

The Rochester Computer Society, Inc.

# MONITOR

Vol. 28, No. 4

April 2010

Next Meeting  
Tuesday, April 13

Bill Statt on Photographic Composition

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# From Rubber Boots to 38% of the Worldwide Cell Phone Market!

by Lou Torraca

*President of the TUG (Computer User Group of the Hawaii MOAA Chapter)*

**F**rom Rubber boots to 38% of the worldwide cell phone market! Yup, that's a true fact and the name you will immediately know is Nokia which began in the last part of the 19th century as a rubber goods manufacturer. If you're really curious to know more, register and write a comment at the end of this column and I'll tell you where to get "the rest of the story."

As you can see, this is all about the Consumer Electronics show. Early numbers coming in on the event, which ran from Jan. 7 to 10 in Las Vegas, show that attendance was up year-over-year. CES attendance was calculated at more than 120,000, which was up from 98,495 for the first two days at the 2009 event.

The event also attracted 330 new exhibitors. My feet are still recuperating from all the walking ... the press gaggle begins on Tuesday, 2 days before the opening, with meetings and a couple press conferences and then the official CES press event, CES unveiled where a thousand or so press and bloggers are invited to meet a hundred or so exhibitors showing off their "goodies" in the Venetian Ballroom. Then an all-day marathon of press conferences followed by the evening Digital Experience in the Mirage Ballroom where another hundred or so do a similar thing. On Thursday the rush is on as the Show opens and it's a challenge to not run out of steam before the evening Showstoppers at the Wynn, specially if you were invited to Lunch at Pieros an excellently planned and executed smaller, more exclusive version of the others. So, what follows is mostly a listing of just a few of the many things I was able to see and checkout. Many had not been priced yet and won't be on the market for a month or two, but keep tuned, as I will continue next time with more as well as updates I may receive on these. You can also Google many of them for more info.

Samsung, Panasonic, LG, Sony and others all debuted 3-D-capable TVs this year, but at prices of \$200 or more above other flat-screen sets, it's not certain whether customers will be buying. Besides, just think about all those glasses you'll need for your Super Bowl bash!

Microsoft Chief Executive Officer Steve Ballmer kicked off this year's keynote sessions with an upbeat take on how his company plans to not only extend its reach in the home entertainment market, but transform the sector as well.

"From the largest screen on the wall to the smallest screens in people's pockets, we are delivering the entertainment people want," Ballmer said.

The space allotted to games at this year's CE event nearly doubled from the previous year, to 13,000 square feet. This year's game-based innovations included a motion-control system from Microsoft dubbed Project Natal and a functioning guitar that can be used in "Rock Band" and "Guitar Hero."

IMHO, The IdeaPad U1 Hybrid from Lenovo is arguably the coolest gadget at the Consumer Electronics Show.

The IdeaPad U1 gives users both a laptop and a tablet in one. Here's how: When the screen and keyboard base are attached the computers works as a 3.8 pound Windows 7 laptop running on a CULV Intel Core 2 Duo processor. But when you detach the 11.6 inch HD screen, that portion becomes a 1.6 pound tablet running on Lenovo's Skylight linux operating system and a 1Ghz Snapdragon processor. It also has 3G embedded and 16GB of solid state memory. The two pieces can work independently because they both have battery power enough for five hours. The base can actually work without the screen as long as you connect it to another display. The two piece can also work in coordination.

The base can share power with the tablet. Users can also begin a browsing session on the full laptop and continue it on the tablet. Users will have to get used to Skylight, which is more akin to the iPhone's app based operating system. And I'm still curious how sturdy the device will be when you keep attaching and detaching the parts. But this is one cool device that makes a lot of sense and lets you enjoy the perks of a tablet while still having the full keyboard and power of a laptop. The Lenovo IdeaPad U1 hybrid notebook will be available June 1 with an estimated retail price of \$999.

On the other hand, for sheer classy looks and price, the NX90Jq notebook sports not one, but two touchpads, one on each side, which should be music to any armchair DJ's ears. This is a home entertainment center-piece both in looks and specifications.

The NX90 has an Intel Core i7 CPU (either 7200QM or 8200QM), an 18-inch 1080p display, an Nvidia GeForce GT 335M graphics card, dual hard drives, and a Blu-ray drive. That config will run you \$2,499. The Asus NX90 will start at \$1,999, and be available sometime in the second quarter of 2010.

My favorite software just keeps getting better all the time! The End of Fragmentation: New Diskeeper 2010 is the only product available today that actually prevents fragmentation before it happens. Utilizing a new revolutionary technology called IntelliWrite™.

### **Diskeeper 2010 benefits:**

- Prevents up to 85% of all fragmentation before it can happen
- Operates invisibly without active resource conflicts.
- Boosts read/write speeds above previous limits
- eliminates slow boot-up/patches/downloads
- Significantly reduces power consumption
- Increases productive life of servers, workstations and laptops
- eliminates the need for defrag schedules or "wake up" times
- Cuts back "reactive administration" and Help Desk traffic
- Lowers cost of ownership and has fast return on investment.

The race to be number one in the emerging e-reader device market space is a crowded field as evidenced by product demos and displays during CES. Both tenured vendors, such as Sony, and startups, such as Copia, are developing devices with new features, improved user interfaces and a slew of accessories to meet what they hope will be a robust consumer market.

The PlasticLogic QUE was one of the most anticipated product launches of CES 2010. A lot of information had been revealed or leaked beforehand, but most of us tended to think of the QUE as an ereader oriented toward newspapers and magazines and aimed at business professionals. The reality exceeded those expectations as the QUE proReader turned out to be what PlasticLogic CEO Richard Archuleta called a “wireless briefcase.” Not only does the QUE have deals in place with all of the top business periodicals, but it also syncs with Microsoft Exchange, provides “print-to-device” functionality, reads Microsoft Office documents and PDFs, and allows BlackBerry users to transfer data from their smartphones. Unfortunately, there was another way in which the QUE exceeded expectations: the price. The two models cost \$650 and \$800. At that price, it will have to compete with tablet and slate computers.

Amazing what a small projector can do. Compact, lightweight and super mobile, the MPro110 pocket-sized microprojector opens up a whole new world of opportunity for people wanting to present or share digital content on-the-move.

The MPro110 MicroProjector is an LED- driven device that offers full VGA resolution connectivity to a range of multimedia devices. Being a ‘pass-through’ device, the projector requires an image source device to be connected.

Lenovo’s dual screen laptop computer, W700ds is a large, \$5,000 laptop that looks as if it swallowed a netbook. It has a 17-inch main screen, from which a second, 10-inch, netbook-sized screen slides out. Almost like magic {:-)

Why not recharge electronic gizmos while you carry them? BTW, this is NOT just for the ladies! The Concord Keystone 4U2ReUSE Solar Sling tote bag lets you. Made from 100-percent recycled plastic bottles, the Solar Sling features a flexible solar panel and a battery pack with USB connectors. It charges phones, cameras, music players, and other portable gadgets.

The solar cell achieves a full charge after soaking up five hours of full sunlight. The company hasn’t announced pricing and availability yet.

D-Link is the first vendor to come out with a dedicated piece of hardware for the Boxee home media management software. The box is oddly shaped, but it won’t take up much space when it sits next to a TV. It streams Internet video and connects wirelessly to your computer, so it as well as a long list of supported file formats; you can play virtually any kind of video on it. The Boxee Box will be available for \$199 in the second quarter of this year.

Big-Screen Skype: LG and Panasonic both announced Skype support for their connected HDTVs

(equipped with Webcam accessories).

We can look forward to video chat with our loved ones in big-screen 1080p, which could mean the end of calling in underwear and PJs. ☺

Now, here is a relatively small, inexpensive item that really makes sense. Flexicord™ always the right length the award- winning Flexicord™ Single-cord solution for cables up to ten feet in length.

- Shipped as a compact coiled cable
- Can be extended up to 10 feet
- Holds its shape without recoiling
- Full-size Flexicord™ cables include simple re-coiling tool

• 2009 CES Innovations Award Honoree\*

• Available in HDMI, USB, S-Video, Network, Composite

• Introducing the Flexicord mini™!

And on that note, I will leave you to ponder this new electronic stuff. Have fun and be careful as usual on the 'net. Aloha, Lou

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## Boiling Point The Best Free Video-based Egg Timer You'll Ever Use

They are questions that humankind has pondered through the ages: How long does it take to boil an egg? And what can you do for fun while it's boiling?

Finally, the answers have been revealed, thanks to a playful and stylish new site called Eggwatchers.

As you move through the process you're asked to describe your egg (is it small or large? Is it just out of the fridge?) and, of course, how you want it to end up (given that the site's creators are British they offer "squidgy" or "firm").

It'll then provide with you with an answer (in minutes) and a very inventive egg timer: When you click the timer it randomly selects a YouTube video that matches the exact length of time your egg will need to boil.

(During our tests we were treated to a montage from *The Simpsons*, a clip from a Japanese game show and a guy playing the drums really, really well.)

Our hope is that the folks behind the site do timers for all types of foods (but then, we tend to get bored easily when we cook).

Visit Eggwatcher's at <http://www.eggwatchers.com/>

# Backing up and Restoring Files

by Ron Hirsch

*Member and Contributing Editor, Boca Raton Computer Society, FL*

If I had to pick a single area where most computer users are extremely lacking, it's in the area of backing up and preserving the documents and other items that they generate during the course of their computer activities. Most people just dismiss the subject with "Oh I don't really have anything of importance, and even if I do, I can always redo it easily." These people may only use their computer for the Internet and e-mail. But, redoing your address book and bookmark listing can be a task in itself.

And, if you use a program such as Quicken or Money, you have lots of financial info that would be a real job to rebuild if all your files were lost. I reminded a friend about backing up his Quicken stuff, and he said that he really didn't have to, as Quicken always backs things up automatically, which it does. But it backs things up onto the same hard drive, into a different folder. So, about 6 months later when his hard drive failed, his backup was worthless, and he was a very unhappy person.

## What Does Backup Really Mean?

Backup is the generation of duplicate files, often onto a removable medium, for all the things that you have generated on your machine. Generally, these are files that you have produced, not the program files which came on the CD. These duplicate files must be stored on something which can be separated from your machine, and definitely separated from your internal system hard drive.

Since most people have only one hard drive, it does not make good sense to backup onto that same drive. And, if you have your main drive partitioned into say a C and D drive, you will still lose your backup if the drive fails. If however, you have a second hard drive on your computer, you are much safer storing your backups there.

There are online services which offer "online backup" at a small cost, or no cost. This can offer access from another computer, when you might need that data. But I personally don't want my private data et al on an online computer, where it is possibly subject to being hacked or having that operation go out of business.

NOTE: This article is only discussing backup of your personal files and data – it is not addressing a complete backup of your system drive, including your operating system (probably Windows). That is a separate topic which will be covered in another article.

The backup media should be stored in a place where they it will not become lost, stolen, or damaged. When I was in business (many years ago), we backed up all our files every day, with a rotating system of seven tapes. Copies were stored in a fireproof safe, and periodically, we placed a current copy in our safety deposit box at the bank. Just putting copies on the shelf doesn't protect against their loss in case of a fire. Obviously, most users don't have to go to such extremes. But, for important information, it's a good idea

to periodically put a backup copy into a secure and fireproof place, such as a home safe, or your safety deposit box.

In order to be able to follow and use the material in this article, you must be conversant with using Windows Explorer, or a similar file manager. Earlier this year, I presented several articles on this activity, with several exercises on the subject. If you are not familiar with using a file manager to copy files and add new folders and subfolders, I would suggest that you bone up on this subject first, and then get back to this article.

## What Do I Have to Do First

First of all, the typical user who has programs in which files are saved, generally has no idea where they are. So, the first thing to learn is just that. When you are in a program such as Quicken, your files are generally saved in the same folder as the Quicken program. Other programs may use the My Documents folder, My Files folder, the Documents and Settings folder, or a special folder that the program has set up to store things.

I personally set my own folders for storing things. And, fortunately, most programs allow the user to specify where things are stored. In WordPerfect, I have a master folder set up, name WPWIN. Under that I have about 56 subfolders for all the categories that I have defined. There is a folder named “BocaBits,” which holds all the articles I’ve written for this publication. One of the main advantages of having your personal files organized in a master folder is that they are easier to copy to a backup medium. Just copy the main folder, specify to include the subfolders (if that is needed), and everything underneath will be copied. This is far easier than having to locate many different folders, and copy from each one individually.

Remember, using subfolders is a must. Some years back, one of my friends stored all his files for all his programs in the same folder, with no subfolders. Finding a file to use was almost like looking for a needle in a haystack. And, name your files using descriptive long filenames which all operating systems since Windows 95 can use. Which is easier to find “Letter to Jack re the new building. doc” or “let2jreb.doc”?

Here are some steps that I would suggest users consider – change the names to suit your desires.

1. Add a new folder on your C: drive, and call it “All My Stuff” (without the quotes).
2. Add as many subfolders under it as you need. For example, (assuming you have these programs) add one for Word, Quicken, Money, Excel, etc.. Then, add as many subfolders under each of the main subfolders you’ve added. For example, the “Word” folder can have subfolders named “Letters,” “Faxes,” “IRS correspondence,” etc.. (Don’t use the quote marks – they are used here for clarity.)
3. Then in each of those programs go into “preferences” or “settings,” or wherever is appropriate, and set your new path and folder name there as the place to keep stuff. In something like Quicken, it wants its files where it specifies, but when you call for a backup in Quicken, you can specify the path/folder. So

this folder you set up will always have duplicates of Quicken's files, ready to be copied out to the removable media you choose.

4. For programs such as Outlook Express or AOL, it's a good idea to save your address book, and your bookmarks. Finding the names of these files, and where they are located will be a good exercise for you in using Windows Explorer, and learning more about your browser.

NOTE: It is not absolutely necessary to do all of these previous steps if you're willing to do your backup work with all your files where they are now. These steps are just offered to make your job of backing up easier. If this is the case, you can skip to the section entitled "What Medium Should I Use to Back Things up."

## How Do I Get My Existing Files into These New Folders

If you don't know or can't find where the program stores the files you create, go into the program, generate a new document, and do a save on it. When the "save" window comes up, it may well show you the path/folder that the program uses. So you can now go to that folder, and find all the stuff you have done previously. While you're in the "save" window, you can now specify your new repository for your files in this program, assuming it will cooperate.

If this does not happen, do a search in Windows (STARTSEARCH) to find that file, and the location path will be available there. Rather than move the existing files, I'd copy them into the new folder you set up. That way, if there are any "goofs" (perish forbid), nothing has really been lost. In the case of a program like Quicken, just open Quicken, and press CTRL+B. This should open the backup window, and you can type in the path/folder you've just made.

Later on, when you know that everything has been safely copied into your new folder tree, you can safely delete the files in their original locations if you want to do so.

When you've done this for all your important stuff, you will now have a new "filing cabinet" with "drawers" for all your important files.

## What Medium Should I Use to Back Things Up?

In the "olden days", the choices were fairly limited. Floppy disks and tapes were about it. These days, those two media are not the ones of choice. Floppies have limited storage space, and most people don't have a tape drive, nor should they bother to get one these days.

The two choices that I would recommend are external USB drives, which many people have or flash drives which many people also may have. If you're not familiar with these devices, you should become familiar – they are very inexpensive now and are the perfect media for backing up purposes, transporting, and archiving files.. Or you can use a ZIP disk, if you have a ZIP drive, or use a CD rewritable disk.

To "burn" a CD, you must be familiar with this process. If you have a recordable or rewriteable drive on your machine, there should be a software utility to handle copying files. Usually this utility is on the



CD that came with your hardware. But, it's possible that the utility wasn't loaded on at the factory. Check through the manual or help files to learn more about this.

Remember, once you get into the habit of backing things up, you can feel more comfortable about not losing lots of time and effort trying to reconstruct things. And, when you get a new computer, your new machine can take the backup medium you used, and copy it all (as desired) onto the hard drive of the new machine.

### **One Further Recommendation to Save Your "Stuff"**

One area that most users don't bother to consider, is the use of an uninterruptible power supply (UPS). These units plug into your wall outlet, and then the computer and monitor plug into it. Many don't feel that this is of any value to them, but I'll bet that they've had a crash during a power blink. The primary use of such a device is to keep your computer and monitor running when there is a power failure, either an extended one, or momentary power blink. The purpose of a UPS is not to allow you to keep working for an extended period when the power goes off, but to allow you to save your work, and shut down in an orderly fashion. Or, when the power "blinks," your system doesn't crash, and you lose the work that you have on screen. Even a one tenth of a second blink can wipe out what you're working on. And, if you haven't just saved it, you've lost it.

Furthermore, all computers should be connected via a high end surge protector to protect against line fluctuations and power surges. A UPS is also just about the best protection that you can use here. And, these days, UPS units are available for not much more than the cost of a good surge protector. Check CostCo for some good values here. A capacity of 300-500 VA is a reasonable range for most home computers. Remember, as a minimum, you need to have your computer and monitor connected via the UPS. Without a monitor, your computer isn't good for much.

So, *happy* backing up – try it. The day will definitely come when you'll be glad you did. And once you get to be an expert at it, you can impress your friends by teaching them. If you find this material useful, you may want to download this article in PDF format, from our web site [www.brcs.org](http://www.brcs.org). This allows readers to keep the material either as a PDF file, and/or print it out, and place it in a looseleaf notebook for future reference.

*From the December 2010 issue, Boca Bits, the monthly magazine of The Boca Raton Computer Society, Inc. This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (Ronhirsch1439 (at) comcast. net).*



## Emailing to the Masses

Q. Is there a program you can recommend that will help me with my non-spam mailings to approximately 160 addresses? My current email service provider limits me to sending to 25 recipients at a time, so I have seven different mailing lists that I have to use.

A. Any mail service is going to have some limitations on the number of addresses you can send to at one time, though most will allow more than your current provider. Gmail ([www.gmail.com](http://www.gmail.com)), for example, is a free, Web-based mail service that lets you send to approximately 100 addresses in a single mailing.

Be sure to double check email addresses of recipients before clicking the Send button, though. Your account will be disabled if a large number of “undeliverable” mail bounces back as a result of incorrect, invalid, or nonexistent email addresses. You don’t want to be branded as a spammer. (What would the neighbors think?)

There are also mass-mailing software programs such as YL Software (<http://tinyurl.com/yj4cool>) and DynamicMailer (<http://tinyurl.com/yl26jj5>), or if you run a Google search for “mass-mailing software,” you will find other options. Since you only have 160 names on your list, I would suggest trying Gmail. That will save you the expense of purchasing additional software and reduce the number of mailing lists you’re using from seven to two.

Q. I need to look in my Windows Registry to check something. The instructions I have tell me to go to the Start button, choose Run, and type in “regedit.” I can’t do that with Vista because there is no Run option. Can you help me, Mr. M?

A. In Vista, right-click the Start Button or orb > Properties > Customize. When the Customize Start Menu screen appears, scroll down and place a check mark beside the “Run command” checkbox, followed by OK > Apply > OK. That will add the Run command to the Start menu. In Windows 7, type the command (in your case, “regedit”) into the Start > Search field and press ENTER instead of using the Run command line. You can also press the Windows Logo Key + R to display the Run dialog box.

Q. When I open JPG attachments, they default to Microsoft’s Photo Editor instead of Picasa. What do I need to do to change from Windows Photo Editor to Picasa?

A. Right-click any JPG image file and choose the “Open With” option from the menu that appears. You will be presented with a list of installed programs that you can use to open JPG images. Select Picasa from the list and check the box next to “Always use the selected program to open this kind of file,” followed by OK. If you don’t see Picasa in the list, click the Browse button and navigate to your Programs folder. In the Picasa folder, click to select Picasa.exe or Picasa2.exe (the name may vary slightly), then restart your computer.

The next time you encounter a JPG file, Picasa will spring to life and display the picture. You can also use Google’s Picasa to edit a photo, post it on a Web site, print it, or email it to someone else.

## Mr. Modem’s DME (Don’t Miss ‘Em) Sites of the Month

### Clumsy Crooks

Who doesn’t enjoy a story about a crook doing something incredibly stupid? For example, there’s the would-be purse-snatcher who grabbed a bag from a lady walking her poodle and made off with a bag of poop. Or the doofus who offered two undercover cops crack cocaine if they would give him a ride. (They did.) Or how can it not warm the cockles of your heart to read about the bank robber who ran out of a bank and was run over by his getaway-car driver? You’ll find many similar heartwarming stories at the Clumsy Crooks Web site.

[www.clumscrooks.com](http://www.clumscrooks.com)

### Hand Lines

According to this site, hand lines are a reflection of the experiences of the central nervous system, and the lines and grids on your hands are a way for one’s brain to express itself. I checked out my hand lines and apparently my brain is telling me, “Your hands are old and wrinkly.” I thought that was a bit harsh. If you’re into this kind of thing, break out the granola and the wind chimes and have fun.

<http://tinyurl.com/yejvabr>

### WebCrosswords

Crossword puzzle enthusiasts won’t want to miss this site. You can play in either “Regular” or “Master” mode (if you dare), and in the likely event you get stuck, stymied or flummoxed, click the “Solve” tab to reveal a letter, a word, or the entire puzzle. These daily, theme-oriented crossword puzzles are fun and will keep the old neurons humming. A little timer in the upper right-hand corner is informative, humiliating and stress-inducing.

[www.webcrosswords.com](http://www.webcrosswords.com)

*For plain-English answers to your questions by email, plus great computing tips, subscribe to Mr. Modem’s award-winning WEEKLY newsletter. Subscribe using Promo Code 4022 and receive TWO free months with your 12-month subscription! To view a sample issue or subscribe, visit [www.MrModem.com](http://www.MrModem.com).*

## From The DealsGuy

by Bob (The Cheapskate) Click  
*Greater Orlando Computer Users Group*

I finally received the necessary data to prepare and file my 2009 federal income tax. I had download TaxAct when it was only \$12.95 in preparation. I entered the data and when the program computed my taxes, I printed the pages to study them. It showed I was only paying a small income tax and would get back most of the withholding taxes as a refund. My return was relatively simple with five W2s, three 1099s for interest received, and two 1099s for dividends received, neither of which amounted to much this year.

I also had a capital loss for the almost worthless GM stock I sold and I also had insulation installed in our attic which was deductible. The fact that I would be getting back almost all of the money that I paid in made me suspicious. I've always had excellent results using TaxAct in previous years, but getting most of my money back didn't look right. I decided to do it all over again with another free tax product, to compare results.

I decided to try the popular free Turbo Tax to double check. It's done right online. I studied my way through it and found some interesting features; and a few confusing items. When I was almost finished, I discovered that the free Turbo Tax would not handle a capital stock loss transaction unless you paid \$14.95 for its other features, (I may have missed something in it). However, it did ask for information about loss carry forwards from my '08 tax return (naming the line numbers) and I could probably use that part by substituting some figures to accomplish what I wanted to know. I tried it and ended up with a result that was somewhat different than I expected, but I thought "it was possible it could be right and maybe TaxAct was wrong." I liked Turbo Tax, although the W2 importing feature didn't work for me in either of the free products I tried.

After considering my valuable time, I decided to try a free tax preparation program from the IRS Web site. There were many free ones listed there, but only four worked for Florida Residents. I choose one called "Complete Tax" and had to do that one on line. I entered the data and it was continuously computing and showing my refund as I entered the data, with a few wild refund numbers. This one allowed my capital loss transaction and asked for loss carry forwards, but when I was done; my refund was more than I had paid in. I rechecked it and found several insignificant omissions, but had to do trial and error to see if they fixed anything. Some were places I hadn't put a check mark for the page being finished, and two were minor data errors.

After an hour of checking and rechecking numbers and check marks, it finally showed a refund that was within \$20 of what TaxAct had come up with. Again, I rechecked most of the figures in both programs. I was unable to figure out how to get Turbo Tax to print the pages, or even look at them on the screen, which

made comparisons tough. However, Complete Tax did let me print the return and I could easily study the printed pages from Tax Act and Complete Tax to compare numbers. I was finally convinced I could submit the Tax Act return after I input the \$250 Stimulus checks I had originally missed. Complete Tax had easily shown me I should enter our stimulus checks, which I missed in the other two. I had to call Tax Act tech support to find where to make that entry, but they answered immediately and walked me through it quickly. They have great tech support.

It's been submitted and the refund should be here in ten days, unless the IRS finds fault with my work. Tax Act did its job again and I'm happy, although Complete Tax was good. I'm already considering what to do with the funds. Spending it seems like a good idea to help the economy. Maybe I'll call the cruise line!

## **Conference Update**

FACUG (Florida Association of Computer User Groups) is having great success with the 2010 spring conference. Holding it on a cruise ship is certainly different, and I applaud Sam Wexler and the other officers for taking on such an enormous task. There are about 250 conference registrants and, considering the spouses, there will be over 350 attendees. APCUG is not a cosponsor this year because of differing opinions. FACUG has always used the same time frame for this conference with continued success year after year. Why fix something that isn't broken. I'm happy that there will be several attendees from APCUG and a few are doing breakout sessions which I'm looking forward to. There's going to be so many breakout sessions that attendees will have problems making choices. More next month.

## **Ever Wonder?**

Perhaps some have wondered just what files, DLLs or other things are being used by a particular program. The folks in the local Technology SIG were talking about "Process Explorer" which tells you that information. The CFCS (Central Florida Computer Society) technology SIG is interesting because anything and everything might get discussed and you always come away with new knowledge. I can't attend because I don't drive at night, but I am on their Googlegroups so I can keep up. Process Explorer is free at <<http://technet.microsoft.com/en-us/sysinternals/bb896653.aspx>>. CFCS is not the only group with that kind of SIG. I read many newsletters and noticed a few other user groups have a SIG like that.

## **This One Does A Lot For Your Videos and Photos** *(I edited this announcement to shorten it.)*

STOIK Imaging announced the release of the Premium edition of Imagic, a video and image processing solution with enriched functionality. The standard edition is distributed free of charge and provides the advanced features of the Premium edition for 30 days. Features include creation of stereo images, panoramas, slideshows and collages, sophisticated photo editing tools and more. Both editions support direct uploading of photos to Google Picasa and Flickr. A combination of various functions allows working with one versatile solution instead of purchasing and installing several programs.

The built-in photo editor features a Retouch Brush, Skin Makeup, Lens Correction, Color Variations, and many automatic correction functions. It is easy to align and crop photos as well as apply various artistic effects, frames, and clipart images. Besides photo processing, the photo editor also features creation of different kinds of puzzles.

In addition to support for .MPO files (available in the previous edition), Imagic Premium now features creation of stereo images (anaglyphs, .JPS and .PNS files); extending a photographers' opportunities. Another useful feature is Dark Room editor for processing of .RAW and flat photos. The original image remains unchanged, as all adjustments are saved as a set of parameters. The .RAW files can be converted to a variety of formats, while .JPEG files can be optimized in quality and reduced in size.

The convenient browsers of Imagic Premium allow the user to find any file quickly and easily due to fast indexing algorithm scans and their ability to search by EXIF attributes. There are three browser types; a common Folder Browser, a Calendar Browser for organizing files chronologically and the Tags Browser for organizing by categories. However, the browsers are not intended just for organizing photos and video files, but they can automatically detect all matching photos and seamlessly create panoramas in a single click. Other sophisticated browser features are Batch processing, Geotagging, Slideshow creation and more.

The built-in video editor offers other features; frames can be cut, trimmed and rotated, adjust brightness and contrast, apply effects and transitions, use various titles and captions, and add audio files or record narration. The results can be exported to a variety of popular formats. The program supports multiple ways of sharing images; e-mailing, creating slideshows, uploading images to Google Picasa, Flickr and other web photo albums, as well as direct printing with advanced options.

STOIK Imagic Premium is compatible with Windows XP/ Vista/ 7 and costs \$49.00 USD for a single-user license. User group members get a 25% discount on all STOIK products by using the coupon code "DEALSGUY" in the appropriate space when ordering; good through May 2010.

Direct download link: <<http://store.eSellerate.net/sti/dg>> (Check the calculated closely when ordering)

Company website: <<http://www.stoik.com/>>

*That's it for this month. I'll have some more new product announcements on my Web site that didn't offer discounts. Meet me here again next month if your editor permits. This column is written to make user group members aware of special offers or freebies I have found or arranged, and my comments should not be interpreted to encourage, or discourage, the purchase of any products, no matter how enthused I might sound. Bob (The Cheapskate) Click <bobclick at bellsouth dot net>. Visit my Web site at <<http://www.dealsguy.com>>*

# How to Keep Your Device Drivers Automatically Updated

by Bob Rankin

## Updating Device Drivers

Things that depend upon device drivers include not only physical hardware devices attached to your computer, such as disk drives or printers, but also software components such as the networking component of your operating system or application software. Upgrading hardware, operating system, or application software can cause problems with device drivers. So can changes made to things that aren't even on your computer, but are "out there" on the Internet! Device drivers are the essential glue that holds the entire computing/networking environment together.

Errors in normal operations like printing, faxing, accessing a network drive, or connecting to a wireless network are one type of symptom that a device driver may be obsolete or corrupted. If a device just won't work, check its device driver. With Vista or Windows 7, just click on Start and enter "device manager" in the search window. On Windows XP:

- \* Click Start and then open Control Panel
- \* Click on Performance and Maintenance
- \* Click the System icon
- \* Click the Hardware tab, then the Device Manager button

Take note of any devices that have an exclamation mark next to them, as this means there is a problem with that device. Double-click on any device that you want to examine. On the General tab, what you hope to see is a "This device is working properly" message.

### If You Need a New Device Driver. . .

If instead you see something like "This device is not working properly" or "The drivers for this device are not installed", then click the Driver tab, and then click the Update Driver button to search for an updated driver to download and/or install. If that doesn't work, then try the Uninstall button to remove the device driver and effectively uninstall the device from your system. Of course, then you have to re-install the device and its driver.

Restarting your computer with the device physically plugged in should cause Windows' Plug and Play to detect the "new" hardware device and search its files for an appropriate driver. If you have the driver on a CD-ROM disc, insert it into the drive and tell Windows to look there instead of in its own driver library. If a matching driver is found, Windows will install it automatically and tell you the device is now installed. Often, re-installing the device driver does the trick. But if it doesn't, you may have to go online for a new driver.

Virtually every manufacturer of computer hardware has an online library where you can download

device drivers for their products. Often, these drivers are updated but the manufacturer doesn't notify everyone who owns one the device. So to keep your device drivers up to date you need to search the Web sites of all the manufacturers of all the devices on your computer. Fortunately, there is software that will do that for you automatically.

Device Doctor and DriverMax are all free utilities that you can download. Each will scan your system to catalog all devices that use drivers; go online to check for new drivers; and let you download any new driver packages that they find. That's the painless, fast way to keep your device drivers up to date.

*From the Internet Tourbus, Vol. 15, Number 57. To subscribe go to <http://internettourbus.com/tickets.html>.*

## OpenOffice 3.2 -- Free Competitor to Microsoft Office

by Ira Wilsker

For only the third time in the ten years that I have been writing this column, I am not using Microsoft Word as my word processor to write this column. For one column about three years ago, I used the then new Google Docs to compose my column, and saved the output in the Word format requested by the *Examiner*. About two years prior to that, I used the then new OpenOffice as my word processor for a column about OpenOffice. Now that a new release of OpenOffice, version 3.2, is available which includes full file compatibility with Microsoft Office 2007, I concluded that it was worthy of another look.

My first impression of this new version is very positive, as it has much the same look and feel of the Microsoft products that I have been using almost exclusively for the past many years. I had no learning curve with OpenOffice, and proceeded to use it immediately. While this new version can read and write files in the latest Microsoft formats, and is so feature rich that it would be a worthy competitor to Microsoft Office, it does have one overwhelming advantage over Microsoft Office; that is that it is totally free to download and use by anyone. Unlike some other “free” software that is only free for personal use, but mandates a fee for corporate or academic use, OpenOffice is absolutely free for all users.

I have been considering writing an updated review of OpenOffice for quite a while, as it has been garnering a lot of positive reviews in the media, but two recent events provided me with the impetus to write this review today. First is that a new version of OpenOffice was recently released (version 3.2), which included several enhancements and compatibility improvements with the latest Microsoft Office file formats. The other reason was an email I received today asking for help, “we





have an 80 year old man, recently lost his wife... his computer went out, so we went and got one from <local computer store>. Question, is there a program like Microsoft word that we can download free for him. He has to write letters and makes signs for his lodge. i have done searches but am afraid to download something that may not work. thank you in advance!!” <sic.

I replied with the link to OpenOffice, which will do what this gentleman wants, and much more. OpenOffice is a large download (149 megs) and is available from OpenOffice.org. OpenOffice is also one of the most widely downloaded suites on the internet, with over 100 million copies of version 3 downloaded within the past year, with millions more of the earlier versions being downloaded. With numbers like these, OpenOffice has earned a large and loyal following. OpenOffice is not just for English speaking Windows users, as it is available in 80 of the world’s languages, and for almost all popular operating systems including GNU/Linux, Sun Solaris, and Apple Mac. It is simple enough for a novice user to master, and comprehensive enough for an experienced office suite user. According to the OpenOffice web page, “OpenOffice.org 3 is easy to learn, and if you’re already using another office software package, you’ll take to OpenOffice.org 3 straight away. Our world-wide native-language community means that OpenOffice.org 3 is probably available and supported in your own language. And if you already have files from another office package - OpenOffice.org 3 will probably read them with no difficulty.” To test this, I opened a variety of word processor, spreadsheet, and presentation files created in Microsoft Office, and all opened successfully. I then created some similar files with OpenOffice, saved them in the appropriate Microsoft format, and my copy of Microsoft Office opened them without a hiccup.

I also tried opening some old WordPerfect (word processor) and Quattro (spreadsheet) files with OpenOffice, and they also opened and displayed flawlessly. The listing of file formats available for import or export with OpenOffice is nothing less than spectacular, with every format I could think of listed, as well as many I am not familiar with. If an unusual document format is encountered, OpenOffice can likely open it. I am currently typing this using the OpenOffice Writer, which is the word processor included in the suite. When I first opened it, it looked almost identical to my Microsoft Word, and all of the keyboard shortcuts that I used regularly in Word, worked flawlessly in Writer. Writer can read and write many more file formats than Word, and has an integral PDF creator to make PDF files out of any documents that can be opened or created with OpenOffice.

Writer is feature rich including auto correct, auto complete, auto format, styles and formatting, text frames and linking, automated table of contents, indexing, bibliography, references, illustrations, tables, and other features found on its expensive commercial competitors. I searched and tried, but I could not find any feature missing on Writer that is available on the commercial products.

I have been using Microsoft’s Excel spreadsheet utility for several years for a variety of financial and data tasks. Excel has a near monopoly in industry as the spreadsheet of choice, replacing the classical

Lotus and Quattro, both of which I used extensively in the past. I opened several of my Excel spreadsheets in OpenOffice's Calc, and they opened without any problems. Calc looks just like Excel, and has a similar menu and command set, which meant that there was nothing new for me to learn in order to master Calc. I tried creating color graphs and charts in Calc, and the same skills set I have for Excel worked fine on Calc. I have used a lot of the integral calculation functions in Excel, and they were all available in Calc. A Function Wizard in Calc makes the implementation and inclusion of mathematical and statistical functions very easy. Calc has proven itself to be a very worthy competitor to Excel at a price that cannot be beat (free!).

Microsoft's PowerPoint is the defacto standard for presentation software, and I have used it frequently for the many presentations that I have done. OpenOffice has a very capable competitor with its Impress, which can read and write PowerPoint files as well as most other presentation formats. Impress looks very similar to PowerPoint, and like the other components in OpenOffice, employs a similar menu structure and keyboard shortcut set. Special effects, transitions, sounds, video, and other features are integral with Impress, allowing the user to do anything that he can do in PowerPoint. Impress files can be printed as PDF files by simply clicking on File — EExport as PDF, or exported into dozens of other file formats, including most graphical formats, and the web page HTML format, by clicking on File — Export. This same process can be used to create a video in MMacromedia Flash SWF format, where the Impress presentation can be viewed as a video, with a mouse click advancing to the next slide.

Impress is a powerful presentation utility, and is very capable of being used to create very professional appearing presentations that can be played on almost any computer. Impress can also be freely used to show PowerPoint presentations even if the user does not have PowerPoint. Many of us use a lot of images and graphics for a variety of purposes, and these images often need to be edited, cropped, have captions or labels inserted, merged, or otherwise manipulated.

While there are many commercial and freeware utilities that can perform these tasks, OpenOffice has a utility aptly named Draw that can be used as a free standing but comprehensive imaging editor, which is also integrated into the other OpenOffice functions. Draw can import, export, and edit almost all graphic formats, including JPG, GIF, BMP, WMF, PNG, TIFF, Kodak Photo CD PCD, and many other graphic formats. In addition to manipulating graphics, Draw also has “smart connectors” that can be used to quickly create flowcharts, organization charts, network diagrams, and other forms of diagrams and charts. When used with the Writer word processor, Draw is capable of being used to create posters, brochures, pamphlets, and other items for display or distribution.

Another common utility incorporated in most office suites is some form of database utility, and OpenOffice is no different by including a comprehensive database utility with the simple name Base. Base can be used to create or modify tables, forms, queries, and reports. With its own HSQL database engine,

Base can be used to manage information and data, or the user can use a variety of wizards, design views, or SQL views. I am personally not a database wizard, but I was able to quickly create a simple data base using Base, and mine it for information and reports.

The entire OpenOffice suite has over 500 free “extensions” available which can be used to enhance the capabilities of OpenOffice. These extensions add dictionaries in many languages, forms, templates, clip art galleries, and many other features. One that I especially like is Sun PDF Import Extension, which allows the user to import and modify PDF documents. Another extension that I will be trying is the “Presenter Console” which gives the presenter more control over his presentation by showing the upcoming slide, slide notes, and a presentation timer. What is unusual is that only the presenter sees this console, while the audience only sees the current slide. The hundreds of other extensions available provide a wealth of additional capabilities to OpenOffice.

For those who would sometimes prefer to use pre-made templates to accomplish a variety of tasks, OpenOffice has hundreds of free templates available at [templates.services.openoffice.org](http://templates.services.openoffice.org). Templates come in three primary categories, Business, Education, and Private, with over 600 available templates. Some of the most popular templates include several resume formats, calendars, business cards, business letters, brochures and pamphlets, newsletters, meal planners, automated invoices, greeting cards, APA-style templates that would be suitable for college or university students, fax cover sheets, weekly planners, recipe cards, and hundreds of others. By using a template, complex tasks may be as easy as filling in the blanks, and producing professional appearing output.

OpenOffice has been adopted as a standard office suite by hundreds of colleges and universities, government agencies at all levels, businesses of all sizes, and millions of individuals. Some countries have also adopted OpenOffice as a national standard office suite, as well as many cities. At least one US state has adopted OpenOffice as its standardized office suite, much to the consternation of Microsoft and its supporters. I have been recommending OpenOffice to my students as a free alternative to Microsoft Office.

In these tight fiscal times, switching to a free open source office suite that can read and write almost all of the existing Office formats might make a lot of sense. The State of Texas, for example, has set Microsoft Word as the defacto standard for state documents; with massive budget cuts being implemented statewide (including at my college), imagine how much money could be saved by phasing in the free OpenOffice as a replacement for the very costly Microsoft Office. Anyone who currently uses Microsoft Office can instantly use OpenOffice, and with its outstanding file compatibility, almost nothing would be lost from any existing Office documents. Sorry Microsoft, but the free OpenOffice may possibly displace you as the predominant office suite. Free is a very hard price to beat.

<http://www.openoffice.org>

<http://extensions.services.openoffice.org/en> <http://templates.services.openoffice.org>

## To shut down, restart, etc. Here's how:

1. Right click an empty spot on the desktop
2. Select Properties
3. In the display properties dialog box, click the Screen Saver tab
4. Near the bottom of the dialog box, click the Power button
5. In the Power Options Properties dialog box, click the Advanced tab
6. At the bottom of the page, under "When I press the power button on my computer," select "Ask me what to do."

## Fix Virtual Memory

You receive the following error message.....Your system is low on virtual memory. To ensure that Windows runs properly, increase the size of your virtual memory paging file.

1. Click Start, right-click My Computer, and then click Properties.
2. In the System Properties dialog box, click the Advanced tab.
3. In the Performance pane, click Settings.
4. In the Performance Options dialog box, click the Advanced tab.
5. In the Virtual memory pane, click Change.
6. Change the Initial size value and the Maximum size value to a higher value, click Set, and then click OK.
7. Click OK to close the Performance Options dialog box, and then click OK to close the System Properties dialog box.

## How to Remove Sp3

There are a couple of ways to do it. The easiest is to use the Add/ Remove Programs item in Control Panel, but if that doesn't work, try this:

1. Click Start Run
2. Type : c:\windows\%NtServicePackUninstall%\spuninst. exe
3. Click OK
4. This should start the Service Pack 3 Removal Wizard, which walks you through the steps of uninstalling the SP

If these methods don't work, first restart the computer and then use System Restore to roll back to a restore point that was prior to the time you installed the service pack (this will also undo any other changes that you've made since that time).

*From the February 2010, The Space Coast PC Journal . This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (shiron (at) cfl.rr.com).*

## What is a computer?

Answers from the past (check March 10). There's a lot of fun stuff here.

<http://longstreet.typepad.com/thesciencebookstore/>

## Things, Thinglets & Thingassoes

by Jack Lewtschuk

*Monterey Bay Users Group, PC (MBUG-PC), CA*

### The Bad Guys are after Your Money

Well, that's nothing new.

Just as knowing the "computer language" is good to assist communication when seeking help or offering help to others, so is knowing the definition of words to describe cybercrime.

Just to better understand the nomenclature of cyber assaults, one has to be able to understand the lingo. I researched the Internet (some very helpful "e-letters") and came up with this handy list:

"Adware" A piece of software that displays advertisements on a computer after the software is installed. Adware can be benign, as in the case of a free program that displays ads in a manner that is agreed upon in advance. Or adware can be a nuisance, displaying unwanted ads with no apparent way to remove the program. The nuisance variety is often silently downloaded along with some other desired software, such as a game or toolbar.

"Arbitrary Code Execution" When a security vulnerability is discovered in a piece of software, sometimes it is said that it allows for "arbitrary code" to be executed on the machine. This really means that the vulnerability can be used to cause that program to execute ANY set of commands or instructions on that computer.

"Black Hat" A "bad guy" or hacker who breaks into computer networks, creates viruses, sends spam, or uses unethical tactics to influence engine results.

"Ethical Hacker" A "good hacker" who uses a variety of techniques to test the safety of a computer network or system software. Typically an ethical hacker (also known as a "White Hat") is hired by a company to see if there are any flaws in its systems that might allow Black Hats to gain entry.

"Botnet" A collection of ordinary home and office computers that have been compromised by rogue software. The term "botnet" is short for "robot network" and describes the situation rather well. Computers



that have been caught up in a botnet have been effectively taken over and can be used to perform almost any task by the person or persons who control the botnet. Botnets are controlled by criminals and other miscreants whose motives include spewing spam to sell products, operating financial scams, and crippling websites through coordinated attacks. (See “Denial of Service Attack”.)

“Buffer Overrun” This is a flaw in a computer program that occurs when the length of a user input is not validated. For example, if a program is expecting a 9-digit social security number as input, it should discard any input beyond the 9th character. If the program blindly accepts a longer input string, it could “overrun” the input buffer, thereby trashing some other part of the currently-running program with the extraneous characters. In some cases, this flaw can be used to overwrite the existing program with code that comes from the input string. (See “Arbitrary Code Execution”.)

“Denial of Service Attack” A concerted effort by one or more remote attackers that attempts to flood a web server or network with meaningless requests. A sustained, coordinated attack can render the target unable to service the legitimate users who are attempting to connect.

“Exploit” A method of taking advantage of a bug or security hole in a computer program. It is possible that a hole may be known to exist, but no exploit has yet been created to capitalize on it.

“Malware” Any form of malicious software. This can include computer viruses, spyware, worms, trojan horses, rootkits, and other software that is deliberately harmful, destructive, or invasive.

“Patch” A fix for a software bug or security hole. When a bug is discovered, often there is a race by software vendors to provide a patch before an Exploit is created. Patches must be applied to the affected computers in order to prevent exploitation of the flaw.

“Phishing” The act of stealing information using lies or deception as bait. Online scammers try to trick people into voluntarily providing passwords, account numbers, and other personal information by pretending to be someone they trust. An example of phishing is an e-mail that appears to be from a bank, asking recipients to log in to a rogue site that looks exactly like the real one. When the victim logs in, the operators of the fake site then have that person’s login credentials and can access his or her bank account.

“Rootkit” A rootkit is a software tool (or a set of programs) designed to conceal files, data, or active processes from the operating system. Because of their ability to hide deep in the operating system, rootkits are hard to detect and remove. Although rootkits may not cause damage when installed, they are often piggy-backed with additional code written for the purpose of taking control of a computer, disabling certain functions, or spying on the user and reporting activities back to the rootkit creator.

“Scareware” Software that is created for the purpose of tricking people into downloading or purchasing it, when in reality it is either unnecessary, marginally useful, or outright dangerous. Online ads that display fake warnings such as “Your computer may be infected—click here to scan for viruses” or “ERROR! Registry Damage Detected—click to download Registry Cleaner” would qualify as scareware. Scareware

programs often run a fake or cursory scan, then present the user with a list of hazards that must be corrected. Fixing these “problems” then requires the user to pay a fee for a “full” or “registered” version of the software.

“Skimming” The act of stealing credit or debit card information while a legitimate transaction is taking place at an ATM (Automatic Teller Machine). Skimming involves an unauthorized device that is attached to the card slot of the ATM, which reads the magnetic strip as the card passes through. A hidden camera may also be used to capture the victim’s PIN (Personal Identification Number).

“Spyware” Spyware is a type of malicious software designed to take action on a computer without the informed consent of the user. Spyware may surreptitiously monitor the user, reporting personal information to a remote site, or subvert the computer’s operation for the benefit of a third party. Some spyware tracks what types of websites a user visits and send this information to an advertising agency. Others may launch annoying popup advertisements. More malicious versions try to intercept passwords or credit card numbers.

“Trojan Horse” A Trojan horse is a malicious program that is disguised or embedded within other software. The term is derived from the classical myth of the Trojan Horse. Such a program may look useful or interesting but is actually harmful when executed.

Examples may include web browser toolbars, games, and file sharing programs. A Trojan horse cannot operate or spread on its own, so it relies on a social engineering approach (tricking the user into taking some action) rather than flaws in a computer’s security.

“Virus” A computer virus is a malicious self-replicating computer program that spreads by inserting copies of itself into other programs or documents, similar to the way a real virus operates. When the infected program or document is opened, the destructive action (payload) is repeated, resulting in the infection, destruction, or deletion of other files.

Sometimes the infected programs continue to function normally, albeit with the side effects of the virus; in other cases, the original program is crippled or destroyed.

“Worm” A worm is a malicious computer program that is self-contained and does not need help from another program to propagate itself. It can spread by trying to infect other files on a local network or by exploiting the host computer’s e-mail transmission capabilities to send copies of itself to everyone found in the e-mail address book. Some even look in the cache of recently visited web pages and extract other e-mail addresses to target.

“Zero-Day Exploit” An attack that tries to exploit unpatched security vulnerabilities. The term “zero day” derives from the fact that software vendors sometimes have a window of time to fix a problem before an exploit is developed or before news of a vulnerability is made public. But when the exploit already exists before a patch is released, the vendors have “zero days” to fix it because users are already exposed.

“Zombie” A computer that has been compromised and can be controlled over a network to do the bidding of a criminal or miscreant. Computers that have been caught up in a botnet are zombies and can be used by the controller of the botnet to send spam or participate in a coordinated denial of service attack.

*From the mbug-pc newsletter, January 2010. This article has been obtained from APCUG with the author's permission for publication by APCUG member groups; all other uses require the permission of the author (Blacklion (at) royal.net).*

### Make Posters with Your Home Printer

**P**osters are cool when you're young? Perhaps you hung them all over your college dorm room. Maybe your kids have some with their favorite bands on them.

What if you could blow up your own pictures into posters? Many digital cameras take high-resolution photos. They can be enlarged nicely. There are also tons of high-resolution images on the Web.

Easy Poster Printer lets you make posters at home. You don't need a special printer. This program blows up any image. Then, it cuts the image into page-sized chunks. You print them out and piece the poster together. It's pretty simple.

You decide how large a poster you want to make. A typical poster takes about 20 pages. Or, if you hate forests, max it out at 65-feet by 65-feet. That would take more than 7,000 pages.

(The program defaults to metric measurements. Use the Units drop-down box to switch to inches or pages.)

Cost: Free

Link: [www.gdsoftware.dk](http://www.gdsoftware.dk)

System: Windows XP, Vista and 7      –Kim Komando



## Society News

### President's Column and Minutes from Planning Meeting

by Steve Staub

Last week I noticed in the death notices that our Secretary Michael Lavelle passed away. Mike was a quiet person but when he volunteered to do something we knew it would be done right. Prior to being our Secretary he was our Program Chair. As Program Chair he gave us excellent programs. I had a symphony card and members who were at our March meeting signed. The card will be sent to Mike's long time companion Julianna Wetten.

We started the meeting by reviewing the February general meeting. It was on Windows 7 and the presenter was Arpad Kovacs. We were all in agreement it was an excellent presentation and we let Arpad know how we appreciated the effort he put in to it.

We are going through our club roster looking for a Program Chair. Mike vacated this position when he took on the Secretary job. We then covered the newsletter printing that will take place Saturday March 13th. Tony assured us that everything has been ordered and will be in time for printing.

Our April meeting will be at the Penfield Library. As of this article we are working on programs for our April and May meetings.

Our club picnic in August was next on the agenda. It will be at the Brighton Town Park, 777 Westfall Rd. and it will be on the 2nd. Tuesday in August. We will once again have a silent auction. I will give more details in next month's newsletter.

In closing the club thanks Sally for allowing us to use her front room for our planning meetings and for those great collate chip cookies.

### Program Meeting

by Jan Rothfuss

### Help's Half Hour

Led by: Josh Kulp

Q: Does everyone know that Sound Bytes has moved?

A: They are now airing on Saturdays, channel 90.1 from 12:00 noon until 2:00 p.m.

Q: When I receive a forwarded email or text I get funny characters. What happened?

A: Many add characters to denote the original item that is forwarded. If the characters appear within the text, the special character set may not be available or is not properly processing the HTML.

Q: For Windows 7 users, be sure to use GodMode as suggested in this month's Links Magazine.

A: It works well, providing just about all options that you will want to set. At least 300 features can be

adjusted from the new folder location.

Q: One member installed Adobe 9 but it does not work.

A: There is another tool FoxItReader that is faster. It was suggested that he uninstall and then install again. Sometimes the installation is incomplete. The Revo Uninstaller is a good program, be sure to simply take the defaults. After uninstalling, it will also check the Registry and search for other files, too.

Q: Why is there a new emphasis on machine cleanup programs?

A: Be sure to use a reputable program. Some programs work but also plant bad files. WiseRegistryCleaner is a good one and is recommended by many of the magazines. It often helps with system crashes and boot-up time. It can be found on ZifDavis' site.

Q: Anyone using a download manager?

A: FreeDownloader is a good one. Firefox has a download manager included. There is a pause feature and a reconnect option. Orbit allows you to pause and tends to assist for faster downloads.

Q: A member has been trying to capture Streaming Video, any tools?

A: GrabPro (part of Orbit) will capture it. Sometimes the stream is purposely overwriting itself so that it protects the copyright on the item.

Q: One member uses Firefox as a browser. Where can he find the plug-ins and add-ons?

A: You can usually check for tools>add-ons> and see a list of optional programs.

Q: There is an intermittent problem with his optical mouse. The light goes out.

A: Might be a wire problem. Try another USB port or even another machine to test it out. It might be time for a new one – maybe wireless.

### **Business Meeting:**

Led by: Steve Staub

Club Secretary/Program Chair Mike Lavelle passed away February 26<sup>th</sup>. We need an interim secretary to take notes at our planning and general meetings from now until our elections in May. We also need a program chair. To join or renew your membership see Steve. Membership cards are available. Planning meetings are held the first Tuesday of each month at Sally's house. We are still looking for companies/persons who can put ads in our newsletter. Personal ads from members are free.

We are still looking for a permanent home for our monthly meetings. Next month we will be meeting at the Penfield library. Our next program is still open. Contact an officer if you have any ideas. We would like to have a program on genealogy but are looking for contacts. We need to form a Nominating Committee. Those who are interested in the Digital Photography SIG should call Dave. They meet on first Thursdays at St. John's Meadows. Those who are interested in the Linux SIG call Carl. Check the newsletter for location.

Charlotte Baker is chairing a new Standing Committee: Publicity. Volunteers are needed to bring

munchies to our monthly meetings. Our summer picnic is set for the second Tuesday in August at the Brighton Town Park. If you have any items for the Silent Auction contact Sally so that she can put the list in the newsletter a month ahead of time. Let us know if you are out of town as we get charged for each returned newsletter that is undeliverable. During the break Steve will be selling 50/50 tickets.

If you do not have a membership card holder and a recent membership card, see Steve. As of next month's meeting, all members are asked to wear their membership badges. Doing so will make you eligible for door prize tickets. We will have a "Help the Club" box. If you do not wear your membership card you will be asked to make a contribution in the box. If you forget to wear your card, you will be expected to make a donation that month. A shoebox will be available to hold your badges from meeting to meeting.

We are looking for ways to increase the funds in our treasury. It is currently under \$100.00. One idea being considered is removing one of the pages in the newsletter. By doing so we could stretch a case of paper over two months. We also are working to get at least four paying ads in our newsletter. It will be very helpful if all members would check their expiration date on their newsletter and renew their membership when due. All are encouraged to participate in the 50/50 raffle, too. The only approved expenses are the rent to St. Stevens, post office costs every other month and paper, ink and toner for the newsletter. We do want to increase membership in our club and the newsletter is our only advertising.

## Program

Josh Kulp from the Penfield Ambulance Corp made a presentation to the group discussing how 911 services use computers. He has held many roles. He described the history of the Volunteer Program. HE spoke about the evolution of the base as it has expanded and was remodeled. The kitchen was expanded. There are three positions: Dispatchers, Medics and drivers.

The center provides many training opportunities. There are many regulations that must be met. Training may be online. All members must accumulate a certain number of points to maintain their certification. There is an annual fund drive to support the ambulance. Tax dollars also help while billing is requested for services.

What happens when you call 911? All calls go to Rochester where a series of questions will be asked. EMS, Fire and Police will be dispatched as needed. Identify yourself, give your location and ask for the service that you need – fire, ambulance, police.

Time has changed their execution and administration. The office is a LAN with access to databases to track calls, member information, scheduling and patient records. Their equipment includes GPS, digital pagers, cell phones, electronic devices like AEDs, BG Monitors, Oxygen Sensors and BP cuffs.

A tour of the station was offered to all who were there. Great evening, Josh!

## The Lighter Side

I work for a large ISP. In the middle of a call, suddenly there was a piercing high pitched beeping noise in the background.

Me: "What is that noise?"

Customer: "Hey Martinez! I'm on the phone! Cut it out!"

Me: "What was that?"

Beep! Beep! Beep! Beep! Beep! Beep!

Me: "What is that noise?"

Customer: "It's from a device."

Me "What device is it?"

Customer: "I don't know."

Me: "Like a fax machine?"

Customer: "I don't know. Someone is under house arrest."

## High Tech Computer Sales Jargon

Broadcast Quality. Gives a picture and produces noise.

High Reliability. We made it work long enough to ship it.

Smpte Bus Compatabile. When completed, will be shipped by Greyhound.

New Generation. Old design failed, maybe this one will work.

Mil-spec Components. We got a good deal at a government auction.

Customer Service Across the Country. You can return it from most airports.

Unprecedented Performance. Nothing we ever had before worked THIS way.

Built to Precision Tolerances. We finally got it to fit together.

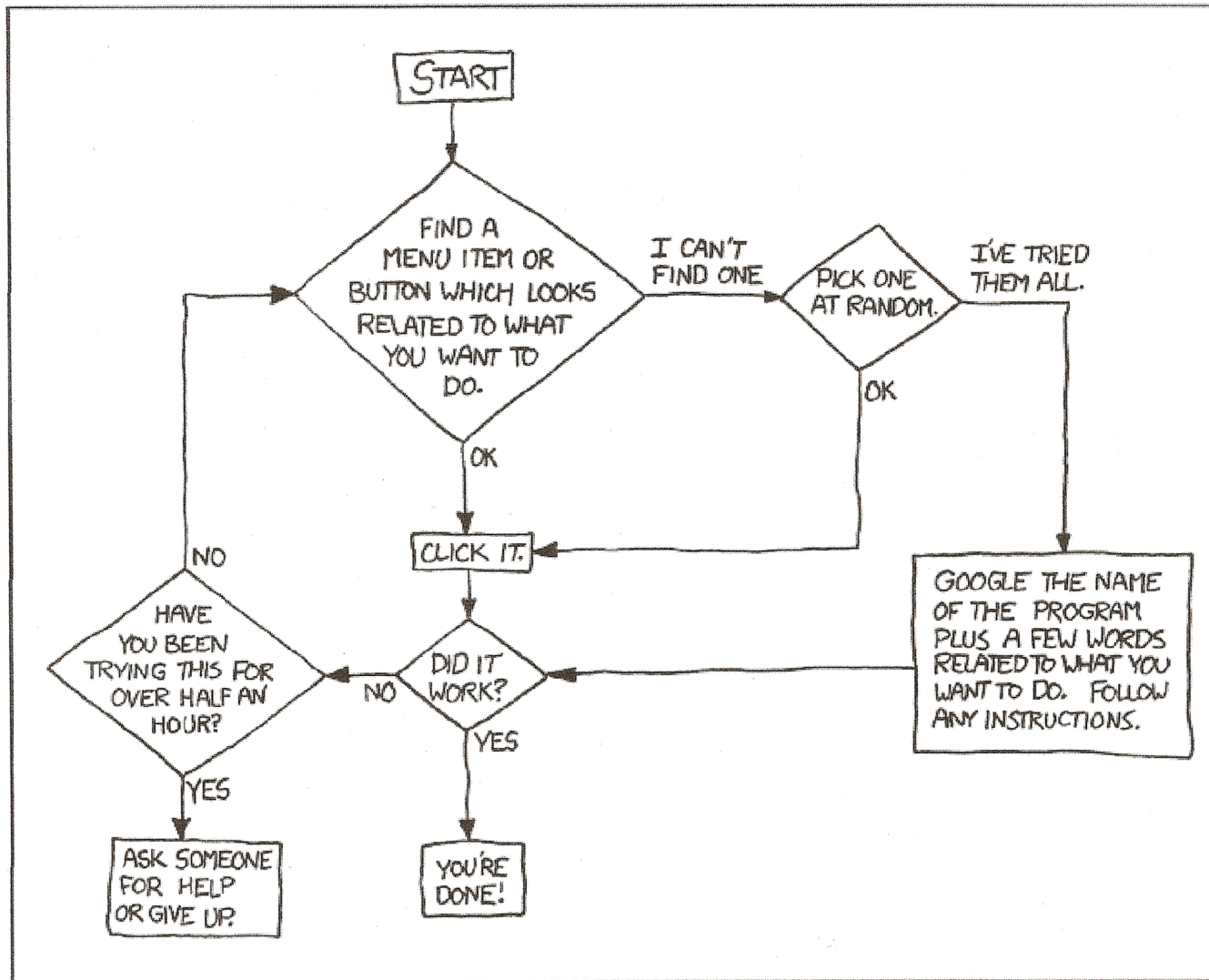
Satisfaction Guaranteed. Manufacturer's, upon cashing your check.

Microprocessor Controlled. Does things we can't explain.

Latest Aer0space Technology. One of our techs was laid off by Boeing.



WE DON'T MAGICALLY KNOW HOW TO DO EVERYTHING IN EVERY PROGRAM. WHEN WE HELP YOU, WE'RE USUALLY JUST DOING THIS:



PLEASE PRINT THIS FLOWCHART OUT AND TAPE IT NEAR YOUR SCREEN. CONGRATULATIONS; YOU'RE NOW THE LOCAL COMPUTER EXPERT!