Abort, Retry, Ignore...

CAEUG Computers Are Easy User Group

**Calendar
of
Events**

!!! IMPORTANT !!!

* * * NOTE * * *
**Confirmed
2007 meeting
dates will be on**

**Nov/Dec on
Dec 1**
* * * *

**MEETING PLACE
will be the Glenside
Public Library**
* * * *
**SEE YOU
THERE!!**
* * * *

**COD Linuxfest
http://
www.codlug.info/**

The next meeting will be
Saturday, December 1, 2007

Our next presenter: Our own member, Frank Braman, demonstrating conversion of music from vinyl, cassette, & CD to make MP3 files. Also the label making program for the created cd disk.

Microsoft Tech Support
By Larry Bothe, 11/18/2007

Over the past week I have spent way, way more time than I intended trying to clean up a PC that belongs to an old friend. It had all but stopped running due to lack of routine maintenance, and had never been updated because the owner is somewhat paranoid and afraid of downloads. I won't bore you with the myriad of actions that were necessary to restore the machine to proper operation, but I will relate one segment which required help from Microsoft.

After all the cleanup procedures were done the machine would not allow updates from Microsoft, either automatic or manual. They would download but not install. John Spizzirri tried diligently to help me, but in the end nothing seemed to work. In desperation I decided to upgrade the machine from XP-Home to XP-Pro because I thought maybe I had corrupt files in the operating system that prevented updates from installing. I installed an extra copy of XP-Pro I happened to have around the house, but it didn't solve the problem.

With no other ideas from either John or myself, I decided I would call Microsoft Tech Support. When you go to the Microsoft website and click on Support, and then click through several other screens and select the product you need support for, you ultimately get a screen that informs you that telephone support costs $59 per incident. That's enough to discourage most people from calling. However, in the fine print, at least for operating systems, it says that the first 2 instances are free, and, most importantly, that phone support is unlimited for installation problems.

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In dealing with bureaucracies, government or civilian, sometimes it is all-important to use the correct buzzword(s) in order to get a desired result. Apparently in the case of Microsoft Tech Support the buzzwords are "installation problem." With just a little mental ingenuity I'm sure you could relate almost any problem to the "installation." I certainly could in my situation, as in "I'm having an installation problem with Windows XP-Pro. Now Windows Update won't run". That's what I told the person who routes support calls at Microsoft. She then volunteered that Windows Update telephone support is also free. Now we have a second buzzword group, "problem with Windows Update."

After collecting some information from me (name, phone number, e-mail address) the routing person asked me to hold on for just a minute while she determined how long I would have to wait to speak to a technician. I thought 'Oh rats; I'm gonna be here all day.' Guess what, she came back on the line and advised me that there were no calls waiting and I would be connected immediately. This was at about 5:00PM on a Friday, Eastern time. I was then connected with "Joseph", who was clearly Indian from his accent, but he spoke very good English. I explained to Joseph that I had installed XP-Pro and couldn't get Windows Update to run. He asked if he could take control of my machine, and I gave permission. That required that I download a little program that created the remote connection, and after a few OK's Joseph took over. He first went through the process of trying to run Windows Update manually, as I had, and it didn't work for him either. He then did some really quick things that I couldn't follow, and in the end he loaded a little batch file on to the machine and ran it. What he had discovered was the several DLL files had become "unregistered", which I guess means they lost their key in the registry and would not run. The batch file reregistered the DLL's and Joseph tried Windows Update again. This time it ran, and came up with 83 (yes, eighty-three!!) required updates.

I thought at this point Joseph would say that he had solved my problem and send on my way to download and install all my updates, which was clearly going to take a long time. He didn't do that. Instead he said, "Let's install your updates". I was impressed! Thank God I have a really fast (Comcast cable) Internet connection. I didn't time it, but the downloads and installation took over half an hour. Joseph stayed with me the whole time, except for a 5-minute break during which I assume he went to the bathroom. I did too.

After the restart we discovered that Internet Explorer 7 (IE7) would not run. We spent another half hour or so trying to resolve that issue, without success. Apparently something on the machine conflicts with IE7. Joseph is a specialist in the XP operating system, but not specifically with IE7 problems. He apologized for not being able to fix the problem and told me that if I would call back to Tech Support and tell them that I have an IE7 "installation problem" that an IE7 specialist could probably help me. For the time being we took the IE7 update off the machine, which caused it to automatically revert to IE version 6, which ran just fine. Then Joseph showed me how to "hide" the IE7 update so it will not download and automatically install in the future. I'm OK with that for now. If my friend really wants tabbed browsing then she can use Firefox. IE-6 will allow Windows Update to run in the future, so all the bases are covered.

Even though Joseph couldn't solve the IE7 issue I still thought he was very good. I told him that, and he thanked me. A bit later I received an e-mail that asked me to comment on my experience with Microsoft Tech Support. I answered it right away and gave Joseph high marks. He clearly understood what he was doing; he wasn't just reading from a script like some tech support people do. He was patient and saw the entire project through, even though it took over 2 hours. He solved my major problem and provided a work-around for the other one. It was a good experience.

If you have a problem with a Microsoft product you should not hesitate to call them to get help. It takes a bit of wading through screens to get to the number to call for the product with which you are having difficulty, but it's worth the effort. I called 866-234-6020 and got right through. Once on the phone with them you can avoid the telephone support charge if you can relate your problem to "installation" or "Windows Update." Be sure to say those words.

Larry Bothe is an associate member of CAEUG and an honorary member of FVPCA. He was President of CAEUG for a time back in the 90's when he lived in the Chicago area. Larry presently resides in southern Indiana where he is retired from the plastics industry and currently teaches people to fly airplanes. He also performs pilot examinations for the FAA. He can be contacted at LBothe@comcast.net.

ru XPerienced?

By Lee Reynolds, a Member of the Boca Raton Computer Society, Inc., FL
http://www.brcs.org
leetutor(at)earthlink.net

Yes, the title of the column is a play on the old song by Jimi Hendrix. But in this case, what is being asked is this: do you know everything you need or want to know about Windows XP?

If not, then join me in learning all about it together...

OWNERSHIP AND RESTRICTIONS
If you have ever had a corrupted user profile and then had to create a new account, when you tried to access the folders or files used by the old account in order to transfer them to the new one, you might have encountered a problem: Windows won't let you. Or, you might have had to reinstall XP over itself and establish new accounts. Even if all names, passwords, and settings are identical to the previous ones, you will not be able to access the old ones because each account is given a new SID (Security ID) and Windows compares the SIDs and not the account names.

If you take ownership of the old folders or files, as explained in the following article from the Microsoft Knowledge Base, you should be able to access them:
http://support.microsoft.com/kb/308421

HOW TO: Take Ownership of a File or Folder in Windows XP
You must be logged on as an Administrator to take ownership. If you're running Windows XP Home Edition, you must first start in Safe Mode and log in as an Administrator. Otherwise, you won't be able to access the Security tab of a file or folder's Property page. Also Simple File Sharing must be disabled. (Other articles in this series detail how to boot to Safe Mode and disable Simple File Sharing.)

In order to take ownership of a folder, start up My Computer or Windows Explorer, right click the folder, and then choose Properties from the Context Menu that scrolls out.

Click the Security tab of the Property page that opens, and click OK on any Security message that appears.
Click the Advanced button, then click the Owner tab.

In the Name list, click whatever is appropriate to the case: your user name, Administrator if you are logged in as Administrator, or the Administrators group.

If you want to take ownership of the folder, click to put a check mark next to Replace owner on subcontainers and objects.

Click OK. A message appears:

You do not have permission to read the contents of directory <folder name>. Do you want to replace the directory permissions with permissions granting you Full Control?

All permissions will be replaced if you press Yes.

Click Yes.Then click OK and reapply any permissions or security settings you want for the folder and its contents.

The method for taking ownership of a file is quite similar to the case for a folder. Again you must be logged on as an Administrator.

Right click the file you want to take ownership of, and click Properties from the Context Menu that scrolls out. Click the Security tab, click OK on any Security message that appears, click the Advanced button, and then click the Owner tab.

In the Name list click the appropriate item (as above, for folders.)

Now you can reapply any permissions and security settings you want to the file.

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Vista Backup and Shadow Copy
by Lynn Page
Editor, Crystal River Users Group, Florida
http://www.crug.com
newsletter(at)crug.com
Obtained from APCUG with the author's permission
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Windows Vista helps easily back up computer settings, files, and applications. The new Windows Backup feature provides more choices for storing backed information. You can choose to back up to CD-ROM, DVD-ROM, external hard disk, another internal hard disk, or to another computer or server connected to your network. Automated scheduling allows for backup when and where you choose. Just use a wizard to schedule when and where you want to backup. If a disaster strikes and you need to recover a wizard helps select the files or folders to restore and prompts you for restore media. Then it restores the selected files.

Accidental file deletion or modification is a common cause of data loss. Windows Vista includes Volume Shadow Copy to help protect data. Shadow Copy automatically creates point in time copies of files as you work, so you can quickly retrieve versions of a document you accidentally deleted.

Shadow Copy

Shadow Copy is one of Vista's new features. It is available with Vista Ultimate, Business and Enterprise editions. Windows uses Shadow Copy to store copies of files and folders. With Shadow Copy, you can go back to an earlier version of a document or restore entire folders.

If you ever accidentally deleted or saved over a file you know how easy iy is to loose data. Accidental file deletion or modification is a common cause of data loss. Windows Vista includes a useful innovation to help you protect your data: Shadow Copy. It automatically creates point in time copies of files as you work, so you can quickly retrieve versions you may have accidentally deleted. Shadow copy is turned on by default in Windows Vista and creates copies of files that have changed on a scheduled basis. Only incremental changes are saved, so little disk space is used.

To access shadow copy, right click a file or folder and select "Restore previous versions." Preview each file in a read-only version to determine which file to restore. To restore it drag the file to a folder, or select it and click "Restore" to restore it to its original location.

Shadow Copy archives the current version of your files when a restore point is created. So if you delete your restore points, you lose the saved copies of a file. All the copies are stored on the computer's hard drive. So think of Shadow Copy as a version restorer for emergency use not a backup utility.

Windows Backup and Restore Center

The file backup and restore features in Windows Vista make it easy to keep data safe from user error, hardware failure, and other problems. The Windows Backup and Restore Center provides a single place to manage backup and restore features.

Automatic Backup

Automatic File Backup is available in most editions of Windows Vista (not included in Starter and has only basic functionality in Home Basic edition). It aids in keeping data files safe by backing them up. Windows Complete PC Backup is available in the Business, Ultimate, and Enterprise editions. It performs a complete, image-based backup of the entire computer.

Scheduled and Network Backup

Two features in Automatic Backup are the ability to do a scheduled backup and the ability to back up files to a network location. (Available in all editions of Windows Vista except for Home Basic.)

With Automatic Backup, you can back up files to an external hard drive, secondary hard drive, writable CD or DVD, or to a network location. File Backup Scheduling Wizard lets you schedule when to backup. Then Windows Vista will automatically make backups on the schedule you set.

Backups are incremental so they require only a small amount of disk space. If only a small part of a file changes (one slide in a presentation), only that portion gets tracked and saved.

Recovery

Windows Vista makes the recovery process a snap. A recovery wizard helps select the files or folders to restore and prompts you for the backup storage medium used. Then it restores the files or folders.

Windows Complete PC Backup and Restore

Available in Windows Vista Business, Ultimate, and Enterprise editions, Windows Complete PC Backup and Restore is a comprehensive, image-based backup tool in case you need to recover your entire system.

While file restore is useful for file loss and data corruption, Windows Complete PC Backup and Restore is useful for disaster recovery when your computer malfunctions. It helps create complete computer backups. Then in the event of a serious system issue or data loss, Windows Complete PC Backup and Restore can restore your entire computer environment, including the operating system, installed programs, user settings, and data files.

Restore your computer back to its original state or onto another computer. Windows Complete PC Backup and Restore can be initiated from Windows Vista or from the Windows Vista installation CD. So even if the computer can't start up normally from the hard disk it can be restored.

System Restore

System Restore allows a computer to be restored to an earlier state without losing data. This is ideal if the computer is not operating well because of a configuration change, a problem with an application, or the introduction of viruses or unwanted software. Restoring to an earlier point, before the computer began displaying problems, may resolve the problems. System Restore automatically creates identifiable restore points. Or you can manually create restore points at any time.

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Happy Holidays to Everyone!
from the CAEUG Board

Lamp Post 90
November 25, 2007
by John Spizzirri

Military.com printed an AP (Associated Press **http://www.ap.org/**) article that I was unaware of and have not seen in the general press. Remains of some people lost in the World Trade Center (WTC) on 9/11 were recently identified. These remains were also recently UNEARTHED. Six years later workers at the WTC site are still finding bones. Also mentioned in the article, bones have been found in "an abandoned, contaminated skyscraper across from ground zero" this past July. 1,800 "body parts" (bones) have been found in the last 2 years. That is almost 5 per day. 40% of the 2,749 people killed have not been identified. I am wondering what our government has been doing at that site for the last 6 years. The article is at **http://www.military.com/NewsContent/0,13319,156477,00.html** .

I also came across this site (**http://www.ae911truth.org/**) which at first blush tends to look like conspiracy nuts or charlatans. The Architects & Engineers for 9/11 Truth site gives what appear to be some real reasons why the WTC towers fell the way they did. I find it interesting that for some issues (WTC destruction), reasons (scientific explanations) become political hot potatoes. <== spelled correctly unless you are J. Danforth Quail.

EWeek magazine (**http://www.eweek.com/**) has a series of "10 things" articles. They are set up like presentation slides. They cover various things. I recently happened on two of these that I found particularly interesting. The first is "10 things you need to know about MS Office Alternatives". The slides are at **http://www.eweek.com/slideshow/0,1206,a=218822,00.asp** . These slides show that Microsoft Office (MS **http://www.microsoft.com/**) is not the only game in town. Corel's WordPerfect Office Suite
(**http://www.corel.com/servlet/Satellite/us/en/Product/1151523326841**),
OpenOffice.org (**http://www.openoffice.org/**),
Lotus Smart Suite (**http://www-306.ibm.com/software/lotus/products/smartsuite/**),
StarOffice 8 (**http://www.sun.com/software/star/staroffice/index.jsp**),
ThinkFree Office (**http://www.thinkfree.com/**),
NeoOffice for the Mac (**http://www.neooffice.org/neojava/en/index.php**),
and Google Docs (**http://docs.google.com/**). The prices range from $0 to $450. The slides show the problems with not using MS office such as a non-integrated e-mail client, document conversion troubles, and macros are not compatible. The second set of slides I found interesting is "Linux Distros: Take Your Pick". I don't know how the distros (distributions) were selected but four of the ten were Suse (**http://www.novell.com/linux/**) distros. Also represented were Ubuntu
(**http://www.ubuntu.com/**), Debian (2 distros **http://www.debian.org/**), Red Hat
(2 distros **http://www.redhat.com/**), Mandriva (**http://www.mandriva.com/**), Gentoo
(**http://www.gentoo.org/**), and Linspire (**http://www.linspire.com/**).

"Vista vs. Desktop Linux: One Year In" is an EWeek article cited here **http://desktoplinux.com/news/NS4756599078.html** and here **http://www.eweek.com/article2/0,1895,2214110,00.asp?kc=EWKNLBOE111707STR3** . The article makes a poor comparison of the auto industry and MS Vista operating system. In a feeble way the article says that desktop Linux is becoming a viable choice for businesses because of Vista's shortcomings. It cites another article by Joe Wilcox, an EWeek columnist who report exclusively on MS, at **http://www.microsoft-watch.com/content/vista/vista_one_year_later.html** . Wilcox points out that adoption of Vista has not been greater because businesses are normally slow adopters. He expects 2008 to be Vista's year to make or break. If businesses adopt Vista in large numbers, XP's days will be numbered and Linux will still be an also ran. The other side of the coin is

that MS may have to actually listen to customers in order to sell their products. Apple has taken advantage of this situation with a host of new TV ads; **http://www.apple.com/getamac/ads/** . The Mac ads point out the Vista flaws. Realistically, upgrading old hardware so that Vista can run on it will certainly justify Mac purchases for many businesses. The main drawback to Mac is its single source manufacturer. What happens if Apple goes out of business? Using existing hardware and converting to Linux may be an option for some businesses. The main costs with Linux are training. This next year will be very interesting in the computer business.

Prime Minister (PM), Gordon Brown has apologized to the British public. Her Majesty's Revenue and Customs (HMRC) agency sent two CDs to another agency by a courier company due to downsizing of governmental departments. On the CDs were the "entire child benefit records, and included the names, addresses, dates of birth and bank account details for 7 million families, and 25 million individuals." The HMRC is an old hand at losing data on British subjects. They have lost one laptop with 400 detailed records and another CD with 15,000 records. I think that no matter what security measures are taken, mistakes will happen. The idea is to give the least amount of date about yourself to complete the transaction. Government is just as apt to make errors as a business. A national ID card is a very bad idea. Once that type of data is lost (and it will be), your identity will be at risk. The story is at Computer Business Review On Line;
http://www.cbronline.com/article_news.asp?guid=67B6E228-72E7-4085-AE09-297507D35724 .

If you are interested in getting $1 million, all you have to do is show "evidence of any paranormal, supernatural, or occult power or event" to the James Randi Educational Foundation. The foundation started the $1 million challenge a few years ago. No one who has applied for it thus far were able to prove anything supernatural. You might think that the performers on the NBC television program Phenomenon (**http://www.nbc.com/Phenomenon/index.shtml**) would want the money. Uri Geller will not take the challenge because he "doesn't like" James Randi. Of course, Randi and Geller go way back. Randi has proved that Geller has been and is a fraud. Geller has claimed that what he does is real and not a magical trick. If you think you can prove the paranormal, get the information about the million at **http://www.randi.org/joom/content/view/38/31/** .

Between you, me and The Lamp Post that's all for this month.
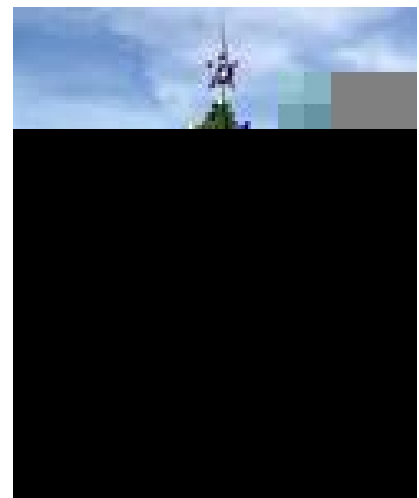
November / December CD of the Month

In this CD of the Month, most of the downloads are free. In most cases, I have included the Web sites where the files may be downloaded. Double click on the .htm file to view the Web site (you need not be connected to the Internet - ignore any errors). Most of the downloads work for all versions of Windows. There are text files in most folders that explain what these files do and system requirements.

On the CD of the Month be sure to look at the NovDec ARI... in the ARI folder under the month folder. It is a .pdf format. If you have Acrobat reader installed, just double click on the file named NovDec2007.pdf. If you are on line (connected to the Internet), the URL's in the various articles are linked. Double click on any URL and your browser will open and you will be taken to that URL. If you have problems, contact me at spizman@iwon.com.

In the folder with the numerical month name there is an .html file of the same name. Double click on it to view the various files and folders.

If you want to purchase the NovDec 2007 CD of the Month, please e-mail me at spizman@iwon.com . Below is a list of the programs on the NovDec CD of the Month. The charge of $9 for this CD is for the purpose of raising funds for the Computers Are Easy Users Group.

CD of the Month
November / December 2007

ARI ::: Monthly newsletter
AutoStitch ::: Melds photos in one
CCleaner202 ::: Update of CCleaner
Dawn ::: Convert your address book from one program's format to another
EasyVideoDownloader ::: Download videos from YouTube, Google Video
Firefox2009 ::: Update of Firefox browser
IE7 ::: Latest browser from Microsoft
Netscape ::: Update of Netscape browser
OldTimeRadio ::: Old radio programs
Opera924 ::: Update of Opera browser
save2pc ::: Grab and save desired youtube video
SuperAntiSpyware ::: The most thorough AntiSpyware scanner
Thunderbird2009 ::: Update of Thunderbird e-mail client
TightVNC ::: A free remote control software package
TotalMenu ::: A universal flash menu tool
U3Uninstaller ::: Uninstall the U3 program from USB flash drives

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Meeting dates confirmed for 2008. Room (A+B) for the following Saturdays.

January 26, 2008 ::: February 23, 2008 ::: March 22, 2008 ::: ::: April 26, 2008 ::: May 24, 2008

CAEUG OFFICERS

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V.P. (Programs)	Tom Anzalone
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& Circulation Manager	
Webmaster	John Spizzirri

Reminder:
You'll get better, faster service if you use CAEUG in the subject of your e-mail.

ABOUT THE NEWSLETTER:

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The CAEUG newsletter is published eleven times annually. Contributions by members are encouraged and will be gratefully acknowledged in the newsletter. We have a policy of exchanging newsletters with other users groups across the nation. Several CAEUG member articles have already been picked up and reprinted.

MEMBERS HELPLINE

Any member with a specific expertise can volunteer to be on the Members Helpline.

Beginner Helpline . . . . Billy Douglas

Beginner hardware problems . . . Dick Fergus

Hardware problems, Win 9x, 2K, XP & Linux . . . . John Spizzirri

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CD OF THE MONTH FORMAT: Is now available in **two** (2) flavors. The **Basic CD** will be packed with the standard items, while the **CD of the Month** will have NEW and updated items.

NEW Money Saving Offer for CD of the Month
Pre Order + Prepay = SAVE $$

The club will offer the CD of the Month on a pre order, prepaid basis. The charge will be $70.00 a year for 9 months. This is $20 annual savings over buying them for $9 each month. Lynn Johnson, the treasurer, will keep track of anyone placing a 9-month order.

MAIL Request - There will be a $2.00 mailing charge per CD

Beginner's SIG

Ask questions and discuss computer experiences
Such as:
1. New to Computers? (basic topics)
2. How to use the Web or download information
3. How to install hardware/software
4. Discuss how to troubleshoot hardware conflicts, learn boot up emergency tricks
5. What do you want to know??
SIG meets before regular meeting from **9:05 to 9:45**

Meeting Location and Special Accommodations

The Glenside Public Library is located at 25 E Fullerton Avenue, Glendale Heights, Illinois. The Library is located on Fullerton between Bloomingdale Road (stop light intersection) and Schmale Road (stop light intersection) on the south side of Fullerton. Fullerton is parallel to North Avenue (Route 64) and Army Trail Road. North Ave. is south and Army Trail is north of Fullerton. Please park away from the building. Thank you.

The meeting(s) are not library sponsored and all inquiries should be directed to Mike Goldberg at MikeGold60137@yahoo.com. Individuals with disabilities who plan to attend this program and who require certain accommodations in order to observe and / or participate in the program are requested to contact CAEUG president, Mike Goldberg at MikeGold60137@yahoo.com, at least five (5) days prior to the program, so that reasonable accommodation can be made for them.

CAEUG
P. O. Box 2727
Glen Ellyn, IL 60138

FIRST CLASS MAIL

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* ! ** ! ** <u>Notice Date information</u> ** ! ** ! *

The next **REGULAR** meeting will be held at the **Glenside Public Library in Glendale Heights**
starting 9:45am on
<u>**1st Saturday**</u> **December 1** **(meeting will be in half room A)**
Nov/Dec meeting

CONFIRMED Future Meeting dates for **2008** at Glenside Public Library:
January 26, 2008 :: February 23, 2008 :: March 22, 2008 :: April 26, 2008 :: May 24, 2008

Next presenter on December 1
Our next presenter: Our own member, Frank Braman, demonstrating conversion
of music from vinlyl, cassette, & CD to make MP3 files. Also the label making
program for the created cd disk.

See page one for more information

Hope to see you there!

CAEUG website has a new home.
Remember to change your bookmark to the
new address to
http://www.caeug.net