



2019

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**Tuesday  
September 10, 2019**

## WINDOWS 7 SUNSET



*By*

***Micky Knickman***

### 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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**😊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



Thoughts on searching the Internet with ....



I have used all of these search engines until Google came along and then that seemed to be the be end all of search engines.

**Short History of Early Search Engines** Do any of these sound familiar?

- Excite – Born in 1993. ...
- Yahoo! - Born in 1994. ...
- WebCrawler – Born in 1994. ...
- Lycos – Born in 1994. ...
- Infoseek – Born in 1994. ...
- AltaVista – Born in 1995. ...
- Inktomi – Born in 1996. ...
- Ask Jeeves (now Ask) – Born in 1997.

**Google – Born in 1997**

Do you *Google*? Are you comfortable doing a quick search on the subject you need help with? Do you go to Google first?

Now days most of us go to Google for our information needs. **For example:**

- Recipes
- Small appliance repair
- Household tips
- Help recalling book titles, actors' names, movie titles....
- Identifying trees, plants, items
- Computer problem solutions

Google has become the most popular search engine in the U.S. (65%) Interestingly in China, they use one called, Baidu and in Russia there is one called Yandex.

Putting aside the issues of privacy, being marketed to, security, and the like, I appreciate having Google and its accuracy available to me. There are many advanced search functions available.

Limiting by time is the function that I use most often, otherwise most of my searching doesn't require the advanced limiters.

Here is a tutorial that helps you with advanced searching:

## *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

<https://tinyurl.com/y62439zr>

DuckDuckGo is the first choice for **search engines** among the users who want to remain anonymous on the internet. While privacy is a highly concerned issued on the internet, DuckDuck-Go doesn't collect your browsing history, social media profiles, emails to give you personalized **search** results, unlike **Google**.

Join us for the September 10 meeting when we will hear about Microsoft's ending its support for Windows on computers using Windows 7. If you have an older computer, you will need this important information.

For information about current updates to Windows 10 here is some good information:

<https://tinyurl.com/yx6lula>

*Sandra Ruth*  
*LCCUG President*



Tuesday  
September 10, 2018

# WINDOWS 7 SUNSET

By

Micky Knickman



After January 14, 2020, Microsoft will no longer provide security updates or support for PCs running *Windows 7*. ... If you continue to use *Windows 7* after support has ended, your PC will still work, but it may become more vulnerable to security risks and viruses.

Please join us as we discuss what you should do to avoid any problems with the end of support for Windows 7. We will have our resident expert show us an APCUG video on the subject and then a question and answer period afterwards. This is a must see/attend meeting.



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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.



Where Local Technology Information  
Can Be Found 24/7



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.



## Executive Board Meeting Minutes

**August 6, 2019**

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

The board agreed to cancel the third Tuesday workshop for August.

Micky reported the HOT SPOT appears to be working well and will cost \$10 a month.

Carole will send out our meeting dates to the local newspapers in the hopes we got more attendees.

Sandee will get reservations for our annual Christmas dinner in December at Sugarcreek Restaurant.

Talk of an annual picnic was held off until we get input from the membership.

Dennis submitted a list of prizes for the August 9th meeting. The list included Wyze Security camera and was approved.

Don will buy ink from Staples in order to keep our Rewards money active.

The board followed Micky's recommendation we use the APCU video on Windows 7 security Sunset for the September meeting.

Dennis moved, Richard seconded 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).

#### Meeting Location:

LCCC Community Center at Lorain High School  
2600 Ashland Ave, Lorain Ohio  
6:00 - 8:00 PM  
Meeting room is on the second floor.  
Elevator access is available for those in need.



Association of Personal  
Computer User Groups



## General Meeting Minutes

**August 13, 2019**

President Sandee Ruth called the meeting to order. A motion to accept the minutes as shown in the August issue of the *INTERFACE* was made by Carole Doerr, seconded by Ron Dix. Motion passed by voice vote.

Sandee informed members the 3rd Tuesday lab was cancelled for August. She mentioned the December meeting would be a dinner at Sugarcreek Restaurant.

Bruce Brockman, president of Bruce Brockman Computer club for 7 years and working with computers for 35 years gave an interesting and informative program titled "MY STORY". He had no formal training, however, he presented many recommendations on computer operations.

Dennis Smith won the attendance raffle, Joe Harrold won the roll-over raffle and picked the Joker for the jackpot. Margie Soto-Rivera won the software / hardware raffle.

Sandee moved, Micky seconded the meeting be adjourned.

Our links can be found at:

[LCCUG.com/links](http://LCCUG.com/links), There you will find many interesting places to visit. Check them out and see what you can find interesting

### NEOPC Meetings

9/11\*\*\* General Meeting \*\*\* "Battle of the Browsers" presented by Bill Crowe, 1st Vice President, Sarasota Technology Users Group This just-released video presentation from the APCUG Virtual Technology Conference addresses a subject essential to our internet use. We all use a Browser to access the internet. There are many tips and tricks that can be employed to make using the internet faster and easier. This presentation will focus on the functions that are available on nearly all browsers but are used by relatively few of us. Do you use Tabs, a Favorites Bar, Bookmarks and Bookmark Folders? Do you use the address/search bar? Do you clear your active websites, or block cookies and popups? If you are not sure or do not understand many of these terms, then this presentation is for you. Bill will show how to use two different browsers to accomplish the tasks mentioned above. We offer conversation and refreshments at the Porter Room at Westlake Public Library at 6:30pm. The meeting starts at 7:00. Members and visitors are welcome.

Check out their website at: <http://neopc.org/>





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

## Pennsylvania Death Index, 1906-1964

The Pennsylvania State Death Index contains information on deaths recorded in the state of Pennsylvania from 1906 through 1964. Death certificates offer key details about a person's life and represent one of the key primary sources for family information.

The 6,562,484 records in this collection provide information on the place and date of death, age at death, and the full death certificate number.

You can read the remainder of this (lengthy) article at: <https://blog.eogn.com/2019/08/28/new-historical-records-added-to-myheritage-in-august-2019/>.

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.



## Digitizing Canada's Heritage is the Top Priority for Canada's new Chief Librarian and Archivist



This should be good news for anyone researching Canadian ancestry but doesn't live near the location(s) of those ancestors!

Canada's new chief librarian and archivist says her profession's biggest challenge remains meeting the digital demands of the next generation of library patrons, and that could mean collecting tweets and emails alongside those historical books, maps and photographs.

**Leslie Weir**, who took over as Library and Archivist of Canada on Friday, told CBC's *Ottawa Morning* that in 2000, many were predicting the demise of libraries amid the increasing digitization of books and information. The

technology never slowed, yet now, nearly two decades later, libraries are still around.

You can read more in an article in the **CBC** web site

at: <https://www.cbc.ca/news/canada/ottawa/library-archives-canada-digitizing-leslie-weir-1.5265444>.

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.

*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>.*

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## LCCUG WORKSHOP

### 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.

Neil Higgins [Education@lccug.com](mailto:Education@lccug.com).

# 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)

### Denny Smith

440-355-6218 - [dennis.smith@windstream.net](mailto:dennis.smith@windstream.net)

Microsoft EXCEL  
Leave message on machine.

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

**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, Michael John Neill, Dick Eastman, Phil Sorrentino, Paul Baeker, Scambusters, APCUG, Leo Notenboom, NEOPC, Microsoft Office art online, Newsletter is now Online at:

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



## LCCUG ONGOING WORKSHOP

ALL ARE FREE AND OPEN TO THE PUBLIC

### Problem Solving Workshop

**Date:** Tuesday - September 17, 2019  
**Time:** 5:30 - 8 pm In-structor: 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

### Learning About Electronics

**Date:** Tuesday - September 10, 2019  
**Time:** 5:30 - 8 pm In-structor: Sandee Ruth

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

Members are encouraged to bring their tablets, iPod, kindles, etc. at 5:30 pm for as-

### Learn About- Hands on Demonstration

**Date:** Tuesday- September 17, 2019  
**Time:** 5:30- 8 pm In-structor: Neil Higgins  
**Place:** Lorain County Community College 2600 Ashland Avenue, Lorain  
**Instructor:** Neil Higgins

Recuva (pronounced "recover") is a freeware Windows utility to restore files that have been accidentally deleted from your computer.

Accidentally deleted an important file? Lost something important when your computer crashed? No problem! Recuva recovers files deleted from your Windows computer, Recycle Bin, digital camera card, or MP3 player. It's free and comes in a portable version that can be installed on a flash drive so you do not have to worry about writing over files you want to recover.

Please bring a flash drive to obtain software and handouts. If you would like to participate and get copies of the material for this presentation, please let Neil know

# LCCUG

# Lorain County Computer Users Group

2019 Calendar of Events

<http://lccug.com>  
email: [info@lccug.com](mailto:info@lccug.com)

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

Doors open 6pm – program starts at 6:30

*2<sup>nd</sup> Tuesday of each month. Changes are announced on the webpage and the newsletter.  
All meetings are open to the public*

**August 13, *How I learned to “Compute”* Bruce Brockman**

**Sept.10 - Windows 7 Sunset**

**Oct 8 - Social Security**

**Nov 12 - Glenn Pubal**

**December 10, Christmas/Holiday Dinner  
SugarCreek time to be announced**



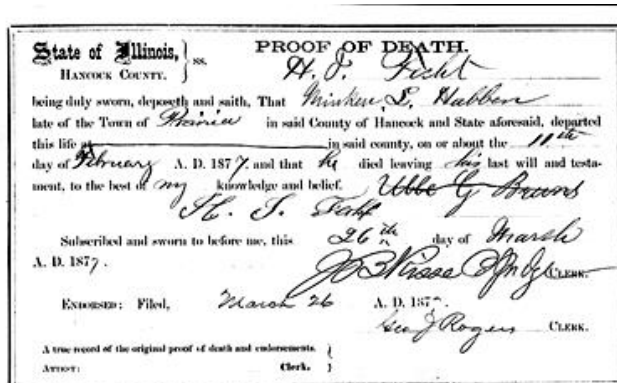
## *Genealogy Tip of the Day*

### Proof of Death in Probate Records?

Posted: 28 Aug 2019 12:26 PM PDT

Depending upon the location and the time period, an individual's probate file may have a "proof of death" statement or affidavit. The court wanted to know that the person whose estate was being probated was actually deceased. In other places there may be no such record and the best estimate of date of death is simply before the first date the individual is listed as "deceased" in the records.

Michael John Neill Genealogy Tip of the Day  
[Rootdig.com](http://Rootdig.com)



## Cell Phone Fraud Soars — Here's How to Beat It

Cell phone fraud, where scammers leverage an existing phone user's account for criminal purposes, is rising alarmingly.

Latest research shows a 78% year-on-year surge to almost 700,000 incidents. And, in many cases, victims don't find out about the crime until they get contacted by debt collectors.

In the most common type of scam, crooks effectively hijack a user's account by tricking them into handing over a code sent to their phones by their service provider.

For example, they phone a target pretending to be the service provider (having bought the victim's details on the dark web). They tell the user there's a security issue with their account and that they'll be sending a code to the phone, which the user must then read back to them.

At the same time, the scammer contacts the service provider, posing as the customer, requesting a four-digit code so they can verify and access their account.

The phone company sends the code and then the victim gives it to the scammer who can now pass himself off as the customer.

Once this set-up is complete, the scammer can use the victim's identity to acquire new phones and other products to sell. He can also access the victim's account and steal personal information, which can be used to take out credit in their name.

The other tactic is so-called number porting, in which scammers transfer victims' phone numbers to fake accounts they've set up. People who don't use their phones frequently may not discover their line is dead for a few days, by which time crooks have already made full use of information linked to the number.

### Poor Safeguards

The trouble is that, unlike other types of fraud, for instance using stolen credit card information, cell phone fraud is so relatively new that a lot of the safeguards available to card users — and the mechanisms for putting things right — are not so well-developed.

For example, banks and card companies generally have a policy of limiting losses on defrauded accounts, usually up to \$50. Cell phone companies vary considerably in their policies, and victims can end up seriously out of pocket.

*"It's also hard to detect, so it can go unnoticed for*

*months," notes consumer champ publication Consumer Reports in a recent online article. "By then, your bank account may be drained, credit card companies may be after you for unpaid bills, and the police may be investigating you for crimes committed in your name."*

Edward McAndrew, a one-time federal cybercrime prosecutor, tells the publication that most victims have to spend a lot of time explaining and proving the fraud to their phone companies. The firms need to get their act together.

*"Much like credit cards are making efforts to prevent fraud — because they're on the hook for the loss — so should cell phone service providers," he says.*

And Steven Weisman, a white-collar crime expert, adds:

*"While this type of fraud is expanding, the law has not caught up with it sufficiently to provide for liability limits for victims of this type of fraud as we have with credit cards and debit cards."*

### 7 Key Steps

Given this high level of risk, what can you do to avoid falling victim to this growing crime? There are seven key steps.

1. Most importantly, you can set up a security password, usually a PIN number, with your service provider that stops anyone else from accessing your account without using the number to confirm their identity. This is quite separate and different from the number the company would send to you for verification, as outlined above. Some providers actually insist you have a PIN in place.
2. You can freeze your record with the big credit scoring and reporting agencies. Then, if anyone tries to open an account in your name, the bank or other lending organization won't be able to access your record and therefore won't lend money.
3. Service providers also use another organization, the [National Consumer Telecom and Utilities Exchange](#) — to check your creditworthiness and you can freeze your account with them too.
4. You should check your cell phone account regularly — online if you can. Look out for unidentified charges.
5. If you're not a regular cell phone user, you should still check your device for a dial tone every day and contact your service provider if the phone is dead.
6. If a caller claims to be from your service provider and asks you to read back a code they sent, don't. Hang up and call the service provider yourself to check whether the call was genuine.

*(Continued on page 9)*



(Continued from page 8) Cell Phone Fraud Soars....

7. Protect your confidential financial information. Don't disclose it over the phone. And don't post your phone number online.

Smart phones are now the communication method of choice for many people. As they become increasingly more sophisticated, their value rises, even for stolen items, making them a lucrative target for crooks.

That has also sparked dozens of scams. Check out our earlier report listing 10 of the most common cellphone scams, [The 10 Most Common Cell Phone Scams and How to Avoid Them](#), and read the *Consumer Reports* article, [A Growing Threat to Your Finances: Cell-Phone Account Fraud](#).

### Alert of the Week

Does your camera have Wi-Fi? Bluetooth? If so, watch out. It may be vulnerable to hackers who have devised ways of installing ransomware — locking up your photos forever unless you pay up.

Avoid these tricksters by switching off these technologies when not in use. And keep your camera's firmware up to date by registering the device on the maker's website and arranging to be notified of any updates.

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

### The Lorain County Chapter of OGS

is having it's next meetings on :

#### REGULAR MEETING LOCATION

Check our webpage for the next program.  
<http://loraincoogs.org/events.html>

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).



### Computer Club News

**Don't Forget to Bring  
in Your Used Ink Cartridges  
LCCUG is collecting empty ink  
cartridges**



***For every cartridge you will receive a  
ticket for our special drawing.  
Recycle & Help Our Club Too!***



## Google Fi – Short for Fidelity, maybe a country code for Finland, or a new network?

By Phil Sorrentino, Secretary & APCUG Rep  
The Computer Club, FL  
<http://www.scccomputerclub.org/> [phil-sorr@yahoo.com](mailto:phil-sorr@yahoo.com)

All are correct, but it is the new service that Google is making available that is the real news. At the last meeting where I had a chance to ask, "how many have a smartphone," there was a resounding show of hands that indicated almost 100 % of the attendees had one. (There were actually a few "flip phone" hold outs.) Although this was a "technically inclined" group of people, it is still amazing since the smartphone was only invented in 2007. In just 11 years the smartphone has had an enormous market penetration. Actually the statistics show that 95% of all Americans own a cell phone and that 77% of all Americans own a smartphone. That's around 250 million people in the US using smartphones.

The smartphone is the device that we come in contact with and are most familiar with, but it is the underlying network that the smartphone uses that allows it to connect to all the people and servers that we want to contact. Yes, we use the smartphone to contact people by voice, video and texts, but we also contact and communicate with servers like Google, Yahoo, Facebook, Amazon, Wikipedia, Alexa, Twitter, CNN, SunTrust, etc. to do our bidding. None of this contact would be possible without the network that connects these servers to our clients (smartphones, tablets, and computers). That's right, our smartphones are the clients in the Client-Server arrangement that makes our phone so useful. (If you had attended one of my internet related classes you would have known that.) So, without the network, our clients would not be able to contact the servers and the servers would just be left idle. But there is a network; in fact there are 4 major

*(Continued on page 13)*

# How to Protect Your Cloud Storage and Backups from Ransomware

by [Leo A. Notenboom](#)

There are now additional protections for your data if your machine becomes infected with a form of malware known as ransomware.

In [a previous article](#), I wrote at length on how [ransomware](#) is nothing special when it comes to prevention — it's “just” [malware](#), and the same steps you take to protect yourself against malware are the steps you take to protect yourself from ransomware. Because of ransomware's devastating consequences, however, many people want additional assurance that they're protected, even if they allow such malware to reach their machine. In particular, two questions come up often: what about files stored in services like OneDrive or Dropbox, and what about backups stored on connected external hard drives?

I recently became aware of a couple of features specifically designed to allay those concerns.

Become a [Patron of Ask Leo!](#) and go ad-free!

## Protecting your backups

I'm a big believer in regular, automated image backups. That requires a destination for the backups — typically an external drive — being always connected and ready.

The concern is that ransomware, as part of encrypting your data files, might come along and also encrypt the files it finds on your [backup](#) devices. This renders the typical ransomware protection advice — just restore a

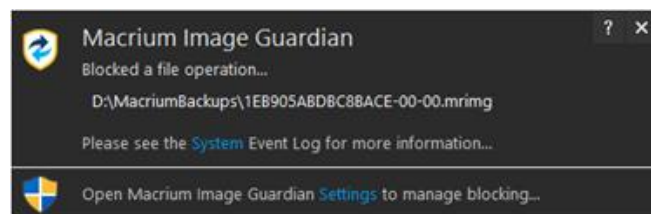
recent backup — impossible to accomplish.

Macrium Reflect has added a feature called “Image Guardian” to its paid versions to protect against just such a situation.

Macrium Reflect Image Guardian.

The concept is simple: only authorized applications — namely Reflect itself and a couple of specific exceptions — are allowed to do anything to the backup images.

Even attempting to delete such an image in Windows File Explorer will generate an error and a notification.



Macrium Image Guardian in action.

This effectively locks down your backup images from unauthorized modification, particularly by malware. (You can delete the file from within Reflect, of course.)

I appreciate this feature because it allows you to safely leave your external drive connected (and your backups running automatically) without having to remember to reconnect.

## Protecting your cloud storage

[Cloud](#) storage and synchronization services automatically [back up](#) the files you place in specific folders on your computer to the cloud. For example, if you regularly work in your OneDrive folder, then those files are copied to the OneDrive service online each time they change.

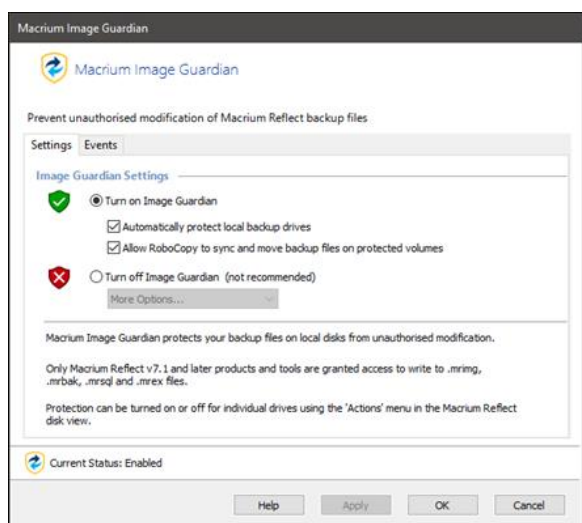
This is a particularly effective form of what I refer to as “near real-time backup”. Every time you save the file, it's backed up to the cloud, and possibly also downloaded to any other computers connected to the same OneDrive account.

The concern here is simple: ransomware comes along and encrypts your files, and because they've changed, those (now encrypted) files are automatically uploaded to the cloud, effectively overwriting your backup.

Both OneDrive and Dropbox have had a form of file history for some time. What this means is that if a file has been changed or deleted, you can go to the online interface and restore the file to a previous version before the change was made.

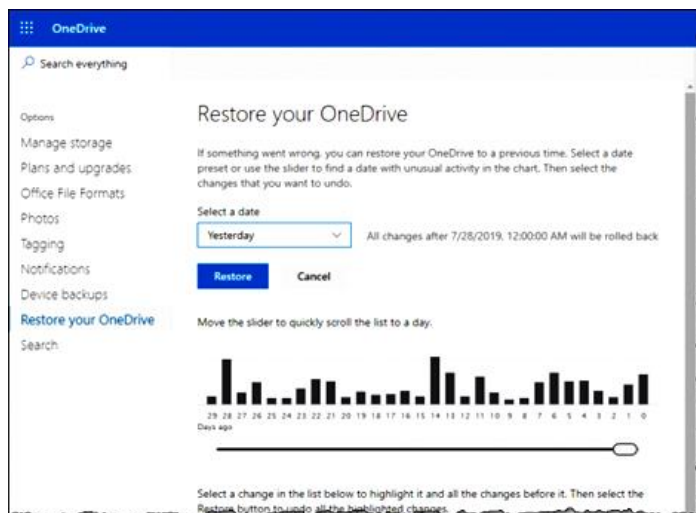
This can be burdensome, however, if hundreds or thousands of files are affected by a ransomware infection.

*(Continued on page 11)*



## (Continued from page 10) How To Protect Your Cloud Storage...

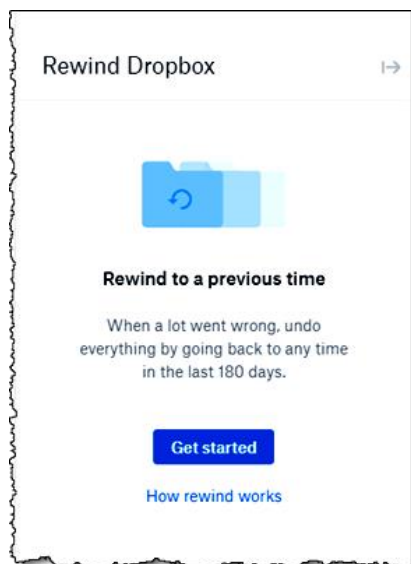
OneDrive allows you to restore your entire collection of files to a state prior to a given date.



Restore your OneDrive (click for larger image).

Machine infected by ransomware on Tuesday? After you've cleaned your machine of the malware, you can reset your OneDrive to its state the day before, restoring all the files therein.<sup>2</sup>

Dropbox includes a similar feature, "Rewind", in its paid plans.



### Dropbox Rewind feature.

It's interesting to note that both OneDrive and Dropbox refer to things "going wrong" in their messages. While I'm sure lots of different things can go wrong, the most likely cause for these features' appearance and populari-

ty is the threat of ransomware.

### Don't let your guard down

I need to reiterate that neither of these features — [image backup](#) protection or cloud storage recovery — actually protect you from ransomware. In fact, these features only help once you've allowed your machine to become infected and ransomware has done its damage.

*Do not* let these features lull you into a false sense of security. You still need to be vigilant as you protect yourself from malware, of which ransomware is only one type.

### Who Ya Gonna Call?

### Unpleasant Experience—Senior Computer Students

Paul Baecker, Editor, Sterling Heights Computer Club MI April 2019 issue, WYSIWYG

[www.shcc.org](http://www.shcc.org)  
[newsletter@sterlingheightscomputerclub.org](mailto:newsletter@sterlingheightscomputerclub.org)

I teach computer classes at a local library and hear a myriad of students' horror stories about their unpleasant computer experiences. Here are some...

Last year, this happened to two senior citizen students, in separate classes. Each student mentioned taking her computer to a local store to have it 'repaired.' One said which store she brought it to (a big-box store with a diagnostic department) and paid \$200. The other took it to a local office-supply store but was too embarrassed to admit the cost she paid. In both cases, the ladies could not remember what problem(s) the PCs were having -- they just "weren't working right." Each student got her computer back, and each computer worked great. The problem? Their personal data (docs, music, photos, etc.) was gone. When questioned about whether they were offered the service of backing up these files, I was met with blank stares. They weren't pleased with losing the files, but still -- blank stares. Neither student could recall being offered a backup of the data files (at additional cost, of course). Perhaps that solicitation was not made, or perhaps they simply did not understand it.

Last month another student reported a pop-up on his Win10 PC. It was one of those typical pop-ups suggesting that the computer had so-and-so many things wrong and a simple phone call could set everything straight. The phone number in the pop-up was 1-855-623-5333. A simple web-search of this phone number reveals it as a popular component of a "pop-up virus." This pop-up loaded immediately with each Win10 login and kept the user from seeing any of his desktop or running any pro-

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grams. It acted as I would expect a ransomware attack would act, although no ransom demand was noted. Perhaps needless to say, I had to enter Windows' 'Safe Mode' to be able to evict it from the PC, since in 'Normal Mode' I could not access any programs (including security tools). But how did the user get this infection? Simple: He opened an email message from the US Postal Service regarding his request for an upcoming vacation hold of his mail delivery. The problem is that the email was fake. It LOOKED like the other email message he'd previously received, but when hovering over the links in the message, they did not point to the USPS, but rather to some other web location. Not knowing how to determine that the links were fake, he trusted the message and clicked away. BOOM! -- The PC got hacked. An important lesson learned.

Another student was trying to demystify Microsoft's OneDrive on her Windows 10 PC. She had a subscription to Office 365 and had a genuine purpose to be using that cloud storage service. But it just wasn't cooperating -- she was challenged with getting the sync feature to work. So, she searched the web for assistance, and came upon a Microsoft site with a phone number. (Turns out that the site was NOT a Microsoft site, but read on.) The site looked professional, and she called the number, and met "Alex and Steve." Alex chatted with her about her dilemma for the longest time (20+ minutes), drawing fancy images on her screen, suggesting what they could do for her and how much their service would cost (initially, \$699, but when they learned that she was a senior citizen, the senior discount kicked in at \$499). Fortunately, Alex and Steve were greedy enough to price themselves out of her business, but had they suggested more like \$100, she might have jumped at the offer. But during the long chat with Alex, we surmise that Steve (probably not their real names, of course, since they certainly didn't hide their far-eastern accent) was diligently trying to break into her PC and access whatever files he could. Later, in diagnosing some oddities with her system, we found remnant files in a few places that looked as though Steve had accessed the PC but wasn't experienced enough to cause permanent damage. Sloppy novice hackers.

And a student brought her laptop to a class and asked whether I could help her with a problem. She could not log in to her Windows 10 PC since the previous weekend, although she was insistent that she knew the password. After several tries (using variants of the password contents), we sat there, discussing the problem and alternative solutions (there were few). But during that chat, we were surprised to hear a voice come over the speakers of the not-yet-logged-into PC, telling us that a call to such-and-such phone number could fix so-and-so many hundreds of problems on the PC (similar to the screen

popups that we all have witnessed). I figured that the user had caught an infection that also changed her login password. (I have broken into login credentials on Win7 & 8.1 PCs, but Win10 presents advanced security features that stymied my similar attempts.) I do not know what the user eventually did with her PC issue.

These are situations which none of us want to experience. But what if we do have problems or questions about our PCs or our Internet experiences? Each of these users COULD have avoided their dilemmas with a little knowledge.....or with a computer club membership. As a club member, you have access to knowledgeable folks who are willing and able to assist you, without shelling out extra bucks unnecessarily. The club newsletter lists contacts to club volunteers who are ready to help. And each member has the email addresses of the other members. Do not feel intimidated to ask for help when you're stumped with a problem. We all started out with no knowledge, and through reading, research and asking questions (and bits of trial and error), we all have acquired a certain level of digital smarts. If you ask one person, and the response is not quite satisfactory (maybe it didn't work, or it was way over your head), ask again, or ask someone else. Everyone has different ideas and potential solutions, and different ways to convey them. There are NO dumb questions -- we've all asked them. Besides, it's FUN to learn how to control your digital toys! So, never be afraid to ask for help.

## **Genealogy Tip of the Day**

Michael John Neill Genealogy Tip of the Day

[Rootdig.com](http://Rootdig.com)

### **Aunt Law**

**Posted: 27 Aug 2019 02:27 PM PDT**

It took me forever to "realize" where the nickname probably came from. Some family members referred to my Aunt Luella as "Law." I had known her by those names for so long that I never questioned it and never wondered where it came from. I just took as it was.

Until today. I was saying the name to myself for some reason or another and it dawned on me that the originator of the "Law" name probably said "Luella" in such a way that "law" was a part of it. I never heard it pronounced that way and didn't say it that way myself.

Of course the reason I never heard anyone say "Lawella" or "Lawellaw" is because those people never said her full name. They called her "Law."

Knowing the origination of her nickname is not crucial to my research--just a reminder that sometimes it takes a while for things to dawn on us. And that's fine.



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networks in the United States that offer nationwide wireless services: AT&T, Sprint, T-Mobile, and Verizon. (Listed alphabetically, not by size or customer service quality or any other quality.) US Cellular also provides regional wireless services, but not quite nationwide.

And now Google is proposing another network service. No, it's not going out and building cell phone towers; it is putting together the already available cell phone tower networks from some of the other network operators and making them available through a service called Google Fi. Google Fi will provide your phone the best of any of the three networks, Sprint, T-Mobile, or U.S. Cellular, by intelligently switching to the best network at that time and location. (Notice the two missing providers.) And it will use Wi-Fi to make calls and send texts whenever it can, thus possibly saving data. And when it connects via Wi-Fi, it automatically employs a Virtual Private Network (VPN) which encrypts all of the communications to keep them safe. They say that calls and texts work on Wi-Fi just as they do when you're using mobile data, and you can continue your phone call as your phone switches between the networks. To do all this magic, Google Fi uses a special Subscriber Identity Module (SIM) card. A SIM card usually identifies the phone (device) to the network. This special SIM card can identify your device to all three networks, T-Mobile, Sprint, and U.S. Cellular. And the really neat feature is that it can switch between the networks on-the-fly, based on many factors. You can order a free SIM card during the sign-up process or you can purchase one at an authorized retailer. SIM cards are now available at Best Buy and online from their website. The SIM card costs \$10, but it comes with a \$10 account that essentially makes it free.

Not all phones can be used on Google Fi, only unlocked phones can be used with the service. Recall that a locked phone can only be used on one specific network. (If you purchased your phone through Google Fi or the Google Store, your device is unlocked.) So, the phone you use must be unlocked. If you aren't sure if your phone is unlocked, you can contact your cur-

rent network or the place where you purchased your phone. Also, you need to make sure you don't owe any payments on your device. All Android phones must be using Android 7.0 as a minimum and have LTE bands 2 and 4 (again, the place you bought your phone could probably help you with this.) The Samsung Galaxy 6, 7, 8, and 9, as well as the Motorola G5, 6, and Z 2 & 3 will probably work. And all iOS models must run iOS 11 or higher. The Apple 5, 6, 7, 8 and X should also be ok. (Phones that have been designed specifically for Fi, like the Pixel 2 or 3, sold by Google, will probably give you the best experience.)

The cost for the Google Fi service is not cheap but its billing is fairly straightforward. You pay \$20 per month for unlimited talk minutes and texts, and a flat rate of \$10 per gigabyte of data used (in .1gigabyte increments) until you get to 6 Gigabytes (\$60) for the month. At that point you enter the "Bill Protection" level and effectively you have an unlimited plan for the rest of that month. That way you can use as much data as you need for the month without paying over \$80 total (\$20 base + \$60 data). Most of us would probably never get to the Bill Protection level, but if you did by accident you would be protected with this maximum expense cap. (There is another change at 15GB but most of us will probably never reach this.) With this type of billing, you don't have to pay for an "unlimited" plan every month, but you have one for any month when it may be required. This may be interesting for frequent travelers because the Bill Protection applies to international data usage as well as data usage at home. You can also set up a Group Plan for up to six people to share a single account. With the Group Plan, each additional person is \$5 less for the base plan charge, or only \$15 per month. Billing is handled by the account owner who is charged for the total bill, though it can be set up for each individual Group member.

So now you can get your network service through Google Fi, which tries to give you the best experience from three networks, instead of your smartphone being married to one specific network as most phones are.

# 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 an example of the classroom in which we will be meeting. Inside the door to the building entrance is an elevator that takes us to the second floor where this room is located.

