

Orange County PC  
Users Group

# nibbles & bits

## Free Cloud Storage

when you run out of  
storage space

presented by  
mike lyons

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# free cloud storage – when you run out of space on disks & drives



by Mike Lyons

It seems like the last month I've been either recovering/restoring hard drives or recovering images from problematic CF or SD photo cards. The latest episode involved a photographer friend of mine's main PC. He complained that his PC was running really slow and crashing on him. So he fired it up and I took a look. I checked his hard drive and found that the capacity was 684GB and he had less than 1GB of available space. I had never seen a hard drive that was that close to capacity that was still running.

He asked what we needed to do, and I said the first thing was to make some free space on the drive before it crashed. I asked if he had the drive backed up and of course not. I asked if he had any external hard drives and he said yes, but they were both full of photos. The stores were closed so getting one that evening was out of the question. I saw a couple of thumb drives and asked about them and they were full too.

With no backups, I didn't want to do anything until we had some breathing room on the drive. We went through the directories and eliminated some really old junk and videos. We made enough room where I felt comfortable getting him to sign up for Dropbox (which gave us 2GB of free cloud storage and since he had a Gmail

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**Files stored in the cloud can be accessed from any computer, at anytime, anywhere in the world.**

account, we also signed up for Google Drive (another free cloud storage that gave us another 5Gb). He wasn't aware of either of these services and didn't know about cloud storage.

Since he was running Windows XP, Microsoft's SkyDrive was not an option (it would have given us another 7GB of storage for free). It was a slow process uploading files to sites, but it gave us some more breathing room. The next morning he went and got two external hard drives (one for backup and one for working storage).

I explained the 3-2-1 backup theory, you need to have three copies of your backup, on two different media types and one of the copies needs to be offsite. He wanted to know about this free "cloud storage thing" and how it worked and what to look for.

First thing, none of the free cloud storage companies offer enough space to be a complete off-site backup solution. That doesn't mean that they aren't without their uses. Accessing your most useful files from anywhere is one of the important uses. You can use some of them as a common area for others to get or leave files. And as my friend found out, it can give you some emergency storage space when you need it. Secondly, not all files can be uploaded to the cloud. Even some of the paid services have this issue. Carbonite, a popular cloud backup solution will, for

the most part, only upload data files. Also, depending upon the service, file sizes

may be limited or capped.

Another thing to consider, is the security of the site and if you want to be able to share some or all of your stored files with others. Some sites have their own security, but if it's important to you, there is always TrueCrypt to encrypt it locally before you send it up. When selecting a cloud service or services (either free or paid), you need to do some research on the chosen companies to make sure they will be around and are financially healthy.

Several years back, there was a very popular photo storage site that just closed their doors one day and left customers hanging. It took some work to get it open again so users could retrieve their files. And recently, another popular photo storage site doubled their annual fee on very short notice, so buyer beware.

At our November meeting, we will go over some of the more popular (and useful) sites, comparing what they offer. We will also discuss some cloud storage utilities that allows you to combine these chunks of free space to behave as a single chunk of storage so you only have to sign in on a single login.

Cloud storage is where computing is headed (Windows 8 is rumored to have it built into the operating system.) So bring a friend and join us for a look at the future of storage.

# feedback

## JUDY TAYLOR, PRESIDENT SCPCUG, CALIFORNIA

This is from Bob Lion from the Antelope Valley group and I thought you might want to forward it to your members. <http://24hourphotoshop.com/information.php>

24HourPhotoshop.com is the first ever global, live, on-line event dedicated to Adobe Photoshop. Anyone, anywhere in the world can attend and join presenters — live, from around the globe — online — November 14–15.

The event will host 100+ sessions on Photoshop, Lightroom, Elements and Photography.

Presenters are the leading Photoshop experts from around the world. Book authors, video trainers, Adobe evangelists and more will bring you the latest and greats tips and techniques to help you better use Adobe Photoshop.

You sign up for one of our two ticket types: Watch it Live Free or our All Access Archive Pass. You then can pick and choose the sessions you wish to attend live, totally free of charge. You can look at our schedule and create your own custom schedule of classes you wish to attend.

If you want to access all the recordings you can sign up for the All Access Pass and have access to every session recorded that you can stream to your device at any time.

## TONY LAKE, RETIRED UTAH

Here is a music website from the years of 1940 to 1999. This is cool and real neat to have all this music. <http://upchucky.org/JukeCity/1940/OldJukes/player.htm>

## EDITH PARKER OAKDALE, CALIFORNIA

So glad to see the Microsoft scam highlighted. As you know, I get this call often. I asked a tech if there is a way to block them. He said to use Call Intercept. If it is a number not known by you, the caller will be required to give a name or number. If you do not know them, they will not be put through and blocked in the future. Enjoyed the read!

## DARRY D EGGLESTON DARRYD.COM, FLORIDA

In case you missed it. Here's a page of tutorials on Windows 8. <http://www.window-s8update.com/windows-8-tutorials/>

## CARL WESTBERG ORCOPUG

Do you know any way to verify the following (from a forwarded email):

REMINDER..... all cell phone numbers are being released to telemarketing companies and you will start to receive sales calls. YOU WILL BE CHARGED FOR THESE CALLS To prevent this, call the following number from your cell phone: 888-382-1222. It is the National DO NOT CALL list It will only take a few seconds of your time. It blocks your number for five years. You must call from the cell phone number (or other phone number) you want to have blocked. You cannot call from a different phone number. HELP OTHERS BY PASSING THIS ON. It takes about 20 seconds. <https://www.donotcall.gov/default.aspx>. Please forward to family and friends.

*Yes. I typed the phone number into Google's search box. Search results gave links to [snopes.com](http://snopes.com) and [urbanlegends.com](http://urbanlegends.com). Just click on a link to read the details about the warning you received. The bottom line is the warning is false. [http://urbanlegends.about.com/od/business/a/cell\\_directory.htm](http://urbanlegends.about.com/od/business/a/cell_directory.htm), <http://www.snopes.com/politics/business/cell411.asp> —LG*

# WORD

## clearing all tabs in a document

by Allen Wyatt, Sharon Parq Associates

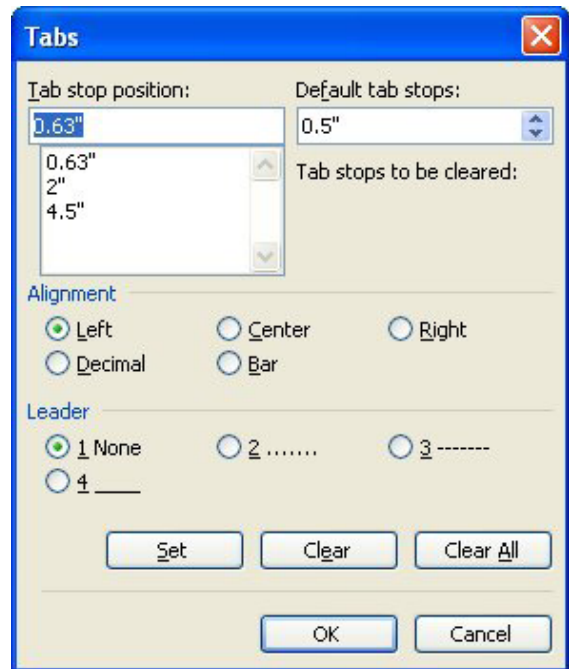
If you received a document from someone else, you may be charged with the responsibility to format the document. One of the first steps you may want to take is to remove all the tab stops in the document, thereby returning all paragraphs to their “pristine” state where only default tabs are in place.

If you want to remove all the tabs stops in a document, the quick way is to follow these steps:

1. Press Ctrl+A. This shortcut selects the entire document.
2. Select the Tabs option from the Format menu. Word display the Tabs dialog box.
3. Click on the Clear All button.
4. Click on OK.

That’s it. You can now go through the document, on a paragraph-by-paragraph basis, and set any tab stops desired.

This tip at [http://word.tips.net/T001427\\_Clearing\\_All\\_Tabs\\_in\\_a\\_Document.html](http://word.tips.net/T001427_Clearing_All_Tabs_in_a_Document.html) 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) at [http://wordribbon.tips.net/T012073\\_Clearing\\_All\\_Tabs\\_in\\_a\\_Document.html](http://wordribbon.tips.net/T012073_Clearing_All_Tabs_in_a_Document.html)



Tabs dialog box

### Other tips on the Word.tips.net website

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# EXCEL

## ensuring rows and columns are empty

by Allen Wyatt, Sharon Parq Associates

It is a well-known fact that if you delete a row or column, Excel dutifully does your bidding, removing whatever was in that row or column. This means that it is easy to delete rows or columns you think are blank, which in fact contain information you cannot see on the screen.

So how do you tell if there is any data without scrolling through the gazillion rows and columns in your worksheet?

There is a quick way you can check for data in a row or column.

### To check a column, follow these steps:

1. Click on the first cell of the column (A1, H1, etc.).
2. Press the End key once. The characters END should appear at the right side of the status bar.
3. Press the down arrow if checking out a column or the right arrow if checking out a row.

If you prefer, you can accomplish this same task using only two steps:

1. Click on the first cell of the column (A1, H1, etc.).
2. Hold down the Ctrl key as you press the down arrow or right arrow.
3. Performing these simple steps causes Excel to move to the next cell containing data. If there is no data, Excel selects the last cell in the column (at row 66,536) or the last cell in the row (at column IV). You then know that the row or column is empty and you can safely delete it.

This tip at [http://excel.tips.net/T002111\\_Ensuring\\_Rows\\_and\\_Columns\\_are\\_Empty.html](http://excel.tips.net/T002111_Ensuring_Rows_and_Columns_are_Empty.html) 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) at [http://excelribbon.tips.net/T012079\\_Ensuring\\_Rows\\_and\\_Columns\\_are\\_Empty.html](http://excelribbon.tips.net/T012079_Ensuring_Rows_and_Columns_are_Empty.html)

### Other tips on the Excel.tips.net website

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# ask the experts

compiled by bob goodman, cajun clickers

## built-in video cam

**J**une: Microsoft managed to crash my Sony Vaio laptop with one of their updates. It had a Vista operating system. I bought Windows 7 and Russ installed it. Now the web cam doesn't work. The Sony site update doesn't work because it says the update is only valid for the Vista operating system. I bought a web cam and I can't get that installed either, because the computer doesn't recognize it. Should I uninstall Windows 7 and reinstall Vista? I got this laptop solely for the use of the webcam. Anyone have any ideas?

**Penny Cano:** If you'd run Windows 7 Upgrade Advisor (download from Microsoft website) before you upgraded, it probably would have told you the webcam wouldn't work. Vista drivers and Windows 7 drivers are not the same. Look on Windows Update and see if Microsoft has drivers for it. If not, Google "Windows 7 drivers" and the brand and model of the camera and see if there are drivers for it. Maybe you'll be lucky.

**Terry Stockdale:** June, please clarify – did the web cam work with Windows 7 after the upgrade? Then, after a later Windows Update, it stopped it working? Or, did the web cam never work with Windows 7 and only worked with Vista?

When you say "crash my Sony Vaio laptop" – what happened?

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Web cams now are most often built into computers and are a popular feature with users.

Blue screen or what? Did the crash occur during the update process? If so, what happens when you try to do the Window Updates again? Or, are you using the term “crash” just to mean that the web cam doesn’t work now.

**Russ Williams:** Terry and Penny, when June did a Win Vista Critical Update, upon reboot, Vista informed her that her Product ID Key was invalid. So she tried to reactivate it with the key on the tag on the bottom of her lappy. That was a no-go. She contacted Sony and they gave her the stock key. That was a no-go also. She brought the lappy to me. I contacted Microsoft and went through the activation for six hours on the phone with three different service reps – no-go each time. Then, I was transferred to Level 2 Tech Support – three tries with him, still a no-go. He sent the trouble ticket to O/S Development Team. From that, I was contacted by a team member. We went through a number of things. After four hours with him, his decision was to install Win 7 on the system. I ran the compatibility test and no issues were found. On loading Win 7, the only driver it didn’t pick up was the video.

No Win 7 driver for the video existed on Sony’s web site. I called the last guy at Microsoft that I talked to and he recommended that I try the Vista driver. So, I installed the Vista driver and the system accepted it.

The display was able to change resolutions and the web cam worked okay when she picked it up. So, the latest update must have broken it.

## trend micro

**Ruby Collins:** My Trend Micro subscription will expire at the end of the month. I’ve been using Trend Micro for three years with no problems. Do you experts still recommend Trend Micro, or is there another program you prefer? Thanks.

**Walter M Scott:** Karen and I still use it.

**Penny Cano:** Me too!

**Ralph Campbell:** I’ve been using Avira Antivir for over a year now with no problems. It’s FREE! It’s top- rated by Consumer’s Reports. That’s why I use it.

**Ron Spruell:** If you are going to buy an Internet security suite, then Trend Micro is a very good one. I would not buy any other brand. My second choice would be to use individual programs for anti-virus, antispyware, anti-phishing, and firewall. But, I don’t particularly care for the user interface of Trend Micro.

The Firewall — If Trend Micro blocks a program from accessing the network, sometimes it doesn’t give you a pop-up warning. I have two programs that I run that Trend Micro did not give pop-up warnings about. It took me awhile to get them working. I had to use the advanced mode to allow them to run.

Virus and Spyware prevention seem to work good. Once again, I don’t care for the interface. Trend Micro tells you what the threat is, but not where it is. I don’t care if it is called “Dirty rotten virus.” Where is it located? How did it get in? I might know what I did to cause it. It could also be a false-positive. It’s like Trend Micro knows best, “trust me.” You do get pop-ups telling you how great the program is about once a month.

I just run Trend Micro on one computer. I have two other computers. All run XP Pro. On one I run AVG and other Avast anti-virus/spyware — both work as well as Trend Micro. I run the Seagate Personal Firewall in conjunction with these programs. Seagate’s user interface is better than Trend Micro (for me).







## free utilities to *remove difficult malware*

*by Ira Wilsker*

I recently received a call from a regular reader of this column about a problem he was having with a pernicious piece of malware on his computer, one of the newer iterations of the infamous “FBI Ransomware” malware.

In the past he had successfully utilized two of the most widely used free anti-malware utilities to clean infected computers, but now he had a really difficult

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to remove type of malware that had hijacked his computer. Appropriately, and based on his prior satisfactory disinfection experiences, he first used the free portable version of SuperAntiSpyware (superantispyware.com) and the free version of MalwareBytes (malwarebytes.org) to scan the computer booted in safe mode with networking (F8). Both of these products have an excellent reputation of detecting and removing malware.

As he had done previously while cleaning compromised computers, he booted the computer in safe mode with networking, inserted the USB flash drive, and performed a full scan first with an updated version of MalwareBytes, followed by a full scan with the updated portable version of SuperAntiSpyware.

The MalwareBytes scan detected and neutralized several trojans and other forms of malware, while the follow-up scan with SuperAntiSpyware indicated a clean computer.

Upon rebooting the computer fully into Windows, the ransomware was still in control of his computer.

While unusual, it is not unknown that some malware can survive detection and removal with properly updated versions of some of the most popular and widely used anti-malware utilities. In the continuous cat-and-mouse game between cyber crooks and security software companies it is inevitable that the bad guy will frequently create new malware that will temporarily penetrate the existing security software on a computer, and evade detection by excellent quality software explicitly designed to detect and remove malware.

In this particular case a build of the endemic FBI Ransomware penetrated the existing defenses on his computer, a major name brand security product, and hijacked his computer, holding it for ransom. A reasonable first response is to run one or more of the well respected and updated malware detection and removal utilities, and eradicate the problem; in this case, that contemporary build of FBI Ransomware was able to survive the assault by two of the most reliable anti-malware utilities.

While MalwareBytes and SuperAntiSpyware are both outstandingly fine products with an excellent reputation at detecting and removing malware (my personal first choices), no product is 100% effective at preventing or removing malware.

While the build of malware on this particular computer was not detected or removed by the cleaning utilities, it is inevitable that a near update of these utilities will be ca-



pable of detecting and removing this specific digital threat. As unlikely as it is that these fine utilities when properly installed and updated will be unable to clean an infected computer, sometimes it is necessary to call out the “big guns” and attack the malware with some other weapons.

When simpler methods fail to detect and remove all of the malware from a badly infected computer, my first “come to guy” is the recently upgraded free-ware edition of “Emsisoft Emergency Kit 3.0” (emsi-soft.com/en/software/eek).

This Emergency Kit 3.0 is a large 225mb download that is intended to be run from a USB flash drive. The file is downloaded in ZIP (compressed) format, and then “unzipped” (uncompressed) to a flash drive. A zip file can be uncompressed with the Windows Explorer (file manager) incorporated in all versions of

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**Trend Micro Rescue Disk**

The instructions below explain how to set up a CD, DVD or USB drive for the Trend Micro Rescue Disk. Remember to click **Download Now** when ready to begin.

[Learn more about the Trend Micro Rescue Disk](#)

**Download Now**

**Instructions:**

1. Click the **Download Now** button above.
2. If prompted, click **Save** or **Save As**, and save the file on your computer's desktop.
3. While the installer downloads, prepare one of the following:
  - Blank CD or DVD**  
Do not use a rewritable disc.
  - Empty USB Drive**  
128MB or larger.
4. When you have finished downloading the file, double-click the Trend Micro Rescue Disk icon to start the installer.

Windows since XP, or any one of the many third party file compression utilities can perform this simple function.

Once uncompressed on the flash drive, the protocol is to first boot the computer into “Safe Mode with Networking” by turning on the computer (cold boot) and immediately tapping the F8 key every few seconds until the safe mode menu screen appears; highlight the selection “Safe Mode with Networking,” hit enter, and the computer will boot into safe mode, only loading the minimal necessary drivers and programs.

Do not be shocked if the screen looks unusual with very large icons, as the default screen is at low resolution. If you are offered a choice to restore the computer to an earlier time, do not do it! Also if a window opens offering a help menu, simply exit that screen; all you want is a basic desktop screen.

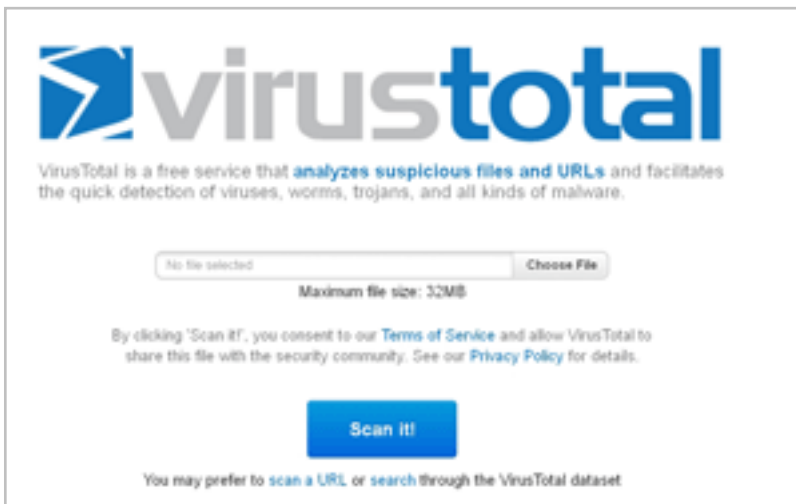
Insert the flash drive (it may take a few moments for the computer to recognize it), and open your file manager by clicking on the computer icon or the Windows Explorer (file manager) icon. Select the flash drive letter which will open the flash drive. There may be a “Start” item displayed, which may be used to open the Emsisoft menu, or click on the RUN file folder on the flash drive, and then open “azemergen-cykit.exe”.

The Emergency Kit program will load offering the user a few choices; if given the opportunity to check for updates, and there is a good internet connection, then update the data files.

Emsisoft releases several large signature files every day, and updating the files will make it more likely that the Emergency Kit will be able to satisfactorily resolve the malware infestation.

The Emsisoft malware library contains over 10 million malware digital signatures, with maybe thousands of new signatures added every few hours of every day. This Emergency Kit utilizes a dual scan technology, basically using two different scan engines to detect and remove malware.

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**virustotal**

VirusTotal is a free service that **analyzes suspicious files and URLs** and facilitates the quick detection of viruses, worms, trojans, and all kinds of malware.

No file selected

Maximum file size: 32MB

By clicking "Scan It", you consent to our [Terms of Service](#) and allow VirusTotal to share this file with the security community. See our [Privacy Policy](#) for details.

**Scan It!**

You may prefer to [scan a URL](#) or search through the VirusTotal dataset



**EMSIWFT EMERGENCY KIT 3.0** NEW!

[Software collection] Version 3.0.0.1 - 10/22/2013

- Your emergency kit for infected PCs!
- Detects and removes Malware
- >10 million known dangers
- World class dual-scan-engine
- 100% portable - perfect for USB sticks
- HiJackFree and BlitzBlank included

**Download!**  
guaranteed for free!

**HOW IT WORKS:**

The Emsisoft Emergency Kit contains a collection of programs that can be used without a software installation to scan and clean infected computers for malware.

If malware is found my personal recommendation is to quarantine what is found, which will render the malware inert without actually deleting it. My rationale for quarantine rather than delete is that the Emergency Kit is so powerful and comprehensive that in my experience it has detected a few false positives which, if deleted, could adversely impact the performance and function of some of the software on the computer.

If I suspect that any file detected as malware is a false positive, I upload the questionable file to VirusTotal (virustotal.com). VirusTotal scans the questioned file with dozens of different scan engines, and displays the detailed results of the multiple scans; if most of the scan engines report that the file is clean, it likely is clean and safe, and may be restored from quarantine; if most indicate that it is malware, then the file is likely safe to delete.

In my experience with Emsisoft Emergency Kit, I have found it extremely competent and thorough at detecting malware of all types; the downside of this kit is that since the malware database is so large, and since it is using a dual scan technology, it is among the slowest of scanners.

The slow scan speed, as well as its sensitivity (both a positive and negative feature) and occasional reporting of false positives, is why I choose to use the more traditional malware

## websites

<https://www.emsisoft.com/en/software/eeek>  
<https://www.virustotal.com>  
[http://www.trendsecure.com/Info/Rescue\\_Disk/html/download.html](http://www.trendsecure.com/Info/Rescue_Disk/html/download.html)  
<http://free.antivirus.com/us/rescue-disk/index.html>  
 (INSTRUCTIONS for Rescue Disk)  
<http://www.imgburn.com> (free ISO file burner)  
<http://www.imgburn.com/index.php?act=download>  
<http://support.kaspersky.com/viruses/rescuedisk>  
<http://www.avg.com/us-en/avg-rescue-cd>  
<http://www.bitdefender.com/support/How-to-create-a-Bitdefender-Rescue-CD-627.html>  
[http://download.bitdefender.com/rescue\\_cd/v2/bitdefender-rescue-cd.iso](http://download.bitdefender.com/rescue_cd/v2/bitdefender-rescue-cd.iso) (Direct download of latest build)

scanners as my primary choices; but if they fail, then this Emsisoft Emergency Kit becomes my first choice malware detector and killer.

Sometimes malware files are so seriously embedded in a system that the traditional Windows based utilities cannot detect and remove them. Some of the most ruthless forms of malware hide in almost inaccessible places on a hard drive, or in protected files that are a part of the Windows operating system. Since these files are loaded when Windows boots, they are somewhat “locked” or otherwise protected by the operating system when loaded, which also protects their malware content.

Another form of malware hides in the deepest spots in the hard drive, not typically accessible when Windows is loaded; when any of these scenarios occur, it may be necessary to scan the computer without Windows being loaded at all.

For this purpose, many of the leading security software publishers offer a large downloadable file that can be properly burned to a CD or DVD disc, making it bootable from the disc which contains its own operating system, rather than loading Windows from the hard drive.

TrendMicro offers its “Trend Micro Rescue Disk” for download from trendsecure.com/Info/Rescue\_Disk/html/download.html. Once downloaded, by following the on screen instructions, this file can create a bootable CD, DVD, or bootable flash drive with its own operating system as well as an updated version of the TrendMicro scan engine.

My recommendation is to create a bootable CD or DVD disk, rather than a bootable USB flash drive as virtually all contemporary Windows computers can easily boot from a CD or DVD, but many cannot easily boot from a USB flash drive. To make almost any Windows computer bootable from a CD or DVD (this applies to any bootable CD or DVD, not just this TrendMicro disc) TrendMicro gives these instructions:

1. Insert the disc or USB drive into the computer.
2. Restart the computer.
3. When the computer powers up again, look for a BIOS setup message, which often looks like “Press [KEY] to run Setup” where [KEY] might be Delete, ESC, or one of the F1–F12 keys.
4. Once the BIOS Setup Utility

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has opened, look for a tab labeled Boot, Boot Order, or Boot Options.”

Set the CD or DVD drive (or bootable USB flash drive, if listed) as the first boot device. Once completed, save and exit; the computer will now boot from the disc or flash drive. Without a disc in the drive, the computer will boot normally from its hard drive.

Once the computer is booted with the Rescue Disk, follow the onscreen prompts and menu to scan the computer from malware. Since the hard drive is not used to boot the infected computer, and a compatible operating system other than the built in Windows is loaded, any hidden malware or compromised system files now become accessible to the malware scanner.

In addition to the TrendMicro Rescue Disk, several other excellent security software publishers offer a similar bootable disc that will load its own operating system and scan for malware.

These publishers include BitDefender, Kaspersky, and AVG. All of them offer a free downloadable file, that is reasonably up to date when downloaded, and may also offer the opportunity for a “soft” update when loaded, and internet access is available.

These rescue disks are downloaded in ISO format which requires a third party utility to properly burn them to a disc; simply burning these ISO files to a disc like any other files will simply not work as a bootable disc. I recommend the free ImgBurn software ([imgburn.com/index.php?act=download](http://imgburn.com/index.php?act=download)) for creating a bootable disc from an ISO file.

The Kaspersky Rescue Disk 10 is available for download (free) as a 264mb ISO file from [support.kaspersky.com/viruses/rescuedisk](http://support.kaspersky.com/viruses/rescuedisk). Click on the “Product Info” tab for direct download, and “Knowledge Base” for additional information and assistance.

According to Kaspersky, “Kaspersky Rescue Disk 10 is designed to scan and disinfect x86 and x64-compatible computers that have been infected. The application should be used when the infection is at such level that it is impossible to disinfect the computer using anti-virus applications or malware removal utilities running under the operating system. In this case, disinfection is more efficient because malware programs do not gain control when the operating system is being loaded.”

AVG offers its AVG Rescue CD, which it calls, “... a comprehensive toolkit that will repair system crashes and return systems to a state where they can operate at full capacity, thanks to deep-rooted infections having been removed and file systems repaired.”

The AVG Rescue software is available for free as an ISO file to create a bootable CD, or in ZIP compression format to create a bootable USB flash drive. The ISO file requires the use of an ISO burning program such as the ImgBurn mentioned above. AVG Rescue CD is available for download from [avg.com/us-en/avg-rescue-cd](http://avg.com/us-en/avg-rescue-cd). The ISO file is an 84mb download, and the USB version is a 95mb zip file.

BitDefender offers an ISO file, the latest build of its free rescue

CD, as a direct 360mb download from [download.bitdefender.com/rescue\\_cd/v2/bitdefender-rescue-cd.iso](http://download.bitdefender.com/rescue_cd/v2/bitdefender-rescue-cd.iso). This ISO file is fully up to date when downloaded, and requires a utility such as ImgBurn to create the bootable CD from the ISO file. Instructions on how to create the bootable CD are available from [bitdefender.com/support/How-to-create-a-Bitdefender-Rescue-CD-627.html](http://bitdefender.com/support/How-to-create-a-Bitdefender-Rescue-CD-627.html).

Also at this same location are detailed instructions on how to use the ISO file to create a bootable USB flash drive.

With a comprehensive selection of anti-malware detection and removal utilities such as those listed above, any PC user should be able to clean the most heavily malware infested computer.

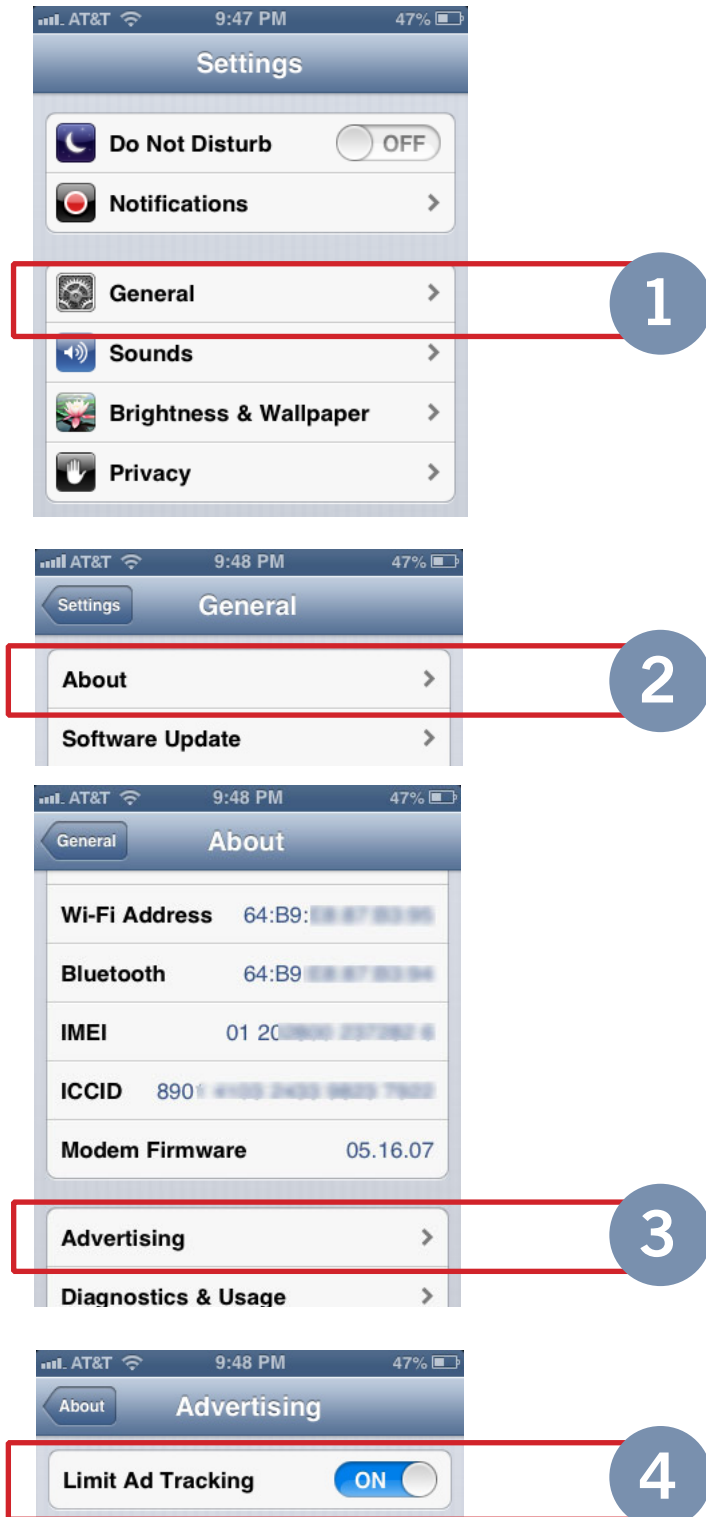
While it may take some time and effort to download and install the utilities, and to possibly burn a CD or make a bootable USB flash drive, the results will be well worth the effort.



**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](http://KLVI.com) and on the free iHeartRadio app. His call-in number is 800-330-5584.

# how to get advertisers to stop tracking

## iphone 5 and ipad with ios 6



Did you know that Apple was tracking your engagement on the new iPhone 5 and iPad using iOS 6?

Well, it is. Luckily Apple’s new iPhone 5, and iPad using IOS 6 operating system, iOS 6, has a feature that allows users to limit developers from tracking their every move for targeted advertising. (We knew there had to be a silver lining to default iOS 6 maps.)

But it’s not easy to find.

Apple warned developers that their access to UDIDs (your unique iPhone identifier) would be severely limited in March and now, with the switch of a button, that’s finally the case. Apple, however, has simply replaced UDID with a new ad tracking system in iPhone 5 and iPad using IOS 6.

If you’ve embraced the “do not track” movement — which, according to Pew, is the sentiment of 66 percent of the U.S. population — here’s an easy step-by-step guide for how to limit ad tracking.

The process is really easy, albeit more counterintuitive than you’d think.

To begin, tap the Settings icon.

1. Don’t be tempted by the “Privacy” tab. Tap “General” instead.
2. Next, tap “About.”
3. Scroll down and tap “Advertising”
4. Ta da! Slide “Limit Ad Tracking” to the “on” position.

(Source: <http://www.businessinsider.com/stop-tracking-on-iphone-2012-10>.)

*Submitted by Darry D Eggleston*



# ask computer tutor

by Pamela Tabak

**QUESTION:** *What is a PDF file?*

**ANSWER:** A PDF (Portable Document Format) is a file format developed by Adobe as a means of distributing compact, platform-independent documents. A PDF document may contain images and text, as well as hyperlinks.

Invented by Adobe Systems and perfected over 17 years, Portable Document Format (PDF) is the global standard for capturing and reviewing rich information from almost any application on any computer system and sharing it with virtually anyone, anywhere.

**QUESTION:** *I needed to download Microsoft Silverlight so installed it and clicked "Run." Each time I want to*

*use a webpage that needs Silverlight to view the page I get another message asking me to download Silverlight again. Can you tell me why this is happening and how I can make this program active?*

**ANSWER:** There is a very simple "fix" to this problem. When you download and run Silverlight it goes into your computer as an "Add On". You just need to go into "Manage Add Ons" and "enable" Silverlight and you will be able to view all the webpages that need this software.

Follow the steps below to "enable" Silverlight:

- With Internet Explorer open click on "TOOLS"
- Click on "Manage add-ons"
- Scroll down until you find Silverlight then click to "enable"
- Click Close.

**QUESTION:** *My computer freezes when working on some of my programs. Can I stop the troublesome program without shutting down the computer or should I pull the plug?*

**ANSWER:** Please do not pull the plug. This can damage your hard drive and cause untold problems in your computer. The best way to stop the troublesome program running is to hold down the CTRL + ALT + DEL keys and then click on the program name on the list that appears. Then select End Task and the program will shut down allowing you to continue working.

Send your computer-based questions to Pamela Tabak, [pamela@computertutorinc.net](mailto:pamela@computertutorinc.net). Questions are often answered within 24 hours.



# ask leo!

by Leo A. Notenboom

## I can't see the top of a window, so I can't minimize, maximize or close — what can I do?

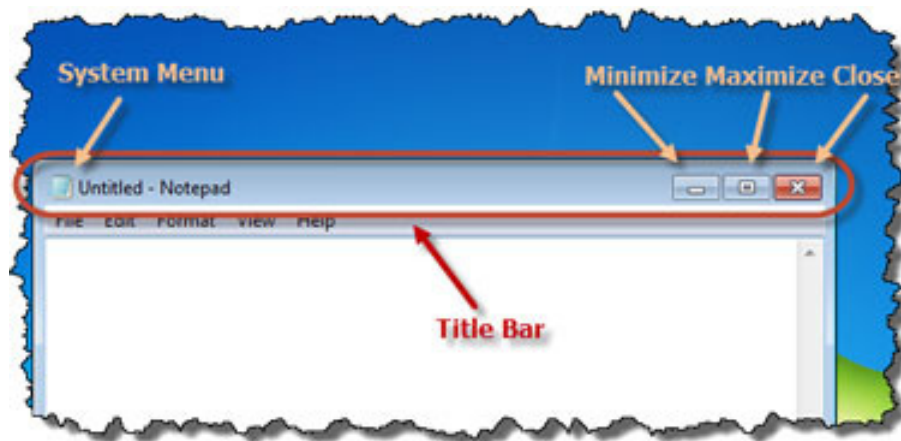
Every once in a while for a variety of reasons it's possible for a window to get positioned such that its title bar - the bar across the top of the window with the program name as well as the minimize, maximize and close buttons - is off the screen becoming both impossible to see and impossible to click on using the mouse.

Almost as common are windows that are completely off screen — perhaps due to unplugging a second monitor before moving all windows back to the remaining screen.

If you're used to using the controls on a window's title bar to move, manipulate or otherwise deal with the application, you're kinda out of luck.

At least if you're using a mouse. It might be time to break out the keyboard interface.

bar also includes the System Menu on the far left, as well as the familiar minimize, maximize and close icons on the right.



## the title bar

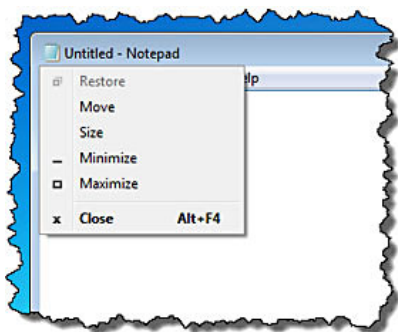
For our example I'll fire up notepad. Here's what I'm referring to when I talk about "title bar":

In addition to the title the title

System Menu? Yes, the application icon that appears on the far left is something you can click on:

*Turn to next page*





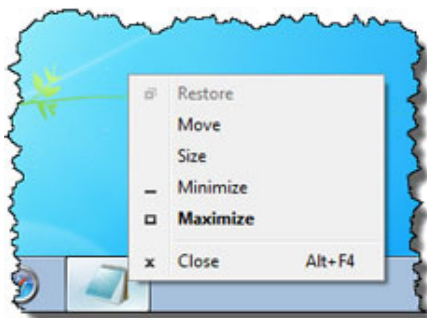
As you can see there are the minimize, maximize and close items, as well as a couple of others: restore (inactive since the window is in the “restored” state - neither minimize nor maximized), as well as move and size.

This will come in handy in just a moment.

## getting at the system menu

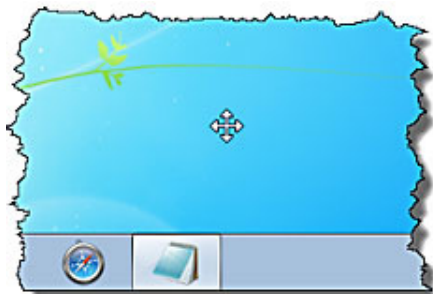
If any portion of the application window is visible at all, you can simply click on it and then type ALT+Spacebar (hold down ALT while typing the spacebar once and then release both). Somewhere on your screen you’ll get the system menu for the application.

Alternately, right click on the application in the task bar (in Windows 7 you may have to hold down the Shift key as you click):



## moving the window back

Click on the Move menu item. The mouse cursor changes to the “move” cursor:



Now ... let go of the mouse.

The next step uses the keyboard.

Press any arrow key. Somewhere on the screen you’re likely to see a partial outline of a window border. Ignore it.

Now wiggle the mouse.

What you’re seeing is an outline of the window you’re moving. Use the mouse to move it where you will, click, and the window is placed there.

## windows keyboard interface

It’s helpful to remember that Windows (and any well-designed Windows application) does not actually always require a mouse. There is generally supposed to be a way to do everything using just your keyboard.\* Yes, many things are more difficult with a keyboard but nonetheless they should still be possible. It’s worth being familiar with the basic keyboard interface for situations such as this or for that day when your mouse finally gives up the ghost.

*Turn to next page*



Sometimes windows can inadvertently be positioned off screen, where your mouse can't reach. The keyboard interface, on the other hand, most certainly can.



Alt+space is the key to basic window operations. As we saw from there you can not only minimize, maximize, and restore your window but you can also move and resize it. To move (which only works if your window is visible and not maximized) hit alt+space, m for move, and then use the arrow keys to move the window all around. Press enter when done. You can move your window almost completely off the screen this way. To resize your window (again, only if your window is visible and not maximized) hit alt+space, s for size, hit an arrow key that points to the edge of the window you want to move then use that arrow key and its opposite to move that edge of the window.

Most people realize that ctrl+esc is equivalent to pressing the Start menu. But most people don't realize that the Start menu and task bar have a keyboard interface as well. Try

this: press ctrl+esc to bring up the Start menu - now press esc again to make it go away. The task bar is left with focus; meaning that keystrokes go to it. Depending on your layout and version of Windows various sequences of tab and arrow keys can move you through all of the elements of the task bar. When you finally highlight something you want to activate, the Enter key usually does the trick.

In fact, along the way, tabbing through the task bar eventually your desktop will become active. Arrow around through the various icons on the desktop and type Enter to active one. Here's another handy keyboard shortcut: ctrl+shift+F10 is often the same as right clicking. While you're

arrowing around those desktop icons or the notification area or elsewhere give it a try!

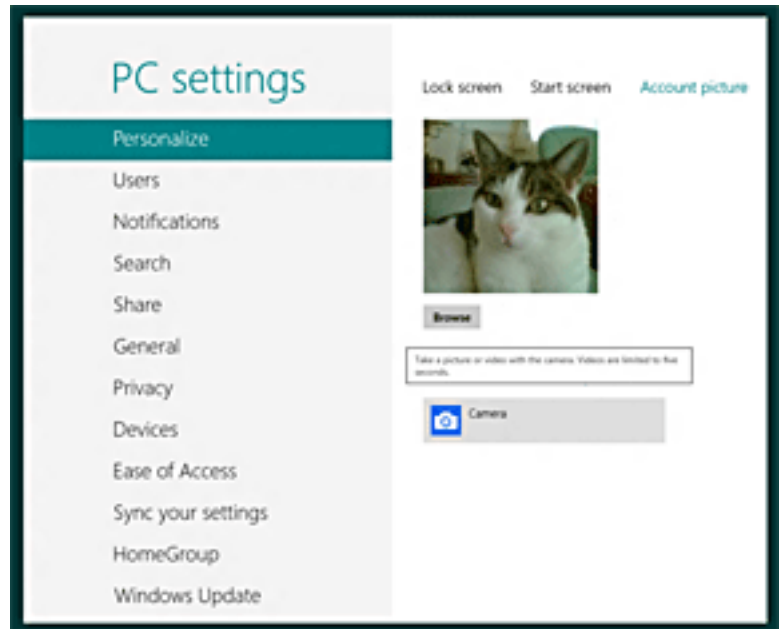
If you're interested in learning more about keyboard shortcuts select Help and Support on the Windows Start menu and search for keyboard shortcuts for a good summary of all thing things you can do without your mouse.

\* It's unclear if this will hold true with Windows 8, given its emphasis on touch screen capable machines, but it should. Mouse-less access remains important for those with physical challenges.

Source: <http://bit.ly/YNvZ52>



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.



## wikihow shows you how to use windows 8 in 24 steps and pictures

Windows 8 is the next generation of Microsoft Windows operating systems. Many of its features are essentially the same as Windows 7. But given the trend towards using smaller mobile devices that are easy to use and less technically inclined in media, entertainment, communication and games, along with reality that touch screen devices are gradually dominating the market, this new operating system tries to meet these changes.

At first it might seem a bit strange for desktop users but in half a day you should feel right at home again.

Be aware that Windows 8 is a versatile operating system able to be used for desktop, laptops and notebooks, as well as tablets. During its design, the decision was taken to make it compatible with tablets, mobile and smart phones and also as an embedding operating system for hardware items such as the ARM processor. This lets you unify all your electronic gadgets. <http://www.wikihow.com/Use-Windows-8>

Screenshot of Windows 8 extended mode which uses two monitors

How to use Windows 8 in 24 steps with pictures is a collaborative effort of many writers and users of Windows and is at <http://www.wikihow.com/Use-Windows-8>

*Top left screenshot is the "Metro" interface. Top right in PC Settings.*



# experimenting with windows live movie maker and youtube

by Pim Borman

The Canada geese are migrating again, with stopovers at Garvin Lake. I have been trying to catch a group of them coming in for a landing on the water, but without luck, thus far. You have to be at the right spot at the right time, and I missed a few good opportunities again. With my small Canon PowerShot S95 camera in movie mode, I took some pictures of the birds anyway, just to see how they would come out.

The individual sequences looked pretty decent on Quicktime, which was set up as the default, but I preferred to use Windows Media Player.

When I went looking for a free program to edit the clips, I found that my operating system of Windows 7 Professional offers a free downloadable extra, called Windows Live Movie Maker. Decided to give it a try. It showed my first clip in much better quality, apparently because Movie Maker had done some editing.

I looked in my “Windows 7, The Missing Manual” book for help with the program.

The book referred me to an online appendix of pdf files, including a good manual for Movie Maker. It turns out to be pretty user-friendly. I combined the four clips I had shot and used a predefined template to insert transitions between the clips, and to add a title page and credits pages. After saving the result as a project, I let Movie Maker convert the project to a .wmv movie, the only choice. Considering the minimum amount of editing I had done, I was pretty pleased with the result.

But .wmv is an uncompressed standard, and the two-minute movie took about 125 MB! The Windows 7 book referred to a free conversion program, Any Video Converter. I downloaded it and went about compressing the movie.

As it turns out there are dozens of formats to choose from, mostly different versions of mp4.

The MP4 version I created for Windows was down to about 12 MB, but the quality was poor. A High Definition



Scene from the video: Canada geese and Pekin ducks at lake's edge.  
<http://youtu.be/WhCdyEcH-DU>

(HD) version came in at about 25 MB and was of better quality, but still not as sharp as the original. Of course, the small digital camera I used saves movies at a lower pixel count, so the poor sharpness on a full computer screen was not surprising. Actually, the good performance of the wmv file was amazing!

At last I converted the original movie to a file format for the iPad 2. At about 12 MB it is probably the best I can hope for, and it shows the movie with reasonable sharpness on the iPad.

Even short movie files tend to be very large and cumbersome to email to everyone. The accepted way to share movies is to upload them to YouTube. That is now part of the Google empire, and since I already use Google email I have automatically access to it.

All it took was to click on YouTube on the toolbar of my Google email page, click on Upload on the YouTube page, and specify the location of the uncompressed wmv version of the movie. YouTube did the rest. You can find the result at <http://youtu.be/WhCdyEcH-DU>

It has been an interesting learning performance. Now all I have to do is, be there when the geese come in for one of their spectacular landings. Don't hold your breath!

Pim Borman is a retired chemist. He was newsletter editor and webmaster of the SW Indiana PC Users Group before it disbanded in December 2008. His email address is [swipcug@gmail.com](mailto:swipcug@gmail.com).



## october keyword – coursera

# top college courses, for free?

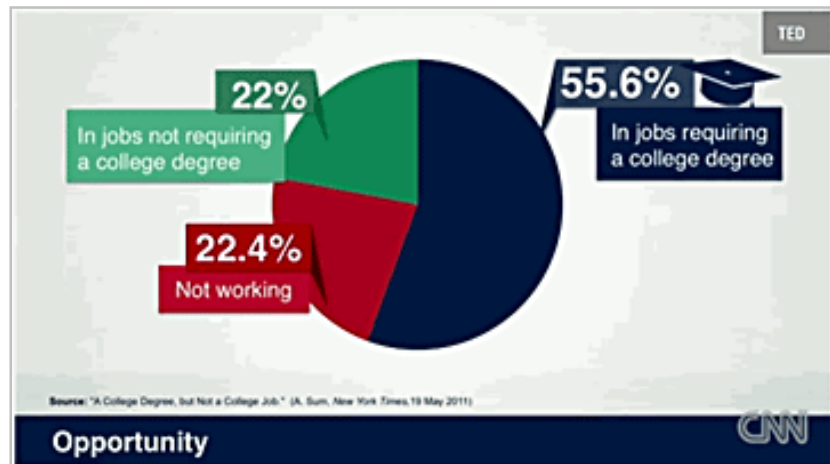
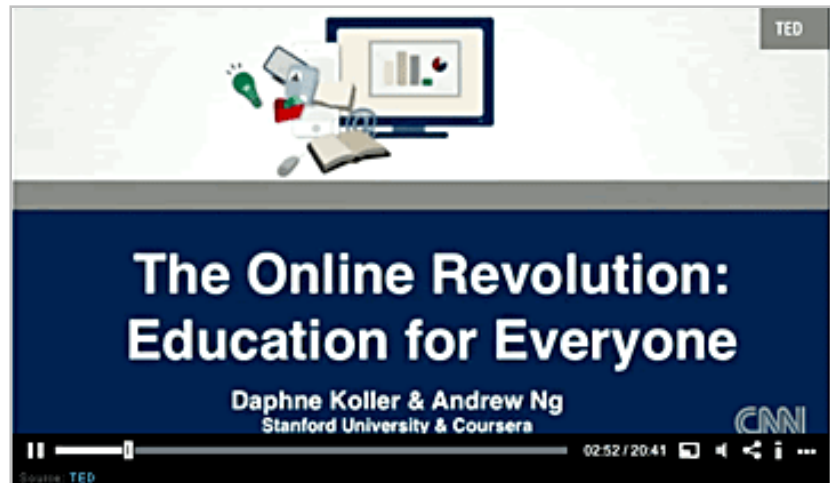
Almost exactly a year ago, Stanford University took a bold step. It opened up an online version of three of its most popular Computer Science classes to everyone around the world, for free.

Within weeks, close to 100,000 students or more were enrolled in each of these courses. Cumulatively, tens of thousands of students completed these courses and received a statement of accomplishment from the instructor. This was a real course experience. It started on a given day, and the students would watch videos weekly and do homework assignments. These were real homework assignments for a real grade, with a real deadline.

In many parts of the world, including large parts of Africa, Asia and South America, good education is often not available because of lack of capacity. Even in the United States, where education is arguably there to be had, it may not be within reach. Since 1985, tuition costs have gone up 559%, almost double the rate of the escalating costs of health care.

This Stanford project led to the founding in early 2012 of Coursera (pronounced cors-air-ah), a social entrepreneurship company that hosts around 200 free courses from 33 of the world's best universities, including Princeton, Stanford, Penn, Michigan, Caltech, Duke, Illinois, Washington and others.

The courses span a spectrum of topics: physics, biology, computer science, engineering, medicine, literature, sociology, poetry, business and many more. The



Video excerpts from talk by Daphne Koller, Rajeev Motwani Professor in the Computer Science Department at Stanford University, and co-founder and co-CEO of Coursera. Video at <http://bit.ly/RDa7WJ>

courses are full courses complete with short video lectures, quizzes and assignments. For some courses, papers or projects are assessed through a peer grading system. They serve a rich community of learners from all over the world, crossing geographic, ethnic and language boundaries. More than 1.4 million students have enrolled to take these great courses, opening new intellectual horizons as well as opportunities.

As Tom Friedman wrote in May, "Big breakthroughs happen when what is suddenly possible meets what is desperately necessary."

## secret keyword raffle!

**W**alter Jackson named the September/October keywords. The prize for November is a 48 disk CD Wallet. The keyword is hidden somewhere in this newsletter or on our website. Find it and name it at the next meeting to win the prize.

## thank you newsletter contributors!

Bob Goodman, Carl Westberg, Charlie Moore, Darry D Eggleston, Edith Parker, Ira Wilsker, Judy Taylour, Leo Notenboom, Linda Gonse, Mike Lyons, Pamela Tabak, Pim Borman, Sharon Parq Associates, Tim O'Reilly

December Deadline  
NOVEMBER 17

## thank you to our 2011 vendors!

**T**hank 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!

## laws prohibit universities/employers from demanding social media passwords

**T**wo bills that ensure user privacy on social networks have been passed and signed by Gov. Brown. The first, AB 1844, proposed a ban on employers requiring a current or prospective employee to “disclose a user name or account password to access a personal social media account.” The second bill, SB 1349, sought to keep passwords safe in another realm – postsecondary education.

While AB 1844 prohibits employers from demanding passwords related to social media account, it does not cover employer-issued electronic devices (like a work phone). “The bill further stipulates that nothing in its language is intended to infringe on employers’ existing rights and obligations to investigate workplace misconduct.”

SB 1349 reads the same way, with a stipulation that universities are still allowed to investigate “misconduct,” just not via demanding access to a student’s personal social media account.



## americans pay more for wireless data

**A**mericans pay more for wireless data service. “A lot of things cost more in Europe than in the United States, but mobile wireless service isn’t one of them: ‘U.S. consumers who bought mobile service through contracts spent \$115 a month for 3G service, according to a survey conducted in May and June of 6,000 consumers in 12 countries by Ernst & Young, an accounting firm. In the Netherlands, the average was \$51; in Britain, \$59.’” <http://www.nytimes.com/2012/10/15/technology/americans-paying-more-for-lte-service.html>

*Submitted by Mike Lyons*

## most popular smartphone in the world

**I**n five years the iPhone has sold 250 million iPhone and raked in \$150 billion in revenues. While Google’s Android platform has emerged as a strong competitor – and even taken a larger chunk of the market – the iPhone remains the single most popular smartphone in the world. <http://www.webpronews.com/how-the-iphone-changed-the-smartphone-industry-2012-06>

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## time for renewal?



AUGUST 1	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*

## 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.

## october raffle winners

<b>Printer paper (ream)</b>	<b>Value \$6</b>
Lothar Loehr	Winner
<b>FHCN T-shirt</b>	<b>Value \$5</b>
Larry Klees	Winner
<b>Viper Antivirus Sunbelt</b>	<b>Value \$29</b>
Walter Jackson	Winner
<b>Bookends</b>	<b>Value \$25</b>
Frank Bollinger	Winner
<b>SmithMicro Aquazone</b>	
<b>Screensaver</b>	<b>Value \$29</b>
Walter Jackson	Winner
<b>Mixcraft Recording Studio</b>	<b>Value \$39</b>
Stan Leese	Winner

*submitted by Mike Lyons*

check out our website  
[orcopug.org](http://orcopug.org)

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New Member

### membership application

Renewal\*

Expired members are not eligible to win raffle prizes or to access the Members' Only web page.

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Nickname \_\_\_\_\_

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Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_ E-mail Address \_\_\_\_\_

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](http://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

- Product & "How To" demos
- 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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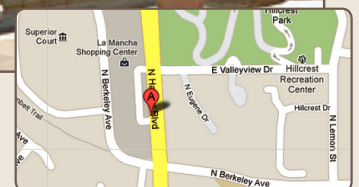
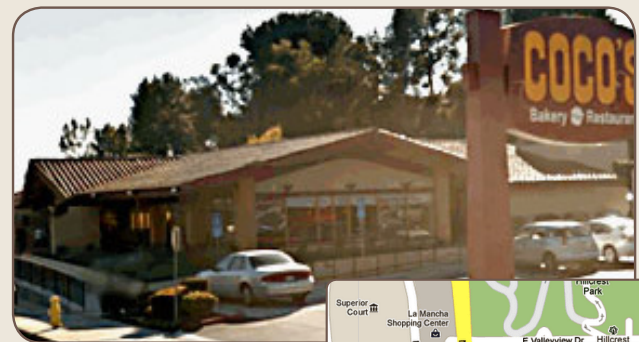
our website has everything you need!

## where are the meetings, when are they held?

*next meeting: Tuesday, November 13, 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](http://www.orcopug.org) for the Yahoo! location map, or check the Google map at <http://bit.ly/J9Kcm3>