

Abort,  
Retry,  
Ignore....

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

September  
2014  
Volume XXXI Issue 9

**Confirmed meeting dates**

September 27  
4th Saturday

October 25  
4th Saturday

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Check  
[www.caeug.net](http://www.caeug.net)  
for confirmed meeting dates

**MEETING PLACE**  
is the  
Glenside Public Library

:: :: :: ::

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



**4th Saturday September 27, 2014**

meeting presentation will be by  
Tom Soltis  
with a demonstration of  
Lightroom software

**Fun and Knowledge with YouTube**

By Jim Cerny, 2nd Vice President, Sarasota PCUG, Florida  
February 2014 issue, PC Monitor  
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Whether you have a tablet, smart phone, or any kind of computer, YouTube is one application that can, all by itself, really justify the purchase of your device. YouTube can be found on the internet at youtube.com (that's easy to remember, right?) or you can download the free YouTube application for any device. Since Google has acquired YouTube, it can also be found on the Google web site (it used to be Google videos).

YouTube is your access to millions of videos made by almost anyone who wants to make them available to you for free. Many of the videos are fantastic and some are just a waste of time. But YOU decide. You search for the videos you want to see simply by entering your search criteria (regular English words) in the search box. Do you have a favorite entertainer? Just enter their name and you will have access to hundreds of their videos. How about a home improvement project? Just enter what it is you want to do and see a video of how to do it. Almost anything you can think of, there is probably a video on that subject on YouTube.

Here are just a few examples of fun things to see and explore on

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YouTube: Famous people, science experiments, college lectures, cartoons, news, products, companies, cooking, travel, painting, and, well just about everything.

The only thing it seems that YouTube does not give you is fairly recent free movies and TV shows. If you searched for a movie or TV show by its title, YouTube will probably only show you the “trailers” for free. However, YouTube does offer some movies and TV shows for a price. But the real fun for me is seeing all that is available to you at no cost whatsoever – and you do not have to join anything.

You could think of YouTube as the ultimate “window to the world” and all that is in it by just using your computer or device. Why read a printed article or view pictures? YouTube can SHOW you what other sources only TELL you. Click on the right-pointing arrow to play the video. You can click on any point on the progress bar to go to that point in the video. And you can click on pause (usually the double vertical line symbol), just like you used to do with the old video VHS tape players. After clicking on “pause” you can go back to the list of videos just like you do with Google. Some videos may have a short advertisement the plays before the real video starts.

There is really no limit to what YouTube has to offer. I have yet to search for something that did not have some kind of video to watch on that subject. So do not limit your imagination either. Here are just a few things I have found – each of which can provide hours and hours of videos:

Enter your favorite game and learn how to play the game or sport better.

Enter “How to...” and learn a new skill or improve the skills you have.

Tour your favorite city, park, or attraction.

Ride all the roller coasters you want, at any park, and never have to wait in line or get dizzy.

Attend a class lecture at a famous university.

View long-forgotten videos of famous people and entertainers.

View videos of how to use your digital camera or tablet or any device or contraption.

See dangerous stunts, magic tricks, and stupid jokes.

Discover new things about your favorite hobby.

So don't hold back – be adventurous and explore the world! Your brain will thank you for it.

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### **Computer Problems Plague Everyone, Even Me**

Sandy Berger, CompuKISS

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[www.compukiss.com](http://www.compukiss.com)

Why do things change on your computer? One day everything comes up just as it normally does. The next day, you can't get on the Internet, the icons are in a different place, and/or your program is working differently. Well I am here to tell you that everyone has problems like this -- even me! Here's the whole story!

When weird things happen on the computer, most people immediately blame themselves saying, "I must have done something to make this happen." The truth, however, is that in the computer world changes can happen without your having done a thing to cause them. This was really brought home to me this week when I had several "problems" with my own computer

When I sat down to work on the computer last Monday, the icons for my password manager and several other shortcuts that I use regularly were no longer on my browser toolbar at the top of the screen. On Tuesday, when I opened my Quicken program, the numbers and text was twice as large as normal. On Thursday I tried to play some music and found that iTunes was no longer



**Lamp Post 162**  
**September 2014**  
**by John Spizzirri**

If you noticed that the Internet was slow or sluggish on September 10th, it was due to web sites participating in an Internet slow down (1) to demonstrate to the Federal Communications Commission (FCC (2)) what would happen if they ruled against 'net neutrality'. This time even porn web sites became involved (3). Battle for the Net (4), an off shoot from Fight for the Future (5), started the campaign to show what a slow down would look like. Some sites actually slowed their loading, while others put a loading icon on their site. You may remember from July 2014 Lamp Post 160 (6) that September 10th was the last day of the second phase for public comment to

the FCC about net neutrality. The FCC extended the second phase until September 15th (7) for an unknown reason. We will not know if the FCC sides with Internet users of the cable companies until the end of 2014. If you think that dealing with Comcast is difficult now (8), just hope the FCC sides with Internet users instead of cable companies. Their monopoly will definitely be detrimental to your wallet.

- 1) <http://bit.ly/1mnjP2w>
- 2) <https://www.fcc.gov/>
- 3) <http://bit.ly/1mnjP2w>
- 4) <https://www.battleforthenet.com/sept10th/>
- 5) <https://www.fightforthefuture.org/>
- 6) <http://bit.ly/1tGWs5j>
- 7) <http://bit.ly/1tGWASb>
- 8) <http://bit.ly/XC9wMc>

Microsoft (MS (1)) eliminated 2,100 jobs on September 18th (2) emanating from its acquisition of Nokia. This brings the count to about 15,100 of the eventual 18,000 layoffs.

- 1) <http://bit.ly/1IGxpJD>
- 2) <http://bit.ly/1v40AuE>

We are getting into the fuel transition period from summer grades to winter grades. The Environmental Protection Agency (EPA (1)) has mandated the seasonal fuel program in 2004 (2). Gasoline prices go down prior to the September 15th change date as the refineries dump their summer supplies as the demand for gasoline subsides after Labor Day. Once the change date has occurred the price tends to rise slowly through out the winter season as demand goes down and winter storms interfere with supply. Those of you with smart phones have access to gasoline price apps. If you have a conventional computer, Illinois Gas Prices (3) is the answer to pricing before you travel. Just enter the town and state of the zip code to find gasoline prices in that vicinity. By the way, you may be interested in knowing that the seasonal fuel program only applies to a small portion of the United States (4). Chicago and the collar counties are one of those

places.

- 1) <http://www.epa.gov/>
- 2) <http://epa.gov/otaq/fuels/gasolinefuels/>
- 3) <http://www.illinoisgasprices.com/>
- 4) <http://1.usa.gov/Zxwztm>

The Kremlin is investigating ways to 'protect Russian cyberspace from [the] unpredictable West' (1). A spokesperson said that they may be considering disconnecting from the web. That is nonsense. That would put their whole Internet criminal class out of work. The criminal class may account for one to two percent of the country's Gross National Product (GNP (2)). With U. S. sanctions already in place the Russian economy is not well (3). They cannot afford to act like North Korea, Iran, Cuba, or China. Some experts do not believe that would be possible (4) because Russia is 'integrated' into the global web. Iran, Cuba, and China cut off some web sites "to curb the spread of Western culture and ideas." Unfortunately for those countries, TOR and the TOR browser (5) exist thus spreading Western culture and ideas. Another problem some of them have is that some religious beliefs do not translate into the world today. I think the more probable course for Russia is to plan for a cyber attack on the U. S. to stop us from interfering (sanctions) in their affairs (border wars). Inasmuch as the U. S. has planned cyber attacks (6) on all other countries, I have no doubt they are plotting against us.

- 1) <http://bit.ly/1pnb6bw>
- 2) <http://bit.ly/1wSMakU>
- 3) <http://onforb.es/1scUFpT>
- 4) <http://bit.ly/1rbgy6J>
- 5) <https://www.torproject.org/>
- 6) <http://n.pr/1DphedJ>

One of our members sent me a link to the Norse Corporation (1). It has a live map with one percent of the live attacks it monitors taking place on the Internet (2). It is trying to sell governments and companies the idea that it can help stop these attacks by knowing that they occur in real time.

- 1) <http://www.norse-corp.com/>
- 2) <http://map.ipviking.com/>

Malwarebytes (1) research has coined a new word I have not seen before - malvertising. According to them (2) The Times of Israel (3) and The Jerusalem Post (4) displayed peculiar behavior. Aggressive ads set off anti-virus alerts. This malvertising was delivered via Doubleclick (5) from the Zedo ad agency (6). The malvertising spread Zemot malware ((7), (8)). That malware specifically targets Windows XP machines (9) but can also attack Windows 7 and 8 machines (either 32 or 64 bits). Malwarebytes recommended keeping systems up-to date, with current anti-virus and anti-malware protection along with Malwarebytes Anti-Exploit (10) to detect and block any of these types of attacks. Malwarebytes Anti-Exploit is free and on the DVD of the Month.

- 1) <https://www.malwarebytes.org/>

- 2) <http://bit.ly/1sLiD5Z>
- 3) <http://www.timesofisrael.com/>
- 4) <http://www.jpost.com/>
- 5) <https://www.google.com/doubleclick/>
- 6) <http://www.zedoadnetwork.com/>
- 7) <http://bit.ly/Zxx0DM>
- 8) <http://bit.ly/1wAwFLr>
- 9) <http://bit.ly/1scUYRB>
- 10) <http://bit.ly/1BXyEg3>

I came across a site that lists, by state, the 50 most affluent communities in the country based on median income (1). The median (2) means that 50 percent of the households make more than the median and 50 percent make less. The median is not the average (3) which may be more or less than the median. Unless you live in Kenilworth, Illinois or make more than \$229,792 per year, you are not in the most affluent in this state.

- 1) <http://slate.me/1up00XG>
- 2) <http://www.mathsisfun.com/definitions/median.html>
- 3) <http://www.mathsisfun.com/definitions/average.html>

Five million Gmail addresses with passwords were released (1). Check to see if you have been hacked (2).

- 1) <http://bit.ly/1uStd0>
- 2) <https://isleaked.com/results/en>

Mary Jo Foley (1) and others (2) have reported that MS will release a Windows 9 preview on September 30 (or thereabouts). This is none too soon. Some MS employees have been reported to have said that Windows 8 is the new Vista (3). Windows 9 is not due out until next spring. Windows 7 Home will no longer be available after October 31 (4). If you want Windows 7 on a machine, it will have to be professional, which will add at least \$30 to the price. Businesses will pay that to avoid the \$1,000 cost of retraining employees on the Windows 8 GUI. Home Basic, Home Premium, and Professional will be available through grey market sources for quite some time.

- 1) <http://zd.net/Z2HM5a>
- 2) <http://bit.ly/1oayIAN>
- 3) <http://bit.ly/1pnbxmm>
- 4) <http://bit.ly/1scVuiq>

One of the more salacious stories this past month was celebrity naked pictures that were stolen by a computer cracker and released (1) on 4chan (2). Jennifer Lawrence, Lea Michele, Kate Upton, Kirsten Dunst, Hope Solo, Lena Dunham, Jenny McCarthy, Rihanna, Emma Watson, Kaley Cuoco-Sweeting, and other famous young women's pictures were released. Jennifer Lawrence's spokesperson said (3), "This is a flagrant violation of privacy, The authorities have been contacted and will prosecute anyone who posts the stolen photos of Jennifer Lawrence." In



the same article an FBI (4) stated, "The FBI is aware of the allegations concerning computer intrusions and the unlawful release of material involving high profile individuals, and is addressing the matter." I guess you have to be a "high profile individual" before the FBI takes 'notice". It seems to me that Kirsten Dunst has appeared naked in a movie called Melancholia (5), Perhaps she had a body double (6). Maybe more than one of the women have appeared sans clothing in film. I have not seen all their movies. Other women whose photos have been released have also appeared fully or partially nude. Is it me or do exhibitionists not understand the difference. Martha Plimpton (not one of the women whose photos were released) appeared topless in a movie The River Rat (7) in 1984 (she was fourteen). It would seem to me that the distributor and the theaters were distributing child porn. In an effort to 'get them back', Kaley Cuoco-Sweeting (8), of The Big Bang Theory TV show (9), posted a picture (on the Internet) of her boyfriend bottomless and herself topless (10). The sensitive areas were pixelated. Ricky Gervais tweeted (11), "Celebrities, make it harder for hackers to get nude pics of you from your computer by not putting nude pics of yourself on your computer." He drew a fire storm of criticism from some of the victims of this release (12). Lena Dunham and Emma Watson said, "blaming the victim is not productive." Gervais caved in and deleted the tweet. Lena Dunham, American actress, screenwriter, producer, and director, said the person responsible is not a hacker but a sex offender. I guess that Sony, Columbia, Tristar, MGM, Warner Brothers, Paramount, and dozens of other production companies are also sex offenders! Dunham said, "The way in which you share your body must be a CHOICE. Support these women and do not look at these pictures." Does this mean that if a woman gets paid for the picture, it is ok for someone else to look at it? That sounds seriously close to prostitution to me. Dunham's sitcom, Girls (13), has had serious reactions to sex scenes (14). Does this make Dunham a pimp? or HBO a sex purveyor? I do not agree with Gervais or Dunham. I think the cracker is a cracker. He did not photograph these women. These women had these photographs taken by themselves or someone they knew or paid. These women stored the pictures insecurely on devices that had Internet access or in the cloud. The cracker stole the pictures and illicitly posted them on a photo blogging web site. The 4chan web site took no action to determine if the poster owned or had authority to post the pictures. In the last six sentences, there are loads of culpability - legal and moral. Yahoo! Celebrity asked the 'burning question' (15), Do Jennifer Lawrence and Kate Upton Own Their Hacked Images? The 4chan site looks to gain a lot of cash from this dust up (16). It is a free site that has 20 million visitors per month to look at their advertisements. Some of the celebrity photos were stolen from Apple's (17) iCloud (18). Apple investigated and released a statement (19) that the cracker(s) guessed 'user names, passwords, and security questions of the celebrities.' They let themselves off the hook for poor security. There statement may or may not be true. You will have to decide.

- 1) <http://bit.ly/1tGZSF8>
- 2) <http://www.4chan.org/>
- 3) <http://huff.to/1BXzg59>
- 4) <http://www.fbi.gov/>
- 5) <http://www.melancholiathemovie.com/>
- 6) <http://bit.ly/1uStLl1>
- 7) <http://www.imdb.com/title/tt0088006/>
- 8) <http://www.imdb.com/name/nm0192505/>
- 9) <http://bit.ly/1u9JK0d>
- 10) <http://huff.to/1mnkGQG>
- 11) <http://bit.ly/1pnbFCd>
- 12) <http://on.today.com/1uNuexp>

- 13) <http://www.hbo.com/girls#/>
- 14) <http://thebea.st/1up1ssY>
- 15) <http://yhoo.it/1sLkPKU>
- 16) <http://www.4chan.org/faq>
- 17) <https://www.apple.com/>
- 18) <https://www.icloud.com/>
- 19) <http://bit.ly/1wAy30H>

Symantec (1) reports that fake e-mail is targeting iTunes and Apple users (2). Symantec security response manager Satnam Narang (3) says, "The text claims that an unauthorized attempt to sign in to the users' iCloud account was detected and they need to respond back with their Apple ID and password or have their account locked out." By the way, the some of these scams to capture credentials are from Volgograd, Russia.

- 1) <http://www.symantec.com/connect/>
- 2) <http://bit.ly/1uNump4>
- 3) <http://bit.ly/1uNusgo>

A new company is taking personal security high tech. LifeLine Response (1) has a system which will notify 911 and dispatch a camera bearing drone with a speaker to ward off attacks. The camera drone can be taken over by the responding agency (police/fire/rescue). There was a demonstration in Arlington Heights earlier this month (September) (2).

- 1) <http://www.llresponse.com/>
- 2) <http://bit.ly/1tH1hel>

Now Home Depot (1) has a data breach. Credit card data has started to show up on the black market (2). If you have shopped at Home Depot in the last few months and used a credit card, watch the statement carefully for fraud.

- 1) <http://www.homedepot.com/>
- 2) <http://bit.ly/XCcX5H>

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

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Found on This Day in History website <http://www.computerhistory.org/t dih/>

September 9, 1947

First Instance of Actual Computer Bug Being Found

At 3:45 p.m., Grace Murray Hopper records the first computer bug in her log book as she worked on the Harvard Mark II. The problem was traced to a moth stuck between a relay in the machine, which Hopper duly taped into the Mark II's log book with the explanation: "First actual case of bug being found."

September 27, 1996

Hacker Mitnick Indicted on Charges

Kevin Mitnick, 33, was indicted on charges resulting from a 2 ½-year hacking spree. Police accused the hacker, who called himself "Condor," of stealing software worth millions of dollars from major computer corporations. The maximum possible sentence for his crimes was 200 years.

working. On Friday I found that my CD drive, which I hadn't used for months, was no longer working.

Now, it is unusual for all of these things to happen in one week, but it is not unusual for them to happen. I did not do anything to cause any of these changes. So what happened? Well the simple explanation is that the computer is run by millions of lines of code. As you work on the computer, add files, and download programs, things change. Even installing updates from the manufacturer causes changes. Sometimes these changes, even if they are aimed at making a certain part of the computer better or more secure, can adversely affect other programs and other computer operations.

Although these types of changes can produce huge frustrations for the end user, the first thing to learn is that you probably didn't cause the different behavior and that, if you remain cool and calm, you can often correct the changes. Here's how I got through my aggravating week.

To find the missing icons, I had to look carefully at the screen where they normally appear. I found two arrows next to where the icons normally appeared. Low and behold, when I pressed the arrows, the missing icons cascaded down. To actually solve the problem, I simply put my cursor on the area next to the arrows until it turned into a double-ended arrow. Then I dragged that to the left and my icons appeared and remained on the screen.

Quicken was another disconcerting item. For several days, the text and numbers appeared larger one time and smaller the next. To be honest, I never found the cause, but luckily it all went back to normal and has stayed that way.

Why in the world would iTunes stop working? I had no explanation, but I did have an easy solution. I simply reinstalled the iTunes program. It was aggravating and a bit time-consuming to have to do so, but after I did, everything went back to normal.

The most vexing problem was my CD drive. Last time I used it, it worked fine. Now wasn't working. It did not appear in My Computer at all. A trip over to the Device Manager showed the CD drive with a yellow exclamation meaning that it was not working properly, which I already knew. I tried a few things like uninstalling the CD driver and rebooting, but had no success. I knew that this could be a hardware problem. Perhaps the drive itself had stopped working. I also knew, that it could be a software problem. Since the driver and filters from the operating system are used to run the CD drive and other peripherals, I decided to check that out first. I headed over to the Microsoft website where I found a Microsoft tool called "Fix It." I used it to troubleshoot and correct the problem. There are multiple Fix It tools, and the proper one can be a bit hard to find, but Fix It checked out the software, found the problem, and helped me quickly solve the problem at no cost. That sure beat having to purchase and install a new CD drive.

Well, now everything on my computer is back to normal. At least for the moment. The moral of the story is that, unfortunately, we have to expect glitches when working with computers. The best thing that you can do is to keep your eyes open for possible solutions, learn as much as you can about how your computer works and be bold enough to troubleshoot small problems. I keep my Sherlock Holmes hat ready for use at any time. You may want to do the same.

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### **Book Review – The Digital Negative**

Review by Mark Mattson, Editor, Computer Users of Erie  
[www.cuerie.com](http://www.cuerie.com)                      cuerie01 (at) roadrunner.com

The Digital Negative By Jeff Schewe

If you've been involved in photography for a lot of years, the title of this book may ring familiar. That's because it was named as an homage to a work by Ansel Adams titled 'The Negative', originally published in 1955. Ansel also wrote 'The Camera' and 'The Print', of which Jeff has



reworked the last title into another homage title, 'The Digital Print'.

This volume brings you the most comprehensive look at how a digital camera produces its negative, otherwise known as the RAW file. Rather than being based on physical film emulsion and base, it is a purely digital image, living life as a collection of bits in a file on your computer. Nonetheless, it is just as important as the film negative in how it stores and presents your images to the world.

The volume is divided into six highly detailed chapters, covering topics ranging from what a digital negative is, to developing an efficient workflow to speed your image processing:

Ch. 1: What is a digital negative?

Ch. 2: Adobe RAW Image Processing: An Overview

Ch. 3: Fundamentals of Lightroom and Camera RAW

Ch. 4: Advanced RAW Processing using Lightroom or Camera RAW

Ch. 5: Deploying Photoshop to Perfect your Digital Negatives

Ch. 6: Creating an Efficient Workflow

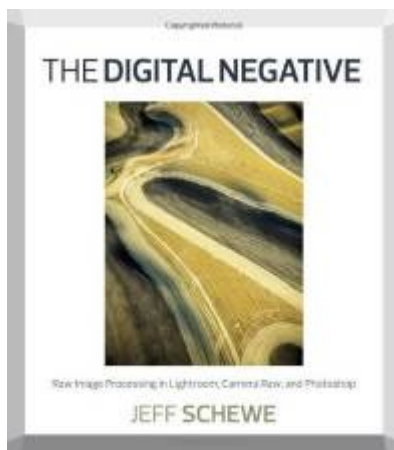
Don't let the small number of chapters fool you: this book packs 312 pages full of content, from sample images and screenshots to tips and insights into how best to process your images.

If your camera supports shooting in RAW format, you would be better off using it to make your images than the JPEG option. JPEG gives you a smaller file size, but at the expense of losing a lot of image detail and data. RAW gives you the most image data your camera can produce, and will allow you to make your images the highest quality you could want, especially if you are trying to make a living selling your photography.

Author Schewe gives many detailed examples of how best to deal with different image types, from blown-out skies to sharpening for maximum effect.

The early chapters deal with what a digital negative is, how it is created, and some other technical details...but all of which are written in easy to understand language. Following this comes a look at Camera RAW and Lightroom, and explores the controls and functionality of each as related to RAW image editing. I don't think there was a control or option that was missed from either application and, again, it's in easy to read language.

The chapter on Photoshop is included as three ARE times when you need the extra power and capabilities not present in Camera RAW and Lightroom to fine-tune your images. Finally, chapter six takes a look at Jeff's workflow, from ingestion of the RAW images to archiving and outputting the finished image. It can give you a look at what you're doing, and how to improve it to be more efficient.



If you're looking for a good background primer on the Digital Negative and how and what a RAW file is, this is the volume you've been waiting for. It gives you the information you need to produce the best images you can from your digital camera, and does so in a way that you won't find intimidating or confusing.

'The Digital Negative' is published by Peachpit Press ([www.peachpit.com](http://www.peachpit.com)), and is available either in print form (\$39.99 list) or eBook format (\$31.99 list). You can find them also on Amazon.com, or you can order from Peachpit and use your UG discount code. The print ISBN is 978-0-321-83957-2 and the eBook ISBN is 978-0-13-306436-0.

## September 2014 DVD of the Month

**ARI** - Monthly newsletter  
**AvastAntiVirus** - Updated

**BonAView** - A free Lightroom alternative  
**CDOMlists** - Contents of CDs and DVDs of the Month  
**CodedColorPhotoStudio** - A free Lightroom alternative  
**ContaCam** - A free Lightroom alternative  
**CryptoPrevent** - Updated CryptoLocker prevention tool

**Daminion** - A free Lightroom alternative  
**digikam** - A free Lightroom alternative  
**DVDShrink** - Program to extract DVD contents

**ExamDiff** - Program to reveal the differences between 2 files  
**ExifTool** - A free Lightroom alternative  
**FreeBASIC** - BASIC language compiler  
**GoogleEarth** - Updated version of Google Earth

**HornilStylePix** - A free Lightroom alternative  
**jhead** - Extract and modify data stored in jpeg files  
**LightZone** - A free Lightroom alternative  
**MemberContributions** - Things members send me  
**MP3tag** - Extract and modify data stored in MP3 files  
**OldTimeRadio** - Old radio audio files

**photivo** - A free Lightroom alternative  
**Photo!Editor** - A free Lightroom alternative  
**Photoscape** - A free Lightroom alternative  
**Picasa** - Updated Lightroom alternative  
**PrintFriendly** - Site to print text from URLs

**RawTherapee** - A free Lightroom alternative  
**ScarabDarkroom** - A free Lightroom alternative

**Tails** - Updated TOR OS  
**TorBrowser** - Updated TOR browser  
**TweakUIWinXP** - Tweak Windows XP

**UFRaw** - A free Lightroom alternative  
**USBdrvLtrMan** - Manage USB drive letters  
**USBjector** - Eject USB drives safely

**virtualStudio** - A free Lightroom alternative  
**Win7GodMode** - Windows 7 tweaking program  
**ZonerPhotoStudio** - A free Lightroom alternative

## 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 least five (5) days prior to the program, so that reasonable accommodation can be made.

### Mailing address:

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

### Members Helpline

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

Hardware problems, XP,  
Win 7, Linux  
and Virus Removal  
- John Spizzirri

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