

Abort,
Retry,
Ignore....

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

January 2017

Volume XXXV Issue 1

Confirmed meeting dates

:: ::

January 21, 2017
Third Saturday

February 25, 2017
Fourth Saturday

Mark your calendar

Confirmed date
Annual Picnic
June 17

Check
www.caeug.net
for confirmed meeting dates

:: ::

MEETING PLACE

is the
Glenside Public Library

:: ::

Visitors

Welcome
HOPE TO SEE YOU THERE!!



Next meeting will be

on January 21 (3rd Saturday) In ROOM A

Number of Videos and practical presentation on
Moving a mechanical harddisk to a SSD (SolidStateDrive)

Room A (1/21/17 3rd Saturday)

Late to the Party, But Glad I'm Here Now

By Larry Bothe
1/9/2017

I finally got fed up with Internet Explorer and switched to Chrome. I have used IE forever, mostly because it was the path of least resistance. It came with Windows, updates were automatic (mostly), and I knew how to use it. Also, a government website I use in my work (FAA designated pilot examiner) was optimized for it. (In government-speak, "optimized for IE" means "doesn't work in other browsers.")

I bought new computers last spring and went to Windows 10. Win 10 by

Con't pg 2

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default uses Microsoft's new browser, Edge. Nobody likes Edge. Internet Explorer is still provided with Win 10, but you have to go to All Programs, call it up and then make it your default browser if you want to use it regularly. I did that, but then I started having issues with IE 11. Sites started freezing on me. I would get notices that "Internet Explorer has stopped working." Then I had to close and restart the program, or sometimes shutdown and restart the whole computer.

About a week ago this happened to me several times in just a few days. I decided enough was enough. I called up Chrome (already had it on my computer), made it my default browser, and imported my Favorites (bookmarks) from IE. Then I took IE out of Startup and put Chrome in. A little set-up work in Chrome got it to start with my commonly used tabs (sites) already open; I was ready to go. It was easier to switch than I thought.

So far, I'm pleased with the results. Chrome doesn't freeze up. It seems to be faster than IE. I have used the Google Calendar for several years (love it!), and it appears to run better in Chrome. That makes sense since they are both Google products. Even the FAA website now even runs properly in Chrome.

If you are fed up with IE and don't like Edge, try Chrome. I think you'll like it.

Larry Bothe is an associate member of CAEUG. He served as president 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.



Lamp Post 187

January 2017

by John Spizzirri

Happy New Year. Those of you that view the Dechorah, Iowa bald eagle cam **(1)** will be pleased to know that it is now operational and the eagles are rebuilding / adding to the nest. With just a cursory search I was able to find a site that tracks all (or most) of the bald eagle web cams across the country **(2)**. The site links to all the cams and tells you if the cam is running or not. One of the Florida eagle cams is showing a pair that already have two eaglets **(3)**.

- 1) <http://www.ustream.tv/decoraheagles>**
- 2) <https://goo.gl/oT2QG5>**
- 3) <http://nefleaglecam.org/>**

Did you buy a computer at BestBuy **(1)**? Did you employ the Geek Squad **(2)** to transfer files from one PC to the new one? File transfers are called 'Data Recovery' and costs between \$200 and \$450. Data Recovery also applies to a drive that fails and the files on it are transferred to a new drive. The Washington Post **(3)** reported that the hard drive belonging to a doctor in California was 'flagged' by a Geek Squad tech, who was paid in advance by the Federal Bureau of

Investigation (FBI **(4)**). Of course, the tech signed a statement that he did not remember being paid by the FBI even when the FBI acknowledged it did pay him. Best Buy issued this statement; "Best Buy and Geek Squad have no relationship with the FBI. From time to time, our repair agents discover material that may be child pornography and we have a legal and moral obligation to turn that material over to law enforcement. We are proud of our policy and share it with our customers before we begin any repair." I agree they have a moral obligation, but legal obligation implies a contract between Best Buy and the FBI. If Geek Squad acts as paid or unpaid arm of law enforcement, then they, too, are bound by the fourth amendment to The Constitution of the United States **(5)**. This incident has come to light because the Department of Justice (DOJ **(6)**) decided to prosecute the doctor three years after the incident. The incident involved a photo of a "nude prepubescent girl on a bed". The photo file was located on "unallocated space" on the hard drive. Unallocated space is where erased files reside until the operating system overwrites them with new files. That area of a hard drive is not easily accessed. The FBI admitted that they have considered the Geek Squad supervisor a "confidential human source" for almost four years before the incident. Questions that come to my mind are; how many other techs are confidential human sources?, how many companies beside Best Buy are involved?, do those companies and / or techs take money? What other information is the FBI looking at beside child porn? If the FBI is involved, are other agencies involved like the DHS **(7)**, CIA **(8)**, or NSA **(9)**? How can you trust anyone looking at your computer? I also think the doctor may be taking the fall for some family member or friend who had access to his computer. Once a file is erased, not too many people understand that it is still on the drive waiting to be overwritten. I have been asked to rid drives and histories of standard porn that was inadvertently accessed due to a click or two on the Internet. I will now have to scrub the unallocated areas of the hard drive lest I be held culpable for something on a client's PC.

- 1) <http://www.bestbuy.com/>
- 2) <https://goo.gl/c8SR27>
- 3) <https://goo.gl/tQCtKS>
- 4) <https://www.fbi.gov/>
- 5) <https://goo.gl/510971>
- 6) <https://www.justice.gov/>
- 7) <https://www.dhs.gov/>
- 8) <https://www.cia.gov/>
- 9) <https://www.nsa.gov/>

Will Microsoft (MS **(1)**) go the way of IBM **(2)**? IBM in the 1970's saw a new market that did not depend on mainframe computers. It was small businesses that wanted small desk top computers to do tasks with fewer employees. Apple Computer **(3)** was starting to get into that market. IBM in a rush to dominate the market gave up the operating system (OS) software to the upstart MS as opposed to the closed source OS CP/M **(4)** by Gary Kildall. IBM also gave up the hardware architecture to independent manufacturers. Those manufacturers formed a consortium to standardize the hardware specifications so the software would work correctly. IBM came from a market that depended on the company for software and hardware. When IBM (or its competitors) decided to change the hardware, the customers were forced to change as well. IBM decided to change the architecture for add on cards from Industry Standard Architecture (ISA **(5)**) to Micro Channel architecture (MCA **(6)**). The manufacturers consortium rejected as did consumers the

MCA. It lasted three years. The consortium determined that the ISA would no longer be useful with the newer computers and developed Peripheral Component Interconnect (PCI **(7)**), which operated faster and was able to handle more tasks. Now back to MS. MS has essentially forced all users to Windows 10 and is now making Windows 7 and 8.1 machines act in peculiar ways with regard to updates **(8)**. I believe the last is meant to encourage users to switch to Windows 10. Now what some people have been claiming since the "free" upgrade to Windows 10 was first introduced **((9), (10), (11))** is now news to the naysayers **((12), (13), (14))**. If MS forces Windows-as-a-Service (WaaS **(15)**) costing users about \$85 per year then I hope it signals the end of the MS OS dominance in the market. We may be on the cusp of the Linux desktop OS **(16)**.

- 1) <https://www.microsoft.com/en-us/>
- 2) <http://www.ibm.com/us-en/>
- 3) <http://www.apple.com/>
- 4) <https://goo.gl/ZT4cGH>
- 5) <https://goo.gl/roSNpN>
- 6) <https://goo.gl/3XrBK4>
- 7) <https://goo.gl/qNleBc>
- 8) <https://goo.gl/7JaThR>
- 9) <https://goo.gl/ZWYe6E>
- 10) <https://goo.gl/ZLsE2i>
- 11) <https://goo.gl/TNogR8>
- 12) <https://goo.gl/oOIHRH>
- 13) <https://goo.gl/E0q06X>
- 14) <https://goo.gl/z9Fa8Z>
- 15) <https://goo.gl/xCUxXV>
- 16) <https://goo.gl/gVGfxu>

Myway **(1)** e-mail has gone through some changes at the turn of the year. I hope it is just a software hiccup. A software hiccup is what programmers use to describe their forgetting to get rid of or add code to a finished product to avoid time triggers that can adversely affect users. On January third the Myway e-mail web site was back to normal. From December 30 through January 2, Myway e-mail login reported that it was being updated. The warning was dated in 2015. After the new year there was no sign that anything had happened. During the holiday week end, it was tricky to get to Myway e-mail. Obviously, the programmers for Myway do not have Myway e-mail accounts or use them during the holiday weekend.

- 1) <http://my.myway.com/>

A CAEUG member sent me an interesting web site. It lists the years from 1951 to 2015. When you select one of those years, it presents you with a selection of songs and videos of popular music ranging from Perry Como and Dean Martin to Ne-Yo and Taylor Swift.

- 1) <http://thenostalgiamachine.com/>

It has been a while since I have talked about Ninite **(1)**. It is a web site that has a list of free and open source software for Windows. There are check boxes in front of every software title. When

you check off all the titles you want and click the 'Get your Ninite button', the site creates a custom installation file that contains all the titles you checked. When you download that file and run it, all the titles you checked are installed. It simplifies the installs on a new machine (in case you got one for Christmas) and it can be used to update the installations you already have. The site does not have all the titles of free and open source software, but the most popular.

1) <https://ninite.com/>

Forbes Magazine (1) reported that "Microsoft has finally admitted" to Windows 10 control of updates and privacy issues. In the April update there will be a privacy 'dashboard' that will give users more control of privacy settings. As for the updates, Home users are still out of luck. If you read the article, you may come to the same conclusion as I did. Very little will change. It is just repackaged and users will be told that things are different. What will change is the settings page. Big whoop.

1) <https://goo.gl/5haAtv>

Do not fall for the Netflix (1) phishing scam (2).

1) <https://www.netflix.com/>

2) <https://goo.gl/Fs9Abr>

Backpage.com (1), similar to Craigslist.com (2), has been in the news lately. Backpage is being investigated by the U. S. Senate. Until recently, Backpage had an adult advertising section. In that section questionable ads appeared for female 'escorts'. Language used in those ads indicated the escorts were young (possibly too young to be escorts). Unlike Craigslist that removed its adult advertising section some years back, Backpage fought back by eliminating words that indicated youth. The Senate did not budge so Backpage removed its adult advertising section with a notice that the removal was due to government censorship. The Mercury News reported the latest escapades of all the players (3). The Senators pushing this issue seem to want to strengthen the Communications Decency Act (CDA (4)). I think that there are many local laws covering this activity for use by the States. The only other national law was written by an Illinois Congressman back in 1910. It was called the Mann Act (5). The FBI is already charged with enforcing the Mann Act. Why we need national laws to enforce local law only enlarges federal law enforcement - spending more money that we do not have.

1) <http://www.backpage.com/>

2) <https://www.craigslist.org/>

3) <https://goo.gl/luHZiW>

4) <https://goo.gl/mDLTyr>

5) <https://goo.gl/TT8eT2>

Microsoft (MS) is being sued by two employees that claim they have Post Traumatic Stress Disorder (PTSD (1)). They were assigned to MSs online safety program. The online safety program is charged with looking at all shared files on MS services. They claim that they had to view "images of child pornography, murder, bestiality, and indescribable sexual assault." MS

stated, "Once verified by a specially trained employee, the company removes the imagery, reports it to the National Center for Missing & Exploited Children, and bans the users who shared the imagery from our services." It looks like Best Buy is not the only company acting as a law enforcement agency. Courthouse news and Fox reported this ((2), (3)).

- 1) <https://goo.gl/xk0kpl>
- 2) <https://goo.gl/kcakb5>
- 3) <https://goo.gl/dHa2Hv>

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

7 Everyday Technology Skills Every Boomer (and up) Should Have
By Pam Holland, President and Instructor, TechMoxie
January 30, 2016 Blog Article
www.tech-moxie.com
pam (at) tech.moxie.com

Technology is both magical and daunting. It gives us the ability to do so many wonderful things – apps that measure your heart rate, show the constellations in your night sky, and stream radio from anywhere in the world. But with that comes the challenge of keeping up with our devices, new features, apps and websites – not to mention when things go wrong. For those eager to move beyond the basics of email and Google, we believe these 7 tech skills are key to getting the most out of technology – both today and going forward.



1. Use Your Voice

Who would have thought that dictation would be a contemporary tech skill? Every device, from computer to smartphone now has the capability to turn your speech into text. Speech recognition, also known as voice-to-text, has improved dramatically, providing a wonderful alternative to the awkwardness of using an onscreen keyboard. Even commands can be spoken (“open email”...“send a text”).

At first, speaking text or commands into a smartphone or tablet takes a bit of practice and may feel like patting your head and rubbing your stomach (think what you want to say...tap microphone icon...speak...tap ‘done’...repeat). But with a little practice it quickly becomes natural.

Going Forward: More and more devices have voice features, including virtual personal assistants such as Apple’s Siri, Windows’ Cortana, and Google Now. These programs recognize natural speech patterns making it easy to get driving directions, find a restaurant or play music. The Amazon Echo, for example, is exclusively voice activated. Request it to play music or news, or current weather. It can be paired with devices to control your home environment. And importantly, voice commands are empowering for users with vision impairment or physical limitations such as a tremor.



2. Conduct a Search

Basic internet searching is pretty simple – just plugging in a few words will usually get you what you need. But having good search skills is like having a super power. Find an old email with a favorite recipe, locate a ‘missing’ App on your smartphone, or locate a specific phrase in a document or website.

Going Forward: Using search is more than the internet. Rather than trying remember where Microsoft, Apple or Google hid a particular setting, use the search feature on your device (e.g., printer setup). Apple has even added a search feature on iPad and iPhone for settings alone – an nod to the frustration that many of us have experienced trying to locate a feature.



3. Send Text Messages

We are often asked about the advantage of texting versus email. The appeal of texting is in the immediacy – like a non-verbal phone call. There are far fewer steps to sending (and receiving) a text message, and much greater likelihood that the recipient will see the text right away (assuming, of course that their cell phone is at hand...). Texting is a great way to communicate on the fly.

Going Forward: You can use text messages to access and manage online accounts, send a photo, receive emergency alerts, schedule airport pickups, and more. If you’re running late, need to send a phone number, or don’t have time for email to load, texting lets you get in touch quickly. And you can also send a voice recording text – one more way to avoid typing on that small screen.



4. Get to Know Your Accessibility Settings

All devices have “accessibility features” that help you make your computer, tablet, or smartphone easier to touch, see, and hear. You can make icons bigger/bolder on smartphones, increase the font size on email, and increase the size of the mouse “pointer” on your computer screen (something TechMoxie recommends to all our clients).

Importance Going Forward: These features help us accommodate for what may be poor tech design, but also help as we age and need a little “extra” to see and hear better.

5. Order an Uber



Access to transportation is freedom. With Uber, reasonably priced transportation is available with a few taps on the app. Your credit card information is stored when your account is set up and all payment is done through the app. And Uber’s no tipping policy means that at the end of the ride, cash nor credit card need be presented. The Uber app shows available cars in your area, giving you immediate information on the wait time for a car (which in even suburban neighborhoods may be only a few minutes).

Importance Going Forward: Using Uber is increasingly essential to older adults who may not wish to drive at night, or may want to not keep a car at all. It is also a great emergency back up transportation mode in the event of a car breakdown or bad weather. Tip: try using an Uber when you don’t need to so you will be ready when you really need to get somewhere.



6. Download an App

Mobile devices come loaded with a great assortment of apps, but there the fun really begins when you find apps that leverage your interests. Downloading an app is not particularly difficult, but entails recalling the (correct) password and knowing how to occasionally update credit card information.

Getting comfortable with apps is a key skill, particularly as entertainment, health and the latest innovations are available via apps on smartphones and tablets. Beyond pure fun, there are many practical apps such as for paying parking meters, making dinner reservations and ordering an Uber.



7. Be Curious

Curiosity...we think this is why technology comes so easily to children. They are naturally programmed to explore through touch, to ask questions, and to practice. If you want to stay up-to-date, let your curiosity loose. Try tapping unfamiliar icons and let yourself play (really...it won't break!). As you master the first six skills, you'll find that new innovations will be easier as they build on your existing skills.

Netiquette: Forwards

Contributed by Melanie Birnbom, Century Village Computer Club, FL
September 2016 Mid-Month Newsletter
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It is important to use good manners when forwarding e-mails. Now and again, we all see an interesting message that we might want to share with friends, so we forward it along.

However, other folks practice mass-forwarding. They forward every joke, prayer chain, political e-mail, funny image, urban legend or anything else they can get their hands to everyone they know, including people who are business contacts. That many messages can clog up already full inboxes. It also makes people less likely to notice an actual important e-mail from you. Always avoid sending items like forwards to your friends' work e-mail addresses. Some examples of emails that should be forwarded using caution are: **SEE PIX NEXT PAGE**

Think back to the days of phone calls and letters. You might call someone up or write them a letter if you saw something interesting, but would you make seven separate phone calls in a day or write seven letters?

One way to be sure you aren't bombarding your friends is to ask if they want to receive fun forwards or not. But don't be offended if they say they don't have the time. Or consider combining the information into one e-mail featuring the best things you've seen recently. That takes a little copying and pasting, but a lot of folks actually do that. It's a convenient way for friends to enjoy things you want to share.

Another considerate thing to do is not to use a "send all" function or go down and select everyone on your list of contacts.

Think carefully about whether or not the person will really be interested. This is also where you

Fwd: FW: THE CREEPY \$20 BILL.....

Fwd: FW: Visit with God - Forwarded mes

Fwd: FW: Riddle for seniors.... - Subject: I

Fwd: FW: MAGNIFICENT!! - Forwarded me

Fwd: - . Read, heed and forward.. This will c

Fwd: The Irish Furniture Dealer - Begin fo

Fwd: Fw: Fwd: Six trivia questions. How

can make specific lists of folks to receive jokes or political e-mails after you check with them to see if they are interested.

Social media, such as Facebook, is a great outlet for sharing news stories and jokes. There's less likelihood of some type of important communication getting buried in a pile or forwards and it was specifically designed for sharing that type of information.

From Judy – Don't forget to delete all addresses before forwarding any 'message' on your joke, etc. e-mail list. If you receive a forwarded joke, etc. with a gazillion e-mail addresses, please let the sender know they should delete all of the addresses before forwarding the message. Tell them Homeland Security, their police department,

etc. appreciates them doing that to help reduce people harvesting all of the e-mail addresses and using them for phishing e-mails. They should put the addresses in the Bcc: field.

Your eyes can so easily be deceived!

**By Babette Bloch, Contributing Editor, Golden Gate Computer Society
August 2016 issue, Golden Gate Computer Society Newsletter
www.ggcs.org, editor (at) ggcs.org**

WE'VE ALL HEARD OVER AND OVER not to click attachments and links in e-mail messages that are suspect. There is less talk about another way to get sucked into trouble either by incurring a big fee or worse, an invasion of your computer. I call it "The Technical UNsupport," or "The Program Support That Isn't" It's the second time I've run into this scam, or worse, and it's well worth avoiding. Case 1: A Quicken SIG member who had a problem thought he was contacting Quicken's Tech Support. He'd googled the very words "Quicken Support" and found this: Quicken® Help 1-800-656-6115, Get 24x7 unlimited quicken support and phone help from quicken tech experts. Quicken Mac Tech Support includes quicken diagnose, install, upgrade and fix <http://quicken-help.com/>

He thought he was talking to the real Quicken Support, and they led him through a long discussion of the problem, plus getting permission to actually look at his program on his computer. And then they came up with a diagnosis that the whole program was corrupted and would cost \$300 to fix. At that point he hung up and called me. Case 2: When I was wrestling the Windows 10 upgrade and everyone in GGCS I called was not available; my husband tried to call the Quicken Store in Corte Madera. After 20 minutes on hold, he gave up and turned to Google, looking for "Windows 10 Support Phone Number." He found: Call - +44-800-086-8333(UK) for Microsoft Windows 10 Technical Support. Get Certified Technician for Windows 10 Update Failed, Windows 10 Activation Error Call +61-1800-502-681(Australia), Windows 10 Update from 8, 8.1, 7 Call to Toll Free Number – 1- 855-883-1117(USA)

Call 1-855-883-1117 Microsoft Windows 10 Technical Support
www.microsoftwindows10technicalsupport.com/ He called the number and then handed me the phone to explain the problem I was having. A man with a slight Indian accent told me they could take care of the whole thing and download Windows 10 from their end to my computer; just give them access! At which point I hung up. And they called back! And I hung up again.

What was going on? The huge, main clue was that neither of these links had a site URL that was any of the following: quicken.com, intuit.com, or Microsoft.com. In addition, when I clicked the link with my computer today, running the MalwareBytes program, it would not let me open either site and said each was a "malicious site." So if you're looking for any help by searching the Internet, regardless of what search engine you use, watch those links before you click! The description before the link's notation can be very misleading. Make sure the link is for the company whose product you are searching. If in doubt, use a search for the phone number or name of the suspect in the description. In addition, one has to wonder why Google doesn't vet such links and puts them so high in the list.

January 2017 DVD of the Month

AdsFix - Disinfects shortcuts which are infected by various malware
ARI - Monthly newsletter
AudioBook - Free audio book
Benchmark - Intel benchmark software
ChromeCleanup - Scan and remove software that may cause problems with Chrome
CPU-Z - System information software
DVDOMlists - Contents of CDs and DVDs of the Month
EarthAlerts - Monitor in near real-time a variety of natural hazard events
Imgburn - Updated CD / DVD burning software
Kate - Text editing software
LibreOffice - Updated Office suite
McAfee - Detect and remove specific viruses
MemberContributions - Things members send me
OldTimeRadio - Old radio audio files
OpenShot - Video editor converted to Windows
OpenVPN - Trial VPN service
QuickHash - Hash files for verification
Raspberian - Updated OS for the Raspberry PI
treecopy - Copy the folder structure without the files
UltimateBootCD - Updated boot CD tools
WindowsPWrecovery - Windows password recovery
WPSOffice - Smallest office suite

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

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