



Abort,  
Retry,  
Ignore....

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

September 2017

Volume XXXV Issue 9

**Confirmed meeting dates**  
:: ::

**September 23**  
Board Room

**October 28**  
meeting room A

:: ::

**NEW!!! Mailing address:**  
**CAEUG**  
**P.O. Box 3150**  
**Glen Ellyn, IL 60138**

:: ::

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!!**

\*\*\*\*\*

**Next meeting will be on September 23 (4th Saturday)**

in the Board Room

Presenter: John St. Clair file recovery program "Search and Recover".  
The version John has is for XP and older operating systems  
It should take 25-30 minutes.

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**Thunderbird --  
A Very Good Email Client Program**

By Larry Bothe, 8/28/2017

I have never liked doing email on a website. There is something limiting about having to deal with mail exactly the way Yahoo or AOL or Google wants you to do it. I much prefer to bring messages onto my own computer and deal with them from there. This preference originated from the days when my wife and I were doing a lot of cruising. On a cruise ship you buy internet time by the minute. 50¢ per minute is a common fee. If you get a lot of messages like I do, and/or you take a while to compose several lengthy messages, your

Con't pg 2

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shipboard internet fees can rack up in a hurry. On the other hand, if you use an email client program and just log on to the ship's internet long enough to download messages to your laptop (a minute or two), and then log off the cost is minimal. Then you get a drink and deal with your messages at your leisure. When finished you log back on and send the replies and any new messages you have created (another minute or two), and your daily shipboard email session has cost you only about two bucks; way less than a beer. And since frequent cruisers usually get an hour of free internet usage for the cruise you can keep up with email for the entire cruise without paying a cent.

Thunderbird has been around for a long time. I tried it back in the XP days but didn't like it as well as Outlook Express. Somewhere in the Win 7 period I switched to Windows Live Mail. Maybe Outlook Express went away; I don't remember. I ran Win 7 and WLM for a long time, skipping over Win 8 and 8.1. I really liked Windows Live Mail, so when I bought my first Win 10 machine a year and a half ago it was natural that I would download WLM to that machine and continue using it for all my email needs. Yes, I had a brief fling with the new Windows Mail, but found it to be clunky and crippled with respect to features, like group addresses, which I need.

I didn't do any research before I downloaded WLM to the Win 10 machine. I just downloaded it, imported my addresses and went to work. Everything appeared to be OK at first, but then I started having odd problems with WLM. Chief among them was losing large chunks of addresses out of my groups. I help manage 2 associations and have their mailing lists in distinct groups. Disappearing addresses are not acceptable. At first I thought it was something I was doing. I even tried blaming my cat. I reconstructed my groups several times. This was getting old really fast. Research revealed that WLM is not really compatible with Win 10, and I conformed that the new Windows Mail doesn't do groups. My version of Microsoft Office doesn't include Outlook, and I didn't want to go buy one that did. I was kind of up a tree. Then John Spizzirri suggested that I have a look at Thunderbird again.

T-bird is an open-source program, which means it is maintained by volunteers and is free to download. Using it is also free, but donations are gratefully accepted. The download from Mozilla.org went smoothly and installation was no problem. Importing addresses was pretty easy, and connecting to my ISP/email provider (I use Comcast) was automatic; I just put in my email address and T-bird did the rest. I quickly found that T-bird has all the features of Windows Live Mail, and runs similarly to WLM; it just doesn't look like WLM. So far, so good.

After using T-bird for a while (I sent a donation through PayPal), and having some free time to noodle around, I discovered that there are numerous other volunteers that write what are called Add-Ons for T-bird. These add-ons give T-bird certain unique additional features. Some of them change the way T-bird looks. Ah ha, looks! Maybe I could find an add-on that would make T-bird look like WLM. Of course I could. The add-on is called the Classic TB2 theme. I love it! And besides making T-bird look and act like WLM, it even allows adding or removing tasks from the task bars in the various views. The symbols for those tasks, either icons or text or both, can be moved to be in any order in a task bar.

Neat! Now I have all my tasks arranged in what I think is a logical order. I use a text word combined with a symbol for each task, a presentation that helps me find and execute the task I want right away.

You wouldn't ever refer to an attachment in an email and then forget to attach the file, would you? No, never. I didn't think so. Well, just in case you ever have such a rare mental lapse, Thunderbird has you covered. A neat feature in T-bird is a reminder about including attachments. If you type the words attach, attached or attachment into an email message you immediately get a reminder line at the bottom of the message window telling you to attach the file. If/when you attach the file the reminder goes away. If you don't attach the file and click SEND you get an additional reminder, with the option to tell it to send the message anyway. I like it; it has already saved me a couple of times.

Thunderbird has many more features than I have mentioned here. To learn more you can go to <https://www.mozilla.org/en-US/thunderbird/features/>. If you would like to download Thunderbird and try it out, go to <https://www.mozilla.org/en-US/thunderbird/>. I have been very happy with Thunderbird over the past few months. I wish I had switched to it a lot sooner than I did. It would have saved me a lot of work.

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](mailto:LBothe@comcast.net).

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## Lamp Post 195

by John Spizzirri  
September 2017

Equifax (1) has made the news for the last week or so. On their explanation web page they explain what happened (2). The data breach allowed crackers to steal data of about 143 million customers. That is approximately all adults in the United States. Do not let the term customers fool you. If you have had any credit in your lifetime, you are a 'customer' of Equifax and the other credit reporting companies even though you have never done business with them. Incredibly, this incident just being reported now was noticed on July 29th! It had been going on from mid-May to the end of July! What happened? Their I.T. staff failed to put a security patch on their Apache Struts framework (3). The Apache Struts (4) patch was announced and available from early March (5). If the I.T. staff had implemented the patch i.e. done their job, the breach would not have happened. If Equifax would have reported this in a timely fashion, identity theft would be less likely. The company wanted to duck out of their responsibility for this failure. They initially offered 'free' identity theft protection and credit file monitoring services for the price of not suing them either individually or as a class action participant. The social-media backlash that ensued left Equifax with the choice of removing the clause or becoming a corporate villain like Enron. They removed the no lawsuit clause (6). You can check their site to see if your data is at risk (7). From that site you can get the free

identity theft protection and credit file monitoring services. Equifax also wanted to charge for a Security Freeze (freeze your credit report for protection against improper activity). The backlash caused them to cancel that charge as well **(8)**. Other irregularities include three Equifax bigwigs selling almost two million dollars of stock before the announcement **(9)**. They were CFO John Gamble, president of U.S. information solutions Joseph Loughran, and president of workforce solutions Rodolfo Ploder. The company said that the trio was 'unaware' of the breach. Some corporate cheer leaders are saying the \$1.8 million isn't that much money 'these days'. Really!? Forbes Magazine **(10)**, MajorGeeks **(11)**, and Bleeping Computer **(12)** had informative articles on this breach. I'll bet that if these lawsuits threaten the viability of the company, it will be bailed out by President Trump (or his replacement) on the premise that it is 'too big to fail'. This breach does not prevent thieves from trying to use data that they may already have to steal from you. If your credit card number(s) was revealed to thieves through this breach or some other breach, the number(s) could be used to get money or merchandise. You are the person responsible for checking your credit card statements for errors or outright theft. By the way, Equifax will NOT e-mail you or call you. If you receive a phone call or e-mail from someone claiming to be from Equifax, it is a SCAM. Hang up or do not respond to an e-mail.

- 1) <https://goo.gl/BS9jGq>
- 2) <https://goo.gl/sLQGcG>
- 3) <https://goo.gl/T4kSDT>
- 4) <https://struts.apache.org/>
- 5) <https://goo.gl/2dupKA>
- 6) <https://goo.gl/ajqCkt>
- 7) <https://goo.gl/wm6ZH4>
- 8) <https://goo.gl/Rka6sc>
- 9) <https://goo.gl/BJWvQG>
- 10) <https://goo.gl/hHckJQ>
- 11) <https://goo.gl/rx6jUK>
- 12) <https://goo.gl/4f5s6R>

Another interesting activity took place in the days leading up to the announcement of the Equifax breach. 2,600 put options were placed giving the holder the right to sell 260,000 shares of Equifax at \$135 per share. 2,600 put options was ten times the number of options that were placed in the entire previous month. The options cost \$156,000. The share price at the time of the option placement was \$142.72. When the options were exercised, the price was \$118. The profit on that transaction was about \$4.2 million **(1)**.

- 1) <https://goo.gl/rPrVR3>

Another interesting fact is that none of the Equifax inside stock sellers were fired or disciplined in any way. Susan Mauldin, chief security officer and David Webb, chief information officer are retiring effective immediately **(1)**. I must say that these two people bear a major part of the responsibility for the breach, but they did not profit from it.



**1) <https://goo.gl/oZzT19>**

What is a credit report freeze or security freeze? The Federal Trade Commission has the explanation **(1)**. How do you put a security freeze on your credit report? Each credit agency has its own method. The freeze sites for the five largest agencies are; Equifax **(2)**, Transunion **(3)**, Experian **(4)**, Innovis **(5)**, and ChexSystems **(6)**. There is a charge for the security freeze of \$5 to \$10. Seven states prohibit charging for the freeze. Illinois is NOT one of them. Indiana does prohibit the charge (lucky Larry Bothe). When you place a freeze on your report, you will be provided with a PIN. That PIN is required to remove the freeze, so don't lose it. Freezing your credit will make it difficult for anyone to open a new account in your name, as you (or anyone masquerading as you). I suggest that if you do not anticipate getting a new credit card, personal loan, or mortgage, put on the freeze. File your taxes as early as possible. If a thief has your Social Security Number, they may file a false tax return to get a refund. The Fair Credit Reporting Act (FCRA **(7)**) requires the credit agencies to provide a free credit report to you once each year. The three main agencies have a web site **(8)** to provide you with that report. Other companies do the same thing but try to entice you to pay for other services. One of those is Credit Karma **(9)**. If you have already experienced an identity theft, you should report it to the local law enforcement agency and the Federal Trade Commission reporting ( FTC **(10)**) site. The FTC site has sample letters and check lists to help you recover from the theft.

**1) <https://goo.gl/kdDLpv>**

**2) Equifax: 1-800-349-9960 or <https://www.freeze.equifax.com/>**

**3) Transunion: 1-888-909-8872 or <https://freeze.transunion.com/>**

**4) Experian: 1-888-397-3742 or <https://www.experian.com/ncaonline/freeze>**

**5) Innovis: 1-800-540-2505 or <https://www.innovis.com/securityFreeze>**

**6) ChexSystems: 1-800-887-7652 or 1-888-478-6536 or <https://goo.gl/udb8o6>**

**7) <https://goo.gl/J3j2Vb>**

**8) <https://goo.gl/BufVFR>**

**9) <https://www.creditkarma.com/>**

**10) <https://goo.gl/9uMws5>**

One of my clients was unable to save documents in any of the Office 365 **(1)** applications (Word, Excel, PowerPoint, Outlook). When she went to save, she would get the error message 'Word has stopped working' and Word would close or restart without saving her work. I went to the Microsoft (MS **(2)**) website that addressed this error **(3)**. I went through the steps enumerated on the web site. The last item on the list was uninstall Office 365 and reinstall it being certain to know the product key. The reinstall never asked for the product key. I did not realize that MS Office 365 users get free assistance with the product. Once I found out, I got on line assistance that consisted of the first agent doing all the things that I had done from the MS web site. Once he found out that the product still did not work, he kicked it up to the second level tech. That tech did everything the first tech did. Then things got serious. Watching what this tech was doing, I found out that the Office 365 uninstaller does not uninstall all parts of Office 365. He deleted hidden folders and files as well as many registry entries. Once that was done, he reinstalled Office 365. Low and behold, it worked and did not ask for a product key. I guess that the uninstaller

does not do a thorough job because that would put users in control of their PC. MS can't allow that. It must have its back doors for use by the National Security Agency (NSA (4)) and others.

- 1) <https://www.office.com/>
- 2) <https://www.microsoft.com/>
- 3) <https://goo.gl/5AZqQg>
- 4) <https://www.nsa.gov/>

Speaking of spying, you may want to get Google (1) to be less intrusive. Tech Connect / IDG.tv (2) has a video to help you do this (3). It is on the September DVD of the Month. The video explains that you cannot get rid of Google completely. Android phones (4) and Chromebook computers (5) require a Google account (Gmail (6)). The reason you may want to do this is to reduce the amount of advertising you are served on the Internet.

- 1) <https://www.google.com/>
- 2) <https://www.techconnect.com/>
- 3) <https://goo.gl/x4DzgJ>
- 4) <https://www.android.com/>
- 5) <https://www.google.com/chromebook/>
- 6) <https://www.google.com/gmail/about/>

Tech Connect has a two page do it yourself guide on how to remove malware from your Windows PC (1). The steps listed are essentially the ones I use when cleaning a computer. I have extra steps I take that I have found at GE Geek (2) and Bleeping Computer (3). Occasionally, I use the tools at Tweaking.com (4).

- 1) <https://goo.gl/U7NBeB>
- 2) <http://www.gegeek.com/>
- 3) <https://www.bleepingcomputer.com/>
- 4) <http://www.tweaking.com/>

The summer statistics show that Windows 7 runs about 50% of all Windows computers in the world as reported by Computerworld Magazine (1). Windows accounts for about 90% of all computers. The remainder is Apple and Linux. Windows 10 picked up a few percentage points. Unbelievably, XP is still showing a presence and still beats Windows 8 and 8.1. Vista is all but non-existent. NetMarketShare is a company that tracks these percentages (2).

- 1) <https://goo.gl/dZSLAU>
- 2) <https://goo.gl/7BfcSJ>

Byrd Parmelee and I attended the Glen Ellyn Public Library (1) presentation of "Cybersecurity for Seniors" (2). It was part of their programs for Healthy Aging Week. The presentation was held in conjunction with the B.R. Ryall YMCA (3) in Glen Ellyn. Healthy Aging Week is local and not to be confused with Active Aging Week, an international

campaign by the International Council of Active Aging (4) which is the September 24 - 30, 2017. The main thrust of the presentation was to use software that is proven reliable and do not be fooled by swindlers. When browsing the Internet use Chrome (5), Firefox (6), or Edge (7) browsers. Do not use Internet Explorer as it has many security flaws. Do not take e-mail messages at face value. If it sounds too good to be true, it is. Major companies will not send you e-mail without you first sending them an e-mail. The same thing goes for telephone calls. Nobody is monitoring your computer for viruses. If you get a call from someone claiming that they are doing that and want to help you clean your computer, they are lying and just want to steal your money. Microsoft will never call you unless you call them first. The Internal Revenue Service (IRS (8)) never calls a taxpayer with threats. They use the U. S. mail and lawyers. The IRS never accepts payments in gift cards (they want money (9)). The hand out referenced a Department of Homeland Security web site (DHS (10)) that explains how to be safe on line. One of the web sites linked on the DHS site is a checklist for cell phones (11). There are numerous documents with details about cybersecurity (all are on the DVD of the Month). The main point was to think first and do not act impulsively.

- 1) <https://gepl.org/>
- 2) <https://goo.gl/MLSUrM>
- 3) <http://www.brriallymca.org/>
- 4) <http://www.activeagingweek.com/>
- 5) <https://goo.gl/AGZXzt>
- 6) <https://goo.gl/FvMn8X>
- 7) <https://goo.gl/Jzn8xq>
- 8) <https://www.irs.gov/>
- 9) <https://goo.gl/QC5AXq>
- 10) <https://goo.gl/JxLXFg>
- 11) <https://goo.gl/bFGGoX>

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

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### **President's Corner Se Habla Windows?**

### **Sprechen sie Android? Parlez vous Apple?**

By Greg Skalka, President, Under the Computer Hood User Group, CA

May 2016 issue, Drive Light

[www.uchug.org](http://www.uchug.org) president (at) uchug.org

How many languages do you think are actively spoken today? You might be as surprised as I am that it is estimated to be around 7000 currently. Some of these are natively spoken by many (Chinese is spoken by the most people, over 1 billion). About 23 languages cover half the world's population, while around 25% of current languages are endangered (spoken by fewer than 1000). Linguists believe half of the languages spoken today will disappear by the end of the century. With increased globalization, this does not seem surprising. Since language is the primary means of human communication, why do there need to be so many of them? In a world that seems to be shrinking due to instant communication around the world, multilingualism is becoming more prevalent and may be necessary to just get by.

Technology also has its own language, or rather, languages. Not only do we use technical terms in our spoken and written communications with each other when dealing with technology, our interaction with our devices is very much like a language of its own. Even beyond the computer programming languages used to create the apps we use, the user interfaces of our computers, phones and other smart devices require us to interact in particular, defined ways and use specific terms and grammar. Through key presses, swipes, scrolls, pull-downs, pinches, clicks and control key combinations, we must interact with each of our devices in their own “native” languages. Multilingualism is necessary here as well, as our different devices tend to communicate with us in different ways.

Just as people from different geographic regions may use different languages, the same kind of tech devices from different companies can have different ways of interacting. My native human language is English, and my native computer language is Microsoft Windows. Though I took some German in school, know a few words in Czech due to my heritage, and have picked up some Spanish from living most of my life in Southern California, I don't feel I'm multilingual. I can probably put together a few sentences in German, but could not really converse with someone. I really only think in English.

It is similar with computers, as I've used the Windows OS for so long that, for better or worse, I tend to think in terms of its user interface when dealing with other devices. I have a PDA (yes, one of those old personal digital assistants) that runs Windows Mobile, and through my experience I can use it almost effortlessly. A few years ago, I won an iPad Mini, and found it to be a very confusing device. I had never used Apple devices much before that, and it seemed to me that they took a different approach to most everything, almost like using a different language (or at least a different dialect). The Mini seemed like a fine piece of hardware, but its user interface seemed almost alien. To this day, I have yet to be able to copy photos or files to a memory device, so that I can use them on other devices. I can't even find where they hide the photos taken on the tablet, let alone copy them off.

Part of the strangeness was no doubt due to a different physical interface; getting used to a touch-screen tablet with taps and pinches, when I was accustomed to mouse clicks and key presses. Still, I am much better at using my Android tablet than the iPad. While the Android OS did not copy the Windows way of doing things, it did not go out of its way to be different from Windows, as it seems Apple tried to do.

One of my favorite tech devices today is my Chromebook, which seems to be mostly like a Windows laptop. It can even edit many Office documents, but I've found I don't yet speak its language fluently when it comes to copying and moving files in its equivalent to Windows File Manager. I have some books on using the Chromebook that I probably should read to better understand how to communicate my needs to the device; it is the same kind of things I'd need to do were it necessary for me to speak with someone in German.

Just as human language changes over time, so too can tech language change. Though they each purport to speak English, a conversation with Chaucer (from the 1400's), Shakespeare (from the 1600's) or even Thomas Jefferson (from the 1800's) might be difficult at times for a person alive today. Having a senior citizen make sense of a conversation between two teenagers today can be daunting enough. That senior can remember when computers were controlled through the DOS command line interface. The GUI, or graphical user interface, was a big change, but also a big improvement. Now changes like Windows 10 tiles and ribbons may not be so much an improvement as a change for change's sake.

It is obvious that older people would have a harder time with new technology as they are



effectively learning a new language. I have no illusions that I could easily become fluent in a second language, as I've spent far too many decades thinking in English. Young people can learn a new tech "language" much easier, just as they could learn a second linguistic language much easier at that point in their lives. Give a young child, perhaps barely speaking, a tablet or smart phone, and they likely can take to it more easily than their grandparents could initially. Their malleable young minds are not as burdened with previous experiences and preconceived ideas about the technology.

Fortunately, future tech will probably operate in a more transparent way. Devices like Amazon's Echo, Google's Home Assistant and in-phone assistants like Siri are probably indicative of many human-tech interfaces in the future. Being able to speak to your device in your native language eliminates much, but not all of the added complexity. I have a couple of the Amazon Dot devices, and you do have to be aware of the correct way to request information if you want to avoid one of Alexa's "I don't know" responses.

Alexa is pretty understanding when it comes to grammar in the English language. I have some programmable light control devices that Alexa can also control through voice commands. I've found Alexa understands "Turn bedroom light on" as well as "Turn on bedroom light". Word order in this case is not so significant; Yoda could tell Alexa to "On, the bedroom light turn," and she would do so.

I think Yoda would be in trouble with Alexa if he spoke something other than English, however. I don't think Amazon presently supports any language for Alexa other than English. Though Google generates its home web page in many languages, its Home Assistant only speaks and understands English. This will need to change in the future, as only 1.5 billion of the 7 billion people on Earth can speak English (and only 375 million are native speakers). Just as Microsoft Windows has extensive foreign language and alternate alphabet support to reach a global market, these virtual assistants will need to be able to speak other languages. Of course, since all of their intelligence is in the cloud, all it should take is more computing power and programming. It should be possible to have Alexa listen in one language, but respond in another. Imagine being able to converse with Alexa in a made-up language, like Pig Latin or Klingonese. Why not?

Eventually, however, the man-machine interface may evolve such that normal human language is bypassed completely. Technology that receives inputs from the electrical signals in our muscles, or that can read our brain waves directly, may not be far off. We may simply think it to get what we want, and our responses will come within our virtual reality headset. Of course, this begins to sound a bit like the Matrix - not so good for us humans. Or for you Star Trek fans - the Borg!

If we avoid building a huge border wall around our country and allow continued globalization and minimally restricted world travel, I suspect the number of living human languages will eventually be reduced to just a handful. This would I think be a big benefit to humanity in general (so long as I'm not forced to learn Chinese), as 7000 languages seems like way too many for Google to make home pages for, and California to print ballots for. Hopefully our tech user interfaces will also evolve into something more universal and intuitive, so we can avoid the strange new controls in Windows 2050.

## September 2017 DVD of the Month

**AKGBackup** - Backup software

**AnyBurn** - Burns ISOs to CD / DVD

**ARI** - Monthly newsletter

**AudioBook** - Free audio book

**AutoSaver** - Backup software

**BackupMaker** - Backup software

**CherryPillSystemInfo** - Reveals system information

**CrashPlan** - Backup software

**DataRecoveryWizard** - Recovers lost data from deleting,  
formatting, OS crash, & virus attack

**DrWebCureIt** - Antivirus and anti-spyware scanning tool

**DrWebLiveDisk** - Cleans computer of infected and suspicious files

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

**KasperskyRescueDisk** - Scan, disinfect and restore infected OSs

**KasperskySystemChecker** - Checks system for vulnerabilities,  
malware, and viruses

**MemberContributions** - Things members send me

**Networx** - Bandwidth monitoring and data usage

**OldTimeRadio** - Old radio audio files

**Recuva** - Recover deleted files

**Rufus** - - Formats and creates bootable USB flash drives

**TweakPower** - Tool to clean, backup, and optimize your computer

**Win10Dominator** - Privacy app for Windows 10

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### And Now..... Just For Fun

I was in a couple's home trying to fix their Internet connection. The husband called out to his wife in the other room for the computer password. "Start with a capital S, then 123," she shouted back.

We tried S123 several times, but it didn't work. So we called the wife in. As she input the password, she muttered, "I really don't know what's so difficult about typing Start123."

## 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**

President Mike Goldberg

president(at)caeug.net

V.P. (Programs) Roger Kinzie

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Treasurer John St. Clair

Newsletter Ed Kathy Groce

Board Member Frank Braman

Webmaster John Spizzirri

webmaster(at)caeug.net