Confirmed meeting dates for 2012
Room A

September 15
3rd Saturday

October 27
4th Saturday

MEETING PLACE
will be the
Glenside Public
Library
** **
*** ***
Visitors
Welcome

HOPE TO SEE
YOU THERE!!

APCUG

Our September 15th 2012 3rd Saturday Presentation:

A Video: Basic Linux

Building a Better System and Data Backup Strategy
By Gabe Goldberg, APCUG Advisor, Region 2
destination.z@gabegold.com

Because operating without reliable backup risks corporate health and can be a profoundly career-limiting move, the most fundamental resolution for mainframe professionals is "backup, backup, backup." But beyond that, some may ask where to start and what to do? Challenges and opportunities to better preserve critical software and data resources divide—though not precisely—between technology and human issues.

Let's address backup—and its indispensable partner, restore—which are separate from more complex issues of business continuity (BC), formerly called disaster planning/recovery. While critical for BC, backup/restore are hardly a complete solution for it. Consider these tips and best practices:

Subhead: Technology/Logistics Tasks
1. Remember why you're doing this. Let business reasons for backup govern your decisions. Consider disaster recovery, user errors, audit / disclosure / preservation requirements.

2. Back up everything that matters. Do you know where your data is? It's no

longer just nicely boxed in server rooms. Besides servers, desktop and laptop computers, tablets and smartphones can contain essential nowhere-else data. If you'd miss it, back it up. Remember Hardware Management Console (HMC) data, and back it up regularly to a USB drive, DVD, via FTP, etc.

3. Integrate backup processing and data as much as possible. No matter why you're restoring data, it's messy and risky to have to use too many tools to recover varying format/location data.

4. Ensure backups are complete. Some utilities won't include expired files in full-volume backups, or won't write them to tape. After backup procedures are created, verify file inventories are complete.

5. Plan ahead for restoring data in a recovery center. Require vendors to provide emergency keys/codes/passwords for using their products away from home.

6. Automate. As much as possible, avoid manual steps in backing up data, documenting "what's where" for each backup and how to restore it.

7. Create duplicate/redundant/separate backups. Single backup volumes have huge capacity, so losing or damaging one can be a catastrophe. Data Facility Storage Management Subsystem's (DFSMS) duplex option simplifies this. Don't let one bad tape volume spoil a disaster-recovery drill—or a real disaster recovery.

8. Be secure. Maintain strict control of backup media to avoid a massive data breach appearing in the other media.

9. Use offsite storage. You won't win an award for stellar backup if all data copies are destroyed at once by fire, earthquake, hurricane, flood, or tornado. Use enterprise-worthy shipping, perhaps not local delivery services, and don't send duplicates together!

10. Encrypt whatever leaves your local facility. No matter how it's shipped or where it's sent, don't let "out of sight" mean "out of control."

11. Remember stored backup media when changing IT technology. Especially if you're subject to long-term retention (and retrieval) requirements, don't let older backup generations become unreadable. Include backup migration in equipment-upgrade planning.

12. Automate failure notification. Don't rely on manual detection and alerting; it's too easy for processing oddities to become routine without appropriate people knowing.

Subhead: Human/Management Challenges
1. Ensure BC. Meaningful disaster planning/drill/recovery requires using standard live backup files to recreate enough production operation to remain in business. To avoid unpleasant surprises, restore and verify "everything that matters" working properly.

2. Understand varying backups. Full, incremental and differential backups have different

purposes, strengths and weaknesses, as do tape, DASD, virtual tape and FlashCopy technologies. Apply them appropriately to data with special requirements such as DB2 databases, which benefit from DS6800 FlashCopy consistency groups, creating consistent point-in-time copies across multiple volumes.

3. Back up critical files especially carefully and often. What would you do without VM's system directory, TSO's user attributes data set (UADS) , or a Resource Access Control Facility (RACF) database? Most directory management tools allow backing up directory files; it's useful and comforting to have a few copies, just in case. Always know which copy is authoritative and protect these files as critical, high-exposure data.

4. Plan backup cycles to match business needs. No backup plan or technology fits all situations. High volatility or transaction rates processing mission-critical or customer-sensitive data might need real-time offsite mirroring; ensure that it's far enough away to prevent both data centers being affected by the same incident. More leisurely environments handling fewer or more-easily reconstructed transactions might only require daily backups.

5. Test backup/restore periodically. Appearances can be deceiving; backups seeming to run normally might not be doing anything useful. Occasionally—but reliably—test all backup aspects by restoring and verifying data. This also ensures that restore processes aren't used for the first time in a crisis situation. Even if backups have worked flawlessly, that's not the time to learn how to restore data.

6. Document everything. This includes automatic and manual processes, tools used, file formats, data placements, error recovery, etc. Ensure information is current; don't let "small" changes creep in via oral tradition updates. Keep documentation duplicates onsite, at BC site, perhaps at operations or system programmers' homes, or on keychain USB drives. Write processes as non-technical, simple checklists that someone can handle cold when seeing them for the first time.

7. Train operations and other staff on backup technologies and processes. Ensure that everyone understands not just backup's critical nature but also how data is being protected, so they're not robotically following mysterious procedures.

8. Train operators to notice and notify on oddities as well as failure/warning alarms. It's too easy for minor glitches to be ignored and grow into major problems.

9. Educate users and management in what's done and what's possible. Help them be realistic in expectations and demands. Ensure they have a voice in designing and planning backup protections. Backup/restore/BC are not purely technical issues; they're fundamental corporate and line-of-business decisions.

10. Provide user-initiated restore. Within reasonable and announced constraints, allow users to automatically restore files without technical support. Of course, ensure that only original data owners can do this.

11. Backup is not archive. Be clear that backups are not forever and that arbitrarily old data

cannot be restored. If desired, provide file archiving—user-driven or automated—separate from backup.

12. Consider risks of human error or malicious behavior. Online-only backup might be vulnerable to simultaneous destruction of original data and all copies. So, combining online/offline/offsite backups adds reliability, as does separation of duties requiring multiple people to perform sensitive tasks.

As mundane as managing backup is, no "Backup Professional" certification is available. It's a foundation of data center survival. It's best when never needed but potentially catastrophic when missing. Once established and verified, backup processing needn't be burdensome, as long as it's remembered and integrated into change management.

Gabe Goldberg has developed, worked with and written about technology for decades.

Lamp Post 141
by John Spizzirri
September 2012

Inattention to detail. As many of you now know, I am an idiot. I let it happen, again. I received an e-mail that read:
"Thanks for using Yahoo mail, We are currently upgrading our data base and e-mail account center. We are deleting all unused yahoo account to create more space for new accounts.

To prevent your account from closure Click here for a quick update.

Thanks,

Yahoo Team."

It came from this address, eradj.anvar@yahoo.com. I should have seen that, I did not. I clicked on the 'Click here' link. It went to this location **(1)**. I should have seen that, I did not. The .ru **(2)** means the site is in the top level domain located in the Russian Federation. You can go to that site without hazard. DON'T FILL IN ANY BLANKS. If you go there you will see that it looks very much like a Yahoo! Mail **(3)** login in page. Like an idiot, I filled in the blanks including the password field. By doing this I gave some person, I did not know my Yahoo! Mail password. They logged into my account and sent the following e-mail to each of the contacts in that account;
"Just writing to let you know our trip to Spain Madrid has been a mess. We were having a great time until last night when we got mugged and lost all our cash,credit card cell phone.It has been a scary experience, I was hit at the back of my neck with a pistol but getting better now.

"Anyway, We are still alive and that's what's important.I'm financially strapped right now and

need your help.As we speak i need 1,450 EURO to add up and sort our bills,don't worry i will def refund it as soon as we get home.Get back to me i will let you know how to get the money to me.

Thanks
John"
Needless to say I have never been to Spain in my life (and have no desire to go although Toledo **(4)** might be nice this time of year). I have never been mugged and do not want to be. It had a hidden reply to address of spizemann@yahoo.com which is not my e-mail address. The e-mail was dated August 30th. The morning of August 31st, my friends started notifying me that they received the e-mail. Once I knew what had happened, I changed the password on the account (about 10 AM). I noticed that all my contacts were gone. I also noticed that Drafts and Sent mail folders were empty. A number of my folders were also missing. I checked the my login history. If you have a Yahoo! Mail account, you can check your logon history by clicking on 'Mail Options', then click 'Account Information', under 'Sign-In and Security' click on 'View your recent sign-in activity'. That reveals a page titled 'Recent Login Activity'. It shows each time you logged on (to e-mail or Yahoo!) over the last two days, what you used to log on (browser or an e-mail client), and the location of your computer or your IP address. That page showed that I logged in three times from Nigeria. I have never been to Nigeria, (and have no desire to go there). I contacted Yahoo! by going to the Yahoo! help page. On that page are links to Suspicious activity and Reporting Abuse. The information there states that if you get a message like the one I got, you should mark it as spam by clicking the Spam button. That notifies Yahoo! that the sender should be blocked. There is no direct way of contacting Yahoo!, which I found annoying. I needed my contacts restored and the missing e-mail folders restored. I went to the Restoring your Yahoo! account page **(5)**. On that page are links to the forms that must be filled out for restoration. Restoration is not guaranteed but at least there is a possibility. In a nut shell, I got my contacts back (it took 4 days), but the e-mail and folders are gone forever. If you use Yahoo! e-mail, be sure to use a strong, unique password (do not use that password for any other account), and when some e-mail asks for password information, look at the address or URL before revealing any information. I have checked with some of the people in my contact list. They have not received any other spam, phishing, or money requests since the first. Fortunately for all my contacts the Nigerian is either too busy or too stupid to follow up on the contacts. To any of you that received the money request, I am sorry.

1) **http://askline.ru//wp-content//plugins/reply/index.html**
2) **https://en.wikipedia.org/wiki/.ru**
3) **http://mail.yahoo.com/**
4)   **http://www.spain.info/en/ven/otros-destinos/toledo.html**
5) **http://sn.im/24xf7ue**

Someone finally disagrees with The Tech Guy, Leo Laporte **(1)**, about the Ford **(2)**/Microsoft (MS **(3)**) combination in Ford cars and trucks. New Fords have a touch screen that controls virtually every thing in the car. Leo Laporte, on his Twit TV shows **(4)**, is sponsored by Ford and sings their praises on a number of the shows. I listen to one or two a week. They have lots of good tips and advise. Leo claims he owns a Ford that has the onboard computer called MyFord Touch and loves it. He talks about the voice command of various features. If that works, I think it would be a real asset, albeit an expensive one. The problem is that it doesn't work. I read an article in the

Economic Times **(5)** which thumb-nailed a report from Consumer Reports **(6)** that reveals the defects in the system. The problems sound very familiar. The system is unreliable and crashes without warning (shades of Windows ME and Vista). Recently, Ford sent a USB 'upgrade' to the owners of these defective systems **(7)**. J.D. Powers & Associates **(8)**, a company that rates automobiles for quality, dropped Ford from fifth to twenty-third because of the MyFord Touch troubles. The product is available on Ford Edge, Explorer, Focus, Fusion, Taurus, Escape, Flex, and Lincoln MKX. If you have one of these, could you write a short report on whether you like it and how it works?

1) **http://techguylabs.com/**
2) **http://www.ford.com/**
3) **https://www.microsoft.com/**
4) **http://twit.tv/**
5) **http://sn.im/24xfkd7**
6) **http://sn.im/24xfkwd**
7) **https://en.wikipedia.org/wiki/MyFord_Touch**
8) **http://www.jdpower.com/**

I found this site of free or almost free 'college courses' **(1)** after reading this article in U.S. News and World Report **(2)**. There is no college credit but some do offer certificates. The idea behind this site is to have a vast number of students (1000 plus) take these courses all at once to bring college level material to people that might not have the ability to take any college level course. Some of the instructors are from various prestigious universities such as Princeton, Stanford, Duke, and UC Berkeley. Browse the course descriptions to see if you are interested in the subject and if you are qualified to take the course. Some technical courses have prerequisites of statistics or programming in a particular language. Do not let that scare you off. Not everyone is expected to complete these courses. Registration is required.

1) **https://www.coursera.org/courses**
2) **http://sn.im/24xhn7n**

Here is a site **(1)** that explains the various byte descriptions on processors and hard drives. If you have seen or heard terms like zettabyte, this site reveals the mystery.

1) **http://www.whatsabyte.com/**

Waiting for the end of the world has become a bit easier with this count down clock **(1)**. The Mayan Calendar **(2)** has just over three of our months to go. Some people think that when that calendar ends on December 21, 2012 (or the 23rd depending on how the calculation is made) the world will end **((3),(4))**. Fortunately, we have already survived the end of the world as predicted by Harold Camping on October 21, 2011 **(5)**. NASA says we have nothing to worry about **(6)**. National Geographic reports that nothing will happen as well **(7)**. I guess we will have to wait and see, but in the long run everything will end including the Earth, but probably not in our lifetimes.

1) **http://www.disastercountdown.com/event/mayan/2/**
2) **https://en.wikipedia.org/wiki/Maya_calendar**

3) http://www.greatdreams.com/end-world.htm
4) http://www.adishakti.org/mayan_end_times_prophecy_12-21-2012.htm
5) http://sn.im/24xhgmd
6) http://www.nasa.gov/topics/earth/features/2012.html
7) http://sn.im/24xhiog

In between meetings Kathy Groce and I went to the races. Sycamore Speedway **(1)** is a relatively inexpensive, fun evening's entertainment. We went on a Friday night, which featured what I would classify as amateur drivers in sponsored cars. The culmination of the evening was a demolition derby. If you are at all interested in auto racing, Sycamore Speedway provides an interesting dirt track experience. If you are a mind to, you can participate in a one on one heat with the family car for one lap. I would expect that would void your auto insurance while you were on the track.

1) http://www.sycamorespeedway.com/

A client of mine wanted pictures and music files transferred from their old dead machine to a protable hard drive. The portable is a Seagate Free Agent GoGlex 1 TB, USB 3.0. When plugging in the drives, I noticed the connector to the Seagate was unusual. I thought that it might be proprietary which would make the drive much less valuable than if it used standard usb connectors. I investigated and found that the USB 3.0 micro-B connector has a different design than previous micro connectors **((1),(2))**. The Seagate uses the USB 3.0 micro-B connector. The USB 3.0 interface requires extra data connections to facilitate the 5 Gbit/s transfer rate. That rate makes it about as fast as an eSATA connection. The main problem users have is that many new PCs and laptops do not have the USB 3.0 sockets. Fortunately, the standard USB A plug is compatible USB 2 and USB 3.0 and either can be used in either socket. USB 3.0 flash drives are more expensive than USB 2, but transfer rates are significantly higher, if you have the right socket. The USB interface is something you will want to consider the next time you purchase or build a new PC. USB 3.0 Controller Cards are available in PCI express form factor from $15 to $40. They are available in PC Card (PCMCIA) form factor for laptops from $30 to $50.

1) https://en.wikipedia.org/wiki/USB_3.0
2) https://en.wikipedia.org/wiki/Universal_Serial_Bus

Another client of mine wanted their laptop to stop slowing down and freezing up. I did the usual; installed and ran cCleaner **(1)** and Auslogics Defrag **(2)** programs. I recommended that McAfee **(3)** or Symantic **(4)** anti-virus programs be uninstalled and Microsoft Security Essentials **(5)** be installed. I installed Speccy **(6)**. It told me that they had the latest Service Pack on Window XP but only had 512 KB RAM. I recommended that the RAM be increased to 2 GB. I explained where to get it and how much it cost. TigerDirect **(7)** and MicroCenter **(8)** had the RAM but only as on line items. I examined the Toshiba **(9)** laptop and found that replacing the RAM was not as straight forward as HP, ASUS, and some other brands. I told the customer I would be happy to install the RAM but that he could probably do it himself by searching Youtube **(10)** for instructional videos. I told him if he found two videos that looked like his laptop and described the same method of replacement that he would be safe in doing it. I gave him my card in case he got into trouble. Two weeks now - no call. I can only think that the software installation was enough or he was successful in installing the RAM.

1) http://www.piriform.com/CCLEANER
2) http://www.auslogics.com/en/software/disk-defrag/
3) http://www.mcafee.com/us/
4) http://www.symantec.com/index.jsp
5) http://windows.microsoft.com/en-US/windows/products/security-essentials
6) http://www.piriform.com/speccy
7) http://www.tigerdirect.com/
8) http://www.microcenter.com/
9) http://www.toshiba.com/
10) https://www.youtube.com/

Between you, me and the LampPost. That's all for now.

September 2012 DVD of the Month

7-Zip - Compression program
Alpine - E-mail client
ApacheOpenOffice - Office suite
ARI - September newsletter
Avast - AntiVirus software
AVG - AntiVirus software
Belarc - Hardware / software inventory
cCleaner - Updated Hard drive cleaner
CDBurnerXP - Burn files and images to CDs and DVDs
CDOMlists - Lists of past CDOMs
ComodoFirewall - Free firewall
ComputerAidedAstronomy - A planetarium for your computer
EmsisoftEmergencyKit - AntiVirus software
Fbackup - Drive backup software
FireFox - Updated browser
HiJackFree - AntiVirus software
HiJackThisTutorial - AntiVirus software
IE7 - Internet Explorer 7
IE8 - Internet Explorer 8
ImgBurn - Build and burn image files to DVD or CD
IncrediMail - E-mail client
Inkscape - Drawing software
IrfanView - File viewer
JAVA - Software that is used by browsers and other programs
LampPost - Old Lamp Post Articles
LibreOffice - Office suite
Malwarebytes - AntiMalware software
MemberContributions - Things e-mailed to me from members
MulberryEmail - E-mail client
MWSnap - Screen shot software

OldTimeRadio - Old time radio broadcasts
Opera - Updated browser
PegasusMail - E-mail client
PortableApps - Applications tthat run from a flash drive
Recuva - Recover deleted files
SeaMonkey - Updated browser
SkyChart - A planetarium for your computer
Speccy - Hardware / software inventory
Spybot - AntiSpyware software
SpywareBlaster - AntiSpyware software
Stellarium - A planetarium for your computer
SUPERAntiSpyware - AntiSpyware software
Sunbird - Calendar program
SylpheedEmail - E-mail client
SystemRescueCD - Disaster recovery software
Thunderbird - E-mail client
TinyWall - Free firewall
UltimateTweaker - Tweak Win 7 properties
Viewers - Viewers for Microsoft Office Suite / Converter for Works files
VLC - Media viewing program
ZoneAlarm - Free firewall

Agloves

By George Harding, Treasurer, Tucson Computer Society, AZ
April 2012 issue, eJournal
www.aztcs.org
georgehardingsbd (at) earthlink.net

Many of today's mobile devices are operated by hand or finger gestures made by touching the screen.

Smartphones have icons on the screen that must by pressed to operate. Multiple screens are accessed by swiping left or right. Tabular data is accessed by swiping or dragging up, down, left or right.

The screens that allow this type of action are almost all capacitive in nature. The bioelectricity in your hands and fingers are what make the screens move in the desired direction. Body heat is not involved in "moving," just the small electric charge your body accumulates.

One problem with this method is that moisture on your fingers tends to leave a deposit on the screen, so that repeated operation may result in some portions of the screen being slightly marred. The deposits can be removed with a clean moist cloth or other methods.

I watched a fellow typing on his tablet on the pseudo keyboard presented on the screen. I noticed that his screen was marked by fingermarks at the keys on which he was typing.

Agloves allow you to operate normally without leaving any deposits behind. If you try working with your tablet using regular gloves, they don't work because the bioelectric charge cannot be passed through the fabric of ordinary gloves. Agloves, on the other hand, do work normally because of the silver woven into the glove fabric.

These gloves are functional not just with one or two fingers, but all ten. For those of us who are touch typists, using all ten fingers is essential.

One other benefit of Agloves is their ability to operate touch-screen devices when the temperature is cold. Your fingers tend to lose their moisture when cold. The gloves aren't affected by cold and conduct your bioelectric charge even in the cold.

The gloves only come in one color, black. They are not solid black, but instead black with white interlacing. The white comes from the silver woven into the whole glove. They also keep your hands warm!

About: Agloves
Vendor: Agloves
www.agloves.com
Price: $24, $18 @ Amazon

A newspaper is a daily marvel,even a miracle. There are 1,730 of them published daily in the United States with a combined circulation of nearly 62 million. Limitless possibilities exist for error, human and mechanical. Add the crushing pressure of deadlines, and it's surprising there aren't more mistakes.

When goofs do occur, editors scurry to print corrections, even though we often prefer the misprint to the corrected version. Here are just a few samples:
1. IMPORTANT NOTICE: If you are one of hundreds of parachuting enthusiasts who bought our Easy Sky Diving book, please make the following correction: on page 8, line 7, the words "state zip code" should have read "pull rip cord."
2. It was incorrectly reported last Friday that today is T-shirt Appreciation Day. In fact, it is actually Teacher Appreciation Day.
3. There was a mistake in an item sent in two weeks ago which stated that Ed Burnham entertained a party at wrap shooting. It should have been trap shooting.

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
Phone before 9:00pm

Hardware problems, XP, Win 7 & Linux
 - John Spizzirri

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   webmaster(at)caeug.net