



Abort,
Retry,
Ignore....

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

July 2017

Volume XXXV Issue 7

Confirmed
meeting dates

:: ::

July 22

Fourth Saturday
Board Room

August 26

Fourth Saturday
Room A

:: ::

NEW!!! Mailing
address:

CAEUG

P.O. Box 3150

Glen Ellyn, IL 60138

:: ::

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 July 22 (4th Saturday)

Presenter: John Spizzirri will John Spizzirri will demonstrate an older HP
desktop PC with FerenOS Linux on it. This PC will then be given away at the
end of the presentation in the

Board Room (7/22/17 4th Saturday)

Just a reminder about CAEUG membership:

Yearly CAEUG membership of \$20.00 are due January of each year. If you are
using snail mail to pay by check please be aware that a few months ago our
address has changed.

The NEW address is: CAEUG, P.O. Box 3150, Glen Ellyn, IL 60138

Another Unusual Problem – Why can't I get to OneDrive.com?

By Phil Sorrentino, Contributing Writer, The Computer Club, Florida

The Journal of The Computer Club, Inc.

http://sccccomputerclub.org / Philsorr.wordpress.com

philsorr (at) yahoo.com

The last time I wrote about an unusual problem was September 2013. That
turned out to be a kinked USB cable between the computer and a printer.
Since then I've seen many problems, but most have been of the garden variety
- like malware infections, out-of-date printer drivers, wrong file associations,
misplaced files, lost passwords, CPU and hard disk failures, etc., but this latest
problem is very different. The problem manifested itself one day a few months

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ago, but I thought it was just a temporary situation, so I didn't pay much attention to it. Then, after a good period of time, it dawned on me that the problem had been going on for at least five or six weeks. The problem was that I could not get to the OneDrive website to get the files I had put there. I had no trouble getting to all of the other websites that I typically use, like yahoo.com, google.com, cnn.com, and scccomputerclub.org. I have five computers at home; three are connected by Ethernet cable to the router (one is windows 7 and the other two are windows 10) and the other two use wi-fi (both of which are windows 10), but it didn't matter, none would connect to OneDrive. Onedrive.live.com would appear and stay in the browser address bar, but nothing else would happen. I could get to OneDrive from other locations, like the computer lab, using my laptop or the computer lab computers. I could get to OneDrive from a friend's home. I could even get to OneDrive using my Android tablet at my home. But I couldn't get to OneDrive with any of my windows 10 or windows 7 computers. It was very perplexing.

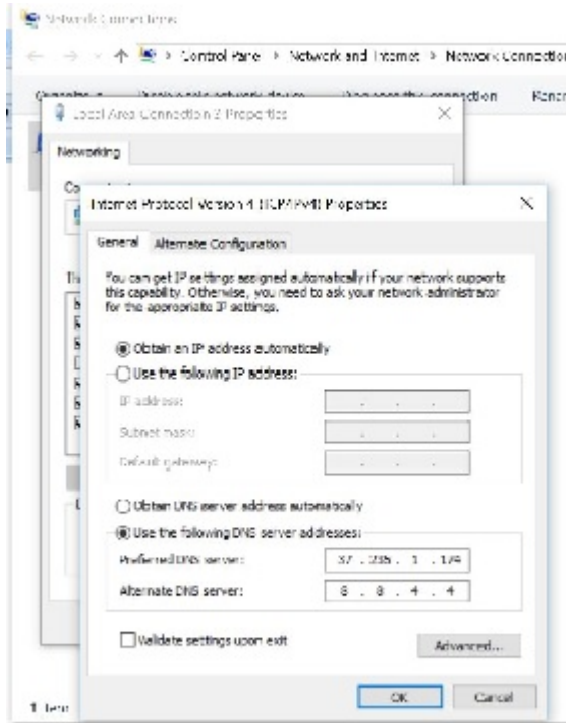
Over the past year or so I have been using OneDrive as a vehicle to distribute information to other people. I have sent a large number of pictures to family members using OneDrive. I have distributed class notes to students using OneDrive. And I have used OneDrive to show videos to people I have been visiting. OneDrive, or any of these Cloud Storage services, is really a great place to keep files that you want to have accessible from anywhere (except from my house). Fortunately, I have a cloud account with Dropbox, Google Drive, and Box, all of which can be used for the same purposes, so I was able to continue distributing and accessing files, only from a different cloud source. But, what was going on with OneDrive?

It seemed like my computers didn't know where OneDrive was. The first thing I thought of was that I had gotten on some black list and I was being kept out of OneDrive for some unknown reason, but there was no real substance behind that thought. Next, I thought maybe my router needed a software update. I checked with my router's manufacturer and sure enough there were two updates that I didn't have. I updated the router software, but unfortunately no luck, the problem was still there, I still couldn't get to OneDrive. It still looked like my computers did not know where OneDrive was.

When I mentioned this problem to my son, he suggested it might be the DNS server. This thought eventually led to a solution (again, that college education paid off). So, what tells the computer, really the browser, where to go on the internet? Well, you would think that we do, by the name we put in the address bar of the browser, like www.yahoo.com. But, the address on the internet actually takes the form of an IP address, which is a collection of 4 decimal digits separated by periods. For example, when I researched the address for yahoo.com, I found 98.138.253.109, (actually yahoo.com probably has many IP addresses.), and the IP address for scccomputerclub.com was reported as 192.185.77.210. So that we mortals do not have to memorize the numerical IP address, there are computers out there on the internet whose sole job is to make the address conversions from names to numbers. These computers are called Domain Name System servers (or DNS servers), and a DNS server is typically assigned to you by your Internet Service Provider (ISP), Brighthouse or Frontier for most of us. A DNS server is a server computer that contains a database of public IP addresses and their associated host names, and typically serves to resolve the former to the latter, as requested. (Think of it as a device that translates the word address that you type, to a numerical address that is then used by the computer.) So, in summary, when you attempt to go to an address on the internet using your

browser (Edge, Chrome, Internet Explorer, etc.), the address you put into the browser's address bar is sent to a DNS computer where it is converted to a numerical IP address to which your browser is then connected.

There are many DNS servers on the internet, so which one do I use? Maybe the one I am using is giving me the problem, I thought. The DNS server that a computer uses is defaulted to be one that your ISP provides to you, and is a technical detail that is buried way down in the networking software. One way to get there is to go to the Control Panel and select "Network and Sharing Center" (view by large icons). Next, click "change adapter settings", then right-click on your connection and click Properties. Next in the "This connection uses the following:" select "Internet Protocol Version 4 (TCP/IPv4)", and then click Properties.



The final window looks like this except that the "obtain DNS server automatically" button will be selected (by default). In order to use a specific DNS server, select "Use the following DNS server addresses:" and then insert the IP addresses of a primary and a secondary DNS server.

But what DNS server should I use? Well, you should probably use the DNS server that is provided by your ISP, unless you are having a problem similar to the one that is being explored here. If you want to use a different DNS server there are some that are available to the public for free. Google provides 8.8.8.8 as a primary server and 8.8.4.4 as a secondary server. And FreeDNS provides 37.235.1.174 as a primary server and 37.235.1.177 as a secondary server. Try one of these if you are having difficulty reaching a known website. As you have probably guessed, I tried the FreeDNS servers and now I can reach OneDrive, and

life is back to normal. I have concluded that the DNS server that I was using, for some reason, was not translating the words to numbers correctly. And yes, I did have to do this on each of the computers I wanted to use, at home, with OneDrive. (Though there is a change that you can make in the router that would affect all the devices that used that router, but that might be the subject of a future article.)

Linux and Wireless Wi-Fi Adapters

By Larry Bothe, 5/20/2017

A couple months ago I wrote in these pages about my experience changing an older desktop computer from Windows XP to Linux Mint. That worked out fairly well. I enjoyed the challenge of learning about Linux, and the young person I gave the machine to is happy with it.

Emboldened with the success of the first conversion, I decided to do another one. The intended recipient specifically wanted it to connect to the internet wirelessly. No Cat-5 cable for him! That was a problem because the computer had no wireless capability. Well, that shouldn't be very

much of an issue. USB wireless adapters are available in the \$15-range. You plug one into a USB port and it works, right? I had an adapter so I plugged it in. Didn't work. How about a restart to get things going? Didn't work. Must be a driver issue. Off to the manufacturer's site to get a Linux driver for their adapter. Oh yes, they have a driver, sort-of. You have to download this series of files, and, based on some guidelines I didn't really understand, you build (compile?) your own driver. What the heck? What happened to plug-and-play? This was quickly getting beyond my (mental) pay grade.

When I get in trouble with computer problems I often call my computer guru friend John Spizzirri. He confirmed that it is necessary to build your own driver file for many network adapters that you intend to use with the Linux operating system. He also confirmed that it was a complicated affair and beyond my capability without a lot of learning time on my part. Rats! I had to drop it there for the time being as I had to go off to my retirement job of teaching people to fly. When I got home I found a message from John with links to several articles on the subject of network adapters for use with Linux. John often helps by pointing me in the right direction rather than coming up with a finite solution. It doesn't take him as long, and I learn more.

What I learned is that there are some adapters that are plug-and-play with Linux. Which ones work depends on the chipset used in the construction of the adapter. Then they went into which chipsets (lots of complicated numbers) work with Linux, and then which adapter manufacturers use which chipsets in which models of the many adapters they make. Confusing!! To make matters worse, most of the articles were several years old. Things change so fast in computing that the references were probably out-of-date. However, one article was from January of this year (2017). After discussing the general situation of Linux and Wi-Fi adapters the author specifically recommended two USB adapters that would be plug-and-play with Linux. One of them, a TP-Link model TL-WN722N, sounded vaguely familiar to me. I recalled that we had something like that in service at the WW-II museum where I'm the volunteer curator. I went to the museum and borrowed the adapter. When I plugged it in the Linux machine recognized it immediately and found my home network. I entered my network security key and it connected instantly. Problem solved.

Of course I had to return that adapter to the museum, but now I knew what to buy. I had a list of several small items I had been waiting to buy from Amazon (I keep an Amazon shopping list), and the adapter put me over the top for free shipping. While I was at it I decided to buy the other wireless adapter the article recommended, a Panda PAU05. Since I was going to give the TP-Link one away I figured it wouldn't hurt to have an extra wireless adapter around the house for future use. And that would allow me to test the Panda unit to see if it was plug-and-play with Linux as well. I'm pleased to report that it is.

The Linux operating system may not be for everybody, but it has really come a long way since I fussed with it (and was disappointed) 6 or 7 years ago. Linux doesn't require a lot of computing power, the desktop (at least in Mint) is easy to work with, Libre Office is a great productivity suite of programs, the Firefox browser is as good as any, and oh-by-the-way, it's all free. (However, you should make a donation if you really use it; I did.) With wireless internet connectivity easy and economical to accomplish there is no reason not to put Linux on an older machine and have it do real, meaningful work well into the future.

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 193

by John Spizzirri

July 2017

August 21st will be the first total eclipse in the United States since 1979 **(1)**. Where can the eclipse be seen in Illinois? The path of the eclipse passes through Carbondale. The eclipse begins in Carbondale at 11:52 a.m. and ending at 02:47 p.m. CDT. When is totality in Carbondale? Beginning at 01:20 p.m. and ending at 01:22 p.m. CDT. The area of totality extends about 30 miles in all directions from Carbondale. The eclipse map **(2)** shows the path across the country where it can be seen. In Chicagoland the eclipse will only be about 70 to 80 percent complete. NEVER look at the sun during the eclipse (even for a few seconds) as the sunlight strength is increased and can cause severe eye damage or blindness. Glasses with the darkness of welders' goggles are necessary to protect your eyes. Sunglasses will NOT do the trick. Protect your eyes with glasses designed for the eclipse **(3)**. They cost about \$4 a pair. Space.com has a page that explains just about anything you want to know about the eclipse **(4)**. The University of Arkansas at Little Rock has an informative video about the eclipse **(5)**. ABC news covered the 1979 eclipse live **(6)**. Both the videos are on the DVD of the Month in the Members Contributions folder.

- 1) <https://goo.gl/LGJXtD>
- 2) <https://goo.gl/MTAkmn>
- 3) <https://goo.gl/i6PwQf>
- 4) <https://goo.gl/UkPPC8>
- 5) <https://goo.gl/ieSeyV>
- 6) <https://goo.gl/qUZfEF>

The brown bears (grizzly **(1)**) are now feeding at Brooks Falls **(2)** in Katmai National Park **(3)**, Alaska. Check the live video **(4)**.

- 1) <https://goo.gl/wmLvAy>
- 2) <https://goo.gl/gXQUaj>
- 3) <https://goo.gl/qtFLne>
- 4) <https://goo.gl/NV0Lmb>

I received an e-mail from a company at my business e-mail address **(1)**. That company **(2)** hypes certain software products but offers some services for 'free'. The service that company wanted me to include on my website is a password strength analyzer **(3)**. This presented me with a problem. I could always ignore the e-mail or I could check it out for inclusion on my web site. I do not want to link to web sites that may have malware. I do not want to risk going to any web site for fear of getting malware. Thus I must find a way to check a web site without going there to see if it

has malware. I checked with some reputable web sites like Chron **(4)**, Ratioanlly Paranoid **(5)**, Ask Leo **(6)**, Lifewire **(7)**, and Make Use of **(8)** to locate sites that would check on suspect sites. Five sites were cited as good site checkers; Securi **(9)**, Online Linkscan **(10)**, Norton Safeweb **(11)**, Urlvoid **(12)**, Scanurl **(13)**, Urlscan **(14)**, and Scanthis **(15)**. I checked out the company and its free service. It looks ok. So I have included it on my web site **(16)** under Other Helpful Links.

- 1) helpme@johnspizzirri.com
- 2) <https://goo.gl/1qKuu4>
- 3) <https://goo.gl/CFjhWN>
- 4) <https://goo.gl/Fo59Hh>
- 5) <https://goo.gl/TBjsDU>
- 6) <https://goo.gl/vEYmQV>
- 7) <https://goo.gl/aek6Te>
- 8) <https://goo.gl/tSfzsD>
- 9) <https://sitecheck.sucuri.net/>
- 10) <http://onlinelinkscan.com/>
- 11) <https://safeweb.norton.com/>
- 12) <http://www.urlvoid.com/>
- 13) <https://scanurl.net/>
- 14) <https://urlscan.io/>
- 15) <http://scanthis.net/>
- 16) <https://goo.gl/P1UiFA>

Microsoft (MS **(1)**) Windows 10S **(2)** is an OS to avoid. It is billed as the educational Windows 10 release. It is supposed to be more secure than Windows 10. It is supposed to be lighter weight than the standard Windows 10. It is all those things. It has simplified tools that make a teacher's life or a school IT employee's life much easier. These tools already existed for all previous versions of Windows, but were very difficult to use. School PCs are generally not top of the line laptops. They tend to be in the under \$1000 range. It makes you wonder why it has been loaded on Surface Pro **(3)**. The prices on the the Surface Pro range from \$800 to \$2800. The 'S' in 10S sounds like it would be 'special', 'super', 'secure', 'speedy', or 'streamlined'. It is NOT. It locks its owner into using the Edge browser **(4)**. You cannot use Chrome **(5)** or Firefox **(6)**. On top of that, you can only use the Bing search engine **(7)**. In addition you can only get apps (applications) from the Microsoft Store **(8)**. MS is mimicking Apple **(9)** and its Apple store. You cannot install software from the Internet or from a DVD or USB drive. On all paid apps, MS gets a cut. MS keeps out any competing products. This 'feature' keeps 10S more secure. MS can control how an app uses the battery on the Surface or other laptop thus lengthening battery life, something that MS has been notoriously bad on. If Bing is the ONLY search engine you can use, then information collection on you goes to MS. MS gets advertising revenue by selling that information (just like Apple and Google **(10)**). The saving grace of this situation is that for this year, you will be able to upgrade to Windows 10 Pro **(11)** for free. If you miss the cutoff date, the upgrade will cost \$50. It is unclear if the upgrade will allow changing the web browser, search engine, or application store. It is also unclear if this will be what MS sells to consumers from now on. If it is, after 12/31/2017 the upgrade would add \$50 to price of the computer. With each sale of Windows 10S, MS gets a boost in the number of Edge browsers installed - an important number advertisers use for media buys. Most PCs on which Windows 10S will be available are out of the price range of most school

districts. Many schools are using Chrombooks (12) because of their under \$250 price point. MS compares some of their Surface Pro PCs to Macbooks (13). The price and performance is similar but the Apple Store has many more applications that make the PC useful compared to the Microsoft Store. When a school allows students to install apps from the Microsoft Store, they could be endorsing apps and movies like Penis Enlarge (14), Beautiful Girls Collection (15), Hot Bot (16), and Hot Girls Wallpaper (17). If you are going to get a new PC this year, I would recommend that you do NOT get Windows 10S. Get Home or Pro so that you have the control and versatility to use your new machine.

- 1) <https://goo.gl/4PPcGC>
- 2) <https://goo.gl/hqf4L5>
- 3) <https://goo.gl/G7wyGe>
- 4) <https://goo.gl/rT12wG>
- 5) <https://goo.gl/Jg4F8p>
- 6) <https://goo.gl/8Cd8ci>
- 7) <https://www.bing.com/>
- 8) <https://goo.gl/a5Btc4>
- 9) <https://www.apple.com/>
- 10) <https://store.google.com/>
- 11) <https://goo.gl/tBjgkH>
- 12) <https://goo.gl/fyNEfq>
- 13) <https://www.apple.com/macbook/>
- 14) <https://goo.gl/XzoWFG>
- 15) <https://goo.gl/W2nh5a>
- 16) <https://goo.gl/SHSpNs>
- 17) <https://goo.gl/dCLALK>

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

Customer Support by Erica

Dan Douglas, President, Space Coast PC Users Group, FL

April 2017 issue, PC Journal

www.scpcug.org [ringram28 \(at\) cfl.rr.com](mailto:ringram28@cfl.rr.com)

My daughter Erica was visiting this week and I told her that sometimes I get stumped on what to write for the journal each month. She came up with what I think was a great idea – what actually happens when you call a Customer Support line and how to make those calls more effective for you to get the help that you need. I spent most of my career working on software to log the critical parts of a customer call for service and she reviews and manages people who actually take those calls at an AT&T call center. Here's Erica's take on Customer Service and how to get better results!

You know that message when you call customer service that says the call “may be monitored or recorded for quality assurance”? My job is to listen to those calls and give feedback to customer service agents and their management about areas to improve and where they excel. So yes, someone really does listen!

Calling in to customer service or tech support is never how you want to spend your day, but there are a few things that you can do to help make sure the person you're talking to gives you the best service they can. So here are a few tips to make your next call go as smoothly as possible.

1 – Don't skip the automated voice or you will need to be prepared to be transferred. No one likes to navigate all the options the automated system gives you, and the voice recognition can be frustrating, but giving it as much information as you can rather than just skipping it can make your call shorter and better. It will get you to a department you need, or where there is an account matching information you provide, and it will often (but not always) auto-load that information for the person who answers your call. If you do skip it, be patient with the person who answers and understand that they may have to transfer you – be clear about what department you need or what services you have, so as to waste as little time and save as much bother as possible.

2 – Know your information, and give what is asked. You may want to go straight into telling your agent what the problem is, or vent about how long it has been happening, but there are a few things the agent must do before they can really help, the most important of which is to find your account. If the person is asking only for your name or security question, then they probably have your account loaded up thanks to you taking time with the Interactive Voice Recognition system (IVR) or the robot as we call it, but they need to confirm it's right before they can start making changes or troubleshooting. If they ask for your account number, let them know if you don't have it, and ask what other information they can use to find you. If you have phone or email services with the company you're calling, that's what they would normally use to contact you; that's probably the information they need.

3 – Be patient and try not to ramble. You may hear long periods of silence, or the phrase "I am just running some tests" which is a favorite in the tech support calls. It can be hard to wait this out, if you are the customer, when you're mad that it's the 2nd time your internet has gone out today. But this time is when your support agent is checking your account, letting their system check for damage in the area or other reported problems, and when they are figuring out what steps to do next. If silence goes on for longer than a minute, feel free to ask for an update, but if you are talking the entire time it will be harder for the agent to concentrate on their job.

4 – Leave honest feedback, good or bad. You might be offered a supervisor or ask to speak to one, or you might get a survey email or text after your call. This data is crucial for the company to figure out if there are patterns of good or bad service, and figure out how to give you more of what you like. Ratings of your satisfaction with the result, the wait time, and the service are good points of reference for the company and service as a whole. If you have the option for a short-answer or a free response, that is the best place to give your specific thoughts about the agent you worked with rather than the company as a whole, that section usually goes to the agent's supervisor and is a big part of how they are evaluated.

Google Search Tricks

By Melanie Birnbaum, Teckspert Talk, Century Village Computer Club, Florida
<http://www.cvcomputerclub.com/>

You use Google Search every day, but still all you know is how to search. However, the search engine has plenty of tricks up its sleeve.

Here's an overview of some of the more useful Google search tricks:

- Use quotes to search for an exact phrase. Searching a phrase in quotes will yield only pages with the same words in the same order as what's in the quotes. It's especially useful if you're trying to find results containing a specific phrase.
- Use an asterisk within quotes to specify unknown or variable words. Here's a lesser known trick: searching a phrase in quotes with an asterisk replacing a word will search all variations of that phrase. It's helpful if you're trying to determine a song from its lyrics, but you couldn't make out the entire phrase (e.g. "imagine all the * living for today"), or if you're trying to find all forms of an expression (e.g. "* is thicker than water").
- Use the minus sign to eliminate results containing certain words. You'll want to eliminate results with certain words if you're trying to search for a term that's generating a lot of results that aren't of interest to you. Figure out what terms you're not interested in (e.g. jaguar -car) and re-run the search.
- Search websites for keywords. Think of the "site:" function as a Google search that searches only a particular website. If you want to see every time TIME.com mentioned Google, use the search "Google site:TIME.com".
- Search news archives going back to the mid-1880s. Google News has an option to search over 100 years' worth of archived news from newspapers around the world. The address is <https://news.google.com/newspapers?hl=en>
- Compare foods using "vs". Can't decide between a burger or pizza for dinner? Type in "rice vs. quinoa," for example, and you'll receive side-by-side comparisons of the nutritional facts.
- Filter search results for recipes. If you search your favorite food, and then click "Search Tools" right under the search bar, you'll be able to filter recipes based on ingredients, cook time and calories. It's the perfect tool if you have certain dietary restrictions.
- Use "DEFINE:" to learn the meaning of words—slang included. Streamline the dictionary process by using, for example, "DEFINE: mortgage." For words that appear in the dictionary, you'll be able to see etymology and a graph of its use over time alongside the definition. Google will even sift the web to define slang words or acronyms. Try out "DEFINE: bae" or "DEFINE: SMH".
- Play Atari Breakout by searching it on Google Images. The legendary brick breaker game is available for easy access on Google. Just search "Atari Breakout" (without quotes) on Google Images and enjoy.
- Search images using images. Ever come across a photo that looks strangely familiar? Or if you want to know where it came from? If you save the image, and then search it on Google Images (with the camera button), you'll be able to see similar images on the web.
- Press the mic icon on Google's search bar, and say "flip a coin" Google will flip a coin for you when you don't have one on hand.

July 2017 DVD of the Month

Most of the content on the July DVD of the month is in the MemberContributions and the MSBooks sections.

ARI - Monthly newsletter

AudioBook - Free audio book

DVDOMlists - Contents of CDs and DVDs of the Month

EaseUS - Disk image software

MemberContributions - Things members send me

MSBooks - Free e-books from Microsoft

OldTimeRadio - Old radio audio files

PartitionWizard - Limited partition manager

A to H TOC List from previous LampPosts

Argonne National Lab open house	Apr 2016
Bald eagles at Decorah	Jun 2016
Bald eagles at Decorah and Berry College	Apr 2016
Bald eagles at Decorah and Berry College	Feb 2016
Bald eagles at Decorah and Berry College	May 2016
Cargo ship map online	Aug 2016
Complaint letter to Microsoft CEO	Jan 2016
Consumer sues Microsoft and wins for forced upgrade to 10	July 2016
Cortana cannot be turned off	Aug 2016
Create a Windows 10 Recovery Drive	Sept 2016
CryptoJoker ransomware explained	Feb 2016
Delay Windows 10 updates for metered use	Jan 2016
Dr Who convention	NovDec 2016
Emsisoft decryption software & CryptoPrevent	Feb 2016
Explanation of the WWW, Internet, and searching	Oct 2016
FAA issues rules about flying drones	Jan 2016
FBI and DOJ against Apple iPhone security	Mar 2016
FCC, ISP privacy issues cured by VPN use	Mar 2016
Firefox setting and bookmarks in one file	NovDec 2016
French beaches ban burkinis	Sep 2016
Gardening tips from seed company	Sep 2016
How to auto login to Windows 7 or 10	Jun 2016
How to get your printer working win Windows 10	Jun 2016
How to make Google Chrome work better	Mar 2016

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.

NEW!!! Mailing address:

CAEUG
P.O. Box 3150
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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	president(at)caeug.net
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