn West, then go 8/10ths of a mile to Turner Rd. and turn right. Drive to the rear of the rearmost building and look for the Jackson Hewitt delivery entrance.