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art & science of google doodles by mike lyons



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the art and science of google doodles



Denis Hwang, Lead Doodler

by Mike Lyons

Our October 9 meeting will include a brief look at some of the more unique Google doodles and a video that goes through some of the beginnings and highlights of Google's doodles with key members of the doodle team. Then it shows some of the more elaborate and technically challenging doodles. It's a fascinating piece which runs a little over an hour and twenty minutes.

The dictionary defines doodling as “an aimless or casual scribble, design, or sketch.” The origin is German from the word “dudeltopf” which means fool or simpleton and morphed into absent-minded scribbling. Many think doodling is a waste of time, but studies are showing just the opposite.

There are a lot of famous people throughout history who are doodlers. Leonardo de Vinci, almost every American president since George Washington, Picasso, and Bill Gates among others. Doodling has had a bad rap for a long time but Google Doodles and new research might be changing it.

Google Doodles first appeared on August 30, 1998 as a sign to their users that Larry and Sergey, the Google founders, would be out-of-the-office attending the Burning Man Festival. They had a consultant put a stick man behind the second “o” in Google. (See our front cover.) To most companies, the company logo is sacred and not to be messed with.

Larry and Sergey are serious about their logo, how-

ever, and they are serious about fun. Combining the two became referred to as a “doodle.” Two years later, they decided to celebrate Bastille Day with a doodle. It was so popular they decided to do more.

They have a team of illustrators, who they call doodlers, and engineers that work on the doodles. They started out celebrating familiar holidays. Now they celebrate a wide variety of events and anniversaries from all over the world and have created over 1,000 doodles for Google homepages.

Google has brought renewed interest to doodles. The British Institute of Graphologists has studied doodles and noticed that certain drawings reveal common traits



about doodlers. One that jumps out is that people that draw stick figures are commonly among highly successful people, and the simple stick figure reveals someone who is in control of their emotions and incredibly focused on their goals in life. Sounds like Larry and Sergey. For more information on the meaning of doodles, check out <http://bit.ly/UA1BXF>

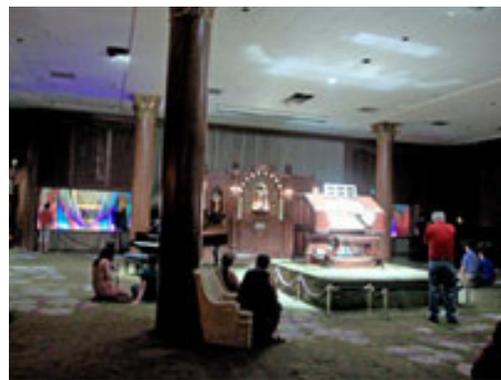
Google even runs a Kid's Google Doodles contest across the nation for K-12 students in the U.S. The top prize is a \$30,000 college scholarship and the student's school gets \$50,000. Four other doodlers from different grade levels each receive a \$5,000 college scholarship.

It's amazing how much thought, research and technology goes into these simple looking doodles. There are concept challenges, technical challenges and programming challenges to be overcome. It will be like having a guest speaker right in the meeting! So bring a friend and join us for dinner and an entertaining evening.



Favorite Shot

PHOTOS BY FRANK BOLLIGER, ORCOPUG



Top photo: Lighted pipes for a 100+ year old theater organ at the Nethercutt Collection in Sylmar, taken August 11, 2012. Bottom left: The organ console. Bottom right: A wider view of the console on a raised platform. The pipes are in two rooms and can be seen through the windows on both sides of the far wall. (It's easier to see them on the left side.) As near as I can tell, the pipes light up when the organ is playing. The windows were closed when we entered the room. Our guide opened them before starting the organ. This room, on the third floor of the building, has many large scale musical instruments. During the tour, we heard most of them play. The organ was the most photogenic.



feedback

Several people sent emails regarding our alert about the Java zero-day vulnerability. Here are a few of them.

DAVE ROSS, VICE PRESIDENT SFPCUG, CALIFORNIA

I must say that Java updates have been a PITA for years! Their updates & version numbers seem to confuse rather than make things easy and intuitive, but I digress...

I see I do have two Java items (both disabled) in the Add-Ons list: In Firefox (also SeaMonkey, and IE, the latter used only for Windows and MS Updates)

Java Deployment toolkit

7.0.70.10 10.7.2.10 (talk about absurd version numbers!)NPRuntime Script Plug-in Library for Java(TM)

Deploy Java (TM) Platform

SE 7 U7 10.7.2.10 Next Generation Java Plug-in 10.7.2 for Mozilla browsers

I see now I had been confused by the update numbers. Fortunately, the water cooler gossip (<http://www.digitaltrends.com/computing/is-it-time-to-say-goodbye-to-java/>) seems to suggest that Java has seen its day, and may just go away in the not too distant future. One can hope.

I guess Larry Ellison (Poor thang!) is just too busy with his

yacht racing to worry about little things like vulnerable software!

The thing I love about Mozilla.org and Opera is that they fix things ASAP instead of waiting for some arbitrary monthly update schedule like MS and Oracle do!

One tool that has helped me immensely in keeping Java and Flash “under control” is Revo Uninstaller, which does an incredible job in cleaning up the detritus inevitably left by the “factory” uninstallers, and a 100% thorough job since

I upgraded to the “Pro” version of Revo, which I opt to have monitor all installations when possible. The free version is perfectly adequate for typical users, but I thought the additional features in the Pro were well worth the reasonable fee.

DARRY D EGGLESTON DARRYD.COM, FLORIDA

Thank you for this alert. However, doesn't one need to keep Java running if one is playing a game, i.e., Farm Town, FarmVille, etc., on Facebook? I thought Java was required for those games. Am I wrong?

(Mike Lyons answers: Games usually rely on Java to run. This exploit allows any code to be put on

the infected machine and run anything they want.

If you turn off Java in the browser, you won't be able to run the program.

Besides games, things like Go-to-meeting also use Java. The bad guys are putting together a Java kit to make the exploit push button.

My suggestion is to turn it off for now until it is fixed. Apple reportedly has a patch and others aren't waiting for Oracle to fix it October.)

PIM BORMAN EVANSVILLE, INDIANA

A worthwhile alert about Java. I don't know how soon the antivirus boys will intercept this naughtiness, but I disabled Java in my Firefox browser just to be on the safe side. I didn't remove Java altogether, since it is an essential tool for many applications, including the OpenOffice wordprocessor, spreadsheet, etc.

I updated my iPad to iOS6 and was almost immediately sorry I did so. When I read a novel, I sometimes use Google Maps to see more details about the place of action. In the novel I was reading the action had moved to Beaver Island in Lake

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feedback

Michigan, and I had found out exactly where that was.

After updating the iPad I went back to the novel and read that the action moved to High Island. Back to the map to see where that was. Oops! Now there was Apple Maps instead, and it came up with a blank screen. The same for Edmonton, Canada, where my previous book took place.

I checked the weather on the web site of our local TV station. It has been using Google Maps for the background of the weather. Changed to Apple Maps also. It did show the local area, but in much less detail. Apple Maps truly sucks, as everyone seems to agree on. (Damn the dangling participles).

I used Safari to access Google Maps online (maps.google.com). As it came up, it offered to install a link to Google Maps on my screen.

It instructed me to click on the left-curved arrow at the top of the screen and choose the option to create a link on my home screen.

With the link I can access Google Maps as long as I have Internet access. A true Google app is reportedly under construction.

Done, and all is well again, except for the weather map, but

I'll have to live with that. I don't think Siri works on my old iPad or iPod Touch, and I can't say I miss it :-()

JON JONES
NCMUG, CALIFORNIA

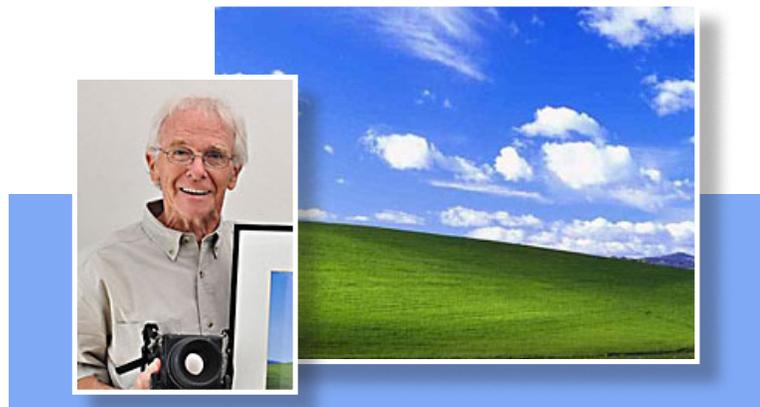
My neighbor got bit by this (MS scam) last week. Caller had a heavy Indian accent, and said he was "calling from Windows," etc. And though she said her instincts told her that he was scamming her, she still followed his instructions — even to the point that when the home phone connection was getting spotty, she told him to call her on her cell phone and gave him the number. GEEZ!

Then she gave him all the access info and watched as he took over her computer and started screwing around with it.

Luckily, it's a laptop she bought for her son recently, who uses it for school work — so there's nothing on it beyond the stock install and a few documents. It hasn't been used to manage any personal data or log on to banking sites or anything. But I told her it could still have been setup with snooping code and DNS botware.

She ended up having to take it to a tech, and pay to have it fully wiped and re-installed.

Ouch.



His photo may be the second most expensive photo license ever purchased.

JUDY TAYLOR, PRESIDENT
SCVUG, CALIFORNIA

Who knew? How a sun-kissed California view became the most recognisable vista on the planet — <http://bit.ly/SNnmSr>

WORD

accurately setting tabs using the ruler

by Allen Wyatt

You probably know that Word allows you to set tabs in a paragraph by clicking on the Ruler at the top of the document window.

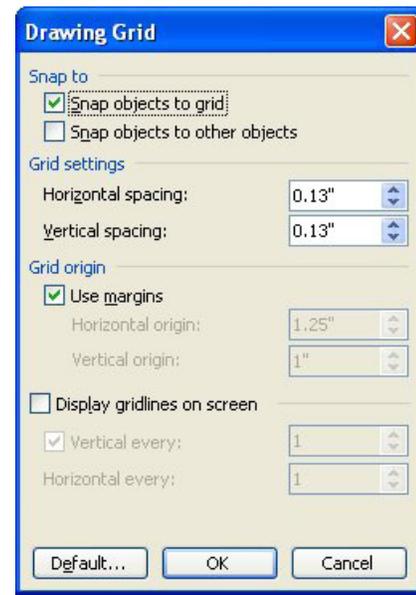
The tab that is inserted depends on the tab type selected at the left side of the Ruler. You can then click on the tab and drag it to the location desired.

Sometimes, however, accurately placing the tabs using the Ruler and the mouse can be a pain. In fact, you may notice that the tabs seem to “jump” from one location to another as you are dragging them. If this is the case, and you long for a way to more accurately set the tabs using the mouse on the Ruler, there are a couple of things you can check out.

First, you should understand that the grid settings on the drawing layer can affect the dragging behavior for tabs. (Nobody seems to know why this is the case; it just is.) Word, by default, is configured so that “snap to grid” is turned on, and the grid is set for 1/16-inch increments. Thus, when you drag a tab stop, it seems to “jump” in increments of 1/16 inch. If you don’t need the drawing grid, you can turn it off by following these steps:

1. Make sure the Drawing toolbar is displayed. (Choose View | Toolbars | Drawing, or click on the Drawing tool on the Standard toolbar.) The toolbar should appear at the bottom of the Word window.
2. On the Drawing toolbar, click on Draw, then choose Grid. Word displays the Drawing Grid dialog box.
3. Clear the Snap Objects to Grid check box.
4. Click on OK.

You should now be able to drag tabs along the Ruler smoothly and precisely. If you want to see the



precise placement of the tabs, just hold down the Alt key as you drag them.

If you still have problems placing the tabs accurately, you might try increasing the zoom setting for viewing the document, and you should make sure that your mouse is clean. (If your mouse uses a mechanical ball for positioning, and there is lint or dirt in the ball housing, that can affect the ability of the mouse to move smoothly.)

This tip applies to Microsoft Word versions: 97, 2000, 2002 and 2003 and may be found at http://word.tips.net/T000038_Accurately_Setting_Tabs_Using_the_Ruler.html. A version of this tip for the ribbon interface of Word (Word 2007 and later) is at http://wordribbon.tips.net/T005930_Accurately_Setting_Tabs_Using_the_Ruler.html

EXCEL

colorizing charts

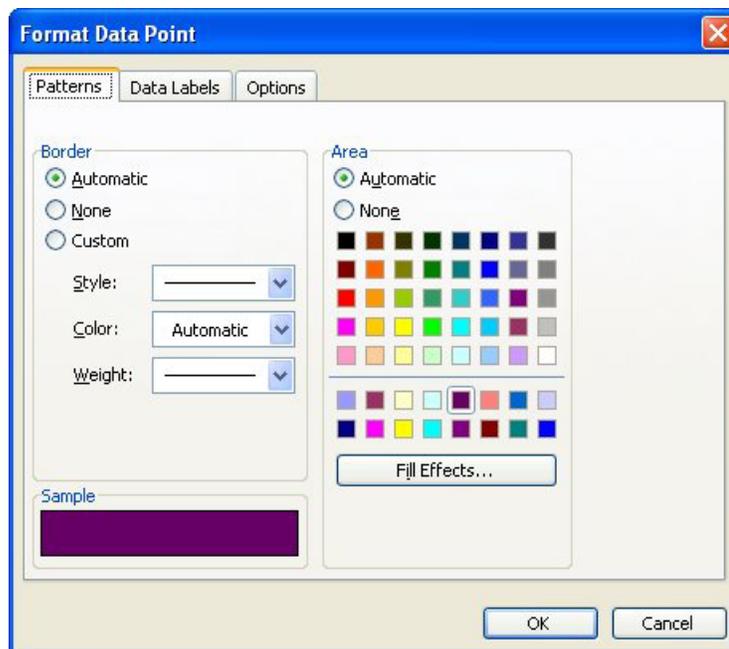
by Allan Wyatt

If you have a pie chart with a large number of sections, getting unique colors for each section might be a problem. Or, perhaps your printer doesn't print colors exactly as they are on your screen so some colors which appear quite distinct on the screen will print out nearly the same on paper.

Don't despair—you can change the color of any individual section of a pie chart, or any other type of chart for that matter. For pie charts, follow these steps:

1. Click on the "pie" so that it is surrounded by handles (little squares).
2. Click again on the section you want to change. The handles will now surround only that section.
3. Right-click on the section. Excel displays a Context menu.
4. Choose the Format Data Point option from the Context menu. Excel displays the Format Data Point dialog box, with the Patterns tab selected.
5. In the Area portion of the dialog box, select the color you want to use for the chart section.
6. Click on OK. Excel updates your chart.

These steps can be easily adapted to any type of chart. The only difference is



that you select the chart object (bar, point, what have you) in the first two steps instead of the pie section.

When I make a chart, I also like to apply this same process to chart titles. I like them to be the same color as the information in the chart to which they apply. This makes identification even clearer.

ExcelTips is your source for cost-effective Microsoft Excel training. This tip applies to Microsoft Excel versions: 97, 2000, 2002 and 2003 and can be found at http://excel.tips.net/T002826_Colorizing_Charts.html

A version of this tip for the ribbon interface of Excel (Excel 2007 and later) is at http://excelribbon.tips.net/T006295_Colorizing_Charts.html

Is there a way for parents to know if a child uses the Incognito feature in Chrome?



incognito with chrome

Cacky: Hi all. If a child uses the Incognito feature in Chrome, is there a way the parent can tell if they are using this feature behind their backs? If so, can you block the child from using the Incognito feature?

What do you think of a school that teaches this feature to a 12 year old? Is this appropriate for the school to teach this, or is it just adding to a parents' problems?

Russ Williams: Hi, Catherine. From what I found, there is no way to tell in Chrome that the Incognito feature was used. Since I don't use Chrome, I'm not sure if the URL's that were visited show up in the History or not. Maybe Terry will know.

There are three different posts on the Chrome Forums site and no reply to any of them.

I can see the school's point of trying to keep kids safe from predators. But the Incognito feature isn't called the "Porn Feature" for nothing.

Terry Stockdale, www.TerrysComputer-Tips.com: Sorry, I have not used Chrome. This sounds like it might be a reason to use some parent-type URL filtering software. I'm thinking of Net Nanny, but there are others.

Cacky: Thanks for the response everyone. I will relay the information to parents.

ad-aware & bsod

Cecil Bankston: I recently was having a series of BSOD crashes on my Windows XP computer. I finally tracked the cause to

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ask the experts

compiled by bob goodman, cajun clickers

a recent update of Ad-Aware. Apparently its antivirus component in particular. Disabling one of the drivers it installed seems to have resolved the problem. I'm posting this in case anyone else has had a similar BSOD problem and still is trying to find its source. The particular BSOD message I got was DRIVER_IRQL_NOT_LESS_OR_EQUAL, and a reference to sbtis.sys at the bottom of the screen.

Penny Cano: Cecil, sbtis.sys belongs to Sunbelt Personal Firewall not Ad-Aware. But if you're still using Ad-Aware free version, I recommend that you remove it. We gave up on it a while back. This does not necessarily include the paid version – I know nothing about it (I'm cheap). Current best bets are: Spybot v1.6.2 (the old version installed WITHOUT TeaTimer), Malwarebytes, and SuperAntiSpyware.

facebook

Sprague Pugh: I am getting notifications on my Facebook news page from LSU football and New Orleans Saints. This is no big problem; but I'm wondering how/why I am getting their notifications as neither is a "friend".

Walter M. Scott: If you "like" a page, you will get such notifications. If you don't want them, go to the page and unlike it.

Acmain: Wow, Walter, such a basic piece of information that all kids know... but not all



of us "older folks." Thank you!

Walter M. Scott: I wouldn't count on that. Our estimation of kids' computer skills is pretty overrated. There are kids graduating from high school that don't know how to use Google!

One of our members, Mari Presedo, was giving Facebook workshops for a while. She passed along a lot of great info.

Acmain: How do I "unlike" a page?

Nancy Vogt: Go to the page you currently "like" and scroll towards the bottom of their page. In the left hand column, towards the bottom, you'll see the word "Unlike" to click on and that will remove your "like" and they're status updates will no longer show up on your FB page. If you're uncertain about whether or not you ever "liked" the page, click on the name/title in the post on your wall. If you see an option at the top of

their page to "like" then you've never "liked" it and they put you on their list from some other source. If you scroll to the bottom of their page and see the option to "Unlike" in the left hand column, you clicked on "like" sometime in the past.

Acmain: Since Facebook has become even more widely used, maybe it's time for another workshop.

Jim Heyward: I have passed along your request to the Education Chairman.

installing fonts

Ralph Campbell: I downloaded some new fonts; now I don't know how to install them. They're zipped, but opening is no problem. How do I install them?

Cacky: Here you go Ralph: <http://support.microsoft.com/kb/314960>

old “windows tech support” scam hits locally



by Ira Wilsker

Yesterday I received an email from a member of the local computer club about a phone call that she had just received.

“I received a call on my home phone today from someone named ‘Janet’ who claimed to be from the ‘Tech Department at Windows.’

“She said they detected a virus on my computer and that if I would get on the computer now she could tell me how to correct it. She told me that the virus was slowly eating away at my computer. I told her I was busy and would have to call her back. I asked for her phone number, which she gave me — 347-489-xxxx. She had a very thick accent — probably Indian.

“I assume this is a scam?”

Yes, it is a well documented scam that has resulted in big losses for a lot of people who do as the caller says.

What often happens with this scam, is the callers ask you to turn

on the remote access feature built into Windows that allows remote servicing. Once the caller has access to your computer, they may steal usernames, passwords, address books, personal information, and other valuable data. They may also plant keyloggers to capture any banking information, logins, and other sensitive information, all for the purpose of identity theft.

They also often plant other types of malware as well, and often try to sell additional services to the user. Most of these calls are VoIP (Voice over Internet Protocol, phone calls placed over the internet) and often come from Russia, Pakistan, Iran, Iraq, Ukraine, Nigeria, China, and other unfriendly places.

In the example above “Janet” gave a Manhattan phone number which either was false, or it was a portal on to a VoIP system that could be picked up anywhere in the world.

In an article published in The

Register (UK) last summer, citing a recent Microsoft security survey, this fake tech support scam is very widespread.

Microsoft surveyed 7,000 computer users in the UK, Ireland, US, and Canada and found an average of 16 per cent of people had received such calls. According to Microsoft, these scammers allege that they are calling from Microsoft or a recognized security software company, and inform the victim that his computer is infected, and that the caller will perform a free security check, or otherwise clean the malware off of the computer.

According to a posting by Microsoft, the callers most often claim to be calling from Windows Helpdesk, Windows Service Center, Microsoft Tech Support, Microsoft Support, Windows Technical Department Support Group, or the Microsoft Re-

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search and Development Team (Microsoft R&D Team). Of those receiving one of these scam phone calls, about one person in five followed the scammers' instructions, and gave the criminal remote access to their computers. Once that access has been granted, the crooks typically load malware onto the computer, opening the computer to future attack.

A common type of felony crime committed by these crooks is identity theft, where either by accessing files or by installing keyloggers (malware that records keystrokes and sends them to a remote location), the criminal can steal banking information, credit card information, user names, passwords, security questions, and other valuable personal information.

In some cases, the crooks, in an action reminiscent to the infamous "rogue antivirus" scams, asks for the victims' credit card information in order to pay for the service or for the sale of security software. While nothing is really purchased, a charge does show up on the victims' credit account, and the credit card information

is also likely to be posted for sale on illicit websites where credit card information is bought and sold for the purpose of fraudulent transactions.

According to the Microsoft survey findings, 79 percent of those who allowed the illicit remote access to their computers suffered identified financial losses, ranging from a low of \$82 to a high of \$1560, with an average financial loss of \$875.

In addition to financial losses, the malware that may be loaded onto the computer may be used to provide a continuing revenue stream to the crooks by using the compromised computer as a part of a "botnet" (remotely controlled collection of hijacked computers) to send out spam email by the thousands, for which the crook charges his clients a fee.

Of course the spam, and any related scams or pornography sent in the spam emails, cannot be tracked back to the creator of the spam or the crook who hijacked the computer, but instead would track back directly to the victim's computer.

While not likely, it is possible that Microsoft or one of

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The screenshot shows the Microsoft Safety & Security Center website. The page title is "Avoid tech support phone scams". The article text states: "Cybercriminals don't just send fraudulent email messages and set up fake websites. They might also call you on the telephone and claim to be from Microsoft. They might offer to help solve your computer problems or sell you a software license. Once they have access to your computer, they can do the following:"

- Trick you into installing **malicious software** that could capture sensitive data, such as online banking user names and passwords. They might also then charge you to remove this software.
- Take control of your computer remotely and adjust settings to leave your computer vulnerable.
- Request credit card information so they can bill you for phony services.
- Direct you to fraudulent websites and ask you to enter credit card and other personal or financial information there.

Neither Microsoft nor our partners make unsolicited phone calls (also known as cold calls) to charge you for computer security or software fixes.

Telephone tech support scams: What you need to know

Cybercriminals often use publicly available phone directories so they might know your name and other personal information when they call.



FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS

NOTE: You will need to have Javascript enabled in order to use the FTC Consumer Assistant.

Before You Submit a Complaint

The Federal Trade Commission, the nation's consumer protection agency, collects complaints about companies, business practices, and identity theft under the FTC Act and other laws we enforce or administer.

Why: Your complaints can help us detect patterns of wrong-doing, and lead to investigations and prosecutions. The FTC enters all complaints it receives into Consumer Sentinel, a secure online database that is used by thousands of civil and criminal law enforcement authorities worldwide. **The FTC does not resolve individual consumer complaints.**

Your Privacy: How much personal information you provide is up to you. If you don't provide your name and certain other information, it may be impossible for us to refer, respond to, or investigate your complaint. To learn more about this information collection and its purpose, authority and use, read our [Privacy Act Statement](#).



FTC Complaint Assistant

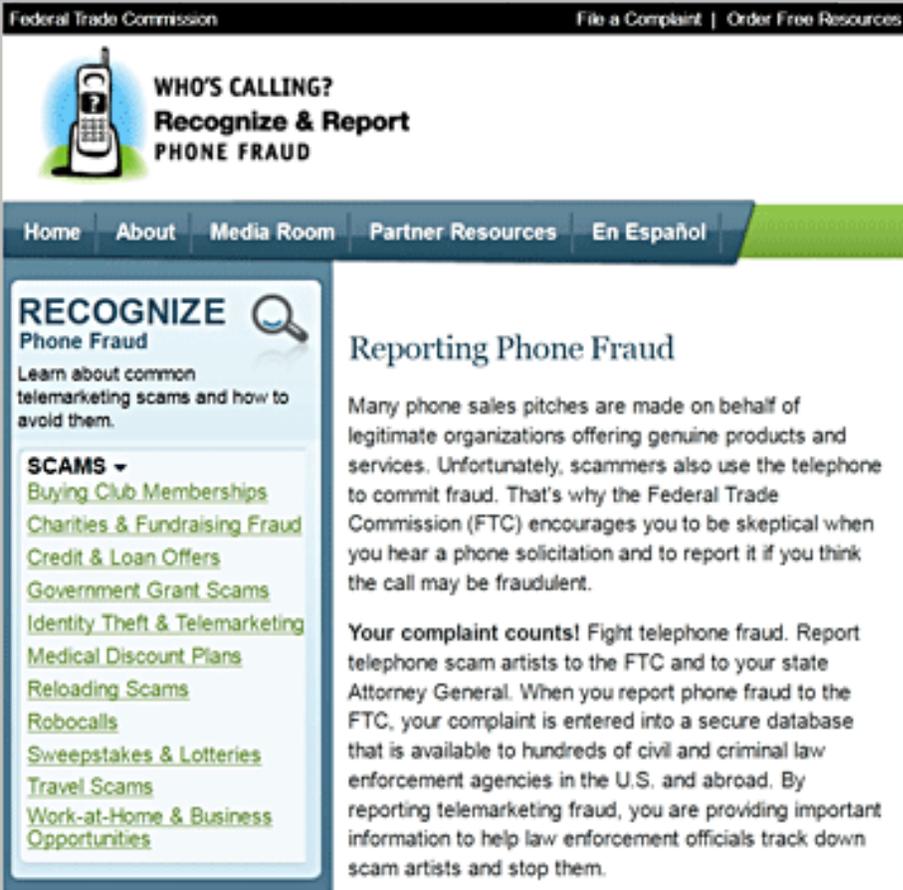
Click here for the Complaint Assistant form
Click [here](#) to file a complaint with the FTC.

Haga clic [aquí](#) para acceder el Asistente de Quejas de la FTC en Español.

its authorized partners may contact a computer user about a security related issue. On the Microsoft website (www.microsoft.com/security/online-privacy/avoid-phone-scams.aspx), they explain the explicit times and circumstances in which Microsoft may contact a user directly. "There are some cases where Microsoft will work with your Internet service provider and call you to fix a malware-infected computer—such as during the recent cleanup effort begun in our botnet takedown actions. These calls will be made by someone with whom you can verify you already are a customer. You will never receive a legitimate call from Microsoft or our partners to charge you for computer fixes."

Microsoft warns that if you receive a phone call claiming to be from Microsoft, do not purchase any software

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Federal Trade Commission File a Complaint | Order Free Resources

WHO'S CALLING?
Recognize & Report
PHONE FRAUD

Home About Media Room Partner Resources En Español

RECOGNIZE 
Phone Fraud

Learn about common telemarketing scams and how to avoid them.

SCAMS ▾

- [Buying Club Memberships](#)
- [Charities & Fundraising Fraud](#)
- [Credit & Loan Offers](#)
- [Government Grant Scams](#)
- [Identity Theft & Telemarketing](#)
- [Medical Discount Plans](#)
- [Reloading Scams](#)
- [Robocalls](#)
- [Sweepstakes & Lotteries](#)
- [Travel Scams](#)
- [Work-at-Home & Business Opportunities](#)

Reporting Phone Fraud

Many phone sales pitches are made on behalf of legitimate organizations offering genuine products and services. Unfortunately, scammers also use the telephone to commit fraud. That's why the Federal Trade Commission (FTC) encourages you to be skeptical when you hear a phone solicitation and to report it if you think the call may be fraudulent.

Your complaint counts! Fight telephone fraud. Report telephone scam artists to the FTC and to your state Attorney General. When you report phone fraud to the FTC, your complaint is entered into a secure database that is available to hundreds of civil and criminal law enforcement agencies in the U.S. and abroad. By reporting telemarketing fraud, you are providing important information to help law enforcement officials track down scam artists and stop them.

websites

<http://www.microsoft.com/security/online-privacy/avoid-phone-scams.aspx>

http://answers.microsoft.com/en-us/windows/forum/windows_vista-security/scam-phone-call-claiming-to-be-from-windows/193foa33-4ad9-4a07-96eb-9a7e3debb269

http://answers.microsoft.com/en-us/windows/forum/windows_xp-security/phone-call-scam-received-call-from-a-technician/6ed2b99c-20ff-468b-a69b-aec78b93f287

http://www.theregister.co.uk/2011/06/16/tech_support_scam_calls/

<http://windowssecrets.com/top-story/watch-out-for-microsoft-tech-support-scams/>

<http://www.ftc.gov/bcp/edu/microsites/phonefraud/report.shtml>

<https://www.ftccomplaintassistant.gov>

or services offered by the caller, or if there is some type of subscription fee attached to the support offer. Microsoft also warns not to allow remote access to your computer unless you can confirm that the other party, "... is a legitimate representative of a computer support team with whom you are already a customer." It is imperative that you should never give any personal, financial, or credit card information to any caller who says that he is from Microsoft Technical Support, because a legitimate Microsoft representative would never ask for such information.

Even if the caller provides a phone number that you can use to return the call, that does not mean that the phone number is an authentic Microsoft location, because who ever answers the phone can falsely answer with "Microsoft," and with VoIP the call can be routed anywhere in the world, even if the phone number looks realistic.

If by some chance you have fallen for this scam, look at the Federal Trade Commission (FTC) website "Reporting Phone Fraud" at www.ftc.gov/bcp/edu/microsites/phonefraud/report.shtml and follow the contact instructions provided.

It would also be prudent to perform a security scan with one or more of the free malware scanners such as MalwareBytes (malwarebytes.org) or SuperAntiSpyware (superantispyware.com). Since much of the contemporary crop of malware is engineered to protect itself, if these malware scanners will not load and run, it is then very likely that the computer is badly infected, and may require a more sophisticated malware removal process.

If the security report scan indicates that the computer is clean, it would be wise to change all of your passwords (email, banking, eBay, PayPal, etc.), and to contact your financial institutions and credit card

companies to inform them that you may have been the victim of fraud. Since it is possible that the phone crook deactivated or neutralized your security software, it may also be a good idea to reinstall and update your security software.

It is a sad state of affairs that any of us may fall victim to criminal activity at any time, but in this case the crook does not use a weapon, but instead a caring, often female, voice offering to help us clean our "infected" computers.

With an average loss, as reported by Microsoft, of \$875, and the ability of the crooks to make thousands of such calls a day, the aggregate losses will be very substantial. Still, as an individual, not many of us can readily absorb an \$875 loss. If you get a call from some permutation of "Microsoft Technical Support" informing you that your computer is infected, and either for free or for a fee they offer to clean it for you, simply hang up.

Although in a different context, and over 25 years ago, Nancy Reagan gave the best advice when she said, "Just say NO!"

Ira Wilsker hosts "My Computer Show" a call-in tech support show on KLVI radio, 560AM, from 4-5 p.m.



Mondays, Pacific time. The show streams live over the net at KLVI.com and on the free iHeartRadio app. His call-in number is 800-330-5584.



monitor: analog vs digital

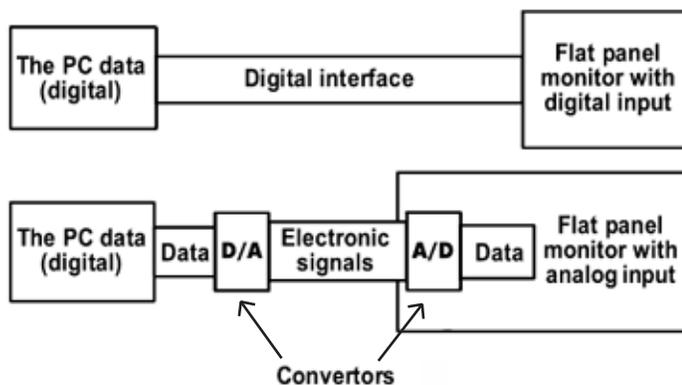
by Rich Getchell

“When I turn on my RGB 24" Vizio monitor, I get two quick messages: Auto Detect – Analog Input. Shouldn't it be ‘digital input,’ not ‘analog input?’

I won't go into technical details, but the Digital Input is the best to use versus Analog. With digital you go directly from the computers processor to the monitor with no conversion. With analog there is a conversion from digital to analog in the graphics card and then a second conversion in the monitor from analog back to digital. Digital gives the best quality display.

For it to be digital it has to be from a DVI connector on the graphics card to the DVI input on the monitor. RGB is not digital but analog. In this case, you've got an RGB cable from the computer to the monitor so it's analog even though the computer is capable of DVI.

Keep in mind that in the TV world we recently went from an analog signal to digital. If people did not have a TV that supported digital they had to get a converter that converted the signal. It is the same in a TV, the HDMI is the best quality of audio & video.



analog vs digital displays

Older computer monitors include CRT, or cathode ray tube, displays. These displays use analog technology and always include an analog VGA port for signal input. The other major type of computer display is LCD (liquid crystal display). LCD monitors—including LED monitors, which use light-emitting diode backlighting—are fully digital. However, LCD monitors often include both VGA and DVI input ports so that they are compatible with both types of cables. When a VGA cable is on an LCD monitor, the monitor displays the lower-quality analog image.

Source: eHow.com <http://bit.ly/RStoIr>

definitions of analog vs digital signals

An analog signal is any continuous signal for which the time varying feature (variable) of the signal is a representation of some other time varying quantity, i.e., analogous to another time varying signal. It differs from a digital signal in terms of small fluctuations in the signal which are meaningful.

A **digital signal** uses discrete (discontinuous) values. By contrast, non-digital (or analog) systems use a continuous range of values to represent information. Although digital representations are discrete, the information represented can be either discrete, such as numbers or letters, or continuous, such as sounds, images, and other measurements of continuous systems.

comparison of analog vs digital quality

Digital devices translate and reassemble data and in the process are more prone to loss of quality as compared to analog devices. Computer advancement has enabled use of error detection and error correction techniques to remove disturbances artificially from digital signals and improve quality.

Source: <http://bit.ly/VzYx03>

by Pamela Tabak

QUESTION: There is a line in my document that I can't delete because I can't select it. How did it get there, and what can I do about it?

ANSWER: Word creates a paragraph border when you type three or more hyphens (-), underscore characters (_), equals signs (=), asterisks (*), tildes (~), or hash signs (#), and press Enter. To remove this "line," select the paragraph above it and remove all the borders from it as follows: In any version of Word, you can simply highlight the paragraph above the "line" and press Ctrl+Q, which resets the paragraph formatting to the default for the style which doesn't include borders.

QUESTION: When I am typing an email or a document in Word on my laptop my mouse jumps to another line and I find myself typing in the middle of another sentence. Why does this happen and can it be corrected?

ANSWER: When using a notebook with a touchpad and a mouse is also attached, while typing your thumb may get too close to a sensitive touchpad. This will cause the insertion point to jump to the wrong place. You can disable the touchpad in Control Panel > Mouse > Touchpad tab, and just use the mouse. Or if you don't want to use a mouse, look for a setting on the Touchpad tab to make it less sensitive.

microsoft office — ribbon and icon size

If you find the Ribbon and Icon size too small to read when you are using any of the Microsoft Office programs and you have Windows 7 operating system, it is very easy to fix.



Solution:

1. Right Click in a space on your desktop.
2. Choose Personalize from the drop down menu.
3. On the next window, click on Display on the left side of the window near the bottom.
4. Change the percentage from Smaller to Medium or Larger. You will need to Log Off your computer before the settings will change. When you Log On to your computer again you will see larger Icons and Ribbons in all your Office programs.

Send your computer-based questions to Pamela Tabak, pamela@computertutorinc.net. Questions are often answered within 24 hours.

Datalogix is the owner of a large database of consumer purchasing data. According to the company, their reach extends to “almost every U.S. household and more than \$1 trillion in consumer transactions.” Most of this

information is obtained via rewards programs at over 1,000 retailers across the country. For instance, every swipe of your grocery super savings card gives a company like Datalogix information on your buying habits.

Here’s where Facebook comes in. By using Datalogix to match email addresses and other user information from their database of consumers with their own records of user emails and personal info, Facebook can see if a person who saw a particular ad for a product or service ended up buying it later.

And this information is crucial for advertisers, who want to see the ad dollars they spend on Facebook translate into revenue at stores. “We kept hearing back [from marketers] that we needed to push further and help them do a better job,” Facebook’s Brad Smallwood told *The Financial Times*.

Read more at <http://bit.ly/SloOwo> or go to <http://www.webpronews.com/facebook-is-tracking-what-you-buy-to-provide-marketers-better-ad-analytics-2012-09>



why qr codes won't last

A recent study by comScore said that less than 5% of the American public has scanned a QR code. So where’s the disconnect?

Inadequate technology, lack of education and a perceived dearth of value from QR codes are among the reasons mobile barcodes are not clicking with Americans. Also, cybercriminals are able to cloak smartphone QR code attacks due to the nature of the technology — QR codes’ entire purpose is to store data within the code. There is no way to know where that code is going to take you: a legitimate website, infected site, malicious app or a phishing site.

Recently, there have been documented cases of QR code misuse and abuse around the globe. For instance, infected QR codes can download an app that embeds a hidden SMS texting charge in your monthly cellphone bill. QR codes can also be used to gain full access to a smartphone — Internet access, camera, GPS, read/write local storage and contact data. All of the data from a smartphone can be downloaded and stolen, putting the user at risk for identity theft — without the user noticing. Read more at <http://on.mash.to/PmgUSX> or go to <http://mashable.com/2012/02/15/qr-codes-rip/>





The numbers and names of the gadgets overwhelms my ability to count or to list them.

by Darry D Eggleston

Have you looked at all the gadgets & gizmos lying around your house?

I just awoke to the realization that I keep the WOW factor alive by surrounding myself with these great things because they are everywhere and — in order to single-handedly jump start the economy — I've just got to have one or two or three or four.

The realization started while I was on the phone with Tech Support for Western Digital Corporation (WDC) from whom I bought a 3 GB (3,072 MB) external hard drive. It turns out that almost 1,024 MB of that is not available because WDC packs all kinds of "useful" programs on it to aid the unsavvy consumer who buys the 3 GB external hard drive.

To make a long story longer, it took two phone calls before I was told it takes two processes — initialize the drive and take out the trash — to do the job (<http://bit.ly/neivhy>).

While waiting four minutes to initialize the drive, I marveled at the speed of this system and the external hard drive.

The first hard drive someone offered to sell me was in 1980. It was a one megabyte internal drive and it sold for about \$250 plus tax.

I continued to survey my desktop while waiting for the operation to end.

There's a 7-port USB expansion plugged into my

desktop because its six ports are not enough and another one plugged into my HP laptop because its three ports are not enough.

There's a 100 GB portable external hard drive so I can carry my "survival" files with me when I travel. These are the installation files for my major programs and must-have utilities, like CCleaner; and our latest photos in case, in a moment of insanity, someone should ask, "Have you taken any great photos lately?" (My 1,100 photo slideshow is ready to go if anyone is ever foolish enough to ask that question.)

There's my IOGear 12-in-1 Pocket Card Reader/Writer so I can plug in any camera card without having to bend over to reach the front of my Dell desktop's tower.

There are three USB drives (2, 4, 8 GB) that I use for varied reasons. There is a stack of 25 HFA DVDs with LightScribe labels and supporting case covers.

There is a stack of five CDs each full of mp3 music files that I have specially arranged to suit my moods. They are "Greatest 361 hits from the 1940s" (in Billboard magazine order); "Get Fit II" (165 fast dance, floor filler music), "Susan Boyle & Friends" (166 all-female hits); "Neil Diamond & Friends" (179 all-male hits); and "Colors of the Wind" (183 slow, romantic mood songs).

There are the remote controls for the TV; the DVD player; 3-speaker wireless surround sound system; and Wii gaming system. And there's my Fuji 35x digital camera with its 8 GB memory card and two 8 GB backup memory cards.

Of course, there is a webcam on top of my 32" Vizio monitor and a speaker system under my Dell 24" monitor. Naturally, there is Dell's audio system (two speakers and a woofer) behind the Vizio monitor for instances when I want to fill the house with the motivational music from one of my four custom-designed "Get Fit" mp3 CDs.

There's the timer (used to ensure that I get the clothes out of the dryer the moment they are done), the 4.5" flashlight so I can find my way to the Coleman battery-operated lantern if the electricity goes off.

Looking around the room and into the kitchen, the numbers and names of the gadgets overwhelms my ability to count or to list them.

OMG, I love this country.



ask leo!

by Leo A. Notenboom

why I'm not a fan of system restore discs

My Acer laptop was running perfectly fine until one day I was infected with Live Security Platinum “scareware”. So I went through a lot trying to get rid of it. Everything from using anti-malware programs to removing it manually, but it kept coming back. So, I finally decided to “Restore system to factory defaults” (my laptop does this from a hidden partition).

By the way, my OS is Windows 7 Home Premium.

Anyway, after everything was installed and the whole process finished, my laptop went to the login screen (you know when you have to pick a user profile if there is more than one). For some reason, the profile I created during the restore process was disabled; it said something

like “User profile disabled. Please see System Administrator.” And there was also another profile with no picture (the box was there for the profile pic, but no pic) and there were boxes to type in both a user name and password.

Nothing I tried worked and after not finding any answers online, I gave up and restored my system once more. This time, after everything installed, I can log on to my profile now, but there are still problems. Every now and then, Windows Explorer crashes or sometimes, I see the desktop then the screen goes completely black aside from the mouse pointer. Then, after a few minutes, the desktop comes back with a bunch of error messages, but after dismissing them, everything runs fine. Everything except for Internet Explorer, of course,

which is now slow and has trouble loading web pages and sometimes only loads half the page or can't load the page at all, even though I still have an internet connection. Sometimes, I even get an iexplorer.dll error (I occasionally get other .dll errors, but I can't remember them).

And here is the final and weirdest problem. When I turn on the computer after Windows loads up at the login, there is a circle with a line that looks like it supposed to be a clock and under it says two min. No matter how many times I reboot, it stays there but it wasn't there before I restored.

Is it possible that something went wrong in the restore process or is there some other problem or problems?

Turn to next page

Wow.

It's really difficult to say exactly what's gone wrong here.

I have a couple of suspicions, one of which is probably evident by the title of this article, but in reality, it could be many different things. It could be anything from (as you say and I suspect) a bad restore to something that's causing malware to reappear, to even coincidental hardware problems.

For anything short of hardware, however, my recommended approach will be the same.

system restore is not system restore

I have to start by clarifying something extremely important.

Restoring your system to manufacturer's defaults using the System Restore discs that were provided by the manufacturer is not the same as using the System Restore feature in Windows.

They are completely unrelated.

The System Restore feature in Windows, which I don't like either, is basically a glorified registry backup and restore that resets certain files back to a prior point in time depending on when restore points were taken. When it works, that is.

Restoring your system to factory defaults, on the other hand, basically wipes out your system completely and replaces it with the copy of Windows and applications that were originally installed on the machine the day it was delivered from the factory.

Typically, all of your data and subsequently installed applications are lost in the process.

When it works, that is.

how restoring your system to factory settings probably works

In an effort to save money (and perhaps licensing costs), most computer manufacturers don't actually provide a copy of Windows on installation media like CDs or DVDs when you purchase your machine. Instead, they pre-install Windows for you.

In case you ever need to start over, they also provide a copy of Windows in an often hidden partition on the computer's hard disk. The theory is that a "restore to factory settings" is nothing more than erasing the primary partition and copying the recovery partition into the primary partition.

(In practice, it's not that simple but conceptually at least, it is.)

So what's with that "System Recovery disc" that came with your system? Well, it doesn't have Windows on it, that's almost certain. What it does have is a small program, unique to your computer's manufacturer, that does what I just described. After warning you about the consequences, it copies the System Restore partition over the main partition, handling all the pesky details relating to booting properly and what not along the way.

That's how a CD with only a

Turn to next page

Restoring your system to factory defaults basically wipes out your system completely and replaces it with the operating system and software installed at the factory.



small amount of data actually on it can restore a system that's typically so large, it needs to be distributed on DVDs these days.

And of course, I have to say that this is how it "probably" works, as of course, there is no standard. Each computer manufacturer decides how they want to handle this situation and each provides its own tools and techniques to do so.

why restoring your system to factory settings might fail

The most common failure that renders this hidden-partition approach useless is a hard drive failure. If the hard drive goes bad, it takes all of the partitions with it. Your primary partition is lost as is your recovery partition. There nothing for the system recovery disc to recover and it fails.

Some manufacturers will only send you a complete Windows installation disc if in fact your hard drive has failed and they provide you with a replacement.

Another, less common scenario, involves malware. If your machine is infected, it is possible that the malware could infect or damage the hidden system recovery partition. In fact, sufficiently aggressive malware would try to do just that so as to keep your machine infected even after you've attempted to restore to factory settings. While the process of restoring your machine to its factory default settings might appear to work, it's very possible that the net result will not be factory default at all.

I'm honestly not saying that this is what's happened to you. There's no way for me to know, but I have to say that it sure does feel that way.

fixing it after the fact

If your recovery partition is lost or damaged, either actually (hard disk replacement or clear failure) or empirically (things don't work right after a reset to factory settings), there's really only one solution:

Reformat and reinstall from scratch

That means you'll need actual Windows installation media, not system recovery media, that can be used to install Windows onto a completely empty hard disk.

If all you have is a System Restore disc provided by

the manufacturer, you may not have what you need. You'll need to either contact the manufacturer for an installation disc, or go out and purchase one.

there is a better way

Recovery partitions, as you can hopefully see by now, are not something to be relied on. Even if you believe your chances of contracting malware that would damage it are small (and they are), the simple fact that a hard drive failure could render it useless should be an important realization.

The solution?

Regular image backups kept on an external drive and/or elsewhere.

Take and save an image backup as soon as you get a new machine, and that becomes your System Restore media. If you ever need to restore your system to its factory default settings, simply restore to that backup and you're done.

Take periodic image backups and there's a good chance you won't need to take that drastic a step.

In a situation where you've encountered malware that refuses to be removed, simply restore your system to an image backup that was taken before the infection, and you're done. No complicated removal instructions to follow, no questioning whether or not, it's really gone, just a restore from a backup image.

And of course, if your hard disk dies, replacing and restoring to the most recent backup image has you up and running again quickly.

There's a reason I frequently say, "Nothing can save you from almost any problem like a proper and recent backup."

Article C5843, September 23, 2012, http://ask-leo.com/why_im_not_a_fan_of_system_restore_discs.html



Used with permission of Leo A. Notenboom, Ask Leo! <http://ask-leo.com>. After retiring from Microsoft in 2001, Leo started Ask Leo! in 2003 as a place for answers to common computer and technical questions.

By exploiting the customer service procedures employed by Apple and Amazon, hackers were able to get into iCloud and take over all of Mat Honan's digital devices — and data.

september keyword Two-Step Verification

by Mike Lyons

Something You Know and Something You Have — has been around for a long time (http://en.wikipedia.org/wiki/Two-factor_authentication), but recent events are starting to bring it traction to a wider audience on the Internet as security tool.

The current problem is that the user-id and password authentication commonly used just isn't strong enough for today's evil doers. A recent story about Mat Honan, <http://bit.ly/Qqqtjk>, showed just how easy your digital life can be compromised and destroyed. Mat's Google account, Twitter account and iTunes account were all taken over by an outsider. And in less than an hour, an intruder deleted everything from his iPhone, iPad and MacBook. His digital life was destroyed.

Amazon and Apple have strengthened their systems to prevent this sort of breach from happening in the future and the story has helped people realize that they need to be responsible for their security.

Google has been offering two-step verification for awhile and other companies like Dropbox and Facebook have recently climbed on board. One implementation is to receive a code on your cell phone that must be entered before access is granted.

The big problem with two-step verification is that is inconvenient for users. It takes a little longer so most users won't use it. But how inconvenient is it to have to rebuild your digital life from scratch and clean up the mess once you have been hacked?



august keyword Secunia PSI 3.0

by Mike Lyons

Secunia PSI has been around since 2002 and ORCOPUG first mentioned in Nibbles and in 2004 (same year it was rated as on the the top security apps for users).

Over the years, we've discussed it several times as being a very good program to protect your PCs from software exploits in third party apps.

Now they have come out with a new version that requires even less work from the user if the program is allowed to run automatically. As more and more exploits are aimed at third party vendors, this is a must app.

They even have a couple of Youtube videos on their site that will show you how to install it and how it will protect you. And it's still free.

Get it at http://secunia.com/vulnerability_scanning/personal/

secret

keyword raffle!

Carl Westberg named the August keyword. The Galactic Civilizations II game and HADX portable speakers are the prizes for October. The keyword is hidden somewhere in this newsletter or on our website. Find it and name it at the next meeting to win the prizes.

thank you

newsletter contributors!

Bob Goodman, Charlie Moore, Darryl Eggleston, Dave Ross, Frank Bollinger, Ira Wilsker, Jon Jones, Judy Taylour, Leo Notenboom, Linda Gonse, Mike Lyons, Pamela Tabak, Pim Borman, Rich Getchell, Sharon Parq Associates, Tim O'Reilly, Trevor Timm

November Deadline

OCTOBER 20

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!

calling all sopa warriors!

We changed the world in 2012 when we fought off internet censorship. Now, we can defend the internet and change politics forever. Register to vote!

by Trevor Timm, *Electronic Frontier Foundation*

In 2012, EFF and Internet users worldwide helped defeat bills that would sacrifice our online rights. And the biggest Internet protest ever killed SOPA, which would have censored the web in a misguided attempt to stop “piracy.”

And how did Congress respond? They spent the rest of the year failing to represent Internet concerns, introducing bill after bill that would threaten our online rights.

We've had enough. A coalition of Internet defenders is helping to register Internet users to vote, and EFF is proud to support those efforts. To participate, visit InternetVotes.org, fill out the online form, and return the form in the mail so you'll be registered to vote this election day. Then on November 7th, you can cast your ballot for the candidates that you believe will best uphold the principles of Internet freedom.

All registered? Please help us spread the word. Share the InternetVotes.org widget on your website and tell others on social media. You might tweet something like:

Love the Internet? Then help make sure that Congress knows the #InternetVotes. <http://internetvotes.org>

What could a more Internet-friendly Congress do? Right now, there's a ton of common-sense legislation waiting in the wings that could prevent censorship, improve user privacy online, and spark innovation. By voting, you could help make these bills law next session. Take a look:

- *Patent reform:* A new bill sponsored by Rep. Delazio would help fix much of the broken patent system that is engulfing giant tech companies in billion dollar patent suits and paralyzing up-and-coming companies with legal costs. Visit EFF's site defendinnovation.org for more.
- *Email privacy:* Both the House and the Senate have bills that would finally force law enforcement to come back with a warrant before reading emails, just like they already have to with physical mail and phone calls.
- *Cell phone privacy:* The GPS Act would force law enforcement to get a warrant for our cell phone location data.

Congress needs to know that the Internet is watching. Users won't sit on the sidelines as technology intended to connect us and bring knowledge to people worldwide is turned against us for the purposes of censorship and surveillance. A worldwide movement of informed, passionate Internet users already exists. Let's show Congress that we're willing to vote in defense of Internet freedom. And it starts today, with a few clicks of a button. Visit InternetVotes.org and register to vote.

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time for renewal?



AUGUST 1	Stan Leese Sid Liptz
SEPTEMBER 1	Don Ogden Bob Schmahl
OCTOBER 1	Ann Carnahan Larry Klees
DECEMBER 1	Dan Gonse Bob McDonald Carl Westberg

submitted by Charlie Moore



september raffle winners

Printer paper (ream)	Value \$6
Ann Carnahan	Winner
Printer paper (ream)	Value \$6
Stan Leese	Winner
2CoolPC	Value \$30
Stan Leese	Winner
2CoolPC	Value \$30
Carl Westberg	Winner

submitted by Mike Lyons

BRING USED INKJET PRINTER CARTRIDGES

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

check out our website
orcopug.org

Give Your Computer A Gift...become a member of ORCOPUG!

New Member

membership application

Renewal*

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Mailing Address _____ City _____ State _____ Zip _____

Home Phone () _____ Work Phone () _____ E-mail Address _____

Areas of Interest/Comments _____

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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!



member of the association of
personal computer user groups



benefits of User Group Membership

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- Free raffles and magazines
- Help from other members
- Newsletter and web site
- Special offers & discounts
- Monthly meetings
- 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 west got together for barn raisings, cattle roundups, and the occasional party. The pioneers of new technology get together for installfests, new user training and support, and just plain fun. Being part of a user group is the best way to get more out of your computer, and lets you make friends while you're at it.

Tim O'Reilly, President
O'Reilly Media

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- membership application • Members' Only! page

our website has everything you need!

where are the meetings, when are they held?

next meeting: Tuesday, October 9, 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 6:30 p.m. at Carl's Jr., 3240 Yorba Linda Boulevard, Fullerton, CA 92831. All members are welcome to attend planning meetings!



Go to www.orcopug.org for the Yahoo! location map, or check the Google map at <http://bit.ly/J9Kcm3>