

Interface

Lorain County Computer Users Group
www.LCCUG.com info@LCCUG.com
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Tuesday
October 8, 2013

PHOTO DRONE



By

Bruce Bishop

*Chief Photographer
of the Elyria Chronicle*



**HAPPY
HALLOWEEN**

Raffle drawing will include
PrintShop Deluxe Ver 23
Targus Rapid AA/AAA Battery Car Charger
Dane-Elec 8 GB Flash Drive
Mini Camera Tripod



☺ Meeting in Amherst ☺

Meetings are held at

The Amherst Church of the Nazarene
210 Cooper Foster Park Rd. Amherst, OH
Doors will open at 5:30 PM, program starts at 6:30 PM

A Word From Our President



At our September meeting Glen Pubal, of Royal Business gave us a demonstration of the Google Chromebook. I found this device very tantalizing.



The Chromebook is an example of a thin client. A thin client is a computer which depends on some other computer (usually its server) to fulfill its traditional computer roles. In other words it runs its programs and saves its user created data all in the cloud.

The program got me to thinking how much of my computer time is spent online. This Chromebook laptop requires that you be online to use most of its functions so it seems worth considering.

So the time that I spend with a PC laptop on my lap, in my recliner in front of the TV would fit that description. If I'm copying discs, using programs I have installed on my PC, and printing, I am almost always using my desktop PC.

So I wondered if I would find value in a \$200-250 computer. It has a keyboard which is something not found on my tablet, so that is an appealing feature.

Since I am already "Google-centric...." using google play, music, gmail, etc.... it does seem like a good fit for me. My preferred browser on any PC is the Chrome browser (created by Google). The Chromebook startup time is immediate and you don't need to worry about loading add ons and updates and security. You are running the software from the cloud and that is where it is taken care of for you.

There is a Google Chrome Web Store where you will find apps to use of your chrome book.

It is reported that there are currently close to the same number of Windows 8 machines in use as there are Chromebooks, which were introduced in 2011. Schools and universities have really begun to embrace these for their students.

For \$200-249 a Chromebook, which is now made by 4 or 5 companies, gives us a functional laptop that is light to carry around very responsive and a keyboard that is popular with users.

A really cool thing about the Chromebook is the Zero Maintenance. Get everyday things done -- faster, easier and safer. Chromebooks boot up in seconds, have a 6 hour battery and requires almost zero setup or maintenance. Viruses, malware and other bad things can be taken care of. No extra software

LCCUG Officers For 2013

President	Sandee Ruth president@lccug.com
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Treasurer	Micky Knickman treasurer@lccug.com
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Director of Advertising	Richard Barnett advertising@lccug.com
Director of Public Relations	Carole Doerr public_relations@lccug.com

needs set up or worried about.

Apps can be added from Google's Chrome Web Store where you will find apps to use of your chrome book.

If you like reading online, using email, Twitter, Facebook, YouTube, Netflix, exploring and writing on the computer, this is for you. Some concessions will need to be made, such as using Google Face time instead of Skype for video chat. For an office suite you can use Google Docs or you can download Microsoft Office Web Apps and with a "live.com" account, work on MS Office files in the cloud.

The Chromebook will certainly be an interesting product to watch!



Sandee
LCCUG President



Tuesday
October 8, 2013

PHOTO DRONE

By

Bruce Bishop

Chief Photographer of the Elyria Chronicle

Bruce Bishop, Chief Photographer of the Elyria Chronicle, will demonstrate this new (4 months old) equipment, the Photo Drone.

Mr. Bishop will explain this technology with photos and explain what is happening with new laws about photo drone usage in the community.

He will also bring and demonstrate the photo drone for us.

This program promises to be a rather exciting program that you won't want to miss.

**Please plan on arriving early
as the good seats will go fast!**



*Note: The Rollover Raffle jackpot
has grown to over \$100*

MEETING CANCELLATION NOTICE

When a meeting is cancelled, the notification will be on our Websites and emails will be sent out to our members.

Our Websites are: www.lccug.com
www.lccug.com/members

If you think the weather is too bad to drive in then don't try to come to a meeting that may already be cancelled. Please check your email boxes and our websites.

Thank You

Computer Systems Unlimited, Inc.

We are a full service computer/peripheral sales and repair Company specializing in custom built Pc's, network design, software integration, and everything in-between. We are located in the small college town of Oberlin, Ohio, and for fourteen years have been providing unrivaled service to home users, small and large businesses all over Ohio as well as State and local government agencies. All of our systems and networks are tailored to meet the individual needs of our customers.

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Executive Board Meeting Minutes

SEPTEMBER 3, 2013

Attending were Sandee Ruth, Don Hall, Micky Knickman and Dennis Smith.

Don reimbursed the treasury for redeeming Staples Rewards from recycled ink cartridges.

Hardware/software prizes were chosen for the September 10 meeting.

The board discussed potential presenters for upcoming meetings.

Sandee mentioned the December election of officers with her hopes that members will step forward and run for an office.

Dennis moved, Micky seconded the meeting be adjourned.

Fun Puzzle Websites

Discovery Education-Puzzlemaker

<http://www.discoveryeducation.com/free-puzzlemaker/>

Instant Online Crossword Puzzle Maker

<http://www.puzzle-maker.com/CW/>



General Meeting Minutes

SEPTEMBER 10, 2013

President Sandee Ruth called the meeting to order. A motion to accept the minutes as shown in the September issue of the **INTERFACE** was made by Carol Doerr, seconded by Pam Rihel. Motion passed.

Sandee asked the members to consider running for an office this coming year.

Glenn Pubal of Royal Business Machines touched briefly on the latest updates for Windows 8. He then showed a touch screen with detachable keyboard, a mobile twist with screens on both sides and a Samsung Chromebook with Exynos processor and Google Chrome operating system for \$249. He then demonstrated all of the things his Chromebook could do by working in the cloud.

John Dunn won the **software/hardware** raffle which included a 750GB external hard drive donated by Glenn Pubal. Pam Rihel won the rollover raffle and Bud Ennis won the attendance raffle.

Sandee moved, Joe Harrold seconded the meeting be adjourned.

**Don't forget to check
the Members' page for
up-to-date information about
programs & events:**
<http://www.lccug.com/members>



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**Association of Personal
Computer User Groups**



Pam Rihel prihel1947@gmail.com

A Warning About Free Online Services

By Dick Eastman

A newsletter reader contacted me today to express frustration about a recent experience. In this case, the disappointment concerned [Mozy.com](http://mozy.com), the online backup service. However, I believe similar issues exist with all the other online backup services that offer free storage space, as well as most other online web sites that offer other free services.

In short, the lady who wrote to me was using Mozy.com's free service to back up critical files from her computer. She and her family tragically suffered a lightning strike to their home. She didn't provide all the details; but, obviously, there was major structural damage to the house, and many electrical devices were damaged or destroyed, including her computer. Dealing with the insurance company, hiring the contractors, and getting the work done required some amount of time. A new computer was eventually purchased and installed in the repaired home. However, when she went to restore her important files from the online backup service, those files were no longer available.

The reason is simple: [Mozy.com](http://mozy.com) (and most other online backup services) will only store data in free accounts for 30 days after the last update. In this case, my correspondent required more than 30 days to get the house repaired and to obtain and install a new computer. Her important backup data had been purged. I cannot blame her for being disappointed. However, I can also state that her experience was predictable.

The following is a copy-and-paste from the Mozy.com FAQ (frequently-asked-questions) at http://support.mozy.com/articles/en_US/FAQ/How-long-does-Mozy-keep-my-files:

How long does Mozy keep my files? [some text deleted for brevity]

MozyHome **Free** accounts are subjected to deletion after 30 days of inactivity.

Again, the above applies only to the **FREE** MozyHome service from [Mozy.com](http://mozy.com).

If the Mozy.com subscriber purchases a higher-level of backup and pays a monthly or annual fee, the files are kept

forever, as long as the bill is paid. If the subscriber doesn't pay the bill, however, all files are deleted 30 days after the due date of the first unpaid bill.

I believe those words were in the terms and conditions that each subscriber agrees to before creating a Mozy.com subscription. I realize that most people do not read the fine print, but the information was displayed to the new subscriber, who then decided whether to read the terms and conditions or not. In this case, she must have clicked on a check box that stated that she had read and accepted those terms and conditions.

I haven't checked all words in all the terms and conditions of all the other online backup services, but I suspect that most of them have similar words. Various companies might specify 30 days or 45 days or 60 days, but all backup services will sooner or later delete the data of inactive customers.

What should my correspondent have done to protect her data? The answer is simple: either keep making regular backups (which my correspondent could not do) or else pay for the storage being used by upgrading to a "Pro" account. Mozy and the other companies will never delete data from paid accounts, and I believe most companies will not delete data from current and active free customers.

I can't say that I blame the companies. After all, storing data costs them money, and I am always a bit surprised that they even offer free storage space at all. The expenses for storing an additional two gigabytes aren't huge, but the company does have to pay something. Multiply that by thousands of free customers and the costs are significant! I don't blame a company for purging data from inactive customers. From the company's viewpoint, inactive customers probably are no longer interested in the service or might even be deceased.

In this case, the discussion is about online backup services. However, I will suggest that similar policies exist for all sorts of free services, both on the Internet and elsewhere. Many companies use a "freemium" business model. (Freemium is a buzzword that means a company offers a combination of free and premium business services. That is, a company may elect to give away some services free of charge in the hopes that a percentage of those free customers will upgrade to paid services. Many Internet-based services use a "freemium" business plan, including this newsletter.)

Customers using the free services need to realize that they are getting what they paid for, and sometimes even more. However, there are never any guarantees that the free services will be available forever.

In the case of online backup services, the customers are receiving limited-time storage space in a company's servers. With Google's Gmail service, HotMail, Yahoo Mail, and other free email services, the "cost" of the service is that the customer sees advertising displayed. Both Google Mail and Yahoo Mail also offer upgrades to paid email services; a percent-

(Continued on page 6)

age of customers will take advantage of the increased level of service provided by the paid services.

You will encounter other shortcomings of free services as well. Free services typically are unable to provide direct, one-on-one customer support. Mozy.com, the Google Chrome web browser, the Firefox web browser, Yahoo Mail, LibreOffice free word processing software, and dozens of other free services or software are provided on an "as available" basis. In other words, there are no guarantees, and there is no customer support telephone number to call if you have difficulties. In contrast, paid services, especially the higher-priced paid services, almost always include direct customer support phone numbers and email addresses.

I love many of the various free services and products available today, and I use them frequently. However, I think I also understand the business realities: you always get what you paid for. Sometimes you get even more, but that isn't guaranteed. In the case of Mozy.com, I signed up for a Pro account and paid for my storage space. I know that Mozy.com will keep my data forever, assuming that I pay the bill on time. (I later dropped Mozy.com and switched to another online backup service I like better, but I now pay for that new service.)

As to backups, I have long recommended that every computer owner needs to have at least two copies of every important piece of data, and at least one of those copies needs to be stored "off site." That off-site location might be an online backup service, such as Mozy.com, or it might be as simple as making a copy to a CD or a flash drive and storing that copy at the office or at a cousin's house. Whatever the process, at least one backup needs to be saved off-site. I prefer to have two or three off-site backups, each stored in a different place.

If a person only has a backup copy stored in the same house as the computer, one lightning strike or one burst water pipe could easily destroy both the computer and the backup. Having one or more off-site backups is cheap insurance to protect your valuable data. However, if using any online service for any purpose, I suggest you read and carefully evaluate the terms and conditions before clicking on "I agree."

Online backup services are valuable, and I still strongly recommend them. I also use three different online backup services (one of them is free) to store my own files, plus I have offline copies stored in another location. However, I believe I also fully understand the risks and the benefits of each method of storage. I suggest you do the same.

Do you have comments, questions, or corrections to this article? If so, please post your words at the end of [this article in the Standard Edition newsletter's web site](#) where everyone can benefit from your words. You might also want to read comments posted by others there.

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Tips From The Help Desk

Common Tech Questions

Q. I have a bunch of leftover computer parts sitting in storage. Are they good for anything else?

A. Unlike an old piece of furniture or silverware, computer parts normally don't make good hand-me-downs. Computer hardware changes so frequently that it's likely another PC, even an older model from a similar time period, can't use your leftover memory, video card, or processor. And you shouldn't just throw the equipment in the garbage, because it may contain lead, mercury, cadmium, and flame retardant plastic that is toxic to the environment and a threat to everyone's health. It'd be best to recycle or donate your old, unusable computer parts.

Many electronics manufacturers, including Apple, Dell, Epson, Lenovo, and Sony, offer recycling programs to process, donate and reuse devices and hardware. Typically, a manufacturer will recycle its own products for free but may charge to process components made by other manufacturers. In some situations, only specific products will be recycled for free. The EPA has set up a Plug-In To eCycling program that works with computer manufacturers to orchestrate take-back and other recycling programs for desktop PCs and laptops. The best thing to do is to contact your PC's manufacturer and inquire as to whether it will take back non-manufacturer branded components, such as an individual video card or power supply, for recycling.

If your computer hardware is less than five years old, the components may still be of use to others. If so, donating your old hardware is preferable to recycling, because you can minimize the possible negative ecological impact of trashing your equipment while at the same time, you provide technology to people who could otherwise not afford it. A list of donations programs is available from snipurl.com/27nrhp5.

If you plan to donate or recycle an entire PC or a hard drive, it'd be best to erase all the data from the drive using an application specifically designed to erase every bit. Simply deleting personal files or even formatting the drive does *not* mean that your data has been destroyed; it can still be recovered through various techniques. By using a secure erase application, you can eliminate the chance that your banking account information, social security number, and other sensitive information will end up in the wrong hands.

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by Allen Wyatt (last updated May 30, 2013)



When you install Word 2007 and use it for the first time, you may feel like you jumped overboard, without a life preserver from the comfortable ship on which you were cruising. This is not unusual; Microsoft has changed just about everything in the Word interface. This can make it very difficult to find many of the commands you previously used with nary a second thought.

One thing you might find helpful is an Excel workbook that details where to find the old Word 2003 commands in Word 2007. Microsoft developed this to help ease the transition to the new software. You can find the workbook at this URL:

<http://office.microsoft.com/search/redir.aspx?AssetID=AM101938681033&CTT=5&Origin=HA100625841033>

Download the workbook to your system, and then open it. You'll find a worksheet tab for each of the Word 2003 menus and toolbars, and each worksheet contains a list of the old commands from that menu or toolbar. To the right of these commands you'll find the way to accomplish the same task in Word 2007.

The workbook can be opened either in Excel 2003 or Excel 2007.

WordTips is your source for cost-effective Microsoft Word training. (Microsoft Word is the most popular word processing software in the world.) This tip (421) applies to MS Word versions: 2007

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by Allen Wyatt



Please Note: This article is written for users of the following Excel versions: 2007 / 2010. If you are using an earlier version (Excel 2003 or earlier), this tip may not work for you. For a version of this tip written specifically for earlier versions of Excel, click here: [Scaling Your Printing](#)

Worksheets can get very big, very fast. Often you want to still print an entire worksheet in a single sheet of paper. Excel makes this easy to do by using scaling.

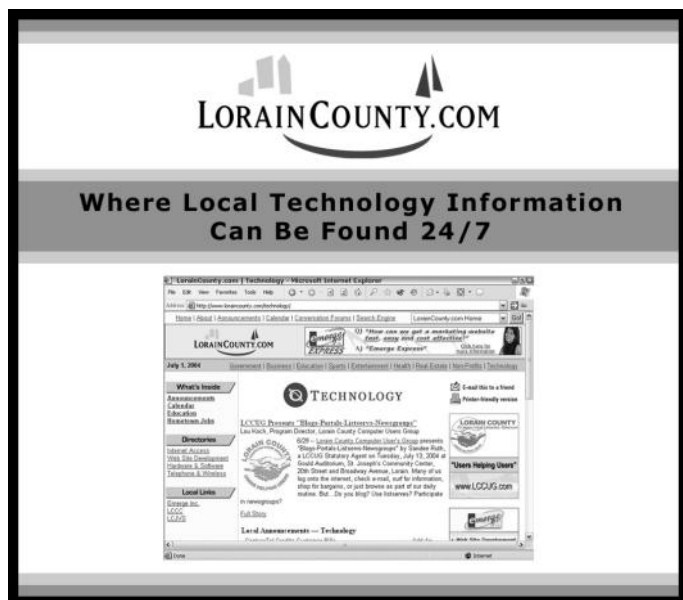
The easiest way to scale what you print is to display the Page Layout tab of the ribbon. You want to pay particular attention to the Scale to Fit group; it contains controls that cause your output to be scaled. You normally specify a height and width (in pages) and Excel takes care of calculating the scale necessary to fit the data into that number of pages.

One of the tricks I often use is to set the Scale to Fit settings to 1 page wide by 99 pages tall. In this way, I am sure the output will fit on one page across. Since my output isn't over 99 pages in length, no shrinking is done on this dimension. I end up with output that is 1 page wide by how ever many pages long Excel needs to print.

ExcelTips is your source for cost-effective Microsoft Excel training. This tip (6246) applies to Excel versions: 2007 / 2010

You can find a version of this tip for the older menu interface of Excel here: [Scaling Your Printing](#)

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Why Did My Pictures Disappear?

Think of your computer's hard drive as a temporary solution for any files. It's not a matter of if things will disappear, but when. Regular readers can guess what I'm going to say next...

About six months ago, I converted to Windows 8. I had approximately 2000 photos in Picasa and I now have about 50. I opened my library and found all the folders that were there were now empty. It appears that I've permanently lost a lifetime's worth of photos.

I'm very sorry to hear this.

From your description, I'm not exactly sure what happened. I don't necessarily have a specific solution to help you recover what you've lost, but I have a variety of thoughts on this kind of situation.

Back up

If I've said it before, I'll say it again. I say it so often that people get annoyed with me.

And yet, I cannot stress enough the importance of backing up.

Many people set themselves up for disaster by keeping photos, files, and other important data in exactly one and only one place. If photos are only on your machine or your camera, there is a high probability that you would have lost them anyway. If the loss wasn't because of a Windows upgrade, it's possible that you would have lost them because of disk failure, a power glitch, or a software problem.

There are many ways that files can disappear permanently.

This sounds like what happened to you. A backup of some sort would have saved you.



Always back up before you upgrade

The other problem is that you don't say what you upgraded from or what options you selected when you did upgrade.

An upgrade from Windows XP to Windows 8 simply does not save all files.

Part of the process for upgrading is to back up first and then restore your data files after the upgrade is complete. In fact, that's the most recommended option for upgrading from *any* prior version of Windows to a new one. It's just too easy for things to get messed up.

That's why I almost always say, "Back up first, and then do the upgrade."

If you upgraded from other versions of Windows, there are options that will actually preserve your data. But as you don't say what or how your upgrade was performed, I can only guess that this was the cause of the loss.

Check with Picasa

Just in case, check with Picasa online. In addition to being a desktop photo management application, Picasa is also Google's photo sharing service. It's possible that some of your photos were preserved online. Again, this depends on the settings and choices that you made. I'm not terribly hopeful, but it's worth a look.

Photos are one of those things that simply cannot be regenerated once they've been lost. At this point, all that I can really recommend – not just to you, but to anybody reading this article – is this: if you aren't doing so already, *please* start backing up.

Read more:

Do I need to have a Google+ profile to use Picasa? These days most online service providers offer linked services. Getting an account with one automatically opens accounts for you with the others.

How do I download Picasa without getting an additional toolbar? If your download is getting an additional toolbar, you may need to check Advanced options before allowing the files to download.

Why don't people back up? Backups are one of the ways that people can protect themselves from everything from hardware failure to virus infections. So why don't people backup?

What backup program should I use? Backing up your computer's data is critical. What program should you use? There are many, but the best is whichever one that you'll actually use.



Are You a Victim of Hacked Email?

5 key actions to heal your hacked email account: Internet Scambusters #561

Hacked email -- the takeover and misuse of other people's email accounts -- is on the rise.

Oftentimes, victims don't know their account has been hijacked until it's too late, when their own contacts have been targeted and perhaps compromised.

What can you do to protect yourself or respond if you're already a victim? This week, we have the latest guidance from government sources.

As always, we recommend you check out the most popular articles from our other sites during the past week:

A Little-Known (Yet One of Our Favorite) Evernote Features - Note Links: To explain [Note Links](#) to you, we asked Paperitis team member, Stacy, to tell you about her experiences with them.

Is a Social Credit Card in Your Future? [Social credit cards](#) have joined forces with the likes of Facebook and Zynga so it's time to learn just what they mean to you.

Has Technology Eliminated the Need for PDAs? The new millennium may have antiquated the [PDA](#) so find out what has replaced it.

Facebook Social Networking Myths -- Believe it or Not! Here are the top [Facebook myths](#) so you can finally learn the truth about your favorites spot to hang out.

Let's get started...

Are You a Victim of Hacked Email?

More and more these days, we're hearing reports about hacked email accounts -- in which individuals' accounts are hijacked by crooks and used to spam their victims' contacts.

Some members of our own team have been getting these types of messages, which appear to come from people they know.

Often they contain a link that leads either to a sales site or, worse, a malware download.

Or they may be one of those spoof distress emails claiming the supposed sender is in trouble and needs

money. For more on this type of scam see the article: [How Distress Scam Storylines Aim To Win Your Sympathy](#).

So how can you tell if your email account has been hacked and what can you do about it?

The Federal Trade Commission (FTC) has recently issued guidance, which has been posted on the government's [OnGuardOnline website](#).

Here's what they want you to know, with some additional information from the Scambusters team:

How to Tell If You've Been Hacked

Usually, the first clue you get that someone is using your email address is when you get emails from your contacts about messages they say they've received from you and which you know for sure you didn't send.

You might also check your "Sent" folder if you use an online email account and see messages there that you didn't send.

Similarly, you may find your Facebook or other social network account has posts that you didn't write. You may not even be able to sign in to your social media or email accounts.

It's also possible, says the FTC, that people may be receiving emails that seem to come from you when your account hasn't been hacked at all.

In that case, the crooks are spoofing your email address -- using their tech skills to "overlay" their real address with yours.

But even then, you'll still want to take action to put things right.

How Did You Get Hacked?

There are several ways crooks can get hold of your email account info but the simplest way is that you gave it to them. They already know your email address. It'll be on hundreds or thousands of messages you sent out (including those on jokes you circulated or someone sent to you) or on other sites where you have accounts.

In fact, it's not hard to [guess](#) your address if, like most people, you use your first and last name followed by the mail service provider -- like:
JohnDoe@somemailservice.com.

Now, all they have to do is guess your password, which, depending on how wary you are, could take

(Continued on page 12)

NEED HELP?—

Here's Who to Contact:

Neil Higgins

440-967-9061 - higgins.neil@gmail.com
Evenings 6 p.m. -10 p.m. + Weekends
Hardware, Linux & Windows Operating Systems,
Tweaking your system

Micky Knickman

440-967-3118 - micky@knickman.com
Evenings 5 p.m. – 7 p.m. + Weekends
General Software Configuration, Hardware Installation,
Basic to Advanced Windows

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Newsletter is now
Online at
lccug.com/newsletters or lccug.com

LCCUG ONGOING CLASSES AND WORKSHOPS

ALL ARE FREE AND OPEN TO THE PUBLIC

Problem Solving Workshop

Date: Tuesday - October 15, 2013

Time: 5:30 - 8 pm **Instructor:** Micky Knickman, et al.

Place: Amherst Church of the Nazarene
210 Cooper Foster Park Rd., 44001

Learn how to repair or update your computer by changing hard drives, memory, CD ROMs, etc.

Members are encouraged to bring their computers any-time before 7:30 pm for assistance from Micky, Neil or other knowledgeable members.



Computer Club News

Don't Forget to Bring in Your Used Ink Cartridges

LCCUG is collecting empty ink cartridges.

Our Club is recycling used ink cartridges and using the rewards we earn to buy more prizes for the club raffle.

If you have empty ink cartridges laying around, please bring them to our meetings and any officer will gladly take them off your hands.

Recycle & Help Our Club, Too!

LCCUG Classes Or Workshops

Is there a class you would like to teach or a workshop you would like to hold, just contact one of the officers to find out how you can get started and what you need to know.



Our emails are on page 2 of this newsletter. We cannot help you with your programs if you don't let us know what you want to learn.

Genealogy Websites Of Interest



My Heritage

<http://www.myheritage.com/page/free-genealogy-websites>



The Lorain County Chapter of OGS

is having it's next meetings on :

October 14 - "What's Ailing You?" Jay Russel will present a program on diseases of our forefathers and their treatments. Find out vintage names of some diseases that may be found on death records, and the devices and medicines used to "treat" them, and what they contained.

November 11 - "FamilySearch is a Piece of Cake." Betty Franklin of the Family History Center in Westlake will discuss the various data bases and research strategies for optimal success as well as getting the most out of the other tabs on the Familysearch.org website such as the Wiki, Books and Catalog and the new Family Tree.

LOCATION

North Ridgeville Library, 35700 Bainbridge Rd. North Ridgeville, Ohio. Meetings are free and open to the public. Social time is at 6:30 PM and the program begins at 7:00 PM.

Jean Copeland: jecopeland1975@gmail.com. or
Pete Hritsko: hritsko@centurytel.net

MEMBERSHIP WITH LCCUG:

Yearly dues are \$25.00 For more information, contact:

Dennis Smith
Director of Membership,
membership@lccug.com.

Directions to Meetings:

A map and directions to our meetings can be found on our Members' web page www.lccug.com/members. Just click on the link "Meeting Locations & Directions"

Officers Elections

Members: As you all know in December we elect our officers. We need our members to step up and run for an office.

There is nothing difficult about being an officer, so please if you are interested, contact any officer and we will be happy to help you and explain what is involved in becoming an Officer. It is fun work with a few good perks.

WS Computers 101

Skype Now Lets You Make Group Voice Calls On iPad & iPhone

Skype for iOS Adds Group Voice Chat

Good news for Skype users with iPads and iPhones. You can now make group voice calls on Skype with your iOS devices thanks to a new update to the mobile Skype app. This change is especially handy for those wanting to take part in conference calls. You can add up to 25 users to a voice call.



Skype voice calls, video calls, instant messaging and file sharing are free when calling other Skype users. You will have to pay to call mobile phones or land lines. You can either pay 2.3 cents a minute for Skype credit or get a subscription. Unlimited voice calling the US and Canada runs \$2.99 per month. Unlimited North American calling costs \$7.99 per month and Unlimited World calling will run you \$13.00 per month.

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just seconds.

Or they may get hold of it from company computers where you have an account, which they have previously also hacked.

If you use the same password on multiple accounts, you're in big trouble. See these Scambusters issues for more about passwords.

10 Keys to Password Security Creating Computer Passwords

Alternatively, you may have inadvertently installed malware on your PC, perhaps from the very same trick that's now being passed on to your contacts -- you clicked on a link you thought was sent to you by someone you know.

The malware then goes through your PC, collects your password details, raids your contacts list and begins the whole process again.

What to Do If You've Been Hacked

You should take five key actions if you believe your email account has been hacked:

- First, check for and get rid of any malware on your PC. Update and run your Internet security software for this.

If nothing is found, visit the software company's website or search the Internet for more malware-scanning tools from reputable companies.

If you haven't found any malware, download the free scanner from [Malwarebytes](#). Although this is NOT a substitute for full-blown Internet security (as the company will tell you), it does have a good reputation for tracking down and removing installed malware that other tools miss.

- Second, change your passwords. Again, check out our earlier reports on how to create strong passwords.

And follow the two golden rules: Don't use the same password for different sites, and change all of your passwords regularly. Use a password manager.

- Third, check with your email provider or social networking site for guidance on restoring or re-

setting your account.

You may find, for example, that the crooks have already changed your password and you can't log on to your own account.

You'll find links from most of the big providers on [StaySafeOnline.org's Hacked Accounts](#) page.

- Next, check your account settings.

Says the FTC: "Once you're back in your account, make sure your signature and 'away' message don't contain unfamiliar links, and that messages aren't being forwarded to someone else's address.

On your social networking service, look for changes to the account since you last logged in -- say, a new 'friend'."

- Finally, make sure you tell all your contacts about what has happened, as soon as possible. If you email them, use the "bcc" address field so all their details remain hidden to the others.

How to Avoid Being Hacked

It would be better, of course, if you didn't get hacked in the first place.

You can reduce the risks by following our password guidance and keeping your passwords secret; using a difficult to identify address or at least adding numbers to your address name and keeping your security software up to date.

For more information on this FTC guidance, visit OnGuardOnline's [Hacked Email](#) page.

Before we sign off, there's just time to alert you to another useful set of guidelines from the OnGuardOnline site.

This explains how to stay safe and avoid being hacked or spied on when you're using public wi-fi spots.

Check it out at [Tips for Using Public Wi-Fi Networks](#).

Put both sets of guidelines together and you've got a great basic formula for protecting yourself from hacked email and other hijacking tricks.

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ScamBusters at <http://www.scambusters.org>*

Windows 7 Disk Management

By Dick Maybach, member, Brookdale Computer Users' Group, NJ April 2013 issue, BUG Bytes
www.bcug.com n2nd@charter.net

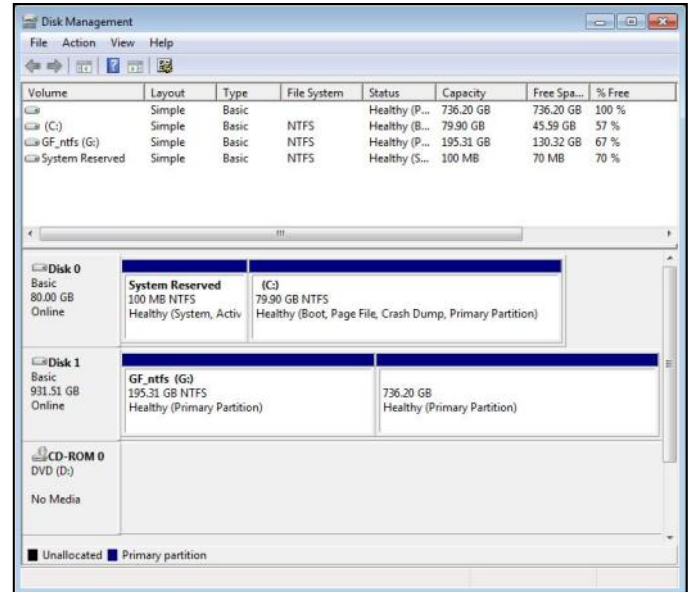
For most home users, a PC is just a tool. Any time spent in managing Windows or the hardware on which it runs is time they can't spend on things they really want to do. The best way to minimize wasted time is to (1) know what you are doing and (2) keep things simple. To accomplish (1) you should buy and read a good book on your operating system, but be careful about what you implement. Some of the topics they discuss apply only to professionals who manage computing centers.

Your PC came with its hard disk formatted as a single NTFS partition, and this is the optimum for most users. (Large disks may include a small, hidden boot partition, but you can ignore this.) Although your book may discuss how to partition the disk, or set up RAID or a virtual file system, there is seldom a reason to do this unless you are really thirsting for adventure. (The most common exceptions are users who partition their disk so they can run another operating system, usually Linux. The rest of this article will ignore them.) If you run out of disk space, the most sensible solution is to add another disk and transfer your largest disk hogs (perhaps collections of photos, music, or videos) to it. You can then create a library to access the collections and largely forget that you have a second disk. (I discussed Windows 7 libraries in my February 2013 article, *Windows Libraries help organize files & folders*, available at <http://www.bcug.com>.)

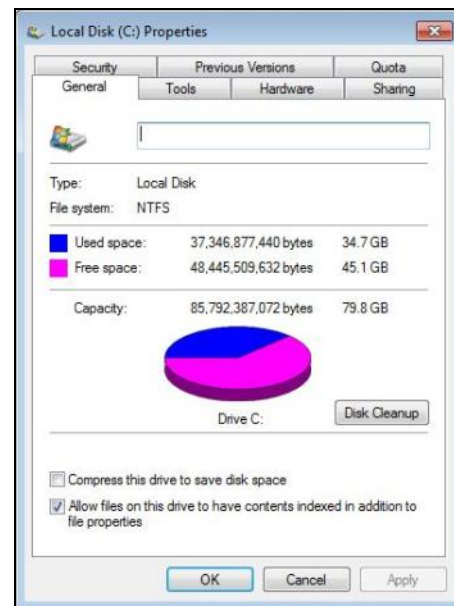
Windows 7 hard disks should always be formatted as NTFS devices, but you may want to format your USB memory sticks to FAT-32, as most computers, regardless of what operating system they use, can read and write to it. Just remember that FAT-32 files must be smaller than 4 Gbytes, and although FAT-32 devices can be as large as 2 Terabytes, some versions of Windows balk at volumes larger than 32 Gbytes.

One tool for managing disks is the *Disk Management Utility*, but you must be logged in as a Windows 7 administrator to access it; it's not available from standard user accounts. Tap the Windows key, type "disk", and select *Create and format hard disk partitions*. The screen-shot below shows the result for my PC. Look first at the lower pane, where the partitions are organized in the same order they appear physically on the disks. The 100-MB volume on Disk 0 is a boot partition, and the 80-GB one is the C: drive. Disk 2 is an external USB hard disk, with two partitions, a 195-GB NTFS one that I use for Windows backup and a 736-GByte Linux one that Windows can't access. Finally, D: is a DVD drive that currently contains no disk. The top pane shows how Windows views the disks. Your system will probably differ from this, as this is a virtual machine, and Disk 0 here is really just a Linux file. (See my article, *Using*

virtual machines on home computers, in the November 2011 issue of BCUG Bytes, available at www.bcug.com.) The file manager would not show the Linux or boot partition. For most users, the main purpose of the Disk Management Utility is to create new partitions, change the size of existing ones, format partitions that the file manager can't see, and format unformatted portions of disks. My C: drive is quite small for a Windows 7 PC because I usually run Linux and use Windows only when no equivalent Linux program is available.

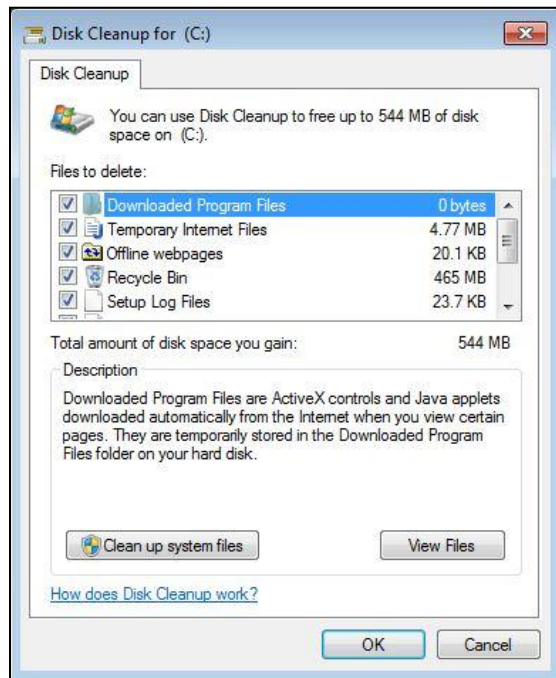


As you probably guessed while reading the above, you will seldom need the Disk Management Utility. Instead, just right-click on a drive letter in the File Manager and select *Properties*, and you will see the window shown below.



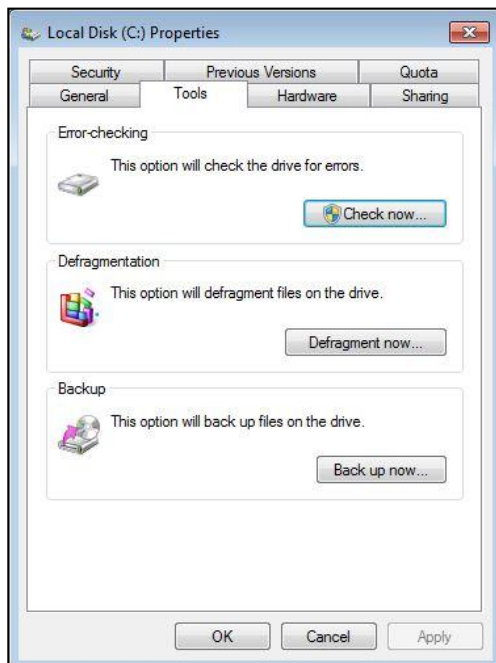
Clicking on the *Disk Cleanup* button produces (after a few seconds) a new window.

(Continued on page 14)



This shows that I could recover over 500 Mbytes by cleaning up the system files. By default, most of the boxes are not checked; you will have to select the types of files you want to discard. I usually select everything on my Windows 7 PC. (XP offers an option to compress old files, which never used.) You will probably find that after the clean-up, a few files remain.

After the clean-up has finished, click the *Cancel* button to return to the Properties window, where you can select the Tools tab to see the following menu, which gives you an opportunity to check for disk errors and defragment your disks.



When you check for drive errors, uncheck the box labeled *Automatically fix the system errors*, and don't check *Scan for and attempt recovery of bad sectors*. If either of these is checked, the entire operation will be delayed until the next time you boot. However, if you do find errors, then check both boxes, click *Start*, and reboot. Under the Tools tab you will also find the *Defragment now* button. I have found that defragging seldom produces any detectable improvement, so don't bother unless Windows recommends it. There is also a button here to initiate a back-up.

While you are looking at the Local Disk Properties window, you could also explore its other tabs. You probably won't find anything important, but learning more about your system is always a good thing.

Changing an AutoShape



by Allen Wyatt (last updated August 31, 2013)

Excel allows you to work with predefined shapes. In Excel these are called (oddly enough) *shapes*. There may be times when you want to completely change a shape from one to another. For instance, you may want to change one banner shape to another. While you can simply delete your original shape and then draw a new one, Excel makes it easy to change shapes.

1. Select the shape you want to change. Handles appear around the outside of the shape.
2. Make sure the Format tab of the ribbon is displayed.
3. In the Insert Shapes group, click Edit Shape tool and then click Change Shape. The familiar palette of shapes appears.
4. Select the shape you want to use.

Excel changes the shape used, without changing the overall size of the bounding rectangle that contains the shape. You can then proceed to edit the new shape, as desired.

ExcelTips is your source for cost-effective Microsoft Excel training. This tip (7132) applies to Excel versions: 2007 | 2010

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Windows 7 Libraries

By Dick Maybach, member, Brookdale Computer Users' Group, NJ February 2013 issue, BUG Bytes
www.bcug.com n2nd@charter.net

Windows 7 introduced a new way of accessing files, *libraries*. These are roughly similar to program shortcuts. A shortcut points to a program, while a library points to group of files and/or directories. Neither takes up significant disk space, and you can delete either without deleting what they point to. Shortcuts appear on your desktop, while libraries appear in your file manager. The purpose of both is the same – make it easier to access things on your PC.

The argument in favor of libraries is best made by citing some examples.

- Your primary PC is a laptop with limited disk space, so you have most of your extensive collection of videos on an external USB hard drive, with just a few of your favorites on your laptop. You create a video library that includes both the video directory on your laptop and the external hard drive. When you travel (without the external drive) it includes only your favorites, but when you're home it expands to hold your entire collection. If you fill the USB drive, you can add a second and see its contents in the same library. Searches are now much faster, since they will look only at your video collection, and it will appear in one place even though it may be spread over several hard drives. This becomes even more important if the external drives archive data other than videos.
- You are making a report that analyzes data from several different projects, each stored in a different directory. So you create a library that includes all the directories you need, and all the data appears to be in one place. When you finish the report, you can delete the now unneeded library without affecting any of your data.
- You have an extensive photo collection with recent ones stored on your desktop PC (in My Pictures) and older ones archived on a different internal drive that you added when your C: drive began to fill. Using a library brings these together seamlessly.

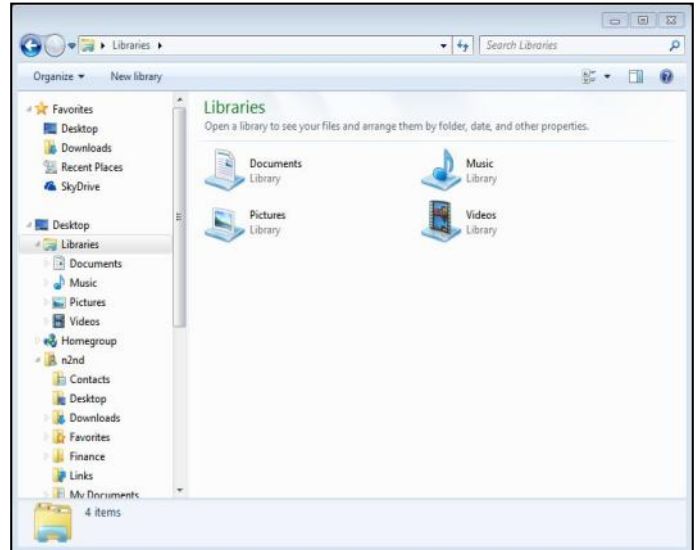
You can probably think of other examples that fit your own situation.

It should be obvious that libraries don't affect the need to organize your files logically into directories. If you just throw everything together in My Documents, every library will contain all your files. Libraries augment your directory structure; they don't replace it.

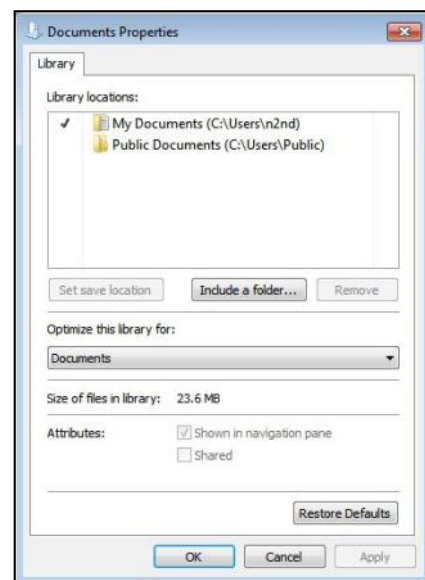
Libraries can include files and directories on internal hard disks and on USB hard disks with NTFS or FAT-32 file systems. In general, they can't access USB memory sticks, DVDs, CD-ROMs, or drives on home networks. (There are

some exceptions, but these aren't common.)

You can see your libraries by calling the Windows File Manager; just click on the folder icon in the taskbar at the bottom of your screen. The screen-shot shows the result, which shows the default libraries. (You may have to click on Libraries in the side panel to see something similar.) Note the *New Library* item in the File Manager menu bar; click on this to create one.



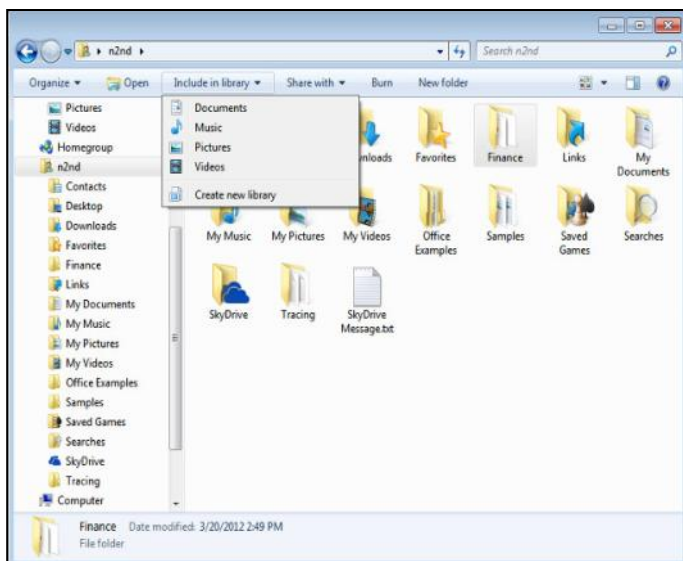
Before you use a library, right-click on its icon and select *Properties* to see something similar to the second screen-shot. Although a single library can include many folders, new additions always go to the same folder. The default save folder for the Documents library is My Documents, click on a different folder, then click on the *Set Save Location* button; a check-mark indicates your choice. Add or remove folders from the library by clicking the appropriate button below the Library locations box. While you have this window open, click on the button below to optimize the library for general items, documents, music, pictures, or videos, depending on its contents.



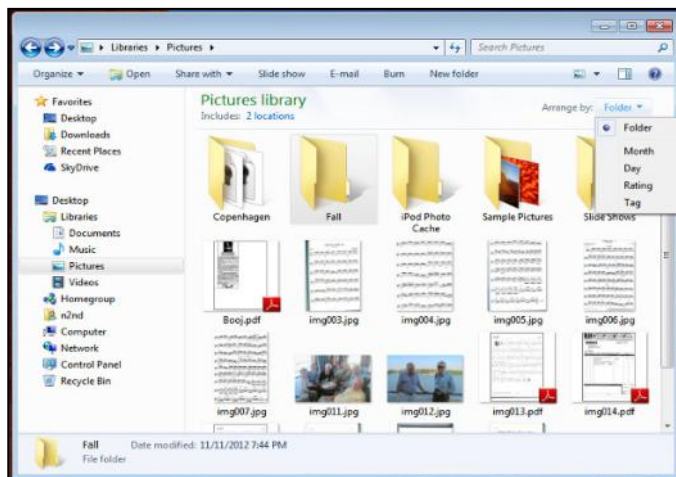
(Continued on page 16)

(Continued from page 15) *Windows 7 Libraries*

Any time you are using the file manager you can add folders to a new or an existing library. Single-click on a directory, then click on the *Include in Library* item in the menu bar, and the drop-down menu shows the existing libraries to which you can add the directory, or you can click *Create New Library* to create a new one. (See the screen-shot below.)



When you open a library, what you see depends on the display option you've chosen. The screen-shot below shows my Pictures library. I've just clicked on the button next to "Arrange by," which shows that I've selected "Folder." If you select anything else, you will see all the files in all the folders included in the library arranged by month, day, rating, or tag. Your choices of arrangement depend on how you've optimized the folder. In my Documents library, for example, these are folder, author, date modified, tag, type, and name. While in a library, you can move to a directory by right-clicking on it and selecting *Open folder location*. Similarly, if you right click on a file and select *Open file location*, you will move the directory where it resides.



Libraries provide an alternate to the traditional directory tree, which you may find convenient for at least some of your work. It would be worthwhile to experiment with them enough to know when.

What Are File Types?

Did you ever try to open a file and the computer wouldn't let you? Did you ever wonder what those three or four letters mean after the dot (i.e. period) in a file name? Well, it all has to do with "file types" also known as file "formats". And the purpose of my article is to give you a good basic overview of "file types".

Why are there different "types" of files? Well, there are many different programs out there that can run on your computer. These programs are written by different people and different companies. If you use a program to create (and save) a new file you will generally need that program to open or use that file. For example, if I use the Paint program to create a drawing, and I save that file in the "My documents" folder, I will need to open the Paint program again to see that file. If I give that file to someone else, that person needs to use the Paint program on their computer to open and see my drawing. In another example, if I create a spreadsheet using the Excel program, I will need to use the Excel program to open that spreadsheet. That's not too hard to understand, is it? The problem is when you try to open a file you did not create on your computer. Suppose, for example, someone sent you a file attached to an email. You need the right program to open that file.

What are some common "file types"? Here are some common file types and the code (three or four characters after the dot in a file name) that is used for each:

- .bmp – Microsoft Bitmap image (created by the Microsoft Paint program)
- .doc – Microsoft Word document (2003 version)
- .docx – Microsoft Word document (2007-2010 versions)
- .exe – an "executable" file (i.e. a program)
- .html – Hypertext Markup Language (used for creating web pages)
- .jpg – Photo, picture, or drawing image
- .mpg – a movie or video
- .pdf – Portable document format (Microsoft WordPad program)
- .ppt – Microsoft Power Point
- .rtf – Rich Text Format, a basic text file
- .xls – Microsoft Excel spreadsheet

And there are only a few thousand more! You can get the huge list by using Google and entering "file types" or you can learn about a particular file type by entering it in Google as well. The point here is that if a program can create a file you need the same program to open or use that file.

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Now having said all that, there are programs than can open and save more than one file type. If you have a digital camera and take photos, for example, each photo is a file and each photo is probably a ".jpg" file (or file type). But there are MANY programs out there than can open these types of photo files and work with them – Picasa, FastStone Image Viewer, Windows Photo Viewer, Adobe Photoshop, and the Paint program are just a few. They can all open and work with .jpg photos.

On the other side of the coin, a program may be able to save the same file as different file types. For example, if I create a new document using the Microsoft Word program, when I save the file (using "Save as...") I can select from several file types at the bottom of the "Save as..." window. If you left-click your mouse on the small black triangle arrow at the right end of the "Save as type" box you will get a list of the different files types that Microsoft Word can use to save your document – such as "rich text format", "plain text", or other old versions of Microsoft Word.

So here are the key lessons for today:

- 1.If you use a program on your computer to create and save a file you will always be able to open that file again because you have the program that created it to begin with.
- 2.If you try to open a file that you did not create (such as a file someone sent to you via email) you may not be able to open it unless you have a program on your computer that can open that file type.
- 3.If you receive a file from someone that you cannot open, contact them and ask them what program they used to create that file. If you do not have that program, ask them to send the file to you in a different format – one that you can open with a program you do have.
4. Use Google to find out more information. Perhaps there are some free programs on the internet that will allow you to "open" and "read" a file.

Hopefully this is not too difficult to understand. It really is not the computer's fault (this time, anyway) and it's not your fault either if you cannot open a file someone else has given you. It's like someone giving you a machine made in another country which uses the metric system. You will need metric tools to work on that machine. Or maybe I can just ask my mechanic for help.

Scam Words Crooks Use to Trick You

One of the biggest challenges cyber crooks face -- not that we have any sympathy for them! -- is coming up with words that'll most likely convince you to click on their troublesome links or attachments.

But there's a catch. Security software that most of us have on our PCs is set up to look for suspicious words, so the crooks need to use words that will evade this first line of defense.

One of the main tricks they use is to create fake shipping notifications, especially if they're targeting businesses. Experience suggests we're more likely to click on these than anything else.

More than a quarter of all words featured in malicious emails monitored by one security firm, FireEye, concerned shipments or postage.

FireEye actually compiled a league table of those words.

Naturally they include the names of all the big shippers and mail organizations because, when we see those names, we're inclined to trust them.

FireEye's Top 10 shipping scam words is as follows:

1. dhl
2. notification
3. delivery
4. express
5. (the date year)
6. label
7. shipment
8. ups
9. international
10. parcel

Also in the full charts are words like "alert," "urgent," "confirmation" and "usps."

Many of these shipping-related messages are used for spear phishing -- emails targeted at specific individuals. We explained how spear phishing targets executives in an earlier Scambusters issue, Whaling? These Scammers Target Big Phish.

When the messages have attachments, the most com-

(Continued on page 18)

(Continued from page 17) Scam Words Crooks Use...

mon form -- shown in the letters after the dot in the attachment name -- is ".zip," a compressed file that is difficult to inspect without opening it.

This accounts for three quarters of attachments in what FireEye calls "advanced malicious attacks." In second place is ".pdf" -- commonly used for documents readable on most PCs with the right software.

"Cybercriminals continue to evolve and refine their attack tactics to evade detection and use techniques that work. Spear phishing emails are on the rise because they work," says Ashar Aziz, founder and CEO, FireEye.

After shipping terms, the next most common word category used by cyber criminals is finance.

They often use the name of a bank, refer to transactions and have official-looking forms attached. Tax-related words are also popular, especially when they include "refund!"

Attachments named for things like airline tickets or invoices are another common feature of spear phishing.

The Internet Crime Complaint Center (IC3) says spear phishing emails are particularly effective because cybercriminals use information from social networking sites to personalize emails and make them look more authentic. However, there are lots of other giveaways in scammers' choice of words that you can be on the lookout for.

As we frequently report, bogus messages from Nigeria or other countries where English is not the first language often give themselves away just by the use of wrong words and grammar.

Sometimes, they use quaint words and phrases no longer in use, seem over-polite or tell you they're "temporarily out of the country," or similar wording.

You can learn more about this whole topic in our scam language special report, [Know the Lingo -- How to Get Wise to Scam Language](#).

On dating sites, crooks also over-use abbreviations, some of them seemingly obscure even to seasoned surfers, and other just repeated too often -- like "cos."

More Scam Words Categories

Here are some word categories that suggest you could be on the receiving end of a scam attempt:

Unlikely words: For example, an email with "business proposal" or another opportunity-related term as an attachment or subject heading would almost certainly be a scam.

After all, who initiates a business idea with you in this way?

Out of character: An email purports to come from someone you know but the words it uses just don't sound like they'd come from that person.

Claims of secrecy: Messages that claim to be "confidential," "for your eyes only" or based on "inside information," especially from someone you don't know, should arouse your suspicions.

If it's from someone you don't know, it's a scam. Who in their right mind would send a genuinely confidential item this way?

If it's from someone you do know, be really wary. Contact them first, if you can, to check that they sent it.

Promises of wealth: As in the aforementioned Nigerian scams. But let's not forget lottery wins (e.g., "claim," "prize," "awards office") and investment emails that use words like "guaranteed," "opportunity," "risk-free" and "fortune."

If it's not a scam, it's at least likely to be spam.

Sensation: Words like "shock," "sensation" and personalized phrases like "you gotta see this" or even "is this you?" are designed to make you want to click a link or an attachment.

Never do that without checking the source.

It's easy: Be cautious of words that suggest something you had imagined would be quite tough, is easy.

For job hunters, "no experience necessary" should be a red flag. So should things like "I earned \$xxx in just xx hours" -- you fill in the amount and time -- but we guarantee they'll be amazing.

Similarly, money plans that offer "instant loans" may turn out to be too good to be true.

So now that you have "inside information" on the scammers' dictionary, you should have a better idea of what to be on the lookout for.

Few of us might claim to be true students of language, but paying attention to scam words could at least give you a degree of security.

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