



Abort,
Retry,
Ignore....

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

January 2018

Volume XXXVI Issue 1

Confirmed meeting dates

:: ::

January 27
meeting room A

February 24
Board Room

:: ::

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 January 27 (4th Saturday)

in the Room A

Presenter: John Spizzirri will demonstrate

How to install Linux PART 2

See details on the website

<http://www.caeug.net>

HAPPY NEW YEAR!!

January reminder to all members:

Membership Dues are due every January!

For just \$20.00 a year you receive ten informative presentations. Don't forget our wonderful annual CAEUG picnic. You will have the opportunity to bring your computer related problems to the Members forum at every meeting. That means a huge savings to you not having to call a heldesk that could charge you big bucks. You also will continue to receive the ARI CAEUG newsletter.

To renew your membership see John St. Clair, Treasurer, at the fourth Saturday, January 27 meeting to pay your annual dues or via snail mail to the CAEUG, PO Box 3150, Glen Ellyn, IL 60138.

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Lamp Post 198

by John Spizzirri

January 2018

More and more often as I browse the Internet web sites use pop ups to ask me for my location. I find all pop ups annoying and have managed to turn most of them off with pop up blockers. Some browsers have pop up blockers built in. These location pop ups are not affected by the blockers - built in or not. Techspot has published a way to end this nuisance **(1)**. It covers Chrome for PCs and Androids, Firefox, Opera, Microsoft (MS **(2)**) Edge and Explorer, and Safari for Mac and iPhone. The process in each case is straight forward and reversible. I won't reprint the process as you can read it on their web site.

- 1) <https://goo.gl/R34yf6>
- 2) <https://www.microsoft.com>

By the time you read this Section 702 of the FISA (Foreign Intelligence Surveillance Act) law will be extended another six years **(1)**. Whether you are for or against this law makes little difference to the people who have access to your communications. If you think that Edward Snowden **((2), (3))** is a criminal, consider that Booz-Allen **((4), (5))** has had another employee arrested for stealing data **(6)**. How many are there that we do not know about? So far neither of the data thieves have misused the data for their own ends. Snowden is not getting rich off the data that he took. Think about the data that you gather or send over the Internet. Could a bad apple at Booz-Allen use that data to steal from you? This may sound like an indictment of privatization of national security **(7)**, but I think that if contractors were not involved the cover up would be greater. At least with contractors there is someone to blame and hold accountable. Without contractors, CYA **(8)** would rule.

- 1) <https://goo.gl/iuCKvA>
- 2) <https://goo.gl/JnoXGs>
- 3) <https://www.edwardssnowden.com/>
- 4) <https://www.boozallen.com/>
- 5) <https://goo.gl/Qcpkux>
- 6) <https://goo.gl/GVitqY>
- 7) <https://goo.gl/sJLTZ>
- 8) <https://goo.gl/2uLFuD>

There is a new browser hijacker **(1)** that specifically attacks Chrome browser **(2)** and Firefox **(3)**. Malwarebytes **(4)** published **(5)** their findings in a blog **(6)** that details these exploits. The Chrome hijacker appears when you try to exit a web site that supports the hijacker. When you try to leave that web page, a pop up appears that says you must add and extension to exit the page. If you see this behavior, press CTRL-ALT-Delete (at the same time) and open the Task Manager. Do NOT acquiesce to the extension installation. In the Task Manager exit Google Chrome. Never go back to that web site as it is not on the up and up. The Firefox hijacker appears as a web-based advertisement warning that Firefox requires a manual update. If you see this, do the same thing

as with Chrome - open the Task Manager and exit Firefox. When you restart Firefox, do NOT restore the session. If you have already been hit by the hijacker, the Digital Trends web site and the Malwarebytes blog have the methods to get rid of the hijackers. Major Geeks has instructions for 'resetting' your Chrome, Firefox, or MS Edge browser **(7)**. These procedures may help in the case of a hijacker.

- 1) <https://goo.gl/GLXSs1>
- 2) <https://goo.gl/mSyih5>
- 3) <https://goo.gl/H4rmec>
- 4) <https://www.malwarebytes.com/>
- 5) <https://goo.gl/xiNMfJ>
- 6) <https://en.wikipedia.org/wiki/Blog>
- 7) <https://goo.gl/pKtmGL>

In the past few weeks meteorites have fallen to Earth in the United States middle west **((1), (2))**. The television news might show a security or dash cam view of the event but have little else in coverage. The Internet to the rescue. The American Meteor Society **(3)** has predictions of meteor activity as well as detailed news about the meteorite strikes including videos and still pictures.

- 1) <https://goo.gl/N5CiEe>
- 2) <https://goo.gl/TiaCyf>
- 3) <https://www.amsmeteors.org/home.html>

Windows 10 is not trouble free. Sometimes, not too often, it will crash with a blue screen of death (BSOD **(1)**). Fixing the underlying errors has always been problematic as MS had seen fit to conceal the actual causes of the BSODs. I think that they did so to hide the fact that Windows had various flaws that were built into the OS. Well, now that there will be no 'new' versions of Windows, MS has now come up with a BSOD trouble shooter **(2)**. I have only seen one BSOD in Windows 10 which I was able to fix with the help of Linux and other Windows tools. Hopefully, this trouble shooter will work. Let me know how it works for you, if you use it.

- 1) <https://goo.gl/xd3Tjo>
- 2) <https://goo.gl/8fg7Um>

Amazon **(1)** is increasing its prices. If you have Amazon Prime and pay for it on a monthly basis, the price is going up from \$10.99 to \$12.99 **(2)**. The annual pricing does not increase **(3)**. Amazon apparently wants the money up front and penalizes people who cannot pay the annual all at once.

- 1) <https://www.amazon.com/>
- 2) <https://goo.gl/7WYzH5>
- 3) <https://goo.gl/LCspPs>

Still using Windows 8.1? Mainstream support has ended **(1)**. Its extended support ends in January 2023. Windows 7 mainstream support ended in January 2015. Windows 7 extended support ends in January 2020. The Windows life cycle of support calendar is on the MS site **(2)**.

- 1) <https://goo.gl/QwGz1e>
- 2) <https://goo.gl/AiDQSw>

The Federal Communications Commission (FCC (1)) has released its 539 page (2) "Restoring Internet Freedom Order." This is the order that ends Net Neutrality (3). I find its name and its size to be typical of bureaucracies. It is reminiscent of Doublespeak (4). Its size insures that no one will read it unless paid to do so. Not all the FCC commissioners agreed on the Freedom Order. Jessica Rosenworcel issued a statement condemning the Freedom Order (5). Ajit Pai (6), Chairman of the FCC, had been scheduled to speak at the Consumer Electronics Show (CES (7)) but canceled at the last minute due to alleged death threats (8). Pai is the guy who, on video, admitted to being a shill for his former employer, Verizon ((9), (10)) about minute 20 in the video. He does this in a 'joking' manner with Kathleen Grillo (11), Senior Vice President of Verizon. Personally, I think that Pai should be prosecuted for the federal felony he admitted to in an open meeting on video. Maybe I'm old fashioned, but admitting to a felony is not a joking matter. The video and documents are on the DVD of the Month.

- 1) <https://www.fcc.gov/>
- 2) <https://goo.gl/eyyFMz>
- 3) <https://goo.gl/zfhfVk>
- 4) <https://goo.gl/GHrKrw>
- 5) <https://goo.gl/EKrHeK>
- 6) <https://goo.gl/PXPDrJ>
- 7) <https://www.ces.tech/>
- 8) <https://goo.gl/VNqFWS>
- 9) <https://goo.gl/tPkhX6>
- 10) <https://goo.gl/ib2J6Y>
- 11) <https://goo.gl/vjTCfQ>

One of my clients had no login screen on Windows 10 startup. I tried various startup F keys including F8 which does not work in Windows 10. I found that turning off the Laptop with the on / off switch three times causes Windows to restart in safe mode. In my client's case Windows Safe Mode restarted in the middle of an update. The update took quite a while to finish with a couple of reboots. Problem solved. Fortunately, my client followed my advice and did not use an e-mail address as a user name so there were not Internet complications with this problem. I'm not sure, but I think the client apparently turned off the Laptop during the update (when the screen says not to turn off the PC). There may be other ways of getting this done, but this worked for me.

Another client had a Laptop that would only start in Safe Mode with no network support. The cure (1) for this is to start the command line as an Administrator (Windows key and the r key together). Type msconfig and press enter. Click the boot tab and uncheck the Safe Boot box. Problem solved.

- 1) <https://goo.gl/rB2Uu9>

If you have had an attack of ransomware, there is now hope. No More Ransomware (1) is a web site that has the decryption codes for many ransomware versions. If you have been attacked,

check the name of the ransomware you have. On another PC go to the web site and get the decryption password(s) and decryption tool. Bring them to your encrypted PC, enter the password into the tool, and see if your PC decrypts. Follow the prevention advice on the web site **(2)**. Good luck.

1) <https://goo.gl/MWnP4>

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

Junkware Removal Tool (JRT) is no longer. Some months ago Malwarebytes purchased the independent programs JRT and AdwCleaner **(1)**. They hired some of the programmers that produced those programs. Malwarebytes has stated that the functions of JRT have been incorporated into AdwCleaner. I have used all three programs to repair PCs and remove malware. If you do not purchase Malwarebytes **(2)** in the event of a problem, I recommend that Malwarebytes be downloaded, installed, used, and uninstalled. The uninstallation avoids the nags screens to purchase the program. AdwCleaner is freeware from Malwarebytes so it can be installed and used periodically with nags to buy it.

1) <https://goo.gl/PYA9Dp>

2) <https://www.malwarebytes.com/>

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

President's Corner

High-Tech Remembering

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

October 2017 issue, Drive Light

www.uchug.org

president (at) uchug.org

As we get older, our human memory seems to fail us. For some of us, this seems to start at a relatively early age, while others have good recall into our twilight years. Sometimes we have a greater problem retaining short-term memories, like what we had for dinner the night before or where we left our car keys, but can recall in detail events of many decades ago. Most of us just slowly start forgetting things. Of course, a blow to the head or a stroke can degrade even the best of memories.

Our technology today is filled with memories of various kinds - volatile and non-volatile, fast and slow, large and small capacity. The SDRAM (synchronous dynamic random access memory) used for the main storage in most computers and smartphones is the ultimate in short-term memory. If power is removed, all the information stored in it quickly fades away. Flash memory (for small capacity applications) and magnetic media like hard drives (for large capacity) are non-volatile, and can retain their stored data for long periods of time without power. All of these memory types can suffer losses of data due to electrical, magnetic and cosmic ray abuse, and do also degrade over time just from normal use.

In these respects, the memories in our tech devices suffer from the same issues as our human, brain-based memories. Just as with our brains, semiconductor and magnetic memories lose their ability to reliably store information over time. Abuse to these memory devices, through actions like static discharge, extremes in temperature or mechanical shock (to a hard drive) can cause permanent damage, as a concussion or stroke does to a brain.

One means of information loss in our tech memories that does not really have an equivalent in the brain is in deletion. Information in semiconductor memories or hard drives can be deleted or overwritten. We humans don't really have a way to intentionally delete or forget information (this might be convenient for lost loves or humiliating experiences), though trauma may cause memories to be repressed or unconsciously blocked. In theory, therapy may be able to recover repressed memories in humans. In theory, there are also techniques that may be effective in recovering deleted files in semiconductor and magnetic memories.

Deleting a file from your computer (stored on a hard drive, or in semiconductor memory device like a flash drive or memory card) does not initially eliminate the data file, but instead removes the file's location from the computer's file system. In Windows, the deleted file goes into the recycle bin, from which it can be easily recovered. Even if the recycle bin is emptied, the file's data remains in the storage media until it is overwritten. Special software tools (data recovery software) can often recover these deleted files from hard drives, USB flash drives and memory cards. I recently had need of such software, as I accidentally deleted photos and videos from the memory card in my smartphone.

When my wife and I went on vacation to Nebraska to view the total solar eclipse on 8/21/17, I left my Windows laptop at home and instead traveled with my smaller and lighter Chromebook. For its main job, it was well suited - accessing the internet and viewing web pages while on travel. It was less capable at its secondary task, copying photo and video files from the many cameras we took with us to a mass storage.

With four still and four video digital cameras being packed for this trip, I did not want to bring the multiple memory cards for each camera that would be necessary to hold all the files we would generate over the week we would be traveling. On past trips, I'd simply copied the contents of the memory cards from the cameras to the hard drive in my laptop, and then erased the cards for reuse. Since the Chromebook has no large internal storage, I planned to use it to copy my photos and videos to an external USB hard drive I brought.

I practiced copying these files before we left, and this all worked well for the files on my digital still cameras and digital video cameras. For some cameras, I removed the SD memory card and used the Chromebook's SD card reader. For others, I accessed the camera memory through a cable between the camera and the Chromebook's USB port. I also copied the photos and videos from the memory card in my smartphone, also through a USB cable. Since I had switched the micro SD card in my phone to be a 128 GB card the day before we left, I was in no risk of filling it up and really did not need to copy from it, but I did it anyway to be consistent. This later proved to be a big mistake on my part.

I am very familiar with the Windows file manager, but not so much with the file manager in the Chrome OS. While copying the folders of photos and videos from my Samsung Galaxy J3 Prime, an Android-based smartphone, to the external USB hard drive late one night in our hotel room, I got an error message that some files did not copy. I should have stopped right there and then, but haste and late nights make waste. I decided to delete those incompletely copied folders from the hard drive and try again, but due to my lack of familiarity with the Chrome OS file manager, I accidentally deleted the photo folders on my smartphone instead.

In the panic of the realization of what I had just done, I doubled down on my error and immediately copied those folders back from my external drive to the smartphone memory card. After reviewing the photos now

on the smartphone, I found many photos and videos, including all I had taken in the last few days on the trip, were missing.

Fortunately, I finally stopped and calmly took stock of my situation. I had deleted all the photos from my smartphone, but fortunately I had backups of all but for the last few prior days of my trip. The photos taken with my smartphone were mainly just supplementals; most of my photography was done with my digital cameras. There were only a few cases where I had lost unique photos not duplicated by my cameras, amounting to perhaps several dozen files. If those missing smartphone photos were lost forever, it would not be the end of the world for me, but I would still like to get them back. If I stopped further photography with my smartphone, I could try to recover the missing files when I returned home. Unfortunately, I had already copied back to the memory card the files I did have on the external drive, and so may have already overwritten some files, and thus lost them forever.

When I returned home, I started looking for a solution to my deleted file problem. A web search turned up many software options for file recovery from memory cards. There were a few programs that were free, but many were not. I then recalled a program I had seen demonstrated at one of the Southwest User Group Conferences. I believe it was Terry Currier of the WINNERS group (WINdows usERS) that gave the presentation, and one program he recommended and demonstrated was Recuva. I decided to make this attempt with something I had seen, rather than an unknown.

Recuva is produced by Piriform (www.piriform.com), the same company that makes CCleaner. Recuva comes in a free version, as well as a Pro version for \$19.99 (both as downloads). My recollection was that Terry used the free version, so I downloaded it and installed it on my Windows 7 laptop. To make things as simple as possible for Recuva, I removed the micro SD card from my phone and put it in an SD adapter I could plug into my laptop's memory card reader, rather than connect through a USB cable on the phone.

When Recuva starts, it uses a wizard to simplify the process, though you can easily skip it. Being relatively unfamiliar with the program, I used the wizard, which asks just a few simple questions of the user. The first wizard screen asks you to select the type of files you are trying to recover. Since it would not allow the selection of multiple types (pictures and video), I selected "all files". In the next screen, I specified the location of the SD memory card (drive letter). The final screen had a start button, which initiates the search for deleted files. It also has a check box for "deep scan", which I skipped initially.

The first pass took only a few minutes and found 32 files. I selected them all to be copied to a folder on an external hard drive. I examined the folder and found the files recovered were all JPEG photos, almost all from before my trip, and none of the ones I really wanted.

I ran through the wizard a second time, this time with the deep scan selected. It took about two hours, but this time Recuva found 351 files. I had it save them all to a second hard drive folder. There were a lot of files that I already had from back-ups, but there were also the JPEG and MP4 files that I was looking for. It appears that Recuva was able to recover all of the missing files that I could remember.

It will take me a while to sort through them and remove the duplicates, but between the back-ups and what Recuva recovered, I believe I did not lose a single file in my accident. Now I can view those photos and videos and relive those moments. I'll be more careful in deleting files with my Chromebook in the future, and I'm sure glad Recuva works so well and is there when I'm not so careful. I sure wish there was a Recuva program for the human memory.

January 2018 DVD of the Month

Adwcleaner - Updated malware remover

ARI - Monthly newsletter

AudioBook - Free audio book

AusLogics - Updated disk defragger

Belarc - Updated system info

cCleaner - Hard disk junk file remover / registry cleaner

ComboFix - Updated malware remover

CPix - Picture resizer and display program

DVDdrvRepair - Helps Win and apps recognize DVD drive

DVDDOMlists - Contents of CDs and DVDs of the Month

Firefox - Updated Internet browser

FreeFixer - Malware remover

HijackThis - Updated malware remover

Hitman Pro - Updated malware remover

Hosts - File that stops bad web sites

JRT - Junkware Removal Tool (obsolete)

Magical Jelly Bean - Updated retrieves Windows Product Key

Malwarebytes - Updated malware remover

MemberContributions - Things members send me

MicrosoftSafetyScanner - Updated malware remover

OldTimeRadio - Old radio audio files

Pictor - Photo editor

RKill - Updated malware remover

SanityCheck - Malware remover

Speccy - Updated system info

SpyBHORemover - Browser helper object remover

Spywareblaster - Updated malware remover

StorURL - Bookmark manager that can store your bookmarks and load them from any browser

Superantispyware - Updated anti-spyware

TDSSKiller - Updated root kit remover

Tweaking - Windows repair tool

Win10UpdateSwitch - Tool to delay Win 10 updates

Windows Repair Toolbox - Updated set of tools to repair Windows

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

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