

**Abort,
Retry,
Ignore....**

Founded 1984 **ARI** is the
Official Newsletter of
Computers Are Easy User Group

August 2013
Volume XXX Issue 8

Confirmed
meeting
dates for
2013
Room A

**August 24
4th Saturday**

**September 21
3rd Saturday**

Check
www.caeug.net
for confirmed
meeting dates

MEETING
PLACE
will be the
Glenside Public
Library
*** **
Visitors
Welcome
HOPE TO SEE
YOU THERE!!



August 24, 2013
4th Saturday

Our presentation will be:

**Video presentation on
laptop repair with live demo**

8/24/13 - 4th Saturday

It Pays to Ask, and Also to Look
by Larry Bothe, 7/10/2013

Part One, Asking...

Here in our small town (pop. 16,000) of Seymour, Indiana, the only choices for computer equipment or supplies are either Staples or Walmart. The nearest computer superstore is more than 40 miles away. Staples has a better selection and their "associates" are more knowledgeable (and available!), so I usually shop at Staples. I'm in there often enough that I'm on a first-name basis with the store manager, Tim Shepherd. Good guy. (Full disclosure: Staples recently gave our local WW-II museum, where I sit on the Board and do a lot of volunteer work, \$500 for new conference room chairs.)

Over the past couple of weeks I had my eye on an Epson printer at Staples that was marked down for close-out. The original price was \$199; mark-down price \$139. The model is a WorkForce 845, and the attraction is that it is much

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smaller than my Brother MFC-6490CW. Both are all-in-one machines, meaning that they print-scan-copy-FAX. The feature that I like and use is that they both have 2 full-size (8.5 x 11) paper infeed trays. I put virgin "good" paper in tray 1, and "crap" paper (already printed on one side) in tray 2. The printer software allows me to choose between paper trays. I save a little money on paper, and I feel good about recycling and not killing any more trees than necessary.

A couple days ago I finally decided to buy the close-out printer. I went to the store and asked to talk to the manager. I told him I wanted to own the close-out printer, but asked if he could he do any better on the price than \$139. I pointed out that it had been marked down for several weeks and nobody had bought it. His reply was, "I don't know; let me go look." He went behind a counter to a computer, where I couldn't see the screen, and started typing. After a short while he got a big grin on his face and came out from behind the counter. The answer? "You can have it for \$27.50". The price went from \$139 down to \$27.50, just because I asked.

Beyond the new very low price, they also took back over \$100 worth of ink cartridges I had for the Brother machine. I of course had to buy a like amount of spare ink cartridges for the new Epson printer. I also had a couple of Staples Reward Buck coupons, and a card entitling me to 10% off on all ink purchases. When it was all over and I had the new printer and spare high-capacity ink cartridges, I owed the store a net of \$24.10. Keep in mind that I now have the Brother all-in-one machine to sell. It works just fine, and I have the manual and the software CD that goes with it. If I can find a buyer for the Brother machine I'll actually come out ahead!

Part Two, Looking...

After I did the printer deal I went across the street to Walmart to buy a TV. The reason I need a new TV is that the 65" Toshiba DLP (digital light projection) HDTV I have had for 5-1/2 years has several hundred white spots, individual pixels, with more forming all the time. When the first white spots appeared around Christmas I inquired about having it repaired. I was told it would be over \$1000 just for the part. I wrote to Toshiba requesting some sort of relief, but they in effect told me to go jump in the lake. Since it's not economical to put over \$1000 into a 5-year old TV, I need a new one.

After New Years, knowing that I was going to have to buy a TV in the not too distant future, I began looking into what's out there. The first thing I learned is that the 60" size is the break point on price. Above 60" you jump to \$1500 and up. 55" and 60" TV's can be had for \$1000 or a little less. However, even at the 60" size, the smallest my wife and I want to go, the 3-D ones with good sound are well above \$1000. Then a couple months ago friend bought a 60" Vizio at Walmart for \$998. It has a great picture, but no 3-D, and poor sound. I have no interest in 3-D, and I run my audio directly from my cable box through my surround-sound system. I don't care about the TV's built-in sound; I don't use it at all.

Then Walmart dropped the price on the 60" Vizio to \$898. This TV, model number E601i-A3, was looking better all the time! During May and June I periodically walked by the TV department at Walmart and noted that they still offered it for \$898. My wife's son, from Downers Grove, visited us the last weekend in June and said he wanted the old TV, white spots and all. He said he would be back later in July with a larger vehicle to pick it up. Between more white spots and Pat's son coming for the old TV, I decided it was time to buy the new one.

When I got to the TV department to buy the new TV I found that the price had been raised back up to \$998. I was really unhappy with that. I felt like somebody had just snatched \$100 out of my wallet and run off with it. I asked to speak to the department manager. He told me he was sorry, but the price is the price; he couldn't change it. He suggested I look on walmart.com; perhaps it would be a little cheaper there. I was put out so I left the store, vowing to shop elsewhere. After calling some other stores and looking on the Internet, I couldn't find the TV for less than \$998. Well, actually, Sam's Club had it for \$978, but I would have burnt more than \$20 worth of gas going after it.

I finally caved in and looked at walmart.com. No help there; it was \$998 on the website as well. But for some reason I decided to scroll down through Walmart's offering of Vizio TV's. In the second screen I spotted the same TV for \$698. What the.....? Oh, OK, it was refurbished. Could I live with a refurb unit to save \$300, about a third of the price? After talking to my wife we decided we would take a chance; we ordered the refurbished one. I won't have it until the end of next week so can't yet tell you the final outcome. I'm of course hoping it will be just fine and I will have saved \$300 by looking around.

Larry Bothe is an associate member of CAEUG and a 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.

My Laptop Experiences by Mike Goldberg

I got my first laptop a Compaq Armada E500 a gift from my neighbor. This lap came with a 900MB Pentium3 processor, 512MB of Ram, 30GB hard drive and had an Ethernet and dial up modem. The operating system was Windows XP Pro. I used this computer on dial up on cold winter mornings of 2008 because it could be used in the warmest room in the house. I gave this laptop to my brother Alex after removing AVG since he was not going to use it on the internet. I was surprised to see that this improved the performance. I used this laptop for about 9 months.

My second laptop was a Dell Inspiron1150 which had Windows 7 Basic on it. Norm Hoube gave it to me on 7/31/10 to learn about Windows 7. He felt it was important that the president of a computer club be up to date on Windows 7. This laptop came an Intel Celeron 2.6GB processor, 768MB of Ram, 30GB hard drive and had wireless and dial up modems. I then upgraded it to 1 GB of Ram, the max for this laptop. I thank Norm for this because it was a good learning tool to become familiar with Windows 7. I got a Windows 7 Pro desktop 4/29/11 and was able to use it immediately. I sold this laptop to my neighbor Sue on 11/5/11.

I saw a good deal for an ACER Aspire V3-8469 Windows 8 laptop and since I was familiar with Win8, brought it on 3/9/13. This had a AMD Quad Core Processor A8-4500M, 4 GB of DDR3 Ram, 500GB HDD, DVD-Super Multi DL drive, wireless and Ethernet modems and 15.6" HD Acer CineCrystal LED LCD with AMD Radeon HD 7640G graphics. I have brought this laptop to 2 club meetings and it is a lot easier than bringing a desktop. I have since upgraded to 8GB of Ram for better performance.

The CAEUG president is no longer a laptop less member.

Freeware

By Berry F. Phillips, Member, Computer Club of Oklahoma City
April 2013 issue, eMonitor www.ccokc.org editor (at) ccokc.org

During the many years that I have been writing the Computer Hysteria Column, I have been a strong advocate of using freeware. On my computer, the only commercial software is my operating system. All the rest of the software on my system is freeware. Perhaps this frugality has something to do with my Scottish ancestry or I could be considered just plain cheap! In any event,

I have done my best to give my readers some tips on freeware that I have used on my system that is exceptional. Free software is a valid choice for the home computer, office computer and Internet server uses. It is very important to remember that freeware is not cheap or an inferior option. Freeware comes in two basic types, free software with proprietary (private) code, and open-source software. Some freeware can be functionally superior to equivalent commercial software and even of higher quality.

For example, the Firefox browser was built and developed by a large distributed workforce as opposed to a small centralized one. A large number of programmers can contribute a range of skills, and whose input is graded by peer review. These programs can be tested and developed in a wide variety of locations and situations. These community based projects would cost millions to create commercially. The bottom line, free software can be of the highest quality and should not be considered inferior to commercial products. The products they generate are among the most successful applications in the world, PHP, MySQL, Apache, and various types of Linux.

What are the best free programs that work the best? It used to be utilities. However, today there are many priceless small programs that work better than the operating systems resident applications. Free software is a viable solution in every possible area of a computer's work. The acceptability of freeware is demonstrated as the standard server solution. Freeware is widely used in PC security situations. Free versions of popular firewalls, antivirus and antispyware programs are often accepted as first choice. How do you find the best freeware to use on your system?

For years I have recommended Gizmo's Freeware be bookmarked on your computer for fast reference when you need fully reviewed and recommended freeware. In August 2010, PC Magazine included Gizmo's Freeware in its "100 Top Websites of 2010." As of November 2011 it was rated by Alexa in the top 3000 sites in English speaking countries and in the top, 5,000 worldwide with more than 100,000 people visiting the site every day. It is also the most bookmarked site under "freeware" at most of the web's major bookmarking services.

Gizmo's Freeware is a community-based site dedicated to keep the site independent and noncommercial. The site is maintained by hundreds of volunteers. Freeware is reviewed for safety and performance by these volunteer editors with comments from users. Gizmo's best freeware list is available at the website and has been used for years to locate the best freeware. You can post on forums, respond to reviews after using the freeware, and even write review depending on your computer skills. I would strongly encourage you to bookmark and visit this website which will save you money as well as increase your computer capabilities.

<http://www.techsupportalert.com>

I will have to admit that I am "hysterical" about this website.

Internet Alerts Can Keep You Informed

Sandy Berger, CompuKISS.com
www.compukiss.com sandy (at) compukiss.com

How would you like to know every time your name is mentioned on the Web? Or when there is a breakthrough on a disease that you are following? Or when your favorite actor is starting in a new movie? This is all possible with automated Internet alerts. Read this to see how it works.

Internet alerts are available by many different Internet services. The Weather channel at www.weather.com has free alerts that will give you daily weather alerts as well as alerts for allergens like pollen and also alerts for severe weather. Other alerts will keep you informed of the weather on school days and give warnings for snow and rain. You can apply several customization options such as the time of the alert and the severity that triggers the alert. You can get alerts sent by e-mail and/or text to a cell phone.

Many news stations also have alerts regarding news, sports, and weather. One of my local North Carolina stations, WRAL (www.wral.com) even has an app that uses GPS to alert you to severe weather no matter where you travel as long as you have your cell phone turned on. While most other alerts are free, WRAL charges \$8 a year for their GPS-based alerts. Check your local news stations for news alerts.

The granddaddy of all alerts, Google Alerts, is a very useful one that you should be aware of. This is one of Google's powerful tools that is completely free. You can use Google Alerts to keep track of anything on the Web. Just surf over to <http://www.google.com/alerts> and enter a search query. Then choose your options. You can control how often you get alerts (as it happens, once a day or once a week), the type of Web coverage that triggers an alert (news, blogs, video, discussions, books, or all of these), and you can also choose only the best results or all results. Enter your e-mail address and your alerts will start. You can change or remove an alert at any time. Once you start using Google Alerts, you will be surprised at the results.

Most people start with creating an alert with their own name. My "Sandy Berger" alert tells me when any news article or blog mentions my name. Of course, it also gives me results for the other Sandy Berger. You know -- that guy from the Clinton administration who stuffed documents from the National Archives into his pants. Unless you have a very unusual name, you can expect to get news of others with the same name. That's not all bad. In fact, it can be very interesting.

The Google Alerts can be wonderful if you are following the news about a certain item. For instance, they are wonderful if you are interested in following a certain disease, medical condition or treatment. You can use Google Alerts to follow any current event or any specific public figure, actor, or personality.

If you are a transplant and want to follow the news from your old hometown, this is a perfect way to do it. Just enter the name of your old city and state in the search terms. If you want to be more specific, you can just enter the zip code. This will give you results directly from your old neighborhood.

When you set up a Google Alert, you may want to limit the results to just the best results and once a day. If you let Google give you all the results as they happen, I can assure you that you will be inundated with email.

You are sure to find many different ways to use Google Alerts. In fact, it is good to play with the Alerts a little to get to just what you want. Like any Google search, you can enter as many search terms as you like to narrow the results. You can put names in quotes to get exact matches.

Be creative with your alerts. You can have Google search for coupons for your favorite restaurant. You can use it to follow a company whose stock you may be interested in purchasing. You can use it to follow an item that you want to purchase.

Lamp Post 150

August 2013

by John Spizzirri



Spying, who is doing it? This article **(1)** says your household appliances and electrical system. According to some people your electric meter may also spy on you **((2), (3))**. Whether you are for or against 'smart' meters, you may soon have one **(4)**. ComEd **(5)**, an Exelon company, had originally asked for a delay until 2015 **(6)**, but things have changed. I have no idea how much ComEd will charge for these meters that you cannot refuse **(7)**. Duke Energy got \$200 million to upgrade its 'smart grid' **(8)** in the Midwest (Indiana and Ohio). Duke uses smart grid as a euphemism for smart meters. BGE, another Exelon company, has an explanatory page about smart meters **(9)**. My complaints about smart meters are:

1. The meters cost jobs (meter readers)
2. Consumers are charged twice for a product they may not need or want (the company charges for the meter and the company gets tax dollars to install them)
3. Because the meters communicate with the company, they are crackable. A cracker may manipulate your electric rates, turn off your power, monitor your usage to see if you are home, or perhaps burn down your home.
4. Your usage is monitored by a computer. People program that computer and evaluate electric usage. The consumer has no way of knowing if these people are trustworthy. These people have the same capabilities of crackers (see number 3 above). People inside the company would have a greater ability to cover their tracks than crackers. If your home is burglarized while you are at work or on vacation, will the police investigating the crime ever make the connection to power usage monitoring? Think not!
5. The power company collects too much information about their consumers without the consumer's permission.

- 1) <http://sn.im/27nbwc9>
- 2) <http://sn.im/27nbwdy>
- 3) <http://www.refusesmartmeters.com/>
- 4) <http://sn.im/27nbwg5>
- 5) <http://sn.im/27nbwi3>
- 6) <http://sn.im/27nbwk1>
- 7) <http://sn.im/27nbwlw>
- 8) <http://sn.im/27nbwnk>
- 9) <http://sn.im/27nbwqr>

What is the NSA **(1)** to do? AT&T has applied for a patent for self destructing e-mail **(2)**. The sender of e-mail using this system can specify how long the e-mail can 'live'. When that time is reached the e-mail will self destruct (whether the email it has been read or not). Alternately, the

sender can specify that once read the e-mail automatically self destructs. This puts the NSA in a fix. Inasmuch as they read and store every e-mail **(3)**, it will add an extra step to the process. (Incidentally, I tried to shorten footnote #3. SNIP URL **(4)** would not accept it. The non-acceptance message said they would not shorten URLs used in spam. The URL is from the New York Times. Spam, really? Could the NSA have some hand in that?) The NSA will have to read an e-mail then copy it to a non destructive form and then store it. I wonder if they will need a bigger facility **((5), (6))**?

- 1) <http://www.nsa.gov/>
- 2) <http://sn.im/27n29au>
- 3) http://www.nytimes.com/2013/08/08/us/broader-sifting-of-data-abroad-is-seen-by-nsa.html?hp&_r=2&
- 4) <http://snurl.com/>
- 5) https://en.wikipedia.org/wiki/Utah_Data_Center
- 6) <http://sn.im/27n29g8>

The NSA is not the only spy organization violating its own country's laws. New Zealand's Government Communications Security Bureau (GCSB) spys on it citizens, too. The Kiwi's protested legislation that would make the activities of the GCSB legal **(1)**.

- 1) <http://sn.im/27n29kt>

Levabit **(1)** is out of business. Levabit once provided an encrypted e-mail service. Within a day of the Levabit shutdown, Silent Circle **(2)** closed its Silent Mail service. It still provides Silent Phone, Silent Text, and Silent Eyes services, but for how long? Both of these encrypted e-mail services allowed complete privacy of e-mail service in that metadata was not collected or stored nor the communications themselves. Perhaps the United States Department of State **(3)** should have considered using one of these services. They could have avoided the Wikileaks **(4)** disclosures **(5)**. Ladar Levison, owner of Levabit, spoke out about the shutdown **(6)** as best he could because he is under some sort of gag order. Some unknown governmental entity threatened Levison in some fashion to force the shutdown of Levabit because Edward Snowden **(7)** sent an e-mail to a number of civil rights activists using the Levabit service. I wonder if that entity would have shut down Yahoo Mail **(8)** had Snowdon used it? Not to fear, Kim Dotcom **(9)**, a New Zealand resident and founder of Mega **(10)** formerly Megaupload **(11)**, is working on a non US based encrypted e-mail service **(12)**. Silent Circle and Levabit are and were U. S. based and thus sanctioned under U. S. law. Mr. Dotcom will not have that problem because he is not an American nor living in the U. S.

- 1) <http://lavabit.com/>
- 2) <https://silentcircle.com/>
- 3) <http://www.state.gov/>
- 4) <http://wikileaks.org/>
- 5) <http://sn.im/27n29mn>
- 6) <http://sn.im/27n29or>
- 7) https://en.wikipedia.org/wiki/Edward_Snowden
- 8) <http://mail.yahoo.com>

- 9) https://en.wikipedia.org/wiki/Kim_Dotcom
- 10) <https://mega.co.nz/>
- 11) <https://en.wikipedia.org/wiki/Megaupload>
- 12) <http://sn.im/27n29qg>

While surfing the Internet I came across an interesting site that may be of help to some people. It is call IFIXIT (1). It is not to be confused with There I Fixed It ((2), (3), (4)), which is photographs sometimes ingenious but usually stupid repair jobs. It purports to have "Free repair guides" for everything. That is not true. What it has is a question and answer forum on making repairs to many items. Computers, tablets, phones, and electronic items are the bulk of the devices in the forums, but there are also automobiles and household appliances listed. The site is easy to navigate. It looks like it is easy to post a question. (I did not do so.) The questions I viewed seemed like typical problems and annoyances. The answers were a mix of step by step fix it solutions and platitudes that were not helpful. Some computer questions were answered with references to other web sites. That may be helpful for some, but not so much for others. The site supports itself through ads that are unobtrusive.

- 1) <http://www.ifixit.com/>
- 2) <http://thereifixedit.blogspot.com/>
- 3) <https://www.facebook.com/ThereIFixedItTIFI>
- 4) <https://www.facebook.com/FaiLBLOG.ThereIFixedIt>

The Black Hat conference (1) is over. Unfortunately, New Zealand born ethical hacker, Barnaby Jack, (2) did not get to speak about implanted medical devices. The 35 year old was found dead in his room. His death is under investigation. Barnaby Jack did speak earlier in the conference about the vulnerabilities of ATM machines. He demonstrated (3) that these machines could be hacked (watch the video). He has worked with the banks and ATM machine makers to correct the vulnerabilities he found. Those vulnerabilities allowed him to collect credit card numbers, debit card numbers, and PINs without having to use any external physical attachments. He could also instruct the machines to deliver all the cash they had (see the video). His scheduled to talk called "Implantable Medical Devices: Hacking Humans" which was about implanted medical devices (pacemakers, insulin pumps, cardiovascular-defibrillators, and heart pumps. He had cracked one or more of these devices and going to explain the security shortcomings of them (4). He may have gotten the idea that they could be hacked from the Showtime TV series, Homeland (5). Homeland's final episode of season 2 described an attack on the Vice President of the United States via an implanted medical device. The U. S. Food and Drug Administration issued a warning ((6), (7)) earlier this year about this very problem. They knew about it much earlier and made the announcement to avoid a scandal when Barnaby Jack appeared at the Black Hat conference. The FDA are the people who test and approve medical devices. The question becomes when did they know. Without Barnaby Jack's lecture, the FDA is off the hook. The police did not suspect foul play. Currently, the only thing suspicious about Barnaby Jack's death is that he was 35 years old and the medical examiner will not have a cause of death for at least one month (8). I do not know if this was a murder or just some terrible mishap. The people with a motive for murder have the where with all to make it look like something else. I wonder who would have a motive for murder? Could it be banks, ATM manufacturers, medical device manufacturers, or the Obama administration? Attorney General Eric Holder and Former FBI Director Robert Mueller have said they are not clear whether or not the President can kill a U. S. citizen inside the United States (9). They are both clear that a U. S. citizen may be killed overseas without due

process of law. Barnaby Jack worked for IOActive (10). Before the Black Hat conference the FDA asked hackers to check medical devices for security holes (11). Very few people want to do this kind of testing because of the Computer Fraud and Abuse Act (CFAA) which has been used by the FBI to put people in jail for exposing security flaws. I guess the flaws will be discovered by real enemies and cause real deaths.

- 1) <https://www.blackhat.com/us-13/schedule/index.html>
- 2) https://en.wikipedia.org/wiki/Barnaby_Jack
- 3) <https://www.youtube.com/watch?v=B0IWQ0e7I1Q>
- 4) <http://sn.im/27n29to>
- 5) <http://www.sho.com/sho/homeland/home>
- 6) <http://sn.im/27n29ux>
- 7) <http://rt.com/usa/us-warns-medical-cyberattack-721/>
- 8) <http://sn.im/27n29wn>
- 9) <https://www.youtube.com/watch?v=g5UQ07F7pU4>
- 10) <http://www.ioactive.com/>
- 11) <http://sn.im/27n29yd>

Windows 8.1 formerly Windows Blue will be released on October 17th (1). It will be bundled with Skype and SkyDrive (2). SkyDrive will be more integrated with the OS. Skype is streamlined in that no password will be necessary to answer a call. The Start button is back and cannot be turned off. Charms on the other hand can be turned off. Shutting down has been stream lined to a right click on the Start button and a left click on the menu that is presented. A rather complete review of the 'final' release is available at Techradar (3). The best news of all is that Windows Messenger will be discontinued because Skype has similar functionality. Skype was purchased by Microsoft (MS (4) in 2011 (5). MS has been working on Skype ever since, trying to sell it as a corporate application. Prior to the MS purchase Skype was a cross platform (Windows, Mac, and Linux) semi-free communications program. So far Linux has not been excluded from Skype updates. From what I have read, MS seems to want to make Windows 8.1 somewhat customizable. Customization is what Linux has been about since its inception.

- 1) <http://sn.im/27n2a3a>
- 2) <http://sn.im/27n2a6u>
- 3) <http://sn.im/27n2cg6>
- 4) <https://www.microsoft.com/en-us/default.aspx>
- 5) <http://sn.im/27n2a85>

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

A computer once beat me at chess, but it was no match for me at kick boxing. Emo Philips

It's hardware that makes a machine fast. It's software that makes a fast machine slow. Craig Bruce

In computing, turning the obvious into the useful is a living definition of the word 'frustration'.
Alan Perlis

Man, I don't want to have nothing to do with computers. I don't want the government in my business.
Erykah Badu

August 2013 DVD of the Month

ActualBookmarks - Bookmark checker for duplicates and defunct links (all browsers)

AdvancedRenamer - Renames single and multiple files

ARI - August newsletter

Balabolka - Text to speech

BarracudaDrive - Create and control your own cloud storage space

BSFAG - Automatic volume control across all your video clips

CD2Browse - Create an HTML document based on dirve directory structure

CDOMlists - Lists of past CDOMs

ConverterLite - Updated media conversion program

FireFox - Updated web browser

iSpy - Use your computer and digital cameras to monitor anything (house children)

KingSoftOfficeSuite - New free office suite

LastPass - Updated password enrcted storage

MemberContributions - Things e-mailed to me from members

NirLauncher - Launches over 100 utilities (some very useful / some not so much)

OldTimeRadio - Old time radio broadcasts

Opera - Updated web browser

PhotoStageSlideshow - Create photo slideshows

Save2PC - Saves streaming videos (YouTube and others) to a PC

WirelessNetworkWatcher - Veiw wi-fi broadcast around you / check for security

WisePC - Program to troubleshoot your PC and find a solution

Wix - Helps to create a Windows installation

WizTree - Finds which files take up the most space on your hard drive

Meeting Location and Special Accommodations

The Glenside Public Library address is at 25 E Fullerton Avenue, Glendale Heights, Illinois. 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(at)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(at)yahoo.com, at least five (5) days prior to the program, so that reasonable accommodation can be made.

Members Helpline

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

Beginner Helpline

- Billy Douglas
Phone 630/858-1521

Beginner hardware problems

- Dick Fergus
Phone before 9:00pm
630/629-5745

Hardware problems, XP,

Win 7 & Linux

- John Spizzirri
Phone 6pm-9pm
630/858-6933

CAEUG OFFICERS

President	Mike Goldberg president(at)caeug.net
V.P. (Programs)	Roger Kinzie randnk(at)att.net
Secretary	Al Skwara alskwara(at)comcast.net
Treasurer	John St. Clair
Newsletter Ed	Kathy Groce kgroce(at)myway.com
Board Member	Billy Douglas billdouglas(at)email.com
Webmaster	John Spizzirri webmaster(at)caeug.net