

Abort,
Retry,
Ignore....

Founded 1984 **ARI** is the
Official Newsletter of
Computers **A**re **E**asy **U**ser **G**roup

October 2013
Volume XXX Issue 10

Confirmed
meeting
dates for
2013
Room A

October

**No meeting
cancelled due to
Library
remodeling the
meeting room**

**Nov/Dec
date TBA**

**Check
www.caeug.net
for confirmed
meeting dates**

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

***** ****
**Visitors
Welcome
HOPE TO SEE
YOU THERE!!**



*** * * Notice for October meeting * * ***

**October -- No meeting
cancelled due to Library remodeling the meeting room**

Nov/Dec meeting -- date TBA

Frank Braman's presentation Nov/Dec meeting will be
"Fast Answers On the Internet"

- this presentation will take us to amazing sites for information and answers.

Speeding Up

by Larry Bothe
10/17/2013

Over the past month or so I have made several upgrades to my 4-year old Windows 7 machine with an eye toward speeding it up. The speed upgrades included adding a gig of RAM, replacing my Wireless-G router with an N-standard one, and replacing my DOC-SIS 2 cable modem with a DOC-SIS 3. I also did a convenience upgrade; bought a Logitech wireless keyboard. Each of these changes has its own little story, which I'll relate below.

Assuming that routine maintenance is up-to-date, the easiest/fastest/cheapest way to speed up a computer is to install more RAM. My machine came with 3 gigs, and I decided to go up to 4. That doesn't sound like a big increase, but here's my thinking. Using the built-in Windows Resource Monitor

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(Accessories/System Tools/Resource Monitor) I was able to determine that the machine was using, with the several applications I usually have open, just under 2 of the 3 gigs of RAM in the machine. That left only 1 gig for additional operations. By going up to 4 gigs I doubled the amount of RAM available to perform operations above what was in use at "idle". That's a significant increase.

In order to add RAM you have to determine the specification of the memory for your machine, and find out what slots are available. The most reliable way to do that is to open up the machine and look. My computer has 2 memory slots (typical of low-end machines), and had 2 gigs in one slot and one gig in the other. In order to do the upgrade I had to buy one 2-gig piece (\$30, plus \$4 shipping, from Tiger), and simply set the one-gig piece aside. While I had the memory out of the slots I laid it in my copier and made a photocopy of the specifications. That way I had the full specs when I placed the order. When it arrived a couple days later I just took out the 1-gig piece and put in the 2-gig. All done.

An observation on adding memory: The Fox Tales computer newsletter for October had an article mentioning RAM addition. That author cautioned that you should buy the same brand of memory, in addition to it being the same spec. The problem with that is the vendors run specials on different brands from time to time, and your brand may not be on sale when you want to make a purchase. Over the years I have mixed brands of memory within a computer numerous times, including this time, and have never had a problem. I buy whatever is the cheapest, making sure the technical specifications are correct.

I get my Internet access from Comcast so I have a cable modem. Not wanting to pay rent to Comcast each month, I bought my own modem six years ago. Comcast recently upgraded their service in my area, but in order to take advantage of the speed increase it was necessary for me to upgrade my modem from the DOC-SIS 2 specification to DOC-SIS 3. I put off doing it for about a year, but after being reminded by Comcast numerous times (they could "see" my old, slow modem) I finally caved in. I bought an Arris/Motorola SB6121 SURFboard modem from Amazon for \$70 . Hooking it up was straightforward, but even though it appeared to be working correctly I still wasn't connected to the Internet. A call to Comcast revealed that I had to provide them with the model and serial numbers for the new modem; then it worked just fine. If you upgrade a cable modem, be sure to tell your Internet provider.

The last speed upgrade was the replacement of my wireless router. I had an older Linksys G-standard router. I don't run many items wirelessly because wired networking is usually faster than wireless. Our two computers and the networked printer are attached by cables. However, my wife got an iPad a little over a year ago so she uses WiFi, and when I'm home my smart phone connects to WiFi. We got a new TV over the summer, and it has the capability to stream video wirelessly (if I ever get around to setting it up). The decision to move up to an N-standard router was really easy because I already had a brand new D-Link Wireless-N router sitting on my bookshelf. I originally purchased it over a year ago for another application outside my home, but then didn't use it. I don't recall what I paid for it, perhaps around 30 bucks. A couple weeks ago I took it out of the box and installed it here.

Thanks to a good installation CD, getting the new router up and running was a snap. The two

desktop computers (wired) were connected to the Internet immediately. My wife had to tell her iPad about the new router, and I did the same with my little Toshiba netbook computer. My cell phone found the router right away; no problem there either. I thought I was all done, until two days later when I went to print a document from my desktop machine. Since the printer is connected to the router by wire I had not thought of it being a problem, but it wouldn't print. I fooled around with printer setup and networking settings for quite a while before I gave up and called Epson tech support.

My call went to some place in India. I was instantly concerned that I would be on the phone for a long time and wouldn't get my problem solved anyway. The first fellow I talked to didn't do much to allay that fear; he was no help. But he soon volunteered to transfer me to someone in the networking department who would be able to solve my problem. Yeah, right! I was pleasantly surprised that the transfer was very fast, and I explained my problem to the new tech. He right away had me go into Setup on the printer (it has touch-screen controls), and took me 3 levels deep in the menu, to a place I had never been before. Then he says, "Do you see Default Reset?"; and I replied Yes. He said to touch that, and instantly the printer began printing. I was fixed! It turns out that doing the default reset causes my printer to go look for a router, and it found the new one. The whole call took about 5 minutes. This was one instance where getting shuffled off to India was a good experience. I just wish I had called sooner.

I recently did one more upgrade, which had to do with convenience, not speed. A year or so ago I began having trouble with my Microsoft ergonomic keyboard. Periodically either the space bar or Enter key would stop working. Sometimes it would fix itself; other times a reboot would be necessary. After I got fed up with that I switched to the el-cheapo keyboard that originally came with my computer. The key problem was cured, but the key action on the low-end keyboard was terrible. Since I was in upgrade mode anyway I decided to go wireless. I bought a Logitech K350 wireless keyboard through Amazon for \$37, plus \$6 shipping (promptly fulfilled by The Nerds). I like it. It has large keys arrayed in a slight curve, a built-in wrist support, and with its substantial rear legs extended it has the fairly sharp incline that I prefer. The keyboard came with an installation disk containing a program called SetPoint 4.80a3. That software would enable some extra keys around the edge of the keyboard, and would also assign additional functions to the F-keys. But when I read the descriptions it was all for things I don't use, so I didn't bother with it. The keyboard does everything a normal Windows keyboard is supposed to do, without the additional software.

What, you ask, are the end results? What did I get for the approximately \$135 I spent on the 3 speed upgrades? The only hard number I can give you is that my shutdown time was cut in half, from 40 seconds down to 20. Boot-up time stayed the same, which I find odd. Boot times have gone down when I added memory in other machines. But the computer is faster overall. Screens change faster. E-mails come up faster. Control panel populates more quickly when selected. Files download significantly faster. The file system (Windows Explorer) responds more quickly. I know that I could have done some detailed before-and-after benchmarking, but I was busy and just didn't take the time. I didn't originally intend to write this article about the upgrades; that notion came later.

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.

The Smiley Face Turned 22 years old September 19th

Art Gresham, Editor, Under the Computer Hood User Group, CA
September 2013 issue of Drive Light
www.uchug.org 1editor101 (at) uchug.org

"Scott Fahlman was the first documented person to use the emoticons :-) and :-(, with a specific suggestion that they be used to express emotion. The text of his original proposal, posted to the Carnegie Mellon University computer science general board on 19 September 1982 (11:44), was thought to have been lost, but was recovered 20 years later by Jeff Baird from old backup tapes."

19-Sep-82 11:44 Scott E Fahlman :-)
From: Scott E Fahlman <Fahlman at Cmu-20c>

I propose that the following character sequence for happy:

:-)

Read it sideways. Actually, it is probably more economical to mark things that are sad, given current trends. For this, use

:-(

The information in the paragraph above is quoted from Wikipedia
http://en.wikipedia.org/wiki/Emoticon#cite_note-smiley-1

It is a very abbreviated summary of the story of how the keyboard characters we now call a Smiley Face came into existence. It is part of a much longer story of the inner workings of the earliest forms of computer to computer, and user to user communications, long before the internet as we know it. These 'Bulletin Boards' were first commonly used among academics. It all began as a rather prankish comment following this post on the Computer Science Bulletin Board System at Carnegie Mellon University.

"At around noon on September 16th, 1982, and in response to a similar scenario involving pigeons, Neil Swartz posted the following hypothetical situation to the CMU CS BBS:"

"There is a lit candle in an elevator mounted on a bracket attached to the middle of one wall (say, 2" from the wall). A drop of mercury is on the floor. The cable snaps and the elevator falls. What happens to the candle and the mercury?"

A very delightful reading of the complete story of the evolution of :-) is at

<http://rhizome.org/editorial/2013/mar/13/emoticon1/>
I am sure you will be ROFL when you read it.

The Other Side of the Street Monthly Column Google

Bill Hart, Member, The PC Users Group of Connecticut
July 2013 issue, The Program
www.tpcug-ct.org adrabinowitz@ieee.org

Google, it seems, has not just the most wonderful web search device in its arsenal; it is also accused of collecting private data from its clients (that's us) – far more than we necessarily know or suspect. No one in this country seems to bother about that much, but in Europe....

Think of it: how has Google become so huge? And I mean HUGE. If it's just there for us to use as a combination dictionary, gazetteer, art museum and library – for free – how can it amass the \$millions necessary to keep those battalions of servers waiting to satisfy us almost instantaneously? The answer is: Cookies.

A Cookie is a small file of data sent by a website to a contact and stored on the contact's computer. When you log in to a website which uses cookies it will create a quick summary of who you are and maybe what you have accessed on the site and this will be saved on your computer so that next time you log in you can be recognized and perhaps welcomed by name. Fine; but think of it: the site now knows who you are, what your email address is, maybe (if you set up a more formal link) the User ID and password you created to use the site, and even the fact that you looked at, say, electric kettles rather than glassware. And for Google, what you looked at could be anything.

So Google can collect this data and sell it to others: to marketers of electric kettles to warn them you are on the prowl for one, say – the list could be endless. And as you move from searching history to ski equipment to checking maps to reading the news, a fairly full idea can be formed of the sort of person you are. Rather like the personal live-in servant who, over the years, knows a lot more about who you really are than even you may realize. And this worries a lot of people – particularly in Europe, which has had more than its share of secret police over the years.

So now Google is in trouble in Europe, and most of all in France. The trouble really came with the introduction of Google Street View, when specially-equipped vehicles drove the roads of the world recording pictures of what they were passing. It turned out than someone had added to the equipment a Wi-Fi recorder which was picking up all sorts of extraneous information – emails, data transfers, passwords and such. And though Google officially denied authorizing this and promised to delete the data recovered, it turns out that they have not done so. Two years ago an investigation was begun. It is still raging today, as the authorities try to rein Google in. Now the BBC reports Google has been given 35 days to delete the material. After that, who knows? Can France remove the website www.google.fr from the world?

Back to cookies. They started in the 1990s when a commercial site wanted to retain some information on visitors, but found this would quickly clog its data storage. So they asked the browser writers (Netscape in those days) to arrange for small files to be stored by the browser on each personal machine instead. When they were originally implemented nobody knew they even existed, let alone they were being stored locally. But there are now, as a result of complaints, rules for cookie construction (each issuer can only read its own cookies, for example) and ways of reducing the numbers.

You can, for example, turn them off completely (“I do not wish to help you recognize me at all!”) but this may backfire. There are sites today which will not let you onto them unless you allow them to store cookies on your machine. My Firefox browser is set to tell me when cookies are requested and I can reply Yes or No. This is interesting: I have seen sites that want to place as many as six cookies at a time on my machine (Six? Why?).

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Lamp Post 152

by John Spizzirri

October 2013



Intel (1) has developed a way to use lasers and fiber optics to facilitate communications between CPUs (2), RAM (3), and storage (4) in data centers (5). These devices would replace copper cabling. This invention can increase through put speeds from 2500 to 12,000 percent. It eliminates much of the heat generated by the copper wiring. Major through put increases and heat reduction allows for the virtualization of the components in a data center as well as significant cost reductions. According to the Technology Review article (6), over half the cost of operating a data center is cooling. That would be a considerable benefit to the National Security Agency (NSA (7)). NSA's \$2.2 billion Utah data center has been having major fires due to inadequate cooling (8). Well run data centers will see speed benefits. Amazon (9), Apple (iTunes (10)), and Facebook (11) will see significant savings not to mention Google (12) and Microsoft (MS (13)). MS may not see as significant energy savings because they operate their data centers at 100 degrees F as opposed to the others that are 20 the 30 degrees cooler. MS data centers are containerized. Shipping containers are outfitted with CPUs, RAM, and storage along with cooling devices. The containers can be transported from one data center site to another. That is one of the reasons that MS did not have any major outages during the Hurricane Sandy (14). MS has found that component loss is the consequence of a warmer data center, but they claim that overall replacing components is cheaper than higher energy costs associated with cooler temperatures.

1) <http://www.intel.com/content/www/us/en/homepage.html>

2) https://en.wikipedia.org/wiki/Central_processing_unit

3) https://en.wikipedia.org/wiki/Random-access_memory

4) https://en.wikipedia.org/wiki/Computer_data_storage

5) https://en.wikipedia.org/wiki/Data_center

6) <http://sn.im/280ynrp>

7) <http://www.nsa.gov/>

8) <http://sn.im/280yntv>

9) <http://www.amazon.com/>

10) <https://www.apple.com/itunes/>

11) <https://www.facebook.com/>

12) <https://www.google.com/>

13) <https://www.microsoft.com/>

14) https://en.wikipedia.org/wiki/Hurricane_Sandy

A new scam (phishing technique, extortion-ware) has manifested itself. The victim gets an e-mail from the 'NSA' claiming that their PRISM spying program found child porn videos on the victim's hard drive. A program is executed (unknowingly by the victim) that 'locks' the computer. The scammers demand that the victim pay \$300 to "avoid prosecution" and unlock their computer. They may also get the notice by visiting a booby-trapped website. The story is in The Register (1).

1) <http://sn.im/280ynxy>

Speaking of the NSA, you should hope that all the people that have you in their e-mail address books are on the up and up. The Washington Post reported that the NSA collects millions of e-mail address books globally **(1)**. From that they can find "hidden connections and to map relationships". This could mean that you may be an 'associate' of someone who is a 'suspected' terrorist. Of course we know that no one in the NSA will ever misuse this information.

1) <http://sn.im/280ynzw>

Ray Dolby, the man who invented Dolby Stereo, died in mid September **(1)**. He founded Dolby Laboratories in 1965 **(2)**. His inventions digitized sound, reduced noise, 'tap hiss', and created 'surround sound'. His 50 patents earned him over two billion dollars.

1) <http://sn.im/280yo2b>

2) <http://www.dolby.com/us/en/index.html>

Adobe **(1)** announced on October 3rd, that crackers successfully gained access to "customer information and illegal source codes for numerous Adobe products." **(1)** If you have purchased anything directly from Adobe in the last few years, you may want to check your bills for spurious charges. You may also want to change your credit card number. That can be accomplished by calling your credit card company and requesting a new number. Another gambit is to request a fraud alert on your credit report **(2)**. Here are the methods for each of the credit reporting companies; Experian **(3)**, Equifax **(4)**, and Transunion **(5)**. If you think that you do not have an exposure but still want to know how to protect yourself, try Bankrate **(6)** or Student Money Skills **(7)**.

1) <http://sn.im/280yo4p>

2) <http://sn.im/280yo6s>

3) <https://www.experian.com/fraud/center.html>

4) <http://sn.im/280yo96>

5) <http://sn.im/280yob2>

6) <http://www.bankrate.com/brm/howdoi/howdoiid.asp>

7) <http://sn.im/280yodb>

Want to better your mind? Try MOOC **(1)**. MOOC stands for a Massive Open Online Course. There are various categories of courses in Computer Science including; Artificial Intelligence, Robotics, Vision, Programming & Software Engineering, Systems, Security, Networking, Theory. Computer Science is just one of the general categories of courses. All the courses are free, although not all are in English. They are college level courses but do not offer college credit.

1) <http://www.mooc-list.com/>

If you use Comcast **(1)** for your Internet connection, may have experienced a two day outage during the final week in September. Supposedly, you are eligible for a refund but, you must apply for the refund **(2)**. The outage was caused by a failure of Comcast's Domain Name System (DNS **(3)**) servers. DNS servers convert the human readable Uniform Resource Locator (URL **(4)**) names to the machine readable Internet Protocol (IP **(5)**) addresses. As an example

www.johnspizzirri.com translates to 65.254.231.109. Comcast has not explained how its servers failed. DNS servers generally have multiple back ups so that failure is not an issue. That is why the Internet seems to be up all the time.

- 1) <http://www.comcast.com/customer-home>
- 2) <http://sn.im/280yogz>
- 3) https://en.wikipedia.org/wiki/Domain_Name_System
- 4) <http://sn.im/280yoj5>
- 5) https://en.wikipedia.org/wiki/Internet_Protocol

Windows 8.1 was released on October 18th. For those of you who have Windows 8 installed you can download the new OS (1). Depending on what version of Windows you have, will dictate how much you will be charged for Windows 8.1. The price ranges from free to \$199.99 (2). The download link was provided by Brian Lewis, Microsoft IT Pro Evangelist (3). I met him at a recent seminar in Utica, Illinois (4). Brian has some interesting revelations. He told the seminar that Windows support time lines will change beginning with Windows 8.1. He told us that although Windows XP will not be supported after April 2014, Windows 8 support will cease when the Service Pack for Windows 8.1 is released. That fast tracks obsolescence unlike anything MS has done before. Lewis told us about the MS purchase of Nokia (5). I don't know if Nokia's Lumina 2010 Smart Phone with the 41 megapixel camera (6) will be relegated to Windows OS only or have an Android option as well. One thing that Lewis did not reveal was why MS has multiple job titles that include the word 'evangelist' (7).

- 1) <http://sn.im/280yolo>
- 2) <http://sn.im/280yon4>
- 3) <http://mythoughtsonit.com/>
- 4) <http://www.utica-il.com/>
- 5) <http://sn.im/280yop4x>
- 6) <http://sn.im/280yor4>
- 7) <http://www.thefreedictionary.com/evangelist>

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

I often reply No and wait to see if the request is repeated until I say Yes, or if I can get onto the site without.

Many sites also, as they create the data stream for building their picture on your screen, branch to other sites which then ask for cookie permission. One of the most notorious is DoubleClick (which is now owned by Google too!). DoubleClick is purely advertising-related: we can provide marketers (for a fee) with information on the effectiveness of their ads, or the shopping habits of the public. It seems all they do is drop cookies and read them. By being called from a website as part of its setup, routine, they get by the restriction that only the issuer can read a cookie. This annoys me. I try to say No to DoubleClick cookies when I can.

What fascinates me is that "google" has become a word in common use. We no longer search for information; we google it, even if we are using another search engine. I remember as a child that Hoover came into the common English lexicon. We did not vacuum the carpet; we hoovered it. And my parents owned an Electrolux hoover. That is, to me, the ultimate in Having Arrived!

What I Would Change If I Were In Charge

By Jim Cerny, Director, Sarasota PC Users Group, FL

July 2013 issue, PC Monitor

www.spcug.org [jimcerny123 \(at\) gmail.com](mailto:jimcerny123@gmail.com)

Yes I am a big fan of technology. I enjoy it. To me, my computer devices (including my tablet and phone) and the things they can do for me are totally amazing. Computers are also very complex. I believe the day has long past when one person can know everything about them. I certainly am not anywhere close to that. But having used computers for a number of years, I am still totally amazed at some of the design decisions that are made about these devices and the software (programs, apps) they use. Do the designers sit around a table and say “Ok, let’s do it that way, the users will figure it out.”? Does there ever seem a real reason why they do the things they do? Do they ever trial their designs with real people like us?

I don’t mean to be rude -- maybe just a bit amusing. Here is my “top ten” list of the things I would change if I were in charge:

10. Computer buttons on a device would be a different color from the rest of the device. I would like to be able to clearly see the buttons or switches, especially as the devices get smaller and smaller.

9. When I move or copy a file from one place to another, I would have a pop-up box appear that says “You have successfully moved (or copied) file X to folder Y.” That way I could catch a mistake if I dropped it into the wrong folder. If other users are so confident that they would never move something to the wrong place, they could turn off this feature.

8. When updating software, I would keep the most-used commands in the same place in the window. For example, when updating an email program, I would not move the “write” command box from one side of the screen to the other, nor change its color from blue to red, nor change the word “write” to “compose” or “create.”

7. I would have the “help” searches recognize the words most users would enter in the “help” search, not just the words the program designers decided to acknowledge. Maybe the software uses the term “font color”, but some people may search help for “letter color” or “text color.”

6. Finding seldom used commands or options should be easier to find and not removed out of sight because I haven’t used them lately.

5. All companies that take my money should have a live person whom I can talk to on the phone in a reasonable time.

4. Companies which use an automatic answering system (a computer voice that answers the phone and asks you questions, also known as a “phone robot”) MUST make their own management employees call their own number and go through the same “telephone tree” that their customers go through. And they should all do it at least once every three months because they must “please listen carefully as our options have changed!”

3. If I give an answer to a telephone answering robot, I should not have to answer the same question again from a real person who finally gets on the line to help me.

2. When writing a new version of software, I would initially make it look like the old version and gradually help the user transition and learn as they use the new version.

And now (drum roll please) my number 1 thing I would change:

1. Company employees who finally help me on the phone should be knowledgeable of their own company’s web page and the information on it! Yes, believe it or not, you can constantly negotiate totally different deals and prices in person, on the phone, and on the Internet – all with the same company.

Well, I guess no world is perfect. And I am sure you have your “top ten” list too. If any of you get a call from a company asking for your opinion on any of these things, please let me know. For some reason no one calls and asks me. Maybe it’s because of my “telephone tree” answering message they have to listen to first.

October 2013 DVD of the Month

Will be Available at the November / December meeting (TBA)

7zip - Updated file compression / decompression utility

AppRemover - Thorough uninstallation of antivirus, security, and file sharing applications

ARI - October newsletter

Audacity - Updated audio editor

AuslogicsDefrag - Updated HD defragging program

cCleaner - Updated HD cleaner

CDOMlists - Lists of past CDOMs

Combofix - Anti malware finder / remover

D7 - Computer Technician's PC Repair Swiss Army Knife

GParted - Updated HD partition editor

IconRestorer - Restores saved desktop icon placement

LibreOffice - Updated free office suite

MemberContributions - Things e-mailed to me from members

MP3MyMP3 - Updated audio recording program

MWSnap - Updated screen capture program

NexusRadio - Streaming on line radio program

OldTimeRadio - Old time radio broadcasts

SpybotSD2 - Updated spyware and anti virus program

SpywareBlaster - Updated anti spyware program

Virtualbox - Updated virtual machine program

WindowsRepairAllInOne - Repairs Windows after malware removal

ZoneAlarm - Updated firewall program

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

Beginner hardware problems

- Dick Fergus

Hardware problems, XP,

Win 7 & Linux

- John Spizzirri

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webmaster(at)caeug.net