# The Outer Edge

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

★★★★★★★★★★★★★★★★★★★★★★★★★
Attendance at the
August general meeting
**69 members and guests**
**We welcome four new members**
★★★★★★★★★★★★★★★★★★★★★★★★★

## To Contact CIPCUG

The Outer Edge......................805-485-7121
General Information………...805-289-3960
Mailing Address...P.O. Box 51354, Oxnard, CA
93031-1354
On the Web: cipcug.org
On Facebook: Facebook.com/grouops/cipcug

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## Inside
### Free is always good

### Seeking a breaking point

### Anti-virus and more

### Punctuation tips

## COMMAND.COM
**By Jim Brown, President**

September is considered by many to signal the end of the summer months. It seems, however, that lately we have tasted the warmth of the summer — finally. Now we begin to plan for the holiday season, and our wish is that it is an enjoyable season for all. Your board is considering a few ideas to bring something new and fun-filled to our schedule in the next few months along with our scheduled meetings.

Our organization is now 25 years old and still strong. We are considering ways to celebrate our special anniversary:

● We are considering raffles to include a computer.

● Another possibility is having our anniversary party at an affordable location near our current location.

We welcome any suggestions you might have in this regard.

**Brown**

Helen Long still has the sign-up sheet to order "The Secret Guide to Computers." As you may remember, this is a very comprehensive guide, which is an easy reference for issues that may arise with your computer.

Our August meeting proved to be special. First, we welcomed 10 guests, and four of those joined our computer club. One guest heard about us at the library. We want to thank our members for bringing a friend or associate to the meetings. We also thank our new members who just joined us. We will strive to make your visits worthwhile, informative, and fun-filled.

Our guest speaker presented information on a free open-sourced program that was easy to understand and was very relaxed and easy to listen to.

I realized that what makes our meetings special are the personalities of our moderators — Jessica has a youthful presence; Toby is the professor who has humor; Rick is laid back, and his humor is at the forefront; and Michael spontaneously expands the presentation of the others and leads us down parallel pathways. The friendliness and humor are evident. What a great team!!

Until next month.

# Root Directory

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

## Channel Islands
## PC Users Group
**CIPCUG mailing address:**
**P.O. Box 51354, Oxnard, CA**
**93031-1354**

### Executive Committee
*(Elected members of Board of Directors)*
President……...………………...Jim Brown
.……………………….president@cipcug.org
Vice President/Program Chairman
……………….…………………….Craig Ladd
………………...vicepresident@cipcug.org
Secretary………..……..Diane Mortensen
………………………..secretary@cipcug.org
Treasurer…………..………....……Art Lewis
…………………….treasurer@cipcug.org
Immediate Past President
……………………………......…...Rick Curry
……...…………….....trindflo@cipcug.org

### (Appointed members
### of Board of Directors)
Technical Adviser…………..Toby Scott
Web Page Editor….………..Helen Long
………………...webmaster@cipcug.org
TOE editor.………………...John Weigle
……………………...editor@cipcug.org
Membership Chairman…....Ken Church
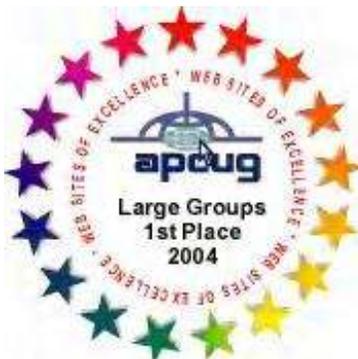……………….membership@cipcug.org

### Ex-officio members of Board of Directors
CIPCUG ISP Signups………..Art Lewis
Sound Equipment Technicians
………… Jim Burke and David Minkin
Program Chairman………..…Craig Ladd
Publicity Chairman...………..…Rick Curry
SIG coordinator…..………...Larry Hudson

### Past Presidents
Walt Yates………………………1987-1989
Lois Evans de Violini…………...1989-1991
Terry Lee………………………...1991-1993
Jerry McLoud…………………...1993-1995
Robert Provart…………………...1995-1997
Toby Scott………………………1997-1999
George Lakes …………………...1999-2001
Andy Toth…………………….…2001-2003
David Harris……………………2003-2005
Lois Evans de Violini ........ ........ 2005-2007
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
*Deceased

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

### Advertising in The Outer Edge
Advertising is accepted for computer-related materials, businesses and services only. Rates are for Camera-Ready copy (clear, clean black and white masters). Typesetting and graphics are available at an additional fee.

SIZE
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 3½W)..........$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.

Coming events

# September program to be announced

**Programs**

September's program was not firm by the deadline for TOE but is expected to be a presentation by Toby Scott and Michael Shalkey. Watch the website at cipcug.org for details. The meeting will be Sept. 24 at 8:30 p.m. 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 a.m. The Internet and Networking SIG and the Social Media SIG will start at 8:45 a.m.

Other meeting dates this year (all programs are tentative):

Oct. 22: Staples presentation on tablets

Nov. 19 (third Saturday): Topaz Labs

Dec. 17 (third Saturday

Vice President Craig Ladd said he is working on presentations by the FBI and Gene Barlow for next year.

**SIGs**

Except for the Thousand Oaks PC Club Photo Group, the Special Interest Groups (SIGs) are sponsored by 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.

and led by volunteer club members. They are free to CIPCUG members.

Unless otherwise noted, the CIPCUG SIGs run from 6:30 to 8:30 p.m. at Ventura County Computers, 2175

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.**

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

# Minutes of the August board meeting

**By Diane Mortensen**

CIPCUG Board of Directors held its monthly meeting on Aug. 27, 2011. In attendance were President Jim Brown, Immediate Past President Rick Curry, Vice-President Craig Ladd, TOE Editor John Weigle, Web Page Editor Helen Long, Membership Chairman Ken Church, and Secretary Diane Mortensen. Absent was Toby Scott.

**Mortensen**

Jim Brown called the meeting to order and asked if there was any old business. Jim announced that he is now a signer on CIPCUG's bank account and that the state of California has approved CIPCUG having raffles and other event to raise money for the club.

Moving on to new business:

In the absence of Art Lewis, Helen Long read the July 2011 treasurer's report

to the board members. The report was also read at the regular business meeting today, and a copy appears elsewhere in TOE. Art reminded Helen that members need to sign up for a copy of "Secret Guide to Computers and Tricky Living." If the club sells 60 copies at $20 each, CIPCUG could make a small profit.

Craig Ladd stated that he was able to get a TOPAZ representative to speak at the November meeting. As of this date, there is no one lined up for the September and October meetings.

The board discussed the possibility of having some type of an event for the December meeting. Suggestions made were having a luncheon for members at a local restaurant. Jim mentioned that since CIPCUG's 25th anniversary is from July 2011 to July 2012, perhaps having a 25th anniversary event. Ideas consisted of inviting charter members, having a PowerPoint presentation screening with photos from

the years; laying out old editions of TOE and newsletters previous to TOE; inviting prominent people to join the event, etc.

It was decided to have a committee meet to go over plans for the event and bring the information back to the board. Volunteers to be on a committee were Jim Brown, Craig Ladd and Diane Mortensen. The committee will arrange a meeting in the near future.

The board discussed again updating and designing a new CIPCUG information brochure for marketing purposes. Members were interested in knowing who had the original copy of the existing brochure. Ken stated that he might have it and would look through his files. John asked Ken to email a copy to him and he'd see what he could do to improve the brochure.

Diane volunteered to put an announcement in the local *Happenings*

## Social Media SIG, Q&A
# Facebook posting, security discussed

**Reported by John Weigle**

**Social Media SIG**

*Unless otherwise noted, questions were answered by Jessica Scott. Some related questions have been combined under one subhead rather than being listed in the order they were asked. After the meeting, Facebook made some changes to its privacy policies and home page design. The answers in this report reflect the changes. – Editor*

**Sharing another person's post**

Q: How do I repost an item that someone else has posted and asked others to place on their walls?

A: Copy the item you want to repost (highlight it [Ctrl+A if you want the entire item] and use Ctrl+C to put it on your clipboard). At the top of your Home page, a box should appear under Update Status with "What's on your mind?" in grayed-out type. Paste the item (Ctrl+V) in the box and hit Share.

The revised privacy policies have placed a pull-down menu to the left of the share button that gives you an immediate choice of who will be able to see the post: Friends (the default), Public (formerly listed as Everyone), or Custom (where you can pick Friends, Friends of Friends, Specific People, Only Me. If you choose Specific People, another box will open, where you can select specific people who can see the item or "Hide this from…"

When you click Share, the item goes

# More on coming events ...

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 will be conducted at locations to be announced on the meeting day.

**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): Social Media SIG (Jessica Scott and Mark Maidel) and Internet and connectivity SIG, 8:45 a.m. Michael Shalkey's after-meeting SIG at locations to be announced on the meeting day.

The September and October schedules :

**September**

**Saturday, September 24:** Regular meeting, pre-meeting Social Media and Internet, connectivity SIGs.

**Tuesday, September 27:** Linux SIG. Topic: Breakin (see this month's Penguin's Lair for a discussion of this program), the current state of Ubuntu and Linux, our likes and dislikes, and questions.

**October**

**Saturday, Oct. 27:** Regular meeting, pre-meeting Social Media and Internet, connectivity SIGs.

**Tuesday, Oct. 25:** Linux SIG. Topic: TBA.

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

# More on minutes ...

magazine about CIPCUG meetings and activities. Articles are to be submitted before the 10th of every month to be published in the next month's issue.

Helen would like the Board to find a replacement for her position as Web page editor. The new web editor would need to know Cold Fusion, which is a programming language based on standard HTML (Hyper Text Markup Language) that is used to write dynamic web pages.

John reported that the TOE no longer can be dropped off and mailed from the U.S. Postal Service office on Camino del Sol because it has been closed. The mail must now be taken to the C Street post office in Oxnard. It is not clear what, if any, effects the change will have on the delivery of TOE.

In the interest of lowering printing costs, John said that he could eliminate approximately 40 copies of the TOE each month.

Board members discussed that and agreed that if there is an increase in marketing CIPCUG to the public, there would be need to have extra copies on hand. Issues of TOE are handed out at monthly meetings to interested parties.

John will be putting a reminder in TOE to sign up as a friend on the CIPCUG Facebook page.

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

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on your wall, which Jessica compared to a bulletin board filled with notes (the messages or posts).

**Friend requests**

Q: Friends and family members are sending me email requests to be their friend on Facebook. I don't have a Facebook account. What do I do?

A: If you want to accept any of the invitations, create a Facebook account and accept them. If you said yes to a request, you should have gotten a request to sign in or create an account.

A member of the audience said Facebook will send requests to everyone in your email list if you ask it to. Here is more information from the Facebook Help Center:

"How do I invite my friends to connect with my Page via email?

"Admins of Pages with less than 5,000 people connected to them can import their email contacts and invite them to connect with their Page. You can now upload a file containing your email contacts and Facebook will securely import them. You will then be able to suggest your Page to your contacts.

"You can also suggest your Page to your email web contacts. Simply provide your web email address and password, and your contacts will be imported. You can then suggest your Page to them.

"We will not store your password after we import your contacts. We may use the email addresses you upload through this importer to help you connect with friends, including using this information to generate suggestions for you and your friends on Facebook. If you don't want us to store this information, please go here [https://www.facebook.com/invite_history.php].

"To access the email importer, visit the 'Tell your Fans' section in the Resources tab of your Page Manager."

Response from questioner: I said yes to be a friend but didn't sign up for an account.

A: If you don't want to join Facebook, you don't have to. Your acceptance in that case is meaningless.

**Tagging photos**

Q: I got an email saying Joe Blow tagged you in a photo. What does that mean?
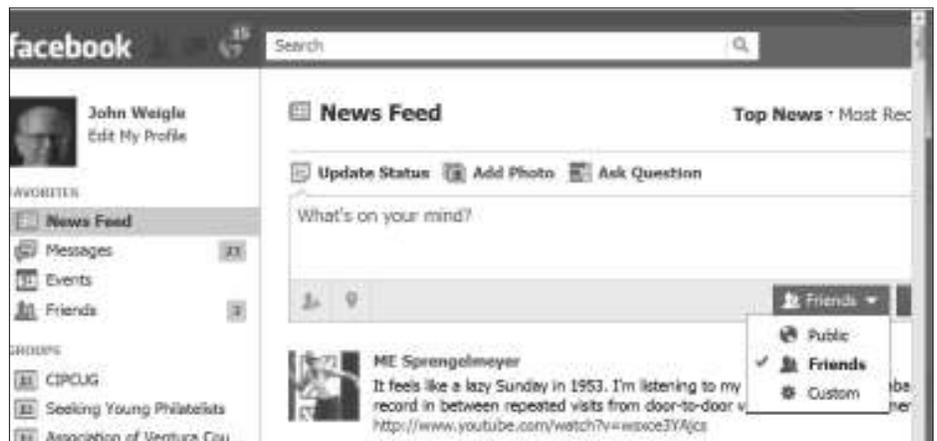
| This month's Q&A topics: | |
|---|---|
| **Social Media SIG** | Deleting photos |
| Sharing another person's post | |
| Friend requests | **Regular Q&A** |
| Tagging photos | DSL Extreme problems |
| Sending messages | Changing type size on Web pages |
| Limiting who can see messages | Setting up hard drive access |
| Chat rooms | Simultaneous downloads |
| Saving pictures | Browser version numbers |
| Definitions | Thumb drives |
| Privacy | Firefox upgrades |
| Posting pictures | Google+ |
| Online help | Gmail problems in Chrome |
| Ranking friends | 64-bit Office problem |



Facebook now allows users to decide who can see individual items through the new listing on the right lower corner of each potential posting.



Photos on Facebook can be tagged to identify the people in them. As you roll a mouse over the subject, the name pops up if the photo has been tagged. In this photo the tag shows Rick Smith, who handled our Q&A session in August.

A: A tag on a photo is the name of the person in the picture. If I tag three people in a picture, the picture shows up on their walls, and they get a notification they've been tagged. You have the option not to be tagged.

Q: So if you click on a tagged picture, the names show up over the person?

A: Yes. (The names also appear if you roll a mouse over the photo. – Editor)

You can untag yourself in someone else's photo (the instructions are at http://www.ehow.com/how_5784817_untag-

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yourself-photo-facebook.html and say that untagging yourself means the picture no longer shows on your profile but remains on your friend's wall).

Q: Can't the person who tagged you just ignore the request or retag you?

A: No, it's not a request to the tagger but an action you take.

Q: Can't a person use tagging to spam people in the picture?

A: Yes. Facebook is working on various privacy and security issues, but I can't tell you what it's doing because I don't know.

## Sending messages

Q: If you have a friend and send a message, where does it go? When I did that, it just sat there. If I log off and come back, it's still there.

A: To be sure I understand the question, are you discussing a message or a status update on the wall? Did you click on Send when you typed it?

Q: I'm not sure.

A: Try that and see what happens. I think I understand your question, but I'm not sure.

From audience: But if he doesn't send it, it should not be there if he logs off.

A: That's true, which is what confuses me. If it was sent it could stay visible because the messages are on a long scroll.

## Limiting who can see messages

Q: I have friends who want to communicate only on Facebook, but I don't want the rest of the world to see what we're talking about.

A: Everyone can see what's on your News Feed. Messages are seen only by the intended recipients. To open messages to you, click on Messages on the left hand column of your home page. For more information about messages in general, go to the Help Center at https://www.facebook.com/help/?faq=212388195458335&ref_query=private+messages.

To send a message, click on the friend's listing, go to the upper right corner of the person's home page, and click on Message. To learn more about sending messages go to the Help Center section at https://www.facebook.com/help/?faq=154917244574299&ref_query=send+a+mes.

From the audience: Remember that the recipient of a message might copy and post it.

## Chat rooms

Q: What about chat rooms?

A: A chat is also private.

The Facebook Help Center explains how to start a chat this way: "To start a chat, click the name of the friend you want to chat with in the right sidebar of any Facebook page. If you don't see the person you want to chat with there, you can type their name into the search box at the bottom of the sidebar. If you don't see the sidebar, click Chat at the bottom right of the page.

"Once you open a chat window, just type your message and press Enter or Return on your keyboard."

Use Reply to answer a comment in a chat. (A chat room, as opposed to a Facebook chat, is an open area where people can have interactive discussions about topics of mutual interest. For instance, Leo La Porte has a large chat room going during his weekend computer talk shows. Everyone in the chat room can see the chat. — Editor)

## Saving pictures

Q: How do I save a Facebook picture?

A: Right click on the picture, choose "Save As" and pick the location where you want to save the picture. It's then on your computer.

From the audience: In Windows 7, you can also use the Snipping Tool. For information about the tool use the Help function in Windows or go to http://windows.microsoft.com/en-US/windows-vista/Use-Snipping-Tool-to-capture-screen-shots. But snipping a picture won't have the same quality as saving directly. You lose resolution when you copy the screen.

## Definitions

Q: Do Post and Share mean the same thing?

A: Yes.

## Privacy

Q: How do I determine who will see what I share?

A: Formerly, you could make blanket settings at Account > Privacy Settings. Now, you have the choice with everything you post (see previous questions this month). Go to Account > Privacy Settings for more information or go to the Help Center for even more details. The default settings on the Privacy Settings Page "will apply to status updates and photos you post to your profile from a Facebook app that doesn't have the inline audience selector, like the Facebook App for iPhone," the revised information says.

Q: What is the best security setting?

A: Limit everything to friends only.

Doing that, does not mean accounts can't be hacked, however. I got a legitimate email from Facebook that said my account had been suspended and I had to change the password, so I did. Accounts can be suspended because of too many attempts to log in with incorrect passwords or a lack of activity for some time. I had the password problem.

## Posting pictures

Q: How do I transfer a photo from my phone to Facebook?

A: Methods vary, depending on the type of phone you have. Many smart phones allow you to take a picture and post it to Facebook immediately. You can download Facebook Mobile to resize and post the photos. Other applications might be available. A lot depends on the specific phone and its applications.

## Online help

Q: Is there an online manual for Facebook.

A: The Help Center (Account > Help Center) has FAQs and discussions about using Facebook.

## Ranking friends

Q: What does No. 1 Friend mean and how is it selected?

A: I don't know. (This article might or might not be related to the question, but it was one of the top items on a search for "ranking Facebook friends": http://gawker.com/390560/find-where-facebook-ranks-your-friends. — Editor)

## Deleting photos

Q: How do I delete photos I posted?

A: The session ended before the question could be answered, but the Help Center says, "You can remove a photo while viewing it by clicking 'Delete This Photo' at the bottom of the page."

For more details go to http://www.facebook.com/help/?faq=208547132518386&ref_query=delete+photos.

**Regular Q&A**

*Rick Smith of Ventura County Computers answered September's questions because Toby Scott was at a class reunion. Michael Shalkey handled the computer duties and helped answer the .*
*— Editor*

## DSL Extreme problems

Q: I have DSL Extreme and couldn't get online for several days. When I called, they said they were having some server problems. The status lights on the modem were fine.

A: You did the right thing by calling your ISP. If the modem status lights are correct, the next step is to call the ISP, which handles the line. If that doesn't work, you might be able to fix the problem by checking any new equipment, such as a wireless router, that you added just before the problem began. The router settings need to be adjusted so the router will get the correct MAC (Media Access Control) address. Sometimes this has to be done through the service provider.

Michael Shalkey: DSL Extreme says it's having problems with its DNS server, which points requests to the numerical address for domain names. If you're using a hardwired DNS (Domain Name System, Service or Server), that might create such a problem. If you did that, you would be telling your computer to visit a specific server rather than the one DSL Extreme uses. If the server you directed your computer to was down, your computer would not be able to find anything on the Internet. If that was the case and you had tried a different DNS you might have gotten around the problem.

Response: I had the same problem on my desktop and laptop.

Just as a matter of interest, why is the DSL device still called a modem?

A: Michael: It's a holdover from the old days although you're right, it's not technically correct.

## Changing type size on Web pages

Michael: We talked about this briefly in the other room, but I want to say it here, too, so everyone gets the information. If you try to increase the type size on Web pages with Ctrl + + or reduce the size with Ctrl + - and it doesn't work, try a different browser. Sometimes it will work in one browser but not another.

## Setting up hard drive access

Rick: Before we continue with questions, I'd like to discuss ways to set up your hard drive access: the old standard IDE (Integrated Device Electronics), Advanced Command Host Interface (ACHI), and RAID.

As you might know, RAID (Redundant Array of Independent Discs) will let you use hard drives in several types of installations. It can range from a simple mirroring — as data is written to one disk, it is also written to a separate disc — to a more complex setup that copies material to several discs so that if any disc fails a user can easily swap the disc for a good one and continue working.

ACHI supports native command queuing, the way a drive organizes data.

RAID is often used for servers but has been less used for home computers. However, ACHI allows users to use an external SATA (eSATA) drive as part of a RAID system. Intel's Rapid Storage Technology will allow users to hook an external drive to the computer and run it just as if it were an internal drive. The software will show all the computer's connectors and what's connected to them. By downloading and installing a Microsoft patch, you can change settings so the hard drive will mirror to the external drive without having to reinstall everything. If your C: drive dies, the computer can boot off the eSATA drive. Some Z68 chipsets can pair a solid state drive and standard drive. The software will track your file use and move the files you use most to the solid state drive so they'll load faster. The combination appears to be a single drive.

I think SSDs are the best thing to come out in the past five years. They'll make your computer at least 53 percent faster and are especially good on a laptop because they will conserve battery power in addition to increasing speed. The only thing you give up on SSD drives is disc size, but the price per gigabyte has dropped considerably. An 80 gigabyte drive is good for most computers if you don't have lots of video and pictures. I'm partial to Intel right now because it has put "some real nice engineering things into their technology."

Michael Shalkey: If you didn't understand a lot of that, what's the biggest problem you have with your computer? It's usually speed, and an SSD will speed up your computer by at least 53 percent. And taking off software that slows it down might make it even faster than that.

Rick: The two upgrades I recommend to everyone are an SSD and a really good chair.

Q: What happens if a RAID disc dies?

A: It depends on what kind of RAID you set up. I'm talking about a RAID 1, which is a mirror system. That gives you time to replace a drive that fails by switching to the mirror drive if the first one fails. Everything written to the C: drive is also written to the other drive.

I don't recommend RAID 0 unless you're really into performance because if one disc fails in that setup you lose all your data because different information is written to each disc and can't be rebuilt. Servers use RAID 5.

Q: If your C: drive fails, can you then clone the mirror drive back to the new C: drive?

A: Yes. The new technology does it automatically. You can get a combination of drives, with one being the eSATA drive. The new color code for plugs is red for eSATA and blue for USB 3.0.The plugs are similar but the eSATA cable can't be plugged into a USB plug and vice versa.

Q: If I want to make a SATA drive an internal drive, can I do that?

A: Yes. You will need the SATA cable and something to power it with. It depends on the way your computer case is designed.

## Simultaneous downloads

Q: If I'm downloading something in one browser and it's very slow, can I start another download in a different browser? Will that slow the first browser down?

A: It depends on why the first browser's download is slow. The reason can be bandwidth or server use. If the problem is bandwidth — the size of the pipe carrying the download, to use an analogy — starting another download will slow the first one down. If the problem is server use — that is, one server is getting lots of hits and the other is not — a second download probably won't noticeably affect the first one. You can usu-

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ally get three downloads going in Internet Explorer, but if the bandwidth is being used you, you'll just slow things even more.

**Browser version numbers**

Michael: Firefox is reportedly going to stop showing version numbers. It will be updated regularly in the background as Chrome is without asking for permission. (After the meeting, Mozilla announced that it had abandoned the proposed change.)

Most upgrades now are for security reasons, so I'd advise upgrading as new versions are announced, but sometimes you can't. For example, Internet Explorer 9 works only in Vista and Windows 7. Microsoft is making a concentrated effort to force users to upgrade from XP to Vista or 7. In fact, Oct. 22 is supposed to be the last day you can legally buy a copy of XP. Microsoft also wants everyone to upgrade to at least IE 7 because IE 6 is no longer being supported and has many security problems.

Rick: Interestingly, Microsoft will provide a way to downgrade to XP Pro if you buy a computer with Windows 7 on it and ask for the downgrade. This is primarily to accommodate corporations that didn't upgrade because they didn't want many different systems on their networks.

**Thumb drives**

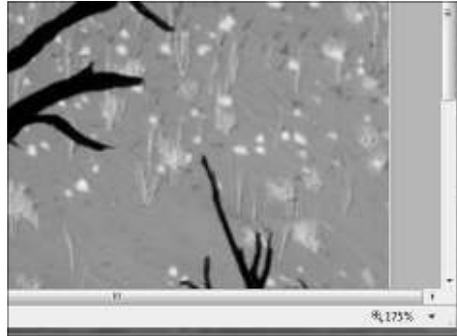Q: Could I use thumb drives to speed up the computer rather than buy an SSD?

A: No. It took a lot of engineering to make the SSD work like a hard drive. There's a controller chip and firmware on it that allows the use of an SSD. You can read indefinitely from an SSD but not write to them. If you write to a thumb drive too often you can wear it out.

**Firefox upgrade**

Q: I use Firefox 3. I want to upgrade. Do I have to go to their Web site?

A: That's the way I usually do it. The Mozilla Firefox site is at http://www.mozilla.org/en-US/firefox/channel/.

Michael: Many of us who used to love CNET Download.com as a download site

Note the magnifier and percentage figure at the lower right. You can increase the size of text and other items on a Web page here.

are disappointed in it now because it has started wrapping its downloads with a lot of things you don't want, such as browser toolbars. If you use CNET, watch the screen prompts carefully and don't just click "yes" on everything or you'll install software you don't want.

Rick: In Internet Explorer, you can temporarily hide the task bar and toolbars by hitting F11. It's a toggle, so to get everything back, hit F11 again.

Michael: You can do the same thing in Chrome.

Rick: You can also increase the size of the Web page type in Internet Explorer by going to the Menu Bar (if you can't see it, click on F10) > View > Tool Bars and enable the Status Bar. That will place a magnifying glass and a number on the bottom right corner of the browser. Click on that to increase the size of the type. You can also click on the gear in the upper right corner of IE and using Zoom to increase the type size.

Michael: Ctrl+0 changes the display back to 100 percent. Chrome has a similar feature. Ctrl + + and Ctrl + - do the same thing in most browsers.

Rick: You can also change the default font size in Windows. In Windows 7, right click on an empty spot on the desktop and go to Personalize > Display, where you'll have a choice of smaller (100 percent), medium (125 percent) and larger (150 percent). This change is espe-

cially helpful for monitors with high resolution.

**Google+**

I believe Google+ will kill Facebook within a year and Twitter within six months. I plan to do a SIG or program on it later but will discuss it a bit today.

It's in public beta, which means you have to be invited to join. If you want an invitation, let me know. Google+ will let you video chat with 10 people at a time rather than one at a time.

It's an incredible tool. Google+ uses Google Circles you can place people in. It helps you visually know who you're talking to and what you're all talking about.

Google Chrome has changed a bit since May, adding a black bar at the top with features aimed at Google+. It's all free. Both Google and Apple are rolling in cash right now.

**Gmail problems in Chrome**

Q: I have Chrome and Firefox, but 80 percent of the time my G-mail doesn't work in Chrome. It does in other browsers. This happens on both my XP and Windows 7 computers.

A: My first suggestion would be to uninstall and reinstall the browser, but since it's on both computers, I'm not sure what the answer is. Unfortunately, it's impossible to get hold of a human being at Google. We can Google the question and see what happens. It turns out to be a known and common problem, but there's no solution listed yet.

**64-bit Office problem**

Rick: I'd like to discuss 64-bit operating systems for a moment. Toby's not here today because he's at a class reunion and was on the committee.

He was working on name tags, which generally took about an hour to prepare using Avery labels and software. But this week he kept struggling with the problem and couldn't find the solution. He finally determined that the software was not compatible with his 64-bit version of Microsoft Office. It just proves that 64-bit systems aren't quite ready for prime time yet.

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**Find us on the Web at http://www.cipcug.org and at our Facebook page at http://www.facebook.com/groups/cipcug.**

## Program: LibreOffice

# Program has Microsoft Office's key features

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

A free program that is compatible with Microsoft Office and offers most of the commonly used features of all Office elements was described at the August meeting.

Orv Beach, who has been a Linux user for years, discussed LibreOffice, which is being developed by programmers who formerly worked on OpenOffice. LibreOffice is available in more than 100 languages for the Linux, Macintosh OS X, Windows, Solaris, BSD, and IRIX operating systems, among others.

It includes Writer (comparable to Word), Calc (equivalent of Excel), Impress (equivalent of PowerPoint), Base (equivalent of Access), Draw and Math.

Most people use 10 to 20 percent of the features of any office suite, Beach said. The remaining 80 percent "are all way overkill, even in an office," he added. The main reason LibreOffice hasn't been taken up by many corporations is that they don't want to deal with the 1 or 2 percent of the times that there might be an incompatibility with large Microsoft Office files that won't import correctly (and even Word has trouble opening some of its own massive files, he said).

"You won't see perfection in any software product, you all know that," he said. "Just don't let perfection be the enemy of good enough. These things (LibreOffice programs) are fine, rock stable."

Beach said that LibreOffice uses Open Document Format (ODF) as the default format for files, but users can save documents in a variety of other formats, including those for Microsoft Office, OpenOffice, Rich Text Format and text. It can also save files in the PDF format without any add-ons or special print drivers. PDFs offer two advantages, he said. Everyone will see the document as it was prepared, even if they don't have all its fonts on their machines, and files can be sent to many people in a form they can read but not change.

LibreOffice can read files from Microsoft Works, Lotus Word Pro, Word



Above, the opening screen of LibreOffice. Below, Writer's working area with a document open.



Perfect and Microsoft Office programs.

It can export files to PDF and SWF (Flash).

LibreOffice does not have a program comparable to Microsoft Publisher, Beach said, but a separate open source program for page layout, also free, is Scribus.

**Component features**

Writer has wizards, autocorrect, styles, and text frames, can display multiple pages during editing. It can print to

# Stress your computer with Breakin

By Bill Wayson
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D uring my career working with PCs, it has been axiomatic that a PC is most likely to break within the first few hours of use. The reasoning is that this will be the first long period where all the components in the PC will be electrified, will warm up to operating temperature, and will be stressed. Thus, when I was responsible for preparing new PCs for use, I would do so on a Friday afternoon and start the included hardware diagnostics program running on them in a continuous, endless loop mode. I left the program running on each of them over the weekend, and any PC that failed any of the multiple tests would be returned to our vendor for exchange. This helped tremendously to weed out the lemons — PCs that had left the factory with

# More on LibreOffice...

HTML and wicki formats to publish Web pages or wiki articles.

Calc has 98 percent of the 25 percent of Excel features that most people use, he said. It can create pivot tables, which it calls data pilot, natural language formulas ("show profit as revenue minus bills," for instance), styles and direct formatting and scenario formats (what if …). It handles all three standards for naming cells and allows graphing.

Impress comes with 2D and 3D drawings, master pages, a slide sorter and templates. It will also create an outline; allow hidden slides, which can be changed for different presentation; includes many special effects for transitions; and lets a speaker see an outline, individual slides and notes for each slide while projecting just a slide on a screen.

Draw will produce 2D and 3d objects, has many textures and other effects and a mix of transparencies. It will import many formats of photos, including PMP, GIF, JPEG, TIFF and WMFT. Beach said that every time a picture is edited in a lossy format, which compresses the picture, some quality is lost.

**Versions**

Current plans call for the release of new versions every six months, to coincide with the schedule for releasing new versions of Linux distributions. Most Linux distributions are going to include LibreOffice rather than OpenOffice in the next round of releases, he said.

Beach also said there are always two versions of LibreOffice available: the most recently updated one and a fully developed and stable version. The latest

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## History of LibreOffice

Star Office was developed by the Star Division of Germany for Windows, Linux and Apple.

**1999:** Sun buys Star Division.

Star Office is renamed OpenOffice and the code is opened to all under the GNU General Public License in 2000.

**January 2011:** OpenOffice Version 3.3 was rolled out, "but all was not well in Paradise," Beach said.

Developers who worked on OpenOffice, seeing what they believed was poor stewardship by Sun and Oracle, which bought Sun, broke away, formed The Document Foundation and established LibreOffice, which was based on the OpenOffice code with the addition of a number of changes that had been recommended by developers and the open source community but rejected by Sun and Oracle. That became version 3.3.1 of LibreOffice.

Many of the changes made the program more compatible with Microsoft Office.

**Later in 2011:** Version 3.4.2 is the current version, and an ultimate goal is to eliminate the use of Java.

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version is always safe and will fit users' needs, he said, but those who are concerned about possible problems should use the earlier version, he said.

Asked if there are manuals for LibreOffice, Beach said much documentation is available on the Internet. Also, he said, at this point, any OpenOffice book will also apply to LibreOffice.

In answer to a question, Beach said he rarely uses macros so isn't sure how well they're imported by Calc, but he understands the work has improved from previous versions.

Many templates are available for LibreOffice, and those for Microsoft Office also work in LibreOffice.

In addition to being free, LibreOffice can be installed on as many machines of as many owners as anyone wishes, he said. Another advantage of open source software, he said, is that fixes can be prepared quickly, either by the community in general or by a programmer hired by a business that needs help. "You're not at the mercy of a commercial vendor," he said.

Add-ons and extensions are available, but many of them are being incorporated into releases rather than being left as add-ons, he said.

Like any software, there will be some learning curve for new users, Beach said, commenting, "Open source software is free only if your time is worth nothing."

*On the Web:*
*The Document Foundation: http://www.documentfoundation.org/*
*LibreOffice download page: http://www.libreoffice.org/download. The LibreOffice program and the Help files are separate downloads.*

some sort of flaw or weakness. A nice, basic, live CD is freely available to do just that on modern hardware. Breakin is designed to run a PC at as high a level as possible, probably higher than it will ever run in normal use, and to do so continuously until the user stops it.  If anything fails one of the tests, Breakin tells you what failed and how it failed.

Breakin was developed and is maintained by Advanced Clustering Technologies Inc. as its stress-test and hardware diagnostics tool. Because it works so well for them and is almost all open source-based, A.C.T. makes Breakin available to e v e r y o n e   a t   h t t p : / / advancedclustering.com/our-software/view-category.html for network booting, as a CD image, and as source code. Breakin is open source, so anyone can take the source code and add additional tests that they might need to perform. A.C.T. claims that several major component manufacturers use Breakin to test and burn in their own products, just as A.C.T. does, before they are shipped to customers. The only non-open source software in Breakin are the AMD and Intel floating-point math libraries. They are included in the CD image, but if you want to build an image yourself using the source code, getting the libraries is not too difficult. AMD offers its for free, and Intel provides a 30-day fully functional free evaluation of its library.

Running Breakin is as simple as downloading and burning the ISO image to a CD and booting from it. Breakin runs automatically, first inspecting the PC to figure out what is in it, then running various tests in an endless loop. These tests include generating activity through up to 95 percent of the systems memory, reporting any ECC (Error-Correcting Code if ECC RAM is installed) memory errors that are found, pegging the CPU (it will saturate all the cores in the CPU with full workloads, which will also flex the CPUs cooling system), fully exercising all hard drives, attempting to find and report on temperature sensors, and checking for any Machine Check Exception (MCE) errors generated during the tests. All in all, the important core components of the PC are run continuously at or close to their maximum capacity. While Breakin is mostly used to break in new computers, it can also be effectively used to find hardware problems on PCs that you think might be going south.

Breakin reports on its progress as it is running. It is easiest for individuals to just look at the monitor. But Breakin does allow you to check on it remotely using SSH (Secure SHell) from any device that has network access and supports SSH. Breakin also provides a running log of its progress to an attached serial console and USB storage device, such as a key. You can also grab and save the entire log at any point by plugging in a USB storage device and pressing the function key that is highlighted on the screen to dump the log to the device. As an added bonus, Breakin also provides a rescue environment that contains a number of disk, networking and file system-related utilities that can be used to repair a damaged system.

Breakin is a great example of how everyone benefits when someone uses open source software to fill a need the person has. It is also a great example of a less is more utility. It does one thing and one thing only — test PC hardware — and does it well. The one complaint I have is that the ISO images available on the A.C.T. site only support relatively recent 64-bit architectures, which is understandable given A.C.T's use for Breakin. I hope that before the next meeting of the Linux SIG I will know whether or not the source code can be used to generate an ISO image that supports 32-bit PCs. Other than that, I recommend Breakin to anyone looking for a good hardware testing and diagnostic tool.

If you have questions or would like to learn more about Linux and FOSS, come to the Linux SIG meeting on Tuesday, Sept. 27, at 6:30 p.m., at Ventura County Computers in Ventura. We will take a look at Breakin running (for all there is to see). We will also discuss the current state of Ubuntu and Linux, our likes and dislikes, and try to answer any questions that are asked. See the CIPCUG 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.

Until next month, happy computing.

# Right-click surprises in Windows

**By Warner Mach**
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*August 2011 issue, SEMCO DATA BUS*
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I have recently become familiar with some handy uses of the mouse right-click that are worth mentioning.

1. Right clicking on "Start" brings up a menu that lets you select Microsoft "explorer" and "search." This can be a quick way to get at those utilities.

2. If you want to use a program other than the default in conjunction with a file, then right click on the file and go to "open with." I sometimes use this with PDF files. My default for PDF files is "Nitro," but it does not have a search function, so I will sometimes switch to "Adobe Reader" if I want to use the search.

3. In the tray at the bottom of the screen is an icon that looks like a screen with radiation coming from it. Left click tells the status of your Wi-Fi connection. Right click gives options of disable/status/repair. I was at a location where I appeared to be connected properly, but all of my browsers were unable to reach any URL.

Someone assisted me by clicking on "repair" and I could watch the system rework my connection and make it better. I was dazzled.

4. The most important time-saver of all: If you are playing solitaire and you reach the point where you have won the game and it is just a matter of moving all the cards to the top row, then right-click on one of the cards in the bottom row, and the system will do the remaining work for you.

Review: Norton 360

# Program offers anti-virus protection and more

**By Jim Thornton**
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I've been using computers for over 30 years, and I'm a longtime user of Norton computer security products. I'm currently using Norton 360 for its very good virus protection. In addition, Norton 360 provides several other very desirable features: (1) PC Security, which protects your computer when you're Web browsing or using your email; (2) Identity Protection, which secures your online shopping and banking activities; (3) Backup, which remotely stores your computer files to an off-site location; and (4) PC Tune-up, which keeps your computer working at its highest speed. Here are more details on these features:

### PC Security

Protects your computer from viruses by doing a continuous virus scan. Identifies your newly downloaded files, including applications before you install or run them as either safe or as a potential danger. Prevents unauthorized users from accessing your wireless network. Scans your incoming and outgoing email attachments for protection against viruses, spyware, and other threats. You can view the details of your current and recent security history at any time. You can manage your firewall. You can run Norton Insight, which is part of Norton 360, which tells you where your recent files and applications came from and whether they are safe or not. In addition, monthly status reports show how many security threats were detected, how many intrusions were blocked, how many phishing and safe websites were identified, how many online and local files were backed up, and how many unnecessary files and registry keys were removed.

### Identity Protection

Identifies websites as either safe for your surfing, shopping, and banking or as dangerous websites. Protects your identify when you are surfing.

### Backup

Provides automatic backup of your files when you're not using your computer so that it doesn't interfere with you. You can retrieve and download your backed files from anywhere by using the Internet, but the files are accessible and available only to you. The size of the off-site storage capacity is 2GB. There is an additional fee should you want a larger capacity.
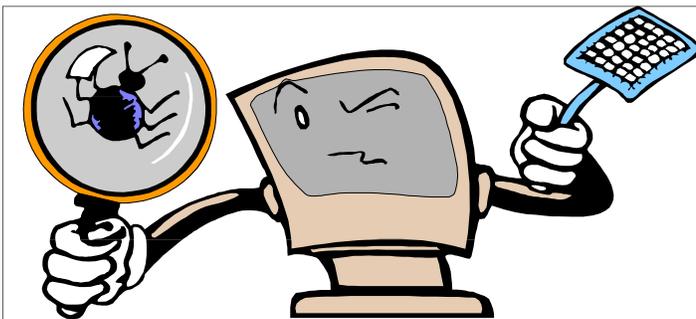
### PC Tune-up

Keeps your computer running at its fastest startup time and at its highest per-formance. It does this by optimizing your hard drive and removing unnecessary clutter. It also provides a status report of your CPU, memory, and disk activities.

### Pricing

Norton 360, current version 5.0, is priced at $79.99, and is available at many local stores. The product may be installed on three separate computers and is good for one year. The annual renewal price using the Norton website's price is $69.99. It's cheaper to buy a new version than to renew your current one. Fry's, in Oxnard, frequently offers Norton 360 at a bigger discount if you are a previous user of any Norton product. If you cannot find any discount, there is always a lower price at several websites. For example, Amazon.com is offering Norton 360, version 5.0, for $43.97, including handing and shipping. The popular anti-virus programs cost $29.99 to $74.99, and I like Norton 360 for its good virus protection and the other extra features that it provides.

Should you need any technical support, Symantec, the corporation name of Norton, provides free e-mail, chat, and phone support for a period of one year from initial installation of the product, and I have found the support to be very good and fast.



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

# A tale of three stores

**By Rick Smith**
*rants@vcmail.net*

There's an old Romanian saying that my partner Toby Scott likes to quote: "When the brain doesn't work the feet hurt." This also falls in line with a favorite quote from my best friend, Mark Gullatt: "Poor planning on your part does not create an emergency for me." Both of those "not so famous quotes" seem to have an unending effect on my life, particularly this week. Let me begin my tale in Camarillo.

**Rick's rant**

**Smith**

I was delivering another new computer system to "our friend in the Diamond Business." I had extolled the virtues of a solid state drive coupled with the new second-generation iCore Intel processors, along with a 64-bit OS and 8GB ram to be a graphics workstation to produce stunning visuals to entice me and you to purchase jewelry. Of course, as I proceeded to install this beautiful machine I forgot that the one I was replacing used the old standard 15-pin VGA cable to a nice Viewsonic 24-inch LCD. I forgot all of the new Media Series Motherboards only have DVI and HDMI video outputs. I always keep extra cables in the car except this time. I was pondering the repercussions of my negligence when I remembered the business is next door to a Staples office supply store. These types of stores have moved along the technology highway for awhile now to where they are offering more than pens and paper. They now "fix" computers and sell some basic components as well as being fully stocked with an assortment of printers. I often send my customers to these stores to purchase new printers. Their sale items are priced lower than my wholesale costs, and they also offer a $50 trade-in for your old printer if you buy one of the better models. This not only puts the price lower, but it also allows you to dispose of the e-waste in an easy and responsible way. I usually just leave old and broken items outside my shop, and they magically disappear overnight. The trick with doing this is avoiding the overpriced accessories that litter your path in and out to purchase the printer. So I marched in and proceeded to peruse the cable section. Imagine the "shock and awe" of finding out that the cable I wanted was priced at $39.99. I sell these cables for $10 or so, and I'm making 100 percent profit. I'll grant you there is some quality difference in certain brands and specifications, but a computer picture is just a computer picture. I was fully prepared to pay maybe up to $20 for the convenience of not having to drive back to my office to retrieve a cable. But c'mon, 40 smackers plus tax? Even I could not stomach the thought of giving them a 400 percent profit margin. I left the store without telling any of the employees about my utter

*(Continued from page 13)*

disgust. As I was driving at a high rate of speed back to my office I thought they should change their name to "Technology Convenience Store" because they have the prices to go with it. So in no time at all I retrieved a $5 DVI cable and made my way back at a high rate of speed successfully. This episode illustrates the first quote — well, other than the fact I drove instead of walked. Now for the part II to illustrate the second quote.

My parents visited from Hawaii this weekend, and I sold them a new notebook and an Intel solid state drive for their existing one. My problem was I had to put a solid state drive in the aforementioned PC I just sold, and I was out. What to do? My regular vendor was sold out, and new stock would arrive too late. I decided to order from an online vendor who I won't mention, but let's just say don't put all your eggs in one basket. I eagerly awaited the free shipping, and that's where I made my mistake. Unlike my channel vendors, where I have a greater degree of control over shipping, you never know how or when some vendors ship the product. Of course, they charged me the first day and then waited two more days to get around to shipping the product. I finally found out they send it via United States Postal Service, the kiss of death for quick arrival. My poor planning has now created an emergency, and my feet were going to start hurting again. The only local place to acquire such a part was Fry's Electronics — my nemesis in the computer component supply business. Because of Fry's there is now almost no place locally to buy components. It has run most places out of business so the choices are online or them. I verified they had the part online and proceeded to pay for it and reserved it for quick pickup at the store. Or so I thought. I asked the young lady who greeted me upon my arrival where the order pickup line was. She pointed to the regular checkout line, and my jaw dropped. There stretching out before me was the longest and grandest array of devices to separate people from their money I have ever seen. Labeled one to thirty-five was the longest line of cash registers I have ever seen. In front of this was a line of 30 people. As I ran over to secure my place in line before any other shoppers showed up, I was crestfallen to see only two of 35 registers operational. I think they purposely delay us hoping we will buy some of the impulse items on display. I waited, I waited, I waited, and then I waited some more. I now know why they have so much food there as you stand in line so long you miss a meal. Not only that but herding all of us into a chute also made me feel like a piece of human cattle. It seems I was fortunate to show up. A big ad broke for 42-inch TVs limited to stock on hand, and everybody was fighting not to be the first one left holding an empty cart when the stock ran out.

As my ordeal seemed to be coming to an end, I asked the young man directing us to the registers as they became available why he couldn't open one. Believe me, the line would have policed itself and shoved the first one in line to an available register. He said, "I'm not trained to operate a cash register." Once again I kept my comments to myself and was wondering who was more stupid — that arrogant, indifferent, ignorant clown or me for putting up with it. As I approached my green

# 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**

**Wanted**

**Other categories as needed**

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**The Outer Edge is printed and prepared for mailing by:**

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

# 'Secret Guide' has 40,000+ improvements

**By Helen Long**

**Bits & Bytes**

**Long**

Art Lewis is taking reservations for "The Secret Guide" by Russ Walter. We haven't had them for sale for a while, so it might be a good time to update your copy. The 31st edition of the "Secret Guide to Computers and Tricky Living" has 703 pages in 52 chapters grouped into 10 sections. It has more than 40,000 improvements over the previous edition, and covers Windows 7, modern browsers, websites, email systems, Microsoft Office 2010, modern programming languages, and much more. The retail cost for this book is $25 and CIPCUG will sell copies for $20. We need to get an idea of how many to order so we ask that anyone wanting to buy a copy sign up at the August or September meetings, or email treasurer@cipcug.org to reserve a copy. They make wonderful Christmas presents. You can stop by the registration desk to sign up for the book. He will be taking orders through October.

Nov. 19 will be TOPAZ, which has promised to come with its video and image enhancement products that use the most advanced technology currently available.

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

# Word tip: Understanding hyphens and dashes

Word supports the use of both hyphens and dashes. Actually, it supports three types of hyphens and two types of dashes. It is important to understand how Word handles each of these, as they can affect the appearance of your document.

**Regular hyphens.** These are created by simply typing the hyphen key. This is the key that is to the right of the zero key on the keyboard. It is sometimes mistakenly called a dash key. Regular hyphens are used to create compound words, such as "mix-up," or to indicate a minus sign in an equation. If a compound word appears near the end of a line, the second word will be displayed on the next line, if necessary, with the first word and hyphen remaining on the previous line.

**Optional hyphens.** These are created by pressing Ctrl+- (Ctrl and the hyphen key). Optional hyphens are typically used in the middle of a word, between syllables, to indicate where a word should be broken between lines, if Word deems it necessary. Optional hyphens are the type inserted automatically when you use the Hyphenation tool in Word. The optional hyphen does not appear on any printout unless it is actually used at the end of a line.

**Non-breaking hyphens.** These are created by pressing Ctrl+Shift+- (Ctrl+Shift and the hyphen key). Non-breaking hyphens are used in compound words to indicate that both words and the hyphen should be treated as a single word when Word is forming lines. In this case, the compound word will never be broken over two lines. It is also helpful to use non-breaking hyphens in phone numbers.

**En dash.** An en dash is a typographic dash that is as wide as a lowercase "n" character. These dashes are typically used to denote ranges of numbers, as in 3–7. You create an en dash by pressing Ctrl and the minus sign on the numeric keypad. You can also create it by holding down the Alt key as you type 0150 on the numeric keypad. If necessary, Word will break a line right after the en dash, not

# More on Rick's rant ...

light I looked at the line, which had now grown to 40 or 50 people, and presented my receipt to the cashier, and he went to the cage. The Cage! I was right in front of it, and it was impressive. The WWF would have been proud of this baby. I would have expected something like this at the National Guard armory.

He returned to me with the item and asked for payment. I told him I already paid, and he said, "No, you reserved the item with your credit card only." So now as I was taking the time to pay for the item twice, he was unable to ring it up properly and had to first ask the cage girl, the cashier next to him, a person walking by and finally a person in a suit who I think was some kind of manager who never looked me in the eye.

I suggested they have some sort of "cage match" wresting going on to entertain us while we wait, and I got one of those "you moron" looks. I asked him why I was told this expedites my purchase, and he said it does. This shows you how little I know of the "Fry's" way of doing things.

I was finally on my way out the door but was accosted by another employee to sign my receipt. Sunshine met my eyes and the words "free at last, free at last" ran through my head as I headed back to my shop.

I have been in Fry's only twice and for me it was one time too many. I understand it gives the masses a place to purchase items at a discounted price, but for me it was too high a price to pay to sacrifice my dignity to obtain the discount. For some of you I guess you're OK with it. As for me, this makes online retailers much more appealing. Amazon, here I come.

I'm out of space so I'll save the third store for next month.

I almost forgot the moral of the story. If you're not in a hurry for things, you can usually get what you want, for the price you want, and the way you want, without your feet hurting.

# Free help wanted

CIPCUG needs help. Helen Long is asking to be relieved of her website duties because they has become more difficult since her hospital stay. The site is a vital part of the society for both members and those who want to learn more about it.

Toby Scott handles the design of the page, but he's doing so many other things that he can not assume the regular updating of the page, nor would it be fair to ask him to even if he didn't have so many other duties. I don't know how long it takes to keep the page updated, although I'm reasonably sure the first few times will take longer than later updates as a volunteer gets used to the procedure.

**Editor's corner**

**Weigle**

Anyone interested in the job should contact President Jim Brown. You'll be welcomed with open arms, I'm sure, and get a chance to start or develop your webmaster skills. If you know a student who might like to expand his or her skills, I'm sure the board would consider the possibility, but it's obviously preferable to have a member who has a vested interest in the club and the page.

► I encourage all our members to join the CIPCUG group page on Facebook. First, it will give you some experience using Facebook and possibly provide some questions to ask Jennifer Scott at the Social Media SIG. Second, you'll gain access to the computer-related posts from various members and be able to post questions related to computers. — **John Weigle, editor**

# More on Word tip ...

before it. In other words, the en dash always stays with the characters immediately preceding it.

**Em dash.** An em dash is a typographic dash that is supposed to be as wide as a lowercase "m" character. In Word, however, the em dash is twice as wide as the en dash. (The width of the em dash can vary from font to font.) Em dashes are used in creating breaks in sentences, between two separate thoughts. Word will substitute an em dash automatically as you are typing if you type a word, two hyphens in a row, and another word. You can also explicitly enter an em dash if you press Ctrl+Alt and the minus sign on the numeric keypad, or you can enter one by holding down the Alt key as you type 0151 on the numeric keypad. If necessary, Word will break a line right after the em dash, not before it. The em dash always stays with the word immediately before it.

The foregoing items describe the behavior and purpose of each of the hyphens and dashes used in Word. If you are using a dash or hyphen and it does not behave as indicated here, then you may be using the wrong type. For instance, if a word will not break as you expect between two lines, you may be using a non-breaking hyphen instead of one of the other types.

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# Treasurer's report for July 2011

**By Art Lewis**
*treasurer@cipcug.org*

**Lewis**

**7-1-2011 through 7-31-2011**

**Category Description**

**INFLOWS**

| | |
|---|---|
| Coffee income | 1.00 |
| Donation | 20.00 |
| Membership Income | |
| Renewals        410.00 | |
| TOTAL MEMBERSHIP | 410.00 |
| Raffle | 112.00 |
| **TOTAL INFLOWS** | **543.00** |

**OUTFLOWS**

| | |
|---|---|
| Raffle prizes | 112.05 |
| Rent Paid | 150.00 |
| Tax | 15.00 |
| TOE | 276.86 |
| **TOTAL OUTFLOWS** | **553.91** |
| **OVERALL TOTAL** | **-10.91** |

| | |
|---|---|
| Unrestricted Funds | 5,776.42 |
| Restricted Funds | 0.00 |
| **Bank Balance 7-31-11** | **5,776.42** |
| Year to Date Income | 543.00 |
| Year to Date Expense | 553.91 |
| Net Year to Date | -10.91 |

# 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.*

Ken Church
Rick Curry
Bob de Violini
Bill Kenworthy
Jeff Levy
Art Lewis
Brian K. Lewis (APCUG)
Helen Long
Warner Mach (APCUG)
Dick Maybach (APCUG)
Diane Mortensen
Sr. Dorothy Robinson (APCUG)

SANS Institute
Sharon Parq Associates Inc.
Toby Scott
Michael Shalkey
Rick Smith
Smart Computing magazine
Les Townsing A0CUG)
US-CERT
Bill Wayson
John Weigle
Jonathan Wylie
Worldstart computer tips, www.worldstart.com

Membership report:

# Is it time to renew?
**By Ken Church**

**email address:** *membership@cipcug.org*

**CHURCH**

Welcome -
New Members:  James Fizzolio, Eleine Jensen, Mark Rosenthal and Judy Sandoval

Attendance at the August 2011 general meeting: 69 members and guests

Total membership: 195

## 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 Sept. 24, 2011, meeting.

**July 2011 renewals payment due:**

| Mbr# | Last Name | First Name | Pd to Dt |
|---|---|---|---|
| 1122 | Brody | Richard | 201107 |
| 0624 | Lambert | Ted | 201107 |

**August 2011 renewals payment due:**

| Mbr# | Last Name | First Name | Pd to Dt |
|---|---|---|---|
| 1193 | Abbate | Mannie | 201108 |
| 0985 | Bartels | Pat | 201108 |
| 0028 | Fiedler | Art | 201108 |
| 0806 T | Hurme | Seppo | 201108 |
| 0986 | Kennedy, Jr. | Robert | 201108 |
| 0368 | Long | Helen | 201108 |
| 0867 | Pryor | Dorothy | 201108 |
| 0474 | Pryor | John | 201108 |
| 1223 | Reed | Dan | 201108 |
| 0498 | Ruzella | Paddy | 201108 |

**September 2011 renewals payment due:**

| Mbr# | Last Name | First Name | Pd to Dt |
|---|---|---|---|
| 0714 | Bryan | Bob | 201109 |
| 0006 T | Burnett | Bob | 201109 |
| 0613 | Green | Gunnar | 201109 |
| 1161 | Greene | William | 201109 |
| 0249 | Greenway | Frank | 201109 |
| 0373 | Houle | Robert | 201109 |
| 0773 T | Lang | Nita | 201109 |
| 1037 | Lerner | Robert | 201109 |
| 0372 | Pizza | Tony | 201109 |
| 1235 | Shaw | Wayne | 201109 |
| 1208 | Sheffield | Craig | 201109 |
| 1036 | Smith | Howard | 201109 |
| 1150 | Thomas | Ray | 201109 |
| 1230 A | Tolian | John | 201109 |
| 1230 B | Tolian | Mary | 201109 |
| 1181 T | Toscano | Matthew | 201109 |

# 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

**GRAHICS 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

| Initials | Name | (805) |
|---|---|---|
| BDV | Bob de Violini | rjddev@gmail.com |
| BR | Bill Robinson | 389-2997 (b) bill@bzus.com |
| 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.**

. . . . . . . . . . . . . . . . . . . . . .

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

Annoyances Central blog (from authors of the O'Reilly Annoyances series, including Steve Bass): www.annoyancescentral.com

Steve Bass TechBite Newsletter registration page: www.techbite.com

DSL reports: www.dslreports.com
Steve Gibson: www.grc.com
Kim Komando: www.komando.com
Leo Laporte: www.leoville.com
Jeff Levy: www.jefflevy.com
Linux distributions: www.DistroWatch.com
Microsoft: www.microsoft.com
OnGuard Online: http://www.onguardonline.gov
Online safety tips: www.OnGuardOnline.gov
PC Pitstop: www.pcpitstop.com
PC World: www.pcworld.com
Recalled products: www.recalls.gov
SANS Institute — Computer Security Education and Information Security Training: www.sans.org
Smart Computing: www.smartcomputing.com
Spyware Warrior: www.spywarewarrior.com
User Group Relations (Gene Barlow): www.ugr.com
Ventura County Computers (Rick and Toby's shop): www.vccomputers.com
Virus Bulletin: www.virusbtn.com/index
Windows Secrets: www.windowssecrets.com
Windows The Official Magazine (UK): 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.

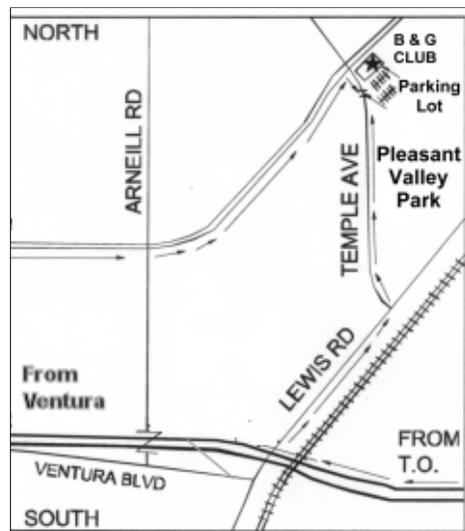P.O.Box 51354
Oxnard, CA: 93031

**DATED MATERIAL**
**Please Do Not Delay**

### DUES REMINDER

If the number above your name is 2011SEPTEM-BER, your membership dues are payable in September 2011.

## September 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, Sept. 24, at the Boys & Girls Club, 1500 Temple Ave. (Ponderosa Drive and Temple Avenue), Camarillo.**

Meeting Schedule:

| Time | Activity |
|---|---|
| 8:30 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 — TBA Drawing |