

Abort,  
Retry,  
Ignore....

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

June 2013  
Volume XXX Issue 6

Confirmed  
meeting  
dates for  
2013  
Room A

**June 22, 2013**  
4th Saturday  
annual picnic

**July 20**  
3rd Saturday

**August 24**  
4th Saturday  
Check  
[www.caeug.net](http://www.caeug.net)  
for confirmed  
meeting dates

MEETING  
PLACE  
will be the  
Glenside Public  
Library  
\*\*\* \*\*

Visitors  
Welcome  
HOPE TO SEE  
YOU THERE!!



## June 22, 2013 ANNUAL Picnic CHANGE OF PLAN FOR FREE RAFFLE There will be a free raffle at the picnic. Bring computer and non computer related items.

If you bring items for the free raffle and it is not chosen  
you must take the items back with you.  
Per Mike Goldberg

### Amazing Tale of a Satisfying Call to Tech Support . . .

By Judi Shade  
Mac Monday Volunteer  
Hilton Head Island Computer Club, SC  
February 2013 issue, The Islander  
[www.hhicc.org](http://www.hhicc.org)  
newsletter (at) hhicc.org

I recently acquired a Dell laptop with Windows 7 to start working on a database project that only could only be accessed on a PC and used through Internet Explorer. The database program also required that I be able to print various pdf files, Word files and screen shots. Since I am a long-time computer user (PowerMac), I also have two HP printers -- an older, very reliable LaserJet and an equally old HP All-in-One. Neither printer has WiFi capabilities, but both are USB printers.

Thinking this would be easy, I ran a USB printer cable from my HP LaserJet

Con't pg 2

#### Table of Contents

Amazing Tale of a Satisfying Call to Tech Support... by Judi Shade	1
Holy cow! Is this a virus? by Linda Gonse	2
CAEUG Annual Picnic Info	3
CAEUG Annual Picnic Directions	4
Have you disabled or removed Java from your computer? by John Pearce	4
Interesting Internet Finds by Steve Costello	5
Lamp Post 148 by John Spizzirri	6
Microsoft Security Essentials Problem by John St. Clair	10

P2035n directly to my laptop and the printer icon appeared in the devices window along with a big yellow triangle telling me I had the infamous 'issue' problem and would I like to "troubleshoot." "Of course," I told the machine and lo and behold, the little Dell that couldn't, came back and said "sorry, Charlie, there is no driver available for your antique printer."

Funny thing though, on HP's own web site, the driver not only exists, but I had already easily downloaded it. But, it would not install. I did not want to buy a 3rd printer and I needed to print desperately – paperwork was backing up. So even though I knew HP's customer support reputation from years back (prefer a trip to the dentist than to be on hold button hell with HP),

I went to HP's web site again for Tech Support and surprisingly (?) HP has outsourced tech support. BUT, and this is a big but, to a company that can actually do technical support for all kinds of software and hardware.

So I punched in the 877 number and got "Sam" in New Delhi who listened to my tale of woe and whose first question was, "If you own a Mac, why would you ever get a PC?" That is honestly what he said! Anyway, he assured me he and "Michael" could make my old HP printer work perfectly with my Dell. Thirty-five minutes (and \$149.99) later, my printing problems were resolved. There were programs on the hard drive that had to be activated and some removed in order for Windows 7 to allow a driver from an 'old' HP printer to be used.

Even though I paid slightly more for the call than the cost of a newer, inexpensive printer, I do not end up with 3 printers on my desk and my LaserJet prints nice and fast and reliably.

Anyone with an old HP, I would encourage you to use the new HP Tech Assist number (the company is called Upquake Technical Services) to bring extended life to your printer or any other device you may have. Sam and Michael were both excellent!

Sam and Michael were much better than the old Help Desk.

---

## **Holy cow! Is this a virus?**

By Linda Gonse

Editor/Webmaster

Orange County PC Users' Group, CA

March 2013 issue, nibbles & bits

[www.orcopug.org](http://www.orcopug.org)

editor (at) orcopug.org

I recently added a second external hard drive to my computer system. I use one for backups of InDesign files and the other one for Acronis True Image system backups.

As I browsed through the files I'd saved to the drives, I ran into something peculiar. Both drives had folders with names that were long strings of random letters. And each folder contained one file: mrtstub.exe at 89KB on the lomega drive, and MPSigStub.exe at 227KB on the Seagate drive.

Fearing these might be malware or a virus, I quickly did a Google search. Interestingly, the search turned up conflicting opinions in different forums. Some people said it was a virus and highly

dangerous, some said the folder and file(s) inside were benign, some said the files were leftover from when Microsoft Malicious Software Removal Tool (MRT) was run and had not been deleted automatically, and some said Windows created them.

Although I only found one file in the folders, other people have seen as many as four at one time: mrtstub.exe, mrt.exe.\_p, MRT.exe, and \$shtdwn\$.req.

I found a link to information about the Malicious Software Removal Tool at <http://support.microsoft.com/kb/890830#Faq>. In particular, it gave instructions on how to remove the Malicious Software Removal Tool.

The Malicious Software Removal Tool does not use an installer. Typically, when you run the Malicious Software Removal Tool, it creates a randomly named temporary directory on the root drive of the computer. This directory contains several files, and it includes the Mrtstub.exe file. Most of the time, this folder is automatically deleted after the tool finishes running or after the next time that you start the computer. However, this folder may not always be automatically deleted. In these cases, you can manually delete this folder, and this has no adverse effect on the computer.

I also learned that MRT is not a substitute for a resident antivirus for various reasons: 1. MRT only removes malware AFTER infection, it doesn't BLOCK malware like an antivirus does; 2. MRT is designed to target a small set of malware only, while an antivirus takes care of most malware in the wild; and 3. MRT can only detect actively running malware — an antivirus can also detect dormant malware.

Microsoft's Knowledge Base (<http://support.microsoft.com/kb/890830>) also said a new version of the Microsoft Malicious Software Removal Tool is released every month. After you download the tool, the tool runs one time to check your computer for infection by specific prevalent malicious software (including Blaster, Sasser, and Mydoom) and helps remove any infection it finds.

This KB article contains information about how you can download and run the tool, and what happens when the tool finds malicious software on your computer.

Even though I did not intentionally download the Removal Tool or run it, I read that Windows Update may do that when it downloads automatic updates. Further, it uses the largest hard drive on the system to create the temp folders; and in my case, the external hard drives are the largest with each being 2TB.

The upshot of this was I checked each file's Properties and confirmed Microsoft had signed them. Then I deleted the folders and files manually and nothing bad happened. In the future, I'll disconnect the external drives before downloading or installing Windows Update.

Folders and files found on external drive.

---

**CAEUG Annual Picnic**  
**If you bring items for the free raffle and it is not chosen**  
**you must take the items back with you.**  
**Per Mike Goldberg**

---

## CAEUG Picnic Directions

Directions to CAEUG Picnic at Seven Gables Park:

From Naperville and Butterfield Roads head NORTH on Naperville Road 0.8 mi.

Turn left (WEST) on Danada Road.

Follow Danada for 0.2 mi. to the stop sign at Brighton Road.

Turn right (WEST) on Brighton Road.

Stay on Brighton Road for 0.2 mi.

Turn right (NORTH) onto Winners Cup.

Follow Winner Cup 0.2 mi. to the entrance to Seven Gables Park .

Entrance is on the left.

A short distance into the park is a stop sign, At the stop sign turn right.

That road will take you past the football field.

We will be at the EAST end of the football field in an area that looks like a refreshment stand.

Rain or shine at 7 Gables Park in Wheaton from 10:00am to 3:00pm

Food, fun, free raffle for members, fun and more fun.



### Have you disabled or removed Java from your computer?

By John Pearce

President, Pikes Peak Computer Application Society, CO

February 2013 issue, Bits of Bytes

<http://ppcompas.apcug.org/>

jlpnet (at) comcast.net

Oracle seems to be having one security problem after another with Java. Last fall, it was reported that Java 7 Update 7 had problems but that Java 6 was safe (no security problems). Oracle released Java 7 Update 8, Update 9, and Update 10 all of which had security problems. The latest security problem seems to affect both Java 6 and 7. Java 7 Update 11 is available for download. Apparently this fixes a few problems but not all of them. The status of a patch for Java 6 is unknown.

While some tech gurus (Kim Komando for one) recommend completely removing Java from your computer, the Department of Homeland Security is recommending disabling the Java plug-in in your browser(s). You can find a bunch of links by using the search term homeland+security+java in most any search engine. Homeland Security's recommendation leaves Java available in case any desktop applications might need it.

The current crop of malware exploits security flaws in Java that allow the download of the malicious payload if you simply visit an infected website. The malware download may happen so quickly you don't notice it and there is no security pop-up to warn you, either.

What to do, what to do?

Several tech writers have suggested disabling Java in your primary browser and leaving it enabled in a separate browser that is used only to access web sites that require Java. I have done a little checking using some of the websites in my bookmarks and found that

disabling Java has no impact on the websites I visit most often.

The only website I found in my bookmarks that uses Java is the speed test at <http://dslreports.com/speedtest> and the site has alternatives to Java available. I didn't have any problems because the websites I checked use Java script, which does not have security issues as Java does. I rarely use Internet Explorer but decided to disable Java in IE anyway.

---

### Interesting Internet Finds

By Steve Costello, President / Editor, Boca Raton Computer Society, Florida  
March 2013 issue, Boca Bits <http://brcs.org> [editor@brcs.org](mailto:editor@brcs.org)

In the course of going through the more than 200 news feeds in my Google Reader, I often run across things that I think might be of interest to other user group members.

The following are some items I found interesting during the month of February 2013. (Long URLs shortened with the Google URL shortener <http://goo.gl/> )

HTG Explains: What Is RSS and How Can I Benefit From Using It?

<http://goo.gl/VS6H1>

How do I share my screen in a Google Plus Hangout?

<http://goo.gl/Tzo0n>

How do I copy photos from my phone to my PC?

<http://goo.gl/uq9Vx>

Create Google Maps of Your Own To Share & Collaborate With Friends

<http://goo.gl/EIVBY>

5 Ways to Get Data From Your Desktop To Your Android

<http://goo.gl/2Pb0d>

Bits and Bytes Explained

<http://goo.gl/hEgQP>

How to Maintain Your DVD Player - For Dummies

<http://goo.gl/fMW20>

The Ultimate Guide to Private Browsing on the Internet

<http://goo.gl/XsIrH>

How to Use Hyper-V Virtual Machines

<http://goo.gl/4dxBh>

---

"Political skill . . . the ability to foretell what is going to happen tomorrow, next week, next month and next year. And to have the ability afterwards to explain why it didn't happen." quoted in 1965  
Sir Winston Churchill 1874-1965

The most overlooked advantage to owning a computer is that if they foul up, there's no law against whacking them around a little. ~Eric Porterfield

What do you call a doctor that fixes websites? A URLologist. ~Author Unknown

If Bill Gates had a dime for every time Windows crashes... oh, wait a minute, he already does.  
~Author Unknown

Unless in communicating with it one says exactly what one means, trouble is bound to result.  
~Alan Turing, about computers

## Lamp Post 148

July 2013

by John Spizzirri

Ticks that are in our area now. Here is a web site **(1)** that will help identify the 8 legged creatures. There is also health information about the diseases they carry.



1) [http://www.tickencounter.org/current\\_tick\\_activity](http://www.tickencounter.org/current_tick_activity)

You may have heard about 3D printers. They 'print' three dimensional objects. A cheap one went on the market recently **(1)**. It's 'ink cartridge' cost \$250.00. An unintended use for such a printer was just found in May in Ohio. Kaiba Gionfriddo could not breath on repeated occasions. His parents were slowly resigning themselves to the fate of their baby. Doctor's preformed a 'hail Mary'. They created a 'splint' with a 3D printer that would open the infant's airway **(2)**.

1) <http://mashable.com/2013/05/03/staples-3d-printers/>

2) <http://www.cnn.com/2013/05/22/health/baby-surgery/index.html>

Win 8 does not have a start button. Rumor has it that MS will have a Service Pack (SP **(1)**) by the end of summer that will have a Start button for Win 8. That SP is currently called Windows Blue **((2), (3), (4))**. In the mean time entrepreneurs have solutions. If you cannot wait for something (Service Pack or a start button) that may not come, one solution is Start8 **(5)**. It is a start button program that cost \$4.99. Another program is Classic Shell **(6)**. It's free. It is a customizable 'skin' for Windows 8 that includes a start button and start menu. The Classic Shell will be on the July DVD or the Month.

1) [https://en.wikipedia.org/wiki/Service\\_pack](https://en.wikipedia.org/wiki/Service_pack)

2) <http://sn.im/279jidf>

3) <http://sn.im/279jifl>

4) <http://sn.im/279jih6>

5) <http://www.stardock.com/products/start8/features.asp>

6) <http://www.classicshell.net/>

Naomi Wolf **(1)** has an interesting take **(2)** on the NSA leaker and whistle blower, Edward Snowden **(3)**. The program is called Prism **(4)**. Prism participants include Microsoft, Yahoo, Google, Facebook, paltalk, AOL, Skype, Youtube, Verizon, and Apple. Three major OS makers (MS, Apple, and Google) are named. Notice that no Linux distributions are listed? Larry Page **(5)**, CEO of Google, and Mark Zuckerberg **(6)**, CEO of Facebook, have issued denials **(7)** of their companies involvement with Prism. While "Don't be evil" is the unofficial motto of Google **(8)**, the company has not always been on the up and up. Can we believe them now? Zuckeberg and Facebook have never had a good reputation. His denial looks like more self serving lies. According to the New York Times, both were telling lies **(9)**. The questions you have to ask yourself is; is Prism real, can I trust these companies, can I trust the government and the unnamed individuals that work for it, is my privacy in communication something I want to preserve? If you want to preserve your privacy on the Internet and telephonic communications there are a number of things you can do today. Dump your Verizon cell phone and buy a prepaid mobile phone **(10)**. Prepaid mobile phones are commonly called 'burner' phones. They are depicted in movies and television as phones that are used a few times and

thrown away. Using a phone like that is very expensive as these phones cost from \$25 to \$90 to purchase and have a ten cent per minute usage fee. About one third of all phones worldwide are burner phones. If you pay cash for the phone and the minutes, there is no way to connect any communication over the phone with you. If you use Skype (11), a Microsoft (MS (12)) company, the alternatives are ooVoo (13), goober (14), or VoxOx (15). goober and VoxOx may get you unwanted attention (16) because they are foreign owned. YouTube (17), a Google company, tracks what videos you watch. Log out of a Google account if you choose to use YouTube. That will help prevent tracking (you). Use Https Everywhere (18), a free Chrome and Firefox browser extension, encrypts communication between your browser and many web sites. Alternatives to YouTube that are not listed by the NSA in Prism are; Vimeo (19), Veoh (20), Metacafe (21), Dailymotion (22), and Liveleak (23). I really do not know if these are monitored or not. Instant Messaging (IM (24)) is rife with security problems. I would recommend that you never use IM. If you must, use Pidgin (25) or Trillian (26). Both offer end to end encryption but require that both parties use the program. Stop using social media programs (Google+ and Facebook). LinkedIn (27), Twitter (28), Pinterest (29), Diaspora (30), Zurker (31), Tagged (32), Harnu (33) and Friendica (34) may be OK, but I would not trust them. Obvious web search sites to avoid are Google, Yahoo, and Bing. The ones to use are Duck Duck Go (35), IXquick (36), StartPage (37), YaCy (38), and Seeks (39). A little bit of explanation is in order on these search engines. IXquick and StartPage do not collect or store your Internet Protocol (IP (40)) address. The IP address is assigned to your PC by your Internet provider. With Google, Yahoo, and Bing every term you search on is attached to your IP address.

[Inset]

If you have multiple PCs attached to a router, the IP address is assigned to the router. The router sorts out which computer gets what data was requested. A wireless router will have the same IP address as well. That is the reason to have Wi-Fi Protected Access (WPA (41)) security on your wireless router. Without security, anyone near your house can access the Internet. If they look for bomb making instructions, upload child pornography, or e-mail a known Al-Qaeda (42) member, your IP address is flagged by Prism. Depending on factors that are not revealed to the public, your home may be assaulted by black clad federal or local police or you may be arrested or nothing may happen. It makes little difference whether you have 'nothing to hide' or not. Your Internet security is your responsibility. It is important. It may be inconvenient. I think that having any police or spy agency looking at me is something to be avoided, regardless of the inconvenience. If you want to check on how invisible you are on the Internet, Gibson Research Corporation (GRC (41)). Click on Shields Up, goto the Hot Spots section, click again on Shields Up, read the boxed sections of the page. You will see a IP machine name that is associated with your Internet Provider. Click the Proceed button. Under the ShieldsUP!! Services bar click on the Common Ports button. On the following page you will see your IP address prominently displayed. Below that your 'TruStealth Analysis' will be displayed. If you have not passed the analysis, find out why and correct that issue.

[End inset]

Continuing with the hardening process, look to the cloud service that you use. Do not use Skydrive, Google drive, Dropbox, iCloud, or Flickr. Flickr (42), a Yahoo property, can only be used for storing pictures. Dropbox was included because of known security and stability problems. Box (43), justCloud (44), Mediafire (45), Ubuntu One (46) are better choices for cloud storage, but I cannot vouch for them. There is another choice that can safely allow you to create your own cloud. This solution requires that you trust someone else and that they trust you. By setting up a spare (old) PC with an Internet connection at your home and at your friend's home and using software like RealVNC (47), TightVNC (48), or UltraVNC (49). VNC stands for Virtual Network Computing (50). Simple script files can be used to transfer (copy) files to or from your friend's computer. You can encrypt these files using Trucrypt (51) to insure that nobody can view the files (including your friend). The only requirement is that the machines be turned on and on the Internet at all times (barring power failures due to unforeseen causes). There are a number of other ways to protect yourself including onion proxy server (TOR (52), (53)). I used the Prism break site (54) and a Digital Trends article about how to use the Internet without using the companies that are involved in Prism (55).

- 1) <http://naomiwolf.org/>
- 2) <http://sn.im/279jikb>
- 3) <http://sn.im/279jilu>
- 4) <http://sn.im/279jink>
- 5) [https://en.wikipedia.org/wiki/Larry\\_page](https://en.wikipedia.org/wiki/Larry_page)
- 6) [https://en.wikipedia.org/wiki/Mark\\_Zuckerberg](https://en.wikipedia.org/wiki/Mark_Zuckerberg)
- 7) <http://sn.im/279jiox>
- 8) [https://en.wikipedia.org/wiki/Don%27t\\_be\\_evil](https://en.wikipedia.org/wiki/Don%27t_be_evil)
- 9) <http://sn.im/279jiqe>
- 10) [https://en.wikipedia.org/wiki/Prepaid\\_mobile\\_phone](https://en.wikipedia.org/wiki/Prepaid_mobile_phone)
- 11) <http://www.skype.com/en/>
- 12) <https://www.microsoft.com/en-us/default.aspx>
- 13) <http://www.oovoo.com/home.aspx>
- 14) <http://www.goober.com/>
- 15) <http://www.voxox.com/>
- 16) <http://sn.im/279jisa>
- 17) <https://www.youtube.com/>
- 18) <https://www.eff.org/https-everywhere>
- 19) <https://vimeo.com/>
- 20) <http://www.veoh.com/>
- 21) <http://www.metacafe.com/>
- 22) <http://www.dailymotion.com/us>
- 23) <http://www.liveleak.com/>
- 24) [https://en.wikipedia.org/wiki/Instant\\_messaging](https://en.wikipedia.org/wiki/Instant_messaging)
- 25) <http://www.pidgin.im/>
- 26) <http://www.trillian.im/>
- 27) <http://www.linkedin.com/>
- 28) <https://twitter.com/>
- 29) <http://pinterest.com/>
- 30) <https://www.joindiaspora.com/>
- 31) <http://www.zurker.com/>



- 32) <http://www.tagged.com/>
- 33) <http://www.harnu.com/>
- 34) <http://friendica.com/>
- 35) <https://duckduckgo.com/>
- 36) <https://www.ixquick.com/>
- 37) <https://startpage.com/>
- 38) <http://www.yacy.net/en/index.html>
- 39) <http://www.seeks-project.info/site/>
- 40) [https://en.wikipedia.org/wiki/IP\\_address](https://en.wikipedia.org/wiki/IP_address)
- 41) <https://www.grc.com/intro.htm>
- 42) <https://en.wikipedia.org/wiki/Flickr>
- 43) <https://www.box.com/>
- 44) <https://www.justcloud.com/>
- 45) <http://sn.im/279jiu2>
- 46) <https://one.ubuntu.com/downloads/>
- 47) <http://www.realvnc.com/>
- 48) <http://www.tightvnc.com/>
- 49) <http://www.uvnc.com/>
- 50) <http://sn.im/279jivf>
- 51) <http://www.truecrypt.org/>
- 52) <http://sn.im/279jixa>
- 53) <https://www.torproject.org/index.html.en>
- 54) <http://prism-break.org/>
- 55) <http://sn.im/279jiyw>

Has your browser displayed a page from Babylon **(1)** or Conduit **(2)**? If it did, your browser has been hijacked **(3)**. There are a number of tool bars and search pages that are actually hijackers. Some people think that the Ask tool bar is a hijacker. It is part of the install process of some free software like Java **(4)**. It is much easier to get rid of the other hijackers. I have recently come across some free products that remove hijackers including all the registry entries they write to re-install themselves when common methods uninstalling are tried. Junkware Removal Tool (JRT **(5)**) is one such product. I have run it on a number of computers. The total time to run it is about 3 to 6 minutes. It produces a report that reveals every file it deleted and every registry entry it removed. Two more products are IOBit Uninstaller **(6)** and AdwCleaner **(7)**. When I test them, I will report in these pages.

- 1) [https://en.wikipedia.org/wiki/Babylon\\_%28software%29](https://en.wikipedia.org/wiki/Babylon_%28software%29)
- 2) <http://botcrawl.com/how-to-remove-conduit-search-malware/>
- 3) [https://en.wikipedia.org/wiki/Browser\\_hijacking](https://en.wikipedia.org/wiki/Browser_hijacking)
- 4) [http://www.java.com/en/download/faq/ask\\_toolbar.xml](http://www.java.com/en/download/faq/ask_toolbar.xml)
- 5) <http://www.bleepingcomputer.com/download/junkware-removal-tool/>
- 6) <http://www.iobit.com/advanceduninstaller.html>
- 7) <http://www.bleepingcomputer.com/download/adwcleaner/>

Yahho Finance reported that there are a number of smart phones that are available for free **(1)**.

- 1) <http://finance.yahoo.com/news/15-smart-phones-you-can-get-for-free-164855352.html>

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

## Microsoft Security Essentials Problem

by John St. Clair

After the internet transfer rate of my computer slowed to less than one tenth of its normal transfer rate I ran Microsoft Security Essentials twice. Before running it the second time I updated the data base even though I have it update every night. The program did not find a problem. There was no change in the transfer rate. Each time I moved the cursor to the desktop icon to start the program the balloon and the program after it started would display "PC Status: Protected" . After trying another Malware program the transfer rate did not change (no problems were found). After I looked at the settings for Microsoft Security Essentials by clicking on the desktop icon I did not find anything out of the ordinary. I then went to the main program (START>CONTROL PANEL>SECURITY CENTER). On that screen it showed that the Virus Protection was off. I could not turn on Microsoft Security Essentials. I went to System Restore and picked a backup 2 weeks before I had the problem. After running Microsoft Security Essentials after the restore it found "Exploit:Java/CVE-2012-1723 and trojan:Win32/Urausy.C" . Since then Microsoft made at least 2 major updates to Security Essentials. I now check the settings as they are shown in the Security Center display.

---

### CAEUG Picnic Directions

Directions to CAEUG Picnic at Seven Gables Park:  
From Naperville and Butterfield Roads head NORTH on Naperville Road 0.8 mi.  
Turn left (WEST) on Danada Road.  
Follow Danada for 0.2 mi. to the stop sign at Brighton Road.  
Turn right (WEST) on Brighton Road.  
Stay on Brighton Road for 0.2 mi.  
Turn right (NORTH) onto Winners Cup.  
Follow Winner Cup 0.2 mi. to the entrance to Seven Gables Park . Entrance is on the left.  
A short distance into the park is a stop sign, At the stop sign turn right. That road will take you past the football field.

We will be at the EAST end of the football field in an area that looks like a refreshment stand.

Rain or shine at 7 Gables Park in Wheaton  
from 10:00am to 3:00pm

Food, fun, free raffle for members, fun and more fun.

### 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 . 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

#### Beginner hardware problems

- Dick Fergus

#### Hardware problems, XP, Win 7 & Linux

#### 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