

Abort,
Retry,
Ignore....

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

May 2019

Volume XXXVII Issue 5

Confirmed
meeting dates
:: ::

May 25
Board Room

June 22
CAEUG Picnic
:: ::

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

:: ::
MEETING
PLACE is the
Glenside Public
Library

:: ::
Visitors
Welcome
HOPE TO SEE
YOU THERE!!

May 25, 2019 4th Saturday
Board Room

Presentation:
John Spizzirri will compare cross platform browsers

REMINDER: \$20.00 Membership dues for 2019 are due
See John StClair at the meeting or mail dues to
CAEUG, P.O. Box 3150, Glen Ellyn, IL 60138



Lamp Post 213
May 2019
by John Spizzirri

Two eaglets hatched at nest one in Decorah, Iowa (1) are getting quite large and sprouting their black feathers. The feedings are beginning to be spaced further apart. The adults eagles now guard the nest from limbs fifteen to twenty feet away. The eaglets are still unsteady on their feet. They have not gotten the idea of how to tear flesh from the

Con't pg 2

Table of Contents

Page	
1	Lamp Post 213 by John Spizzirri
5	Computer Scare by Larry Bothe
7	President's Corner - To Discern the Truth by Greg Skalka
10	Free pc Information
11	May 2019 DVD of the Month List



carcass of a kill and depend on the adults to do that for them.

1) <https://is.gd/YAuMFO>

Mick Hedrick sent me this link to an April 30, 2019 article in ZDNet (1). The article and integrated video detail how to upgrade Windows 7 and 8.1 to Windows 10 for free. It also shows how to upgrade Windows 10 Home to Windows 10 Pro for free. Microsoft's (MS (2)) best efforts to ditch Windows 7 have not been as fruitful as they had hoped. Just as their experience with Windows XP the subsequent product was inferior which made their customers suspect of all the OS products until a substantially better product was produced. Windows 10 frankly is not that product until the kinks can be worked out. I have seen machines stuck at version 1709, 1803, and 1809. The current version is 1903. Either it works or it does not. Get on the stick MS. If you use this article to upgrade to Windows 10, do so knowing that it is not as rock solid as it is claimed to be.

1) <https://is.gd/GgQuwN>

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

Those of you who watch Game of Thrones (GOT (1)) may have heard that in one of this season's episodes a Starbucks Coffee (2) cup appeared in one scene. HBO (3) has digitally erased that cup from that scene but a frame has been captured and printed by Engadget (4).

1) <https://is.gd/PT0gJP>

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

3) <https://www.hbo.com/>

4) <https://is.gd/tP7Ink>

I wanted to see some content on the CBS (1) web site. I was unable to view the content because my browser is locked down. It occurred to me that the reason that I rarely get virus or malware attacks is the way I use the Internet. I use Firefox as my primary browser because it is easy to lock down. I use Custom Privacy controls blocking all trackers except in private windows and all third party trackers. I delete all cookies when Firefox closes. I never let Firefox remember user names or passwords and never let it fill in forms. I block pop up windows, warn if a web site tries to install an add-on, and prevent sounds from playing automatically. I let Firefox 'Block dangerous and deceptive content'. I install extensions that help with privacy and security. They are; HTTPS Everywhere, Privacy Badger, and uBlock Origin. I use LastPass to remember and generate new passwords and fill out forms. All of this works in both Windows and Linux. CBS did not like my browser controls. They wanted to shove commercials down my throat along with their content. Because I wanted to see that content and I trusted CBS not to have malware, I relented and opened my Vivaldi browser which has no controls implemented and I was able to watch the CBS content. After I closed Vivaldi I checked my system for malware just to be on the safe side.

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

I have had an odyssey of sorts trying to find the reason for random freezes of Windows 10 (1). This is a problem that affects quite a number of Win 10 users. Many just put up with it others buy new computer yet other switch to Apple (2) or Linux (3). Here are the steps that I found work.

First all external devices should be disconnected. Run the PC to see if it freezes. If this solves the problem then add one device at a time to see which device is causing the problem.

Second, check for internal faulty hardware. There are many programs that check hardware performance. If anything looks bad, replace it.

Third, review your power settings; turn off fast startup, turn off sleep, in advanced power settings check for Intel Graphics Settings and set to balanced, check for PCI Express link state power management and turn off. Run the PC to see if it freezes. If this solves the problem, you are done.

Fourth, uninstall recently installed or unwanted programs. To do that in Windows 10, Click Start - Settings - Apps - Select the programs not wanted and uninstall. Run the PC to see if it freezes. If that solves the problem, you are done.

Fifth, clear your computer's temp files. To do this in Windows 10, Open Windows Explorer - right click on the C drive - click disk cleanup - select all - click ok. Next Click Start - type run - Click on Run icon - Type %temp% - Select all the files and folders (CTRL A) - press the delete key - If a skip dialog box appears, click skip all. Next Click Start - type run - Click on Run icon - Type temp - Select all the files and folders (CTRL A) - press the delete key - If a skip dialog box appears, click skip all. Next Click Start - type run - Click on Run icon - Type prefetch - Select all the files and folders (CTRL A) - press the delete key - If a skip dialog box appears, click skip all. Next run cCleaner (on the DVD of the Month). Run the PC to see if it freezes. If this solves the problem, you are done.

Sixth, go to Settings, Privacy, Location and turn that off. Run the PC to see if it freezes. If this solves the problem, you are done. Update Windows until Windows will not update anymore i.e. be certain that Windows and all associated drivers are up to date. Run the PC to see if it freezes. If this solves the problem, you are done. Run a memory check from a rescue CD like the Ultimate Boot CD (4). Again, run the PC to see if it freezes. If this solves the problem, you are done. Adjust your virtual memory by opening Control Panel selecting System and Security - System then note the size of your installed RAM memory. Select Advanced System Settings then the Advanced Tab then the Settings button then the Advanced Tab then the Change Button. Uncheck the 'Automatically manage paging file size for all drives' check box. Click the Custom size radio button. In the initial size box put in the number 1.5 time the size of the installed RAM. In the maximum size box put in the number 3 time the size of the installed RAM. Click the Set button and the OK button. Again, run the PC to see if it freezes. If this solves the problem, you are done. Run a disk check by opening Windows Explorer - right click on the C drive and select properties. Click on the Tools tab and click on the Check button then select Scan. It takes about five minutes. If there is a problem, select repair and reboot the computer. Whether a repair is needed or not, run the PC to see if it freezes. If this solves the problem, you

are done. Next, run System File Check which must be done from the command line run as administrator. The way to do that is to click on the Start button, type CMD, right click on the CMD icon and click run as administrator. Failing that create a shortcut on the desk top. The command it should refer to is cmd.exe. Name it CMDAdmin. Right click on it and check the box that reads run as administrator. Once the command line window is open as administrator Run the following commands in succession. Each will command will resolve issues:

```
Dism /Online /Cleanup-Image /CheckHealth  
Dism /Online /Cleanup-Image /ScanHealth  
Dism /Online /Cleanup-Image /RestoreHealth  
sfc /scannow
```

Run the PC to see if it freezes. If this solves the problem, you are done. If it still freezes then perform a System Restore or a Clean Install of Windows 10 either from a DVD or the reserved area of the hard drive. Be sure to back up your files as this may destroy any files on the drive. Run the PC to see if it freezes. If this solves the problem, you are done. If all else fails, disable C-States in BIOS. You may need professional help to get that done.

- 1) <https://is.gd/f2Kz4g>
- 2) <https://www.apple.com/>
- 3) <https://www.linux.org/>
- 4) <https://www.ultimatebootcd.com/>

Seven months to go for Windows 7 support. The South Korean government has made the decision not to upgrade to Windows 10. They are switching to Linux (1, 2, 3, 4, 5). It will cost them over half a billion dollars but they figure over the long haul it will be worth the learning curve.

- 1) <https://is.gd/7AFhqw>
- 2) <https://is.gd/DE8FG5>
- 3) <https://mspoweruser.com/?p=311276>
- 4) <https://is.gd/tQnmqR>
- 5) <https://fossbytes.com/?p=132186>

As I was finishing this month's Lamp Post I came across this article in Forbes Magazine (1). Davey Winder (2) is days late and a dollar short. If your Windows 10 PC starts freezing after this latest update, Look to his article for the cure. If it works, great. If not, start with my cure for freezing.

- 1) <https://fossbytes.com/?p=132186>
- 2) <https://happygeek.com/>

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

Computer Scare

By Larry Bothe, 5/2/2019

Yesterday I had one of those real Oh s**t! moments in computing.

Periodically, say about once a month (no formal schedule), I do a "cleanup" on my main desktop computer. The machine is an HP that I bought new about a year after Windows 10 came out. The procedure I use is pretty simple and takes maybe 15 minutes. I do it when I have some time between projects, or maybe while I'm eating lunch. I practice reasonably safe computing, and I don't let my machine go half of forever without any maintenance attention. The point is that I do cleanups regularly, before the computer really bogs down. John Spizzirri has written in these pages about the extensive and time-consuming procedure he uses to when he has to clean up a client's computer. The virus and malware scans he performs take quite a while to run, and I don't do them unless I think I need to, which isn't very often. But keep in mind that by the time a computer gets to a professional like John it is really in bad shape and needs the full treatment.

My abbreviated version consists of first running Disk Cleanup, and I usually include the Clean Up System Files option to get rid of leftover files from Windows Update. Since that can be 2 or 3 gigabytes, just that file deletion can take 10 minutes or so. I don't sit and stare at the screen; I go do something else and come back when it's finished. I follow Disk Cleanup with CCleaner. CCleaner gets rid of whatever Disk Cleanup left behind. I run both the Cleaner and Registry modules in CCleaner, in that order. I always accept the offer to back up my registry when I run the first pass of the Registry module. I decline the backup on subsequent passes. It usually takes 2 or 3 passes until the registry is fully cleaned and CCleaner doesn't find anything else to remove.

If I have time while running CCleaner I have a look in Tools and then Startup to see if anything has crept in there that I don't want running every time I boot up the machine. Leftover items in Startup from programs you have already deleted are really good candidates to disable or remove altogether. If you are in doubt as to whether you need an item in Startup, type the entry into your search engine ("Google it") and then read about what it does. That will help you decide. Startup can really get crapped up if you are one of the people who have a habit of downloading a program just to see how it runs, and then you delete it later because you have no interest, or worse, you leave it on your computer thinking it's OK because you have a huge hard drive and storage space isn't an issue. Be aware that every program you download and install thinks it is the most important piece of software on your machine. It puts a line in Startup to make sure it is running in the background all the time. This really bogs down your computer. If you are one of the "Oh, I think I'll try that" (even though you have no real need) people, I strongly suggest that you discontinue that behavior.

I finish the job by running Disk Defragmenter with the Optimize option. This is

another procedure that takes a while because the program makes something like 8 passes. Windows runs Defrag on its own, but since I want to see the fruits of my labor to clean up the computer (how much faster is it?) I usually start Defrag manually and let it run through. Then I do a full power-off shutdown to make sure I recover any and all previously-assigned RAM. After waiting with the power off for several seconds (count to 10) I restart the computer.

Oh s**t! Nothing happened. Nada. Zilch. I pushed the power-on button several times. No response at all. It didn't even try to start. Nothing lit up. The only response was that when I pushed in the Power On button the little light in the middle of the button would illuminate while the button was depressed. The light went out when I released the button. OK, at least I had power. But what could be wrong?

Deep breath. Think about it. What are the range of possibilities? In no particular order, and all unpleasant, I came up with the following list:

- Bad On-Off switch. Do I have a spare? Maybe.
- Power supply failure. I don't have a sufficiently powerful spare.
- Motherboard went bad. Now that would be really bad.
- Hard drive failure. Probably not, because the computer didn't even try to boot up.
- Loose/bad connection somewhere inside the machine?

I should stop here and tell you that I wasn't dead in the computing water just because my main machine wouldn't run. I have my laptop that I use when traveling, and in fact the first thing I did was get it out and put it on charge. File access is not a real big issue because I back up to the "cloud" (iDrive), so I can access any and all files I need by signing onto my iDrive account. After the laptop, the next line of defense would be to retrieve the Win 10 desktop machine from my airport office. Now that I'm no longer a pilot examiner for the FAAI don't use the airport computer (or the office!) very much anymore. I guess I can't be too dramatic about my main machine not running, but it sure was inconvenient.

How do I test for all the possible failures? In what order should I do the testing? How do I get started? (I resisted the strong urge to call John Spizzirri.) I decided to start with the easiest, loose connections. They aren't easy to find, but you can do the shotgun approach where you just check all of them, whether they appear to be loose or not. From airplane experience, when an aircraft radio doesn't work the first thing we do is physically pull the radio out of the rack, and push it back in again, several times. This exercises the connector pins in the back and rubs off any oxidation that could be causing bad electrical contact. Computers typically live indoors so oxidation and corrosion aren't as prevalent as in aircraft, but they can still occur.

I disconnected the computer from all the peripheral equipment and took it to my shop in the garage. First, I blew out all the dust and cat hair. It wasn't bad because I had done that as part of a routine cleaning perhaps a year ago. Then I tediously and carefully pulled and reinstalled every push-on connector in the computer. You have to

be careful pulling connectors because some of them have little release mechanisms that must be pushed in order to get the connection apart. If a connector won't come apart with reasonable force, look harder for a release. If you get frustrated and just yank and break something, you'll really be out of luck. Doing literally every connector (all on the motherboard, hard drive, optical drive, USB, etc.) took a long time. Some are very awkward to manipulate. In some cases I had to gently use needle-nosed pliers, and push connectors back on with the aid of a small screw driver. Just be careful.

After doing all the connectors, perhaps 25 of them, the moment of truth was upon me. I hooked up my spare monitor, keyboard and mouse, and pushed the Power button. It worked! The machine booted right up. Somewhere in all that mess a connection was not being properly made. I'll never know which one, but I solved the problem. John Spizzirri was saved from yet another panicky call. Life is good.

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, and is the volunteer curator of the Freeman Army Airfield Museum. He can be contacted at LBothe@comcast.net.

President's Corner
To Discern the Truth
By Greg Skalka, President
Under the Computer Hood User Group, CA
www.uchug.org
president (at) uchug.org

In the TV game show *To Tell the Truth*, three contestants all claim to be the same person. Each segment starts with the three lined up next to each other, each claiming to be the described character ("I am John Smith," for example). A panel of four celebrities was tasked with determining which of the three was the real 'John Smith' by asking each contestant (numbered one through three) a set of questions. They knew the authentic 'John Smith' was obliged to tell the truth, while the two imposters may lie. After the period of questioning, the celebrity panelists each record their votes for which contestant they believe is the real 'John Smith', and the real central character is then asked to stand and reveal themselves. The show first aired in 1956, was popular from the 1950's through 1970's, and a revived version has been produced in recent years.

Today we are all unwitting participants in a game played out on the internet to discern the true identities of those we communicate with. Unfortunately, the stakes are higher than some cash divided among the contestants that is proportional to the number of celebrity panelists deceived by the imposters, as in *To Tell the Truth*. In our game, our confidential personal information, our identities and possibly our finances are at risk.

On the internet, there is a lot of information available, but a lot of it is suspect. Every email, Facebook post, tweet and blog entry could be the absolute truth, totally false or something in between. Even Wikipedia entries could contain biased or even false information, as though they are supposed to be written and reviewed by experts, it is a "crowd-sourced"; encyclopedia. Email is a particularly problematic communications medium for determining the truth of information. The accuracy of statements made in individual emails is obviously subject to the credibility of the sender, and this is usually only judged by the recipient of the email. Unfortunately, it is often difficult to truly know

who the real sender of an email is. For some emails, it is pretty obvious the sender is not the IRS, the Director of the FBI or a Nigerian prince. In other cases, it can be more difficult to verify that the sender is who the email claims. That email from a bank you don't do business with is probably suspect, but what about the emails from banks, utilities, credit cards and other businesses you do expect dealings with?

How do you determine if the email sender is who they claim to be? How do you get them to tell the truth? There are a lot of checks you can make to help discern if an email is authentic and from the source they claim. Look carefully at the sender's email address listed; if the email is from wells Fargo@gmail.com, it is probably not really from Wells Fargo Bank. Even if it looks legitimate, hovering over the address by placing your mouse cursor over the text in the email header may reveal that the actual address is different.

Corporate emails that contain misspellings or grammar issues are probably fake. Emails sent at an unusual time of day for the sender (like the middle of the night) could be suspect. A lot of these are phishing emails, sent by bad people with the hope that you won't notice these inconsistencies and will click on the link included, or open the file attached, actions that will put malware on your device or trick you into entering your real passwords into their fake sites.

I have received my share of phishing emails and think I can spot them in most cases. I know enough to be suspicious and never click on links or open files sent to me, unless I am expecting them or have verified their authenticity. Last week, however, I was part of a fake email scheme that I had not seen before. I was not the target; the fake emails were sent to others I have corresponded with. Fortunately, these were savvy tech users and it does not appear anyone was taken in by the scam.

I first became aware that something was wrong when I got up on the morning of Monday, April 15 (which was tax day, but I don't think that had any significance). My son sent me a text while I was eating breakfast; he said my UCHUG email address had sent him a strange email at 3 AM and might be hacked. He attached screen shots of the email. The email he had received appeared to come from my president@uchug.org address, and appeared to have two parts, as in an email chain. The first, current part

was a generic message characteristic of phishing emails. It had a zip file attached, Greg_Skalka_UCHUG.zip. The second part of the email, as if it were a prior part of

the email chain, was what I recognized as an actual email that I had sent from a work email to my son over a year ago.

I had my son confirm that he believed the email he received was sent from my UCHUG president email address. I found this to be unusual, as I never send emails from that address. Our group's web hosting and email services are through 1&1 Ionos, and since I am not fond of their email web interface, I have the three uchug.org email address; all are forwarded by the 1&1 email account to my personal email address.

I wondered if someone had actually hacked into my UCHUG president email account but didn't think too much more about it until I started getting more warning emails. Over the course of the morning I received emails from eleven people that had received a similar email from president@uchug.org with the mystery zip file attachment. These included a few of our UCHUG members and officers, a number of APCUG officers and member group officers, and even Bob Gostischa (our March meeting presenter). Most people replied back to me (the UCHUG president email) questioning why I had sent the zip file. A few tried to open the zip but their security software flagged it as infected.

In each case, the emails they received contained the same generic 'Good Morning' message with the same zip file attached. The second part was unique in each email, as were the email subject lines. In most cases that second part was an email that the recipient had received previously, either from me, our editor or another APCUG member.

When I received the first reply at around 7:30 AM, I realized this was likely to be more than just an errant email my son received. I quickly wrote back to the first recipient:

Unfortunately, I did not send you any emails recently. It appears others have been receiving the same email, appearing to come from our president@uchug.org email address. Either that UCHUG email address has been hacked (I'm copying our webmaster so he can look into it) or someone is spoofing that address. In either case, that email is suspect; please don't open its attachment. I don't actually send from the president email address (emails sent to it are forwarded to my personal email), so anything sent from it is not from UCHUG. Sorry - it is sad we live in such a world.

As I received additional replies, I copied that first response and sent it to each, to explain what had happened.

Bob Woods, our webmaster, soon let me know that he could find no evidence that our email account had been hacked, or that these bad emails were being sent from our account. As a precaution, he changed the passwords on my three group email accounts. It appeared that someone was spoofing our UCHUG email address when sending these out. Since there was nothing we could do to stop that, all I could do was continue sending my warning response to all replies I received.

By early afternoon, the replies to the bad email had stopped. The 'infection' had apparently run its course, with only about a dozen of these impersonating emails sent out, and no one appeared to be the worse for it. Most of the recipients were sufficiently suspicious to not try to open the attachment, and those that did try were protected by their device's security software.

A few days later, Bob Woods sent me an email with a link describing a situation very similar to mine: <https://www.zdnet.com/article/emotet-hijacks-email-conversation-threads-to-insert-links-to-malware/> This ZDNet article describes how the Emotet malware gang has stolen old email threads (probably getting them from a PC previously infected with their malware), attached an infected document and sent it out to others in the thread. This is possibly what happened with the UCHUG president emails on April 15.

Thus it appears there are bad actors out there, trying to impersonate email users, using old email chains to try to deceive other users into opening their infected attachments. Just like in To Tell the Truth, they are imposters, saying "I am the president of UCHUG," trying to win the game by infecting computers. We all need to be wary and make sure we are certain we know the sender before trusting the message. We all need to ask the equivalent of "Will the real president of UCHUG (or the real email sender) please stand up!"

Note from John Spizzirri about previous article "To Discern the Truth".
When it comes to bank accounts, medical accounts, and other sensitive accounts. I keep separate e-mail addresses for these accounts. That way if I get an e-mail from my bank at any other address I know it is a phony (phishing) e-mail. It becomes easy to sort the spam from the real e-mail. Every few years I have to change my regular e-mail address because of the amount of spam I get there. It may be somewhat more complicated for me but I keep the phishers and spammer at bay. As these e-mail addresses are free to me, I have nothing to loose.

Free PC will be available at the CAEUG May 25th meeting

32 bit eMachine D3315 originally designed for Windows XP - not a speed demon
CPU - AMD Sempron 3300+
RAM - 2GB
OS - Windows 7 PRO
Storage - 100 GB HD Seagate
 160 GB HD Western Digital
Optical - RW DVD
 CDW DVD
1 SD Slot

Integrated VGA port
5 USB 2.0 Ports (1 front, 4 rear)
Belkin USB G WiFi Adapter
Logitech Wireless Keyboard and Mouse
Integrated audio input and output jacks front and rear

May 2019 DVD of the Month

ARI - Monthly newsletter
AudioBook - Free audio book

CCleaner - Updated HD cleaner

DVDDOMlists - Contents of CDs and DVDs of the Month

FreeMusicVideoDownload - Gathers music and video files

GuitarandBass - Guitar tuner and metronome

HiBitSystemInformation - System information in HTML

Hydrogen - Computer drum kit

IrfanView - Picture viewer / manipulator

MemberContributions - Things members send me

NirLauncher - Updated Windows utilities
NotepadPP - Updated text editor

OldTimeRadio - Old radio audio files
PersonalBackup - Simple backup program

RonsWebLynx - Web link organizer

TinyTask - Screen recorder

VideoInspector - Reveals information about video files

Vivaldi - Updated web browser

Waterfox - Web browser
WordPress - Web page / blog publishing program

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 3150
Glen Ellyn, IL 60138

Members Helpline

Any member can volunteer to be on the Members Helpline.

Hardware problems, Win 7, Win 10, Linux and Virus Removal
- John Spizzirri

CAEUG OFFICERS

President Mike Goldberg

V.P. (Programs) Roger Kinzie

Secretary Al Skwara

Treasurer John St. Clair

Newsletter Kathy Groce

Board Member Frank Braman

Webmaster John Spizzirri
webmaster(at)caeug.net