

Abort,  
Retry,  
Ignore....

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

May 2015

Volume XXXII Issue 5

## Confirmed meeting dates

May 23, 2015  
4th Saturday

**June 27  
Annual  
CAEUG  
Picnic**

:: ::

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!!**

## Our May 23, 2015 presenter:

John Spizzirri will give a demonstration  
of Raspberry PI2  
The new version of the PI

## Tech Support Scam – Received a Tech Support call lately?

By Phil Sorrentino  
Member of The Computer Club, Florida  
October 2014  
<http://sccccomputerclub.org>  
[Philsorr.wordpress.com](http://Philsorr.wordpress.com)  
[philsorr \(at\) yahoo.com](mailto:philsorr@yahoo.com)

This is a very nasty, and possibly costly, scam. It preys on people's concern that their computer might be running slow or might be infected with a virus or some other type of malware. It typically starts with a call from, ostensibly, "Microsoft or Windows or Dell or some other, known Computer Manufacturer's Tech Support" organization. And it can end with the computer owner paying for basically nothing, and giving the scammer his credit card information.

Let's make the point here: Microsoft says "You will never receive a legitimate call from Microsoft or our partners to charge you for computer fixes." So, never respond to a call of this nature; just hang up.

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There seem to be many variations on how the scam can get started. Sometimes you will get a call from the “Microsoft or Dell Tech Support Desk” saying that they have noticed that there is a virus, or errors, on your computer. Sometimes it is started with a pop-up window on your screen while you are browsing the internet. The window (in a variety of different wordings) indicates that you have been infected by a virus and you should call a particular number to remove the virus. Calling that number puts you in contact with the scammer’s bogus “Tech Support Desk”. Once you are on the phone with the “Tech Support” technician, the scam begins.

This scam is very insidious because the victim may never even realize that he has been scammed. There are many variations on the details of the scammer’s interaction with the computer owner once the call has been made; but basically the steps are: the scammer demonstrates, to the computer user, that there is a virus on the computer; the scammer offers to remove the virus for a fee (\$199 to up to \$549, which may be negotiable); the computer user accepts the offer to remove the virus and pays for it with a credit card; the scammer charges the credit card for the agreed upon fee; the scammer “fixes” the computer; the scammer demonstrates that the computer now has no viruses; the computer user thanks the “Tech Support technician” for his help.

The scammer uses a variety of ways to show you that there is a problem. One such ploy is; the scammer asks you to open the computer’s Windows Event Log Viewer to show that there is problem. The scammer attempts to win your confidence by showing you that your system has “Errors”. When you open the Windows Event Log Viewer, you see errors which lends credence to the scammer’s statement that you have a virus. (The scammer relies on the fact that whenever you open the Windows Event Log, you will see some type of error or warning listed, which is quite normal.) Another way the scammer shows you that there is a problem is to have you view files that look like problems, but are really just views of a file that are not typically seen by the average user, but are quite normal. Still another technique is to have you run the Configuration Utility. You see “stopped” next to some services or programs and the scammer states that “the fact that those programs or services are stopped indicates that there has been some damage to the computer”. (In truth, it is normal to have some programs or services that are stopped, which may not be obvious to the average computer user.)

So, how can we tell if a scam attempt is in progress? Here are some tip-offs to help you recognize a scam attempt. The first tip-off is that they, the scammer, called you. Note well that, Microsoft, Dell, or any other major company’s tech support organization is not very likely to use their resources to get in touch with users to fix their computers. (The scammer may tell you that they are doing this as a Public Service; don’t buy into it.) If a Tech Support issue arises with a computer, it is incumbent on the user to contact the appropriate Tech Support organization. The user should make the contact with a known phone number!

A very strong indicator that a scam attempt is in progress is that the “Tech Support technician” will ask you to go to a Website and Install a Tool so that they can Remotely Connect to your computer in order to “fix” the problem. This can be a very good, legitimate, way of having a legitimate Tech Support technician fix your problem, if you truly have a problem, and if you called Tech Support. (There are a few free remote control software tools available just for this purpose, such as TeamViewer and GoToMyPC.) However, if they called you and you then give the scammer

control over your computer, the scammer now has the ability download malware (viruses, rootkits, Trojan horses, key-loggers, etc.) to your computer. This malware could then lead to future problems.

This may be another tip-off: the Caller ID on the phone says "Microsoft, Tech Support", or something similar, which gives the appearance of a legitimate number. Remember, he called you. (Spoofing Caller ID information, I'm told, is extremely easy to do, with Voice Over IP technology. Brighthouse or Verizon phones employ VOIP technology.)

A strong indication that a scam may be in progress is that the "Tech Support" technician claims that your computer is "sending out errors", or is "sending out SPAM", or is "infected with a new virus that is undetected by current virus protection software", or something similar. This is an attempt to create fear that the computer is infected and to scare you into taking action to correct the situation.

Another tip-off may be that the Tech Support technician has a heavy foreign accent, but he uses a name that sounds like it is of western origin. He will definitely have an explanation for why he does this, but don't buy into it. (Though, I have talked to a legitimate Tech Support technician, "Bob", with a heavy foreign accent from Dell who was very helpful, so this may not be the best way to identify a scam.)

I haven't gotten a call, yet, but I have heard of many recent experiences. If you do get a call from "Microsoft Tech Support", just hang up. If you are having a problem with your computer, call the appropriate Tech Support organization, using a number you are confident is correct (not one that you get from a pop-up window). With the number of people in Sun City Center receiving these calls, this area code may be a prime target for these scams.

I'd like to thank Computer Club Member and Instructor, Matt Batt, for bringing the severity of this scam to my attention. Matt has seen the results of many of these scams and has heard of many computer users experiences with this scam.

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## **BACK TO BASICS**

### **Traveling with Technology**

By Jim Cerny, 2nd Vice President, Sarasota TUG, FL  
November 2014 issue, Sarasota Technology Monitor  
[www.spcug.org](http://www.spcug.org)  
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So, you have a trip coming up, maybe you will be doing planes, trains, and automobiles. Or maybe you are going on a cruise (lucky you!) and you are wondering if you should take your computer, iPad, or iPhone with you. Well, the answer is yes, and don't forget the power charging cords, adapters, and earphones too. So what can you expect about using these devices when you travel? Let's start with the iPhone or "smart phone".

SMART PHONES use the cellular phone network to make phone calls AND they use a wireless connection to the internet too. (The wireless internet connection is called Wi-Fi). In order for you to make and receive cellular phone calls you have to be in an area where

there is a strong enough signal to use it. Turn on your phone and you should be able to see a certain number of “bars” or “dots” at the top of the window which indicates your signal strength. My iPhone uses the AT&T cellular network and at the top left of my phone screen I see a row of five “dots” next to “AT&T”. Naturally a strong signal is four or five dots and a weak signal is one or two. The dreaded “no service available” message means you are out of luck. Sometimes your phone will not work in an area of weak service (i.e. one or two bars or dots) but it seems that using your phone for texting in those weak areas may work.

Your smart phone also uses a wireless (Wi-Fi) connection for the internet. On my phone, also at the top of the screen, is a series of “arches” (a small dot with one or two arches over it, sort of like tiny eyebrows). This shows the signal strength of the Wi-Fi network. If both arches are there above the dot you have a strong signal, if just the dot with no arches, your signal is weak and may not work for the internet.

Remember, wireless Wi-Fi connections to the internet are almost all FREE (but may require you to enter a password to use), but using the cellular phone network is NOT free, and you pay monthly charges to use it.

iPADs and TABLET COMPUTERS are smaller than laptops and much easier to take with you on a trip. iPads come in two different types – one type can use EITHER the cellular network OR a Wi-Fi network to connect to the internet. The other iPad (usually lower-priced) can ONLY use a Wi-Fi network. You do not usually use an iPad to make cellular phone calls, although you CAN use it to run Skype or other “apps” that use the internet to communicate.

LAPTOP COMPUTERS connect to the internet on a Wi-Fi network, not using the cellular phone network. (However, you can use your laptop AND a smart phone to connect your laptop to the internet using the cellular phone network. But let’s not talk about that kind of hookup here). Your laptop will show you the signal strength of the Wi-Fi network you are using in the lower right of the screen (on my Windows 7 computer) or, on some computers, on the top bar on the screen. Look for an icon that looks like a small bar chart. Click on it with your mouse and it will open a window with your network connection information. If you are not connected to the internet at all, it will tell you and show you the Wi-Fi networks available to you, the strongest signal network first. Click on the one you want to join (when you are at a restaurant, library, or hotel) and you may have to enter a password to connect.

So are you confused yet? Let’s see if I can summarize things up and give you the big picture. Basically what you need to know is “Am I connected to the internet?” and “How am I connected to the internet?” As an easy example, let’s say I am traveling with my I-Pad. There are many “apps” (applications or programs) I already have installed on my I-Pad many of which are games or books I want to enjoy on my vacation. These apps are available to me whether I am connected to the internet or not. So, if I want to play a game like checkers (against the computer) or read my book, these are already on my I-pad and I can play them anywhere anytime, even on an airplane. However, if I want to play checkers



against a real opponent via the internet, or if I want to download a new book to my I-pad, I need an internet connection to do that. Any Wi-Fi connection will let me do it. If, however, I am in an area with NO Wi-Fi available, AND if I have an I-pad with cellular network capability, AND if I am paying for cellular connection with my I-pad, then my I-pad will use the cellular network to connect to the internet. This will result in charges (could be significant) for using the cellular network.

So no matter what device you want to take with you on your travels, you should understand how to find out on your device IF you are connected to the internet and HOW. There is really no reason to use the cellular network to connect to the internet if you can find a Wi-Fi spot that is free.

Whatever device you use I know you will be glad that you brought it along. Just using a free Wi-Fi connection provides you with the whole internet of entertainment and fun for you whenever you want -- and you won't feel "disconnected".



## Lamp Post 169

May 2015

by John Spizzirri

Decorah eaglets **(1)** have lost their pinfeathers and will be flying some time in June. They are ravenous. They keep the adults hunting and fishing constantly.

**1)** <http://www.ustream.tv/decoraheagles>

I came across an article in the Daily Mail **(1)** about a Canadian fashion photographer, Ian Pettigrew. He has produced a photo series called the Salty Girls project **(2)** in preparation for a book. It is a photo spread of women in two piece (or less) outfits. [All photos are done tastefully and respectfully]. The photo spread has taken off on the Internet. The term salty is play on words suggesting 'experienced' women, but in actuality it refers to their medical condition. These Salty Girls have Cystic Fibrosis (CF **(3)**). He intended to produce a book of photos of adults with CF until it was pointed out to him that most of the survivors were women. CF is a genetic disease. A defect in the 7th chromosome of both the mother and father will result in one child with the disease, two children with the chromosome defect (carriers), and one healthy child **((4), (5), (6))**. The disease affects the lungs and digestive system. The Cystic Fibrosis Foundation (CFF **(7)**) describes the disease as 'life threatening'. About 30,000 people have it in the United States with about 70,000 have it world wide. With so few people with the disease, drug companies have very little incentive to create life extending therapies. The Human Genome Project (HGP **(8)**) made a lot of progress possible. I think that the CFF description of 'life threatening' is disingenuous. The people with this disease choke to death because the lungs filled with viscous mucus. In the past, people with the disease starved to death because their pancreas' and other digestive organs stopped working. The time line of the disease is described by the National Jewish Health web site **(9)**. The reason I was interested in this pictorial is that my sister, Mary, born April 8, 1949 and my sister, Wilda, born February 2, 1951 both were salty girls. Before 1955 people with the disease did not live long enough to start kindergarten **(10)**. It was during my sister's life time that a CF

symptom discovery was made. CF victim's sweat has a high salt content. That is Pettigrew's reason for the name Salty Girls. There was no test for the high salt content until the late 1950's. The gene defect was suspected but not identified until 1980's. My sisters died in January 1954 and December 1953. Victim longevity has gone up every year since their deaths. As of 2006 half of all CF victims were over 18 years of age. Pettigrew's Salty Girls are all closer to their deaths than their births unless a medical break through is made. If you look at the pictures, you will see some of the women have feeding tubes (called buttons) on their abdomens. Some have massive surgery scars from lung and other organ transplants. Some are wearing oxygen cannulas. I am glad that Pettigrew **(11)** is honoring the courage of these women (and CF victims in general). If you are a mind to, please contribute to CFF **(12)**. CFF funds research and develops quality of life therapies.

- 1) <http://goo.gl/jac36e>
- 2) <http://www.ianpettigrew.com/salty-girls.html>
- 3) [https://en.wikipedia.org/wiki/Cystic\\_fibrosis](https://en.wikipedia.org/wiki/Cystic_fibrosis)
- 4) <http://goo.gl/ShDVPD>
- 5) <http://goo.gl/0YgFti>
- 6) <http://www.cff.org/AboutCF/Faqs/>
- 7) <http://www.cff.org/>
- 8) <https://goo.gl/2pFZzg>
- 9) <http://goo.gl/svK5Oy>
- 10) <http://goo.gl/xevIWv>
- 11) <http://www.ianpettigrew.com/>
- 12) <https://goo.gl/kmT7lq>

Microsoft (MS **(1)**) Windows 10 **(2)** news

According to the Win 10 web site MS is following the Google **(3)** Chrome **(4)** method of updating their product. The web site states, "Windows automatically delivers updates, when they're ready, directly to your device." I'm afraid this means that when MS puts out a bad update, Win 10 users will get it whether they want it or not. MS regularly puts out bad updates - the most recent was last December **(5)**. Business users, who pay significantly more for the OS, will have the option to postpone updates until consumer users can test them for defects. Further, the description of this service says that MS "will continue to keep it current for the supported lifetime of the device". What does "lifetime of the device" mean. I bet that the MS definition is different than yours. MS says it will 'monitize' Windows differently **(6)**. At a tech conference Microsoft's chief operating officer, B. Kevin Turner stated that MS would lose money on Win 10 but would make it up in 'services'. What that means is anybody's guess. I agree with others that Win 10 will become OS as a service **(7)**. The article suggests that there may be monthly fees. Terry Myerson, Microsoft's vice president of operating systems **(8)**, expects Win 10 to be loaded on 1 billions devices (PCs, tablets, game consoles, and phones). If MS starts collecting \$1 a month for these devices, the annual revenue would be \$12 billion. That might be the reason that MS can 'give away' Win 10. Windows, traditionally, has been MS's main source of income. A dollar or two a month plus 'apps' can add up to far more than Windows has ever brought in **(9)**. Windows 10 will eventually morph into 'Windows' with no other numerical designation **(10)**. This is similar to the Chrome OS and the Chrome browser which have no numbered versions. The qualifications for a Win 10 upgrade have been going down over time. First it was buying a PC with Win 10 installed. MS announced that

owners of Win 7, 8, and 8.1 would also be able to get a free copy of Win 10. All members of the Windows Insiders program, i.e. testing Win 10 on any machine including a virtual machine, qualifies for a free copy of Win 10 **(11)**. MS stated that pirated copies also qualified for a free copy of Win 10 **(12)**. Once everyone has a valid copy of Windows 10 and they have fully been 'indoctrinated' in its use, then I think MS will start charging for this 'service'. Jerry Nixon, an MS executive, stated that Win 10 will be the 'last' version of Windows **(13)**. MS has to get rid of its disaster OSs (Vista and 8) and win over those who will not change (XP). Win 7 is loaded on 58% of all PCs. Win XP is loaded on 16% of all PCs. Win 8/8.1 come in at 14% while Vista is last a 2% **(14)**. What will happen when the 'free' version of Win 10 is offered? If it is like Win 8, when the time limit for updating is up the original will no longer be supported **(15)** (Win 8 is no longer supported). Win 10 may get nagware **(16)** that would insist that Win 10 be upgraded to 'Windows' or there will be no more support. I consider these possibilities a good reason to switch to Linux during the coming year. Linux is loaded on 1.5% of consumer PCs. The desktop Linux is just waiting for users to see for themselves that there is almost no learning curve on a OS that does just about anything that Windows can do. Most of my Lamp Post articles have been created on PCs using Linux. I spend the bulk of my PC time on Linux PCs. I have to keep up on Windows for my clients. If at all possible, I recommend that my clients switch to Linux. Those that have, are happy with it.

- 1) <https://www.microsoft.com/>
- 2) <http://goo.gl/djEZxy>
- 3) <https://www.google.com/>
- 4) <http://www.google.com/chrome/>
- 5) <http://goo.gl/7wJ6VI>
- 6) <http://goo.gl/zEfPdy>
- 7) <http://goo.gl/QF5jxg>
- 8) <http://goo.gl/wMXvHd>
- 9) <http://goo.gl/KUydKA>
- 10) <http://goo.gl/Mcuwms>
- 11) <http://goo.gl/xO8hI2>
- 12) <http://goo.gl/6wIJKN>
- 13) <http://goo.gl/ymvJK3>
- 14) <https://goo.gl/jtNkks>
- 15) <http://goo.gl/HRGae1>
- 16) <http://en.wikipedia.org/wiki/Nagware>

The days of Patch Tuesdays **(1)** are numbered. Over the last few years, "a month hasn't gone by without some Windows updating problems. From blue screens to failed boots, Microsoft's patch quality has degraded to the point of instilling fear into [business] customers." MS is offering a new product called Windows Update for Business (WUFB **(2)**) in Win 10. Windows Update will have 'telemetry' built in so that MS can determine what problems customers are having and 'quickly' arrive at a solution for a patch. More big brother on the part of MS. Based on past performance, I doubt anything will change. MS's foot dragging ways cannot be ignored. MS would issue angry press releases when a company released information on a OS or program flaw that they had notified MS of (sometimes) months earlier. MS had done nothing in the interim to allay that perception. Does MS really think that we should believe that they have changed?

- 1) <https://goo.gl/I42Nb9>
- 2) <http://goo.gl/yHTFx9>

Federal Communication Commission (FCC (1)), Chairman Tom Wheeler, told cable industry officials at The Internet and Television Expo (2) that broadband competition has been on hold and it will no longer be tolerated (3). Wheeler noted that broadband services have just outpaced cable TV users. He demanded that broadband speeds increase and that prices go down. The FCC has just denied the merger of the two largest cable companies (Comcast and Time Warner). Wheeler seems to be forcing change on the industry based on the reality that no one company can dominate it. Wheeler was the former head of the National Cable and Telecommunications Association (4), a lobby for the cable industry. I still wonder about his motives, but he seems to be taking his new role seriously.

- 1) <https://www.fcc.gov/>
- 2) <https://intx15.ncta.com/>
- 3) <http://goo.gl/bmRc27>
- 4) <https://www.ncta.com/>

Comcast (1), another tech company like MS that has taken its customers for granted, has suddenly changed its tune and expects us to believe them. Brian Roberts, the Comcast CEO, gave a speech at The Internet and Television Expo (2) telling those who would listen that "the customer experience [is] our No. 1 priority" (3). I think the customer who was renamed 'a\*\*hole' (4) and the other renamed 'superb\*\*ch' (5) by Comcast do not think he was telling the truth. Some people have major problems trying to cancel Comcast service (6). Most people I talk to that have Comcast have some chronic complaint about the company that has yet to be addressed. A company that ignores consumer complaints does not deserve to be in business (no matter how big it is). Those of you that have Comcast as a cable TV provider need to think about the number of channels in your 'bundle' that you never look at. Why do you pay for something you never use? Are you forced to take HD even if you do not have an HD TV? What about the closing of the service center near you? I know one person that works for Comcast (as a programmer) and he has little respect for the company. When I get two or three pieces of junk mail each week from Comcast or Xfinity, it makes me think that they squander money on getting new customers while neglecting or even abusing existing customers.

- 1) <http://www.comcast.com/>
- 2) <https://intx15.ncta.com/>
- 3) <https://goo.gl/r7q34e>
- 4) <http://goo.gl/RvvgTE>
- 5) <http://goo.gl/6b0s66>
- 6) <http://goo.gl/D2ksXw>

Are you having problems shutting down your Windows PC? Does your PC sit on or hang on the 'Windows is Closing' screen and not shut down? Here is a way to shutdown the machine safely and easily (1). Note: %windir% is the Windows directory

Right-click on a free location on the desktop and select New > Shortcut



In the location field, type the following command  
(exactly include spaces in front of -s, -t and 0):

```
%windir%\system32\shutdown.exe -s -t 0
```

Click Next to continue

Name the shortcut (Quick ShutDown if you want)

Here are 2 other methods using the keyboard;

Windows 7: Tap on the Windows-key, then right-arrow, then enter

Windows 8 and 10: Windows-key and X, u, u

### 1) <http://goo.gl/lgkwbk>

This month I ran across this video **(1)** about archery. Lars Andersen, the creator of the video, claims that ancient archery practices work better than modern practices. I thought that it was interesting, but I was not convinced as I have had relatives that could do some pretty fantastic shots with bow and arrow. I searched further and found this video **(2)** that claims Mr. Andersen is just a trick shooter and that any good archer could do what he does. You be the judge.

### 1) <https://www.youtube.com/watch?v=BEG-ly9tQGk>

### 2) [https://www.youtube.com/watch?v=rDbqz\\_07dW4](https://www.youtube.com/watch?v=rDbqz_07dW4)

Tom Soltis sent this video **(1)** to me. It is beautiful cockpit view of a flight over some mountainous terrain in New Zealand. I forwarded it to Larry Bothe to see if he had seen it. He had not. I asked him if the Global Positioning System (GPS **(2)**) made this type of flight easier than when I learned to fly back in the late 1960s and if the general aviation GPS was the same used by commercial aviation. He said that they were the same. He noted that because of different terrain elevations a system known as Wide Area Augmentation System (WAAS **(3)**) had been put in place to augment GPS to assist in landing. The WAAS is only in North America and Hawaii. There are other systems in various parts of the world with their own acronyms. WAAS in conjunction with GPS allows for glideslope **(4)** for any runway with no on the ground equipment.

### 1) <http://www.chonday.com/Videos/pilotnewzdaInd1>

### 2) <http://goo.gl/APK8Sy>

### 3) <http://goo.gl/1NLWC3>

### 4) <http://goo.gl/Bb1Me5>

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

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## May 2015 DVD of the Month

**ARI** - Monthly newsletter

**Avidemux** - Updated video editor

**BCUninstaller** - Aecover and remove Wireless account passwords stored on your system

**DVDOMlists** - Contents of CDs and DVDs of the Month

**Chromodo** - Browser based on Chromium

**CryptoPrevent** - Updated Crypto malware preventer

**Cyberfox** - Browser based on Firefox

**DupFileFinder** - Finds duplicate files

**FreeMusicDownloader** - Downloads streaming music from the Internet

**JRT** - Updated Junkware Removal Tool

**MemberContributions** - Things members send me

**OldTimeRadio** - Old radio audio files

**OtterBrowser** - Browser from the writer of Opera

**RouterPasswordCracker** - Cracks passwords on routers

**Thunderbird** - Updated e-mail client

**Tor** - Updated privacy browser

**USBDriveLetterManager** - Allows changing USB drive letters

**UsbFix** - Removes malware from USB drives

**VLC** - Updated media player

**WiFiPasswordRemover** - Recover and remove Wireless account passwords stored on your system

**WinPswrdCracker** - Cracks Windows passwords

## 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. 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 , 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

### CAEUG OFFICERS

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