The Outer Edge

August 2012
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The Friendly Computer Club Helping Make Computers Friendly. On the Web at www.cipcug.org

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Attendance at the
July general meeting:
44 members and guests.

To Contact CIPCUG

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Costs might force changes in TOE

The time has come to do some serious thinking about our newsletter, The Outer Edge. In all probability, we are going to have to cease mailing copies to members.

In order to qualify for second-class postage rates, we need to mail 200 copies per month. Unfortunately, our membership has fallen to 178. We exchange newsletters with several clubs and organizations, so we are still mailing out 203 copies per month, but that is

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COMMAND.COM

By Jim Brown, President
"Promoting the Harmony of Computer Education, and Camaraderie"

I t is true: *"Time Marches On,"* and we are going to celebrate it. At our September regular meeting (Sept. 22, 2012), we will celebrate our computer club's 26th birthday.

The planning for the celebration is ongoing, and we plan to have fun with a look to the past, reconnecting with longtime members, especially those who were instrumental in the establishment of this club, and honoring their dedication and sacrifices.

Following the meeting we plan to have a social lunch at the nearby Texas Cattle Company restaurant, which has a moderately priced ($10-$15) menu, which we all can afford.

The planning committee does have a few requests for our membership-

Please sign up for the luncheon. We just need to know how many people plan to attend (we encourage you to bring your significant other) so that we can give an approximate count to the restaurant. You can sign up at our August meeting or use the CIPCUG.org website to let us know your intention.

Brown

We also ask that if you have photos of the club (especially photos of the beginning years) you share them with us. Putting the photos on a disk would be great; however if you have individual photos we would like to display them and we promise to return the photos quickly.

Your help in these matters is greatly appreciated!!

As a reminder — the club members post a lot of information on Facebook. We encourage you to log on

So keep cool during the summer months and we will see you at our August meeting (Aug. 25, 2012).

Root Directory

CIPCUG NEWS

GENERAL

ADVERTISEMENTS

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

Channel Islands PC Users Group

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(Elected members of Board of Directors)

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Paul Westefer……………………2007-2009
Rick Curry………………………2009-2011
(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
Helen Long
*Deceased

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Paper copies of TOE might disappear

Correction: The developers of FileLocatorPro noted an error in my review of the program in the last issue. I said FileLocator Pro hadn't been updated since March 29, 2010, but that is actually Agent Ransack's last update date. FileLocator Pro was updated (at the time of the review) on Nov. 1, 2011, and was just re-updated. My apologies for confusing the two dates.

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Editor's corner

Weigle

CIPCUG faces a problem that many other groups, families and individuals do — increasing costs and declining income — so the possibility of ending the printed version of TOE is again on the table. While the annual cost of TOE is about half of what it was in 1998-99, the number of members has also dropped. To keep our bulk mail permit, which cuts mailing costs to just over $50 per month in most months, we must mail 200 copies. Our current membership is 178; the balance of the mailing consists of copies sent to libraries, schools, former speakers and other user groups.

We face several options, with the most attractive one being attracting new members. That requires a concerted recruiting effort by all members along with a bigger and better publicity effort to attract people who don't know any of our members.

New revenue is also attractive, but someone has to figure out how to get it: raising dues (never an attractive plan and one that usually results in losing some members when renewal time comes), selling more copies of "Secret Guide to Computers" (yes, we still have some left), having a highly successful sale of the updated flash drives containing freeware when they become available later this year, finding advertisers for TOE or developing other fundraising.

Least attractive but maybe the only choice is to cut expenses. As Art Lewis' annual report (see page 11) explains, our annual expenses for insurance, rent and TOE come to $6,176, while membership brings in only $4,890. And periodically we have to buy computers, projectors and other equipment.

Eliminating the printed version of TOE *might* solve the financial problems, at least for several years, unless it also resulted in a great loss of members who prefer a printed version. Giving members a choice of printed or electronic versions would probably just take us below the minimum number needed for bulk mail rate, thus wiping out any savings by requiring first-class mailing of all the remaining copies. Your ideas are welcome. (For more on this subject, see page 1). — **John Weigle, editor**

Coming events
Security programs to be discussed this month

Programs

David Perry of Comodo has agreed to present our Aug. 25 program. Comodo offers a variety of computer security products for home and business users. More information about Comodo products can be found at the company's website at http://www.comodo.com. meeting

The meeting starts at 8:45 a.m. in 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 a.m. The pre-meeting SIGs starts at 8:45 a.m.

Other meeting dates for this year:
Sept. 25th anniversary event
Oct. 27
Nov. 17 (**third Saturday**)
Dec. 15 (**third Saturday**)

SIGs

The Special Interest Groups (SIGs) are sponsored by CIPCUG and led by volunteer club members. They are free to CIPCUG

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, where you'll find a link on the home page to sign up. The URL is cipcug.org/listserv.cfm.

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

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Q&A
Web security certificates, archived Web sites

Internet and networking SIG

The Boys & Girls Club has installed new sliding wall dividers, so we resumed the practice of having two pre-meeting SIGS in July. Toby Scott covered Internet and networking questions, and Jessica Scott met with a smaller group in the small room to discuss tablets and smartphones. This is the schedule we plan to stick with assuming there are no changes in the meeting room policies.

Unless otherwise noted, Toby Scott answered the questions in the Internet and networking SIG, and Michael Shalkey handled the computer duties while also answering questions.

Browser blocks Navy website

Q: I learned that people can't access our Navy website and wonder what we can do about it. The IT folks gave me this printout, but I don't understand it (the sheet was given to Toby).

A: The site involved is a secure one, with the first portion of the address being HTTPS rather than HTTP. Browsers should show a lock at the top or bottom of their screens to indicate that the site is a secure one. Secure sites display certificates issued by a comparatively small

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Internet SIG
Browser blocks Navy website
Archived web sites
Spam emails
AOL hack, password issues

This month's Q&A topics:
Repairing Office programs
Firefox problems

Chrome and calendars
Sharing Google calendars
File associations
Excel numbering issues
USB 3.0
Word problem
Upgrade to USB 3.0
Changing task bar icons in XP

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number of companies, but since the hacking of the Dutch company Digi-Notar, which issued certificates (and closed its doors after the hacking), developers have made browsers more careful about invalid certificates.

Most people wouldn't recognize the names of the companies that issue certificates.

The message in this case means that the certificate for the site was allowed to expire. It's possible to go to such sites anyway — the warning message gives you the option to do so — but unless you're absolutely certain of what you're doing and that the site is valid, bypassing the warning is a bad move. As a general rule, you don't want to go to a purported secure site that has an invalid certificate because it can be a fraudulent site that

will fill your hard drive with malware.

Audience: A couple of years ago, we bought something from Amazon on what said it was a secure site. It was a store on the Amazon site. A couple of months later, someone in Germany took $200 from our ATM account.

A: Unless you didn't use the card anywhere else, you can't be sure that the break-in was a result of the secure site. As we've said before here, the most dangerous place to use a credit card is in a restaurant that takes the card out of your sight. When that happens the restaurant employee can make a copy of the card, write down the information or make a purchase. Amazon has strict security policies and standards, and it's unlikely that

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More on coming events ...

members.

Other than those presented during or just after the regular meeting, the SIGs run from 6:30 to 8:30 p.m. at Ventura County Computers, 2175 Goodyear Ave., Unit 117, Ventura; phone 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 loca-

tions to be announced on the meeting day.

The general schedule:
Fourth Tuesday: Linux.
Fourth Saturday (or the regular meeting day): Social Media SIG (Jessica Scott and Mark Maidel) or Internet and connectivity SIG (Toby Scott), 8:45 a.m. The location of Michael Shalkey's after-meeting SIG, on days there is one, is announced at the meeting.

The July and August schedules:
August
Saturday, Aug. 25: Regular meeting, pre-meeting Social Media and Internet

SIGs.

Tuesday, Aug. 28: Linux SIG. Topic: We will let our freshly installed Ubuntu 12.04 PC upgrade its software to current versions, discuss open source software for Windows, and ask and answer any questions that may come up.

September
Saturday, Sept. 22: Pre-meeting Social Media and Internet, connectivity SIGs.

Tuesday, Sept. 25: Linux SIG. Topic: TBA.

Be sure to check the calendar on cipcug.org for updates on event programs, dates and times.

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anyone planning to violate them would do so for only a $200 purchase.

Microsoft has a list of certificate providers that it accepts, and the list changes regularly. The message says Microsoft is no longer accepting Navy certification. You can add the domain to your allowed list if you're positive the site is OK and not a fraud.

Michael Shalkey: Steve Gibson's GRC.com has many features, including podcasts of a regular security program. He took a lot of flak recently because people trying to log on to hear a podcast were getting notices that the certificate was invalid. Gibson apologized and said he'd meant to renew the certificate the day before and forgot. *(For more information on certificates, see the article on page 11. — Editor)*

Archived web sites

Q: I read an article in the newspaper about someone being ordered to remove some information from the Web, but the person given the order could not get it removed from Wayback Machine and other archive sites. I thought the archival sites were something new.

A: Wayback Machine (http://archive.org/web/web.php) has been around for quite a while. It has what I think is my second webpage from 1996 or 1997 saved and available for viewing. It's almost impossible to remove information from the Web because of Wayback Machine and other archiving sites.

Spam emails

Q: My husband is getting spam addressed to someone else.

A: The sender is using BCC to hide the addresses of all but one recipient. Senders can also spoof what shows as the sender of a message. The header will tell you what IP address the mail is coming from, but that has little value for most people. It's useful to people like me because I run email servers. If a lot of spam shows up from a given IP address, I'll block that site's mail from entering my system.

AOL hack, password issues

Q: I have a friend who has AOL. He found that his address book and been hacked, but I didn't get any of the spam messages. He contacted AOL and got a really nasty letter from them saying he was violating his contract terms. I don't think that's reasonable.

A: The letter was probably generated automatically when AOL spotted the spam messages. Chances are that your friend had an easy-to-guess password or he used his email address when he registered for a site and used the same password for that site as he uses for email. A hacker who had a name and email address and the password for the email account would start testing them on other sites. Don't use the same password on one site that you use on any other site.

Michael Shalkey: There was a breach of Yahoo passwords that also affected Gmail, Hotmail and AOL (see details at http://preview.tinyurl.com/6utyde4) earlier this month. When you sign up for Web pages, you give a name and password. If the site is poorly administered and stores that information in a spreadsheet, it's fairly easy to hack into. You have to depend on the sites you use to store the information properly because you have no way to know how they're doing it.

Toby Scott: That's why we included KeePass on the last freeware flash drive. You store your passwords in the program and create a strong password for the program. That's the only password you have to remember after that. A new program, LastPass, has gotten good reviews, and it might be the one we put on the new flash drive, coming out later this year.

Michael Shalkey: People running mail servers should not keep passwords and email addresses together. Some companies announce hacks; others don't, unless the news breaks somewhere and they're forced to.

Toby Scott: What you need to do is use different passwords for all logins and make them fairly complex. The Sony PlayStation hack showed that only 17 percent of the hacked passwords had a non-alphanumeric character. It's pretty easy to do a password that won't be hacked. I use a five-character word — a Russian word spelled phonetically — and change the second and third characters to something related to the website. I can then pad it out with other characters if need be. For instance, if the site was AOL, I'd change the second and third letters of my basic password to O and L. If I need to change my passwords, it's easy to pick a new base word and change the second and third letters. I can remember my password just by knowing the name of the site. And if anyone sees my password for just one site, there's no way to figure out what I'm doing because the base word is spelled phonetically.

Audience: I'd suggest you don't use profanity as a password. I was having trouble with a site and speaking to a Mary Poppins-type tech person and had to tell her the password. It was a bit embarrassing.

A: Now you probably could use that because they wouldn't ask you for the password. They'd walk you through your security questions and then reset the password and send it to you so you could login and change it something else.

Q: Can I store passwords in Dropbox?

A: Dropbox has been hacked.

Michael Shalkey: Dropbox has also said it will comply with governmental demands for data stored on its site. If you put the information in an encrypted Zip file, you should be safe.

Q: So I have to have a password to get my password?

A: Yes, but you only have to remember one password, not dozens.

Q: What's the best site for password help?

A: As new attacks occur and technology advances, everything written five years ago is out of date. It's hard to recommend a single site as best.

Michael Shalkey: The best approach is to find someone who is up to date in a field you want information about and who keeps up to date. Then work with that person.

Toby Scott: Find a site you like and that you understand and follow it.

Q: What do you do at a site that wants a long password or one that won't allow certain characters?

A: If you have to provide an email address, establish a junk one to get the confirmation of your account or order and kill it or let it die after you print the con-

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firmation message or download it to your hard drive. I have several throwaway accounts for such uses, but it's easy for me because I run a mail server.

Q: Do they ever close those junk accounts?

A: Yes, usually after about six months of non-use.

Michael Shalkey: Sometimes they'll revive them if you ask, but the messages will be gone.

Regular Q&A session

Repairing Office programs

Toby Scott: I had an email from Art Lewis, who said that Word icons had disappeared from both his desktop and the Start menu. Fortunately, it's easy to fix. Go to Control Panel > Programs and Features > Uninstall or Change a program. Highlight the program and click on Uninstall/Change. Pick the Repair option, which will check to see that all the Word files are in the right place and the versions are correct. This works in all the Office programs.

Sometimes, Office gets out of sync — a program won't open or shows some other issues. This method will work 75 percent of the time for such problems.

Q: Do you need the installation disk?

A: Generally, no. If you're adding features you might need it.

Q: Does this work with other programs?

A: None that I know of. It's an excellent feature for Office programs, however.

Q: What about Microsoft's Fix-It center?

A: Fix-It center is aimed at some specific problems, such as failed updates or a CD that isn't working. The Repair option is much more general.

Firefox problems

Q: I'm having a problem with Firefox that seems to be growing. Videos aren't playing, and some pictures aren't showing. I've tried uninstalling and reinstalling Firefox and I've updated the extensions.

A: Go to Tools > Add-ons > Extensions. The problem is almost always a result of an extension. Consider NoScript

and Flash Blocker. NoScript is built in by default, but it can still be disabled. You can try disabling suspects one at a time or you can start Firefox in safe mode (hold down the shift key and click on the Firefox icon). If that solves the problem, you know one of the extensions is the cause. Go back and start one at a time until the problem returns, or enable everything and disable one at a time. When the problems resume, you'll know which extension is the cause. You can disable it or if it's something you really want and use search to see if there's a later version that doesn't cause the problem.

Q: Could this help with my invisible check boxes problem?

A: It might. It won't hurt to try it.

Chrome and calendars

Q: Is there a way to export my Google calendar to my hard drive as a backup? I've been able to export my contacts to an Excel spreadsheet but can't find a way to save the calendar.

A: I don't know of a way to save the calendar, but I don't think you have to worry about the cloud disappearing and losing the information.

Michael Shalkey: I don't think there's a program that will read the calendar information even if you get it to the hard drive.

Toby Scott: The calendar isn't designed to be backed up locally.

Audience: You can synch the information with Outlook and Thunderbird's Lightning.

Michael: There's a sync tool for mobile and for Outlook. There is also an export to mobile device function.

Toby Scott: There is a synch tool to Outlook and the Thunderbird calendar that might do it.

Michael Shalkey: Play around with the Use Offline feature in the Google calendar.

Did anyone else read about Mozilla's plans to stop further development of Thunderbird? It's going to be put in maintenance mode, meaning there will be no further development of features, but there will be security and stability updates. (The details can be found at http://preview.tinyurl.com/czr7a7w and at http://tinyurl.com/chydvof).

Toby Scott: If there's no further development it does raise the question if Thunderbird will work in Windows 10. How many more years do you have?

Audience: I prefer Sunbird.

Toby Scott: But it's also at end of life. Mozilla is putting its energy into an operating system and tablets. If there weren't smartphones and tablets, there would be no metro on Windows 8.

Sharing Google calendars

Q: Does Google calendar allow sharing? Is it the best solution

A: Yahoo is also popular. There are a lot of calendars out there. Google calendar is easy to use and probably known to more people. I couldn't pick a "best." Google is terminating a whole bunch of programs that aren't in line with the core of the business, which is advertising.

The calendars can be shared. You send people a link to the calendar you want to share and they can follow it to get the information. You don't establish accounts for them. Go to your Google calendar and you'll find a spot to select the calendar(s) you want to share. Open the drop down menu to find the list of calendars.

We have a Google calendar on the CIPCUG website. It's a public calendar, meaning that anyone can see it, but only a few people can change it.

File associations

Q: How do I change the file associations in Windows 7?

A: File associations determine what program automatically opens certain types of files. You can right click on a file of the type you want to change the association for and pick the program you want to open it. Check the box to always use this program (you can change your mind at any time by repeating the process). You have to have the program installed on the computer, of course.

Excel numbering issues

Q: In Excel, I deleted a row, but the row numbers did not update. It's a membership list and now it goes 1, 2, 3, 5, rather than 1, 2, 3, 4, 5.

A: You hid the numbers when you deleted the line. Right click on the row and use unhide to bring the missing num-

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Program: Office 2013

Next Microsoft suite promotes working on cloud

By John Weigle
jweigle@vcnet.com

Features of Microsoft's next Office suite, Office 2013, were previewed at the July meeting by Toby Scott and Michael Shalkey, both of whom were impressed by what they had learned.

Office 2013 is designed to be a unifying product, meaning that it's designed to be used on all communications devices and it unifies the stand-alone Office 2013 program and the online Office 365 cloud version. Sometimes Microsoft's website will say "Office 2013" and sometimes "Office 365," but they are now both part of the Office preview. The preview version lets you install it on five devices, such as his and her cellphones, laptops, and desktops.

"It is designed from the ground up to be an instant, across-the-Internet communications device, and that means basically it's not designed to take your Word files and store them in My Documents and tether them to your desktop because that model won't work in a distributed information world," Scott said. "This is an application built entirely upon the cloud."

The promo version gives you 20 gigabytes of storage, but when the final version is released the documents stored in the SkyDrive account will disappear. Even though the programs are cloud-oriented, users can also save documents to their hard drives. Information on the hard drive will not disappear when the final version of Office 2013 is released.

Release of the final version is expected late this year, but some predict that it won't be until early next year.

Users will be able to buy the software and install it on their hard drives or pay a monthly fee to rent it and use it on the cloud. Prices have not been announced.

The advantage of renting the software, Scott said, is that users will always have the latest version with all updates installed automatically. "You can migrate your data back down to your computer," he said, but you don't have to worry about keeping the Office programs up to date.

It's not clear yet if the rental will include an automatic update to the next version of Office or if that will be an additional cost, he said.

"Because of the ability to have everything in the cloud they can do a lot of really, really neat things that you couldn't do with the old Office," Scott said.

This will be a "bridge product," he said. You'll still be able to buy a version that you can install on your computer. Later versions of Office will be cloud only.

All the Office products "operate pretty much the same as they did before," he said. The preview version includes Access, Outlook, Publisher, Word, OneNote, PowerPoint and Excel, and they're "at least as fully featured as the Office 2010 programs." Current online versions, including Office 365 and SkyDrive's online version, are stripped-down versions of the full programs, he added.

"Office 2013 has everything pretty

More on Q&A ...

ber back. To delete a row, click on the row and select delete. The numbers will then adjust automatically.

Audience: I go to Home > Delete and pick the row or column to delete from the dropdown menu.

USB 3.0

Q: I have a large file of music that was on an external hard drive. I put that drive in a new computer and want to copy the music to a new and larger USB 3.0 external hard drive. The new computer has two USB 3.0 ports. The input speed on the original external drive was USB 2.0. What speed will I get when I copy the files?

A: The copy will go much faster.

Q: Western Digital has a new 2 terabyte hard drive for about $100, so I bought two.

A: USB 3 is approximately 10 times faster than 2.0, but you won't get the full speed because of Windows. What was a 14-hour project should be about two hours.

Word problem

Q: I have a Word document that has a security warning that macros have been disabled. It says I can click to enable them, but I'm afraid to.

A: That was probably a Word file you got externally — that is, you didn't create it. Your security programs don't know if the macros are safe, so the warning is saying that you don't enable the macros unless you know absolutely they're safe. Unless you know it needs macros, don't enable them because there is malware that can infect flash drives and you can get them by enabling the macros.

Upgrade to USB 3.0

Q: Can you upgrade laptops and desktops to USB 3.0?

A: On a desktop you'll have to put a riser card in the back unless it's a real old computer. Laptops are more problematic. Some will be upgradeable and some won't. You'll need a PC card slot.

Changing task bar icons in XP

Q: I need to change the size of the taskbar icons in Windows XP. How do I do it? I need to run it on a large screen.

A: It's pretty much the same as in Windows 7. Right click on the Start menu and go to customize. You'll have the choice of small and large icons. The problem is that it may already be using large icons. When XP came out, no one had 24-inch screens.

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Minutes of July board of directors meeting

By Diane Mortensen

CIPCUG Board of Directors held its monthly meeting on July 28, 2012. Members in attendence were Art Lewis, Craig Ladd, Rick Curry, John Weigle, Helen Long, Andy Toth, and Toby Scott. Members not in attendance were Jim Brown, president; and Diane Mortensen, secretary. The meeting was called to order by Immediate past president Rick Curry.

More on Office 2013 ...

(Continued from page 7)

much that 2010 had, plus a whole bunch more. They've moved things around, there's some streamlining and some other things done, but essentially it's a more robust, more power-packed program."

Microsoft's introductory video calls 2013 "the Office you know and trust transformed."

When you install the preview version, Shalkey said, you'll have the opportunity to replace your current Office or add to it. Be sure to pick the "add" option, **not** replace Office. Scott added that the installation will change file associations, so when you uninstall the preview when it expires, run the Repair option on your current version of Office to change the file associations back or the computer will say it has no program to open your Office files.

Shalkey said Office 2013 will work with Windows 7 and 8, but not with XP. It might work in Vista, but he's not sure. It's not clear if it will work with Android phones or iPhones. Microsoft says a version for Macs is planned, but no release date has been set.

If you don't have Office on a device, you can view and edit documents with the online apps, a Microsoft video said.

When the 2013 OneNote is open, it also opens a new screen clipper that lets users mark portions of their screen and save them directly to OneNote. This is a great feature if you're planning a trip or some other event because you can save information from many locations — including Outlook messages, spreadsheets and Word documents — in OneNote, he said. If you embed the documents in OneNote, the embedded documents are automatically updated as you change the original document.

"Everything is designed to work together. All the data migrates seamlessly, and it all works on your tablet, your computer, your laptop," Scot said.

Microsoft's coming Surface tablets will have two versions. Surface RT will run a stripped-down version of Windows 8. Intel is developing a new chip that will be used for the second version, which will allow the full version of Windows 8 to run, although there's speculation that battery life will be short for that tablet.

Shalkey showed the Windows 8 Metro interface but noted that not all the icons are alike. The ones for Office are much less distinctive than the others.

The new Word includes many templates that don't require that a browser be opened. Shalkey opened a calendar template to show how easy it is to change pictures and fonts and to add information to the square for any date.

He also showed that the ribbon interface can be hidden with Ctrl+F1. To restore it, click Ctrl+F1 again.

When you save a document you have the choice of saving to the cloud, to your computer or both, although saving to both requires a second save function. You can however, save all your documents to your My Documents folder and then sync that folder with your cloud storage. Just right-mouse-click on the folder you want to sync and select the Folder Synchronization option. You can also pick from a variety of formats to save a file in. Word files can be saved as PDFs and Publisher will allow users to open and edit PDFs, depending on the settings of the creator of the PDF.

SkyDrive installs its own sync icon on your computer, Scott said.

Shalkey said Office 2013 can also save files as Works documents, which probably means that it will open Works files, too. Scott suggested that anyone with Works documents they want to convert download the preview version of 2013, convert the Works files and save them to their hard drives.

Office 2013 provides a way to save a file without macros to send to people who don't need them. That way, users can keep a version of a file with macros and send one without them to others.

Excel has a new automatic fill feature that impressed many people. The demo showed a list of email addresses, many of which were in the format first-name.lastname@somedomain. Users who want a list of first and last names can go to the next column and type the first name of the first entry and go to the next row and type first name of that entry. At that point, Excel determines what you're doing and fills in the first names for all the other listings. The same thing can be done with last names. Some entries will need to be edited because not all email address are in the same format, but that's a lot easier than having to type in every first and last name, Scott and Shalkey said.

Excel also offers data analysis and chart making, Scott noted, adding, "It uses intelligence on the data you already have."

On the Net:

General information: http://www.microsoft.com/office/preview/en

Download the trial version: http://www.microsoft.com/office/preview/en (the site links refers to Office 365, not 2013, but the links are correct; you will need a SkyDrive account.

Paul Thurrott's Supersite for Windows: http://www.winsupersite.com. (it was recommended by Shalkey; lots of information on all versions of Windows and Office).

CIPCUG NEWS AND EVENTS

We'll celebrate our anniversary in September

By Helen Long

C oming attraction — In September we will be celebrating the club's 25th anniversary with coffee, cake, and CIPCUG history. Bring your favorite reminder of CIPCUG, and we will see who has the best tale to remember. I will have a sign-up sheet at the Registration Desk. We already have 13 people signed up. More details will be available at the August meeting.

A very handy tip! from Art Lewis:

Q: My MS Word icon disappeared from the desktop and from the All Programs as well as those for MS Office 2007 and MS Excel, but PowerPoint was

Bits & Bytes

Long

OK as was everything in My Documents folder. How can I get them back?

A: Go to Control Panel > System & Security > Programs > Uninstall or Change a program. Look for MS Office Professional 207 and click on Change > Repair. This should return all your MS missing program icons.

Toby would appreciate some help with what software to put on the new 16 GB thumb drive the club will be selling soon. He will ask for suggestions at the August meeting. If you have a favorite

that has not been on before, please let him know about it at the meeting in August.

Art Lewis still has some "Secret Guide to Computers" if you haven't been jaded by our problem with the book. Overlooking the problem with the author's decision to save money by combining two books, "The Secret Guide to Computers" is still one of the best and most informative books on computers. This updated version includes Windows 7. iPad, Office 2010, Internet Explorer 9, Firefox, Chrome, Gmail, Yahoo Mail, Java 6 and Visual Studio 2010. It is still a bargain at $20.

HAVE YOU RUN YOUR ANTI-SPYWARE PROGRAMS LATELY?

More on minutes ...

Treasurer's Report: Art Lewis presented CIPCUG's proposed next year's budget. If there are no changes, the club could be down $2,000. Toby Scott stated that two of the club's projectors are old and at some point will need to be replaced. No action was taken on the budget.

New Flash Drives: Toby said that he is able to purchase in quantity 16 G Kingston Flash drives at $12 each and suggested the club sell them for $20, which would include quality freeware programs. Toby and Bob de Violini are working on the selection of software programs and will ask members for suggestions at this month's meeting.

CIPCUG's 25th Anniversary Event: The 25th anniversary Event is scheduled for September 22, 2012, and will be the

Mortensen

regular meeting for September. Announcements will be in TOE for August and September. The committee is diligently working lining up all that is required before the event. Jim is putting together the event's publicity targeting the public's interest in coming and learning about the great benefits CIPCUG offers its members. After the meeting, anyone who would like to join others for lunch at Texas Cattle Company, not far from the club's location, will be welcome. A sign-up sheet will be on the back table for those who may be interested in lunch. The restaurant is requesting a count of how many people to expect.

TOE: CIPCUG's monthly newsletter, The Outer Edge, is costing $3,500 a year

to produce. Board members agreed it was time to consider making TOE online only. With CIPCUG's dwindling membership, we need at least 200 copies to retain the club's nonprofit bulk mail rate. Benefits of going to electronic-only publishing would eliminate significant expenses and allow for color.

New members: Due to CIPCUG's declining membership, more ideas were mentioned to increase membership. Those discussed were putting on SIGs in public places to generate interest and gain free advertising from the various venues. School campuses and libraries were other suggestions as well as doing a better job of listing ourselves with Acorn, Happenings papers. Another was adding more online notifications such as meetup.com.

There being no further business, the meeting was adjourned.

Be sure to keep your anti-malware programs up to date and run regular scans.

CIPCUG NEWS AND EVENTS

Treasurer's report for May 2012

By Art Lewis
treasurer@cipcug.org

Lewis

5-1-2012 through
5-31-2012
Category Description
INFLOWS

Coffee income		3.25
Donation		17.00
Memberhip Income		
New members	40.00	
Renewals	380.00	
TOTAL		420.00
Publication sales		40.00
Raffle		125.00
TOTAL INFLOWS		**605.25**
OUTFLOWS		
Corporate Expenses		110.00
ISP Expense		200.00
Membership Expense		22.50
Raffle prizes		97.00
Rent Paid		150.00
TOE		265.42
TOTAL OUTFLOWS		**844.92**
OVERALL TOTAL		**-239.67**
Unrestricted Funds		4,887.69
Restricted Funds		0.00
Bank Balance 5-31-12		**4,887.69**
Year to Date Income		7,828.05
Year to Date Expense		8,727.69
Net Year to Date		-899.64

Treasurer's report for June 2012

By Art Lewis
treasurer@cipcug.org

6-1-2012 through
6-30-2012
Category Description
INFLOWS

Coffee income		7.00
ISP income		20.00
Memberhip Income		
New members	35.00	
Renewals	405.00	
TOTAL		440.00
Publication sales		40.00
Raffle		115.00
TOTAL INFLOWS		**622.00**
OUTFLOWS		
Corporate Expenses		162.86
Raffle prizes		89.14
Rent Paid		150.00
TOE		303.73
Uncategorized outflows		-0-
TOTAL OUTFLOWS		**705.73**
OVERALL TOTAL		**-83.73**
Unrestricted Funds		4,803.96
Restricted funds		0.00
Bank Balance 6-30-12		**4,803.96**
Year to Date Income		8,450.05
Year to Date Expense		9,433.42
Net Year to Date		-983.37

Annual Report FY 2011-2012

ASSETS	2010-11	2011-12
Cash	$5,787.33	$4,803.96
Equipment		
(depreciated value)	1,474.00	1,065.00
Total Assets	**7,261.33**	**5,868.96**
LIABILITIES		
Accounts Payable	none	none
Contracts	none	none
Total revenue	**6,991.20**	**8,543.55**
Total disbursements	**8,309.13**	**9,526.92**

Cash Assets decreased $983.37 and Total Revenue was less

than Total Disbursements by the amount, lower than the planned expenditure of $1,000 in accumulated funds by $16.63. Membership income was $110.00 less and Raffle income was $64.00 less than anticipated. The remaining decrease fell in lower Donations and Software Sales income. We spent $587.00 more than budgeted for Corporate, but did not spend any budgeted funds for Equipment. Annual fixed expense for Insurance, Rent and TOE amounted $6,176.00, while our primary source of income was $4,890.00 from our declining Membership. Equipment (depreciated value) decreased $409.00 and Total

Certificate authorities help keep you secure

By Rick Curry
trindflo@cipcug.org

What is a certificate authority?

This question came up in our last meeting, and I thought I'd take a stab at explaining it.

Not surprisingly, a certificate authority (or CA) issues certificates, begging the question "What is a certificate?" A certificate is a secure, tamper-resistant packet of information that most importantly contains a public key. It also contains an expiration date, a signature, and some other details.

Keys (specifically asymmetric keys) are used to conduct secure communication. They come in pairs: one public key and one private key. A message can be encrypted with the public key and decrypted with the private key, or the reverse: encrypted with the private key and decrypted with public key. You cannot use the same key to both encrypt and decrypt. Once you use a public key to encrypt a message, only the holder of the private key can decrypt the message. Nearly all modern commerce uses these keys to secure transactions, even commerce that does not travel over the Internet.

As an example of how these keys are used, imagine you would like to conduct a confidential discussion about your bank balance with your bank. Your bank could send you its public key, which you would then use to encrypt any typing or clicking you do in your Web browser that is sent to the bank. Only your bank has the private key, so only the bank can decrypt

> **All keys have lifetimes measured in single-digit years, or much less, to allow for people getting careless with the secret private key or the outside chance that some evil genius might find a way to compromise the keys much more quickly.**

your messages and see your passwords, pins, account transfer requests, etc. This is the fundamental mechanism of an HTTPS connection. It is slightly more complicated: Your browser generates a temporary key on your machine and sends this to the bank so the bank can encrypt what it sends back and only you can read it (this is the symmetric key in SSL if you would like to read up on it further).

The "man in the middle" attack: What if you think you are talking to your bank but really you are talking to a criminal? The criminal sends you his public key, then connects to your bank and relays all the information you are sending to the bank, and relays all the information the bank is sending you, recording it all for later use. Finally I am getting to what a certificate authority does. The certificate authority certifies that the public key

the bank just sent you really does belong to the bank. So assuming the bank has done its job of protecting its private key properly, only it can read the encrypted messages you send it.

You may be wondering about a "man in the middle" attack against the certificate authority. It turns out the public keys for all the major certificate authorities come pre-registered in your browser in the form of certificates. If you require special certificates issued by your company, a government agency, or some other entity, then you would need to add those certificates to your browser or you will receive a warning or the browser may even refuse to connect.

You may have noticed I used the phrase "tamper-resistant" earlier. Given enough time, a pair of keys can become compromised. Properly formed keys are predicted to take hundreds of years to compromise. You will occasionally read reports of keys being compromised, broken, or "factored" (because the keys are based on prime numbers) in less time. These are poorly generated keys (one of the prime numbers is small) made intentionally weak for research purposes. Still, part of the art in generating keys is to make sure they do not last long enough to be a sitting target.

So all keys have lifetimes measured in single-digit years, or much less, to allow for people getting careless with the secret private key or the outside chance that some evil genius might find a way to compromise the keys much more quickly. A certificate authority will acknowledge

More on Annual report ...

Assets decreased $1,392.37 during the year. CIPCUG has no debt, long-term liabilities or long-term contracts.

CIPCUG still needs to find additional sources of income in order to cvontinue to provide a significant level of service to its membership.

This report has been prepared without audit from the books and records of the corporation and is believed to fairly represent its financial condition as of June 30, 2012. CIPCUG books are available for inspection by members on written request to the treasurer. CIPCUG records are audied biennially in the odd years.

Arthur V. Lewis Jr.
Treasurer
July 28, 2012

More on future of TOE ...

obviously going to drop through the 200 barrier pretty soon. First-class postage is prohibitively expensive; rates would nearly triple. Most issues are about 4 ounces. The current cost for TOE as we currently receive it is at least $1.10 per issue. We are currently paying only 21.4 to 35.6 cents per copy, depending on the numbers sent to specific ZIP codes. Unless we want to increase dues to over $50 per year, we can't afford first-class. The last time we had a dues increase we lost about 20 percent of our membership within the year.

We know that many members like having the paper copy, and the board has continued to support mailing copies. But the reality is that we are not going to be able to continue to mail out copies before meetings for long. We could print copies and hand them out at meetings, or just resort to online copies and let those who want paper copies print them themselves. Most computer clubs have already gone the latter route. Having a two-tiered membership where members could pay for first-class paper copies or elect to save money via electronic copies has its own problems. If TOE were electronic only, we'd definitely want to do it in color. For upper-tier members that would mean a triple in postage, a double for color printing

and a premium for small quantities. I doubt many would opt for that.

We would avoid all this if we could increase our membership. The board has attempted to do so but simply has not thought of a way to stop the slow leak in membership. If anyone in the membership has ideas and is willing to put in the work to make them happen, we would be most grateful.

The board has pretty much run out of maneuvering room. Unless something drastic changes, we'll be forced to convert TOE to electronic only. If any member has an alternative idea, we would be most appreciative.

— Toby Scott

More on certificate authorities ...

your bank's certificate/key for only a limited time. It is the bank's job to create a new certificate/key pair and register it with the certificate authority before the old certificate expires. Your bank can generally be counted on to take care of this important piece of business. A small company doing e-commerce on the Web might forget. When you receive a warning that a certificate has expired, you are taking a chance if you elect to proceed with the transaction. How much new information are you sending? How badly could a criminal harm you by copying everything you typed?

The certificates for certificate authorities that come pre-registered in your browser also expire. Generally you get the latest batch every time your browser updates. Microsoft updates also provide certificate refresh updates. If you attempt to conduct financial transactions using a really old browser on a really old system (first of all: shame on you), you may find

the certificate authority certificates have expired, and you will not be able to form an HTTPS connection at all.

This system works so well that, as Toby adds, the most realistic danger we face these days is that a criminal might talk the certificate authority into handing over a key (a process called social engineering that really is a modern phrase to describe a con-job).

In the well-published case of Digi-Notar, the exploit has been called an act of cyberwarfare and is believed by some to have been perpetrated by the Iranian government. The breach occurred in July 2011 but was not reported until September. Within a month, the company filed for bankruptcy and was liquidated. This is not the first or last problem with certificate authorities getting conned, but it certainly was the worst. Notable issues in the case of DigiNotar are how long it took for the problem to be reported (it is not clear the company would have ever revealed the compromise on its own), the

number of fraudulent certificates issued, the significance of the entities affected (Google, CIA, Mossad, Equifax, Microsoft, Skype, Yahoo and many others), and how it revealed the difficulties in revoking those certificates in the Safari browser and with MAC OS X (where the user needed to manually remove the certificates.)

As an aside, anyone can generate a pair of keys. The person generating the keys tells anyone who is interested what the public key is and keeps the private key a secret. If you generate a pair of keys on a computer with a weak password or no password at all, the pair of keys is nearly worthless because a hostile entity can locate and copy your secret private key.

This is not as big a deal with the temporary keys generated by your browser, as those keys are not written to the disk. But good passwords are always a good idea.

Happy (and safe) computing

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

CIPCUG NEWS AND EVENTS

Membership report:

Is it time to renew?

By Ken Church

email address: *membership@cipcug.org*

CHURCH

Welcome —
New Members: Wanted — bring a friend.

Attendance at the July 2012 general meeting:
44 members and guests

Total membership: 178

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 member-
ship 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 at
the Aug. 25, 2012, meeting.

June 2012 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
1118	Haggard	Roy	201206
1221	Harris	Jack	201206
0593	Shalkey	Mike	201206

July 2012 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
1122	Brody	Richard	201207
1028	Burke	Jim	201207
0350	Colter	Don	201207
0354	Ferro	Joe	201207
0624	Lambert	Ted	201207
1149	Little	Robert	201207
1144	Mortensen	Diane	201207
1206	Ohrt	Juergen	201207
1157	Sifuentes	Octavio	201207
1158	Woodruff	Ayn	201207

August 2012 renewals payment due:

Mbr#	Last Name	First Name	Pd to Dt
0028	Fiedler	Art	201208
0806 T	Hurme	Seppo	201208
0986	Kennedy, Jr.	Robert	201208
0867	Pryor	Dorothy	201208
0474	Pryor	John	201208
1222	Quint	Richard	201208
1223	Reed	Dan	201208
1125	Robinson	Bill	201208
0722	Smith	Gary	201208

2012 contributors to The Outer Edge

Your name can appear here, too. Share your knowledge with other members by sending an article, letters or computer tips to editor@cipcug.org.

CIPCUG MEMBERS
Ken Church
Rick Curry
Bob de Violini
Craig Ladd
Art Lewis
Helen Long
Diane Mortensen
Toby Scott

Michael Shalkey
Rick Smith
Andy Toth
Jim Thornton
Bill Wayson
John Weigle

OTHERS
Nancy DeMarte (APCUG)
Rick Eblaw (APCUG)
Larry Mobbs (APCUG)
Leo Notenboom (APCUG)
John Somers (APCUG)
Judy Taylour (APCUG)

General news, commentary

I yogi, you yogi, we all yogi with iYogi

By Rick Smith
rants@vcmail.net

"The British are coming, The British are coming" was the call that went out on April 18, 1775, by Paul Revere. Well, not really. What he really said was the "The regulars are coming." Nobody really cares, but I had to correct myself or else I'll have to sit through another lecture from Toby Scot about my historical errors.

On Feb. 1, 1967, the call went out, "the Indians are coming, The Indians are coming" in Hollywood in Season 5, Episode 20 of "The Beverly Hillbillies" by none other than Granny Clampett. Here's what happened: *Granny is worried about an Indian attack on their land,* after hearing about a problem on the land. However, all it is, is a boundary dispute, which can be easily solved. But Drysdale is worried about losing the Clampett land, and Granny is worried about an attack, especially when she hears they are visiting Beverly Hills. However, the two Native Americans who visit, Chief Running Wolf and his son, Little Fox, come to talk and visit with Jed and Jethro. But Granny is still expecting a full attack. Drysdale arranges for a fake attack to occur to satisfy Granny so she doesn't go back home. The attack happens before Jed and Jethro arrive home, and they see the effects of it, thinking Granny did this to keep from admitting she was wrong. Granny, having lived through the "attack" is visited by a man, John Wayne, and asks him where he was when she needed him.*

Ahh, those were the days, but let's move on.

"The Indians are coming, the Indians are coming" is the call that I, your humble opinionater, am calling out. And you better look out because they may get you like they've gotten so many of us in the past few years under the guise of "technical support." Leading the charge is a company called **iYogi**, which I'd like to focus on today. Here's some background info on the "Good Karma" company as it likes to label itself.

iYogi is a remote technical support firm based in Gurgaon, India. iYogi was co-founded by Uday Challu and Vishal Dhar in 2007. iYogi deploys more than 6,000 technology staff on its global delivery platform, iMantra. In May 2012, iYogi launched a comprehensive "Digital Home Plan" for consumers that offers tech support for setting up, installing, diagnosing and repairomg of up to three computers and connected devices in the home. For a monthly fee of $29.99, subscribers will get unlimited access to iYo-

General news, commentary

gi's technical experts, who will provide 24/7 support for any number of computer and related peripheral issues.

Thanks again to Wikipedia for the info. Now that you know who they are, let me do my best to sound the alarm. "STAY AWAY FROM THIS COMPANY" unless, of course, you're one of those kinky individuals who likes to be abused. In that case, go ahead, have at it. But for the rest of us, let me tell you why you should steer clear.

In the past week I have encountered two clients who have had experience with the Indian menace known as iYogi. Both clients paid money for nothing, and both had to pay a local company to easily fix the problem for a quarter of the price. One of them is a member of the fine organization CIPCUG. I'll leave it up to that person to decide if he or she wants to divulge his or her identity. iYogi provides remote control tech support for a number of companies that either don't support their products or really don't want to help you after the warranty runs out. These include hardware manufactures but mostly antivirus software providers such as AVG, Avast, Kaspersky and the list goes on. One of the companies that doesn't use iYogi is Symantec, provider of the Norton Antivirus. It has its support team. You get what you pay for, I always say. Anyway, hundreds, if not thousands, of hapless individuals get sent to this company when they call for help with an issue. Avast seems to be the worst in sending people to this company, even though one customer reported iYogi tries to sell MacAfee Antivirus for $169 and says Avast is crap. Go figure. When you call, the representative offers to help and asks you to let allow remote access to your PC. The person then downloads the iYogi client, which on a new, 1-week-old Windows 7 PC told the user she had 10,000 errors. The representative then offers you a one- or two-year support contract to "fix the issue" even if the issue you have can't be "fixed" by them. So for $169 they go to work and by most accounts do more harm than good. One user reported that the company took out a two-year charge on the credit card instead of a one-year charge. I am listing below some of the complaints filed on iYogi's own website. The common theme from all of them was that once the company had your money, if you wanted the 100 percent guaranteed satisfaction or your money back you faced long hold times, multiple hard-to-understand people to talk to, multiple disconnections and flat out misdirection and insistence that you're the problem, not them. Oh, I almost forgot. When their techs aren't busy screwing up somebody's PC they make random calls drumming up business. Take a look at some on the examples I have below. All of these are available on iYogi's website under complaints. Some were edited for space.

iyogi making random calls ?

This guy (Indian from the accent) calls me and immediately starts to tell me that my computer has serious software issues. This is news to me, I had just finished a McAfee scan and was using it at the time. We went on again how my computer was seriously infected by damaging software. I explained to this "tech/marketer" that there

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Members' classified ads

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.

Free

For sale

I have the following Free/For Sale (contribution to CIPCUG):

One SHARP UX-300 FAX machine with Handset

Manual (.pdf) http://pdf.textfiles.com/manuals/FAXMACHINES/Sharp%20UX300%20Plain%20Paper%20Fax%20Machine.pdf — David Minkin

I have the following For Sale (contribution to CIPCUG):
2 each Microsoft Mouse, $2 each
Internet Scrollin Mouse (COMP USA), $2
Video Selector Switch (5 inputs/2 outputs), $5 — David Minkin

Wanted

Other categories as needed

The Outer Edge is printed and prepared for mailing by:

General news, commentary

is only one way they could know this, ie, they have infected my system with reporting software. I have no idea how they obtained my home phone number, I don't use it for any business online.

POOR SERVICE Don't buy iYogi

I was on hold 45 mins, I hung up and have called them 3 times (30 minutes between calls) on their push to call icon. It's been 2 hours and NO call backs to help me … I Yogi is not a good company to do business with and I would like a refund

Mislead

I thought I was speaking with a Webroot representative about issues with the program and a virus that had attached to my laptop and got a gentleman who said he could correct the virus after he was allowed into my system … DID NOT correct the situation and created more was the end result. He tried to sell me on a $200+ technician to correct the virus. I am very upset now with Webroot and feel very deceived by iYogi for not saying they were not with Webroot

Can't get my refund!

IYogi technical support messed up my computer. I kept telling them I had a bad virus & they did not fix it (I ended up having to replace a hard drive that was less than 2 years old because of it) They promised to issue me a full refund ($169.99) on April 13, 2012. As of today (06/17/12) I have still not received my money! I have called repeatedly & each time they say the money will be refunded in 5 to 7 business days!! REALLY?!?! This is a scam!!!!!!!!!

Unwanted changes made during tech support call

On 6-28-2012 I called for tech support. After the call ended and after your tech remoted in to diagnose my computer, I noticed that iYogi search had been installed as an add-on to explorer and my home page was changed to your search page. I did not authorize those changes and was unaware they were even being made. Very dishonest of your company. I will NEVER use you again.

Don't let them on your computer. They will lie to you.

HP sent my mom to iyogi for a printing issue. The tech told her that he would need to connect to her computer, and once he was connected he said he was going to have to charge her $250 to fix her computer or she would not be able to print. She was finally smart enough to shutdown her computer and hang up on him. The only issue was that her default printer needed to be switched. These guys are a scam!!!

Business Owner

I had to take it in to get fixed and had to pay over $250 to get it fixed all due to I Yogi's tech for AVG Security software program.

REFUND

First IYogi is deceitful. I am a customer of CA security trough my cable provider I had a problem and made the mistake of goggling the number for ca. I was connected to I yogi who said The only way to fix the problem was to pay 169.00. I said I never paid before and that I was a customer of Ca. They took my money and did a poor job in fixing my pc. Now I am trying to get a refund that was promised to me since Jan 4

ripped off again

I was ripped off for a service they are incapable off. had to go to another service who fixed the YOGI induced problems. Today i try to contact Yogi for a refund and they disappear.

The Iyogi Bait and Switch

I somehow found myself chatting online, thinking that I had contact outsourced tech support for Norton. I was having a hard time uninstalling Norton. These people kept saying that they support Norton, but when nailed down, they admitted no affiliation. They insisted they could remove Norton, but kept leading me on, until I finally put my foot down.

Big scam!

After receiving numerous calls the last few weeks from iYogi, saying that my computer submitted an alert, I finally decided to let iYogi take another look at my computer. I had pur-

chased a one-year subscription in September when iyogi told me I had several serious viruses on my computer. So anyways, iYogi scanned my computer and said the viruses had returned and that I needed to purchase this MacAfee virus protection through them for a discounted price of 209.99

Ethical company?

I used AVAST for a few years and thought it was performing fine. No problems. So I decided to 'purchase' AVAST. Big mistake, I Was sent to their tech support, IYOGI. They 'captured' my computer AND my laptop. It took over TWO hours. They told me my computer would be so much faster I would not recognize it! I watched them almost the whole time going into my two computers. After it was over, I noticed the next day that my computer was not any faster and maybe even a bit slower. Since I purchased AVAST in March of last year my computer has not only been worse, but several 'pop-ups' come up on each boot up

And finally folks, this next one is my favorite. — Rick

All Around Dreadful, Spans several categories of bad

I repeat, do NOT do business with these people! I can't tell if they're really dishonest or just really incompetent!

Now, to be "fair and balanced," I did find one positive post. — Rick

i yogi

i yogi is the best!!!!! i am quite computer savy but i dont believe i could own a computer without the support of i yogi. they are ENGI-NEERs in their field, not just technicians. And they will rarely tell you that because the are humble. We are so elitist in the US, we really dont think their is a product or service outside our borders that deserve our attention. That same isolationist policy didnt get us far in WWII and it wont get us far now.

i yogi is a great company and has saved me so much time and money in service and product. i applaud

GENERAL NEWS, COMMENTARY

Windows users might like these programs

By Bill By By Wayson
bwayson@gmail.com

Most of my discussions of open source software revolve around Linux, which is understandable. After all, there is a huge number of open source applications available for Linux, and the Linux ecosystem itself is primarily open source. That doesn't mean you Windows users are out of luck in the open source world, for many such applications will run under Windows. This month I will survey a few open source projects for Windows that are not well-known, maybe unfamiliar to Windows users, but worthy of investigation.

Penguin's Lair

Wayson

Advanced Onion Router
(advtor.sourceforge.net)

The Onion Router, TOR, is a popular program that very effectively hides your identity as you surf the Web, and the Tor-Vidalia-Privoxy bundle makes installation easy on Windows computers. Advanced Onion Router, AOR, is an alternative project providing the same anonymity plus advanced features such as forcing use of AOR despite how individual programs are configured, faking identity-revealing headers, and much more.

Audacity
audacity.sourceforge.net

Audacity is a feature-filled and powerful audio-file editing tool. Use it to mix down multiple audio tracks into one or

More on Rick's rant ...

them for their excellence. pam XXXXXXXXX

There's always one in every crowd, As you can see, the proof is the pudding. So heed my warning, good people.

"THE INDIANS ARE COMING, THE INDIANS ARE COMING" to a PC near you.

split one into many. It can record as well as read and save many different formats, and has many features such as built-in audio effects, plugin support, virtually unlimited undo, and scheduled recording.

Classic Shell
classicshell.sourceforge.net

Have you moved on to Windows Vista or 7 but miss the old XP Explorer? Classic Shell adds back some XP features such as a classic start menu, a Windows Explorer toolbar, and other items abandoned after XP.

Create Synchronicity
synchronicity.sourceforge.net

Create Synchronicity is a lightweight backup and data synchronization tool. Use it to back up your important data or to synchronize your desktop data to your notebook before you head out of town.

Eraser
eraser.heidi.ie

Eraser is a tool for completely removing data from Windows disks by overwriting it several times with carefully selected patterns. But it goes further by erasing deleted file areas such as the NTFS Master File Table and xFAT disk File Allocation Tables. You can also schedule your data removal in advance.

FOG
www.fogproject.org

Disk imaging and cloning is a popular method for creating backups — think Ghost. FOG provides a free alternative to Ghost as well as memory and disk tests, disk wiping, anti-virus scanning and task scheduling.

Freeplane
www.freeplane.org

Outlines are a popular tool for organizing your thoughts, projects, or speeches. Freeplane goes a step beyond outlining, using an organizational technique called mind mapping to more easily turn your thoughts and ideas into a visual representation useful for clarifying the big picture or making a presentation.

Hugin
hugin.sourceforge.net

Hugin is a powerful program specialized for creating and processing panoramic images from multiple individual pic-

tures.

Pingus X-Fi2
pingusxfi2.bplaced.net

Pingus X-Fi2 is a port of the PC game Pingus, which is a based on the video puzzle game Lemmings. From the Pingus website — [t]he player takes command in the game of a bunch of small animals and has to guide them through levels. Since the animals walk on their own, the player can only influence them by giving them commands, like build a bridge, dig a hole or redirect all animals in the other direction. The goal of each level is to reach the exit, for this multiple combination of commands are necessary — I could find no mention of a Boss Key.

TurboCASH Accounting
www.turbocashlive.com

TurboCASH is an entry-level accounting application suitable for personal use and small businesses. It can run standalone or over a network, so the whole family can share one TurboCASH installation. It can be customized with scripts and plugins, and supports multiple languages.

UltraDefrag
ultradefrag.sourceforge.net

UltraDefrag is a disk defragmenter that can defrag locked system files by running during the boot process before the files are locked. It can process an entire drive or individual or multiple files and folders from the command line or a GUI, either on demand or on a schedule. It supports filtering by name, degree of fragmentation, and size. You can set an execution timeout, after which it will stop defragging gracefully.

WinDirStat
windirstat.info

WinDirStat provides a very graphical disk usage statistics viewer and disk cleanup tool, simplifying the management of your disk usage. See your disk, file, and directory sizes in a tree listing as well as graphically in a tree map, similar to SequoiaView or Linux's KdirStat.

WinMerge
winmerge.org

WinMerge is a graphical tool that

General news, commentary

Unsecured router can lead to big trouble

By Bob de Violini
rjddev@gmail.com

OK, so there you are in your comfy chair in front of the new computer you *just* bought from your local friendly computer store owner who promises friendly service most of the time. You plunked down a few hundred bucks on your credit card, but, hey, it was worth it. Your older XP machine was getting on in age (7 years old is ancient to some folks in the computer world) and XP with all its updates was getting a little long in the tooth as well by having minor hiccups every so often, so it was time to get a new Windows 7 or 8 machine. The store owner gave it to you with all the latest updates from Microsoft and a few other companies whose non-bloatware programs were installed for you. It was now up to you to finish tweaking it to your liking; for example, by installing your browser of choice and updating all of the plug-ins and add-ons that you like to make the browser and the computer truly your own. Suddenly you hear a commotion outside followed by a crash at the front door and a flash-bang grenade being thrown into your house and detonating. "Oh my goodness, could my credit card payment to the computer merchant have been denied and he's coming to take back the computer?" you think while all that's going on. But then your tremendous amount of common sense prevails and you realize that's not the case. What helps are the questions the police are asking you such as why you have been making threats against them on an Internet message board because they claim to have proof that the threats came from your IP address. After being overwhelmed by all this, you deny the charges, and the police realize their mistake after investigating a little further at the scene. You are released by the police with their apologies (and promises to repair all the damage they caused) and proceed to go about your day-to-day life.

The above scenario might seem like a tale from an overactive imagination, but most of it actually happened! All because of an unsecure wireless router! The raid *did* happen, but no one in the house was tweaking a newly bought computer. Some unfortunate folks in an Indiana town were rousted from their home by a local SWAT team, and the entire incident was caught on video by a local TV station that was invited along for the raid. The police were acting on a search warrant they had obtained based on threats that had been made against them on some Internet message boards. Right after the raid, the police realized the threats weren't coming from those in the house at the time of the raid. Later on, they figured out the threats had actually come from another nearby house.

So how did the innocent folks get targeted in the first place? Their open (or unsecured) router was the key. It allowed anyone within range of it to use it to connect to the Internet, and that's probably what the person who actually made the threats was counting on in order to not get caught. In this case, the person probably was somewhere in the neighborhood but still within reach of the router's signal. With more powerful routers these days, the signal doesn't necessarily stay within the house's walls, especially if it is set to maximum power.

If you have a router that supports WPA2 security, you want to enable that scheme and set the encryption protocol to AES, *not* TKIP. If your only choice for security on the router is WEP, or if WEP is your only choice because that's the only security setting the wireless adapter on your computer supports, I recommend you look for new hardware like a new router, wireless adapter, or both. WEP security, while better than no security at all, can be defeated in a matter of a couple of minutes with one of the widely available tools on the Internet. Ensure the new hardware supports WPA2 for security. On some routers, the encryption choices within WPA2 might look something like WPA2 Personal and WPA2 Enterprise/Radius. You want the WPA2 Personal setting unless you're in a business that uses a Radius server that doles out encryption keys for individual computers. Some routers will then ask you to choose the encryption scheme as either

More on Lair ...

displays the difference between the contents of two files or two folders and facilitates merging them. It supports side-by-side comparison, difference highlighting, syntax highlighting, and regular expression filtering.

As a Windows user, you do not have to buy or "borrow" all of the software you might want. Many open source alternatives exist — the list above is just a small sample. Much of this software is quite good and can hold its own when compared to commercial offerings.   Keep open source in mind when shopping for software. You can instantly download and install a program and maybe find something you really like.

If you have questions or would like to learn more about Linux and FOSS, come to the August Linux SIG meeting on Tuesday, the 28th, 6:30 p.m. at Ventura County Computers in Ventura. We will let our freshly installed Ubuntu 12.04 PC upgrade its software to current versions, discuss open source software for Windows, and ask and answer any questions that may come up. See the CIPCUG web site 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. Until next month, happy computing.
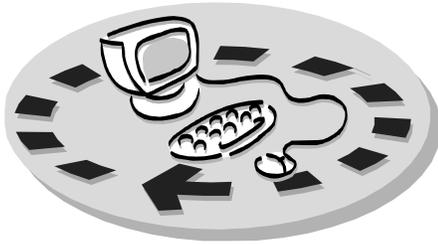
Why join Channel Islands PC Users Group (CIPCUG)?

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 email address through CIPCUG in the form of YourName@cipcug.org may obtain one for $20 per year.

More on routers ...

TKIP or AES. TKIP has been shown to be vulnerable for short periods of time to a certain decryption technique, so go with AES, which is much more robust. Once you've made the above selections you'll need to choose a password for the network that's between eight and 63 characters long. Remember, longer and widely varied with numbers and upper and lower case letters is better. After the password is set, write it down and keep it somewhere very safe, or enter it into a password storage program that keeps the passwords encrypted on a computer.

The other thing you can do with some of the routers made in the last couple of years is to adjust the power output settings. You only want enough power to get the signal to your computers inside the house or immediately outside the house like a backyard. If you can see your router's signal from a couple of houses down the street, it's too strong, even if it *is* encrypted. An easy way to see how far your signal goes in your neighborhood would be to take a laptop or smartphone along in a car and park the car a few doors down from yours. Turn on the laptop and its wireless adapter or enable the smartphone to be able to pick up wireless signals (not the same as cellular providers' 3G and 4G wireless features) and see if your network shows up on the list of available networks. If it does, cut down your signal strength. Please ***do not do this from a moving car unless you're the passenger*** since, besides being a safety hazard to those on the road, it is illegal in many states and municipalities.

For more info about the actual raid and what has since transpired, check out the following link. It has further links to other sites that have more info as well:

http://arstechnica.com/tech-policy/2012/06/swat-team-throws-flashbangs-raids-wrong-home-due-to-open-wifi-network/.

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? Please list on separate sheet.

Channel Islands PC Users Group Inc.

P.O.Box 51354
Oxnard, CA: 93031

DATED MATERIAL
Please Do Not Delay

DUES REMINDER

If the number above your name is 2012 AUGUST, your membership dues are payable in AUGUST 2012.

AUGUST 2012 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.
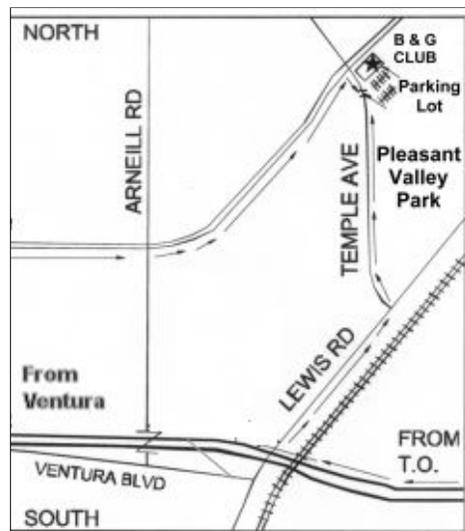
Saturday morning, Aug. 25, at the Boys & Girls Club, 1500 Temple Ave. (Ponderosa Drive and Temple Avenue), Camarillo.

Meeting Schedule:

8:00 a.m.	Doors open
8:45-9:30	Internet and networking SIG, Social Media SIG
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 — Comodo security products
	Drawing