



# Root Directory

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 PC Users Group**  
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 Robert Provart.....1995-1997  
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 George Lakes .....1999-2001  
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 David Harris.....2003-2005  
 Lois Evans de Violini ..... 2005-2007  
 Paul Westefer.....2007-2009  
 (With the exception of the immediate past  
 president, past presidents are not board members.)

### Life members

Frank Segesman\*  
 Toby Scott  
 Lois Evans de Violini  
 Art Lewis  
 \*Deceased



**CIPCUG is a member of APCUG,  
 The Association of PC Users Groups**

## The Outer Edge

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	Cost/Issue
FULL-PAGE (9½”H x 7¼”W).....	\$50.00
HALF-PAGE (4½”H x 7¼”W) or (9½”H x 3½”W).....	\$30.00
THIRD-PAGE (3”H x 7¼” W).....	\$25.00
QUARTER-PAGE (4½”H x 3½”W).....	\$20.00
BUSINESS CARD ad.....	\$15.00
Discounts for multiple issues (3, 6, 9 and 12 months)	
Ad copy deadline is the 5th of the month of publication.	
Make all checks payable to CIPCUG.	

Members' classified ads are free but are limited to 105 characters, including spaces.



2006 Southwest User Group Conference: second place in both the newsletter and Web site contests.

Coming events

# Topic of April meeting to be announced

**Programs**

The program for the April 23 meeting was not locked in by the deadline for The Outer Edge, but we'll meet as usual at the Camarillo Boys & Girls Club, 1500 Temple Ave. (Ponderosa Drive and Temple Avenue), Camarillo. (See the map on the last page.)

The doors open at 8:30 a.m. The Internet and Networking SIG and the Hands-On Training meeting (Computing 101) will start at 8:45 a.m.

Other meeting dates this year are:

May 21: Note the change: The Boys & Girls Club is using the club on our regular meeting date.

June 25: Kristen LaBonte from California State University at Channel Islands will discuss digital resources at the CSUCI library.

July 23

Aug. 27

Sept. 24

Oct. 33

Nov. 19 (third Saturday)

Dec. 17 (third Saturday)

**Door prizes**

We have two types of raffle tickets: one for prizes offered by the presenter and one for club-provided prizes. The tickets for the presenter's prizes are free and limited to one per member.

The tickets for the club-provided prizes are \$1 each, \$5 for six tickets, \$10 for 13 tickets, \$15 for 20 tickets and \$20 for 27 tickets and are available to anyone. Those who can't stay until the drawing may sign their tickets and give the person selling the tickets a list of the prizes they would like in the order they'd pick them. Winners' prizes will be held until the next meeting.

**Consignment table**

A consignment table is set up at every meeting. Anyone can buy, but only members can sell.

The club gets 10 percent of the sales price. Sold items must be picked up at the end of the day's meeting.

Any items not picked up will become the property of CIPCUG and will be subject to disposal at the club's discretion.

CIPCUG is not responsible in any way for items bought or sold at the table. Each item is sold as-is unless otherwise stated.

**Meeting, SIG notices**

If you would like e-mail notices of regular meetings and SIGs, go to [www.cipcug.org](http://www.cipcug.org), where you'll find a link on the home page to sign up. The URL is [cipcug.org/listserv.cfm](http://cipcug.org/listserv.cfm).

**You will need your membership number, which is on the back cover of TOE, to complete the sign-up.**

**SIGs**

Except for the Thousand Oaks PC Club Photo Group, the Special Interest Groups (SIGs) are sponsored by CIPCUG and led by volunteer club members.

Unless otherwise noted, the CIPCUG SIGs run from 6:30 to 8:30 p.m. at Ventura County Computers, 2175 Goodyear Ave., Unit 117, Ventura; phone

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# Minutes of the March board meeting

**By Diane Mortensen**

*Secretary*

The CIPCUG Board of Directors held its monthly meeting on March 26, 2011. In attendance were President Rick Curry, Vice-President Craig Ladd, TOE Editor John Weigle, Treasurer Art Lewis, Helen Long, Tech Adviser Toby Scott, Membership Chairman Ken Church and Secretary Diane Mortensen.



Mortensen

The meeting was called to order by Rick, who asked if there was any old business. There being none, the meeting was opened to new business.

Art submitted the February 2011 Treasurer's report to board members in addition to presenting it in today's business meeting. A copy of the treasurer's report appears elsewhere in TOE. Art

provided the secretary with the certificate of liability insurance for filing. The policy period is from 12-1-2010 to 12-01-11.

Craig remarked about the interesting presentation given at the main meeting today by two representatives from Safe Kids Zone. No speakers have been confirmed yet for April and May.

Again, the board was reminded that there will be a Boy's & Girl's Club event on May 28, the date of the club's regular monthly meeting, and that the meeting will be moved to the previous Saturday, May 21.

Diane updated the board regarding CIPCUG's possible use of the community room at the Camarillo Library for a meeting or meetings. She was unable to get further information from the contact person from the library. Diane will follow up to inquire if it would be possible to have CIPCUG's meeting in May at this loca-

tion. It would be a good way to gain knowledge if this location could be a possible venue for future meetings. She will report her findings to the board at April's meeting.

Additionally, Diane provided information on a recording/transcription program that John suggested might be an improvement in transcribing Q&A sessions. The name of the program and device is Express Scribe. From the description of the program, it was believed that the software would transcribe recordings and automatically put them in written format. Not the case — it still requires someone to type the recorded information word by word. This program is similar to the Olympus transcription software CIPCUG now uses.

With no further matters to discuss, it was moved, seconded, and approved to adjourn the meeting.

## Q&amp;A

## Failed Java update, IE 9

*Unless otherwise noted, questions were answered by Toby School of Ventura County Compouters. Michael Shalkey handled the computer duties at both sessions and helped answer the questions. — Editor*

### Internet and networking SIG

Reported by John Weigle

#### Java updates

Q: I got a message to update Java, but the update didn't work.

A: The easiest solution is to uninstall and start from scratch. There are ways to diagnose the problem, but they take longer than it's worth.

#### Spam

Q: My spam was way down for quite a while, but now I'm getting lots more than I used to and kinds I never got before, including Russian dating services.

A: A bunch of the worst offenders were shut down through Microsoft's legal action, but they can pack up and go elsewhere. Fighting spam and malware is a continuing effort.

#### Internet Explorer 9

Q: I downloaded IE 9, and I'm finding it hard to get into some sites that we use for tax preparation. One is an IRS site, and the other is for the company that

makes the software we use. I can't get in through Mozilla, either.

A: Michael Shalkey: IE 9 is now the most standards-compliant browser there is, failing only 16 of the 10,000 tests for standards. But that wasn't always the case, and sites that were built for the quirks of older versions don't work on IE 9. Microsoft is trying to get all users away from all versions of IE below 7 and would prefer that everyone use 8 or 9. You may have to uninstall IE9 to make it work.

Toby Scott: IE 9 won't work on XP,

*(Continued on page 5)*

## More on coming events ...

*(Continued from page 3)*

289-3960. From the 101 Freeway, exit at Telephone, take Telephone south to McGrath, turn left and go one block. Turn right on Goodyear and right again into the second driveway. Unit 117 is the back, right corner of the building.

The pre-meeting SIGs are at 8:45 a.m. at the Boys & Girls Club. The after-meeting SIG is at 1:30 p.m. at The Star, 550 Camarillo Center Drive, Camarillo.

There is no charge for members to attend the CIPCUG SIGs.

**Until further notice, the Photo Group is not accepting new members or guests because it is close to outgrowing its meeting room.** The TOPCC Photo Group, which meets at 6:30 p.m. at the Thousand Oaks Library, 1401 E. Janss Road, charges \$3 per

meeting for those who are not members of the Thousand Oaks PC Club. The Web site is <http://topcc.org/dnn/SIGsPrograms/PhotoGroup/tabid/65/Default.aspx>.

#### The general schedule:

First Monday (except in months that have holidays on or near the first Monday): TOPCC Photo Group. **It is not taking new members or guests until further notice.**

Fourth Tuesday: Linux.

Fourth Saturday (or the regular meeting day): Hands-on Training (Jessica Scott and Mark Maidel) and Internet and connectivity SIG, 8:45 a.m. Michael Shalkey's after-meeting SIG at The Star, 550 Camarillo Center Drive, Camarillo. **The Star's meeting room will not be available in July and October.**

The April and May schedules :

#### April

**Tuesday, April 26:** Linux SIG. Topic: We will discuss the computer's place in home entertainment and answer questions about Ubuntu, Linux, and FOSS.

**Saturday, April 23:** Regular meeting, pre-meeting SIGs and Michael Shalkey's after-meeting SIG.

#### May

**Saturday, May 21:** Regular meeting, pre-meeting Internet and connectivity SIG and Computing 101 SIG and Michael Shalkey's after-meeting SIG.

**Tuesday, May 24:** Linux SIG. Topic TBA.

**Be sure to check the calendar on [cipcug.org](http://cipcug.org) for updates on event programs, dates and times.**

## More on Command.com ...

*(Continued from page 1)*

boards. There is Windows 7 support in the driver package, just no Windows 7 support for my particular motherboard. After hunting around on the website for a while, I found an announcement that there will be no Windows 7 drivers for the integrated hardware on this motherboard. So the motherboard is technically compatible with Windows 7 (it will in-

stall.) If I add network, sound, and disk add-on cards, I can even use the system as I had been. I am probably going to reinstall XP on this system as a short-term solution, then replace the motherboard in the long term.

And now a warning: I went back to the Windows 7 Compatibility Center, and I submitted a correction for the page that would list the motherboard as partially

compatible. I just checked the page again. My motherboard is still listed as fully compatible. So the official compatibility website is a good place to start. And if you want to know that your system is going to work, I recommend searching the Internet for "Windows 7 upgrade" and the name and model of your motherboard to see if others are having problems.

Happy (and compatible) computing!

(Continued from page 4)

just on Vista and Windows 7, so those of you on XP can ignore this discussion.

If you want to go to sites that require IE in Firefox, get the latest IE Tab add-on and use it. You might be suffering from an Active X problem.

### Intel Sandy Bridge chips

Q: Is Intel distributing its new chips yet?

A: Yes and no. The Sandy Bridge chip is supposedly in the channel now, but we can't get them. The chip, a monumental improvement, is the latest Intel chip and motherboard combination, with much better graphics than previous motherboard's had available. Not only that, but if you aren't using all the memory area set aside for graphics, the processor can use it for regular instructions, so it's hugely more effective at providing maximum power from its resources.

The problem Intel had with the original boards was quite obscure, would have probably affected only a handful of people and most of them after several years had gone by. Most manufacturers would have let the 100,000 boards stay in play and figured it would be much cheaper to give new motherboards to anyone who had issues down the line, but Intel recalled all the boards at a cost of billions and is ramping up to deliver the fixed board as soon as it can.

It won't be adequate for extreme games, but I doubt that's much of an issue for the people here.

### IE 8 vs. IE 9

Q: IE 9 is better than IE 8, right?

A: The reviews have been good, but I tend not to be an early adapter, although I did download Firefox 4 when it was released. Microsoft boasted that IE 9 had more than 2.4 million downloads on the day it was released, but Firefox reported more than 6 million downloads on day one.

### Firefox update

Q: Firefox has usually done automatic updates for me, but it didn't do that for version 4.

A: Michael Shalkey: That's normal for most software. Incremental upgrades — changes within a version, such as 3.0 to 3.1 — will be automatically downloaded and installed. Changes resulting in a new version number — from

### This month's Q&A topics:

#### Internet and e-networking SIG

Java updates  
Spam  
Internet Explorer 9  
Intel Sandy Bridge chips  
IE 8 vs. IE 9  
Firefox update  
Valid Windows check  
Photoshop  
Updating drivers  
OEM version of Windows Vista  
Going back to XP  
Norton slows computer

#### Regular Q&A

TWAIN drivers  
Sharing photos, videos on TV  
Free wireless vulnerabilities  
Wi-Fi problems at home  
Using old drives on different computer  
Finding manuals  
Windows SP3, USB 3  
Burning CDs, DVDs  
USB versions  
Moving files to CD, DVD  
Thunderbolt

3 to 4 — will ask first because some users could have problems with hardware with the new version. If you're in doubt, check the system requirements for the new version of the software.

Toby Scott: That's an industry standard for changes in versions.

Q: A lot of my add-ons don't work in the new version.

A: Toby Scott: That's another reason not to be an early adapter.

A: Michael Shalkey: FYI, IE 8 and 9 have some extensions available.

Toby Scott: To be fair, IE 3 had the first extensions with the addition of Active X, but security wasn't fully considered, and Active X has become one of the major sources of malware installed through a browser.

Q: I love NoScript, which has saved me several times.

A: Toby Scott: One of the reasons I like Firefox so much is the number of add-ons available for it and its security. NoScript is built into Firefox 4. It was an add-on for Firefox 3.

Q: But the number of add-ons available is overpowering. It would take weeks to go through all of them.

A: But that's what geeks want. Where's your sense of adventure (smile). You don't really have to look at all of them. Stick to those with ratings of 4 or 5 as you look through the categories. The download page is periodically redesigned, but the most current version has a list of "Top Rated" items on the right hand side below the "Alerts & Updates" box. Many of the add-ons are quite specialized, and you don't need most of them. I had to

install several new extensions when I installed Firefox 4.

### Valid Windows check

Q: Am I correct in my belief that there is no way to stop Microsoft's periodic check to determine if I have a legitimate copy of Windows? It's on a government machine.

A: Yes, you are. Governments are the No. 1 users of hijacked versions of Windows.

Michael Shalkey: If you have the sticker with the key code on your computer, call Microsoft, and they will update their records. They sometimes get a false positive when they check. It might take a while on the phone, however.

Toby Scott: Write that code down somewhere safe if the sticker is on the bottom of your laptop because stickers on the bottom of laptops often become illegible, and without that number you can't reinstall Windows if you need to.

Q: I've done lots of upgrades, but I've never had that sticker.

A: If you installed Windows, you had to have the 25-character key code or it wouldn't install. That label is on the package, and if you don't put it on the computer, be sure to keep the package where you can find it if you have to reinstall. The CD is not the key to reinstalling; computer shops have discs to reinstall from. But the installation won't complete without that key code, and you'll have to buy a new copy of Windows.

Michael Shalkey: Or Office or anything from Adobe.

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Q: I am getting about an update a day from Adobe. What happened?

Toby Scott: Adobe has become the new AOL when it comes to malware. It's the No. 1 source for viruses and, of course, it has lots of updates because of that. The company has been lax and arrogant for years about security and still doesn't turn off the option to automatically run other programs in Adobe Reader.

Michael Shalkey: And be sure to turn off JavaScript, which you don't need with a PDF.

Go to Edit > Preferences > JavaScript and uncheck "Enable Acrobat JavaScript." Then go to Trust Manager and uncheck "Allow opening of non-PDF file attachments with external applications." The vulnerabilities in Reader can infect Linux and Apple products, too.

Michael Shalkey: If you have a Blackberry, turn off JavaScript in it, too. There's a security conference in Canada once a year that offers cash prizes and the machine the center sets up to those who can take over a conference machine. Google has added \$20,000 to the offer for breaking Chrome, but one of the rules is that it has to be a new vulnerability, not one that has already been announced. Lots of browser updates came out the week before the conference.

Safari is used on the iPhone and was hacked in six seconds.

They don't have to start from scratch. They can research the problems and bring the software they write to the conference on a flash drive.

Toby Scott: If any of you are using Safari, please don't. It's buggy and crashes a lot on PCs. Stay away from it. Go to Opera, Firefox or Chrome instead. Internet Explorer 8 is good and 9 appears to be, based on reviews, but don't use IE 6 or 7.

### Photoshop

Q: Photoshop Elements 3 doesn't work well with backup software. After backing up, it gave an error message and wouldn't start. It wiped out my license. There's a fix on their website, but it took me forever to find it. Supposedly, it's fixed in Elements 4.

### Updating drivers

Q: My understanding is that if things

are working fine, I don't have to update drivers. Am I right?

A: Yes. Unless you're having problems, don't update drivers. The Windows Update is notorious for misidentifying hardware. If you have problems with hardware, be sure you download the right driver (check the product designation). Do a System Restore point and do a backup before installing the driver.

Q: I have the same feeling about Windows 7 Service Pack 1. I tried to install it at home, and it didn't work.

A: Michael Shalkey: You're one of the few people who have reported problems with SP 1.

Toby Scott: A wrong version of a Windows DLL is often the cause of update problems. There's a check for that from <http://windows.microsoft.com/en-US/windows7/troubleshoot-problems-installing-service-pack>: "To run the Windows Update troubleshooter: Open the Windows Update troubleshooter by clicking the Start button and then clicking Control Panel. In the search box, type troubleshooter, and then click Troubleshooting. Under System and Security, click Fix problems with Windows Update. If you're prompted for an administrator password or confirmation, type the password or provide confirmation."

Before trying SP 1, use the SP 1 readiness tool. The readiness tool is downloadable from Microsoft's Windows Update page or directly at the Microsoft Download Center; information about the tool is at [http://help.adobe.com/en\\_US/reader/X/using/EnhancedSecurity\\_WhatIsIt.html](http://help.adobe.com/en_US/reader/X/using/EnhancedSecurity_WhatIsIt.html)).

Also, turn off your antivirus and if there's a problem run Spybot and Malwarebytes' Anti-Malware to check for problems. Malware will stop the service pack cold.

### OEM version of Windows Vista

Q: I have an OEM version of Vista. Can I buy Windows 7 off the shelf to upgrade?

A: Yes, but I'm not sure I'd be in a rush to do it if you're not having problems. Windows 7 is basically Vista with the warts sanded off. If you've spent time sanding off the warts one-at-a-time on Vista, there's not a lot you'll get for your money.

### Going back to XP

Q: A computer was given to me with Vista on it, but I don't have a disk for it. How do I get rid of it to put XP on it?

A: Format the drive and install. You can do that through the installation disk. It will see you have an unknown operating system and ask if you to format and install or install XP on a separate partition. You will lose all the data on the drive so be sure to back up if you have anything you want to save.

Q: It was working OK until one of the techs at the office did something to it.

A: Michael Shalkey: The tech probably wiped out Windows files while trying to clear data or software before giving it away.

Toby Scott: You can probably restore Vista without too much trouble if you want to. We can burn a Vista disk for you if you have the key code, but call first and tell us what version you need so we get the right version.

### Norton slows computer

Q: I loaded Norton on my XP machine with 512 Meg, and it became a dog. And I'm getting popup ads for Norton online backup and other products.

A: I'm a big fan of Norton Antivirus, which is compact and runs well, but not of Internet Security and Norton 360, which add a lot of things you don't really need and slow the machine way down. Internet Security won't run on 512 Meg beyond SP 1. You can turn off the ads, but I don't remember how because I haven't done it often. A Google search turns up nothing, so you may be the only one getting the popups. Could it be malware?

### Regular Q&A

#### Reported by Diane Mortensen

#### TWAIN drivers

Q: What's a TWAIN driver?

A: Toby: Let's talk conceptually. Scanners and faxes are just graphics, pictures that are essentially collections of dots. Those things have to be able to deliver a picture that Windows can read. What Microsoft has is a twain driver, and the twain driver is a Windows standard driver that devices can talk to, and when they do the signal that comes in from your scanner will then be understood by your computer. Now, you need two

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things to make this work: the driver for your scanner, which is the hardware driver, and then the TWAIN software driver. You need the hardware driver to connect things like your Cannon scanner to your computer, and then you get the TWAIN driver, and that is what will deliver the graphic images to Photoshop, Paintshop Pro, Windows Paint, or whatever you are using to view the video that comes in. Is that clear?

Michael: You just need the TWAIN driver for XP from [www.twain.org](http://www.twain.org).

Toby: Download it, and it will give you a package; just make sure it is the XP version.

### Sharing photos, videos on TV

Q: I wanted to share photos and videos with my TV, Direct TV. I turned on the sharing to the network, and then it was blocked so I went into my router settings, turned off the net and enabled the TCP445 work so that it would show up. All of the stuff showed up except the videos, which were blocked; however, something is still blocking it. Actually, all the photos show up on the screen, but it has a little "x" next to it. Could it be that the virus protection might be blocking the TCP445?

A: Almost any anti-virus, if you find it down in the right corner wherever your anti-virus is, you can turn it off for a period of time, like 15 minutes. Go to settings again try Real Time Protection and turn that off, and see if that makes a difference. I am betting that it will not make a difference.

Michael: If your TV is now on your network and can see things it means your TV has to have software to be able to display. It can display your JPEG images, no problem, but it is not displaying your videos, which are a different format. The video on your computer has a file name that ends in .AVI, .MPG, .MPEG or even .WMV. I believe your problem is your TV cannot display the videos on your computer because it does not know how to deal with the file format. The JPEGs are no problem, because they are so universal, but because you have "x" on the icon for the videos your TV can't play them. Read your instruction manual for your DVR and see what formats it supports. If it says it can do only AVI files,

or any other file formats, those should play, but I believe you have a problem with the file format your videos are in that Direct TV does not like. Ask next month about converting video formats from one to another and we can discuss that.

### Free wireless vulnerabilities

Q: On that free wireless, did we not have a talk about how vulnerable that kind of stuff is?

Michael: Thank you. I was going to tell everybody to go to [onguardonline.gov](http://onguardonline.gov). The U.S. government has done a very good job telling you what you need to know if you go to a Wi-Fi hot spot like a Starbucks. It tells you how to be safe online if you are using a smartphone or whatever. It is a wonderful thing, explaining what you should know before you go there, and when you are there, what to do.

Toby: Just assume that everything you do on a public Wi-Fi spot or in a hotel if you are going online there, or wherever you go that has an Internet connection, ASSUME, that everything you put into your computer or you distribute out to the Internet can be read by a hacker. Just assume it and once you make that assumption, you will not hurt yourself. Please do not do online banking using your password and all the rest of that information. There probably is no hacker eavesdropping at that particular moment, but you are playing Russian roulette.

### Wi-Fi problems at home

Q: One of the computers in our home on a Wi-Fi system has to be logged into the Wi-Fi system every time it is turned on, and then I have to indicate to it the system to go to for the password before it will go into the network. Once it is shut off and turned back on again, I have to go through the entire procedure again. Do you know what the problem could be?

A: Are you using the Windows wireless software or do you have like a Linksys setup?

Response: It is a Linksys system and I am using the Linksys software on an XP computer.

Toby: The Linksys dialer is problematic. You can make the Linksys wireless network card work with the Windows network manager, and it works much better. The problem is that uninstalling

the software and getting it all to work is difficult. I have done it, but it is not an easy job. Otherwise, you will probably have to live with that; however, you might try to update your Linksys software. Go out to the website for Cisco, which bought Linksys about five years ago, pick out the exact model you have of your wireless unit and see if they have an update for it. That might fix it, but it might not. If it does not, the only solution I know is to go back to the Windows wireless manager. If you have the Linksys software installed and you go down to your wireless connector in XP — it looks like a little computer with radio waves coming out — and right mouse click on it, and it will say another program is managing your wireless connection and you have to use that program. It is real easy when you uninstall it to also uninstall the drivers, and then it will not work at all. It really is a mess to uninstall only the program half of it, leaving the drivers in and transfer over to Windows management. It can be done, but I have done it like only twice three years ago, and I do not remember how I got it working.

Michael: I cannot tell you verbally without seeing your machine, but there is a way to go into Control Panel wireless connections and say let Windows be the one that is in charge with this one. You are right; it is rather tricky going from one machine to another.

Toby: As we have said many times, if you have a desktop computer, move heaven and earth to wire it. Wireless is inevitably challenging. There are probably 100 times as many problems with wireless connections as there are with wired. Whatever the order of magnitude is, it is very large. Wireless is really great when you go to Starbucks and you fire up your laptop and log in and it works fine for the hour you are there, but using it on a continuous basis where you are logging into same thing day after day, you are just asking for trouble with wireless connections. Some of you will have them and it works fine, but there will be others of you who have them and they are nothing but trouble.

### Using old drives on different computer

Q: I have some old drives. How can I use them on my new computer?

(Continued on page 8)

(Continued from page 7)

A: If you have an old drive, you can buy a USB enclosure like a case and you can use a USB cable and plug it into your computer with the USB cord and plug the power in, if it is a desktop hard drive, and you are good to go and you can read it. However, it will install like a flash drive — drive F or G or something like that. It will be whatever the next drive letter is after the C drive, your CD and any other internal drives. Once you are there, you can access it just like you can any other drive.

Response: Will Windows index it?

A: Oh, indexing. What operating system?

Response: Vista

A: You can go to indexing service and tell it to index it. The first time you click on it in Vista you will get a little popup that says, “this thing can do searches faster if you enable indexing on this area.” Right click that and go index. Vista indexing service will ask you if you want to index any new drive you put into the computer. It is Vista that indexes, not the drive.

If you have several hard drives and you want to be able to use them interchangeably and just to get data off, the universal hard drive plugs work really well. They are external things you just plug into the drive.

If you are going to use them for regular backups, I would encourage you to get an enclosure for the drive. It is not very convenient to change hard drives all the time, but if you have an old drive you want to use for backup purposes, it is not vulnerable. If you leave the drive sitting out in the open using one of the universal plugs, you can create all kinds of problems, so you want to make sure you put them on a nonstatic pad or something that does not conduct electricity. They work fine for one at a time use. This is the kind of thing we use in our shop to fix your hard drive, and when we are done with that one, then we fix another hard drive, and so on. It works great for that, but it will not work very well if that is going to be the one and only drive you are using. In that case, go get an enclosure.

What you can buy is a SATA/PATA/IDE Drive to USB 2.0 Adapter Converter Cable like I am showing you on the screen here (see illustration). When you plug it in the computer does not know if you have a hard drive or a flash drive.



### Finding manuals

Q: Up to six months ago, I used to get an email every so often from a company that used to offer operating manuals online. I kept deleting the emails, so I guess they realized I was not interested so they stopped sending emails. Now, I need some manuals that are not written by a company called Creative

for MP3 Players. I would like to know if anyone can tell me what that site that is, or has a site that I can go on to get a manual that is not written by Creative.

A: I do not know of any, and I would be very leery of any that said they existed. Be careful. If you are downloading it off the Internet, you never know what else you are getting with it. If they are mailing you a physical manual, that would be all right. People are not doing physical manuals anymore. They are doing them PDF from the company. Make sure before you do any of this, you check your Adobe Acrobat settings and stop Java Script. If you are going on third-party sites and you are downloading PDF you definitely want to go to Edit, Preferences, JavaScript and uncheck “Enable Acrobat JavaScript.” Then click on Trust Manager and uncheck “Allow opening of non-PDF attachments.”

Why do you not want the manufacturer’s manual?

Response: Because they will tell you how to use the MP3 players and it is so frustrating when there are three different models of MP3 players from that company. You spend \$250 for this gizmo with an exaggerated amount of terabytes of information and all of that, and they do not provide a manual and when you go online and download the one manual that is written by the company, they do not tell you anything useful. They have like 85 pages in the manual, but put like only one paragraph per page. You have to download 85 pages of paper and go page by page to see how to use it, and it does not tell you the basics on how to even bring up your song list.

Michael: Everyone knows I am not an Apple fan boy, but their products work and are easy to use and understand. Cheaper MP3 devices are cheaper because they do not have the same functionality and no money for English-speaking writers of their manuals. I paid \$45 and I got iPod shuffle and don’t need a manual. I understand what you are saying. The only problem with iPod devices is iTunes, which I despise. Quick tip: iShuffle is great — this software you put on your iPod is great and you never have to use iTunes. You merely drag and drop from Windows Explorer your MP3 files to your iPod Shuffle and when you run the software, iPod thinks it is using its own software. It is great!

Toby: I have a Sansa Clip MP3 player, and the manual is understandable. It is not the greatest manual ever written, but it is better than the Creative manuals. For me, I do not buy Apple.

### Windows SP3, USB 3

Q: I have two questions. I have a computer which was provided by a contractor at work to go out on the road and tape seminars. One of the computers got messed up, and we had the contractor re-image it, but they said they could not download SP3. It is an older machine, and we are trying to keep it going for awhile. I know you spoke about SP3, and I do not remember what you said. I just could not understand why they could not download SP3.

The second question is about USB 3 vs. USB 2. Should I be buying external hard drivers that are 3 now, even though my computer is old?

A: Let’s start with the SP issue. Does your laptop have a CD? If you had the installation CD, we have copies of SP3 for

(Continued on page 9)







(Continued from page 8)

XP that could be put on a CD to run it, but my suspicion is that there something in the setup that they tried to run SP 3 and it failed. It is hard to think of a way they could have installed XP SP 2 on it and you could not install SP 3. Assuming they are remotely clueless, they should have been able to do that. SP 3 will sometimes give errors, and they probably could not work around the errors. That would be my guess. If this is a machine that you use extensively on the road or for backups, as long as this computer is not used too much and you are going to known websites, I would not worry about it much. I would not go and do a lot of advance Google searching on sites where I am clicking on stuff I do not know about. If you are doing PowerPoint and not going online, you are good.

**Burning CDs, DVDs**

Q: I can't burn CDs or DVDs. What software can I install to fix this?

Michael: If all you need to do is burn CDs, go to download.com and search for ashampoo burning. You will get this result. This clearly explains the difference between the free burning software (to burn your CDs) and the other options you can purchase. My guess is that you do not need SP3 to solve your problem.

	<b>Ashampoo Burning Studio Free</b> Version 6.80   Added on 01/10/2011 AVERAGE USER RATING: ★★★★★ out of 503 reviews Burn the files and images on CD and DVD discs.
	<b>Ashampoo Burning Studio</b> Version 10.0.7   Added on 12/08/2010 AVERAGE USER RATING: ★★★★★ out of 2180 reviews Create, copy, and rip your own audio, video, data CDs, and DVDs.
	<b>Ashampoo Movie Shrink &amp; Burn</b> Version 3.03   Added on 02/09/2010 AVERAGE USER RATING: ★★★★★ out of 189 reviews Compress video files and burn them to CD.
	<b>Ashampoo Music Studio</b> Version 3.51   Added on 02/16/2010 AVERAGE USER RATING: ★★★★★ out of 124 reviews Make your own audio CDs out of MP3 files.

**USB versions**

Q: Should I be buying USB3 rather than USB2 now?

A: Right now it's a tough call because none of us have computers that will do USB3 yet. Perhaps, a couple of them are out if you bought it in the last few weeks. Besides that, Intel took all the motherboards off the table. Chances are excellent that no

one in this room has a USB 3-capable computer. If you have an old computer and your USB hard drive gives up the ghost and depending upon how much use you make of the hard drive, you might very well consider buying a USB 3. Right now, there are fairly hefty premiums for USB 3 over the same device with USB 2, which will go away relatively shortly, but if you have to buy right now and it's for light use, I would not pay for it. If it is something you use heavily and you are going to be buying a new computer in the next year or two, then maybe you want to think about paying the extra for USB 3. It is kind of an awkward time right at this moment to consider whether to buy USB 2 or 3. As the price differential collapses, you might want to think about getting USB 3. Somewhere under a \$10 differential USB 2 will go away because at some point they will not sell them. USB 3 is downward compatible with USB 2. USB 2 is not upward compatible with USB 3.

**Moving files to CD, DVD**

Q: This is a question about downloading to a CD, DVD in Windows 7. In XP you click on the picture file, copy to CD and it works all the time. On Windows 7 when I do that, somehow the file opens. Would you show me how you would do it.

Michael: It is a drag and drop action. You open up Windows Explorer, music, photos — take all these folders and burn them, and if I had a DVD in there it would show up and I drag them to my CD drive.

**Thunderbolt**

Q: Someone from the audience

**IEEE 1394 Interface**



# FireWire

<b>Year created</b>	1995
<b>Created by</b>	Apple Inc.
<b>Width in bits</b>	1
<b>Number of devices</b>	63
<b>Capacity</b>	400–3200 Mbit/s (50–400 MB/s)
<b>Style</b>	Serial
<b>Hotplugging interface</b>	Yes
<b>External interface</b>	Yes



The 6-circuit and 4-circuit alpha FireWire 400 connectors

(Continued on page 10)

Program: MobileTREC

# Cellphones can offer new level of safety

**By John Weigle***jweigle@vcnet.com*

Every few minutes, 2.2 people in the United States are robbed, raped or assaulted, a video shown at our last meeting said, leading into a presentation on a public-safety application for cellphones.

Shuly Partush and Hagar Kantor, directors of distribution for MobileTREC of California, demonstrated the program for children, adults, seniors and women that provides a panic button for cellphones with its patent pending technology.

“Incidents like Lily Burk, Chelsea King and Amber DuBois could have been avoided,” their presentation said. Burk, 17, was found slain in her car in Los Angeles in 2009; King, 17, disappeared while jogging in a park north of San

Diego in 2010; and Dubois, 14, disappeared in 2009, only about 100 yards from her high school. Her body was later found in a rural area north of San Diego.

The program was billed as a presentation on SafeKidZone.com and SafeTREC.com, but, several people left before the presentation because it wasn't clear that the application is also available for adults, who could face many of the same problems children might. SafeKidZone is targeted, as the name suggests, at children, while safeTREC is aimed at adults, seniors and women. The company name is MobileTREC.

The 911 system for emergency calls is based on 1970s technology and is designed for calls from homes and businesses on land lines, Partush said. Calls

from cellphones are routed to the nearest Highway Patrol dispatcher, who tries to determine where the call is coming from so it can be directed to the proper local 911 dispatcher, she added. That can work when the caller can speak but can become a problem if the caller can't speak for some reason. With MobileTREC, users can get a help even if they can't speak while pressing the panic button from their cellphone and get help from authorities.

Both versions (SafeKidZone and SafeTREC) of the panic button route calls to the system's own 24/7 Response Call Center and send a text message and email to a person's chosen list of family and friends who might be able to help in an emergency. If necessary, the response call

*(Continued on page 11)*

## More on Q&A ...

*(Continued from page 9)*

(someone that Toby said was loud enough and did not need a mike) gave a compliment about advice they received at CIP-CUG and then asked about Thunderbolt.

Michael: How many of you remember FireWire? FireWire (or IEEE 1394) was created by Apple in 1995. It no longer makes FireWire devices. Basically, FireWire was kind of like USB, a way to get stuff on and off device. Apple was always trying to get newer, faster, bigger, more objects (see previous page for graphic).

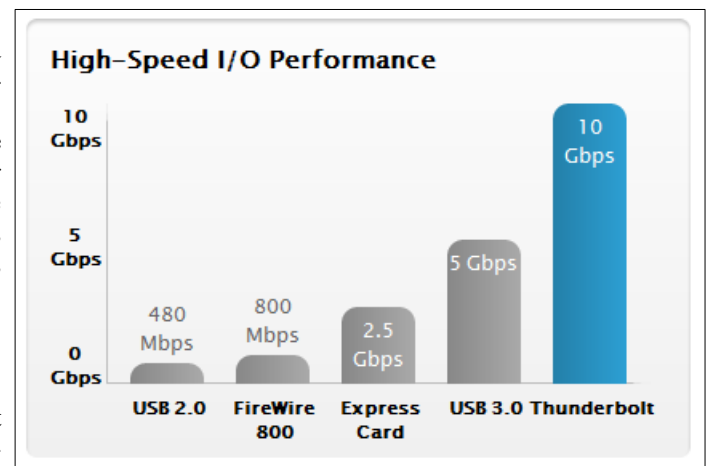
The newest thing is called Thunderbolt, which is going to be coming from Intel — first to Apple MacBook Pros.

Thunderbolt began at Intel Labs with a simple concept: Create an incredibly fast input/output technology that just about anything can plug into. After close technical collaboration between Intel and Apple, Thunderbolt emerged from the lab to make its first appearance in MacBook Pro.

Do not worry about it for another two years, because the first devices that will show up with it are Apple only, they will be very expensive and they are going to work out all the bugs, and about the time it gets down to us and we get our Thunderbolt devices they will figure out exactly how to make it stable.

They hope that all devices are going to be using this connection, especially with the videos now and all kinds of large files — external drives and backups. One of the problems with Thunderbolt is that you can also have external security problems.

Since Thunderbolt will have full bus access to the motherboard and possibly disks, malicious devices may be able to read RAM and disks without authentication. Imagine if you have a



Thunderbolt-enabled laptop, for instance, and you take your laptop and plug it into a podium at a conference center to show PowerPoint slides. The connection is so powerful that if there were any infection or virus in the podium itself, it could literally copy your entire hard drive and you would not even know it, it is that fast. That is especially dangerous, so they have to work out some of these things in Thunderbolt.

Toby: Just so we are all on the same page, anytime you have a connection between two computers or two devices, the speed of transmission is restricted by the slowest link in the chain. On the Internet, that is going to be your Internet connection. If you have a 768 DSL line, that is all you are going to get, no matter how fast your hard drive is or whatever receiving devices.

(Continued from page 10)

center can route the call to the nearest 911 dispatcher, who understands that the call is a true emergency because it has been filtered by the response call center. This is valuable because 45 percent of the 911 calls are not true emergencies, Kantor quoted 911 officials as saying.

The user picks a button to press in case of an emergency, and if a call from the response center is not answered that triggers an automatic escalation and notice to a 911 dispatcher, she said. Users complete a form when they sign up that includes contacts, a current picture, physical description, a list of medical conditions and other information that could be helpful to first responders. All of that information can be sent immediately to the 911 dispatch center if necessary, along with Google photos of the area where the call originated when available.

Users can establish an escalation code and a resolution code in case they're forced by whoever threatens them to say they're OK. "I'm OK" might be the escalation code, while "I'm fine" could be the resolution code, Kantor said.

"It (the application) saves a lot of time and is very important when the call escalates to 911 — they're going to give it priority," she added.

All smartphones have GPS built in, which shows the response center where the call originated. Not all flip phones have that feature, but the panic button can still be activated using a dedicated speed dial number, Partush said.

Partush described a recent case in which a couple called on a cellphone to report their home was broken into. They



Photo by Jerry Crocker

Speakers Hagar Kantor, left, and Shuly Partush of MobileTREC, present their door prize to member Ernest Wennerholm at the March meeting.

couldn't talk because the person was in the house, so police couldn't find them before they were slain and the house set on fire.

The MobileTREC website provides access to several crime databases, comments on specific area from users noting special dangers and issues, and access to the database of sex offenders, she said. That information can be seen from the website on the computers.

Kantor said users can also type in addresses to see comments and warnings.

The application works on multiple platforms, including Droid, Blackberry and Symbian devices (iPhone is coming up very soon), Partush said. It works throughout the United States anywhere that cell phones can establish connections, and the company plans to expand it.

A data package is not required to make the emergency calls.

A free version of the program is available too, as is a more extensive version that costs \$9.95 per month. "It's totally affordable, and that's the idea of the company to make it available for everybody," Kantor said. The paid version is per phone.

Anyone is welcome to sign up for the 'Free For Ever' version at any time and enjoy the extra safety. Just go to: [www.SafeTREC.me](http://www.SafeTREC.me) and use the referral code of SKZME during sign-up.

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[safeTREC.me](http://safeTREC.me)

## CIPCUG server to move from IS West

Well, the news of the day is that our club's server is no longer at IS West. We didn't have anybody still using their dial-up service, but it may affect our *email* accounts. This was a rather sudden decision so we aren't sure what will happen. Toby has given us exemplary service for may years, and I am sure he will continue to do so. It may mean a price increase, but you have to admit the \$12 *annual* fee we have been

### Bits & Bytes



Long

paying was a ridiculously low price.

Art Lewis indicated that Russ Walters' "Secret Guide to Computers" is finally being updated. We don't know what kind of a price we will get, but Art is checking into the situation. Let him know at the next meeting if you are interested in updating your ver-

sion of this book. This book has been a big moneymaker for the club in the past.

Portable software for LibreOffice Portable, open source is a full-featured office suite — including a word processor, spreadsheet, presentation tool, drawing package and database — packaged. It is similar to Open Office and according to some it is a whisker better. Unlike OpenOffice.org of yore, LibreOffice developers have been pumping out the up-

(Continued on page 12)

# NAS for home 'more than just a big hard drive'

By Bill Wayson

[bwayson@gmail.com](mailto:bwayson@gmail.com)

**M**y current long-term home computing project is to create a system where I can play any music I own on any suitable player in the house, controlling the playback using one of my highly portable Nokia Internet Tablets. Right now, I am in the midst of setting up

## Penguin's Lair



Wayson

centralized storage of all my music, most of which has already been ripped to disk. My goal for this part of the project was simply to buy storage that can be accessed by any device with access to my home network. But in the process of researching and setting it up, I have learned that such devices, particularly

those designed for the small office and home office (SOHO) market, offer much more to me than just storage. This month, I will share what I have learned so far about the hardware I have chosen, the Synology DS411slim, and how I would like to use it.

I needed a central place that would hold all my digitized music and be accessible from anywhere in the house. I decided to look for a SOHO network area storage (NAS) device, since network-accessible disk storage is precisely what a NAS is designed to provide. Since this device might be left constantly running, I wanted one that would consume as little power as possible. I also wanted data protection since I didn't want to put gigabytes of audio onto the NAS only to lose it due to hard drive failure. I wanted RAID 5, which will withstand the failure of one of four drives with no loss of data.

With just these goals, I decided on the Synology DS411slim. Given its use of low-power 2.5" notebook drives, the DS411slim has one of the lowest power consumption specifications in the SOHO NAS market. Since it accommodates up to four drives, it supports most of the popular levels of RAID, including RAID 5, and the various types of data redun-

dancy they provide. Shortly after ordering it, it dawned on me that this same device could store backups of important data, photos, email, and the like that are stored on our home PCs. I'd simply provide shares accessible to anyone on the network and copy data folders into them to back them up. I added this to my configuration goals for the NAS.

Once it arrived, I started exploring it and quickly learned of additional capabilities I could use. After setting up the NAS and connecting it to my home network, I experimented with its built-in audio server. The audio capabilities appear so nice and full-featured, I may make use of them rather than pursuing my original goal of using it as a remote disk that would be used by a small audio-playing PC I would build and connect to a stereo. The DS411slim's Audio Station will stream music across the network and is DLNA (Digital Living Network Alliance) and UPnP (Universal Plug and Play) compliant. DLNA and UPnP certification means that the device will work well with other certified devices, such as the Sony PS3 and Microsoft Xbox360, in a home media network. My Nokia N900 and N810, along with my wife's new Android phone, all saw and played music stored on my NAS with no configuration required. I liked that, and will investigate if it makes sense to leverage that functionality.

In the meantime, the NAS has many other features designed for use in the home that I might be interested in. My wife, Nancy, spends a good deal of time managing her photo collection. The Photo Station application simplifies storing, viewing, managing, manipulating, and downloading photos and videos directly on the NAS. The DS411slim supports a variety of file sharing technologies such as shared folders, FTP, and peer-to-peer sharing services. You can create a website on it, from the most simple of sites to a blog or a full-fledged e-commerce site. You can attach a USB web camera to the NAS for visual surveillance of your home and office.

Mobile devices, such as Apple and Android phones and tablets are supported.

Apple fans will be interested in the DS411slim's ability to act as an iTunes server and an Apple Time Machine. On top of all of these and other services, the NAS can be configured to be accessible from the Internet in a secure manner.

The DS411slim is by no means unique in providing these kinds of applications and functions. Search the Web with SOHO NAS to discover a variety of similar products providing similar functionality.

For me, what started as a simple task of setting up accessible centralized storage on my home network has morphed into an interesting education into just how much further home NASes have gone. For my project of providing access to my music anywhere in my home, I've been given new options that I had not been aware of. It is icing on the cake that what drives the DS411slim, and many of its competitors, is Linux and open source software. For my NAS is really a small, special purpose computer that runs Linux as its operating system, provides its services using open source applications, and has a huge amount of storage available on it. It is a strong example of the power and versatility of free and open software.

If you have questions or would like to learn more about Linux and FOSS, come to the April Linux SIG meeting on Tuesday, the 26th, at 6:30 p.m. at Ventura County Computers in Ventura. We will discuss the computer's place in home entertainment and answer questions about Ubuntu, Linux, and FOSS. See the CIP-CUG website for more information.

If you have a question or topic you would like the Lair or Linux SIG to cover, drop me a line at [bwayson@gmail.com](mailto:bwayson@gmail.com). Until next month, happy computing.

## More Bits & Bytes ...

*(Continued from page 11)*

dates at a rapid pace. As a FREE program, it is certainly worth checking out.

**HAVE YOU RUN YOUR ANTI-SPYWARE PROGRAM LATELY?**

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Classified ads are free to members. Each ad is limited to 105 characters, including spaces and to one ad per member per month. Copy has to be to John Weigle, editor of TOE (editor@cipcug.org), within the week after the regular meeting. Otherwise, the ad is held to the following month.

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(And then test the backup to be sure  
it worked)**

# Well Dell, there you go again ...

“There you go again” was a phrase spoken during the 1980 United States presidential election debate by Republican presidential candidate Gov. Ronald Reagan to his Democratic opponent, incumbent President Jimmy Carter. Reagan would use the line in a few debates over the years, always in a condescending way intended to disarm his opponent.

“There you go again” emerged as a single defining phrase of the 1980 presidential election. The phrase has endured in the political lexicon in news headlines, as a way to quickly refer to various presidential candidates’ bringing certain issues up repeatedly during debates, or to Reagan himself.

**Rick's rant**



**Smith**

Reagan would sometimes use the phrase during his presidential press conferences.

During the 2006 Connecticut Democratic Senate Primary Debate, incumbent Sen. Joe Lieberman used the line a number of times against his primary challenger, Ned Lamont. During the 2008 vice-presidential debate, Republican vice-presidential nominee, Alaska Gov. Sarah Palin, used the line on Democratic opponent Joe Biden.

Wikipedia deserves some credit for making it easy to cut and paste text for my rants and helping me get the facts straight. There's a picture of me wearing one of my favorite T-shirts in this article, which explains how I get my inspiration.

Let's face it, folks, Dell has completely lost its mind in the consumer market. I mean, how many times we can watch the Lollipop, Lollipop, commercials and not get ill looking at all the candy-colored PCs rolling down the line. There used to be a time when a colored PC was special. I remember when I had my ACER Ferrari notebook. That was a real charmer. Beautiful Ferrari Red in color and it came with a matching Ferrari Red mouse. I whipped that thing out during jury duty oh those many years ago to hear a collective gasp from the crowd as they stared in wonder at the magnificence of my Italian Styled Sports Notebook. They say all great sports cars are designed after a woman's body with sleek flowing beautiful lines. So was this notebook. A sexy and majestic beauty if there ever was one. Only to be stolen by some criminal low-life breaking into our office to get some stuff to sell for his next fix. She was special that one. I just got myself all worked up just thinking about her. But now, no big deal! You can order almost any color in an M&M bag to suit your tastes, and you may not be the only one on your block to have one.

Let's get back to the point. Dell has repeatedly made some loopy decisions regarding PC design in the last few years. Remember the Dell dimension XPS series, which means Xtreme Performance System. It came out with white PCs with what

*(Continued on page 14)*

(Continued from page 13)

could be called a handle on the front. It also had some blue and silver things that looked like some sort of Robot face. This was when Dell decided to change to a proprietary motherboard and power supply design. Dell decided to reverse its motherboards and create a whole new footprint, which means if you had a failure you just couldn't put in a competitor's replacement part. Oh, no, you had to purchase a custom part only from Dell or one of its lackeys at a higher price than what could be obtained on the street. I've had over five customers who had had to basically throw their PCs away and buy new ones because of the cost to upgrade. Something to think about when you buy a new PC.

But "here they go again." We had a customer bring in a Dell Inspiron N4010 requiring some hard drive maintenance. As a precaution, before we attempt drive repair we copy our customers' data. To accomplish this we need to remove the drive from the notebook and copy the drive's entire contents to another drive. We call this "cloning" the drive. Normally, this is accomplished by removing one or two screws from the side or bottom of the notebook with as small screwdriver. Almost anyone can accomplish removing their own hard drive from a notebook if the need arises. Except if you're a Dell customer. Dell and some other manufactures have now hidden the drive under the keyboards, which is great news for us because no longer will the average users be able to replace their own notebook drives as the degree of difficulty has gone up. But Dell has taken this a step further and with the particular model that came in you not only have to remove the keyboard but the entire motherboard to

extract the hard drive. Take out the motherboard? Are they crazy? Why would you want to have simply one or two screws when you can design it to require the disassembly of almost the entire unit? Incredible. I didn't believe Michael until he gave me this.

Here's the "OLD" way to remove the hard drive.



1. Place laptop upside down on anti-static mat.
2. Turn the computer over and remove the two 3-mm screws.

Here's the "NEW" way (to satisfy the requirements of

(Continued on page 15)



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VCC is now selling The Spring Peak 15.6" Notebook which rivals desktop PC performance in a sleek, attractive design with LED Backlit display, discrete VGA, camera. The Spring Peak platform has several unique features such as a docking station, Configuration Center, an accelerometer that works in conjunction with Intel Always Aware and Intel Anti-Theft Technology to lock the hard drive if the notebook is dropped or sound an alarm if it is moved after being activated. Combine this with a Lojack for notebooks subscription and available extended manufactures warranty makes this an impressive unit.

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Check out our website for more details or come buy and test one yourself.

Mention this CIPCUG ad and receive a free notebook mouse with your notebook purchase.

(Continued from page 14)

Dell's copyright notice on its help pages, I have rewritten/reworded the instructions, keeping the numbers intact, and removed Dell's graphics):

### Removing the Hard Drive

1. Remove the battery — Shut down the computer and turn it over. Slide the battery lock latch until it clicks into place. Slide the battery release latch to the unlock position. Slide and lift the battery out of the battery bay.

2. Remove the optical drive — Remove the screw that secures the optical-drive assembly to the computer base. Slide the optical-drive assembly out of the optical-drive compartment. Remove the two screws that secure the optical-drive bracket to the optical drive. Pull the optical-drive bezel to detach it from the optical drive.

3. Remove the module cover — Loosen the captive screw that secures the module cover to the computer base. Lift and slide the module cover out of the computer base.

4. Remove the memory module(s) — Use your fingertips to carefully spread apart the securing clips on each end of the memory-module connector until the module pops up. Remove the memory module from the memory-module connector.

5. Remove the keyboard — Remove the two screws that secure the keyboard to the computer base. Turn the computer over and open the display as far as possible. Slide the keyboard downwards to release the tabs on the palm rest that secure the keyboard. Slide a plastic scribe between the keyboard and palm rest. Pry and lift the keyboard to disengage it from the tabs on the palm rest. Ease the keyboard up until it clears off the palm rest. Without pulling hard on the keyboard, hold it towards the display. Lift the connector latch that secures the keyboard cable to the connector on the system board and remove the keyboard cable. Lift the keyboard off the computer.

6. Remove the palm rest — Remove the fourteen screws that secure



the palm rest to the computer base. Disconnect the touch pad cable and the power button cable from the connectors on the system board. Carefully separate the palm rest from the computer base to avoid damage to the palm rest. Slide a plastic scribe between the computer base and the palm rest. Pry and lift the palm rest off the computer base.

7. Remove the coin-cell battery — Use a plastic scribe to pry up the coin-cell battery from the slot on the system board.

8. Remove the thermal fan — Disconnect the I/O board cable and the thermal fan cable from the connectors on the system board. Remove the two screws that secure the thermal fan to the computer base. Lift the thermal fan along with the cable, off the computer base.

9. Remove the Bluetooth card — Remove the screw that secures the Bluetooth card to the system board. Lift the Bluetooth card to disconnect it from the connector on the system board.

10. Disconnect the display cable from the connector on the system board, and remove the display cable grounding screw.

11. Remove the nine screws that secure the system board assembly to the computer base.

12. Lift the system board assembly to disconnect the connector on the system board from the connector on the daughter board.

Remove the Hard Drive — Re-

move the two screws that secure the hard-drive assembly to the system board. Slide the hard-drive assembly to disconnect it from the connector on the system board. Lift the hard-drive assembly away from the system board. Remove the four screws that secure the hard-drive bracket to the hard drive. Lift the hard-drive bracket off the hard drive.

6. Follow the steps 5 through 20 for replacing the system board.

5. Replacing the hard drive — Open new drive. Screw in the four screws after aligning with bracket. Slide and push the hard-drive and bracket to connect it to the system board. Screw in the two screws that secure the hard-drive and bracket to the system board.

Follow the steps 5 through 20 for replacing the system board.

Oh, I almost forgot. Here are steps 5 to 20.

### Replacing the System Board

5. Turn the system board over.

6. Align the system board with the computer base.

7. Gently press the system board to connect it to the daughter board.

8. Screw in the nine screws that secure the system board to the computer base.

9. Connect the display cable to the system board, and replace the display cable grounding screw.

10. Connect the AC adapter cable and the speakers cable to the system board.

11. Replace the Bluetooth card.

12. Replace the thermal fan.

13. Replace the coin-cell battery.

14. Replace the palm rest.

15. Replace the keyboard.

16. Replace the memory modules.

17. Replace the module cover.

18. Replace the optical drive

19. Replace the battery.

20. Replace any cards or blanks in the media card reader.

Now I'm no Einstein, but as you can see there's quite a bit of difference between the "old" way to replace your drive and the "new" way. When I saw this, all I could say was "There you go again."

**Back up, back up, back up ... and then test the backup to be sure it worked.**

## Where does all that 'extra time' disappear to?

I'm beginning to understand why so many people who have retired always wonder how they had time to go to work.

By the time you get this issue, I'll be into my second full month of not working — at least at a paid job — and it seems like I'm as busy as ever. Of course, much of that is a result of all the things that have to be done as one makes the transition from full-time employment to retirement. (Technically, I was laid off, but it appears that I can afford to retire rather than go job-hunting in an economy that is as bad as I can remember ever experiencing.)

### Editor's corner



Weigle

Among the first tasks was figuring out what I was going to do for health insurance — get a Medicare supplementary plan like the one offered by AARP and others or join one of the HMOs that is paid by Medicare and also takes a small fee from the person covered. I decided to join SCAN, an HMO, because my medical doctor is converting his practice to MDVIP, which requires an expensive upfront payment.

Then there was paperwork for the pension — but I was happy to complete that because newer employee of The Star and other Scripps properties aren't getting fixed pensions, just their 401(k) and whatever else they arrange for during their working years.

Then I had to decide what to do with my 401(k) — leave it with the company's provider, Vanguard, or move it. I opted to move it to an IRA with my financial planning company, Ameriprise. The check had to be sent to me for the transfer, made out so I could not cash it, and it's more than a little scary to have a check for some \$435,000, even though no one else could cash it. I can't imagine what it would be like to have to call Vanguard and explain I had lost the check and beg with them to replace it.

As my financial adviser explained — and it's obvious if you know the slightest bit about economics — the big dangers to those living on fixed incomes are inflation, overspending and health care. Unfortunately, an individual has no power over inflation, limited power over health care (I don't drink or smoke, so that helps), and only some power about overspending. We can limit how much we spend to an extent, but if mega-inflation occurs, we still have to eat and have a place to stay. Discretionary spending can be controlled, but if that is eliminated and problems remain, life could become quite difficult.

One thing we *can* control, however, is whether we remain active in the community or just sit in front of the TV or computer screen wasting away. Fortunately, I have plenty of activities, including CIPCUG, my Optimist Club and my stamp collecting activities. I expect to stay busy.

— John Weigle, editor

## Treasurer's report for February 2011

By Art Lewis

[treasurer@cipcug.org](mailto:treasurer@cipcug.org)

2-1-2011 through  
2-28-2011

### Category Description

#### INFLOWS

Coffee income	2.40
Donation	146.00
ISP income	105.00
Membership Income	
Renewals	425.00
TOTAL MEMBERSHIP	425.00
Raffle	2.96
<b>TOTAL INFLOWS</b>	<b>681.36</b>

#### OUTFLOWS

Coffee-Doughnuts expense	40.00
Corporate expense	22.00
Insurance	879.00
Membership expense	22.00
Rent Paid	150.00
TOE	423.40
<b>TOTAL OUTFLOWS</b>	<b>1,536.40</b>

**OVERALL TOTAL -855.04**

Unrestricted Funds	6,405.32
Restricted Funds	0.00
<b>Bank Balance 2-28-11</b>	<b>6,405.32</b>
Year to Date Income	3,899.34
Year to Date Expense	4,599.28
Net Year to Date	-699.94

## 2011 contributors to The Outer Edge

Your name can appear here, too. Share your knowledge with other members by sending an article, letter or computer tip to [editor@cipcug.org](mailto:editor@cipcug.org).

Ken Church  
Rick Curry  
Bob de Violini  
Jeff Levy  
Art Lewis  
Helen Long  
Dick Maybach (APCUG)  
Diane Mortensen  
Sr. Dorothy Robinson, Editor, Olympia Microcomputer Users Group, WA  
SANS Institute

Sharon Parq Associates Inc.  
Toby Scott  
Michael Shalkey  
Rick Smith  
Smart Computing magazine  
US-CERT  
Bill Wayson  
John Weigle  
Jonathan Wylie, Worldstart  
c o m p u t e r t i p s ,  
[www.worldstart.com](http://www.worldstart.com)



Lewis



Membership report:

# Is it time to renew?

By Ken Church

email address: [membership@cipcug.org](mailto:membership@cipcug.org)



**CHURCH**

Welcome -

New Member: Bill Allmen

Attendance at the March 2011 general meeting:  
56 members and guests.

Total membership: 196.

## MEMBER RENEWAL INFORMATION

\$30 for single membership,  
\$35 for two or more family membership.

## NEW MEMBER INFORMATION

\$40 first year for single membership,  
\$55 first year for two or more family membership in same household.

Please send your payment to:

**CIPCUG MEMBERSHIP**  
**P.O. BOX 51354**  
**OXNARD, CA 93031-1354**

Or bring your payment to the sign in table for the April 23, 2011, meeting.

## February 2011 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
1168	Brown	James	201102
1129	Escobedo	Ray	201102
1232	Riggan	Lee	201102
1169	Smith	Donald	201102
1140	Wayson	Bill	201102

## March 2011 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
0544	Beardshear	Paul	201103
1233A	Cadinha	Frank	201103
1233B	Cadinha	Marilyn	201103
1003	Casey	Richard	201103
1227A	Chapman	Bob	201103
1227B	Chapman	Louise	201103
1171	Corser	Caroline	201103
1220	Johnson	Vic	201103
0138	Lakes	Arline	201103
0137	Lakes	George	201103
0425	Ledner, MD	Bob	201103
1196T	Smith	Chuck	201103
0571	Swingle	Phil	201103
1050	Wennerholm	Ernest	201103
1051	Wennerholm	Naomi	201103
0771	Zuromski	Alexandra	201103

## April 2011 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
0688	Arriola	Kirby	201104
0776	Darnielle	Jack	201104
1174A	de Violini	Karen	201104
1174	de Violini	Robert	201104
0964	Faue	Warren	201104
0916	Jensen	Ted	201104
0830	Kiceniuk	Taras	201104
0965	Kreitzer	Shlomo	201104
0757	MacArthur	James	201104
1084	Martinez	Sam	201104
0210	McMurray	Richard	201104
0768	Nifong	Bob	201104
0142	Peck	Darrell	201104
0452T	Simon	Hal	201104
0919	Sundberg	Ralph	201104
0216	Thompson	Bob	201104
0777	Williams	Shirley	201104
0966	Wright	Margaret	201104
0967	Wright	Ward	201104



# F1—Your Help Key

*(Revised Sept. 7, 2008)*

## COMMUNICATIONS/INTERNET (GENERAL)

World Wide Web DM

## DATABASES

Access BR

## DOS

RP

## E-MAIL

Outlook MS  
 Outlook Express BR, DM  
 Thunderbird MS

## GRAPHICS PROGRAMS

IrfanView MS  
 Paint Shop Pro DM  
 Photo Shop Elements BR  
 Print Shop BR

## SPREADSHEETS

Microsoft Excel DM

## WORD PROCESSING

Microsoft Word DM  
 WordPerfect DM

## WINDOWS

Windows 98, 95 DM, MS (98)  
 Windows 2000 BDV  
 Windows XP DM

<u>Initials</u>	<u>Name</u>	<u>(805)</u>
BDV	Bob de Violini	rjddev@gmail.com
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DM	David Minkin	469-6970 (cell); 484-2974 (home); dddave@cipcug.org
MS	Michael Shalkey	mshalkey@cipcug.org
RP	Robert Provart	498-8477 (b)

Phone: (d) = days; (e) = evenings; (b) = both

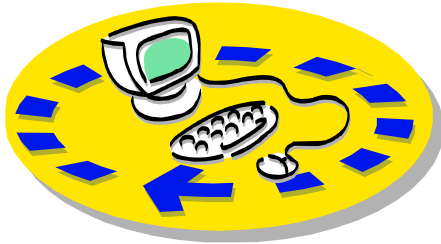
**If you would like to volunteer to help others, please send your contact information and programs you're willing to help on to editor@cipcug.org.**

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## WEB HELP SITES (Updated 4-5-11)

Annoyances Central blog (from authors of the O'Reilly Annoyances series, including Steve Bass):  
[www.annoyancescentral.com](http://www.annoyancescentral.com)  
 Steve Bass TechBite Newsletter registration page:  
[www.techbite.com](http://www.techbite.com)  
 DSL reports: [www.dslreports.com](http://www.dslreports.com)  
 Steve Gibson: [www.grc.com](http://www.grc.com)  
 Kim Komando: [www.komando.com](http://www.komando.com)  
 Leo Laporte: [www.leoville.com](http://www.leoville.com)  
 Jeff Levy: [www.jefflevy.com](http://www.jefflevy.com)  
 Linux distributions: [www.DistroWatch.com](http://www.DistroWatch.com)  
 Microsoft: [www.microsoft.com](http://www.microsoft.com)  
 OnGuard Online: <http://www.onguardonline.gov>  
 Online safety tips: [www.OnGuardOnline.gov](http://www.OnGuardOnline.gov)  
 PC Pitstop: [www.pcpitstop.com](http://www.pcpitstop.com)  
 PC World: [www.pcworld.com](http://www.pcworld.com)  
 Recalled products: [www.recalls.gov](http://www.recalls.gov)  
 SANS Institute — Computer Security Education and Information Security Training: [www.sans.org](http://www.sans.org)  
 Smart Computing: [www.smartcomputing.com](http://www.smartcomputing.com)  
 Spyware Warrior: [www.spywarewarrior.com](http://www.spywarewarrior.com)  
 User Group Relations (Gene Barlow): [www.ugr.com](http://www.ugr.com)  
 Ventura County Computers (Rick and Toby's shop):  
[www.vccomputers.com](http://www.vccomputers.com)  
 Virus Bulletin: [www.virusbtn.com/index](http://www.virusbtn.com/index)  
 Windows Secrets: [www.windowssecrets.com](http://www.windowssecrets.com)  
 Windows The Official Magazine (UK):  
[www.officialwindowsmagazine.com/](http://www.officialwindowsmagazine.com/)

**If you have a favorite help site on the Web, please forward it, so we can expand the section. If you find a link that doesn't work, please tell us that, too.**



# Why join Channel Islands PC Users Group (CIPCUG)?

Every month, members of the Channel Islands PC Users Group have access to:

- ◆ The Outer Edge newsletter, which includes a list of members willing to help other members.
  - ◆ The general meeting, featuring a question-and-answer session and program on new software or hardware.
  - ◆ Special Interest Groups — special meetings held several times a month.
  - ◆ Door prizes at the regular meeting.
- Other benefits include:
- ◆ Special user group discounts on books and software.

- ◆ A flash drive containing many useful freeware programs.
  - ◆ A chance to make friends with people who have similar interests.
  - ◆ The ability to put your knowledge to good use by helping other members.
- The whole concept of user groups is members helping members.

Please clip the coupon below and send with payment to CIPCUG-Membership, P.O. Box 51354, Oxnard, CA 93031-1354.

Please make checks payable to CIPCUG.

### Dues for new members

Individual member, \$40.  
 Family membership (same address), \$55.  
 Renewals are \$30 and \$35 per year respectively.  
 TOE subscription only (in the U.S.), \$20.

### CIPCUG E-MAIL ADDRESS

Members who would like to have an e-mail address through CIPCUG in the form of YourName@cipcug.org may obtain one for \$15 per year.

**CIPCUG MEMBERSHIP APPLICATION**

Amount enclosed: \_\_\_\_\_

Please Print the following information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_, State: \_\_\_\_\_

ZIP Code: \_\_\_\_\_

Phone (Home): \_\_\_\_\_ (Work): \_\_\_\_\_

E-mail address: \_\_\_\_\_

User level: Novice \_\_\_\_; Intermediate \_\_\_\_;  
 Advanced \_\_\_\_

Can you help the club as a volunteer? If so, what would you be interested in working on?

Date \_\_\_\_\_ Member # \_\_\_\_\_

# Channel Islands PC Users Group Inc.

P.O.Box 51354  
Oxnard, CA: 93031

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OXNARD, CA  
PERMIT NO. 1785

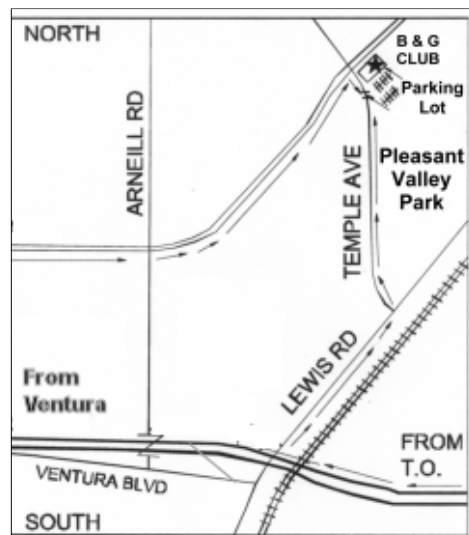
**DATED MATERIAL**  
Please Do Not Delay

## DUES REMINDER

If the number above your name is 2011APR, your membership dues are payable in April 2011.

## APRIL 2011 MEETING OF THE CHANNEL ISLANDS PC USERS GROUP

The map shows the easiest route to the Boys & Girls Club, but if you prefer, you can take the Carmen Drive offramp to Ponderosa Drive, which leads to Temple Avenue.



**Saturday morning, April 23, at the Boys & Girls Club, 1500 Temple Ave. (Ponderosa Drive and Temple Avenue), Camarillo.**

### Meeting Schedule:

8:30 a.m.	Doors open
8:45-9:30	Internet and networking SIG, Hands-on Training
9:30-10:30	Business meeting, Q&A
10:30-11:00	Break — Please contribute requested amounts for coffee and doughnuts
11:00-12:00	Program — TBA
	Drawing
1:30	After-meeting SIG by Michael Shalkey