

Lake County Area Computer Enthusiast

News Journal

Demo of the Month



INTERNET SECURITY

WWW.LCACE.ORG

November 2016

“Members Helping Members”

Volume 32—8



"Members Helping Members"
(since 1983)

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News Journal

The LCACE News Journal is published eleven times annually. Members are encouraged to submit contributions which will be acknowledged in this newsletter.

Send articles to editor@lcace.org
Permission is granted to reproduce any or all parts of this newsletter in other User Group publications, provided that credit is given to LCACE and the individual author(s).

Logo designed on an Atari Stacy Laptop in 1989 by Dwight Johnson Jr.

Lake County Area Computer Enthusiasts

**LCACE
c/o Group Ambassador**

["J.J." Johnson](#)

Membership

LCACE membership is open to all individuals and families interested in personal computing. Annual dues are \$20.00 per individual/family. Applications for membership may be obtained at the monthly meeting, by request on the club hotline, and are now available on our web site at <http://www.lcace.org>.

Meetings

LCACE meetings are usually held on Saturdays at the Grayslake Area Public Library, 100 Library Lane, Grayslake, Illinois. The meeting room opens at noon and the formal meeting begins at 12:30 p.m. All meetings are open to the public. Bring a friend!

Newsletter Submissions

Club members are welcome to submit classified ads, reviews, tips and other articles for publication, to our newsletter editor in Microsoft Word format (.doc). **Publication deadline is the 20th of the month for all ads and articles.** Please do not use tabs or special formatting.

Newsletter Advertising

Ad rates per issue: Full page - \$25, Half page - \$15, Quarter page - \$10, Business Card - \$5. Discounts are available on advance purchase of multiple issues. Please send camera-ready copy and payment to the club address by the 15th of the month preceding publication. For more information on ad pricing, please call our Hotline. Ads are **FREE** to all paid members.

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Phil's Ramblings



Another of our members has just been the target of a “Microsoft Support” scam. As you may remember, a similar event happened to another LCACE member about a year or so ago. In that case, she paid the scammers on her first contact for their “help”, but stone-walled them on a subsequent follow-up call. In the most recent case, our member did call the supposed “Microsoft Support” phone number but thought better of it after a brief conversation with the scammer and hung up. In each case a warning claiming to be from Microsoft popped-up on the target’s screen, with an alert that one or more viruses had been detected on their computer. The warning urged the intended victim to call a toll-free number for assistance in removing the virus. In at least the latest case, the warning contained an admonition against re-starting the computer. If the victim does respond to the warning and phones the toll-free number, he or she will likely be assured that the person on the other end is “Microsoft-certified” (stopping short of claiming to be an actual Microsoft employee). What typically happens next is an offer to “fix” the problem for a fee. As I recall from the first episode, the fee was not outrageous and, nervous about the pop-up warning and the further telephone warnings, the victim agreed to the payment. There was some subsequent computer activity that made our member believe that corrective steps were being taken by the scammer and the pop-up warning went away. After the subsequent follow-up call our member took her computer to Staples or OfficeMax, and was told that there was nothing wrong with her computer.

After hanging up on her first call, our second member scanned her computer with Malwarebytes (finding nothing) and Avast (which did find something, and removed it). She also did a boot scan, with negative results.

So, it appears in both cases that there was no significant malware on their computers; only the worrying pop-up message.

We talked about this type of scam at an LCACE meeting late last year or early this year, after several of us attended a computer security presentation at Cook Library. In general, Microsoft will not post a pop-up security warning on your computer screen. If you do see such a warning here are some things to try:

1. Post your warning as an online search query; read the responses that come up for a better idea about what is going on.
2. Scan your computer with your installed anti-virus software and/or access Malwarebytes or other security software sites for a free download / scan.
3. If you are satisfied that this is a scam, re-start your computer to get rid of the pop-up and move on. If the pop-up blocks you from re-starting your computer, simply hold down the “Power” key on your computer to turn it off. Then start it again and move on.
4. If you are still uncertain after steps 1. and 2. you can phone a knowledgeable friend for advice, post a query to fellow LCACE members through our Google Groups email or take your computer to a nearby Staples, OfficeMax or Office Depot store for a free PC check-up and their assistance / assurance.

On a different topic, both Microsoft and Apple have launched new laptop PCs in recent months. While they received positive reviews, I just ran across an online column discussing the hardware strategies involved. The writer pointed out that in the Windows world competition among the many PC vendors has turned the average PC into a commodity, thus keeping margins low (and bene-

fitting customers). To some extent, the same thing is true in the Apple world; while there is no direct competitor for Apple products, inexpensive Chromebooks continue to make inroads in the educational field that had been a virtual Apple franchise some years ago. Rather than competing on price, Microsoft and Apple seem intent on developing high-end devices with unique features that can command a significant mark-up. They may sell fewer devices, but will receive a much higher profit per sale. (The new 13.5" Surface Book sells for \$1,899; the comparable 13.3" MacBook Pro sells for \$1,999.)

Some competitors are taking a page from the Microsoft / Apple Book. For example, the November issue of PC Magazine favorably reviews a \$1,599 version of the Asus ZenBook 3 saying in part, "The design of the Asus ZenBook 3 is as close as you can get to that of the Apple MacBook without laser-cutting an Apple logo into its slick aerospace-grade aluminum body." (On the other hand, instead of buying this 12.5" beauty you could buy a very high-end conventional 15.6" Asus laptop with a comparable Core i7 processor, 12 GB of RAM, an NVidia graphics card with 3 GB of dedicated RAM and the same full HD display for \$1,099.)

(Something to consider if you are drawn to one of the high-end, slim and lightweight new laptops is the fact that virtually everything inside is soldered in place. This will make it difficult, if not impossible, to substitute or add memory or batteries.)

Speaking of hardware, it has been interesting to see what has happened in the tablet market. More and more, free-standing handheld tablets are disappearing (other than offerings from inexpensive off-brand companies). While Apple still sells their iPads, Microsoft sells Surface tablets and Samsung and Lenovo still sell Android tablets, that's about it for the major brands. And, in many cases, buyers are purchasing keyboards of one sort or another to turn their tablets into a form of convertible laptop. Similarly, many laptop computer manufacturers are offering a variety of convertible laptops, which can be used as a laptop or a

tablet. And, Google is busy modifying the Chrome OS on Chromebooks to allow them to run Android apps; within six months to a year we should begin to see hybrid functionality in the Android world as well.

In closing, our Holiday Party is coming up soon, on December 3rd. Watch for details. Please sign up with Linda Busch to bring a side dish. And, please get in touch with Judy Dunham to pick up raffle tickets to sell; our Holiday raffle is an important fund-raiser for our club!

Thank you, and Happy Thanksgiving!

Review:

Traffic Light by BitDefender

By Joe Durham, Editor, Quad-Cities Computer Society, IA
May 2016 issue, Qbits
www.qcs.org
joseph85_us (at) yahoo.com

I recently added an extension to Google Chrome called Traffic Light by BitDefender. This is a cross-browser extension available from the Google Play store. It purports to analyze, and notify you of tracking activities as you browse the web. Traffic Light places a green colored icon in the upper right hand corner of the screen if it determines that the site you are currently viewing is safe.

If there are tracking activities present at this site, a small yellow or gold icon is superimposed on the green light. No tracking activities are indicated if this golden symbol is not displayed.

While at your website location, click on the green symbol and a menu appears that shows whether the site is safe, and below that the number of tracking activities it detects.

A **settings** option in white text gives you the ability to configure Traffic Light to monitor those areas you wish. I choose to turn on the Facebook and Twitter protection and now Traffic Light indicates on the Facebook newsfeed

Check out our Website
The Web Master had been
making many improvements
and update.

<http://www.lcace.org>

L.C.A.C.E. Club Historian

History Report, 10/8/16 Meeting

By Les Larkin

LesLarkin@AIM.com



Our September meeting was conducted by Phil Bock. Phil mentioned plans for the board to discuss changes to our bylaws regarding our voting process. There was some discussion about that, and the makeup of our Board of Directors.

The door prize was won by Gary Quarnstrom. He selected the thumb drive.

Deborah Sirilla won the 50/50 raffle, the club and DeBorah each receiving \$12.00. Congratulations to all winners!

Thanks to Linda Busch for making the coffee, and to any who brought munchables for us.

This month's program was "Great FREE Software" and "The Paperless Office". It was my turn to conduct the presentation. The participation made it fun for me, and hopefully, the audience.

Another great meeting, and I hope to see you at our November 12 meeting.



Diane Carlson

Gerald Straw

Membership

Members: 55
Meeting Attendee: 26
Meeting Attendee: 47%

THANKS FOR JOINING

None

THANKS FOR RENEWING

None

THANKS FOR VISITING

Ronald Salsberg

Nancy Rinker

Winners:

(Sorry no pics, forgot to put memory card in camera)

Deborah Sirilla 50/50

Barton Berndtson – Door Prize

Who's Who!



28th Anniversary 1988

Special Interest Group Of the month



Food SIG meets after every meeting. Where we go is picked by the majority of the people attending. Its always fun, and all are welcome.

Software Review:

Alarm ++

By Marshall K. DuBois, Webmaster, Sarasota
Technology User Group, FL
April 2016 issue, STUG Monitor
www.thestug.org
webmaster (at) thestug.org

This is a great reminder program which will help you remember many things you usually forget.

Every day I rely on this little gem. Think of something in your home that you value, is small and generally goes unnoticed until you discover its absence. I am really glad when I'm reminded of a

family member or friend's birthday by a reminder popping up. I used to feel bad when I overlooked someone, especially a youngster.

The software is perpetual in that you can have reminders (alarms) appear when scheduled for as long as you wish. An alarm will appear and launch a program on a specified date/time. For example, I have an alarm for the STUG TNT (Tips 'N Tricks) page.

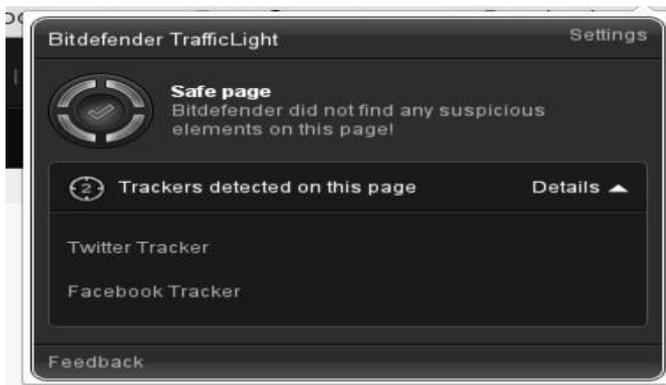
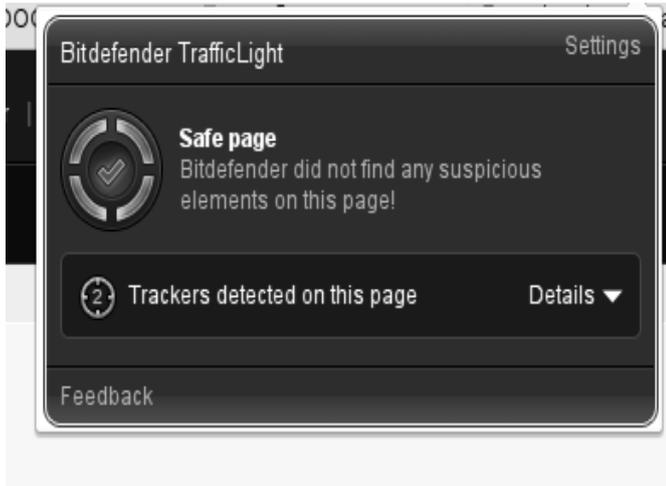
The alarm appears on screen and in the background it opens the "Interesting Internet Finds" in my web browser which eliminates the need to hunt for a URL each week.

I could go on and on. Below is a short list of my favorite alarms. I have been using this product

(Continued on page 7)

itself with its icon whether the feed is deemed safe.

As you look at the tracking activity, if any is seen, you can click on the **feedback** button in the menu to notify Bitdefender of your concern. goo.gl/BEQ6ld



(Continued from page 6) since 2001.

STUG Board	Thumb Backup
Take a walk!	TMobile-Marshall
11pm News	Auto Insurance
Noon News	Online Checking
AM Meds	FPL Bill
6PM News	Verizon
Mid-day Meds	RainX
Download STUG Web	Jeff's Birthday

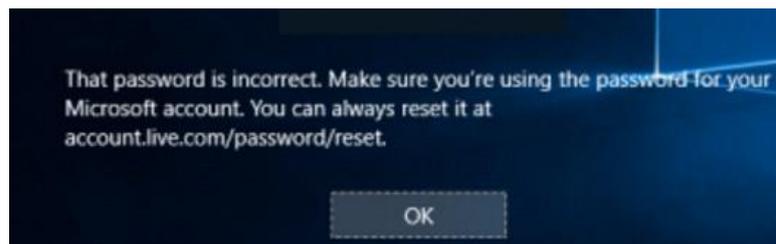
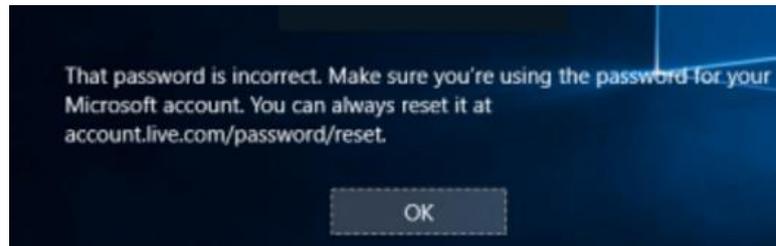
Alarm++
Shareware \$19
Supports Windows XP – 10
http://12noon.com/?page_id=27

Software Review:

Alarm ++



I Lost (Forgot!) my New Windows 10 Admin user password
By Art Gresham, Editor, UCHUG Drive Light
www.uchug.org
1editor101 (at) uchug.org



So yes, I upgraded a computer to Windows 10. On purpose. That was several weeks ago. But now I have forgotten what the password for that

administrator, named "Admin" was set to. And since it is a local account (I have no use for creating a Microsoft Hotmail Account for every one of the computers I manage), I could not use the usual, published, methods for recovery using the Password Reset Tool for Microsoft Live Accounts.

I tried all my usual, possible and variations of passwords. No luck of course. This would call for the brute force method of recovery. Now I do have a log-in on the computer, as a non-administrator user. And there were no files or programs installed as that new administrator that had to be recovered. But I could not install/ uninstall, or do the normal set-up things that I need to do to put it in use again. I had to either get access by password, or create an entirely new administrator, which was a perfectly acceptable option for this situation.

After much searching, trying various easy ("Easy?") fixes, I gave up. For a several weeks. Then in frustration I made more searches. Lots of fixes to be had, if I wanted to pay \$17 or \$35 for a 5 minute fix that is 'guaranteed to be easy and fast'. Pass.

More searching and I found a method that recommended making a couple of simple changes to some file names, and editing, done from a command box. Easy. Except it requires access beyond the normal login as a non-administrator. The file changes needed require administrator privilege, or to be accessed outside of a normal Windows boot up.

The method published would have you use the Windows distribution disk to go in a particular way, open the command box, do those commands and be back in business. Only one problem. Obviously I do not have a Windows 10 distribution disk. If I had that I would have been back in it long ago. What I needed was a way to access those files.

Many of us know that one way to have direct access to your hard drive files is to boot with another CD/DVD or Flash Drive, with another operating system. One which does not adhere to the file locks enforced by a Microsoft boot up. Since I run Linux Mint on all my home computers, and have the install on a thumb drive, and I have done several boots with other computers I knew this might hold the answer.

1. The first step was to get into the menu that selects startup boot process. That will be different for each manufacturer, but usually involves pressing a key during the early startup process, something like F11, or escape, or F8. Check with your manufacturer's model instructions, or just watch the screen as it starts and try to catch that quick message as it passes by. You may need a couple tries to succeed.

Once I was able to boot from my Linux thumb drive I used the instructions given from the original solution, performed the steps needed, rebooted into Windows 10, performed a couple more steps, this time in the Windows command box. I now have a fully normal operating Windows 10 system.

So what is the magic? The original article I based this on is here:

<http://www.howtogeek.com/222262/how-to-reset-your-forgotten-password-in-windows-10/>

But since I do not have the needed disk as described in the article, I skipped down to the section of that article which begins:

Create a New User to Save Account Files

If none of this works, there's another measure you can take which will (in a very roundabout way), allow you to regain access to your computer.

2. So instead of following the bootup instructions using the Windows disk, I booted with Linux.

The instructions then have you use the Windows command box to do the following two commands:

```
move d:\windows\system32
\utilman.exe d:\windows\system32
\utilman.exe.bak

copy d:\windows\system32
\cmd.exe d:\windows\system32\utilman.exe
```

3. Basically, rename the program file utilman.exe to have the dot bak extension, making room for a new file of the same name. Then replace it with a copy of the cmd.exe file, renamed to utilman.exe.

So in my Linux file manager I simply did the same things. Rename, Copy, Rename.

4. That was done. Next I removed the Linux boot thumb drive and restarted, allowing Windows to start normally. This brought up the normal Windows 10 screen, and ready to log in in as the non-administrator user. No problem.



Click Utility Manager icon

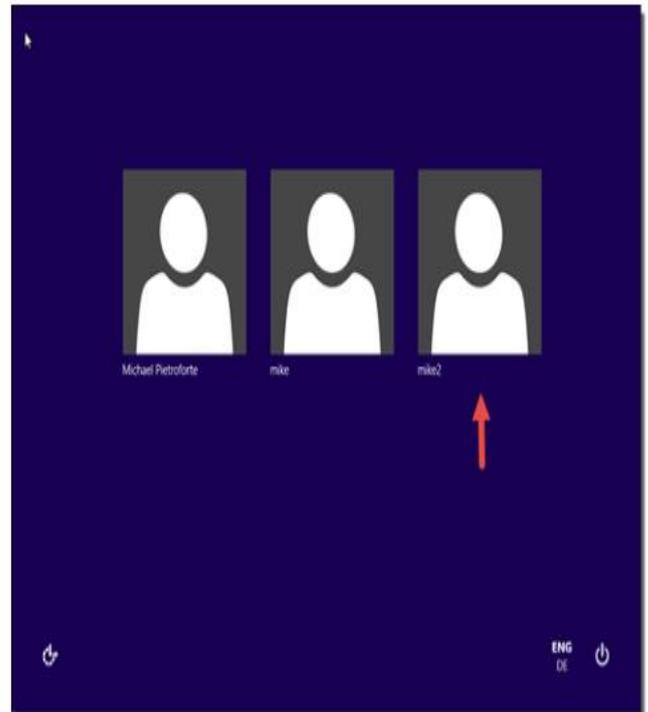
Here is where it can get a little sticky. You need to run that program (formerly known as utilman) from the login window. It may not appear on your initial login screen so you may have to start a log in as another user in order to make it present itself at the bottom of the screen. And the popup help message will not say it is utilman, but rather something about setting up windows. Trust me. Just click it.

5. Since we replaced the Utility Manager with the cmd.exe, a command prompt window should open now. Don't worry about the error message.

You can now do one of two things. Either create an entirely new Admin account. OR change the password on the existing one. Since there was nothing to be lost by creating a new one I used that method. I have not tried the rename option which I will show at the end as step 7.

6. You can now add a new user with the command below. We also have to add the user to the administrator group so that we regain full control of our Windows installation. Replace <username> with the account name of your choice. Note that the account name must not exist on this Windows installation. (Don't let the Windows 10 screen saver distract you.)

```
net user <username> /add  
net localgroup administrators <username> /add
```



Click the screen (get out of the command window) to make the sign-in page appear again. Your new account should show up, and you can sign in without a password.

7. A shorter way to reset the password of a local account is to replace the first command in step 6 with the following command. (In this case, you don't need to create a new user.)

```
net user <username> <password>
```

Now you can do all the normal things you may want to do, like change the password, after you write it on a sticky note!

Finally, remember to go back and delete that fake utilman.exe, and restore the name of the old one, if you ever want to get into those functions again. (using the Linux boot again)

My thanks to **Michael Pietrofort** for his article at (and credit for his images)
<https://4sysops.com/archives/reset-a-windows-10-password>

as well as to **Chris Stobing** for his article at How-To Geek (credit for his login screen image)
<http://www.howtogeek.com/222262/how-to-reset-your-forgotten-password-in-windows-10>

Please read their articles for more tips and instructions.



Lake County Area Computer Enthusiasts

*"Members Helping Members"
(since 1983)*

HOLIDAY RAFFLE 2016

1st Prize:

Lenovo 15" Touchscreen Laptop

- Intel® Core i5-7200U Processor @ 2.5 GHz
- Windows 10
- 12GB of memory
- 1TB hard drive
- Built-in DVD Recordable



2nd Prize:

8" Samsung Galaxy WiFi Tablet

- 1.2 GHz Quad-Core Processor
- 1.5GB RAM
- 16GB Storage
- Android™ 5.0 (Version Lollipop)
- 5MP rear-facing, 2MP front-facing camera

3rd Prize:

- \$25 Amazon Gift Card



Tickets: \$1 each, 6 for \$5, or 25 for \$20

Drawing December 3, 2016

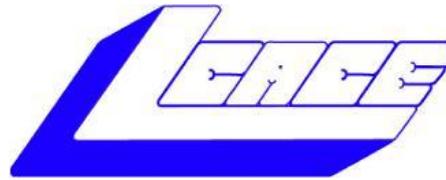
WINNER NEED NOT BE PRESENT



Be the first member to present the answer to the membership desk and win a door prize.

Which U.S. president's daughter had a pony at the White House named Macaroni?

- ⇒ Bill Clinton
- ⇒ George W. Bush
- ⇒ John F. Kennedy
- ⇒ Jimmy Carter



Lake County Area Computer Enthusiasts

Do you have computer questions
or need help with your computer?



Visit Lake County Area Computer Enthusiasts'
help desk for one on one help

Open to all

11:15 a.m.-12:15 p.m.
Grayslake Area Public Library
Rooms A-C



L.C.A.C.E.

Phone: 847.623.3815
Web Site: <http://www.lcace.org>

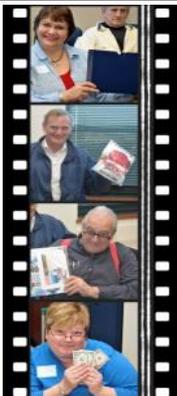
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