



2018

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**Tuesday  
January 9, 2017**



## Chromebooks

*By*

**Neil Higgins**



### Come learn with us!

The Lorain County Computer Users Group  
P.O. Box 792  
Amherst, Ohio 44001  
Phone: 440-363-1232

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## RAFFLE ITEMS

1. Staples 128 GB Flash Drive
2. Recharge Cell Phone Power Bank 2600 mAh
3. Sharpie Fine Point Perm Markers 12 pack
4. 2-in1 GEL Pen & Touch Screen Stylus Combo



**☺ New Meetings Now Held at LCCC ☺**

**LCCC Community Learning Center**  
at Lorain High School  
2600 Ashland Ave. Lorain, Ohio

**Doors will open at 6:00 PM, program starts at 6:30 PM**

# A Word From Our President



## Happy New Year!

We ended 2017 with a great Christmas party dinner at Sugarcreek Restaurant. Good food, a chance to socialize and enjoy a raffle drawing! 18 members and 6 guests attended our event. We had several members who had hoped to attend but were unable to do so. So next year, maybe we'll have even more!

We passed out a brief survey and collected some information. We learned that among those present, the top 3 favorite meeting topics in 2017 were:

1. Glenn Plubal (Royal Business)
2. Tied: Deb Abbott on Genealogy, and Home Security Technology from Best Buy
3. Tied: Living in the Cloud by CGB Tech and Computer Posture by Barb Hornbeek, Physical Therapist.

We also learned that 11 of those present own an Android Smart Phone and 14 own a tablet of some sort.

At a brief business meeting before the dinner members re-elected the slate of officers.

A big thank you to those who keep the club going: Micky Knickman, Neil Higgins, Dennis Smith, Richard Barnett, Don Hall, Pam Rihel, Carole Doerr and me, your humble servant, Sandee Ruth.

At the beginning of December Micky, Carole and I went to the Steering meeting of the Northeast Ohio PC Club that meets at the Westlake Public Library. They are a computer users group which is about as old as our group is. They have twice as many members as we have. Their members are about the age of our members and they have been losing members like we have.

We shared ideas with the group and we hope to incorporate some of their ideas in our plans.

All of this information will help us plan future meetings. We will still welcome input from any who were not in attendance and would like to share their thoughts.

Join us for a great new year of discovering new technology!

***Note:** If there is ever a question about our meeting... because of the weather -- please check your email and the club webpage for notification to that effect.*

**Sandra Ruth**  
**LCCUG President**

## LCCUG Officers For 2018

<b>President</b>	Sandee Ruth president@lccug.com
<b>Vice President</b>	Carole Doerr vp-programs@lccug.com
<b>Secretary</b>	Don Hall secretary@lccug.com
<b>Treasurer</b>	Micky Knickman treasurer@lccug.com
<b>Newsletter Editor</b>	Pam Rihel newsletter@lccug.com
<b>Web Page Editor</b>	Richard Barnett webpage@lccug.com
<b>Statutory Agent</b>	Sandra Ruth statutory_agent@lccug.com
<b>Director of Membership</b>	Dennis Smith membership@lccug.com
<b>Director of Advertising</b>	Richard Barnett advertising@lccug.com
<b>Director of Education</b>	Neil Higgins education@lccug.com



# CGB TECH



CGB Tech Solutions Inc is a full service computer sales and service company. We help commercial, residential and non-profit clients throughout Northeast Ohio by providing professional on-site service, sales and repairs. We are industry certified in the repair and design of computer systems and networks. CGB Tech offers sales and support for a wide range of hardware.

Specialize in providing services to non-profit clients throughout Northeast Ohio. Take pride in our fair pricing, quality service, prompt response and accessible staff.

**Come on in! We mainly focus on you the customer directly in computer repair at this location. Just stop by and drop off your computer, no appointment is necessary. Most repairs are completed within 48 Hours. If it takes longer you will be notified. We also have computers and computer accessories available!**

**Members receive a 10% discount**

### To Learn More Contact Us

**Avon**  
36964 Detroit Rd  
Avon, Ohio 44011  
(216) 373-9449

Support@CGBTech.com or Web site: CGBtech.com

**Tuesday  
January 9, 2018**



# Chromebooks

*By*

Looks like a laptop, feels like a laptop but... Chromebooks are a type of computer designed to help you get things done faster and easier. They run Chrome OS, an operating system that has multiple layers of security, cloud storage, and the most popular Google products built-in.

Chromebooks have been adopted by many school districts for student use and have seen wide adoption by seniors. The learning curve for users is not as steep as it may be for example, an Apple iPad. During our meeting a Chromebook will be demonstrated in use, and we will answer your questions about this computing platform.

We will raffle off a 128 GB Flash Drive and a Powerbank rechargeable 2600 that will recharge a cell phone, tablet, and other smart devices on the go. There will be a number of other raffle items as well. Hope to see you there!

## Attention! Attention! Attention!



Now you can get a 5 year membership subscription to LCCUG for only \$75.00.

This is a savings of \$50.00. Can't beat this price.

So talk to Micky Knickman our Treasurer and get started on your 5 year membership today.

Don't wait until this great offer disappears.  
Sign-up today...

## WE HAVE MOVED

**Lorain High School / LCCC  
2600 Ashland Ave.  
Lorain 44052**

**Directions on back of newsletter**



## 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](http://www.lccug.com)  
[www.lccug.com/members](http://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**

## Class Ideas?

Neil needs your input into what classes you would like him to present to our members.

Please tell Neil or one of the other officers what you would like to learn and we will be happy to hold classes on your subject./subjects.



## Executive Board Meeting Minutes

**DECEMBER 5, 2017**

The board Google Hangout video meeting was attended by Sandee Ruth, Carole Doerr, Don Hall, Micky Knickman, Pam Rihel, Richard Barnett, Dennis Smith and Neil Higgins.

The board discussed and approved programs thru May of next year other than March which Richard will verify with the presenter.

Dennis reported we made \$100 from the TV raffle.

The present officers are willing to serve this coming year, however they were eager to welcome replacements from the membership.

Financial reports from Micky and Dennis on the club's activities for 2017 were passed out to the board.

Carole moved, Neil seconded the meeting be adjourned.

### MEMBERSHIP WITH LCCUG:

Yearly dues are \$25.00. For more information contact:  
Dennis Smith  
Director of Membership,  
[membership@lccug.com](mailto: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](http://www.lccug.com/members). Just click on the link  
"Meeting Locations & Directions"



**Association of Personal  
Computer User Groups**



## General Meeting Minutes

**DECEMBER 12, 2017**

President Sandee Ruth called a short meeting to order to take care of official business.

Sandee proceeded to read the proposed slate of officers for the coming year and asked if there were any nominations from the floor. There were no nominations so Sandee moved the existing slate be approved by unanimous ballot, motion approved.

Survey sheets were passed out to all members asking which programs this past year they enjoyed the most and what programs they would like to see in the coming year.

There were 24 people attending who enjoyed the food and comradery with one another.

Sandee won the 50/50 raffle which members donated to generously.

**LCCUG is 26 years old this month. We couldn't have lasted this long without our members support. Thanks to our board members who do a great job finding programs of interest. Thanks to you all.**

### LCCUG Members Page



Don't forget to check the Members' page for up-to-date information about programs & events:

<http://www.lccug.com/members>



**amazon**smile  
You shop. Amazon gives.

Thinking of shopping with Amazon? Well you can now go to our [lccug.com](http://lccug.com) website and just click on the amazonsmile link and start shopping.

Our club gets rewarded for any items purchased from our website. So the more you buy the better it is for our club. SO START SHOPPING.

## Facebook Extra



By Bob Schultz, Editor, Lake-Sumter Computer Society, FL  
October 2017 issue, NewsBytes  
[www.lscs.us](http://www.lscs.us)  
[Editors@lscs.us](mailto:Editors@lscs.us)

Facebook is either loved or hated by computer/smart phone users. Some think it is a way for people to show how important they are or how much "stuff" they have. Others believe it is a way to maintain or find lost friends. But either case there are hidden files you may like to know about. Here are five areas of concern Facebook has addressed.

1. Did you know that Facebook looks out for you by filtering messages that may be spam? You can check these filtered messages by going to the hidden file and if there are filtered messages you can access this folder by inserting the following address [<https://www.facebook.com/messages/>] into the browsers search bar. Click on the "clog" icon. This will open a window with several selections. Open "Connection Requests." In the next menu click on "See Filtered Requests". If Facebook detected any suspicious messages, they will be noted.
2. There is another feature Facebook uses to help control your privacy. It is a help that Facebook asks your permission to use a tag when someone tags you in a photo, but maybe you missed it and don't want it tagged. You can review these photos by checking your Activity Log.

To access the Activity Log, just click the "View Activity Log" button located on the bottom right side of your desktop cover photo. In the menu that comes up you can select what you want to see.

3. Have you ever been at a friend's house, used their computer on Facebook and realized when you got home you never logged out. Do not fear Facebook has made it possible to sign out from home.

Open Facebook and click on the drop-down arrow in the upper-right corner of the home screen and select "Settings". Next click "Security and Login". Look for the "Where You're Logged In". In this section, find the device you want to log off from by clicking the three vertical dots on the left side then select "Log Off."

4. For whatever reason you don't want anyone posting on your timeline but you. Simple. Go to "Settings" and then choose "Timeline and Tagging". Click on "Edit" on the "Who can post on your timeline" section and set to "Only Me".
5. If you do not care what anyone comments on a post, you can eliminate the notifications by turning off notifications for that post. To do this, just go to the post then click on the little arrow pointer on the upper right corner of the post's header then select "Turn off notifications for this post."

## Interesting Internet Finds



Steve Costello, Boca Raton Computer Society  
[editor@brcs.org](mailto:editor@brcs.org)  
<http://ctublog.sefcug.com/>

While going through the more than 300 RSS feeds, I often run across things that I think might be of interest to other user group members.

The following are some items I found interesting during the month of November 2017.

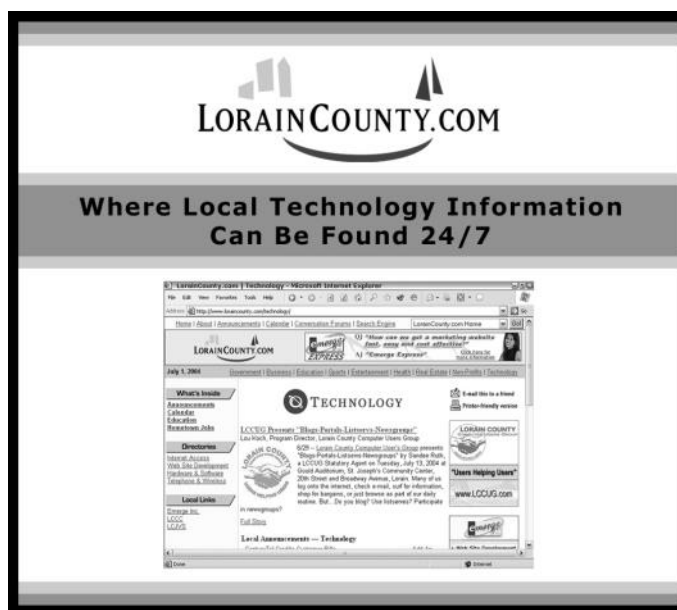
Why I Switched from Chrome to Firefox Quantum  
<https://www.howtogeek.com/333393/why-i-switched-from-chrome-to-firefox-quantum/>

Firefox Quantum was recently released. This post explains the reasons the author has for switching back to Firefox from Chrome. I know a lot of you that have never left Firefox, and/or are not satisfied with Chrome. I have experimented with Quantum a little, but think you should read this post and decide for yourself.

Word, Excel And PowerPoint Viewers Are Being Retired  
<https://www.ghacks.net/2017/11/20/word-excel-and-powerpoint-viewers-are-being-retired/#>

What Is Google Play Services? Why Do You Need It?  
<https://fossbytes.com/google-play-services-necessity/>

If you have an android device (KitKat) you have probably seen Google Play Services. If you are wondering what it does, or whether you really need it, this post explains it all.





# NEED HELP?



## Here's Who to Contact:

**Neil Higgins**

440-967-9061 - [higgins.neil@gmail.com](mailto:higgins.neil@gmail.com)

Evenings 6 p.m. - 10 p.m. + Weekends  
Hardware, Linux & Windows Operating Systems,  
Chromebooks, Tweaking your system

**Micky Knickman**

440-967-3118 - [micky@knickman.com](mailto:micky@knickman.com)

Daily 6:00 am to 4:00 pm. Leave message if no answer.  
General Software Configuration, Hardware Installation,  
Basic to Advanced Windows

**Richard Barnett**

440-365-9442 - [Richard216@aol.com](mailto:Richard216@aol.com)

Evenings & Weekends  
General Software Configuration, Hardware Installation,  
Basic to Advanced Windows & Web Page Design

**Sandee Ruth**

440-984-2692 - [sandee29@gmail.com](mailto:sandee29@gmail.com)

Basic Word Processing, Windows, & Web Design  
Advanced Internet

**Pam Casper Rihel**

440-277-6076

6:00 p.m. to 10:00 pm Monday thru Thursday

Genealogy help

[prihel1947@gmail.com](mailto:prihel1947@gmail.com)

If any of our members are interested in helping other users with what programs you are adept at, please contact any of our officers with you name, what program or programs you would be willing to give help with, you email address and or phone number and when you would like to have them call you. Thanks

### 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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**\* Computer Systems Unlimited is happy to offer a 5% discount on all computer systems ordered by LCCUG members.**

**\* Computer Systems Unlimited will also offer a free computer diagnostics check, (a \$25 value), for all LCCUG members.**

Visit our web site at [www.csuoberlin.com](http://www.csuoberlin.com) for more of what we can do.

**Store Hour Monday 9-5:30 - Thursday 9-5:30 - Friday 9-5 - Saturday 9-1**

## LCCUG ONGOING WORKSHOP

ALL ARE FREE AND OPEN TO THE PUBLIC

### Problem Solving Workshop

**Date: Tuesday - January 16, 2018**

**Time: 5:30 - 8 pm Instructor: Micky Knickman, Neil Higgins, Richard Barnett**

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

Members are encouraged to bring their computers anytime before 7:30 pm for assistance from Micky, Neil & Richard.

### Learning About Electronics

**Date: Tuesday - January 16, 2018**

**Time: 5:30 - 8 pm Instructor: Sandee Ruth**

**Place: Learn how use you electronic devices.**

Members are encouraged to bring their tablets, iPod, kindles, etc. at 5:30 pm for assistance from Sandee and any other knowledgeable members. Public is welcome to sit in these classes.

### Learn About Chromebook Hands-on

**Date: Tuesday- January 16, 2018**

**Time: 5:30- 8 pm Instructor: Neil Higgins**

**Place: Lorain County Community College 2600 Ashland Avenue, Lorain**

**Instructor: Neil Higgins**

As a follow up to the presentation at the last meeting, we will have a hands-on session with a Chromebook. This will allow members to take a test drive of this laptop type device and to try out the Chrome OS, its extensions and applications. We'll also be using the Google Play Store to install Android apps on the Chromebook (did you know you could install Android apps on the Chrome OS?)

Please bring a flash drive to obtain handout materials. If you would like to participate and get copies of the material for this class, please let Neil know by sending an email to [Education@lccug.com](mailto:Education@lccug.com)

In the "NEED HELP? Here's Who to Contact" section, could you update my information please. I just added "Chromebooks". Thanks. The blurb for the third Tuesday will be following.

If you would like to participate and get copies of the material for this class, please let Neil know by sending an email to [Education@lccug.com](mailto:Education@lccug.com)

**Newsletter Editor: Pam Rihel using Microsoft Publisher, 2013**

**This Month's contributors:** Micky Knickman, Sandra Ruth, Pam Rihel, Don Hall, Dennis Smith, Neil Higgins, Carole Doerr, Dick Eastman, Bob Schultz, Steve Costello, Rich Davis, Scambusters, APCUG, Microsoft Office art online

Newsletter is now

Online at

[lccug.com/newsletters](http://lccug.com/newsletters) or [lccug.com](http://lccug.com)

## Why You Could Pay More Instead of Less at a Shutdown Sale

Everybody loves a bargain so when you see a shutdown sale at a local mall, you may be tempted to race on over to join the treasure hunt.

But, hold your horses! Is that store really closing? Didn't you see the same sign at the same store this time last year?

If you did, that's a lawbreaker. It's illegal for a store to claim it's shutting down when it isn't. If you know for sure what they're up to, you can report them to your local consumer protection department or state Attorney General's office.

But even if it's legit you could still be conned — by being charged more for a "sale" item than you might have paid before the shutdown announcement.

It's possible they've marked down prices from inflated prices that never really existed. You may not be making the savings you were hoping for.

Furthermore, it may not be the original owner who's running the sale. Sometimes an owner might sell the store's entire inventory to a liquidator for disposal.

Some liquidators specialize in these type of sales — moving inventory from one closing store to another, so you're not necessarily being offered items from the original stock.

And, once again, prices are often marked down from the supposed "suggested retail price," which is a fictional number that's pitched to make it look like the new price is a bargain.

"That means goods can end up costing more than they did before the going-out-of-business sales began," the U.S. Federal Trade Commission (FTC) warned in a recent alert.

### ***So, how can you avoid being ripped off?***

The first and most important rule is simply to check the prices against those offered elsewhere.

You can do this at home on your PC if that's where you are when you spot an ad for the shutdown sale. But if you're already in the store, you can probably also make some comparisons on your smartphone before you buy.

This is a good first step even if the store is genuinely going out of business. But that's not all there is to it.

If it's a liquidator's sale, many sellers won't accept previously issued store gift certificates or credits. And they likely won't accept returns. If you buy, it could be yours forever, even if it doesn't work!

So, check that it does work and that there are no other obvious defects. And if it's a product that should come with a warranty, make sure the warranty card comes with the packaging.

If it's not available and you still want to buy, check to see if the product can be registered online without a warranty card. Many manufacturers will accept this providing you have the

serial number.

### ***Shop Wisely at Outlet Stores***

Shutdown sales are not the only way you can be hoodwinked into overpaying for what seems to be a bargain.

This is happening more and more at specialized outlet malls, where famous brand names offer their products at discount prices.

Shoppers should understand that oftentimes the products they buy at these stores may be defective or, in some cases, cheaper versions of the well-known branded products made from inferior materials — such as plastic instead of leather.

These stores are not breaking any laws, as long as they don't make dishonest claims. But they still might use that "suggested retail price" trick to make their products seem more of a bargain.

Sometimes too the defects in so-called "seconds" may not be easy to spot without careful checking.

It's not unheard of, for example, for pants to have one leg that's longer than another, for seams to be unsewn, or patterns to be badly mismatched.

All of this underlines the importance of checking anything you plan to buy from an outlet store — not just the price but the actual product itself.

For instance, what does the product label tell you about the materials used?

You can often learn a lot of useful information by talking to a sales assistant in the store. You can ask them directly how an item differs from the ones available online or in the main store — or whether it's manufactured specially for outlets only.

Ask them to identify any defects in the product, and find out about the store's return policy. If you live some distance from the mall, it may not be feasible to return an item, especially if you have to pay shipping costs.

The lessons we learn from these two scenarios — shutdown sales and outlet malls — is that you shouldn't buy a "bargain" unless you know it really is a bargain! These days it's fairly easy to check the true value of something you're planning to purchase — so resist the temptation to buy on impulse.

The FTC has a whole section of [information and tips on shopping and savings](#).

### **Alert of the Week**

Staying with the FTC, the agency has recently announced an agreement with the money-wiring agency Western Union to repay up to \$586 million to victims who used WU to pay scammers.

The deal covers scams between January 2004 and January 2017. Claim forms are being mailed out to some victims, but if you're a victim and haven't received a form, [you can claim online](#). You have until February 12, 2018, to claim.

*Copyright Audri and Jim Lanford. All rights reserved. Reprinted with permission. Subscribe free to Internet ScamBusters at <http://www.scambusters.org>*



Pam Rihel [prihel1947@gmail.com](mailto:prihel1947@gmail.com)  
Dick Eastman <http://www.eogn.com>

## What to Do With Floppy Disks?

By Dick Eastman

Do you or someone you know have lots of files saved on floppy disks? A lady contacted me recently and asked how she could read her old floppy disks that she had saved from many years ago. It seems her present computer does not have a floppy disk drive in it. I suggested she do something NOW to save the disks. Before long, floppy disks will be about as useful as buggy whips.



Actually, there are **THREE** separate problems:

The first problem is that floppy disks were never designed for long-term storage for years and years. The manufacturers usually stated ten to twenty years' life expectancy for floppies if they were stored in ideal conditions. A typical residence isn't ideal.

In addition, floppy disks have always been highly sensitive to dust, condensation and temperature extremes. As with any magnetic storage, it is also vulnerable to magnetic fields. If the disk isn't stored in optimum conditions, the data will disappear because of these vulnerabilities. In many cases, data will disappear from floppies in much less than ten years.

The second problem is the one my correspondent mentioned: she no longer owns a floppy disk drive. In fact, the manufacturers stopped including floppy disk drives on new computers years ago. Luckily, you can still purchase floppy disk drives today although they are becoming rare.

If possible, see if someone you know owns an older computer that includes both a floppy disk drive and some method of copying information from floppy disks to some other media. Possibilities are to transfer across a network, transfer on the Internet, copy to a flash drive, or maybe to "burn" to a CD-ROM.

If you cannot find an older computer, you can purchase an external USB floppy drive that plugs into the USB port of most any modern Windows or Macintosh computer. The drives typically cost \$10 to perhaps \$30. You can see a selection of USB 3 1/2-inch floppy disk drives for sale today at <http://goo.gl/Krtc1>.

If you have an even older 5-1/4-inch floppy, your search will be more difficult. Very few of the older disk drives were ever manufactured with a USB connection. However, if you are willing to open the computer and bolt in an internal floppy drive, you might still be able to find a few on [eBay](http://eBay).

The third, and possibly the biggest, problem of all is the information stored on the disk. Even if the data has not disappeared, and even if you can copy the files to more modern media, can you find a program today that will read the files created by a program ten or twenty years ago? For instance, if you have files created by Roots 3 (a popular genealogy program of the 1980s), you will have difficulty finding any program today that will read information stored in that old format. To my knowledge, Roots 3 files can only be read by Roots 3 or later versions of the same program. Unfortunately, no program today can read Roots 3 files. The same is true for data saved in old versions of Personal Ancestral File, Family Tree Maker, or genealogy programs that have since disappeared from the marketplace, such as The Family Edge or Generations Grande Suite.

My advice:

1. Copy the files NOW! Whatever is stored on a floppy disk may disappear at any time. Save it while you can. Copy the files to modern media.
2. Attempt to open the files with a modern word processor or genealogy program or even a simple ASCII file viewer, such as Windows Notepad. If you are lucky, you may be able to read the information.
3. If you cannot read the files, post messages on online forums asking for assistance from anyone who still has an old computer with the old software installed. For instance, if you find someone who still has Roots3 installed on a computer someplace (and if they also have the optional Roots 3 program that creates GEDCOM files), they could import your data and then export it in GEDCOM format. The information then can be read by any modern genealogy program.

For more information about GEDCOM files, see my "GEDCOM Explained" article at <https://blog.eogn.com/2014/05/24/gedcom-explained/>. Whatever you do, don't get trapped in the obsolescence problems again. Copy your data often to whatever new media has recently become available.

*This article is from Eastman's Online Genealogy Newsletter and is copyright by Richard W. Eastman. It is re-published here with the permission of the author. Information about the newsletter is available at <http://www.eogn.com>.*



# Chromebooks for Seniors

by Rich Davis, Communications Director,  
Computer Booters of Sun Lakes, AZ  
October 2017 issue, The Computer Booter  
[www.computerbooters.org](http://www.computerbooters.org)

Chromebooks are laptops that use Google's operating system. They are quite inexpensive as compared to a Windows or Apple machine. My newest Chromebook is 15" and was \$129.00 as a refurbished item.

I had a back injury some years ago when I heard about Chromebooks as they had just been rolled out. The critics slammed them as being quite useless. I seemed to be drawn to them after reading a lot about how they work. This looked like a good computer to me. I decided to challenge the critics and make this my main machine if I could. I would be able to spend some time learning as I was laid up.

One drawback that the critics named was storage. My first Chromebook had only 18gb of hard drive. I had a Gmail account and found that I had 15gb of space for free. I could also add an SD card to give me much more. Also, when you buy a Chromebook you get an extra 100gb of online storage for free for a couple of years. Another, or maybe equal to the first was that you had to be online to use your Chromebook. I always am so that didn't bother me. Improvements have made the Chromebook use-

ful offline as of now.

The third obstacle was that you couldn't load software.

True, but instead we use apps that are downloaded. In my opinion, they are better than software. Some of the apps are not as robust as a complete software suite. But, hey, I have slowed down with work and the apps work fine for me. Also, Google sets up a drive in the cloud, which means on their servers, for the user. Included is a software suite almost as good as Microsoft Office and compatible with it.

Once I got the knack of using my Chromebook I never looked back. Updates take a few seconds. The laptop starts in 7 seconds. The battery life is about 10 hours. I can watch Netflix movies, Skype, Email, create documents and slideshows, and much more. There is no need for antivirus software.

It is perfect for me. Did you know that 70 percent of schools use Chromebooks because of their price and functionality eclipsing iPads and Windows machines for students? So, the critics were dead wrong. They didn't give something new a fair chance. A couple of years ago my grandson, 14, told me how cool my Chromebook was. I sure was proud of my decision to go with my gut and try something new.

## The Lorain County Chapter of OGS

is having it's next meetings on :

### REGULAR MEETING LOCATION

**January 8 – "Where did Grandpa Live? Mapping your Ancestors"** presented by Mary Jamba. Paint a picture of your ancestors' lives by finding their location on historic maps. The local environment and geography played major roles in their lives.

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](mailto:jecopeland1975@gmail.com).



## ROYAL business equipment

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# Am I Wasting My Time Reporting Scam and Spam Emails?



***Reporting spam in your email program with the spam button is critical. Reporting it by forwarding it somewhere isn't going to do any good.***

You once said that when it comes to email scams, we should just mark it as a scam or [spam](#) and move on. But I've found websites to report them to, and some email addresses to forward them to, and I'd like to think I'm doing some good. Are you saying that I'm wasting my time reporting email scams directly to these agencies?

**Yes.**

I just don't believe reporting spam to these sites and services is worth the time and effort. I don't see any harm in doing it; I just don't think it helps.

I do want to be very clear, however, that a different type of "reporting spam" is very important, and we should all be doing that.

## The war against spam

Spam is more than an annoyance: it's a battle. For every step you and I and our email providers take to stop or block spam, spammers come up with new tricks and techniques to bypass those steps. As the recipient of a fair amount of spam — perhaps more than most, since I have several "public" email addresses — I see the magnitude of the problem firsthand.

## Reporting spam versus reporting spam

You should *definitely* report spam using the "spam", "junk", or equivalent mechanism in your email program or web interface.



Particularly for web-based email services, this is important feedback the system uses to learn what is and is not spam. Think of it as a form of crowdsourcing. This information is collected and used to tune what the email service looks for when deciding something is spam and whether or not to automatically place it in your spam folder for you.

The more you report spam in this manner, the better the spam filter gets.

This does nothing to reduce the *amount* of spam targeting your email address, but the result is that less of it ends up in your inbox, being deflected into your spam folder instead.

Keep doing that. (Just don't use the "spam" button to unsubscribe from *things you asked for*; doing so actually [hurts other recipients](#).)

## Reporting by submitting or forwarding

The type of spam reporting I feel is useless is that in which you either forward the email to a specific email address or copy/paste the email body or other information into an online submission form.

There's nothing wrong with doing so — it's not going to harm you or cause you to get more spam — it's just not going to help you get less.

I'm fairly convinced the addresses you listed<sup>1</sup> already get *so many* reports that whatever you're reporting is just a drop in the ocean. It would be incredibly rare for you to pass along something that hasn't already been submitted.

Besides, the nature of spam has changed such that these services simply can't really work reliably. Spam sources of the past.

In the past, the majority of spam came from specific servers that were either owned by or had been compromised by spammers. These servers sent out millions of spam email messages.

The fact that the email came from consistent servers meant it was possible to track them down, and depending on where they were located, shut them down or block them.

That's when most of these reporting services come into being. By forwarding spam to them, you were helping identify specific sources of large amounts of spam. The services then tracked down the owner, or the owner's [ISP](#), and had the spammer shut down. If they couldn't shut them down, they added the [IP address](#) of the server to a "black list" which other ISPs then used to block that server.

**Unfortunately, this approach is no longer effective. Why?**

## Botnets.

### Spam now comes from everywhere

Botnets, created by installing [malware](#) on millions of computers worldwide, have replaced individual mail servers for sending spam. Rather than sending 10,000,000 emails from one server, a spammer might now be sending 100 mails each from 100,000 infected machines.

Your machine could be one of them, and you might not even realize it. (Make sure your [anti-malware](#) tools are up-to-date and scanning!)

One hundred thousand machines is an impractical number of machines to track down. Even if it could be done, tracking them down wouldn't help. Spammers would just use other infected machines to continue to send out spam.

As a result, the reporting services you're asking about can't really help.

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We do hear of botnets occasionally being brought down, but identifying the spam emails doesn't play a role. Instead, the malware that infected machines in the first place must be tracked down and defended against.

### Speaking of bots...

A relatively new entry in the "report spam" arena is the ability to forward a copy of spam to a service of some sort that promises to waste the spammers' time by using a different kind of "bot" to engage them in a fake conversation for as long as possible.

In my opinion, this is another waste. In fact, it's akin to fighting spam with spam — you're causing the internet to be flooded with even more fake email.

I'm also convinced that the spammers will catch on pretty quickly and recognize the bot for what it is: ineffective and easily ignored.

### When reporting spam might help

Before I write off reporting completely, though, I do have to add that some agencies — in particular, the FTC (the U.S. Federal Trade Commission) — may do more than just track down servers and IP addresses. The FTC may also look at the content of the message and see if what's being hawked violates federal law. With enough instances of an issue, I would hope they'd go after the merchant.

Unfortunately, they may not be able to do much even then. Many — perhaps even most — of these scams originate overseas, *where the FTC has no jurisdiction*.

The bottom line, in my opinion: depending on the spam and the service, forwarding spam to these services has a very small chance of helping.

Lovely spam! Wonderful spam!<sup>2</sup>

To sum up: I don't bother reporting spam, other than by using the "spam" or "junk" buttons in my email program.

- Reporting individual spam emails just isn't effective.

These agencies can get plenty of spam on their own, perhaps even using "honeypot" email addresses.

- I know there are others forwarding their spam. I have better things to do with my time.

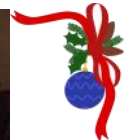
I simply choose not to.

If reporting it makes you feel better about spam and scams, and if you've got the time, carry on, I suppose. I just don't believe it makes any difference in stopping spam and scam emails from arriving in our inboxes.

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## Christmas Party Photo's At SugarCreek Restaurant

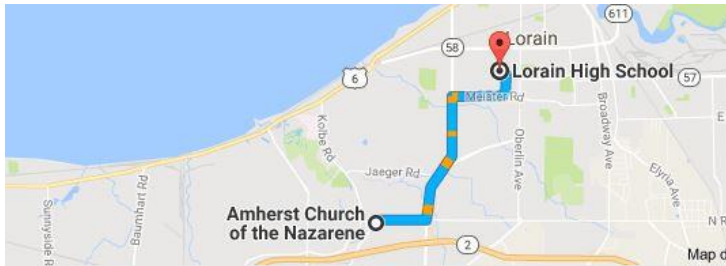




# Current location of LCCUG meetings

## Directions:

from the Amherst Church of the Nazarene to Lorain High / LCCC:



9 min (3.4 mi) via N Leavitt Rd

From the Church in Amherst travel north on Leavitt Rd (from Dunkin Donut) to Meister Rd, turn right (East) on Meister to Ashland, turn left and travel .5 mi to LCCC, our new location

Lorain High School / LCCC  
2600 Ashland Ave.  
Lorain 44052



The East side of the new Lorain High School is the College annex as seen in the photo.

You see parking area in the front there, facing Ashland Avenue.

Note: This building is behind the Frank Jacinto Elementary School.

Note: 26th St runs from the LCCC Bldg on Ashland Avenue to the George Daniel Fields football stadium on Oberlin Avenue.



This is the classroom that we will be meeting in. Inside the door to the building entrance is an elevator that take us to this room.

