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The Friendly Computer Club Helping Make Computers Friendly. On the Web at www.cipcug.org

Attendance at the
November general meeting
60 members and guests
We welcome one new member

To Contact CIPCUG

The Outer Edge.....805-485-7121
General Information……...805-289-3960
Mailing Address...P.O. Box 51354, Oxnard, CA 93031-1354

Computer tuneup scheduled in January

The next computer tuneup will be at the January meeting. A sign-up sheet will be posted on the CIPCUG website. The tuneups cost $15 per computer and consist of a quick check for possible problems.

If the problems can't be fixed in the available time, Rick Smith or Michael Shalkey will suggest solutions you can perform at home or tell you if the machine must be taken to a shop for more extensive analysis and work.

The tuneups are available only to CIPCUG members, but that includes anyone who joins the same day.

COMMAND.COM

By Rick Curry, President

Happy Thanksgiving. Two important announcements: First, the December meeting will be on the 3rd Saturday (the 18th). Second, our bylaws declare that my presidency ends with our next election in May.

Most of our club officers are generously serving from year to year, although a club member may run for any position on the board by communicating the desire to run to a board member. The office of president has a maximum two-year term, and I must step down from my bully pulpit next spring.

Curry

Consider putting your hat in the ring. The responsibilities of the club president are not overwhelming. People can make this job as big as they want, but the duties are attending the meetings and writing this column. I recommend the job as an opportunity to participate in a volunteer organization with some great people to work with, and an inquisitive and engaged club membership. You also get a chance to practice a little writing, public speaking, and Robert's Rules of Order. There will likely be an additional incentive for the incoming board in the form of an office suite of programs. The software comes heavily discounted for use by nonprofit organizations in their operation. So that all board members can use the same tools on shared documents, this office software will be made available to board members elected next May.

Safe online holiday shopping

Last year, the American Bar Association published some tips for avoiding the spiders when we do our holiday shopping from the worldwide Web. They are still great advice and can be found at http://www.safeshopping.org/tips.shtml

Some of my favorite tips from that article:

Trust your instincts: if something seems wrong, get out [and preferably reboot!]

If you use auctions (this includes eBay), understand the terms and conditions.

Make sure the connection is secure.

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Root Directory

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2006 Southwest User Group Conference: second place in both the newsletter and Web site contests.

Channel Islands PC Users Group

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Andy Toth……2001-2003
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Lois Evans de Violini 2005-2007
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Frank Segesman*
Toby Scott
Lois Evans de Violini
Art Lewis
*Deceased

CIPCUG is a member of APCUG, The Association of PC Users Groups

The Outer Edge

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Discounts for multiple issues (3, 6, 9 and 12 months)
Ad copy deadline is the 5th of the month of publication.
Make all checks payable to CIPCUG**.**

Members' classified ads are free but are limited to 105 characters, including spaces.

Coming events

OneNote, Christmas gifts topics for December

Programs

Toby Scott will discuss Microsoft OneNote and Michael Shalkey will discuss Christmas gifts and gadgets at the December meeting.

Don't forget that the November and December meetings are on the **third Saturday** of the month because of the holidays, making the December meeting date Dec. 18. We'll meet at the Camarillo Boys & Girls Club, 1500 Temple Ave. (Ponderosa Drive and Temple Avenue), Camarillo. (See the map on the last page.)

The doors open at 8:30 a.m. The Internet and Networking SIG and the Hands-On Training meeting (Computing 101) will start at 8:45 a.m.

Microsoft describes OneNote, part of the Microsoft Office Suite, this way on its Web page:

"Microsoft OneNote 2010 is a digital notebook that provides a single place where you can gather all of your notes and information, with the added benefits of powerful search capabilities to find what you are looking for quickly, plus easy-to-use shared notebooks so you can manage information overload and work together with others more effectively.

"Unlike paper-based systems, word processing programs, e-mail systems, or other productivity programs, OneNote delivers the flexibility to gather and organize text, pictures, digital handwriting, audio and video recordings, and more — all in one digital notebook on your computer. OneNote can help you become more productive by keeping the informa-

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Door prizes

We have two types of raffle tickets: one for prizes offered by the presenter and one for club-provided prizes. The tickets for the presenter's prizes are free and limited to one per member.

The tickets for the club-provided prizes are $1 each, $5 for six tickets, $10 for 13 tickets, $15 for 20 tickets and $20 for 27 tickets and are available to anyone. Those who can't stay until the drawing may sign their tickets and give the person selling the tickets a list of the prizes they would like in the order they'd pick them. Winners' prizes will be held until the next meeting.

Consignment table

A consignment table is set up at every meeting. Anyone can buy, but only members can sell.

The club gets 10 percent of the sales price. Sold items must be picked up at the end of the day's meeting. Any items not picked up will become the property of CIPCUG and will be subject to disposal at the club's discretion.

CIPCUG is not responsible in any way for items bought or sold at the table. Each item is sold as-is unless otherwise stated.

Meeting, SIG notices

If you would like e-mail notices of regular meetings and SIGs, go to www.cipcug.org, where you'll find a link on the home page to sign up. The URL is cipcug.org/listserv.cfm.

You will need your membership number, which is on the back cover of TOE, to complete the sign-up.

Minutes of the November board meeting

The November board of directors meeting was held after the regular CIPCUG meeting on Nov. 20 at the Camarillo Boys & Girls Club. Present were President Rick Curry, Vice President Craig Ladd, Treasurer Art Lewis, Immediate Past President Paul Westefer, Membership Chairman Ken Church, Web page Coordinator Helen Long, Technical Adviser Toby Scott, and TOE editor John Weigle.

Rick said that we should update the programs on the CIPCUG flash drive. He and Toby are working on it.

Treasurer Art Lewis presented the treasurer's report, which is published elsewhere in TOE. He noted that there was no raffle money for the month because the report was for the meeting we had in the church, not the Boys & Girls Cub.

Craig asked about an e-mail from one of our members suggesting that the club set up a honeypot — a computer with a fresh installation of Windows but no security software — so members could see how easy it is to get infected with malware. Toby said it would be interestingm but that the computer would have to be used by someone, not just be connected to the Internet. Setting up a honeypot isn't easy, Toby said. Rick said that hackers are also aware of them.

Craig said that Jessica Scott had suggested changing the name of the Computing 101 SIG to Hands-on Training. Attendance has been small recently, and she thinks that might entice more people to attend. The idea was approved.

Art commented we had discussed printing business cards with meeting dates and locations and phone numbers to distribute to interested people. No specific action was taken, but the board was agreeable.

Craig said he has not confirmed any programs for next year, but he's working with the FBI and NovaStor and would welcome any ideas.

Toby said he could demonstrate OneNote and Michael could discuss Christmas presents and gifts at the December meeting, and his offer was accepted.

January's Computer Tuneup will be pushed at the next meeting.

In light of Rick's comments at the business meeting about this being the last year of his term, the board noted that elections will be in May. If you're asked by the nominating committee if you're interested in seeking an office, please give the idea serious consideration.

The meeting adjourned at 12:34 p.m.

Respectfully submitted,
John Weigle, acting secretary

Q&A

Many ask questions about e-mail problems

Unless otherwise noted, the questions are answered by Toby Scott, our technical adviser and a partner in Ventura County Computers. Michael Shalkey runs the computer. — Editor

Internet and networking SIG

Reported by John Weigle

Were messages sent?

Q: In Outlook, how do you know that messages were really sent?

A: If the message goes into the Sent Items folder it has been sent.

E-mail requires a client-server connection. The server sends the e-mail program a message that it has gotten all the messages, and when that message arrives, the messages go into the Sent folder. That does not necessarily mean the messages will reach the intended recipients. For instance, if you mistype the address — such as typing ",com" instead of ".com") — the server will try to deliver it and find out there's no such address. You might get an immediate response in that case or it might take a few hours or days to get a notice back that the message could not be delivered.

Both the sender and the receiving server send each other a hash number — a count of the bits sent and received — and if the numbers match, the client sends an ACK (acknowledgement). If the numbers don't match, a NACK (negative acknowledgement) is sent, in which case the material is resent.

When you're downloading something, the server has to get a message back that all is OK. If that message comes, the server deletes the message. If a problem, such as a power glitch or failure, occurs, the ACK message doesn't come, and the messages are kept on the server, and the next time your download e-mail you'll get some duplicates.

Q: Don't you get a message on a malformed address?

A: Yes, but it might take a day or two.

Q: Where is the message during that time?

A: There are lots of NACKs on the Internet — a slow page download can be a sign of that. When you send e-mail and it's not accepted, the server will resend it several times before finally giving up and telling you the message couldn't be delivered. Some servers will hold messages for up to four days while trying to deliver them. The messages are sitting on the

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More on coming events ...

(Continued from page 3)

tion you need at your fingertips and reducing time spent searching for information across e-mail messages, paper notebooks, file folders, and printouts.

"OneNote 2010 is an integrated part of Microsoft Office 2010, which makes it easy to gather, organize, find, and share your notes and information more efficiently and effectively. Powerful search capabilities can help you locate information from text within pictures or from spoken words in audio and video recordings. And easy-to-use collaborative tools help teams work together with all of this information in shared notebooks, whether online or offline."

No programs are set yet for meetings in 2011, although the Computer Tuneup is planned for the Jan. 22 meeting.

SIGs

Except for the Thousand Oaks PC Club Photo Group, the Special Interest Groups (SIGs) are sponsored by CIPCUG and led by volunteer club members.

Unless otherwise noted, the CIPCUG SIGs run from 6:30 to 8:30 p.m. at Ventura County Computers, 2175 Goodyear Ave., Unit 117, Ventura; phone 289-3960. From the 101 Freeway, exit at Telephone, take Telephone south to McGrath, turn left and go one block. Turn right on Goodyear and right again into the second driveway. Unit 117 is the back, right corner of the building.

The pre-meeting SIGs are at 8:45 a.m. at the Boys & Girls Club. The after-meeting SIG is at 1:30 p.m. at The Star, 550 Camarillo Center Drive, Camarillo.

There is no charge for members to attend the CIPCUG SIGs.

Until further notice, the Photo Group is not accepting new members or guests because it is close to outgrowing its meeting room. The TOPCC Photo Group, which meets at 6:30 p.m. at the Thousand Oaks Library, 1401 E. Janss Road, charges $3 per meeting for those who are not members of the Thousand Oaks PC Club. The Web site is http://topcc.org/dnn/SIGsPrograms/PhotoGroup/tabid/65/Default.aspx.

The general schedule:

First Monday (except in months that have holidays on or near the first Monday): TOPCC Photo Group. **It is not taking new members or guests until further notice.**

Fourth Tuesday: Linux.

Fourth Saturday (or the regular meeting day): Hands-on Training (Jessica Scott and Mark Maidel) and Internet and connectivity SIG, 8:45 a.m. Michael Shalkey's after-meeting SIG at The Star, 550 Camarillo Center Drive, Camarillo.

December

Saturday, Dec. 18: regular meeting and SIGs. Michael Shalkey's after-meeting SIG (What To Ask For This Christmas and What Can Wait)

Tuesday, Dec. 21: Linux SIG. Topic: Completing installation of Ubuntu, discussing PC rescues with Ubuntu and answering questions.

January

Saturday, Jan. 22: Regular meeting, pre-meeting SIGS, and Michael Shalkey's after-meeting SIG.

Tuesday, Jan. 25: Linux SIG

Be sure to check the calendar on cipcug.org for updates on event programs, dates and times.

More Q&A: E-mail failure notices and other issues

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server that is trying to deliver them.

Canceling outgoing mail

Q: Gmail has a feature to cancel outgoing e-mail. I tried it, and it worked. How do they do that?

A: I don't know for sure. If you send "cancel" before it's sent, the NACK message will be sent. The server sends a HELO message saying, I'm ready to start, and if the message is gone, the HELO message isn't answered.

Michael: Google has set up a feature for Gmail that gives you a way to delay sending messages written late Friday night. It's called Mail Goggles. A portion of the entry on the Gmail blog describing the feature says:

"When you enable Mail Goggles, it will check that you're really sure you want to send that late night Friday email. And what better way to check than by making you solve a few simple math problems after you click send to verify you're in the right state of mind?

"By default, Mail Goggles is only active late night on the weekend as that is the time you're most likely to need it. Once enabled, you can adjust when it's active in the General settings."

The full article is at gmail-blog.blogspot.com/2008/.../new-in-labs-stop-sending-mail-you-later.html. If you want to activate the feature, go to "Labs" tab in Gmail. You can adjust the settings in the "General" tab.

Failure notices

Q: I send a message to 50 people and get some "bad address" messages back. How do I know the message went to others on the list?

A: It goes to the addresses that you don't get a bounce notice on. Sending doesn't stop when a bad address shows up because it's like you hit send 50 times. If you get a 400 error message, it means the message was temporarily delayed. Don't worry about those.

Junk mail filters

Q: I have an AOL account. How does Outlook know what messages are junk?

A: Outlook and Hotmail are both Microsoft products and compare their databases to determine junk mail. Some people classify newsletters they no longer want as junk rather than unsubscribing, and if enough people do that, the database will start classifying the messages as junk. You can set your Outlook protection at levels from Low to High, but High will probably classify many things you want as junk.

Be careful about clicking unsubscribe links on unsolicited mail because in many cases the senders will add your confirmed address to a list they sell to others. You can unsubscribe to Yahoo groups, Google groups, Microsoft, Amazon and other big-name sites safely, but don't do it on material you never asked for. That just gets your address on more authenticated recipient lists and you'll get even more spam.

I find it interesting that some Microsoft TechNet articles are classified as junk.

Messages that don't send

Q: Sometimes, my mail program won't send messages to the server. They just sit in the Outbox forever. I'll get a message that there is an error in the address. Is it possible that these messages are going out?

A: If your computer detects the error and doesn't send the message to the Sent Items folder, it didn't go out. If it's in the Sent Items folder it went out. Some programs will detect malformed e-mail addresses and not send it, but the message will sit in your Outbox forever generating error messages until you delete the message or fix the address.

Leaving messages on servers

Q: If I delete messages, does that delete them from the server? Can I make it do that?

A: Messages that you've downloaded should automatically be deleted on the server. If they're not, you can go to advanced settings in your e-mail program and uncheck "leave copy of message on server."

If you download messages on two computers, such as home and work, you can use the setting to be sure that messages stay on the server long enough to download them on both computers. But don't pick an overly long period if you do that. We had a CIPCUG member a couple of years ago who had a gigabyte worth of material in his Inbox and I fussed about that. We have a limited amount of server space and if many people did that, we'd be in trouble. It was a mess trying to clean it up because all the spam messages were still there; nothing had ever been deleted.

Gmail limits

Q: Gmail keeps messages forever, right?

A: There are some limits, but they're in the gigabytes range. The limit appears to be 7.5 gigabytes.

Audience comment: And they keep increasing that.

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This month's Q&A topics:

Internet and e-networking SIG

Were messages sent?
Canceling outgoing mail
Failure notices
Junk mail filters
Messages that don't send
Leaving messages on servers
Gmail limits
Skype connection; overheating
Solid state drives
Webcam stops working

Regular Q&A

Fundraisers
Solid state drives
Adding a second drive
Making two drives look like one
Bank website problem
Can't get sound on a video
32-, 64-bit questions on SSD
Connecting a SATA drive
Windows 7 OEM
Enabling network adaptor
E-mail malware
Updating Java
'Enable global object security policy'
Do upgrades change settings?
SSD reliability

More Q&A: Computer overheating, solid state drives

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Skype connection; overheating

Q: I'm using Skype and it works fine with one person but with someone else, it starts to get pixilated and then we lose the connection. Theirs is a fairly new computer, but they have had problems in the past with overheating.

A: If it's an overheating problem, they want to get it fixed quickly because they can burn up the power supply and motherboard. The connection problems could also be caused by spyware, viruses, or a bad connection. This is a classic case of the problem being at their end, not yours, though. Again, if their computer is overheating, they need to find out why and get it fixed. If the computer is hot when you touch it or you get overheating messages, quit what you're doing and take it to a shop.

Overheating can be caused by dust, animal fur, anything that can be sucked into the computer. Keeping it on the floor is not a good idea, but getting it even a few inches off the floor will help prevent problems. A thermal blanket is created by what's sucked in, and that keeps heat from dissipating.

The computer is not going to get better if it has a heat problem; it's going to get worse. Our minimum charge is $40, but if you let the problem go and blow up the computer, it's going to be $200 or more as we replace whatever parts you burned out.

Michael: It's the same as a car. If the check engine light comes on and the car starts to shake, you don't keep driving it in hopes it will get better and the problem will go away.

Toby: A vacuum cleaner will suck the dust and junk out, but canned air is usually a better solution. But be sure to get the ones made for electronics. The others use oil as a propellant, and if you coat your motherboard and power supply in oil, you've just made the problems worse. Don't cheap out on this. And if you have both types of air cleaners around be sure to use the right one.

Audience comment: Also the electronics one has fluorocarbon, which is both flammable and carcinogenic, so it should be used outdoors, not inside.

Q: Is there a program to detect overheating?

A: Lots of motherboards have a monitor that will pop up an overheating message.

Q: Can you install on if the motherboard doesn't have one?

A: No.

Q: Can you measure the heat coming out of a power supply?

A: It would probably work if you had a proper benchmark when it was new.

Q: I run my tower without a cover. Is that a problem?

A: You'll need to clean it more often, but you'll see when it's time. If you do that, don't have it sitting on the carpet. Getting it even a couple of inches off the carpet will help tremendously.

Q: Do you regularly blow out the machines you work on?

A: Yes, if there is any significant dust it's the first thing we do.

Michael: Probably 50 to 75 percent of the computers that come in have some thermal blanket problem. It's sometimes hard to tell because you can't be sure what caused certain problems, but heating affects chips, the motherboard and power supplies, so you don't always know what has weakened them if they die later.

Solid state drives

Q: Does a solid state hard drive make a difference?

A: Yes. It's like a flash drive and doesn't generate much heat. Heat is cumulative inside the box and mechanical hard drives generate a lot of heat that gets transferred to other components. This is especially true in laptops.

Q: Can you compare the two types?

A: Yes, but let's do it in the regular Q&A where it will be recorded for TOE. Ask me again then.

Q: Can you have an external solid state drive?

A: Yes, but you'll have to connect with the slower tools (USB, etc.). Everything is constrained by its slowest point, and that's often the transmission time.

Webcam stops working

Q: My webcam has suddenly stopped working.

A: Do other USB devices work on the computer (the answer was yes). If you unplug the camera and plug it back in, do you get the new hardware found message (the questioner hadn't looked for it). Check the USB port with another USB device and see if that one works. If it doesn't there's probably a problem with the port. If you don't get the new hardware found message, it means the computer isn't picking it up. Unless it's an expensive camera, it's probably not worth fixing it because it will be cheaper to buy a new camera.

Michael: You could try plugging the camera into another computer and see if it works there.

Regular Q&A

Reported by Diane Mortensen

Fundraisers

Toby: At the earlier SIG there was a question that I was going to cover about solid state drives …

From the audience: Question asked about "The Secret Guide to Computers" and freeware flash drives.

A: The computer book did not come out. We have been doing "The Secret Guide to Computers" forever, and the guy who writes it said he was coming out with a new version, but it is not out. Historically, it has been a good reference book and we would like to see a new version and probably order some, but it has to be a new book. A 4-year-old book is not too useful at this point in computer years; it covers only XP.

Regarding the freeware flash drives, we bought the 4GB flash drives and received a great price on them at that time. What we have in mind is to do an 8GB flash drive and do the freeware and put on additional programs. The problem with that is that the solid state drive is coming out and all that memory has stayed high in price, and, basically, if we wanted to do another freeware drive, it would have to be on an 8GB drive. The prices have not fallen like we had hoped they would. We were penciling in to do one for Christmas this year, but with the prices remaining high, it would not be feasible.

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More Q&A: Using solid state drives

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What will happen is that we will be able to get the first price cut when they come out with the 8GB flash drive. We had wanted to offer them for not that much more than you would purchase the same size flash drive in stores, and you get the freeware programs thrown in. The club would make a little profit, and it would be a good deal for everyone. However, it has to be at the right time, and we are not there yet. It costs about $4 extra charge to get the CIPCUG logo put on the flash drives. We did this with the Kingston flash drives, which turned out to be great drives. Mine still works and has been in my pocket every day for about two years. We bought the 4GB in quantities of 100 and, the price was about the same as putting the logo on and a little less than you could buy the same drive for in stores. We have to do something similar or it will not be feasible. The plan was to have an update on the freeware by the December meeting so all of you get a Christmas present.

Solid state drives

Toby: Now, can we go into discussing solid state drives?

Announcement by Craig: The Thousand Oaks computer club has a new freeware disk they are putting out this month and next. These sell for about $5.

(Craig later provided this information:

("To see a list of programs on the disc, go to http://topcc.org and click on 'Favorite Utilities' at the upper right. You will be prompted to log in.

("If you don't know what your user name or password for this website is, follow the instructions on page 2 [which is also in the 'Help' button on the web site menu]:

"(http://topcc.org/dnn/LinkClick.aspx?fileticket=n8ZQfNArkM%3d&tabid=128)"

Toby: Back to the inquiry — The standard hard drive we have been using for about 20 years, if you do not count the electronics, is basically a platter or a couple of platters and it spins around in a circle and this little arm has a button on the end of it which picks up electronic signals off of the drive as it spins and it reads the data that way. The drive will spin rapidly — the typical laptop drive is a 5,400 RPM and the standard workstation drive is 7,200. Server quality drives go up to 12,000 RPM or even some 15,000 RPM drives. There is a limit on how fast you can spin that stuff reliably before you start having a warping problem. You are not going to get much more speed out of those drives than they already have. It is running into physical limitations of the media.

Solid state drives (SSDs) are all electronic, and there is there is a lot of theoretical head room before you get to the maximum speed of solid state drives. The drives are still smaller than the spinning drives so right now, you can get relatively inexpensive spinning drives up to 1TB and then the price starts to go up. Almost any drive 500GB or less is close to the same price. It is basically the cost of the metal and electronics that it contains and how much data is on it, but there is very little difference in price. The SSD drives are a little pricier and after that they go way up.

The solid state drives come in 40GB, which is really not enough for Windows 7; it is enough for any of the XPs, but you have to have a SATA drive not an IDE drive. If you have XP with SATA drives and you want to get some speed enhancement out of it, you can install your operating system on a 40GB drive for about $100. The 80GB drives are around $175. The 160GB are about $350-$400 and after that they can go much higher. So they can get pricey quickly.

When you are using your computer, way more time is spent on opening up the program than opening up the data. The size of the Word footprint that you open up is usually about 30 or 40 times larger than the size of the Word file you are opening. It allows you to install the Word program on your flash drive, your solid state drive, and you can put your Word data on a D or E drive — one of the old spinning jobs. Although it is slower, you get 95 percent of the advantage of the speed of your solid state drive. You can make that work pretty nicely. An 80GB drive for Windows 7 and Vista, 40GB drive for Windows XP, put all your data on a spinning drive on a desktop not a laptop and you are good to go.

We had a customer who ordered two identical computers, but one had a regular drive and the other a solid state drive. The regular computer — bearing in mind we had no programs, anti-virus, no nothing — the regular drive booted in 15 seconds. With the solid state drive it booted in 7 seconds. It is a 43-57 percent increase in speed.

Q: Did you notice the pick up in speed on the installed time, when you installed the programs?

A: Yes, very noticeable. It takes about 15 minutes to install an entire Windows 7 program. Solid state drives are twice as fast as a regular SATA drive. Almost everything you would do on the solid state drive will take half the time as the regular drive. These are really game changers, and for any of you who really want to pick up speed, particularly if you have a computer where it is running OK, but you would like to give it a real punch. You may not be ready to buy a whole new computer, rather satisfied with what you have, but really would like a big pick up in speed. If you put on a solid state drive your computer would really sizzle. With the desktop, we stick a secondary drive in for data and put all of the stuff on the secondary drive and let it spin. It is slow, but anytime when you start up a program, the data is always a small component. The footprint of the program itself is the larger component. It really makes a huge difference.

Q: If you are using a photo imaging program like Photoshop, would that speed it up?

A: Yes, but you will need a bigger hard drive because Photoshop is big. Even with XP, I do not believe you could get away with 40, you are into 80 and with Windows 7 you might even want a 160. People who have Photoshop, not the stripped down version, usually have a lot of other big stuff. Photos can go on a G drive, but the program itself is large. Adobe has not written a small program in its life. Watch out, we have not had to worry about this for a long, but you need to have 25 percent of your hard drive free at all times. You do not want to get it any

(Continued on page 8)

More Q&A: RAID drives, bank site in Chrome

(Continued from page 7)

tighter than that because Windows is constantly creating temp files, doing stuff in the background and so on. If you get hard drive bound where you do not have much free space, it cannot move it around and it ends up getting badly checker boarded. If you get below 15 percent you cannot even effectively defrag. Be at least 25 percent free at all times.

Adding a second drive

Q: Can I have a second drive if my first drive is full or close to full?

A: If you have a hard drive and it is full — and usually it is a combination of a lot of programs and a lot of data — it is quite easy to get a new hard drive. You can put the new hard drive as a D or E drive; move all your data to it, and you can change the location of My Documents so that it goes to D or E or another drive. You could move all that stuff to a second drive. That will free up a lot of space on your C drive and you will be back in business. Sometimes we do it the other way around, because if you buy a new drive what we can do is get a bigger drive and then clone the drive so that you have two identical copies. Make the new drive the C: drive which usually has a longer life expectancy and so you can boot off of it and then go into the D drive and you can delete all the operating system off of it and just leave the data on it and then make your pointer go into the data drive.

Making two drives look like one

Q: Is there software that will make two physical hard drives look like a single drive?

A: Yes it is called RAID. If you are talking about making the two drives linear, that is if you have two 500GB drives you end up with 1TB of data storage, which would be RAID zero. Yes, you can do that, it makes your computer significantly faster, not like a solid state drive, but it will make it faster. However, if one of the hard drives dies, all the data is gone. You get nothing off the other drive because they are locked together logically when a program writes. In order to get the speed, they write one packet to drive A, the next to drive B. Half of every program is on each disk, half of every data file is on each disk, and if one dies it is all gone. You better have backups because you more than doubled your risk of catastrophic loss.

If a single hard drive dies, a lot of times in the shop we can run other tools and bring it back. If you have a marginal problem with one of the two drives and it breaks the RAID you are done, there is no way of resurrecting that. Can you install a RAID zero, yes you can. Would I suggest it, No. I would not do it, but if you want to try it we will give you four hours of caveat before we do. This is only the beginning, folks, if you come in and say you want to do it. If you are an extreme gamer and you get your game stuff going exactly the way you want it and you make a perfect image copy of it in order to restore it, and you are not getting any new data that you really want to save, then it speeds up things and gamers who are in to "I can shoot you quicker than you can shot me, if I can get a little faster hard drive, I can see the picture faster than you do," it will give a little edge like that. For anybody else, no, it is not recommended. It is not recommended by anyone.

Bank website problem

Q: On my laptop, I can go to Firefox, Internet Explore, and Chrome. I can go to Citibank, open up my credit card statement, hit download and it opens up. When I go to my desktop, I can do the same thing in Firefox and Internet Explore; however, when I go to Chrome, I click on the download the statement and I can see it instantly, and then it goes to blank and flashes back. My question is do I need to put in some type of setting to prevent them from opening up?

A: Do you save the icons on your desktop as shortcuts? What are you clicking on your desktop that causes you to go to your bank statements? Are they icons on your desktop? If so, go to your bank and go to Chrome and get a startup page from your bank and create the shortcut again and replace it.

Highlight what you want a shortcut to, copy and then go to desktop, right mouse click, create shortcut, new shortcut, properties, target, give it a name.

It does not depend on what browser opens it; it will open in your default browser.

Q: Perhaps I did not make my question clear; I want to know why when I am in Chrome and want to download a City Bank statement, it flashes on and then goes blank. On the other two browsers, it opens up and downloads the statements.

A: Oh, I misunderstood the question. I do not use Chrome, Michael does.

Michael: My guess is that you are using an extension on Chrome. See what you have and they should be the same as in the other browsers.

Can't get sound on a video

Q: Question was read: A friend sent me a video and I cannot get sound. I checked sound settings and volume and everything looks all right.

A: You cannot give me this kind of a question. What are you playing the video in, Media Player?

Michael: Is he trying to click it on from his e-mail? I have done that twice this week. That is why it will not work.

Toby: It will take if you copy it to your desktop, save it to whatever folder you want to put it in, and fire it up from there. When you try to open up videos, they do not open up because they can be loaded with viruses. What they do is make you copy it to your desktop or your download folder, or some other location, and then fire it up from there. Then your anti-virus has a chance to look it over and make sure everything is copasetic.

Michael: If you are trying to open up an attachment in an e-mail that was a video — double clicking the attachment and trying to watch it — try this: Right click Save As or Save All, and put it in My Documents.

Toby: A lot of the security settings we are getting now are preventing you from doing any thing out of e-mail directly. The reason is that so many viruses are included in those attachments and everyone is getting really paranoid. Do a Windows update, and what worked yesterday does not work today.

32-, 64-bit questions on SSD

Q: On the solid state drive do you get into 32-bit, 64-bit thing or does that go away when you go to solid state drives?

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More Q&A: Installing Windows 7 OEM

(Continued from page 8)

A: It has nothing to do with it. You can install 32-bit or 64-bit, Linux, etc. Understand that the 32-bit, 64-bit are processor dependent, not hard drive dependent. On the hard drive is data, and you can put that stuff on a CD or DVD or any other media. The media does not care what you put on it, because it is just the system that reads it.

Connecting a SATA drive

Q: I recently found that my motherboard had some SATA connectors on it, and that seems to be the only kind of drive that is available now. Is there anything I need to know, except to get the right cables, right power adaptor, to connect the SATA drive? The motherboard is about 4 years old and has two static connectors.

Michael: Unfortunately, it really depends. You can try it, but the problem is that the very first generation of motherboards that came out only had static connectors in RAID, an acronym for Redundant Array of Independent Disks (formerly Redundant Array of Inexpensive Disks). You could not plug in just one drive in the static connection. Eventually, they got rid of that and you could plug just one hard drive into one connector and power source and you were fine. It is hard to know without looking at what motherboard you have. I have been bitten by that so many times — thinking I have two and I can use just one, but it does not recognize just one because it wants both. It is the way that manufacturer did the first generation. They said, we are on the leading edge, we are going to have SATA and they did not do it universally. It is more complicated than you want.

Windows 7 OEM

Q: I have a question on installing the OEM version of Windows 7. When you install, activate and the drive crashes and you replace the hard drive, can you reactivate an OEM version twice?

A: You can reactivate pretty much indefinitely. As we were discussing about solid state drives, you could probably put the solid state drive in and not have to authenticate at all. The authentication process is supposed to be based on a point system as to how many components are changed before they make you authenticate again, but it is presumed that one component will not trip you up with authentication. The problem we are having is since they started that program, everything has moved onto the motherboard. You do not have the sound card, video card, network card, modem and all of the other stuff that used to be on separate cards. It is now all on one board. If the motherboard goes, you are going to be calling Microsoft and be speaking to some kind person in India.

Michael: What you said is exactly right, if all that you are changing is your hard drive, you should be fine. Worst case scenario, you have to call the 800 number and say, my hard drive died and I **replaced** it with another one. They will say, OK, punch this in and you are done.

Q: Does it somehow know that it is the same computer, like from serial numbers?

A: Every piece of equipment manufactured has what they call a MAC address (Machine Access Code) and they are unique, no two components manufactured in the world have identical MAC addresses. This is for hard drives, network cards, video cards, processors, and anything in your computer that responds to an electronic message has a unique MAC address. That includes all of your adaptors, wireless, all of that because they all have unique MAC addresses. There is an inventory of the MAC addresses stored with your authentication in the registry. When you start up and the MAC addresses do not match up, it will subtract so many points, and when you lose so many points, it sends it into authentication. The problem with motherboards is you end up with everything being used. Another thing is if you ever have to authenticate a motherboard, do not tell them that you upgraded the motherboard, just say your motherboard died and you replaced it with the closest model available from the manufacturer. You are allowed to do that, but not allowed to upgrade with OEM versions of Windows, you have to buy a new copy. To be safe, you should use the same motherboard manufacturer.

Enabling network adaptor

Q: A quick followup on the MAC addresses: I have run into software programs that require that a network adaptor in your machine be enabled so that they can read a MAC address and authenticate against that. It was, to me, a strange thing, and I could not get the computer program to run, so I finally had to settle on turning on one of the adaptors. I wanted the machine to be very high-speed machine, and I took it off the network, and did not run any antivirus.

A: If you have one of the older laptops, you couldn't install that program. They come with a network card.

E-mail malware

Q: You were talking about taking things out of e-mails so the antivirus could check it, what about something like a picture inserted into an e-mail? Does it have the same potential?

A: Someone wrote a virus that would attach to a JPEG, but they were able to plug that up. That we know of, there are no vectors in any of the existing graphics file. You should be able to preview it in your e-mail. You can save it to your hard drive also, but if it is a picture you want to look at once and throw away, then look at it in preview.

Michael: Good news, bad news. The good news, for those of us who have to fight viruses for a living, one of the lead ways to get viruses is when your grandkids go on the Internet and get/share music across the Internet. Bad thing! LimeWire has been shut down by court order. LimeWire is no longer in business. Now, is that the only way to get viruses by sharing illegal music? No. It is just the easiest and most popular on college campuses.

How many of you heard of Adobe Acrobat, or Adobe Flash, how many of you know that every month there is a new problem they find that there is a problem with Adobe Acrobat and you get viruses? How many of you remember last month or saw the YouTube video on how to shut off the problems within Adobe Acrobat so you do not get bitten by these? Anyone remember seeing those? How many of

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More on Q&A: Security issues with Adobe

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you have no idea what I am talking about?

First, open up Acrobat and when there, click Edit > Preferences > Trust Manager, which states "allow non-PDF file attachments with external applications." Just think about what that sentence means. I'm in Adobe Acrobat reading a PDF file and I want to allow Adobe Acrobat to let some other program start opening? I have no idea what it is or have control over it. No, uncheck that because you do not have any reason to allow other programs to open. When I open a PDF, all I want is Acrobat. That is the first thing.

The second thing is JavaScript where it says, "Enable JavaScript," no, and again there is no reason why a PDF needs to sing and dance. All I want to do is read the PDF.

So, you will want to open up Acrobat, go to Edit > Ppreferences > JavaScript NO and uncheck JavaScript so nothing is there; then in Trust Manager, no, I do not want Adobe to make decisions for me about other programs.

Strangest thing, Adobe is supposed to be updating its software every quarter because they would not have to do it more often than that. However, they have had to do it every month since they made that announcement.

They have not addressed the new vulnerabilities that have been found in the wild, there are viruses taking advantage of them. What they recommend to do instead is exactly the same steps that I just showed you.

Updating Java

Q: If Java update available is in the right corner icon, should I install?

A: Absolutely.

'Enable global object security policy'

Q: Regarding Acrobat security, should I uncheck "Enable global object security policy?"

A: Absolutely not. You want to leave your object security policy in place. It does not do a lot of good, but some good.

Do upgrades change settings?

Q: The problem is, when I do get these upgrade notices and I allow them to run in Adobe, do they go back in and recheck those things? So that every time they do one of these background updates, do I have to run back there and uncheck those babies again?

A: That would be a good idea. You definitely want to check and make sure. The last one I did my settings were not changed; however the one before that did. I have no idea what the next one from Adobe is going to do, but it is not a bad idea to check each time.

SSD reliability

Q: I want to go back to solid state drives. My understanding is that sold state is more reliable, correct? If I save stuff on an external drive would it be better to have a solid state drive and are external solid state drives available?

A: Sure. We all have them in our pockets, they are called flash drives. It will give you a little extra security, but not a tremendous amount.

One of the caveats of a solid state drive is that there is a limit on how many times you can change the data under a specific spot on the drive. They will wear out after five or seven years depending on how much data you write, but they will wear out potentially faster than a spinning drive that can be rewritten forever.

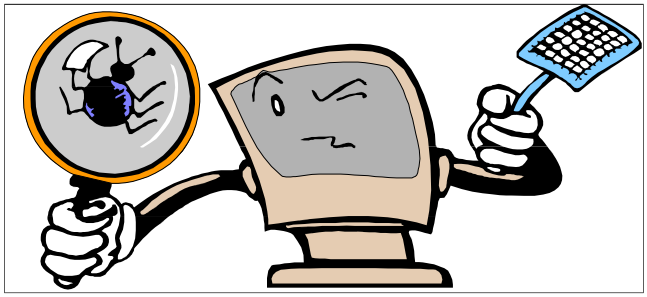
Michael: My experience is exactly the opposite.

How many of you have seen those Western Digital My Books, a little black MyBook you plug into? Those that plug into the computer and into the electricity and the driver always running, literally, physically moving constantly, 24-7. In a solid state drive, there is nothing moving, which means, in my experience, most of those external hard drives die within three years. Gone, dead.

With a solid state drive, even though it is plugged in all the time, there is nothing spinning and so there is nothing to wear out. The only time you wear anything out is when you are writing to something — actually reading never wears anything out, and only writing wears something out. If you are storing stuff there and want to retrieve it in 10 years and not going to use it, I think it is safer on solid state.

Toby: In addition to being more expensive, they aren't as big. For some of us who have a lot of pictures, even an 80GB solid state drive is marginal. If all you are doing is pictures, I would burn DVDs. DVDs will be in landfills 500 years from now, unless they are badly scratched or exposed to the sun or heat.

Practice safe computing: Back up, back up, back up
(And then test the backup to be sure it worked)



Program: Browser Wars

Latest versions are ready for HTML 5

By John Weigle
jweigle@vcnet.com

Toby Scott and Michael Shalkey discussed "Browser Wars" at the last meeting, offering their comments on current and beta versions of several Web browsers.

Scott kicked off the program by first discussing HTML 5, the latest version of HTML (hyper text markup language, which is used to write instructions for Web pages). The main new feature of interest to users as opposed to page designers, Scott said, is that HTML 5 builds in ways to display several types of multimedia material that now require add-ons such as Flash and QuickTime to run. All of these have been incorporated into the new language.

It's difficult to show HTML 5 because the material displayed with HTML 5 and with add-ons looks the same to the end user, he said. Browsers that can handle HTML 5 will not have problems showing HTML 3 and 4, he added.

Scott discussed Firefox 4, beta 7; Google Chrome 8 beta; Internet Explorer 9 beta; and Opera 10.6.

The latest Opera has less implementation of HTML 5 than the beta versions of other browsers, he said.

The default opening page of Chrome shows your most visited Web pages, he said, but interestingly, Facebook doesn't show up there no matter how many times it's visited, he said, adding, "Google doesn't like Facebook." (Shalkey noted that Google has been losing employees to Facebook, just as Microsoft once was losing employees to Google.)

Internet Explorer 9 and Chrome — but not Opera and Firefox — have built-in cloud office suites along with storage space in the clouds, he said. Cloud computing means that programs are on a Web site and used through the browser and documents are stored on space on companies' servers rather than on a user's hard drive. Lots of people expect Chrome to win this part of the browser war, with Firefox and Microsoft fighting over the rest, he said.

Facebook has just announced a new messaging system that some people say might replace e-mail. More information on that can be found at http://www.mercurynews.com/business/ci_16642425?nclick_check=1

Young users use Twitter and texting to communicate, and that information will be kept on Facebook pages, so users will need Facebook accounts. "They announced the product, but there's nothing really there yet," he said.

All the browsers have some kind of preview screen, he said. Opera was the first browser to offer such a feature and calls its version "speed dial." The default

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For more information

For more information about browsers, check these reviews on the Web:

http://lm.pcworld.com/t/1299446/5415687/141493/0

This is the site that Michael showed as he spoke. The URL is copied from the address bar for the article but often took me to a new lead story. If that happens, search for "Which Web Browser is Best?" and find the PC World article, which appeared on Aug. 12, 2010. It covers IE 8, Firefox 3.6, Chrome 5, Safari 5, and Opera 10.6

http://www.infoworld.com/d/applications/the-best-web-browser-chrome-firefox-internet-explorer-opera-or-safari-516

Posted Aug. 11, 2010, the reviews cover Chrome 5.0, Firefox 4.0 beta, IE 9 beta, Opera 10.60, and Apple Safari 5.0

http://www.pcmag.com/article2/0,2817,2365692,00.asp

Dated June 28, 2010, this covers Chrome 5, Opera 10.5, Safari 5, IE 9 platform preview, Firefox 3.6, and IE 8

http://internet-browser-review.toptenreviews.com

No date on the page, which covers Firefox 3.5, Chrome (no version listed), IE 8, Opera 9.6, Safari 4, Maxthon 2.5, Flock 2, Avant Browser 11.7, Deepnet Explorer 1.5 and PhaseOut 5

More Command.com ...

(Continued from page 1)

Use a credit card.

A related site lists rules for using your credit cards.

http://www.safeborrowing.com/creditcards/using.shtml

Tips include: Check the terms when the card arrives, and what to do when your credit card company changes their terms (you can often "opt-out").

And finally, the FTC at http://www.ftc.gov/bcp/edu/pubs/articles/naps07.pdf offers these tips:

Verify whom you are dealing with. Try to get a physical address and phone.

Know exactly what you are buying.

Comparison shop.

Check the privacy policy.

Do use a credit card. Never send cash, wire transfers, etc.

Use secure browsers and transactions.

Consider the shipping and handling costs.

Print records of your online transactions.

Understand the return policy.

Check delivery dates.

If you feel you have been misled or deceived, a complaint can be filed at ftc.gov (although you should always attempt to settle disputes first).

Happy computing!

Members' classified ads

Classified ads are free to members. Each ad is limited to 105 characters, including spaces and to one ad per member per month. Copy has to be to John Weigle, editor of TOE (editor@cipcug.org), within the week after the regular meeting. Otherwise, the ad is held to the following month.

Other categories as needed

Wanted

Wanted for AARP Free Income Tax program: Laptops running XP or XP Pro 500+ MB memory, 20+GB hard drive. — *Art Lewis*

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More on Browser Wars ...

(Continued from page 11)

view is three rows by three columns, but this can be changed for people with wider screens. Users manually insert the nine pages they visit most often. Firefox defaults to a Google search, but there is an Extension that more or less copied "speed dial." The beta also lets users create groups of related sites by opening a page and using a group button on the right of the toolbar. "It works really nicely if you do a lot of things," Scott said, adding that he uses grouping for Lions-related sites, CIPCUG-related sites, Web page design work and office projects, among others, he said.

All the browsers are orders of magnitude faster at loading Java Script than earlier browsers, so "we're talking about huge speed differences in rendering pages," he said. Of the production, as opposed to beta versions, Opera is by far the fastest, he said, but added the browsers leapfrog each other as new versions are released. Opera also has the fewest vulnerabilities and is the most standards-compliant of all the browsers. It has about 1,000 widgets, fewer than Firefox, along with an icon creator. "They have some fairly interesting widgets, and have a lot of them," he said.

The latest Firefox beta, along with other browsers, uses the Alt key to hide and show the menus. Almost none of the standard Firefox add-ons work in the beta version yet, but some 10,000 are available for the production versions and tend to be updated as necessary as production versions are released. To search for Firefox add-ons in the browser, go to Tools > Add-ons or use a search engine to look for "Firefox add-ons" and what you want to find. Mozilla includes users' ratings of add-ons, and Scott said anything with three stars is problematic; the top ranking is five stars.

As he has at several earlier meetings, Scott strongly urged users to install NoScript in Firefox to prevent unwanted scripts from running on Web pages.

Firefox is often slower to load than other browsers, especially if you use lots of add-ons, he said, but "once it's running it's one of the fastest" and is the most configurable. It has an FTP (file transfer protocol) add-on, one to edit cascading style sheets for web pages and several coding authentication add-ons. Add-ons for Facebook and Twitters are also available. Three versions of IE Tab — IE Tab, IE Tab Plus and IE Tab 2 — are available, he said. If one doesn't work in the Firefox version you use, one of the others should. The program lets Firefox display pages that are designed only for IE.

Chrome has a number of add-ons and extensions, he said. Internet Explorer does not offer either.

Shalkey commented that the goal of users is to go to a site and have fun. You don't go to a browser, he noted; it takes you somewhere, so the goal is to find one that works well for you on your machine.

Scott said that HTML 5 cuts the number of vulnerabilities available to hackers without having to worry about Flash and similar software.

Shalkey said that his experience with the Apple Safari

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More on Browser Wars ...

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browser is that people who want to use it should get a Macintosh. "Don't even try to use Safari on a PC," he said.

He discussed a PC World comparison of production browsers that reviewed the interface, security, extensions and add-ons, speed and performance. Its winners, by category:

User interface: Chrome

Security: Chrome

Extensions and add-ons: Firefox

Speed: It says most page-loading speed claims are overblown. It says that Chrome has the best JavaScript handling and page loading but that the difference in this category is almost negligible.

Shalkey said that those using any version of Internet Explorer should upgrade to version 8 now and stop using versions 6 and 7 because Microsoft is not going to keep fixing their security problems.

"If you're in a beta you're in a new universe," Shalkey said, and it can be difficult to get help with problems. Beta versions of software are distributed for testing and use by as many people as possible to find and fix problems before they're released as production versions.

Scott commented that the article Shalkey cited were for current production versions of the browsers and not the betas. When the betas go final, there will almost certainly be changes.

Shalkey said that the computers being used five years from now will be far different than those we use today. Lots of kids are not using computers but rather cell phones and similar items. "They want the future, and the future is called Rock-Melt," he said. It's so new that you have to be invited to even test it.

Laptops, especially, will be cloud-based, although not everyone will go that route.

A member of the audience commented that some areas can't even get DSL connections and cloud computing will be impossible for them.

Scott agreed, adding that many jobs, such as data entry and graphics editing, are likely to remain on desktop computers.

Other people will have privacy and security concerns. But cloud computing will be good for such public computers as those in libraries, he said.

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Beware of messages purportedly from your bank, PayPal or other financial sites asking for personal information, such as your login name, password or Social Security number.
They are likely to be from scammers who hope to empty your bank account. If in doubt, go to the site of the institution by typing in a known URL, not by clicking on the e-mail link, and look for messages there.

The big four browsers: another look

This material is reprinted, with permission, at the suggestion of Bob de Violini, who writes our periodic security column. It is from OUCH!, the SANS Institute Security Newsletter for Computer Users.

Get security advice online at http://www.sans.org/newsletters/ouch/ updates. — Editor

[Editor's Note: (Wyman) This month we look at the buzz and some measurable security merits of the Big Four browsers: Internet Explorer, Firefox, Chrome, and Safari. Browser Wars are a competition for market share. (1) The fighting is about speed, add-ons, graphics, and the user interface. Every now and then a pronouncement about security gets tacked on to the discussion, as an afterthought: "It''s better, and safer, too."

Despite its second billing, your browser is the most likely pathway through which malware will attempt to enter your computer. It's important to use the latest version, keep it patched, and be judicious about the websites you visit.]

Internet Explorer

IE has the distinction of being the most patched browser in history. It's a dubious one perhaps, but any software application that's been around for 15 years and is still in daily use on 60 percent of all computers worldwide can't be all bad. (1) IE has many reputations ranging from the stolid "enterprise browser," to a stodgy hodgepodge of stale graphics and ho-hum functionality, to a typical Microsoft product riddled with security holes and bugs. Is IE's security "inherently flawed?" That's debatable. Certainly arguments about the security of IE's ActiveX vs. the-rest-of-the-world's Java have simmered — and occasionally flared up — for the last 13 years. But there's no debate that, thanks to IE's huge market share and unequaled longevity, IE users are the biggest target for malware and the Bad Guys.

Firefox

Mozilla products hold a special place in the hearts and minds of users who got to know e-mail using Eudora and the Web using Mosaic or Netscape.

For some, Firefox, Netscape's successor, is the nonprofit, open-source, cross-platform, righteous opponent of Microsoft's corporate, monopolistic, propriety, Windows-only Internet Explorer. When Microsoft abandoned Internet Explorer for Macintosh in 2003, Mac users were disenfranchised in one fell swoop; Firefox 1.1 and Safari came to their rescue. More urban legends surround Firefox than any other browser; there's a whole website dedicated to debunking Firefox "myths" (2).

Firefox's market share grew rapidly in 2009-10 as it became the "other browser" of choice among Windows users (3).

Chrome

Chrome entered the browser competition in late 2008, ushered in by Google's trademark air of confidence and uniqueness, like a third party presidential candidate touching down in a traditionally Blue-Red state.

Originally a Windows-only product, Google adopted an open-source strategy that made it possible (and legal) to incorporate components of Firefox and Safari into a stable Mac version which was released in May 2010. Chrome's market share, flat for the preceding eight months, began an upward trend at the same time that the Mac version was released (3).

If Firefox is the "other browser," Chrome is the "other other browser," set apart by its spare, uncluttered user interface, and the promise of a different kind of user experience. Chrome's superior security has been touted, but owing to its newness and relatively small market share, Chrome has not participated in the trench warfare of the Web yet on the same scale as the veteran IE and Firefox.

Safari

Safari is the only browser that began as a Mac-only product (in 2003).

Today Safari is included in every version of OS X. The Windows version was not released until mid-June 2007 and has never been included in any version of Windows. Safari for Windows' market share remains at less than 1 percent, making it the least popular of the browsers mentioned here.

This may explain why Apple's security support for Safari for Windows has been so dismal. Safari 5.0 for Mac, on the other hand, is the most familiar and popular browser among Mac users. As with Internet Explorer and Windows, Firefox is the "other browser" among OS X users. Apple security support for Safari has improved since the release of Mac version 5.

Security metrics

According to Symantec's April 2010 Internet Security Report (4), in 2009 IE garnered 45 reported security flaws, on par with the 41 flaws reported for Chrome, considerably out in front of Safari and its 94 flaws, and way ahead of Firefox's 169 flaws. Contrasting stats are available from US-CERT's National Vulnerability Database (5), which for a recent three-month period tallies 17 reported vulnerabilities for IE, followed by Firefox with 20, Chrome with 40, and Safari with 51.

The appearance or emergence of browser flaws and vulnerabilities is inevitable. From a practical standpoint, what matters as much, if not more, is how quickly they get patched; that is, how long what the Symantec Report calls a "window of vulnerability" remains open. For 2009, that was on average less than one day for IE and Firefox, two days for Chrome, and 13 days for Safari.

Recommendations

Kudos to Microsoft and Mozilla for responding quickly to vulnerabilities as they are discovered in Internet Explorer and Firefox, and for developing fast and effective ways to deliver patches to your computer automatically. Their makers have demonstrated consistent concern for your security and have a proven record of standing behind their products.

Brower security tips

- The security of any browser can be undermined if you tinker with or turn off its security features, or browse the Web indiscriminately.
- Keep your browser version up-to-date. New versions are free for the downloading. (6)
- Security patches and updates are no

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Rescuing your PC using Linux

By Bill Wayson
bwayson@gmail.com

This month's topic is based on a suggestion submitted by Bob de Violini — thanks, Bob — and an article written by Katherine Noyes that appeared in Computerworld online.

Occasionally a Windows PC just dies. It won't boot, won't run anything, or just doesn't run correctly. The PC may really be dead. But it may have become so messed up, either through malware, or hardware or software problems, that it is just not usable. What to do? If other remedies, such as Safe Mode, do not work, you may want to use Linux to fix it. Here's how.

Penguin's Lair

Wayson

If your PC powers up but otherwise doesn't run correctly, it could be infected with malware or have some piece of hardware that is failing. Linux can help you in these situations. You run Linux from a live CD or USB drive, fix the issue or copy your personal documents somewhere safe, replace hardware as necessary, and then return to running Windows. Because of its popularity and ease-of-use, we will describe the use of an Ubuntu installation CD. Using a PC that has access to the Internet and a free gigabyte or so of storage (Note: You may want to do this while your Windows PC is healthy), go to the Ubuntu home page at www.ubuntu.com. Click the Download Ubuntu button. Your download options should be set to the latest version and 32-bit (which will also work in 64-bit x86 systems). After pressing Start Download, you'll receive an .iso file. When complete, use your favorite software to burn the file to a CD (rewritables work great) as an image, then store it away safely.

When the fateful day arrives and your PC takes ill, power it on, open the CD tray and insert your Ubuntu disc, and, if necessary, reboot the PC. You may need to make adjustments in your system configuration to enable booting from a CD and to place CD drives ahead of hard drives in the boot order. You'll know Ubuntu is booting when you see "Ubuntu" in the middle of your screen. Shortly you will be presented with two option buttons asking you to try or install Ubuntu. Select Try Ubuntu to allow the boot to complete at the main Ubuntu desktop. Once you see it, congratulate yourself — you are running Linux. Note that running an operating system from a CD or USB stick is much slower than running it from a hard drive. Have patience as you wait for operations to complete. Then, let's get to work.

If you need to copy documents because, say, the hard drive is failing, just plug any USB hard drive into the PC. An icon representing the USB drive will appear on the desktop and a file manager window should appear displaying the contents. The vertical pane on the left displays, among other things, all of the hard drives in your system. Right-click your mouse in the right pane to bring up a menu that presents the option of creating folders. First, select the File menu, then New Tab to create a new window tab. Select your Windows disc on the left to see its contents. Now you should be able to copy any files and folders you want from your Windows tab to the tab representing your USB drive. When you are finished, close the file manager by clicking the red "X" in the upper left of the title bar. Now right-click the desktop USB drive icon and choose Unmount. After the icon disappears, you can detach

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More on browsers ...

(Continued from page 14)

substitute for installing and maintaining good-quality anti-virus or a multi-component security suite on your computer.

- Keep your software firewall turned on.
- If you are not sure about your firewall, or think your browser is acting funny, take a cautious approach and have it checked out promptly by IT at the office or by your computer consultant.

Notes

(1) http://www.netmarketshare.com/browser-market-share.aspx?qprid=0

(2) http://home.comcast.net/~SupportCD/FirefoxMyths.html

(3) http://www.netmarketshare.com/browser-market-share.aspx?qprid=3

(4) http://eval.symantec.com/mktginfo/enterprise/white_papers/b-whitepaper_internet_security_threat_report_xv_04-2010.en-us.pdf

(5) http://web.nvd.nist.gov/view/vuln/search

(6) IE: http://www.microsoft.com/windows/internet-explorer/default.aspx

Firefox: http://www.mozilla.com/en-US/firefox/update/

Chrome: http://www.google.com/support/chrome/bin/answer.py?hl=en&answer=95414

Safari: http://www.apple.com/safari/download/

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OUCH! Security Information Service: http://www.sans.org/newsletters/ouch/updates/

Download the formatted version of the OUCH!: https://www.sans.org/newsletters/ouch

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Get faster performance in Windows 7

By Jeff Levy

This lesson is copyright by Jeff Levy and reprinted with permission. All of his more than 400 lessons for both the PC and the Mac can be found on his Web site, jefflevy.com.

As pretty to look at as Windows 7 is, all that glitter comes with a cost — a cost in performance. Dump some of those bells and whistles and you get faster performance.

For example, the shrink or grow that you see when you minimize or maximize a window looks really good, but do you really need it? No, you don't, and by getting rid of that feature things will start happening faster on your screen when you perform such operations.

To disable it, click on start and then open the control panel. Now open the System and security icon and then open Security link. Next, click on the Advanced system settings link on the left hand side of your screen.

In the Performance section click on the Settings button. Now click in the small circle to the left of Custom and then click to remove the check mark next to Animate windows when minimizing or maximizing. That's it — you're done.

Note that there are 20 options here — each with a check mark next to it to enable it. The more checkmarks you remove, the faster Windows 7 will perform. Remember that there's a balance here — you give up the graphic look of Windows 7 in exchange for better performance.

"*Jeff Levy on Computers*" can be *heard at 7 a.m. every Sunday on KABC, 790 AM. Jeff's notes for every show are at www.jefflevy.com. Click on Show Notes on the opening page to access a wealth of information.*

Jeff has added an additional project to his list of tasks: Snapshot Talk Radio, Your Eye on the World of Photography. The Web site is http://www.snapshottalkradio.com. Jeff co-hosts the program with Timothy E. Goodwin, The Photo Professor. The website's pages are Home, About the Hosts, Tim's Gallery, How to, Ask Jeff & Tim, Cameras, Printers, Accessories, Show Notes, Pod Casts and Show Information.

The website says the show is on the following stations: Los Angeles (KABC – AM), San Francisco (KNEW – AM), Seattle (KVI – AM) and Salt Lake City (Freedom 570 – AM).

More on Lair ...

(Continued from page 15)

the USB drive, shut Ubuntu down by clicking the top panel icon to the extreme right, retrieving the CD when it ejects, and letting the PC power off.

If you suspect malware has infected your PC, you can scan for and remove it. First we need to install some virus scanning software — we shall use ClamTK. From the Ubuntu desktop, select the Applications menu and then Ubuntu Software Center. From the Software Center window, select the Edit menu and then Software Sources. The Ubuntu Software tab should already be selected in the Software Sources dialog. Under the heading Downloadable from the Internet, make sure the four top boxes are checked (Software Sources can be unchecked) and click Close. Back at the Ubuntu Software Center window, ensure that Get Software is selected in the left pane and click on the Accessories icon in the right. Type ClamTK into the search box. One result will be shown as Virus Scanner — More Info will verify it's the right package. Click Install and have some tea while it downloads. Once installation is complete, we need to download the latest malware signatures. From the main Ubuntu desktop, select the Applications menu, then Accessories and Terminal. In the terminal, type in "sudo freshclam" and press Enter. Enjoy more tea while the signatures are installed. Dismiss any messages warning of low disk space and any complaints that something could not be copied or saved. We are most interested in the main signature file. Type in "exit" and press Enter when freshclam is finished. To launch ClamTK select the Applications menu in Ubuntu's main desktop, then Accessories and Virus Scanner. When the ClamTK window opens, select the Scan tab and then the option for a Recursive Scan. Next, select your Windows drive in the left pane and click OK. Scanning may take some time, so warm up your tea. If infections are found you'll get a dialog with a list of them. Right-clicking one presents the usual options for what to do with it, including quarantine and removal.

Once the infections have been removed, your computer should be clean. You can remove the CD or USB drive and boot back into Windows as usual. As you use your rescued PC once again, remember that it's all thanks to Linux and it didn't cost you a cent. Safely store your CD or USB away so you'll be ready for the next emergency.

If you have questions or would like to learn more about Linux and FOSS, come to the December CIPCUG Linux SIG meeting at 6:30 p.m. on Tuesday the 21st — note that this is the third Tuesday of the month — at Ventura County Computers in Ventura. Unless I get ahold of it first, the CIPCUG PC should complete its upgrade to Ubuntu 10.10. While that is running, we will have another PC we can use to discuss PC rescues and try to answer all of your questions.

If there is something you would like the Lair or Linux SIG to cover, drop me a line at bwayson@gmail.com. Until next month, happy computing.

Word and Excel tips

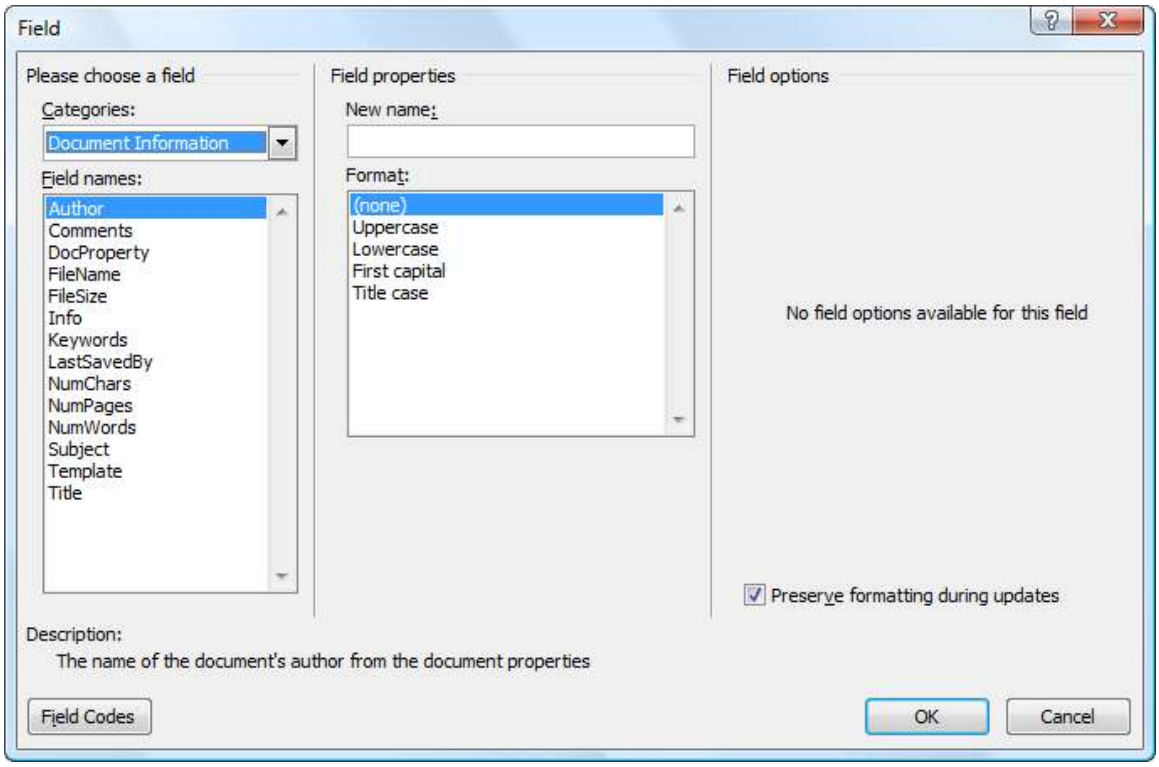
Word: Inserting the template name in your document

Every Word document has a template attached to it. Depending on your version of Word, this template defines things such as your menus, toolbars, macros, and styles (among other things). If you do not explicitly attach a template, then Word uses the Normal template.

The name of the template file attached to your document can be inserted into your document and updated automatically. To do this, follow these steps:

1. Position the insertion point where you want the template file name to appear.

2. Display the Field dialog box. (In Word 2007 or Word 2010 display the Insert tab of the ribbon and then choose Quick Parts | Fields from the Text group. If you are using an older version of Word, choose Field from the Insert menu.)



The Field dialog box.

3. In the Categories list, choose Document Information.

4. In the Field Names list choose Template.

5. Click on OK to close the dialog box and insert your field.

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Excel: Using the CONCATENATE Worksheet Function

Excel provides a function called CONCATENATE which can be used to combine the contents of several cells, or even to combine cell contents with other text. For instance, let's say you wanted to add together the

(Continued on page 18)

Green PCs: Your best bets

'Twas the night before Christmas, and all through the house, not a creature was stirring, not even a mouse.

That's because they just bought a green PC. That's right, folks, everybody's on a marketing scheme to promote green PC components. Everything from operating systems, CPUs, mainboards, power supplies to hard drives. Almost anything that goes into a computer can come with a "green" marketing ploy. The official Green-PC components are supposed to be lead-free. The real rub on all of this is being GREEN is a good idea and can have real benefits such as reducing yearly power consumption and less lead in our landfills, but it can also cause unneeded computer problems. If you look online, you find no end of complaints about Western Digital's green hard drives. Drives which power down when not being used but can also cause data loss problems and systems hangs. Western Digital makes four basic levels of mechanical hard drives, Green, Blue, Black and RAID. Green I refuse to sell as I have to fix everyone's problems and the fewer I have the better. Blue is my preferred choice for value and price. With up to 16MB cache it's a solid performer. Black is all speed and performance with 32MB cache, and it's the right choice for high-performance users. Western Digital also makes RAID drives under its black label. Most users don't realize that even though you can RAID any hard disk it is highly recommended to use the RAID series specification. There are slight differences in the drives' electronics that make them reliable pairing them up with one or more additional disks.

Rick's rant

Smith

One of the trends in today's PC market is the move to a smaller form factor. You can see the evidence in netbooks and also hand held devices that are becoming more PC-like. Granted, miniaturization is lower power consumption and less power usage. But it also makes servicing it more difficult and costly. Intel basically makes three types of desktop motherboard footprints: ATX, full size; Micro-ATX, medium size; and mini-ITX. small size. While all have their uses, I prefer to sell the Micro-ATX line as my first choice. Intel's Mini-ATX line has all the features and functions of the full-size ATX boards as long as you get the media or extreme series. When you purchase one of the less featured Micro-ATX mainboards you will find only two memory slots, compared to four on the nicer ones. I still like to put these in a full-size case as the better air flow helps keep everything cooler. There is also the added advantage of being able to get to everything easily. The smaller the PC, the more work it is to remove any given part of it. There is also a type of mini PC out there that uses more of a notebook motherboard with SODIMM notebook memory. I sold six units to a good client a few years back and even though they were brand name PCs two of the motherboards had to be replaced. They were called book-shelf PCs. All the small form factor PCs, including the ones shaped like little shoeboxes, use a custom power supply. These small power supplies seem to have a much higher failure rate than full-sized ATX power supplies. Also be prepared to wait to have one shipped to you as most vendors do not stock them as they are too specialized. Some can be a bit expensive, too. But, hey, if you have only a small space to work with, they can still be an excellent choice for you, but they are not my first recommended choice in form factors.

It used to be a big debate on whether to let your PC run constantly or to manually shut it down when not in use. This argument has lost much of its gas due to the power efficiency built into today's operating systems. Windows will allow you to aggressively set the power settings to virtually shut down your PC when it detects lack of use and then quickly resume where you left off. My neighbor has a MacBook Pro that I don't think he's

(Continued on page 19)

More Word and Excel tips ...

(Continued from page 17)

contents of cells A3 and B3, separate them by a space, and have the result appear in cell C3. All you need to do is put the following formula in cell C3:

=CONCATENATE(A3," ",B3)

Primarily, the CONCATENATE function is used for compatibility with other spreadsheet programs. You can just as easily use the ampersand (&) operator to combine text values using a formula. For instance, the following is equivalent to the example of CONCATENATE shown above:

=A3 & " " & B3

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We're meeting on third Saturday again

By Helen Long
helen@cipcug.org

Don't forget, we meet on Dec. 18, the third Saturday, this month.

Our program in December will be Toby enlightening us on OneNote and Michael showing us some of the new computer toys or Christmas presents this year.

The price has been raised for those wanting the newsletter only; the new price is $20 annually.

Our award-winning newsletter is packed with useful information. The Q&A alone is worth the $1.67.

We have decided to have another computer tuneup in January. The price is $15, and Rick and Michael will check your computer to see if there are things you can do to speed it up or let you know if you any serious viruses. If they are unable to repair the problem due to time constraints, they will give you the $15 as a discount when you takeg your computer in to their office.

We have decided to rename our Early Beginners Group Meeting from Computing 101 to "Hands on Computing." Jessica Scott and Mike Maidel share in this workshop type meeting.

HAVE YOU RUN YOUR ANTI-SPYWARE PROGRAMS LATELY?

More on Rick's rant ...

(Continued from page 18)

ever shut off. He just closes the lid, and it powers down and when he lifts the lid, it just powers up magically. Oh, if only I were an Oscar Meyer Mac. That is truly what I want to be. Nonetheless, the standby and hibernate features on computers have really improved in recent years with better hardware and software. So this is one green idea I can get behind.

What about LCD screens? Here's what CNET has to say about that.

"Conserving power can save you money: The less power your monitor pulls, the lower your monthly electricity bill. How much lower? That depends on two key factors. The first is how often you use your monitor; not necessarily sitting in front of it, surfing the Internet, gaming, or editing a spreadsheet, but simply how often your monitor is on and showing a picture. The second factor determining how much you're going to save is your monitor's brightness setting, which controls the luminance of your monitor's backlight. The lower you set your brightness, the less power you'll use.

"How do I conserve monitor's energy?

"Sleep mode is your friend: Make sure that when you're not in front of your monitor, the device is resting up. You can set up sleep mode in Windows by going to Control Panel and choosing Power Options. Select the Power Schemes tab and under Plugged in, change the "Turn off monitor" field to whatever time suits you. (We recommend at least 5 minutes to avoid your monitor nodding off while you're reading a long article.)

"Turn down your brightness: *Luminance* is one of the most important attributes for determining how much power a monitor pulls, and is usually referred to as "Brightness" in your monitor's onscreen display. Adjusting a monitor's luminance affects the amount of light emitted by its backlight. In our tests, we've found that brightness trumps every other setting for saving power; monitors drew the same amount of power whether we were playing a game or watching a Blu-ray movie, as long as the brightness setting was consistent.

"You may be wondering how contrast fits into all of this. Truth is, it doesn't. Because the contrast setting only controls the monitor's white level and has nothing to do with the backlight, it doesn't have an effect on power consumption.

"**If your monitor has a switch, use it :** Most LCD monitors do not turn completely off when you press the power *button* and are still drawing some amount of power. To ensure your monitor is not drawing power, click off the power *switch* — usually found on the underside of your monitor, near its connection options — if you have one. The power switch acts as an additional level of power conservation. If the power switch is on, the monitor can be turned on by pressing the power button; however, if switched off the monitor can't be turned on — even by the power button — unless the switch is turned back on.

If you're going to be away from your computer for a day or more and your monitor doesn't have a switch, unplug it from the wall to make sure it's not sucking power."

Now what about those of us still using a CRT? How much money do we save by switching to an LCD? Here's what CNET has to say on that question.

"… Tthe approximate cost of using the LCD 24 hours a day is $3.74 per month. If you use this device for three years, the extended power cost for the life of the device would be $134.78.

"By comparison, if you had a CRT device consuming 90 watts with the same usage requirements, its monthly power consumption would be $6.48, and its three-year usage cost would be $233.68. So simply using the LCD device for the same requirement over three years of 24-hour usage would give a savings of nearly $100. In locations with high energy costs (such as California), this savings can exceed $130 over the three-year term (assuming a $0.14 rate)."

You also have to consider that these calculations assume the monitor is running 24 hours a day, which mine isn't. It's more like two hours. So that puts my power savings down to less than $10 over three years.

So there you have it. Granted, the numbers can be adjusted depending on the type of screen, but you get the point. As for me, I use a 50-inch LG Plasma TV at home for my PC — and I'm afraid to look up its power consumption. It gives

(Continued on page 20)

Smart Computing tips and fun facts

Reprinted with permission from Smart Computing. Visit www.SmartComputing.com/Groups to learn what Smart Computing can do for you and your user group!

Take a shortcut in Excel: If you use Excel frequently, you're probably already familiar with many basic Excel keyboard shortcuts. However, there are some little-known shortcuts that can help you work even more efficiently in selecting ranges and moving around a worksheet. For example, you can quickly select an entire data region (a range of data cells bordered by empty cells) by clicking one of the cells and then holding down CTRL-SHIFT-* (asterisk). Another way to select a data range is to place your cell pointer in the range and then press CTRL-A; press CTRL-A a second time to select the entire worksheet. You can also press CTRL-Spacebar to select the column where your cell pointer is located. Another helpful keyboard shortcut is to press END followed by an Up, Down, Left, or Right arrow key to efficiently move the cell pointer to the outermost edge of a data range.

Skip a bullet or number in Microsoft Word: There can be times when you're working with a bulleted or numbered list when you want to add a new line without tacking on a number or bullet. Perhaps you want to add a parenthetical note below an entry without making it part of your list. If you hold SHIFT and press ENTER, Word will add a new line to your list without a bullet a number. When you want to resume numbering or bulleting, don't hold the SHIFT key any longer.

Save the page: If you're using Internet Explorer and you come across a Web page with information you want to preserve, there are two good ways to keep the information without having to use a Web browser to bring it back up. The first and simplest way is to print it; it never hurts to have a hard copy of information you need. Another method is to save the Web page as an .MHT (Multipurpose Internet Mail Extension) file, which is essentially just a snapshot of the page. In this format you can send the page to others or double-click on it to open it directly. To make an .MHT file from a Web page, click File (press the ALT key to reveal the File menu if you don't see it), click Save As, and in the dialog box be sure to select the .MHT file type. Tell the computer where to put the file and click Save.

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Treasurer's report for October 2010

Lewis

By Art Lewis
treasurer@cipcug.org

10-1-2010 through 10-31-2010	
Category Description	
INFLOWS	
Coffee income	10.05
Donation	24.00
Membership Income	
New members 40.00	
Renewals 158.00	
TOTAL MEMBERSHIP	198.00
Raffle	-95.62
Software sales	120.00
TOTAL INFLOWS	**256.43**
OUTFLOWS	
Rent Paid	150.00
TOE	374.27
TOTAL OUTFLOWS	**524.27**
OVERALL TOTAL	**-267.84**
Unrestricted Funds	7,398.11
Restricted Funds	0.00
Bank Balance 10-31-10	**7,398.11**
Year to Date Income	1,991.40
Year to Date Expense	1,698.55
Net Year to Date	292.85

More on Rick's rant ...

(Continued from page 19)

off a lot of heat, and I know with plain physics it takes a lot of electricity to generate all that extra heat.

There you have the ins and outs of going green. So my best recommendation is to show your local PC builder some of that green and get a new power-saving PC. I'm not saying it will pay for itself, but you sure will enjoy it.

Merry Christmas, Happy Hanukkah and Happy New Year, Enjoy the reason for the season and God Bless you all and to all a good night. See you next year.

Membership report:

Is it time to renew?

By Ken Church

email address: *membership@cipcug.org*

CHURCH

Welcome -
New Member: Bill Wishon

Attendance at the November 2010 general meeting: 60 members and guests

Total membership: 197

MEMBER RENEWAL INFORMATION
$30 for single membership,
$35 for two or more family membership.

NEW MEMBER INFORMATION
$40 first year for single membership,
$55 first year for two or more family membership in same household.

Please send your payment to:

CIPCUG MEMBERSHIP
P.O. BOX 51354
OXNARD, CA 93031-1354

Or bring your payment to the sign in table for the Dec. 18, 2010, meting.

October 2010 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
1224	Alexander	Doug	201010
1049	Duncan	Gerald	201010
0990	Mehr	Steve	201010
0942	Mickey	Barbara	201010
1165	Taggesell	Bernice	201010

November 2010 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
0388	Armstrong	Bob	201011
1061	Churchyard	Martha	201011
0635	Godwin	John	201011
0945	Gorelik	Donn	201011
1212	Hollander	Gary	201011
0905	Knauer	Hedy	201011
0789	Knauer	Wolfgang	201011
0542	Salisbury	Wayne	201011
1194	Tsutsui - Trujillo	Sandy	201011
0863	Zapf, D.P.M.	Michael	201011

December 2010 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
1044	Cohen	Jerry	201012
0908	Cronin	Richard	201012
1130	Hollingsworth	Don	201012
0993	Ladd	Craig	201012
1115	Nagy	Marlene	201012
1131	Richardson	James	201012
1079	Schrum	Jerry	201012
1048	Ulam	Frederick	201012

F1—Your Help Key

(Revised Sept. 7, 2008)

COMMUNICATIONS/INTERNET (GENERAL)

World Wide Web	DM

DATABASES

Access	BR

DOS RP

E-MAIL

Outlook	MS
Outlook Express	BR, DM
Thunderbird	MS

GRAHICS PROGRAMS

IrfanView	MS
Paint Shop Pro	DM
Photo Shop Elements	BR
Print Shop	BR

SPREADSHEETS

Microsoft Excel	DM

WORD PROCESSING

Microsoft Word	DM
WordPerfect	DM

WINDOWS

Windows 98, 95	DM, MS (98)
Windows 2000	BDV
Windows XP	DM

Initials	Name	(805)
BDV	Bob de Violini	rjddev@gmail.com
BR	Bill Robinson	389-2997 (b) bill@bzus.com
DM	David Minkin	469-6970 (cell); 484-2974 (home); dddave@cipcug.org
MS	Michael Shalkey	mshalkey@cipcug.org
RP	Robert Provart	498-8477 (b)

Phone: (d) = days; (e) = evenings; (b) = both

If you would like to volunteer to help others, please send your contact information and programs you're willing to help on to editor@cipcug.org.

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WEB HELP SITES

Annoyances Central blog (from authors of the O'Reilly Annoyances series, including Steve Bass): www.annoyancescentral.com

Steve Bass TechBite Newsletter: www.techbite.com

DSL reports: www.dslreports.com

Steve Gibson: www.grc.com

Kim Komando: www.komando.com

Leo Laporte: www.leoville.com

Jeff Levy: www.jefflevy.com

Linux distributions: www.DistroWatch.com

Microsoft: www.microsoft.com

Microsoft Windows XP The Official Magazine (UK): www.windowsxpmagazine.co.uk

Microsoft Windows Vista The Official Magazine (UK): / www.windowsvistamagazine.com/US

Online safety tips: www.OnGuardOnline.gov

PC Pitstop: www.pcpitstop.com

PC World: www.pcworld.com

Recalled products: www.recalls.gov

SANS Institute — Computer Security Education and Information Security Training: www.sans.org

Smart Computing: www.smartcomputing.com

Spyware Warrior: www.spywarewarrior.com

User Group Relations (Gene Barlow): www.ugr.com

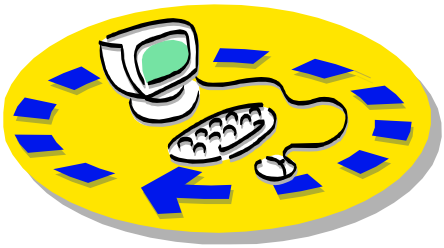
Ventura County Computers (Rick and Toby's shop): www.vccomputers.com

Virus Bulletin: www.virus-bulletin.com

Windows Secrets: ww.windowssecrets.com

ZD Net spyware blog: www.blogs.zdnet.com/Spyware

If you have a favorite help site on the Web, please forward it, so we can expand the section. If you find a link that doesn't work, please tell us that, too.



Why join Channel Islands PC Users Group (CIPCUG)?

Every month, members of the Channel Islands PC Users Group have access to:

♦ The Outer Edge newsletter, which includes a list of members willing to help other members.

♦ The general meeting, featuring a question-and-answer session and program on new software or hardware.

♦ Special Interest Groups — special meetings held several times a month.

♦ Door prizes at the regular meeting.

Other benefits include:

♦ Special user group discounts on books and software.

♦ A flash drive containing many useful freeware programs.

♦ A chance to make friends with people who have similar interests.

♦ The ability to put your knowledge to good use by helping other members. The whole concept of user groups is members helping members.

Please clip the coupon below and send with payment to CIPCUG-Membership, P.O. Box 51354, Oxnard, CA 93031-1354.

Please make checks payable to CIPCUG.

Dues for new members

Individual member, $40.

Family membership (same address), $55.

Renewals are $30 and $35 per year respectively.

TOE subscription only (in the U.S.), $20.

CIPCUG E-MAIL ADDRESS

Members who would like to have an e-mail address through CIPCUG in the form of YourName@cipcug.org may obtain one for $15 per year.

CIPCUG INTERNET SERVICE TECH TEAM

David Minkin, 469-6970 (cell), 484-2974 (home)
dddave@cipcug.org
Bob Thompson, 647-2287

CIPCUG MEMBERSHIP APPLICATION

Amount enclosed: _____

Please Print the following information:

Name: _____

Address: _____

City: _____, State:_____

ZIP Code: _____

Phone (Home): _____(Work): _____

E-mail address: _____

User level: Novice ____; Intermediate _____; Advanced _____

Can you help the club as a volunteer? If so, what would you be interested in working on?

Date _____ Member # _____

Channel Islands PC Users Group Inc.
P.O.Box 51354
Oxnard, CA: 93031

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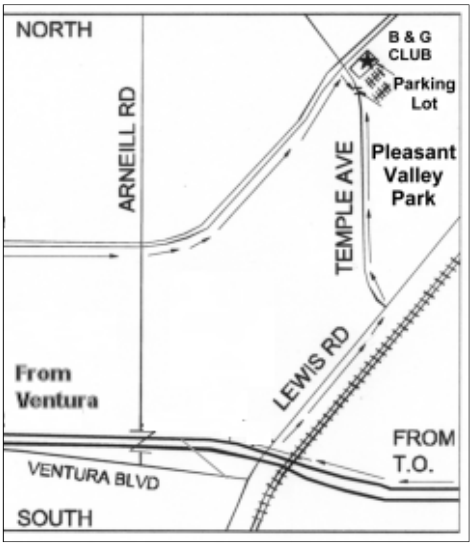
DATED MATERIAL
Please Do Not Delay

DUES REMINDER

If the number above your name is 201012, your membership dues are payable in December 2010.

December 2010 meeting
Of the Channel Islands PC Users Group

The map shows the easiest route to the Boys & Girls Club, but if you prefer, you can take the Carmen Drive offramp to Ponderosa Drive, which leads to Temple Avenue.



Saturday morning, Dec. 18, at the Boys & Girls Club, 1500 Temple Ave. (Ponderosa Drive and Temple Avenue), Camarillo.

Meeting Schedule:

8:30 a.m.	**Doors open**
8:45-9:30	**Internet and networking SIG, Hands-on Training**
9:30-10:30	**Business meeting, Q&A**
10:30-11:00	**Break — Please contribute requested amounts for coffee and doughnuts**
11:00-12:00	**Program — OneNote, Christmas gifts and gadgets Drawing**
1:30	**After-meeting SIG by Michael Shalkey (What To Ask For This Christmas and What Can Wait)**