

Orange County PC
Users Group

nibbles & bits

life after death online!

may program presented
by **mike lyons**

what happens to
your online identity
when you die?

- after passing, you may live on in social networks
- will your family be able to access your passwords, profiles and vital information

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Internet

online life after death

by Mike Lyons, ORCOPUG president

Recently, my neighbor lost her father and brought her mother to California from Pennsylvania. They got her an apartment and this is where the story begins.

In order to qualify on her own, she needed to provide certain documents (a death certificate, income statements, marriage license, pension eligibility information, etc.). The process of gathering all of the paperwork and getting it to the proper agencies took nearly three months and almost became a full time job. If it was this hard in the paper world, how hard would it be in the online world?

An old Internet adage is that once you send something to the Internet it's there forever. As many celebrities and others have learned, you can't retract it. A new Internet rule might state "just because you're dead doesn't mean that your data is."

Many states and online sites have an assortment of policies and requirements when it comes to online activities regarding death—including no laws or policies. Others make the surviving parties jump through all kinds of hoops to finally gain control of their departed's online presence. There are stories of people battling two years to gain control.

As more and more people are living their lives online these days, from social media sites to online automatic bill payments to running their businesses, etc., it means that

you need to consider your "exit" strategy. (It is estimated that three members of Facebook die every minute.)

Besides sites having different policies regarding access to a deceased's online presence, another major obstacle is that online access is password-protected. Without a password, surviving family members may have to resort to time-consuming and costly methods to try and gain control of the departed's online activities.

Many of the laws do not take into account blogs, websites, and social sites, among others, in regard to the rights of the deceased and their surviving family. So court cases are defaulting to the online sites' terms-of-service or policies. But this can be a problem. There are cases of online crooks using the deceased's information for criminal activities. So, what can you do to protect yourself and your loved ones (or club officials or business partners)?

We will discuss both online and offline actions that you can take. There are some websites like DeathSwitch.com and LegacyLocker.com that we will visit. We will also go over actions you can take with your estate planner and/or attorney that will keep your passwords and activities protected but make them available once you have departed.

Bring a loved one and/or friend to the meeting so you can discuss the subject with them later.

One last note: Coco's seems to be monitoring the total dollars ordered per meeting, so if possible, please support the club by ordering from the meeting room.

Favorite Shot



Grandson Testing The Water

PHOTO BY CHARLES ADAMS
MELBOURNE PC USERS GROUP, AUSTRALIA

feedback

PIM BORMAN
EVANSVILLE, INDIANA

Just completed my perusal of your April newsletter — just as outstanding as all the previous ones. I always find interesting and/or useful tidbits. The explanation of public key encryption passed along by Ted Wirtz was very clear and informative. It will take quantum computers to break that secrecy.

I noticed a mention of Photosynth to make stitched-together panoramic photos. I recently downloaded 360 Panorama which does the same thing, but it takes a steady hand to get the first photo started. Also, the camera has to be held straight up, so you can't take photos of a canyon from its rim, unless you just want to get all clouds. I'll have to check out Photosynth and see if it is better.

The neighbors.whitepages site is indeed awesome. It clearly showed all the neighbors in the area and even omitted the houses that recently burned down.

The troubles with closing a Facebook account sounded familiar — I managed to close my account last year after hours of jumping between menus. What caught my eye on the page was the nice bottom of the young lady in the illustration. Smooth!

JON JONES
NCMUG, CALIFORNIA

You should (or maybe shouldn't) probably check out some of the Thai life insurance commercials. I used a few of them some years back for a video production class on how to convey a emotions or a resonating message without words. Although this example uses words, it is in a language I and the class did not understand, but you are still moved by it just the same: <http://youtu.be/zEuWeJP8A1U>

There are many more. Some are also very powerful, some are disturbing, and some just go overboard, but they are still a powerful ad campaign.

NEIL LONGMUIR
WPCUSRGRP, CANADA

When Adobe announced its new upgrade policy for Photoshop, I decided to see if there was a real alternative in case the cost of upgrading became to expensive to keep up with the current version. I bought a copy of Paint Sho Pro X4 Ultimate. After using this product for a solid month, it's a steal at \$39.99. There are some things it does better than Photoshop CS5. As you would expect there are a few hi-cups, but overall it's a

very solid package. The Adobe Raw converter is better but not enough to get too excited about. Without a doubt it's a very very good package. It takes a bit of getting used to but it's been a positive experience.

DARRY D EGGLESTON
DARRYD.COM, FLORIDA

Yesterday, as my neighbor jumped into his car and roared away, a small, yellow Post-it note fell to the pavement. The wind blew it to where I was working in the yard.

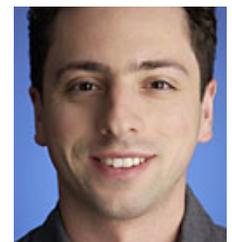
In bold print it had: EMAIL PASSWORD: 654321

Ah, the calming relief of having a secure password!

SERGEY BRIN, CO-FOUNDER
GOOGLE

Web freedom faces greatest threat ever... To the extent that free flow of information threatens the powerful, those in power will seek to suppress it.

(These comments are in an article at <http://bit.ly/l24RXj> —LG)



WORD

automatic scrolling

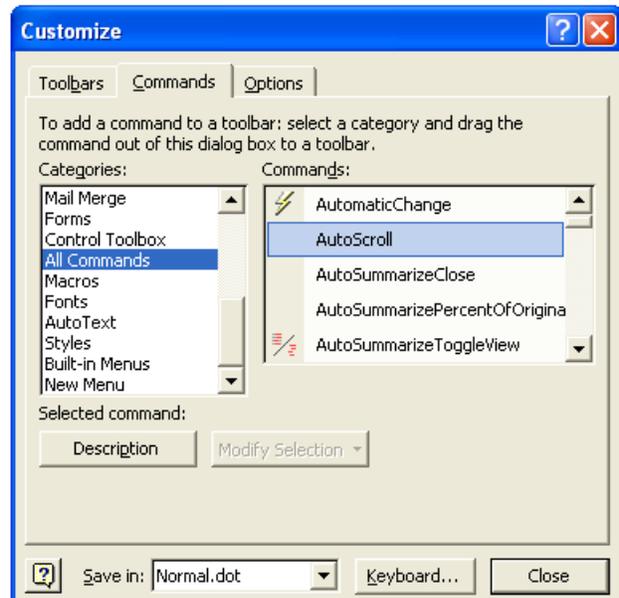
Mice in the PC world have, for some time now, been designed with a special little wheel or lever between the two buttons. The purpose of the wheel or lever is to scroll quickly through a long document. If you do not have such a mouse you can still get the benefits of automatic scrolling through an undocumented Word command. Simply follow these steps:

1. Choose the Customize option from the Tools menu. Word displays the Customize dialog box.
2. Click on the Commands tab. A list of Word commands appears.
3. In the left side of the dialog box, select the All Commands option.
4. In the right side of the dialog box, select the AutoScroll option.
5. Drag the AutoScroll option to some place on one of your toolbars. When you release the mouse button, a button named Auto Scroll should appear on the toolbar.
6. Click on Close to close the Customize dialog box.

To use your new command, simply click on the new toolbar button. When you do, the vertical scroll bar at the right side of your screen changes. A new double arrow appears in it. As you move the arrow up and down along the scroll bar, you control how fast the document scrolls either up or down. To exit the scrolling mode, you can either press the Esc key or click the mouse button.

This tip applies to Microsoft Word versions: 97, 2000, 2002 and 2003.

You can find a version of this tip for the ribbon interface of Word (Word 2007 and later) here: http://wordribbon.tips.net/T009859_Automatic_Scrolling.html



Use the Customize dialog box to add the AutoScroll feature to your toolbar

EXCEL

getting help when entering functions

One of the tools that Excel provides for adding functions to a formula is Insert | Function, which starts a wizard-like interface that leads you through constructing the function properly. If you are like most frequent users of Excel, this level of help is a little much; all you need is a memory-jog as to what parameters should be used with the function.

One obscure shortcut provided in Excel actually provides just the amount of help you may want. For example, let's say you know you want to use the SUBSTITUTE function, but you cannot remember all the parameters that are used with it.

- Type an equal sign, followed by SUBSTITUTE and a left parenthesis, like this:
=SUBSTITUTE(

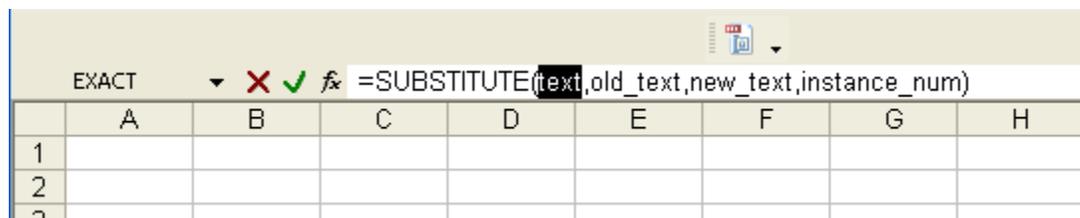
- Now, press Shift+Ctrl+A. Excel magically adds all the parameters for the formula, like this: =SUBSTITUTE(text,old_text,new_text,instance_num)

What's more, the first parameter (text) is highlighted, and you can simply start typing what you want used for that parameter. Replace or delete the other parameters, as desired, and you have your correctly constructed function ready to go.

This tip 3059 applies to Microsoft Excel versions 97, 2000, 2002 and 2003.

You can find a version of this tip for the ribbon interface of Excel (Excel 2007 and later) here:http://excelribbon.tips.net/T011472_Getting_Help_when_Entering_Functions.html

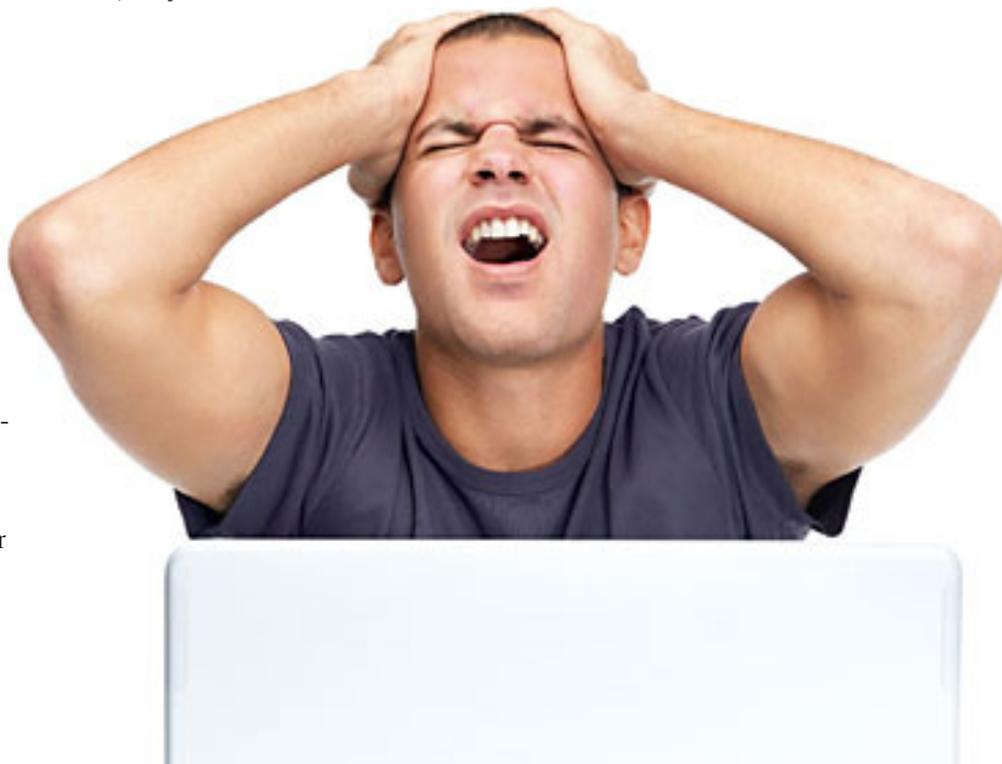
The first parameter (text) within the function is highlighted



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ask the experts

compiled by Bob Goodman, Cajun Clickers



notebook hard disk failure?

Beverly: I think maybe my husband's hard disk on his notebook is failing: Windows will not load. I get blue screen with either PAGE FAULT IN NONPAGED AREA or BAD POOL HEADER. System Restore fails (I get the same blue screen and message). System Restore from recovery disks gives the same blue screen result. Safe Mode gives the same blue screen result. I ran two tests of the memory (one in BIOS) and one downloaded via another computer onto a CD.

There were no errors — all OK with memory. The Hard Disk Self Long test (in BIOS) gave the message: 1720 S.M.A.R.T. Hard Drive detects imminent failure. I have two questions:

1. Does all this make sense for a failing hard drive?
2. If I replace the hard drive with a new one, then will those same recovery disks put the notebook back in working order? I'm not concerned about loss of data, as I can reload the few programs and no important data was kept on this notebook. I'm just concerned with getting a working computer back.

...like Bones from Star Trek is famous for saying, "It's dead."

Russ Williams: Bev, like Bones from Star Trek is famous for saying, "It's dead." Dead, I also say. Installing a new drive and reloading the recovery should bring it back like the day you first turned it on.

cd/dvd burner

Cornell Tramontana: Can you burn nonBlu-ray DVDs on a Blu-ray burner? I don't plan on using Blu-ray now; but, I'm thinking of the future.

Russ Williams: Yes, Blu-Ray Burners do single and dual layer DVDs, CDs and, of course, Blu-

Ray. I bought a Lite-On iHBS112 RB Burner from New Egg in early January. Haven't burned any Blue-Ray's yet; but have burned about 30 DVDs — both dual and single-layer disk (with no coasters being made). Best eighty-nine bucks I've spent.

unprotected wi-fi

Larry Braud: Unprotected Wi-Fi is getting owners in trouble: <http://tinyurl.com/6xf7tnq>

Walter Scott: A few years ago an FBI agent was the speaker at one of our monthly meetings and he said

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the exact same thing! I refuse to give ANYONE the passcode for our network!

editing video

Acmain: Does anyone have any comments pro or con for a FREE home video editing program?

Phil Chenevert: I've used Windows Movie Maker for years. With Windows 7 you must download Movie Maker Live which is an updated version; but it is free.

Walter Scott: It all depends on two things: What is the format of the video, and what do you want to do with the finished product? For some things free software is great, for others it can be pretty inadequate.

Acmain: Phil, thanks for your prompt reply. I have Windows 7. Windows Live Movie Maker listed in the programs. When I click on Windows Live Movie Maker, the program opens, but I cannot get it to open my video from a folder on my desktop or from the video camera. I get an icon of a film with an X in it. How do I get to Movie Maker Live to download more or (from something) different?

Walter Scott: What is the format of the video?

Acmain: .mov is the format.

Walter Scott: I doubt if any Microsoft product will open a mov file, as this is a format developed by Apple. You might just want to pony up for QuickTime Pro which is somewhere around \$30. If I remember correctly, it will edit mov files. You can also Google "how to edit mov" or "how to edit mov files in Windows."

Window Live Movie Maker, a free program for Windows 7.



Acmain: Best idea, Walter! Will do. Thanks.

black monitor

June Street: My computer monitor is black. I have rebooted, that didn't help. It turned on for a second. I can see the computer was running okay. I don't have another computer to hook it up to. Any suggestions would be welcome!

Terry Stockdale, www.TerrysComputerTips.com: Check the connections on the video data cable. It may have come loose on either the computer end or the monitor end.

Ed Walker: If you have a laptop or a friend with a laptop, hook the monitor to the laptop for a test. The laptop will probably need a key combination to activate the external monitor.

pc camera

Sprague Pugh: What is a suggested combination camera/voice

recorder to use with a desktop/laptop PC to receive/send Skype?

Ed Walker: I like the Microsoft LifeCam, which is a good camera with built-in microphone.

Sprague Pugh: I notice that there a number of models for LifeCam. Which do you recommend?

Ed Walker: I'm not sure what the model number of my webcam is. It's a Microsoft LifeCam HD with built-in microphone. The best model is usually the highest in price. They should all work fine for Skype.

Sprague Pugh: Thanks, Ed. I'm ordering one today from Amazon.

transitioning from win xp to win 7

Cornell Tramontana: I recently ordered a PC with Windows 7. When I went from Windows 98 to Windows XP, the transition was seamless. The little bit I've used the Clicker's PC's with Windows 7, it doesn't seem to

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Is there a way to set **Microsoft LiveCam** so that the image will fill all or most of the screen?

be so seamless a transition.

Is this my imagination, or is there more of a difference between Windows XP and Windows 7? If there is more of a difference between Windows XP and Windows 7, which of the Windows 7 classes should I sign up for: “Windows 7/Vista Operating System” (skill level: intermediate) or “Vista/Windows 7 for Dumb & Dumber” (skill level: everyone)? Or to put it another way, how lacking should a person be to choose “Dumb & Dumber”?

Ed Walker: If you felt comfortable with Windows XP, you shouldn't have too much trouble transitioning to Windows 7. The look is different, the programs menu appears different, and you'll find some buttons in different locations. So it will require a little more searching for awhile. For me, it was comparable to driving a new car, where the gas filler is on the other side, the wipers operate differently, the fuel gauge is in a different area, but all things are there.

I'd suggest the Windows 7 operating workshops for anyone transitioning from Windows XP to Windows 7.

Chandan Sharma: Cornell, you should get a lot from BOTH the workshops. Even though Penny's is called Dumb and Dumber, and you may already know much of what she covers, I have learned many new

things in her workshop. It is worthwhile to take both if you have the time.

For someone new to Windows 7, I'd definitely take Barney's workshop.

photo editing software

Sprague Pugh: Would members please list their favorite photo editing software.

Walter Scott: Paint Shop Pro 6 and X.

Phil Chenevert: PS Elements 5 or 7.

Cornell Tramontana: I also like Adobe Photoshop Elements (PSE). I started off with PSE 4. I now have PSE 7. I think the current version is PSE 9.

I think that many of the photographers in the Clickers use Paint Shop Pro. As I understand it the two are not compatible. Whatever you wind up choosing, make sure that your PC meets the requirements.

Ruby Collins: I have been using Photo Impact Pro by Nova for over 10 years. It has a lot of the same editing techniques as the expensive software.

Terry Stockdale: I also use PhotoImpact; and it seems to be available from several manufacturers. I'm using PhotoImpact X3 from Corel—it used to be sold by Ulead (I used about five different versions over the years) and somewhere in there, Nova also started marketing it.

Mickey Christensen: Paint Shop Pro is my favorite; but I have several.

Karen Morton: I use Google Picassa.

Jim Heyward: I use Photoshop Elements 7.0; however, if you want to have fun, try using the Paint Shop Pro series and join the many happy ladies who meet at Clickers workshops on Paint Shop Pro and Digital Scrapbooking. It's an active group (and quite noisy)!

microsoft livecam

Sprague Pugh: Is there a way to set Microsoft LiveCam so that the image will fill all or most of the screen?

Ed Walker: Don't worry about the image filling your screen when you're just using the LiveCam program. When you use Skype, you can set the image to full screen.

computer backup

William DePierri: When one backs up a computer that has two users with Acronis, do you have to back up for each individual user or does a single backup cover all of the information on the computer in question?

Penny Cano: If you are making an image, it backs up the WHOLE computer — boot sector/track0 and all partitions as one package. If you are backing up folders, it backs up FOLDERS.



The new iPad has a million more pixels than an HDTV.



it's a tablet love affair

by Roger Carlyle, *Cajun Clickers*

Last year, like many folks, I thought tablets were just a passing fad – used mostly by people who liked to play games, get recipes, or do online shopping. I was from the old school and staunchly declared that nothing could replace the desktop or laptop computer. Any other forms of computers were mere toys.

Then it happened ever so subtly. I was slowly exposed to the tablets. First seeing news media use them on national news shows and then an occasional Apple geek using them at local coffee shops. Curiosity got the best of me and I found myself reading more and more about tablets. First on the Internet, and then seeing advertisements in local newspapers and on websites such as CNET, ZDNET, Newegg, etc. As a user of an iPod, I soon realized the power and versatility of the tablet...and I fell in love and I wanted one.

After reading numerous tablet reviews and talking to several different tablet brand owners, I settled on getting an iPad 2—mostly because

at the time Apple was the clear leader in tablet technology and for the number of apps available for the iPad. (Lousy timing on my part, the new iPad was released three weeks after I purchased my iPad 2.) Another reason for choosing the iPad was for its 10" screen size. I wanted the larger screen for viewing videos and typing with the onscreen keyboard is much easier than on the smaller tablet screens.

Right out of the box it was love at first sight. I turned it on and found the initial setup to be very easy to use. Even a very novice computer user would find the setup and initial operation easy to follow.

I soon found myself settling into my plush reclining easy chair where I began exploring all the apps available at the App Store. A large variety of apps are free or 99¢ at the App Store. I was soon exploring the Internet, using email, taking pictures and making movies all with my new-found tablet.

I literally could not find anything that I could not do on my new tablet

that I did on my desktop computer.

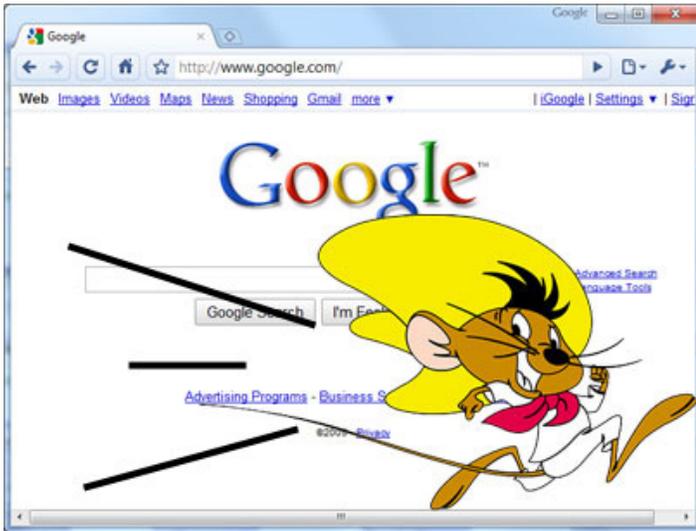
As a matter of fact, there were things I could do on the tablet that I could not do with my desktop. The only thing I go back to my desktop PC for is where heavy keyboard usage is required, such as producing the Cajun Clickers newsletter or doing intensive input into an Excel spreadsheet, etc.

Has owning a tablet changed my life? Yes! I rarely get out of my plush recliner to go to my desktop PC. I do online shopping, check bank accounts, send videos to my distant friends and relatives, view live radar weather reports, read newspapers such as the Advocate, find recipes for my wife, read eBooks, and much, much more with my new iPad tablet. And I can take it with me anywhere I go.

Based on personal experience and from the reviews I've read recently, my choice for a tablet would be either the new iPad (third generation) or the Samsung Galaxy Tab 10.1. Both are top performers and get five star reviews.

SPDY: APRIL KEYWORD EXPLAINED

SPDY is a new protocol built on top of HTTP aimed at reducing page load times by 50% or more.



SPDY (pronounced speedy) is an experimental networking protocol developed primarily at Google for transporting web content. Although not currently a standard protocol, the group developing SPDY has stated publicly that it is working toward standardization. SPDY is similar to HTTP, with particular goals to reduce web page load latency and improve web security. SPDY achieves reduced latency through compression, multiplexing, and prioritization. The name is not an initialism, but is a shortened version of the word “speedy.” SPDY is a trademark of Google.

relation to http

SPDY does not replace HTTP; it modifies the way HTTP requests and responses are sent over the wire. This means that all the existing server-side applications can be used without modification if a SPDY-compatible translation layer is put in place. When sent over SPDY, the HTTP requests are processed, tokenized, simplified and compressed. For example, each SPDY end-point keeps track of which headers have been sent in the past requests and can avoid resending the headers that have not changed; those that must be sent are sent compressed.

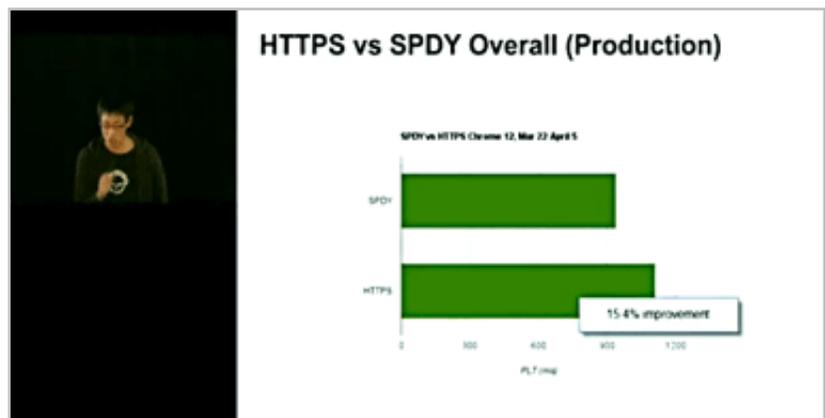
The IETF working group for HTTPbis started working in 2012 on integrating the SPDY features into HTTP 2.0.

browser support and usage

The browsers Google Chrome and Chromium utilize SPDY sessions. As of version 11, Mozilla Firefox and SeaMonkey 2.8 support SPDY, though it is not enabled by default. SPDY is set to be enabled by default with the release of Firefox 13. (Source: Wikipedia)

A Google test page using SPDY loads in 300+ milliseconds. You can try it yourself at <http://spdytest.com/>.

An explanation in simpler language, *What Web Users Need to Know About SPDY*, is at <http://rww.to/l4ml4h>. There is also a Google Tech Talk video on the same page. It is an hour long, in-depth, advanced video presentation with two speakers using slides. (Image from the video is shown here.) –LG





how to digitize hundreds of black and white negatives

by Neil Longmuir, WPCUGRP

How do you digitize hundreds of black and white negatives? If you answer “Scan them with either a flatbed or a slide/negative scanner,” think again. Why? Digital Ice does not work on black and white negatives. You will have a lot of dust and spot removal to do manually.

The solution for digitizing my old black and white negatives is going back to real old school.

First of all, the following equipment will be required: A digital single lens reflex camera with manual focusing available, a macro lens — preferably a 60 mm equivalent or a 105 mm, a cable

release, a good sturdy tripod and a slide lightbox. Note, a point and shoot camera with macro capability will not work very well because macro lenses are designed to be sharp corner to corner when photographing flat surfaces (i.e. your black and white negative) whereas regular lenses are not are not designed for that purpose.

Years ago when you duplicated color slides, you put the slide in a slide duplicating box with a light source behind and you focused on the slide and took the picture. The light source in those days could be electronic flash or tungsten lights. The film you put in the camera matched your light source, i.e. daylight for electronic flash or

tungsten film for tungsten lights. The camera was usually mounted on a tripod with a bellows attachment. This allowed us to move the lenses back and forth for precise focus. Auto focus did not exist in those days. This is the principle that will be used for digitizing black and white negatives.

The light source for digitizing the black and white negatives will be a slide sorter light box. This light box has a daylight balanced florescent tube. First, be sure the light box table is clean with no dust. Then tape the negative to the light box using magic mending tape. The negative is taped to be sure it is flat so when it's photographed there will be no

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use windows explorer to make notes on files

Be a power user of Windows Explorer with Comments on files.

I have loads of files that people send me that all have similar names like abcd004.rar abcd005.rar defg004.rar and while they are all related, I need to classify them at more fine-grained level than just at folder level, otherwise I will get into a deep nest of folders when all I really want to do is somehow tag the file without changing its name, location, or other properties.

In Windows Explorer you can customise the view with different detail columns, and there is actually a column called "Comments."

To use it:

- Open Windows Explorer
- Click on View-> Details to show the detailed columns
- Right click on the column headers, click on Comments in the popup list. This will instantly load the Comments column.

To add comments to files:

- Right-click on the file name and choose "Properties."
- Click on the "Summary" tab
- Add your comments in the big Comments field. Click OK.

It's that simple!

*Posted by butercup,
www.tech-recipes.com,
<http://bit.ly/K8pEal>*



Digitizing old black and white negatives is going back to real old school.

distortion. In my case the light box will be on the floor with the camera above. Then it's just a matter of making sure the camera is parallel to the light box and once the camera is in the right position, focus carefully on the negative and take a test exposure.

Do not press the shutter release as you could move the camera slightly and the image may not be sharp. Use a cable release. Better yet, if your camera can lock the mirror up, do so and then take the test image. Or you can use the self-timer set for 10 seconds. Once you have the exposure correct, set the camera to manual using the settings of the test image.

Another great accessory that would work is a focusing rail which the camera is attached to and the camera is moved in and out until you have exactly what you want to photograph.

Finally, download your digitized images onto your computer and open them up in your photo editing software.

Surprise! Your image is still a negative image. In your photo editing

software invert the image so that is a positive and work on the image as you wish. In general, I have had to add contrast to the images to make them look better.

If you can get your hands on an used copy stand that was used by many people to make duplicate slides, then this is an ideal solution because you can move the camera up and down the stand to focus very accurately on your black and white negative.

Now have some fun and digitize your black and white negatives.



Neil Longmuir is a longtime member of the

Winnipeg PC Users Group, in Winnipeg, Manitoba, Canada. Although retired, he is a freelance photographer. Some of his photos have appeared on local television weather reports.



With the Linksys Wireless Client back in service, I could access the internet, but the speed was slow.



alien invasion

by Sandy Shapiro UCHUG

I knew that computers could be fixed by remote control. Nevertheless, when I experienced it in person, I freaked out.

My internet connection has been through AT&T DSL Elite, a 3 to 6 Mbps service for \$30 a month. According to AT&T Speedtest, www.att.com/speedtest, my actual speed has been around 4.7 Mbps.

In my office where I have a second Linksys router configured as a Wireless Client, my speed is 4.1 Mbps. The Wireless Client acts like a huge antenna that gets its signal from the Linksys Wireless Access Point in the house, and transmits it to the computer through a cable.

In recent months I have noticed more dropped connections during Skype consultations and when streaming HD movies wirelessly to my TV. Speedtest figures would vary widely with speeds sometimes as low as 2.1 Mbps. AT&T told me everything was fine.

I wondered if switching to a faster service would help, and when I found it wouldn't cost me any more I signed up. AT&T now has U-verse service in my neighborhood, and I could sign up for U-verse Max, 6 to 12 Mbps, for \$24.95 a month for one year. I would also need to lay out a one time payment of \$100 for a new modem, but after 30 days I would get a \$100 rebate. The new modem, a 2Wire 3600HGV, unfortunately also has a wireless router.

I disconnected the Linksys router and easily set up the new system. I now got speeds in my house of 11.1 Mbps. Unfortunately, the HD movies did not improve, frequently resetting to a lesser quality connection, and the signal was so weak in my office that I could no longer access the internet.

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I needed to put the Wireless Client back in service, and I reconfigured the Linksys Wireless Client to get a signal from the 2Wire access point. Now I could access the internet, but the speed was slow, around 2 Mbps, and I kept losing sound during a Skype session.

I needed to also put the Linksys router back in action — not an easy task. Google found me a tutorial showing how to disable the 2Wire router and connect it to my Linksys router, <http://bit.ly/JoEihx>.

Tomato is the open source Linux firmware that I installed on my two Linksys WRT54GL routers.

With one desktop computer connected to the 2Wire router, and one desktop computer connected to the Linksys router, I went into the respective Setup menus and disabled the wireless in the 2Wire router. I also edited the firewall settings to allow everything to pass through to the Linksys — now connected to the 2Wire. With the other computer I edited the Linksys Tomato version 1.28 firmware, and I changed PPoE to DHCP as instructed by the tutorial.

It didn't work.

Time to call AT&T.

I opened a beer and descended into telephonic purgatory: long peri-

ods on hold, recorded messages, live operators whose English I couldn't understand or whose voices were so low that I couldn't hear what they were saying. I finally talked to a tech who understood what I wanted to do and had me go into the advanced firewall settings for the 2Wire router where he had me check a box. When that didn't help, he said: "If I were

I had been invaded by an alien who took me over, and I was in a panic. I calmed myself down and I realized that this is what I was paying for.

there, I could fix it, but from here there is nothing more I can do." He transferred me to AT&T ConnectTech — service for a fee. "They will stay on the line with you until the problem is solved," he reassured me.

The ConnectTech operator tried to sell me a \$15 a month service plan, but when I found out there was a one year minimum, I blew my stack. She then admitted that they had a one time service fee of \$49. I signed up. More time on hold. I was now on my second beer.

Then I found myself talking to Jay who, although he spoke with an accent, had perfect English and excellent sound volume. The knot in the pit of my stomach released its grip.

Jay wanted me to connect my laptop to the 2Wire router, and when I tried to explain that I already had a desktop connected and ready to go, he said he preferred a laptop. Being a good UCHUG member, I have no shortage of computers, and I boot up my laptop and connected it to the router with a cable.

While waiting for the computer to boot, I asked Jay where he was. "India," he said. "What time is it there?" I asked.

"5:30 a.m.," he answered.

"Are you just starting work, or have you been up all night?" I asked. "I started at 2:30 a.m.," he said.

When the computer was ready, Jay asked me to open a browser and go to a website he specified. He spelled out the URL.

"I am sending you a program," he said.

My eyes grew wide as Download Manager appeared on my desktop with a program. "Should I run it?" I asked.

When Jay said yes, I clicked on

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I grabbed the cursor and moved it back to the center of my screen where it belonged! But now the cursor had a mind of its own and kept going back to drawing circles around the X in the upper right corner of the chat box.

the program and that is when things started to get really weird. A chat box appeared on my desktop, and Jay was talking to me on the telephone. He was trying to tell me that when we were finished, I should click on the X in the upper right corner of the chat box. My cursor was going in circles around the X.

The human brain is capable of logical analysis and reasonable decision making. We call this Executive Functioning, and it is controlled by the brain's frontal lobes. But during stress, that part of the brain goes off line, and functioning is taken over by a different part of the brain, called the amygdala (called that because it is shaped like an almond). The amygdala knows only three responses: fight, flight or freeze.

I went into fight mode. I grabbed the cursor and moved it back to the center of my screen where it belonged! But now the cursor had a mind of its own and kept going back to drawing circles around the X in the upper right corner of the chat box.

I had been invaded by an alien who took me over, and I was in a panic. I calmed myself down, my executive functioning came back online, and I realized that this is what I was paying for. I surrendered.

Seeing one screen after another open and close on my laptop disoriented me. I saw that Jay had logged in to the zWire setup menu and then into the Linksys setup menu. I was about to tell Jay that the Linksys required a special user ID and password, but he was already in and making changes.

“What kind of work do you do?” Jay was asking me over the telephone. “I’m a psychiatrist,” I answered, “Why?”

“Because you did a very good job,” he said.

“Huh?” I answered.

“It should work now,” Jay said.

He told me to unplug the ethernet cable from the laptop and switch to wireless. But I saw that he had already

logged me on to the Linksys wireless router, and it was working!

“You have two profiles here,” he said, “One for zWire and one for Linksys.” And he proceeded to delete the extra profile on my laptop.

“I’ll show you what the problem was,” Jay said, and the Linksys Tomato Setup menu appeared.

“What is this Tomato?” he asked while the cursor was now drawing circles around the Tomato logo at the top of the screen. I explained about open source and Linux firmware.

Jay went on to explain that there was a conflict between the two router’s IP addresses, and he changed the Linksys IP address from 192.168.1.1 to 192.168.2.1.

“I’d better write that down,” I said, “Or I won’t ever be able to access the Linksys firmware.” “Anything else I can help you with,” Jay asked.

“Wait, wait, I need to see if my other desktop works now.”

It didn’t work and I told Jay I would need to reboot it.

“Before you reboot,” he said, “I want you to try something.”

“Too late,” I answered, “It is already rebooting.”

“No problem,” he said and waited patiently while the computer rebooted and now worked fine. Jay gave me a website URL and a phone number in case I ever needed further help.

“And I put a shortcut on your desktop,” he said pointing to a place on my laptop’s screen. The shortcut pointed to the program he had installed for the chat box.

We said goodbye, and I raced to my office to see what would happen there. This time the laptop got a strong enough signal from the Linksys access point to access the internet, but at a slow speed — 2.78 Mbps. I now reconfigured the Linksys Wireless Client to get a signal from the access point, plugged an ethernet cable into it, and now got a speed of 10.15 Mbps.

I was back in business, but I felt disorganized. Watching someone operate my computer while I am holding it in my lap seemed wrong. I had surrendered some piece of personal freedom, some bit of my liberty. Should I now delete the shortcut he put on my desktop? Should I remove the program he had installed. I need to reclaim my liberty.

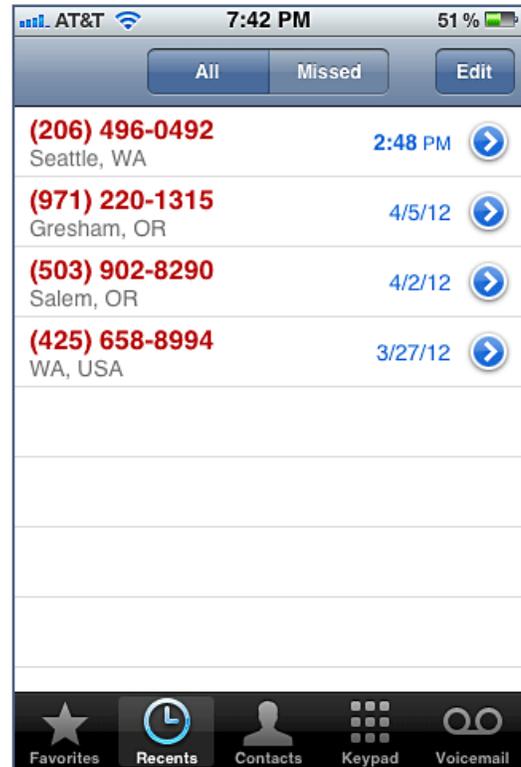
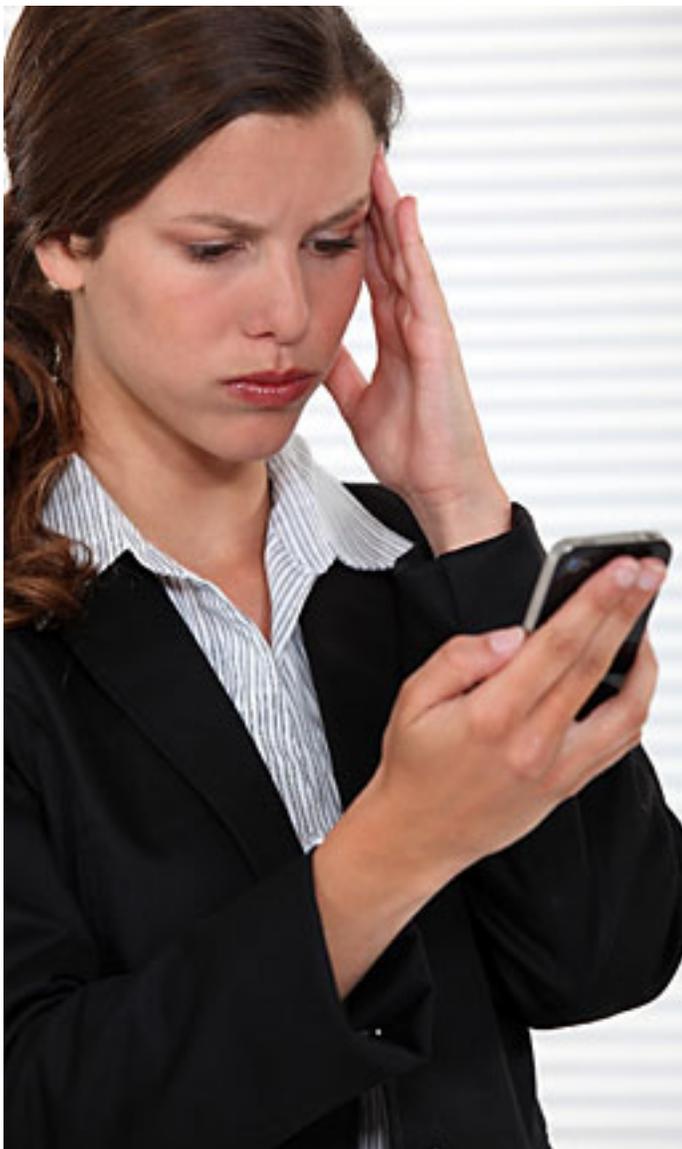
What would Ron Paul do?

who are these strange callers and why do they keep calling?

by Linda Gonse

Last month I was surprised to see several recent calls listed on my iPhone (screenshot on right). I got the phone for work, but rarely use it as a phone now since I am not working. I use it daily, though, for email, texting, and word games with my family and friends.

Since the calls were from different numbers in Oregon and Washington where I don't know anyone, I decided to check the numbers through Google.



From numerous reverse number lookup websites and forums, I learned that these and similar numbers—a couple digits may be changed—are categorized as an unknown caller. They are not identified as telemarketers, debt collectors, prank callers, or political calls.

Although most people do not answer calls from unfamiliar numbers, some people do. Or, they even call the number back. If they talk to someone, they probably learn the business name is Political Opinions of America. (It should be noted, though, that not all unknown numbers originate from Political Opinions of America. Other groups may use similar ploys.)

However, people who stay on the line for calls from Political Opinions of America report that they are offered a chance to win a cruise from Caribbean Cruise Lines. They receive a sales pitch and then their credit card information is requested.

In these days of phishing, spoofing, and online

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scams, it is believed that the callers (who may not even be in the United States) may be calling via an Internet connection.

Some people report that a robo-call gives an option for a call's recipient to stop receiving future calls by pressing a number, such as "1." Just as in answering spam email, this likely confirms that your number is valid and there is a person at the other end of the line.

Interestingly, I have the AT&T feature that does not allow blocked calls. However, the calls are associated with phone numbers and are allowed to pass through, even lacking a name. The phone company does not block these types of calls.

Keep in mind, that the numbers vary from time to time by a few digits and attempting to block them yourself by some method is futile.

According to people who have complained to the FCC, there is nothing the government agency can do to stop the calls.

What should you do? From my

personal experience and reading experiences of others, I'd recommend that you:

1. Do not answer calls from unfamiliar numbers and locations.
2. Do not call them back.
3. If you do answer and get a recording, do not press a number to say you don't want the call.
4. If you answer and talk to a person, do not give any personal information, including your credit card.

Eventually, the calls will cease if you do not respond to them. I received nine before they stopped.

You can also go to a couple of websites that will allow you to check the number that called you to see if it is on their list. To see the list shown below, go to <http://www.callercomplaints.com/Default.aspx>.

Also, www.callercomplaints.com gives you a blank space to type in the phone number that's calling you and click "Search" to learn more about it. You can also choose to use the Submit a Caller Complaint feature.

At 800Notes.com, you can check

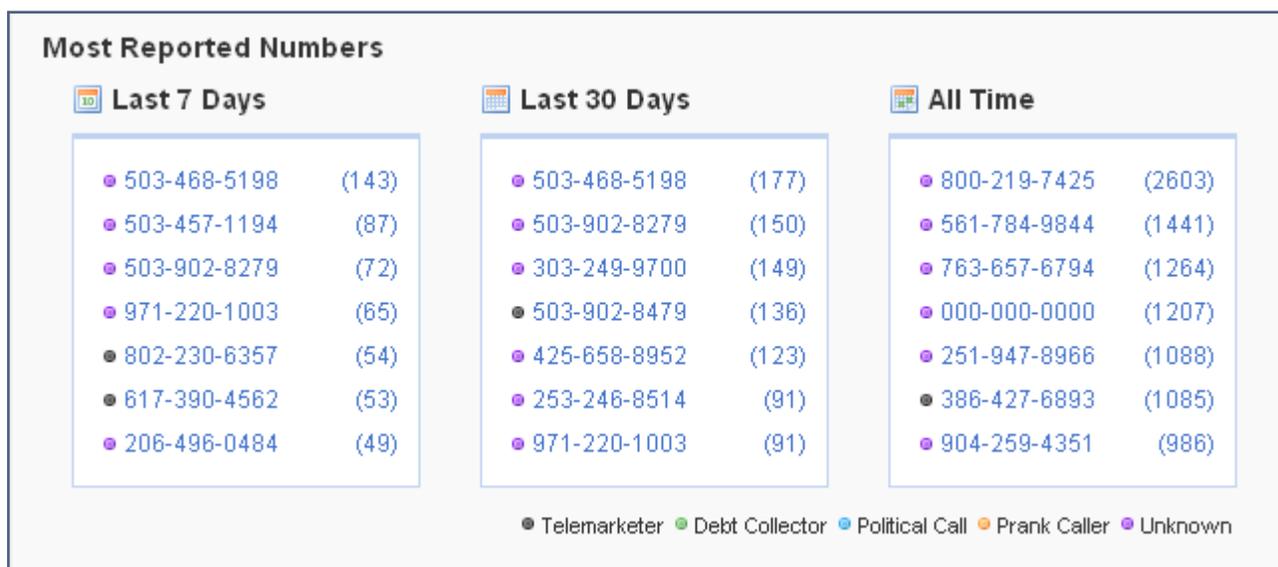
a directory of unknown callers. The site offers a reverse phone lookup and logs reports from users of the phone numbers.

Excellent detailed, background information about Political Opinions of America has been gathered by the blogger, Stupidhead, at <http://blog.stupidhead.org/2012/03/29/political-opinions-of-america/>. It is well worth reading.

Disgruntled people who left messages on boards at callercomplaints.com, 800notes.com and whocallsme.com include the following.

- I just got the call—it was a robo-call claiming to be a political opinion poll, and that I would win a cruise for participating. Of course, the free cruise is a scam—after a lengthy sales pitch, they ask for credit card info. I asked them for more info about their company, and they gave bogus names and websites—bahamascelebration.com; politicalopinions.com. Neither website exists.

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www.callercomplaints.com displays a short listing of the numbers people report most often.



- I have received many calls from this number. Finally, I redialed the number and it is a Political Opinion Survey (or so the automated message says). It asks “Do you want to stop receiving calls from this survey? if so press 1.” I did that and will keep track of that nuisance call.
- When you press 3 or whatever button they tell you to press to be removed, you’re actually adding yourself to more lists. Just like spam emails, whenever I click unsubscribe to things I never subscribed to, I start getting more and more emails.
- Just received a recorded phone

message to participate in a brief political opinion poll. Once completed, I was promised a short cruise from Florida to Grand Bahama Island. There were 3 simple questions, not typical of real polling questionnaires. After the poll a cruise representative told about the cruise and asked me to pay the port tax now, just \$59/person. This is all there is! There is no cruise, just a scam to take \$118 from you today. Don’t fall for this. It is a scam

- Something must be done about these harrasing telephone calls—I do not answer my phone if it does not have a number in which I am familiar. If it is a phone call with NO caller ID,

Callers begin with a political survey and then offer a ‘free’ cruise you have to pay for. “These callers masquerade as a political organization to get past the TCPA, the FTC and FCC.”

I do the same. Don’t give any answers. Please! I have heard they target older people a lot, but I’m sure they are looking.

- Recorded message trying to give away a “free cruise.” I hung up in (less than) 10 seconds. Other posts state the purpose of this call is to collect your personal information.
- You can have 2.5 million reports on this phone number and nothing will happen, because it is not even the number that actually called you. That’s right, caller ID is spoofed, faked, now with the ISP phone ability. So don’t bother doing any of this, the PROVEN way to deal with them, is to NOT report them, they are untraceable; but put a 3-tone message on your answering machine that says “Sorry you have reached a number that has been disconnected.” Leave off the voice part and just use the tones. Have the tones play three times or three sets of the tones. THEN record your own voice mail message. The computer that is calling you WILL remove your phone number automatically. Reporting them does nothing now since they can fake the phone number in the caller ID display.

fbi: hundreds of thousands of computers



may lose internet on july 9

by Ira Wilsker

In case you have not heard the news, on July 9, 2012, hundreds of thousands of computers will lose access to the internet. This is not some hoax or urban legend, but a fact announced by the FBI.

Following the arrest of an Estonian hacker group which had made millions of dollars from a fraud scheme that infected millions of computers worldwide with a “DNS Changer” malware that redirected legitimate commercial transactions to a series of scam websites. These cyber crooks created a sham company called “Rove Digital” to receive the revenues of the scam.

DNS is an acronym for a Domain Name Server, which serves somewhat like an internet phone book, which converts web addresses, also known as domain names (such as www.theexaminer.com), into an IP (Internet Protocol) address

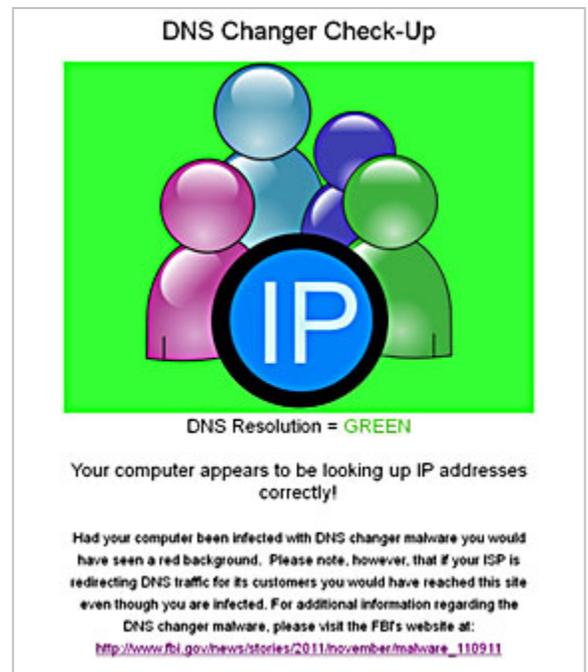
(theexaminer.com is really 50.116.108.205).

By changing the Domain Name Server accessed by an infected computer, it is like replacing an authentic phonebook with a purloined one that has the correct names, but intentionally different phone numbers.

Dialing a correct phone number will intentionally connect you to someone who pretends to be the person whom you called, and that person is a crook; this is what the DNS Changer malware does to an infected computer. As many as 500,000 American computers may have been infected by this DNS Changer malware, as were an estimated 4 million other computers around the world. In addition to modifying the computer’s DNS, the malware also made the infected computers vulnerable to a variety of other malware. The rogue servers were hosted in Estonia, New York, and Chicago.

This scam was very lucrative to the Estonian hackers who made an estimated \$14 million in illicit fees. According to the FBI, this cyber-gang started infecting computers with the DNS Changer malware in 2007, successfully infiltrat-

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ing millions of computers owned by individuals, businesses, schools and colleges, and government agencies, including NASA.

The malware was able to penetrate many of the antivirus products in use, and prevented the installed antivirus and operating system software from updating, which would have likely enabled the antivirus software to detect and kill the DNS Changer.

Since the security software would not be updated, there would be no protection from the thousands of new viruses, worms, and Trojans that appear every day, which allowed those computers to become infected with countless additional malware programs and other threats.

According to the FBI, “They were organized and operating as a traditional business but profiting illegally as the result of the malware. There was a level of complexity here that we haven’t seen before.”

Since DNS Changer redirected the unsuspecting victims to rogue internet servers, the crooks were able to manipulate the destination of the web connections.

In one example of how this scam worked, the FBI said, “When users of infected computers clicked on the link for the official website of iTunes, for example, they were instead taken to a website for a business unaffiliated with Apple Inc. that purported to sell Apple software. Not only did the cyber thieves make money from these schemes, they deprived legitimate website operators and advertisers of substantial revenue.” The FBI announced the arrest of the “Rove

Digital” Estonian hackers on November 9, 2011.

Since there are likely millions of computers still infected with the DNS Changer malware, the sudden shutdown of those rogue servers would have prevented the victims from accessing many of their favorite websites. In order to allow the infected computers to continue to access the internet, but actually reach their intended websites, the FBI arranged for the rogue servers to be temporarily replaced with legitimate servers, such that the victims’ internet access is not disrupted.

It is these temporary replacement internet servers that will be shut down on July 9, meaning that anyone who still has a computer infected with DNS Changer as of that date may lose internet access.

In order for users around the world to determine if their computers are infected with the DNS Changer malware, a consortium of academic, governmental, and private organizations created the DNS Changer Working Group (DCWG), which initially administered the servers that replaced the illicit Rove Digital servers.

The DCWG consists of representatives from Georgia Tech, Internet Systems Consortium, Mandiant, National Cyber-Forensics and Training Alliance, Neustar, Spamhaus, Team Cymru, Trend Micro, and the University of Alabama at Birmingham.

The website for the DCWG, www.dcwg.org, is hosted at the Georgia Institute of Technology, under a research grant provided by the Office

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of Naval Research. The DCWG provides a quick method for users to determine whether or not their computers are infected with the DNS Changer malware.

According to the DCWG, there are still 350,000 computers infected by the DNS Changer malware that are using the clean servers maintained by the DCWG which replaced the Rove Digital servers.

In order to quickly and safely test if a computer has been hijacked by the DNS Changer malware, the DCWG has created 11 international servers which will report back to the user if his computer is indeed hijacked by DNS Changer; in the U.S. the link for this test is www.dns-ok.us.

The test can be run from any browser, and nothing is downloaded or installed on the computer during the test; it is simply a test to see if the computer is connecting to a correct IP address. The results are almost instantaneous, with a “DNS Changer Check Up” result displayed in an IP graphic; if it is green, the user is possibly free of the DNS Changer malware, but the green graphic does not certainly prove that the computer is clean.

When the green display appears, it also says, “Your computer appears to be looking up IP addresses correctly! Had your computer been infected with DNS changer malware you would have seen a red background. Please note, however, that if your ISP is redirecting DNS traffic for its customers you would have reached this site even though you are infected.”

OpenDNS

Complete instructions at use.opendns.com. See page 23 for partial list of instructions.

If your ISP is having issues with its DNS service, switching to OpenDNS' DNS will get you back online in just a few quick steps. Follow the instructions for your operating system or router below.

If you have friends, family, or colleagues who have the same ISP as you, send them this info to help them get back online. Text them or call them with the IP address <http://208.69.38.205>.

Or, tell your Twitter followers that they can get back online by following the instructions on <http://208.69.38.205>.

Questions? Tweet @OpenDNS for assistance getting set up.

If the display is red, then it is likely that the computer is one of the many that have been compromised by DNS Changer.

For the computer that is “red,” it will be necessary to clean the DNS Changer malware and then reset your DNS. Most of the current anti-spyware products such as the free versions of SuperAntiSpyware (www.superantispyware.com) and the free version of MalwareBytes (malwarebytes.org/products/malwarebytes_free) can detect and remove the DNS Changer malware, but it will still be necessary to reset your DNS in order for the internet to properly function on your computer.

Almost all ISP's (Internet Service Providers) offer telephone support that will help the user reset the DNS to the ISP's preferred DNS server. Gizmo's TechSupportAlert has instructions and links on how to find the best DNS server for you (techsupportalert.com/content/how-find-best-dns-server.htm), as well as detailed

instructions on how to change or reset the DNS settings on your computer (techsupportalert.com/content/how-change-dns-server.htm).

Google has a free DNS utility “namebench” at code.google.com/p/namebench that can help the user find the fastest free DNS, with instructions on how to change your DNS at developers.google.com/speed/public-dns/docs/using.

Another excellent DNS service, OpenDNS, has simple but detailed instructions on how to change your DNS at use.opendns.com. If you use Google's Namebench to find the best combination of DNS for your computer and connection, you can use those DNS on your computer by following the instructions given on Google or OpenDNS on how to change your DNS settings; while the default DNS listed on the Google and OpenDNS instructions are excellent and totally adequate, there may be some performance improve-

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Open DNS Instructions for Infected Computers

Go to use.opendns.com for more instructions for Macs and routers

Windows 7

1. Click the Start Orb, then select Control Panel.
2. Click on Network and Sharing Center.
3. Click on your primary connection or Local Area Connection under Active Networks.
4. Click the Properties button.
5. Windows 7 may prompt you for permission to make network setting changes.
6. Highlight 'Internet Protocol Version 4' and click Properties.
7. Click the radio button 'Use the following DNS server addresses:' and type 208.67.222.222 and 208.67.220.220 in the Preferred DNS server and Alternate DNS server fields.
8. Click OK button, then the Close button, then Close again. Finally, close the Network and Sharing Center window.

At this point, we highly suggest that you flush your DNS resolver cache and web browser caches to ensure that your new configuration settings take effect.

Windows XP

1. Select Control Panel from the Start menu.
2. Click Network Connections from the Control Panel choices.
3. Choose your connection from the Network Connections window.
4. If you have more than one, choose your default/current connection.
5. Click Properties button.
6. Select Internet Protocol (TCP/IP) and click Properties.
7. Click the radio button Use the following DNS server addresses and type 208.67.222.222 and 208.67.220.220 in the Preferred DNS server and Alternate DNS server fields.
8. Click OK

Windows Vista

1. Click the Start Orb, then select Control Panel.
2. Click on View network status and tasks.
3. Click on View status.
4. Click the Properties button.
5. Vista may ask for your permission to make changes. If so, click the Continue button.
6. Select Internet Protocol Version 4 (TCP/IPv4), then click the Properties button.
7. Click the radio button "Use the following DNS server addresses:" and type in OpenDNS addresses, 208.67.222.222 and 208.67.220.220, in the Preferred DNS server and Alternate DNS server fields.
8. Click the OK button, then the Close button, and the Close button again. Close the Network and Sharing Center window.

ment by using the DNS recommendations by Namebench. You can always change them again later.

If you enjoy or depend on the internet, it is imperative that you go to www.dcwg.org/detect and see if your browser is connecting to a legitimate DNS.

If the results are “green” you are likely (but not certainly) safe from the DNS Changer Trojan, and can

probably continue to use the internet after July 9.

If you are “red” you must clean your computer of the DNS Changer malware and reset your DNS as instructed above. Regardless of “green” or “red” results, it is always a good practice to periodically scan your computer with a good third-party utility such as SuperAntiSpyware or MalwareBytes to verify that nothing

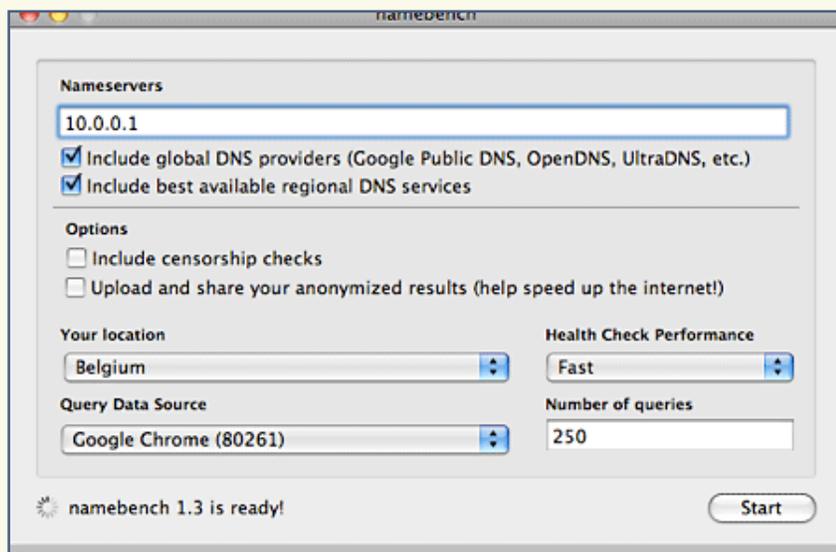
slipped by your security software.

Failure to check your computer prior to July 9 may mean no internet for you on July 10.

websites

- http://www.fbi.gov/news/stories/2011/november/malware_110911
- <https://forms.fbi.gov/check-to-see-if-your-computer-is-using-rogue-DNS>
- <http://www.dcwg.org>
- <http://www.dcwg.org/detect>—DETECT IF COMPUTER IS AT RISK
- <http://news.yahoo.com/hundreds-thousands-may-lose-internet-july-181324701--finance.html>
- <https://www.techsupportalert.com/content/how-check-if-your-computer-has-been-infected-wide-spread-dns-hack.htm>
- <http://www.techsupportalert.com/content/how-change-dns-server.htm>
- <http://www.techsupportalert.com/content/how-find-best-dns-server.htm>
- http://www.fbi.gov/news/stories/2011/november/malware_110911/DNS-changer-malware.pdf
- https://en.wikipedia.org/wiki/Domain_Name_System
- <https://code.google.com/p/namebench>—FIND FASTEST FREE DNS
- <https://use.opendns.com>—HOW TO RESET DNS ON ANY OPERATING SYSTEM
- <https://developers.google.com/speed/public-dns/docs/using> HOW TO RESET DNS ON ANY OPERATING SYSTEM

namebench



Are you a power-user with 5 minutes to spare? Do you want a faster internet experience?

Try out namebench. It hunts down the fastest DNS servers available for your computer to use. Namebench runs a fair and thorough benchmark using your web browser history, tcpdump output, or standardized datasets in order to provide an individualized recommendation. Namebench is completely free and does not modify your system in any way. This project began as a 20% project at Google. <http://code.google.com/p/namebench/>.

Namebench runs on Mac OS X, Windows, and UNIX, and is available with a graphical user interface as well as a command-line interface.

Ira Wilsker hosts “My Computer Show” a call-in tech support show on KLVI radio, 560AM, 4-5 p.m. Pacific time, Mondays. The show streams live over the net at KLVI.com and on the free iHeartRadio app. His call-in number is 800-330-5584.



how freeware can cost you big bucks

Ira Wilsker gives you valuable information this month on the detection and cure for the malware discovered by the FBI. In keeping with that subject, this excerpt from an article by Carl Weiss on SiteProNews.com explains the true cost of freeware which can spread the malware. The complete article, "How Freeware Can Cost You BIG Bucks," appears at <http://bit.ly/I9KUBII>. — LG

by Carl Weiss

Especially in today's economy, most people are searching for deals. Most people are only too happy to snap up a bargain for something they would normally purchase. When it comes to acquiring software for the home computer, this rule is even more prevalent. Why pay for the cow, when they're giving the milk away for free, right? In the case of recognized vendors, such as Filezilla or Linux, not to mention CNet and Tucows, these sites either own the software they distribute freely, or else they vet any vendors promoted on their sites. Unfortunately, when it comes to freeware, there are a number of purveyors who are not offering their software out of the goodness of their hearts.

According to Mashable.com, "Five years ago there were only 92,000 strains of malware cataloged worldwide. This figure rose to 14 million by 2008 and 60 million by 2010."

More frightening still is the fact that so many consumers make these crimes so easy to commit. Even though most web surfers are familiar with such threats as computer viruses and malware, more than forty percent of those surveyed by Consumer Report admitted to not having an up-to-date antivirus program. And an even higher percentage admitted to employing weak passwords.

Add to this, the fact that cybercrime has now gone mobile where there is even less security and you have to ask yourself why isn't everybody up in arms over the situation?

What it boils down to is this:

1. Cybercriminals are organized and motivated to engage in cybercrime because it is easy to get away with, and hard to prosecute.

2. Consumers who routinely triple lock their doors and have burglar alarms on their cars for the most part leave their computers and cellphones unlocked, or with the key under the doormat.

3. While organizations like the FBI occasionally get involved in high profile cases such as the Estonian Connection, policing the internet at the local level is for the most part left to local law enforcement, many of whom have little or no facilities to deal with this growing menace.

Far from free, that gift horse could well turn around and bite you. In short, since it has been left to consumers to defend themselves from phishing, password cracking, Trojan horse hacking, and all but invisible cybercriminals, my advice is to think twice before accepting most freeware. And for God's sake, get some decent antivirus software.



windows solutions – quick as 1-2-3

by Linda Gonse

what to do about flash cookies

Local shared objects (LSOs), commonly called flash cookies (due to similarities with HTTP cookies), are pieces of data that websites which use Adobe Flash may store on a user's computer. LSOs are used by all versions of Adobe Flash Player and the now-obsolete Flash Player versions 6 and above.

While websites may use LSOs for purposes such as storing user preferences, there have been privacy concerns regarding LSOs, and they may be considered a breach of browser security.

Use a small, free utility called FlashCookiesView to display the list of LSO cookies in your web browser. For each cookie file, the lower pane of FlashCookiesView displays the content of the file in readable format or as Hex dump. You can also save selected cookie files, copy them, save them to text/html/xml file, or delete them. For Windows XP/Vista/7 at http://www.nirsoft.net/utills/flash_cookies_view.html.

Users can also delete LSOs by using third-party software such as BetterPrivacy, a Firefox add-on, or CCleaner, <http://www.piriform.com/ccleaner>, a standalone computer program for Microsoft Windows.



windows' password recovery

Are you going to reinstall Windows because you lost the Windows' password? Ironically, you can reinstall without needing to use the password.

But, you can also use a nifty utility that unlocks Windows' password without reinstalling Windows.

At \$19.95, it is worth buying and trying Password Unlocker first. It quickly resets forgotten Windows local administrator, domain administrator and other user account passwords on all popular Windows OS. Check it out at <http://www.passwordunlocker.com/>.

make missing images reappear in outlook emails

If you have been forwarding embedded images in Outlook emails and attaching PDF or JPGs, your recipients may tell you they didn't receive the image file. The file they received instead is a winmail.dat file and it cannot be opened. Winmail.dat files do not contain images. This is how Microsoft sends emails in rich text format that translate into underlines, bold, etc. in other Windows' email programs. To avoid this problem, switch to HTML or plain text format when sending your emails with attachments. They will be received as image files, as you intended, rather than embedded attachments. To change formats, in Outlook go to Tools, Options, and Mail Format.



two computer conferences announced

by Cheryl Wester, APCUG Advisor

June 21-24 – San Diego, California

The 19th annual Southwest Technology & Computer Conference will be held June 21 – 24, 2012 in San Diego, CA at the Town and Country Resort & Convention Center. Technology can be a valuable tool in enriching the quality of your life. Learn about the latest innovations that can help make this possible. The registration fee is \$75 postmarked by May 21; \$100 after May 22. The conference room rate is \$99 from June 17-27. Thursday, June 21 will feature two tours and presentations (afternoon and evening) at the Microsoft store as well as a walk-through of the Sony store. You will have the opportunity on Friday morning for a presentation and tour at the Apple store. You may register online at <http://theswcc.org/default.html> and pay via PayPal or check. For information, contact Judy Taylour, conference chair, at judy.taylour@theswcc.org

July 13-14 – Canton, Ohio

The APCUG/CAMUG 2012 Regional Computer Conference will be held July 13 and 14 on the Walsh University campus in North Canton, Ohio. Canton Al-

liance Massillon User Group (CAMUG) is cohosting the APCUG annual conference. Early Bird registration is \$50 through April 30; \$60 from May 1 through July 12; \$60 at the door, July 13 and 14. Register online at <http://apcug-camug2012.eventbrite.com/> and pay via credit card, PayPal or check. The Hampton Inn in Canton is the host hotel with a \$99 conference rate. Make reservations by calling 303-491-4335 and mention APCUG. The conference will feature 20+ educational sessions covering a wide range of current technology, programs and social media. For information, contact Bob Vance at bvance@apcug.org.



secret keyword raffle!

Frank Bollinger won the prize in the April secret keyword raffle. The prize for May is an LED Headlamp. The keyword is hidden in this newsletter or on our website the Saturday before each meeting.

thank you newsletter contributors!

Bob Goodman, Carl Weiss, Charles Adams, Charlie Moore, Cheryl Wester, Darry D Eggleston, Herb Goodman, Ira Wilsker, Jon Jones, Linda Gonse, Mike Lyons, Neil Longmuir, Pim Borman, Reed Hastings, Roger Carlyle, Sandy Shapiro, Sharon Parq Associates, Tim O'Reilly, Wes Taylor

June Deadline
MAY 19

thank you to our 2011 vendors!

Thank you Acoustica Software, cemOmax, Corel, Help Me 2 Learn, MGI, McGraw-Hill, Microsoft Press, O'Reilly, SmithMicro, Stardock Systems Inc., User Group Relations, and Wacom Technology Corporation for generously donating your products to our 2011 fundraising raffle!

comcast violates principles of net neutrality says netflix's ceo

by Reed Hastings, Netflix CEO

Comcast is no longer following net neutrality principles. Comcast should apply caps equally, or not at all.

I spent the weekend enjoying four good internet video apps on my Xbox: Netflix, HBO GO, Xfinity, and Hulu.

When I watch video on my Xbox from three of these four apps, it counts against my Comcast internet cap. When I watch through Comcast's Xfinity app, however, it does not count against my Comcast internet cap.

For example, if I watch last night's SNL episode on my Xbox through the Hulu app, it eats up about one gigabyte of my cap, but if I watch that same episode through the Xfinity Xbox app, it doesn't use up my cap at all.

The same device, the same IP address, the same wifi, the same internet connection, but totally different cap treatment.

In what way is this neutral?

(Source: <https://www.facebook.com/reed1960/posts/10150706947044584>)

at&t shareholders vote down net neutrality proposal

A proposal that would have required AT&T to operate its network according to the tenets of net neutrality was voted down by a stunning margin of 94.1% of shareholders on April 27.

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Microsoft System Journal	\$21.95	\$39.95	—
pc Magazine (digital, 12 issues/year)	\$14.95	\$24.95	\$35.95
pc World	\$16.95	—	—
Readers' Digest	\$16.95	—	—
Saturday Evening Post	\$11.95	—	—
Videomaker	\$11.95	\$21.95	—

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time for renewal?

APR. 1	Lothar Loehr
	David Musser
MAY 1	Lloyd Boutwell
JUNE 1	Walter Jackson
JULY 1	Stan Leese
	Sid Liptz
SEPTEMBER 1	Don Ogden
	Bob Schmahl
OCTOBER 1	Ann Carnahan
	Larry Klees

submitted by Charlie Moore

BRING USED INKJET PRINTER CARTRIDGES:

Hewlett Packard, Canon (BC-02, BC-05, BC-20 or BX-3), Lexmark, Dell, Compaq, Kodak, Samsung, Sharp; or any laser printer cartridge, to meetings for our ongoing fundraising project.

april raffle winners

Windows 7 Missing Manual	Value \$50
Ted Wirtz	Winner
Printer Paper (ream)	Value \$6
Carl Westberg	Winner
Sunbelt Viper Antivirus	Value \$39
Ann Carnahan	Winner
Sunbelt Viper Antivirus	Value \$39
Bob Schmahl	Winner
Mixcraft 4	Value \$29
Mike Lyons	Winner
Mixcraft 4	Value \$29
Ken Sineri	Winner

submitted by Mike Lyons

apcug report published

The APCUG Quarterly Report is online. Read about other groups across the country and APCUG events. Download your copy at <http://reports.apcug.org/2012q2.htm>

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membership application

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Areas of Interest/Comments _____

Make checks payable to: ORCOPUG — Dues are \$25 per year

ORCOPUG, P.O. BOX 716, Brea, California 92822-0716

Meetings are the second Tuesday of every month. See www.orcopug.org for more information.

For about \$2 a month you can be a member of our user group!



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benefits of User Group Membership

- Product & "How To" demos
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- Affiliation with worldwide group

User groups represent the spirit of the frontier, a community getting together to do things that no individual ought to have to do alone. The pioneers of the American

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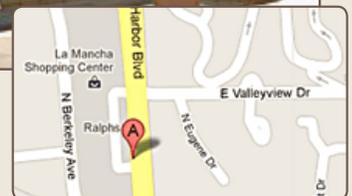
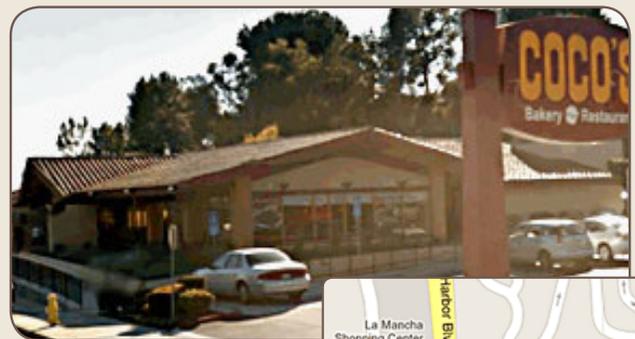


where are the meetings, when are they held?

next meeting: *Tuesday, May 8, 6 p.m. to 9 p.m. — Coco's Bakery Restaurant*

Regular meetings are held the second Tuesday of the month at 6 p.m. at Coco's Bakery Restaurant, 1011 North Harbor Blvd., Fullerton, CA. Meetings are free and the public is welcome!

Planning meetings are held the second Wednesday after the regular meeting every month at 7 p.m. at Downey Savings & Loan, one block east of Harbor at Bastanchury in Fullerton. All members are welcome to attend planning meetings!



Go to www.orcopug.org for the Yahoo! location map